

## HP Service Anywhere – Simplifying ITSM

Questions Asked by Webinar Attendee on December 12, 2012

Q: What are the USP's for Service Anywhere over say ServiceNow?

A: Please review the information available on the HP website as this will remain updated with the latest information from HP (<http://hpserviceanywhere.com>)

Q: what is an average time to get up and running with the tool provided we have all our data and processes ready - in days or weeks?

A: The system has been set up to provide the industry best practices directly in the tool. You can import your foundational information (people, locations, CI's) very quickly. In terms of coding in your processes it is an order of magnitude easier than previously - however the amount of time will vary dependent upon the number of changes as well as the experience of the person performing the changes

Q: how is support to cross information to discovery root cause ?

A: Sorry - don't understand the question

Q: how can I re-config process form or update process within tool ?

A: HP provides the Forms Editor and Process Designer for performing changes to the forms displayed on the screen as well as the workflow and required business logic.

Q: is there support to chat to talk with client ?

A: That is in the roadmap.

Q: is possible to do Customer Satisfaction Survey ?

A: This is in the roadmap.

Q: is possible I send SMS text if for sample one ticket change to high priority ?

A: It is in the roadmap

Q: how is database of CI ?

A: CI's are maintained in Service Anywhere - you may also link to the information contained within UCDB.

Q: can I have different incidents process ? for sample one incident process to hardware problem and one incident process to software problem ?

A: Yes - this is included in the product. You may differentiate processes which will fire off different workflows

Q: Hello Kshitij here, It is really a nice go through but it seems more similar to HP Service Manager. What are the key advantage or points which will encourage us to buy this product and provide the service at various customer places?

A: Service Anywhere is a very different experience from Service Manager - there has been great effort to simplify the entire experience. For more information please check <http://hpserviceanywhere.com>

Q: Is Service Anywhere meant to compliment the existing SM SaaS product, or should it be used by my customers instead of the existing SaaS SM product?

A: Service Anywhere is replacing the existing Service Manager SaaS product. HP will continue to support existing SM SaaS customers until the end of 2014.

Q: If my customers currently uses SM 9.3 on prem, or even SaaS, can data be loaded / transferred to the Service Anywhere system?

A: The foundational data (people, places, things) can be transferred with the data load tool. Tickets will require either PSO or a partner to transfer. Given that there is a different basic process flow and other underpinning technical items the configuration changes made in SM cannot be directly upgraded to Service Anywhere.

Q: What kind of upgrade do customers receive? Does it happen automatically? Seamlessly and quietly? Or does a customer "agree" to it for their instance and "test" the upgrade first?

A: The upgrade process is designed to be a quiet upgrade - which would typically take place during a change window.

Q: Does the tool include a service catalog?

A: That is on the roadmap.

Q: Are there APIs, e.g., for auto ticketing?

A: Service Anywhere contains Web Services - very similar to those used in Service Manager. You may also use Connect-It to transport data.

Q: User Self-Service Portal: is there a Knowledge Base capability when submitting an initial request/incident to limit how many can be resolved without Help Desk personnel having to touch the case?

A: Knowledge Management is on the roadmap.

Q: Can you talk about any certifications you have or plan to have, e.g., PCI, HIPPA?

A: Industry based certifications are typically not required by a service desk product due to not handling patient data (as in the case of HIPAA)

Q: Can you use AD/LDAP for login/password authentication?

A: Yes

Q: Is this available as an on-prem solution?

A: Not at this point.

Q: Can you talk more about configuration of the system and data import (users, assets/CIs, etc)? How much effort is required? Can you interface with other systems to import data (e.g., LDAP or AD for user accounts)?

A: This is likely something that you'd want to discuss with sales directly as each customer's requirements vary.

Q: Are these task templates available globally, or are defined/configurable on a per-customer basis?

A: The templates are available globally - and then configured by the customer as to their needs. The out of the box templates are tagged HP Proprietary and the customer can copy them to make their development process easier.

Q: What privileges are required for someone to edit the task plan as you're showing?

A: It is defined in the module. Users may be given roles depending on whether they should be able to alter the workflow as it is originally delivered or on a per ticket basis.

Q: I've had several RFP responses for ServiceAnywhere, and one big missing area that is expected, is Knowledge Management, and Service Request Catalog. Can you speak to these features / availability dates. as well as any other key components (impact analysis, SLM, etc.. that is coming).

A: These are on the roadmap. HP policy prohibits us from discussing these publicly. If you would like additional information please contact your sales team and we can set up a discussion as to the roadmap.

Q: Can you speak to the uCMDB integration too?

A: UCMDDB integration is available currently - it will be improved as we go forward.

Q: One of the key features of SM, is it's ability to create custom forms (graphics, embedded web elements, etc.) will these capabilities be in the future of SAW?

A: We are looking to be able to provide the same capabilities as SM in SAW - however the time frame for each individual element differs.

Q: Steve, how does Service Anywhere help HP's partners in getting more business from their customers

A: Service Anywhere allows you to compete more effectively against other vendors in this market.

Q: Steve, for Notifications, the analyst had to open the ticket to see the conversation. Shouldn't we have the capability that major communications across the teams get flashed automatically irrespective of the ticket they are working on

A: We are looking at ways of improving the collaboration methods in terms of user productivity and other aspects.

Q: what does the slash between Logging and Categorization mean?

A: It is simply for readability - there is no embedded functionality as a result of the slash.

Q: Can ticket data be reported on via a tool like Crystal Reports? If so, how?

A: You may report tickets via Employee Self Service within SAW. You may also have tickets submitted via Web Services.

Q: Are there any Service Anywhere demo servers? Any doc/wiki info available?

A: Yes - please refer to <http://hpserviceanywhere.com>. For partners please reach out to your local HP SaaS Partner Manager.

Q: Is the chat post only available to the user if they enter the ticket? Is there anyway to drive the chat post to the user apart from opening the incident?

A: At this point chat is available for those working on the tickets - not directly with the end user.

Q: Service Level Agreements?

A: SLA's are on the roadmap

Q: Is this HP Service Manager 9.31 in the core? is it available on other languages (Spanish)? If a customer wants some custom categorization or some custom field? how does SLA's works, for example if a customer wants incidents with priority 1 to be attended on 2 hours and other customer wants them to be attended on 2 hours? what info does the customer needs to give in order to enable SaaS? how many time it takes to load the info and enable the service? is there any templates for delivering this info?

A: SAW has been completely reworked - at the database level, binary level and code level - it is not 9.31. We have introduced SAW in 4 language (English, French, German and Japanese). We will be providing Spanish shortly. Customers may add custom fields (or tables) through the Table Editor. SLA's will be addressed in a later version. For customers to start on SaaS we simply need them to provide us with the necessary purchasing documents. We have provided templates for customers providing the foundational data (people, locations, CI's, etc). It takes a very short amount of time to import this information.

Q: Is it possible to add custom fields to the incidents, interactions, changes, etc.?

A: Yes - using the Table Editor

Q: Does this support ITIL standards?

A: Yes

Q: Is there an FAQ that can be populated by the Service Desk? Is the logic built in so sAnywhere will suggest some options to resolve the incident?

A: There is not a FAQ - that would best be handled outside of SAW. Service Anywhere includes the ability to match incidents prior to creating them.

Q: In the chat function, how do invitees get notified? SMS, email?

A: You identify the recipients as part of the collaboration activities - the users are selected.

Q: Can you talk about some of the reporting capabilities?...show some examples.

A: The current ability to see information in the product is primarily available via Favorites & Dashboards. We also have the ability to access data via the Report Server - which you can attach to via ODBC and provides a near real time view of the data.

Q: ...that there is a message addressed to them?

A: Don't understand the context of the question

Q: Are there any integration capabilities? API?

Q: when adding more features (like catalogue) in the near future, would it affect the monthly pricing ?

A: The pricing includes all modules - current as well as future.

Q: will HP SAW finally replacement HP SM9?

A: Service Anywhere and Service Manager will co-exist.

Q: When assigning to a group does each member get a ticket assign to them?

A: Tickets are assigned to groups and can then be assigned to an individual. There are not separate tickets created.

Q: does the self-service portal integrate with active directory?

A: Service Anywhere integrates with AD & thus includes ESS.

Q: Collaboration is included in HP Service Anywhere?

A: Yes

Q: How close are HP Service Anywhere & HP Service Manager ? I recognized in SA many things from SM9

A: While there is a shared heritage there are many different elements of Service Anywhere that are not available in Service Manager (ref: <http://hpserviceanywhere.com>)

Q: In Open Conversation in Incident ticket, does it send out an actual email along with the posting?

A: It is in the roadmap

Q: Will it still be able to tailor master links and master format controls in HP Service Anywhere? If yes, how is HP separated from tailoring?

A: The only method to make configuration changes is through the Process Designer - thus links & format controls are no longer part of the solution that can be edited. The same functionality is available via alternative methods.

Q: Please give us an example of the difference between Incident Management and Problem Management.

A: Incident Management is to get the device operational, Problem Management is to determine the underlying root cause. Refer to ITIL for a full definition.

Q: Is it still application links and not database relations (Table Relationship Definition)?

A: Service Anywhere is fully relational at the DB level

Q: Will ServiceCatalog also be part of this? Will it be an external application as in HP SM or as a part of SelfService Portal.

A: Service Catalog is part of the roadmap. The expectation is for self service to be handled as part of Service Anywhere rather than a different client.

Q: Is incident matching still 'ir.expert' or .....

A: Incident matching is based on IR Expert

Q: Please clarify Web Services Integration. Is it direct to HP SAW or does it go via Connect-IT

A: Direct to Service Anywhere - though it can be used in conjunction with Connect-It.

Q: Can Dasboards be displayed and viewed in self service and outside of HP SAW ( for example on a customer web page or TV type display )

A: This is on the roadmap

Q: Please clarify licensing for Connect-IT when it is required.

A: Licensing for CI includes the base product and HP-HP connectors.

Q: Is an end-user a 'named' user?

A: We have 3 license types. 2 are full access - Floating (concurrent) and Named. We support self service users who need to have a specific login - typically these are imported as part of an integration with LDAP.

Q: How does Service Anywhere handled auto-discovery for Configuration Management (CMDB)? Is additional H/W or S/W required? Is something required on-premise?

A: SAW integrates with UCMDB - which allows a number of different technologies to populate CI's. We are working on developing additional tools for integrating with existing products.

Q: Can the escalation between phases be driven by a SLA metric of time?

A: We will review this requirement.

Q: I assume you are going to indicate the pricing model?

A: \$89 / user / month for named; \$178 / user / month for floating

Q: How do you position your tool against ServiceNow? Pro's and Con's?

A: Service Manager is superior to SN in terms of Ease of Use, upgradability, availability, security and more. Please refer to <http://hpserviceanywhere.com> for more information

Q: Would you provide a list of ITIL processes provided in this version?

A: Incident, Problem, Change and some Configuration.

Q: Are multiple languages supported based on User login?

A: Yes

Q: as a service Desk user, can we migrate to Serviceanywhere automatically, or do we start over from scratch?

A: You can migrate much of your foundational data (people, locations, groups, CI's, etc). Bringing over ticket & configuration data will be handled on a case by case basis by PSO & partners.

Q: Licensing/Pricing for ServiceNow... priced by number of users? Number of Cases? Bandwidth consumed? How do you price it? And given that it is SaaS, what is YOUR SLA in case the app is unavailable?

A: Pricing is \$89 / user / month (named) and \$178 / user / month (floating). For the information on availability we provide 5 or 10 days / quarter should we fail to meet the required level of availability (vs. a minute for minute for ServiceNow).

Q: Does HP use Service Anywhere for its own customer facing help desk/support center? What about internal tickets (staff->IT)?

A: Service Anywhere is a net new product - we are currently using Service Manager.

Q: (Devil's advocate)... What would you say is the biggest differentiator between ServiceNow and its main competitors?

A: With respect to ServiceNow's key elements they have done a good job of marketing their solution.

Q: the SaaS offering.. is that something new for HP? how has HP, as an enterprise, taken to selling SaaS offerings? What is next? Is the old EDS/ES team in charge of the hosting?

A: HP has been selling SaaS for many years - SM SaaS for 4 years. This has been something has been part of what the former Mercury team has been doing since 2000 - so there is a great deal of experience with SaaS solutions.

Q: The interface looks to be touch screen friendly with large easily accessible buttons. Was this just a consideration for Windows 8, or is it also accessible with mobile devices such as tablets?

A: We are working on our mobile solution.

Q: Will you guys share URLs and credentials to access them?

A: For the partner demo systems please contact your local SaaS Partner Manager.

Q: What browsers do you support? What about mobile device support?

A: Browsers require support of HTML5 - IE9, Firefox & Chrome.

Q: Using Process designer in Models can we set up dependencies between the Tasks?

A: There are differences in the way that Tasks & the Process Designer work. You can set up dependencies in either - however there are differences that need to be taken into account.

Q: if a member of the team is not logged in for the chat- he will receive an e-mail with the question?

A: That is part of the roadmap

Q: which CMDB can be used by HP Service Anywhere? e.g. the same CMDB as HPSM?

A: SAW has been redesigned to be a fully relational solution - hence the underlying data structures have changed from SM

Q: Can you create dashboards / reports / with data from multiple queues / views on a single screen?

A: Yes

Q: This looks a LOT like HP Service Manager, but with better "lipstick"

A: This is a redesign - not simply Service Manager.

Q: Is there an open API for integrations? is that included in the monthly fee?

A: We have Web Services or Connect-It. Both are included in the monthly fee (base Connect-It)

Q: and can you configure it to send / receive emails to update the ticket? Or do you have to be logged into the app?

A: Email integration is available

Q: Is this based on the same architecture and code base as HP Service Manager? Or have you taken the time to address some of the underlying issues with HP Service Manager like a non-relational database.

A: Many underlying issues have been addressed

Q: Does the pane auto-refresh?

A: No - this is still a pull technology

Q: what is the Critical check box for HTML email alerts for?

A: To mark the email as Critical

Q: When will we get a custom HTML-widget for Forms?

A: It is on the roadmap

Q: will you provide support through SVI partners (to provide local language support)?

A: Right now partners are not enabled sufficiently on SAW to provide this type of support - however it is something that we are looking in to.

Q: will you include Connect-It connector licenses for more than HP connectors in the monthly fee? Especially DB and file-connectors.

A: We are reviewing that