

DRIVING BETTER IT PERFORMANCE MANAGEMENT

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HP SOFTWARE POINT OF VIEW

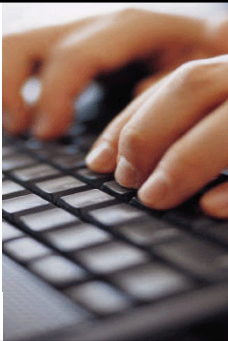
Every business leader—including IT—has or should have a **performance system**.

It can and should be **digitized and automated**.

It's important that its coverage is **comprehensive**.

And **cascaded** throughout the organization.

It can **continuously improve** by featuring best practices from the broader professional community.



STRATEGIC ROLE OF CIO CHANGING


CIO becomes the builder and broker of services

TRANSFORM legacy infrastructure and applications and processes

MANAGE AND SECURE across legacy applications and cloud assets

BUILD on-premises cloud services

CONSUME off-premises services securely




Pressure for IT investments to perform better

Metric	Average	Best in Class
INNOVATION	30%	50%
OPERATIONS	70%	50%


Agility
Flexibility
Lower costs

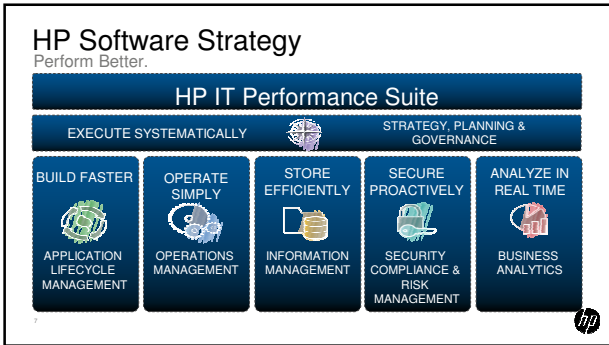
Source: Forrester Research, IT Balanced Scorecard Value Metrics Revisited, January 21, 2011



Perform Better with HP Software

- SIMPLIFY running modern applications across converged datacenters and hybrid cloud delivery
- AUTOMATE staff and processes to new levels of productivity across the IT delivery chain
- UNIFIED approach, enabling collaboration within and across IT domains, ensuring IT as a whole is working in a coordinated, efficient fashion





Better performance means better outcomes

Actual results from HP Software customers

<p>Improve service to customers</p> <ul style="list-style-type: none"> 3x improvement in call resolution rates 9x faster retrieval of patient records 66% reduction in unplanned failure rates 900% faster recovery from business critical outages 		<p>Realize cost efficiencies</p> <ul style="list-style-type: none"> \$5M/yr saved by cutting mean time to resolution to seconds \$19M/yr saved through 50% lower software testing costs \$32M/yr saved in change management labor costs
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Lord Kelvin

"To measure is to know"

"If you cannot measure it, you cannot improve it."

HP IT Executive Scorecard

- Single pane of glass for IT performance with industry's broadest coverage of IT investment
- Key Performance Indicators cascaded throughout the portfolio
- Open data model and studio for KPI expansion and customization

KPI-driven coverage of the entire IT landscape

CHIEF INFORMATION OFFICER
\$5 Trillion annual IT spend

170 KPIs via HP research	150+ KPIs captured digitally today	50+ KPIs directly measured in Executive
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11% annual IT spend	19% annual IT spend	70% annual IT spend
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FINANCE, PLANNING & ADMINISTRATION 23 KPIs Project Management Office 21 KPIs	APPLICATION DEVELOPMENT 57 KPIs	OPERATIONS 71 KPIs 33 KPIs Security 10 KPIs
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hp IT EXECUTIVE SCORECARD

Dashboard VPOs Scorecard RPO Scorecard SSOV Scorecard

Operational Excellence
Achieve Process Excellence (3)
Improve Responsiveness (3)

Customer
Improve Service Delivery Performance (3)
Improve Customer Satisfaction (3)

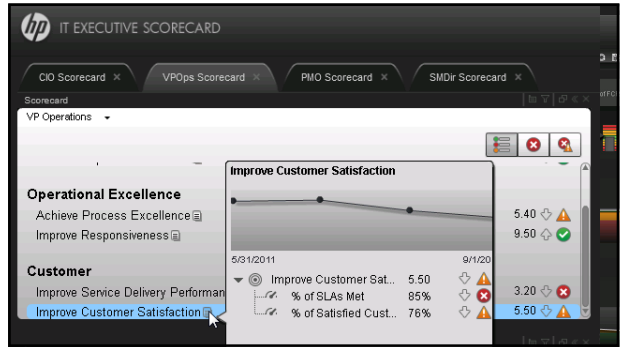
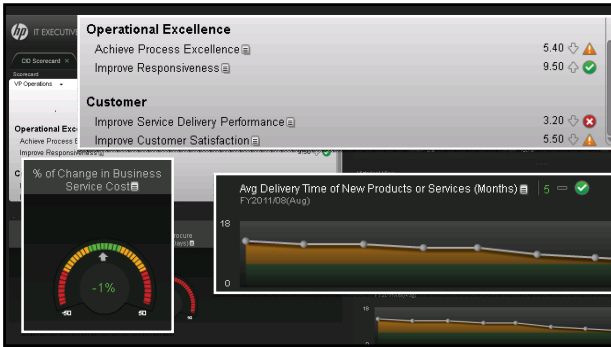
% of Change in Business Service Cost: -1%

Avg Time to Process Hardware Query: 15 min

% of Satisfied Customer: 94%

% of Change in Business Service Cost: 0%

Avg Delivery Time of New Products or Services (Months): 5



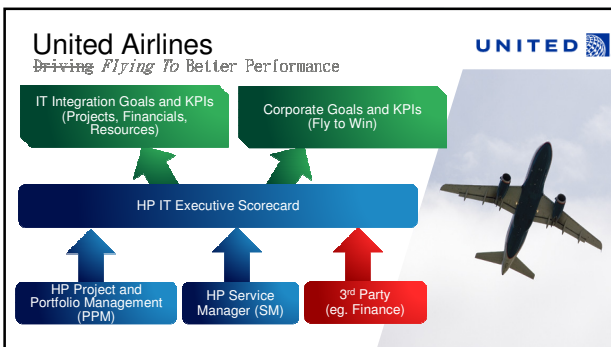
We help customers turn visibility into action

See Understand Act

United Airlines

Driving Flying To Better Performance

- United + Continental = Massive merger for IT
- IT Integration Program: Program Management
- IT Integration Program: Performance Tracking
- Corporate Goals: Go Forward Plan



Summary—Why work with HP?

- FLEXIBILITY**: You pick the platform as opposed to the vendor.
- AGILITY**: Protect and leverage the investments you've already made.
- LOWER COSTS**: Start with better visibility into the top IT KPIs so that you can make the tradeoffs and optimize the business of IT.

Next steps (*Taking Off*)

- Talk to HP about the IT Performance Suite
- Take an online assessment
 - www.hp.com/go/CIOAssessment
 - www.hp.com/go/CloudAssess
- See a demo of the IT Executive Scorecard
- Want today's hand-outs?
 - Fill in the evaluation form and your business card at the HP reception table



PERFORM BETTER

