

# JP1 and the IT Infrastructure Library (ITIL®)

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The IT marketplace now requires IT service delivery departments to perform operation management by means of appropriate systems and activities, such as compliance to a specified service level, periodic reporting, and problem handling by appropriate command channels. To meet these needs, Job Management Partner1 (JP1) Version 8 provides various functions that widely support the operation management jobs of IT service delivery departments, on the basis of ITIL®, a set of best practices for IT service management. JP1 Version 8 software automates IT service management work, contributing to quality improvements and cost reductions in work processes.

## About ITIL®

ITIL® is a comprehensive collection of best practices for IT Service Management. It was developed in the late 1980s by the Office of Government Commerce (OGC), a British governmental organization, for governmental institutions to use as a management framework for IT service management processes. In Europe and North America, many businesses have adopted ITIL® and enjoyed proven benefits such as long-term cost reductions and IT contributions to business activities. Today, ITIL® is promoted by the Information Technology Service Management Forum (itSMF) in 29 countries around the world, and it is recognized as the global standard for IT service management.

## Hitachi and ITIL®

Hitachi recognized the importance of ITIL® early on, adopting it in Japan and starting ITIL® studies in the late 1990s. In September 2002, we participated in the initiative to establish itSMF Japan, making the proposal to itSMF UK for its foundation. As a member of itSMF Japan, we have been actively contributing to the growth of ITIL® by, for example, coordinating the publication of the Japanese editions of ITIL® books. We also started delivering ITIL® related services earlier than our competitors. Beginning with an in-house ITIL® training service in July 2003, we launched a wide variety of ITIL® related services, including assessment and implementation consulting services.

## JP1 and ITIL®

The important point when implementing ITIL® processes is to ensure that the three Ps -- People, Process, and Product (tools/technologies) -- are combined appropriately. This is critical for IT services to achieve stability, optimum quality, and better cost-effectiveness. JP1 Version 8 serves as the base for adopting ITIL® and powerfully supports the ITIL® processes from the aspect of the Product.

JP1 Version 8 consists of multiple functional components, featuring the ability of business-oriented system operation management and improved flexibility, allowing users to combine necessary components. In addition, these functional components can be applied to many ITIL® processes. This simplifies any necessary tasks contained in the activities of each process, contributing to fast development of IT services and a reduction in operating costs.

JP1 Version 8 also allows users to easily develop the Configuration Management Database (CMDB) that serves as the foundation for ITIL® processes, and to automate various tasks, such as the preparation of reports on various process activities and the output of information required for audits. By managing information centrally and standardizing processes, users can reliably deliver a consistently high level of service quality.

## JP1 Products and ITIL® Processes

The two critical core areas of ITIL® are Service Support and Service Delivery. The former focuses on daily operational management and support, consisting of the following six processes: Service/Help Desk, Incident Management, Problem Management, Configuration Management, Change Management, and Release Management. The latter mainly focuses on the delivery of IT services from a long-term perspective, consisting of the following five processes: Service Level Management, IT Financial Management, Capacity Management, Continuity Management, and Availability Management. (See Table 1.)

Table 1: ITIL® Service Management

Service Support	Service Delivery
Service/Help Desk	Service Level Management
Incident Management	IT Financial Management
Problem Management	Capacity Management
Configuration Management	Continuity Management
Change Management	Availability Management
Release Management	

## Service Support

Figure 1 shows an overview of the Service Support processes implemented by JP1. The foundation of the entire system is Configuration Management, which is developed around the CMDB also built with JP1. Information of assets such as hardware and software that comprise IT services is collected as IT Service Configuration Items (CI). These CIs are associated with each other as necessary and stored in the CMDB.

Any incident reported to the Service/Help Desk is registered with Incident Management as incident information. This information is passed to Configuration Management and, if necessary, escalated to Problem Management and/or Change Management. Problem Management and Change Management use the CMDB to refer to past records, such as actions taken for the incident, and to record an appropriate status for the current problem in question. If any change in software is required here, a relevant instruction is passed to Release Management, where appropriate software is distributed automatically or the CMDB data is updated. As explained, JP1 functions as the infrastructure to automate the IT asset lifecycle from Service Desk to Release Management, ensuring that basic operations are always in line with ITIL® disciplines and that operation personnel are not over-burdened.

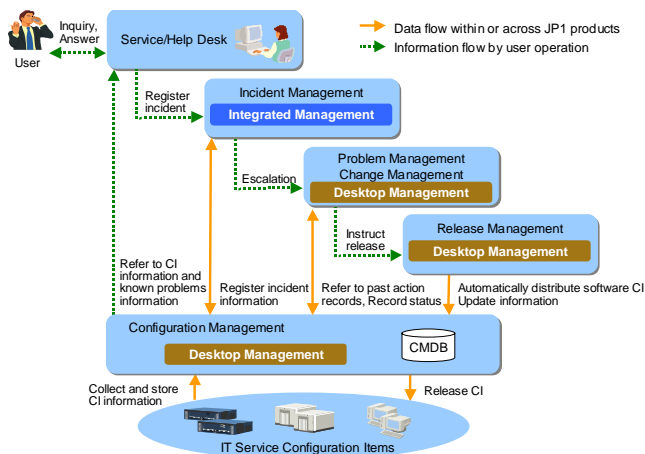


Figure 1: Image of Service Support Implemented by JP1

## Service Delivery

Figure 2 shows an imaginary overview of the Service Delivery processes implemented by JP1. In Service Level Management, users can collect information, such as capacity and availability from Configuration Management, to monitor a service level or periodically report on SLA. Users can also evaluate the cost necessary for ensuring a specified service level by collecting financial information from Financial Management. Furthermore, users can manage financial information required for IT service delivery by receiving information, such as the prices of IT Service Configuration Items (CI), from Configuration Management.

Capacity Management and Availability Management collect operation data from actual IT Service Configuration Items and concurrently check them against the specified thresholds. The collected and monitored information is registered in the CMDB in Configuration Management. Since JP1 provides reporting functions and various alarm functions to help users predict any possible failure, users can find any failure at an early stage, as well as check proactively and avoid possible failures before they actually occur. By performing failure detections and performance measurements on the IT systems in the company, users can contribute to cost reduction and quickly respond to any change in the business environment.

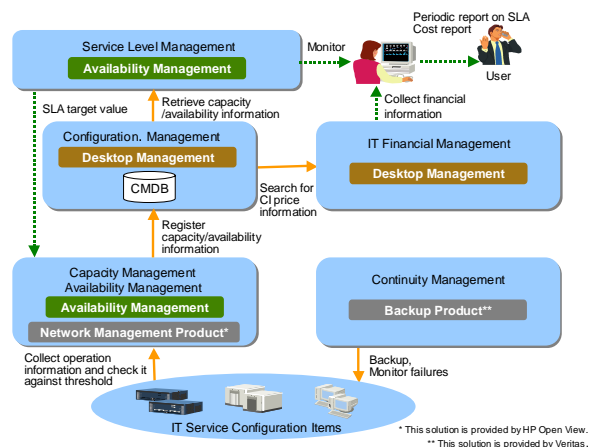


Figure 2: Image of Service Delivery Implemented by JP1. It enables delivery of IT services necessary for business activities, with a high return on investment.

### Inquiries about these products

Feel free to contact us regarding these products:

### Information service

Further information about JP1 can be found online at:

<http://www.hitachi.co.jp/jp1-e>

JP1 is an acronym for Job Management Partner 1.

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