

Risks and mitigation

Risks	Mitigations
The initial investment is too large.	HP ITSM solution implementations can start small. Because the pricing model is based on the scope and size of your implementation, you only pay for what you use. HP is committed to providing a modular offering that enables a stepwise implementation path that provides the fastest return on investment.
The implementations take too long and sometimes never reach successful completion.	Choosing HP means choosing a wealth of experience HP has gathered with thousands of customers over the years. Only HP offers you a complete and optimized portfolio, including consulting, education and software. Don't waste weeks or months to reinvent IT service management. Take it from the leader. Today, ITSM best practices based on HP OpenView software can help you to finish the ITSM transition in as fast as six weeks. However, one critical success factor is that you, as the CIO, give your strong commitment and executive support to the ITSM project.
Will a transition to ITSM jeopardize other IT initiatives?	Not at all. IT consolidation or standardization projects run much smoother and faster with HP OpenView. Some companies are installing HP OpenView software as the first step of an IT consolidation project, to get an overview of all the IT components in their environments. They document dependencies between the components, services, customers and service providers in the HP OpenView configuration management database. Once decisions have been made on what to consolidate, they split up the work into several projects and let HP OpenView calculate the best time to do all the changes and avoid business disruptions. Once your HP OpenView service management is in place, you will look at IT consolidation as a natural benefit.
Will I have to remodel existing IT processes?	You will find a number of solutions on today's market that utilize out-of-the-box best practices but are not flexible enough to support your special business needs. Other solutions are flexible, like a software development platform, but it takes ages to get them to support IT service management. Overall, other solutions make you choose one quality over another. With HP, you won't compromise any of these qualities. In the words of one customer: "We didn't have time or head count for development. We wanted to configure, not develop. Because OpenView works right out of the box, we had it configured, integrated and deployed in under three months." — Mark Whatman, Senior IT Manager, AVAYA
Will I be able to leverage existing IT investments?	HP OpenView management software not only integrates perfectly into your existing solutions; it also allows you to consolidate management software point solutions. While enhancing your service quality and increasing efficiency and automation, you can save up to 50 percent on total software ownership costs. As a result of a project to harmonize IT processes on a global HP OpenView service management system that meets validation requirements, Roche, a global pharmaceutical company, was able to replace more than ten legacy systems from Remedy and other vendors.
Does ITSM increase management software ownership costs?	How many point solutions do you have? An assessment of your current management software TCO will help you discover the possibilities.