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Management module The HP Service
Manager Service Level Management
module is designed to help keep IT
services aligned with business needs
and demonstrate value back to users
and stakeholders. It makes it easy to
develop standardized service level
objectives for calls,

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Management Module
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Management Module "Introducing

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HP Service Manager 9.40 Codeless and Classic modes" on the next page) will benefit from a version of Service Manager in which Process Designer workflows are fully-implemented for certain modules, including Change Management, Request Fulfillment, Service Level

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Management Module

The hp OpenView Service Quality Manager SLA Monitoring User Interface is part of the Hewlett Packard solution for Service Quality Management. This manual describes the Graphical User Interface (GUI) and explains how to use the Service Level Agreement Monitoring User Interface in the context of the hp OpenView

hp OpenView Service Quality Manager

Levels of enterprise IT management
HP ITSM Reference Model processes
IT services Capability Maturity Model (CMM) 1. Initial—No key processes present, ad hoc processes
Level 1:
Managing the infrastructure
Operations management
Configuration management
Change management
Incident and service

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The HP IT Service Management (ITSM)
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The HP Service Manager is one of the applications acquired by HP when it purchased Peregrine Systems in 2005. The application was originally known as PNMS (Peregrine Network Management System). After releasing the first version of PNMS, Peregrine Systems eventually added functionality such as Request Management, Call Management , and Change Management and rebranded the application as Peregrine ...

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Part I Service Level Management Administration Describes how to work with the Service Level

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Management Administration

component to define Business Service CIs and service agreements mapped to IT metrics, to represent the business services and business SLAs maintained by your organization. Part II Service Level Management Reports

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