



Unicenter Service Management 2.2 Implementation at HSBC (Phase 1)

Customer Profile

- HSBC has initiated a comprehensive plan to provide a Service Management system to report SLA results and track their SLA contract metrics.
- To accomplish this goal HSBC is mapping a strategy for Service Management. HSBC has selected Unicenter Service Management (USM) products as a primary tool required to meet these goals.

Problem Statement

- The current SLA reporting mechanism is manual in nature, the production of reports is time consuming and subjective.
- Based on current procedures for producing the reports there is no standardization in the manner calculations are performed.
- Data storage is decentralized making the dynamic use of data impossible.

Technology Used

- Service Catalog R2.2
- Service Meter R2.2
- Service Assure R2.2

Challenges Addressed

- Providing a mechanism for input of manually gathered metrics and weighting data.
- Providing a mechanism for “extract-transform-load” of performance metrics from external sources.
- Providing a platform for the standardization of calculations.
- Providing a system to produce consistent reports per customer mock-ups and specifications.
- Providing a mechanism for the creation of standard calculations.
- Providing centralized reporting in the form of monthly status and daily reporting.
- Providing a system that has rule sets to calculate the impact of outages.

Benefits of the Solution

- Online reports are available to SLA analysts and managers.
- HSBC SLA Management and SLA Analysts have dashboard overview of current SLA metrics.
- Mechanisms to store SLOs and their associated SLAs.
- Capability to enter and store outage information.
- Capability to enter and store weighting information per SLO.
- Capability to use weighting rules to calculate SLA scores in reports and dashboard results.
- Capability to define hours of operation.