

KL Standards and Processes – May 2009



S Thilakavathi: *(Super: Operations Manager, Hewlett-Packard Company)* The HP Operations and Monitoring Center is located in Cyberjaya, which is an intelligent city built just outside Kuala Lumpur. HP has a zero-outage mentality. We're here to ensure that customers' processes and systems are up, running and protected all the time. The Operations and Monitoring Center maintains a window in the server environment through the central control room, where 24-by-7 monitoring, supported by automated alerts, ensures that any abnormal server or network component event is detected immediately. We use event management tools that, with just a couple of clicks, follow all incidents until the final resolution.

Riduan Ismail: *(Super: Operations Lead for Midrange Services, Hewlett-Packard Company)* I'm monitoring all the emails, monitoring the tools that we use to resolve the incidents. This is one of the example of incidents that we receive. With five clicks, we can resolve our client problems.

Nirmala-Dewi Paramaswaran: *(Super: Supervisor, Global Network Operations, Hewlett-Packard Company)* We do apply ITIL frameworks in our operations in daily here. We have incident management, we have problem management, and we have different teams that handle change and capacity and release managements.

Mohd-Razib Zulkifli: *(Super: UNIX Specialist, Hewlett-Packard Company)* Here in the Monitoring and Operations Center, we support Level 2 and some Level 3 work in UNIX.

Nirmala-Dewi Paramaswaran: Also there is an Asian-language service desk supporting our global client operations across Asia.

Gary Wong: *(Super: ITIL & Service Management Trainer, Hewlett-Packard Company)* We have a standard recovery plan to be actually used in terms of recovering services, yeah. And standard process are all in place for us to react to any situation where we recover system ASAP, or as soon as possible.

S Thilakavathi: *The plan is linked to regional and customer disaster recovery plans, and a crisis management team is permanently available.*

Voiceover: EDS, together with HP, is number one in technology hardware services, and brings the power of three point six billion of HP R&D investment, and the innovations of 23 HP labs in seven global locations.

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