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Service Manager provides an integrated platform for automating and adapting your organization's IT service management best practices, such as those found in Microsoft Operations Framework (MOF) and Information Technology Infrastructure Library (ITIL). It provides built-in processes for incident and problem resolution, change control, and asset lifecycle management.

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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. 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 ServiceCenter. After the acquisition by HP, the application was rebranded as HP Service Manager and was

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