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Efficient Data Centers

How IT Service Management is the Key

London, September 21st, 2006

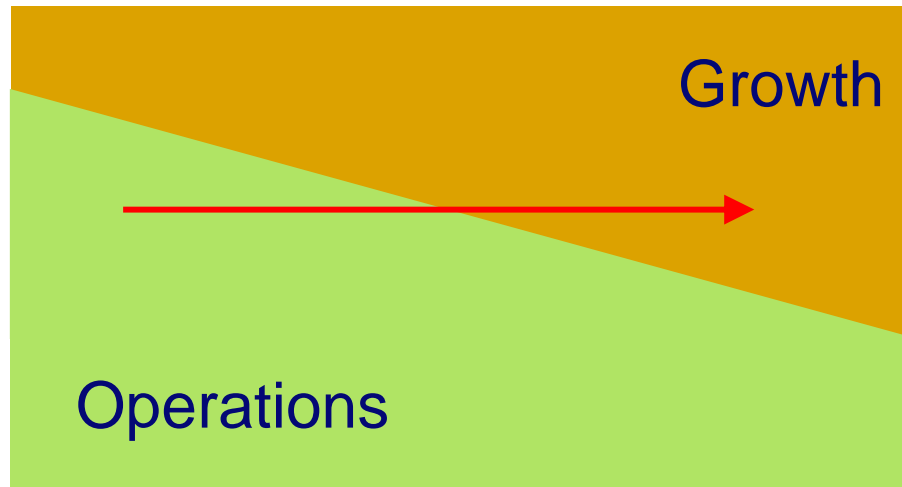
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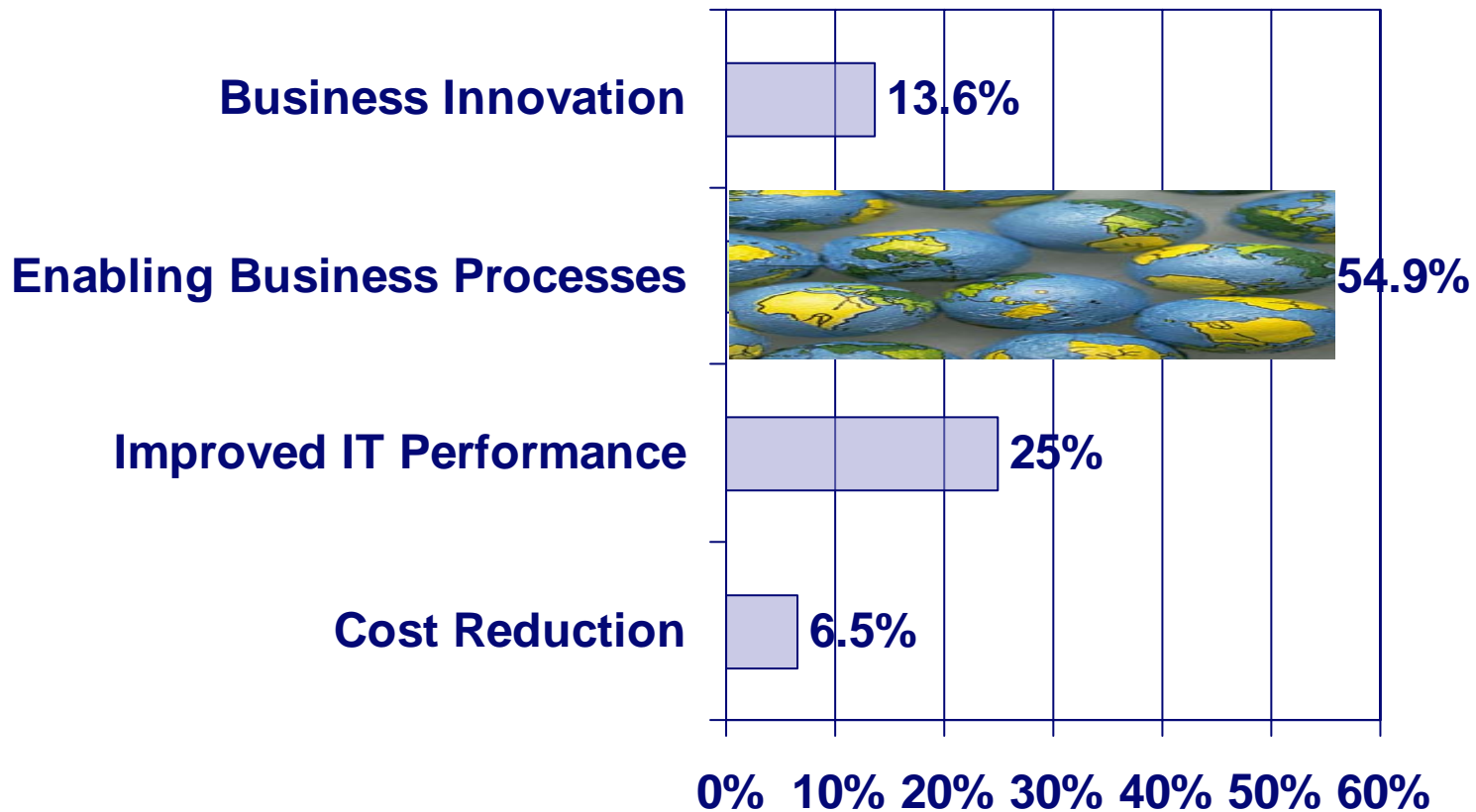
A Tale of Two IT Worlds



What do Managers want to invest in?



Top Priority for FY07 Budget Planning



Data Center Challenges

Privacy

Security

Access to Information

Provisioning of Resources

Availability

Peak Workloads

Fulfill SLAs

Utilisation rate optimisation

24/7

HW proliferation



Decreasing IT budgets

Systems Uptime

Ensure Quality of Service
for Business Critical Apps

Patch Levels

SW Enhancements

Point Solutions

Policy Enforcement

Product Releases

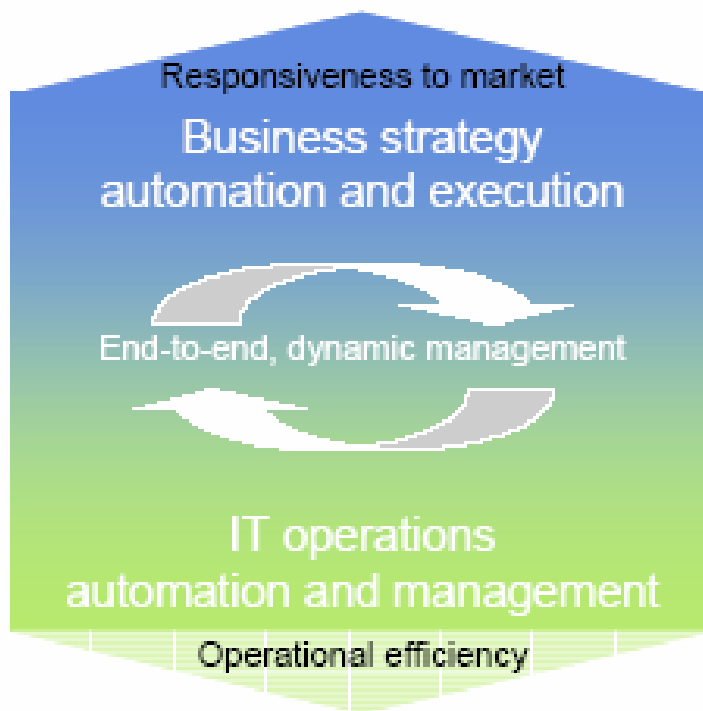
IT Service Management

Industry Best Practices such as ITIL and COBIT outline a set of IT management procedures that can support businesses in achieving both quality and value for money in IT operations

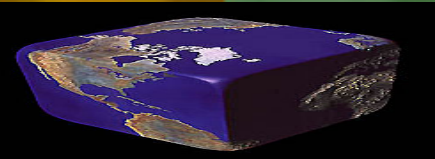
ITIL: Information Technology Infrastructure Library (IT Management Procedures)

COBIT: Control Objectives for Information and related Technology (develop IT Governance and control)

Dynamic IT Service Management



Necessary Changes in IT Operations

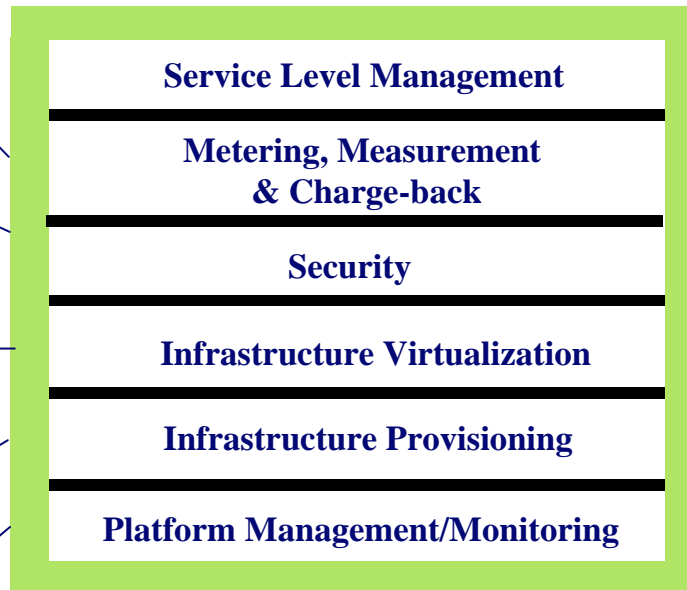


from

to



Dynamic IT Competences



Manual

Fragmented

Infrastructure Focus

Data hardwired to Infrastructure

Slow, inconsistent, manual

Fragmented, IT-oriented

Automatic, driven by business performance

Business Process oriented

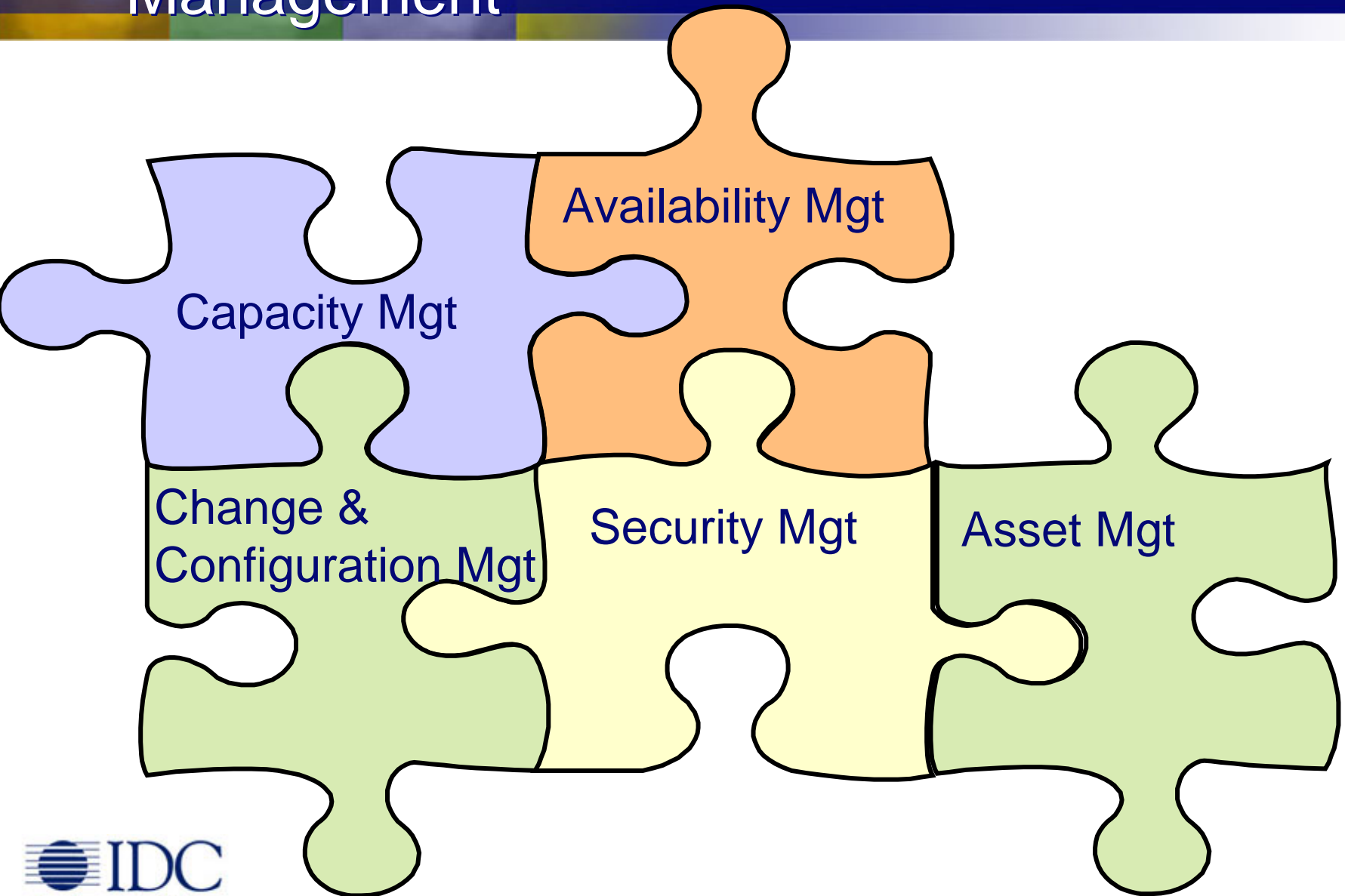
Integrated, build-in

Data & Apps access virtual resource pools

Fast, consistent, automatic

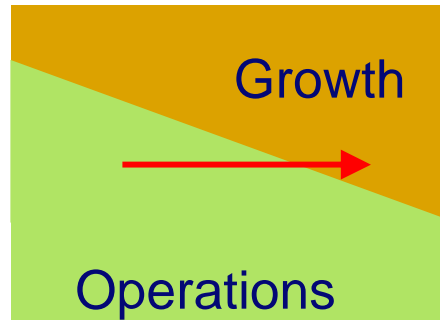
Integrated, Process-oriented

Building Blocks of IT Service Management



IT service Management Benefits for IT and Business

IT



Business

Cost Control

Capacity Mgt

Faster response to changing requirements

Faster resolution of performance degradation

Availability Mgt

Availability of critical apps

Monitor & predict consequences of changes

Change & Config Mgt

Reduce business risk

Improved utilisation

Assets Mgt

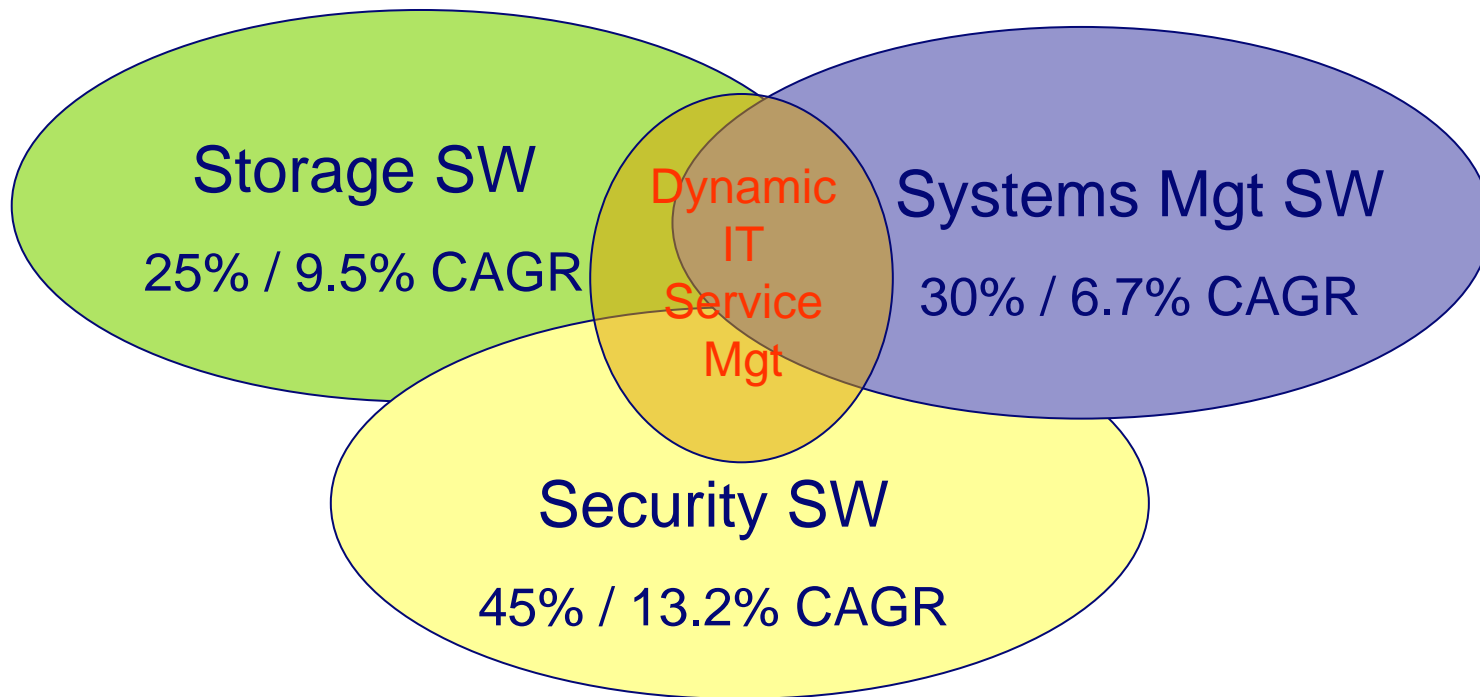
Transparency of IT cost

Reduce risk

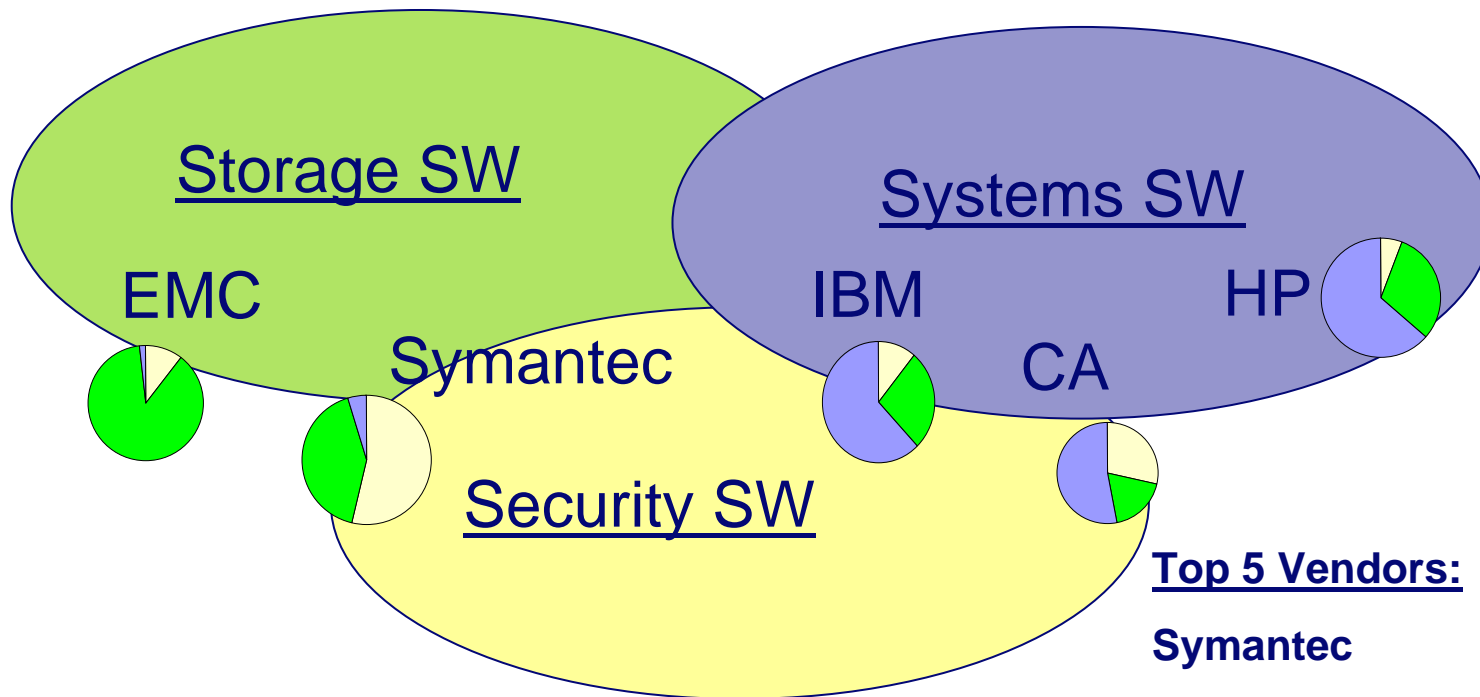
Security Mgt

Ensure policy compliance

Convergence of Systems, Storage & Security



Convergence of Systems, Storage & Security SW



Top 5 Vendors:

Symantec	11.4%
IBM	10.5%
EMC	7.8%
HP	6.4%
CA	5.4%

The Road to IT Service Management



- Consolidation
- Protection & availability of information assets
- Standardisation
- Optimisation & automation
- Adoption of integrated suites of management tools



Business policy – driven IT service Management

Essential Guidance

- Audit existing services provided and tools used
- Prioritise and develop a strategy on how to progress towards the desired IT service levels and achieve the goals of simple management and high flexibility.
- Understand the management software functionality currently implemented, identify redundancy as well as missing functionality.
- Define IT management goals as policies in preparation for policy-driven IT service management.

Questions?

Please email me at
carend@idc.com



Benefits of IT Service Management

- Minimise and simplify administration
- Maximise the flexibility of the infrastructure
- Monitor service level agreements (SLAs) across the entire infrastructure
- Demonstrate a return on investment to the business units
- Reduce the number of separate skills that are needed
- Extract increased value from legacy investments
- Deploy more cost-effective technology
- Achieve the optimum balance of work load across available resources, and maintain this optimization across changing patterns of resource demands.