

The natives are restless ...

Consumers of IT resource have heard about the “cloud” and it’s promises and are anxious to begin consuming in a cloud type manner ... however ... the consumption of resource is only half the equation, some-one has to play the role of cloud provider and when that some-one is internal ... it matters.

Cloud is an environment for hosting of Commodity IT Resource/Product

IT Resource/Product hosted in the Cloud is :

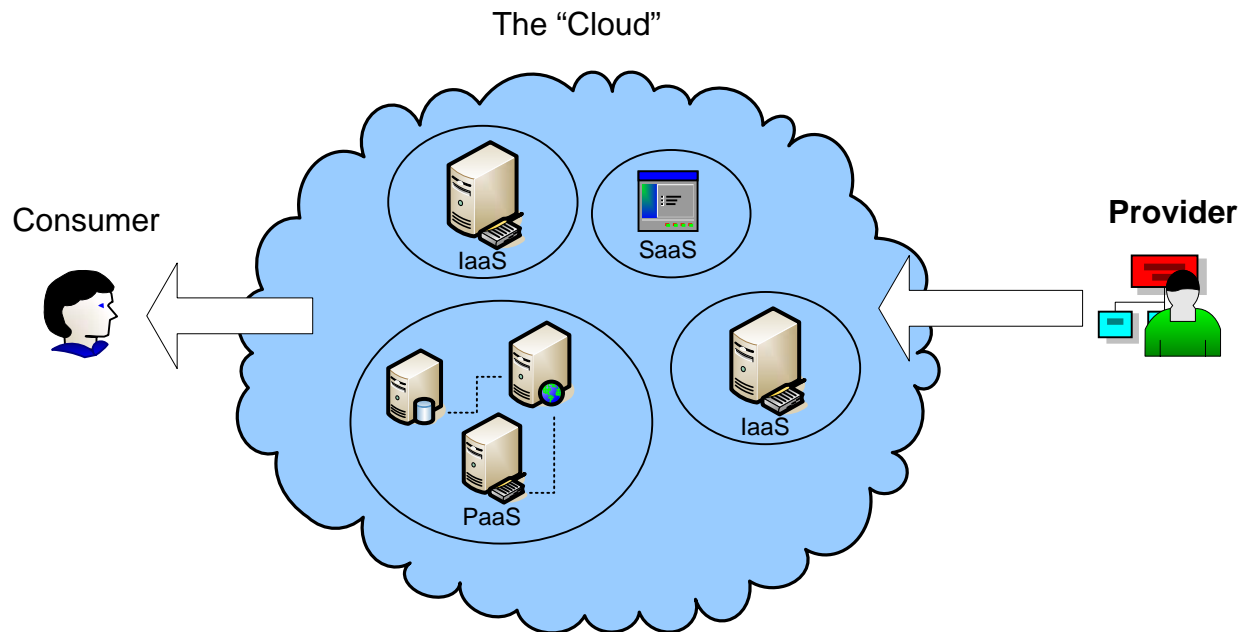
- of “Commodity” type (resource created/disposed of at will)
- is delivered via “Self Service”
- is available “On Demand”
- is billed on a “Pay As You Go” basis

IT Resource/Product is usually

- Software as a Service (User Applications)
- Infrastructure as a Service (Servers)
- Platform as a Service (Servers with Application Platforms)

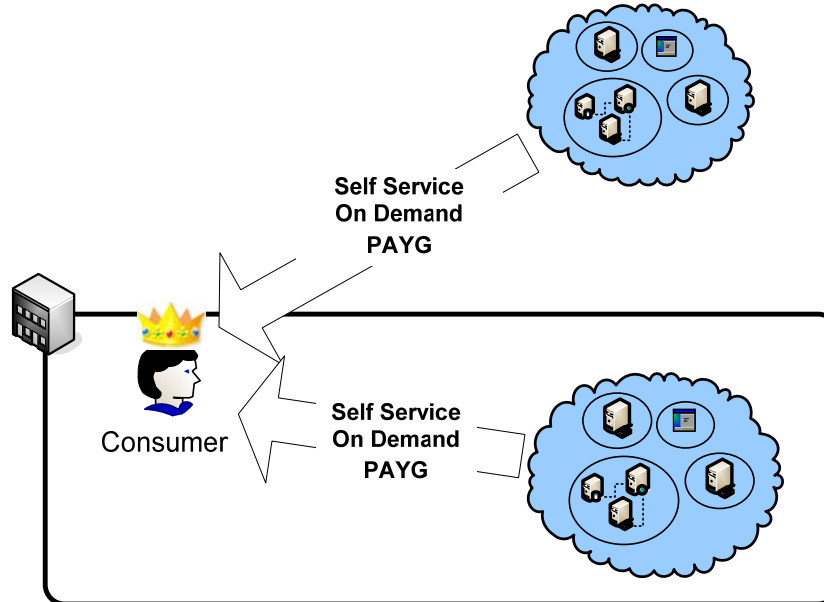
It takes 2 to tango

- Cloud Consumer = Party CONSUMING IT resource/product
- Cloud Provider = Party PROVIDING IT resource/product



Why Is Cloud Important and Why does Cloud matter?

- Consumer is King
- Consumer is setting the terms of product purchase
- Many Product providers are already trading on Consumer terms ... IT is just catching up
- Some-one has to play IT resource provider
- Competition for Service is now coming from outside the organisation



Dev / Test History & Associated Problems

- Dev/Test arena had 'evolved' by accident ... not design
- Virtualisation helped ... but caused a new set of problems
- Consistency of Application environments is a problem
- Time to provision new environments is a problem
 - Resource re-use is almost non existent
- Silo'd build procedures is a problem
 - No end to end SLA

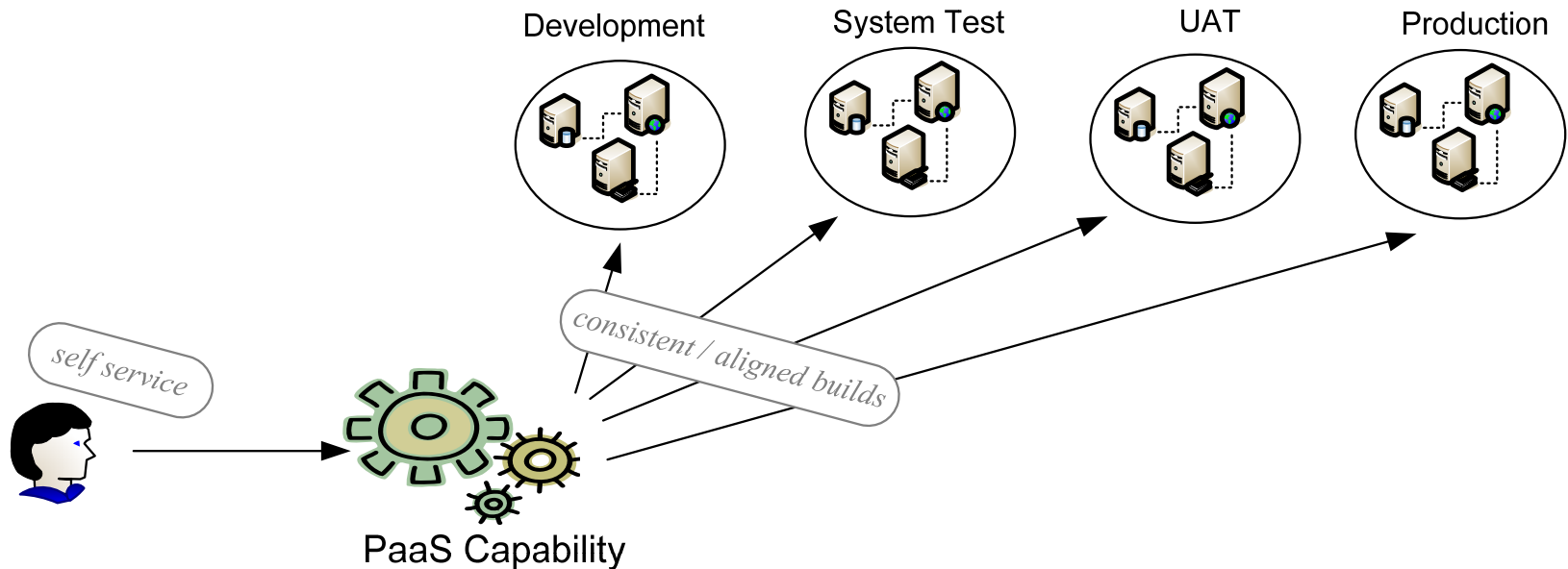
We needed to find a vehicle/toolset to assist with turning our Dev/Test Lab from unmanaged state to managed state.

Our Developer/Tester IT Consumers want

- Consistent, predictable, aligned environments
- An ability to re-use idle resources
- Timely builds of environments
- Reduce (preferable eliminate) dependence on IT Resource Providers

Our Challenge

- Respond to a rising consumer demand for provision of Application environments in a consistent and timely manner.
- Start with Dev / Test Environments but work our way to Production



Our PoC Roadmap

- Understand & Document the Requirements of **all** Stakeholders
- Engage/Align Providers
 - Understand our existing processes & Infrastructure
 - Understand the Vendor Solution (ISDM+ ... SmartCloud & Buildforge)
- Execute the PoC exercise

The PoC had to demonstrate all 'player' perspectives

We needed to experience and get a feel for

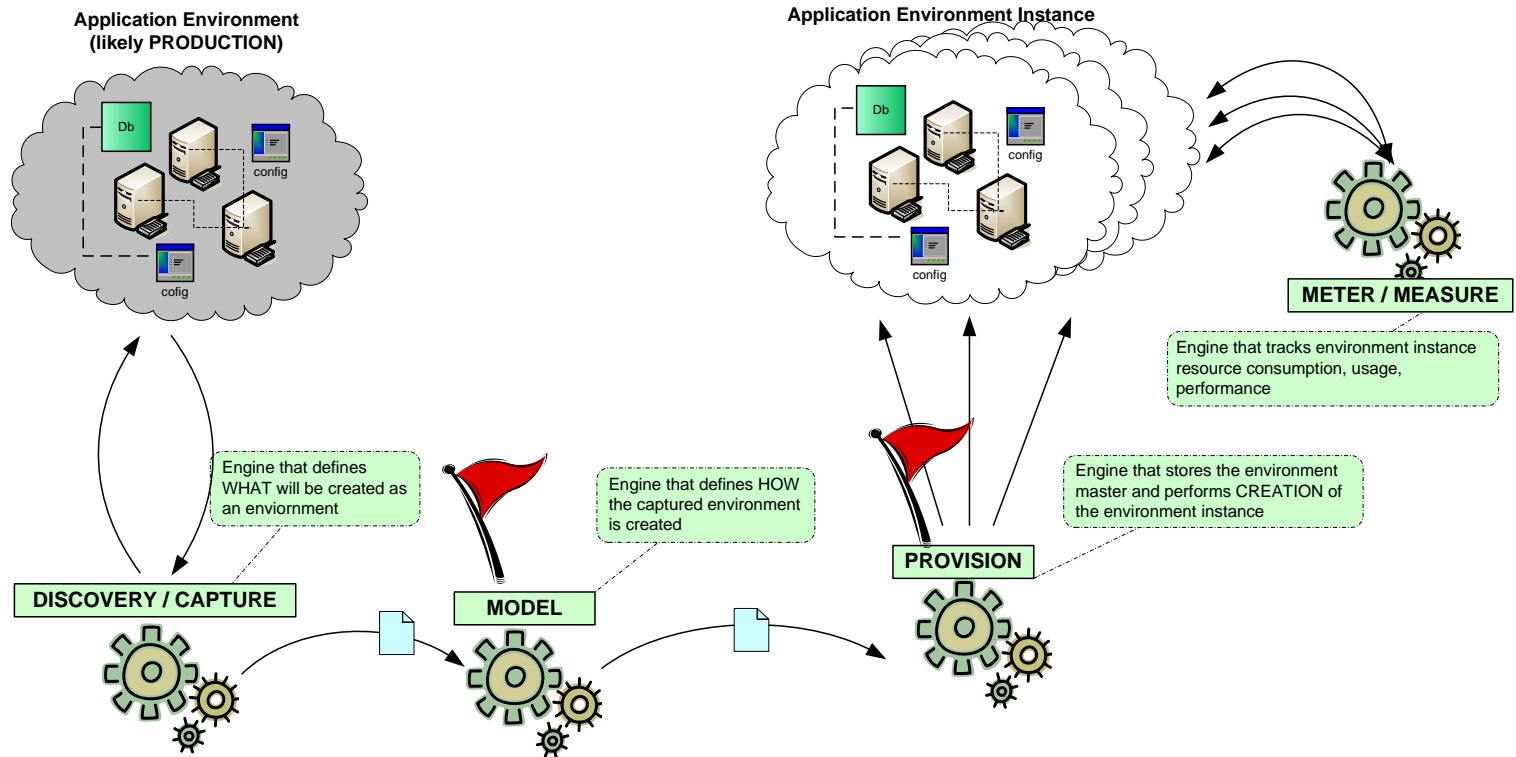
- Installation & Integration to existing BendigoAdelaide environment
- Basic operational maintenance and admin support
- The solutions ability to model environments from pre existing data (we already own the product that performs environment capture)
- Image Management Capabilities
- Service Catalogue item creation
- Reporting of resource capacity & usage
- Ease of use

We (Providers) need to understand & be aligned

- What we do and How we do it
 - Analyse Process
 - Shared v's Dedicated Infrastructure
- The Solution & it's underpinning requirements

**Providers NEED to understand & be aligned
Technology alone will NOT provide a solution**

The Solution (SmartCloud + BuildForge)



Conditions underpinning the Solution

- Thorough & exhaustive R&D effort in establishing the Service Catalogue Item
- Intimate knowledge of pool resources & availability.
- Up front & public agreement between resource pool providers & resource pool consumers on:
 - pool capacity
 - resource procurement procedures
- Thorough & exhaustive automation of environment component builds
- High reliance on resource capacity planning tools
- High reliance on resource performance monitoring tools
- Designated SME in the administration/management/maintenance of tools required to support the end to end self service automated environment build solution

Summary

Consumers of IT Resource have choice ... and they know it
Providers of IT Resource need to come to the party

Is PaaS right for you?

- Know your Requirements & Infrastructure landscape
- Get Provider on board
- Technology alone will NOT be a Solution
- People & Process will play a big part