

THE PREMIER SERVICE MANAGEMENT EVENT April 24 - 26, 2009 | Goa, India

Why an ERP for IT

And how to apply this in Integrated IT Operations

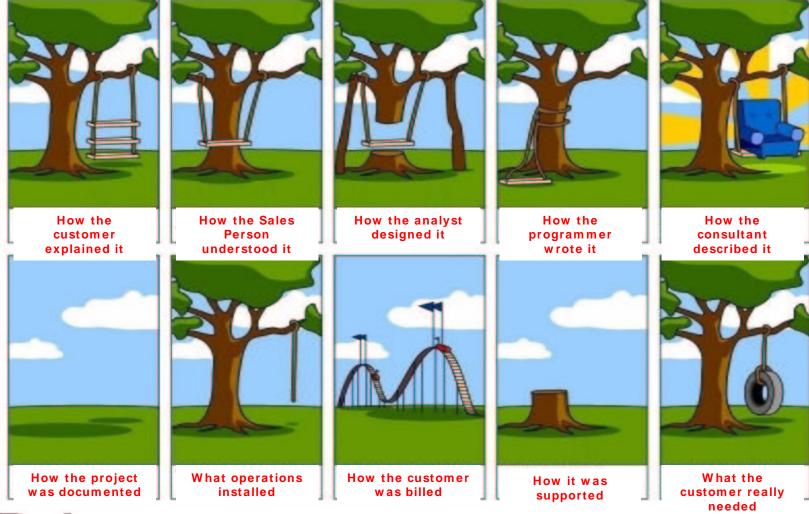
Kalyan Kumar B

Global Practice Director – ITSA & ATG HCL Technologies Ltd.



Time to Make Shoes for Cobbler's Children

"Arise Awake and Stop Not till the Goal is Achieved"





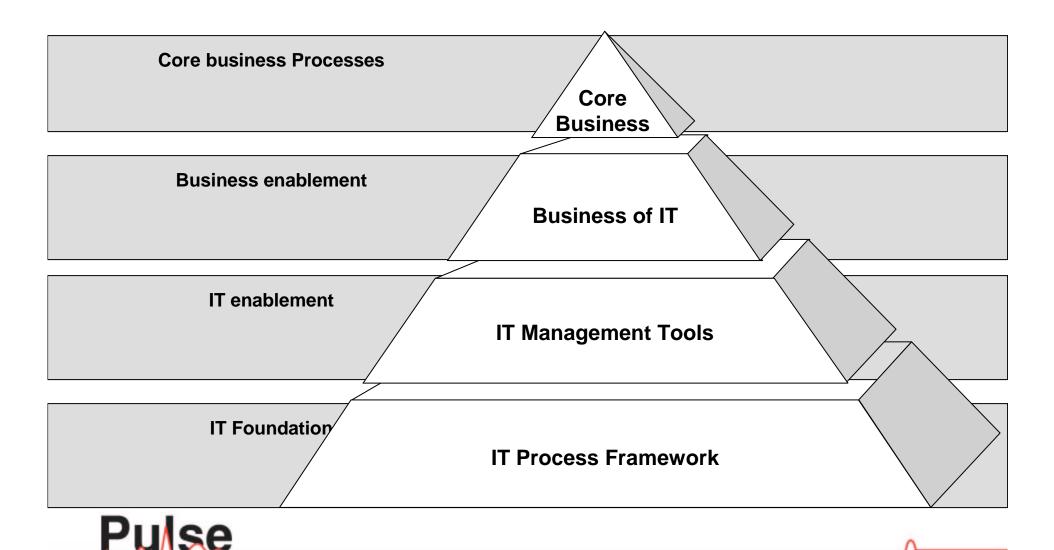


Industry Gap – Our Customer's Viewpoint

S ITILI 15020000 FCAPS der ITSMF Perf. How do I Bridge the How Do I get End to TMF Fault gap!!! **End Service BSM** Assurance!!!! Big 5 Analytics Industry Gap sox SAS70 ement stration COBIT **Complexity** Cosi ▶ Heterogeneous resources Organizational silos **Compliance Guidelines** ▶ Composite applications If you don't Comply, Regulator Dinosaurs ▶ Regulations Will make life miserable!! Compliance **Tool Solutions** ▶ Security My Tools will solve all Audit capabilities your IT problems!!!

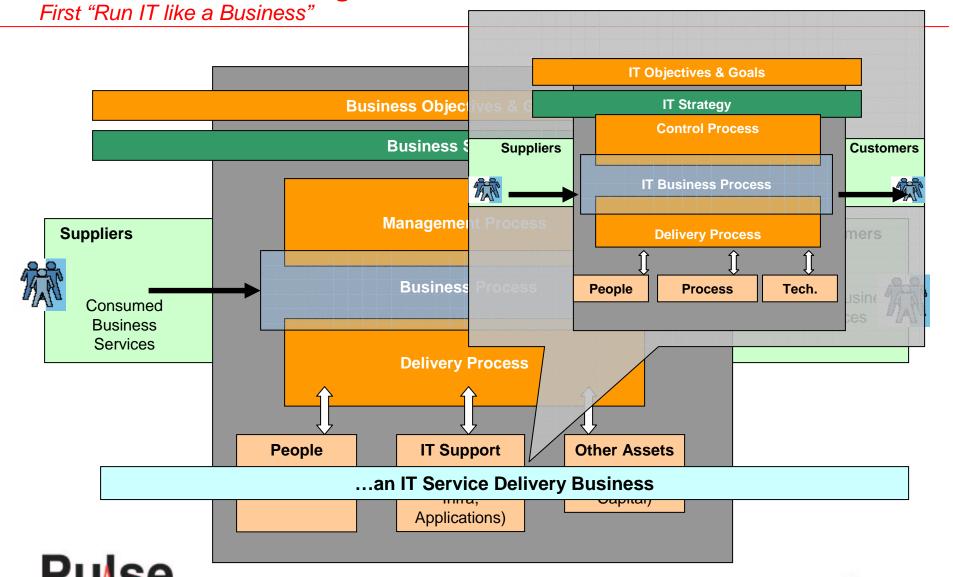


Management Tools are an enabler for the business of IT!



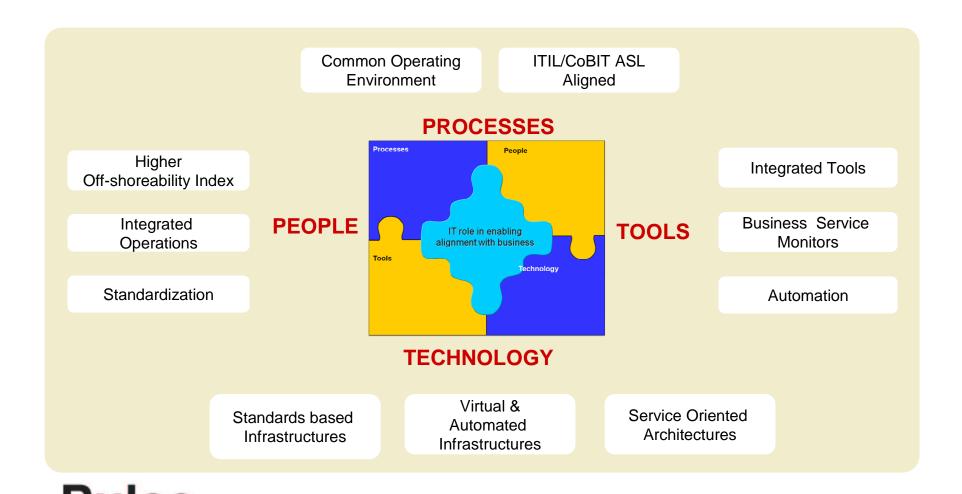


Want IT to Business Alignment ???





The Fundamentals of IT Business

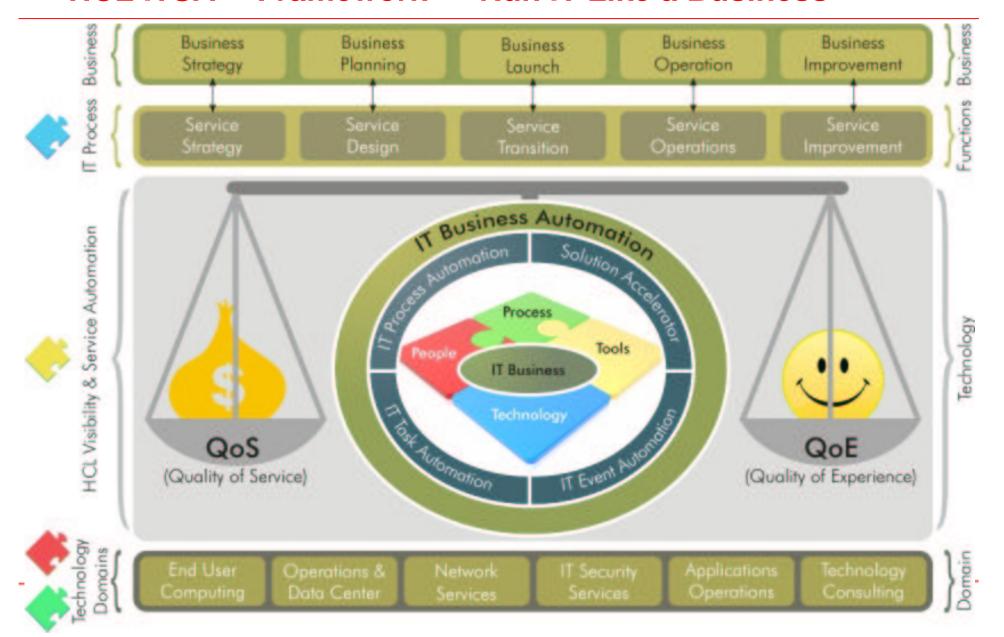


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Managing the World's Infrastructure



HCL ITSA™ Framework – "Run IT Like a Business"





HCL "ERP for IT" Blueprint

Self Service Portal

IT Service View

Business Service View

BSM Layer

SOA Management

Service Registry

Information Security

Risk Compliance Governance

Core ITSM

Service Request Mamt Knowledge Mamt Change Mamt Release Mamt Asset Mamt Service Catalog

Unified SLM

Service & App Service Reference & Performance Level Benchmark Data

Cross Domain Correlation

Suppression & De-duplication

Aggregation

Monitoring

Analytics

Fault Detection and Isolation

Workflow & Task Automation

Process Standardization Auditina

Workload Metrics Diagnostics

Enterprise Architecture

Strategy Architectures **Business Processes** Metadata

Federation & Integration

Alerting & Paging

Event & Service Impact Management

Event Normalization

Event Enrichment

IT Service Continuity

Service Validation & Testina

Security Testing E2E Service Testing

Service Provisioning

Network Compute Apps

Performance Management

Capacity Reporting

Event Correlation

Availability & Fault Management

Modeling **Forensics**

Root Cause Analysis

Federated CMDB

Core CMDB

Configuration (CI) CI Dependency Mapping Asset & Inventory DSL (Definitive Software Library)

Integration Engine

Agents

Agent Access Control Command Execution Agent Configuration Agentless Configuration

Agent Distribution

Application Agent Database Agent Synthetic & Real User Agent Server OS & H/W Agent

Client Agent

Job Storage Schedulina Resource & Production Management Control

Security Access nformation & Authorization Accounting Management Management

IT Portfolio Management

Demand Management Service Portfolio Management Apps Portfolio Management

Program & Project Mamt

Time & Resource Management Financial Management Supplier Management

Performance & Usage Monitoring

Discovery & Topology

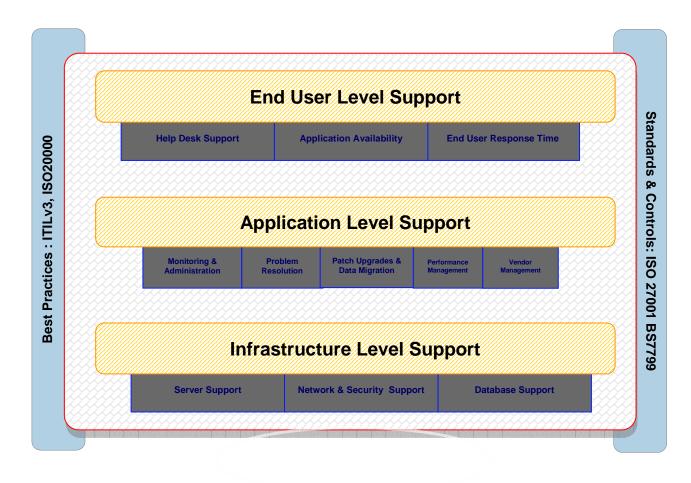
Device Monitoring

Network Layer



Cost Reduction, Risk Management , Visibility and Compliance *The Next Big Thing*

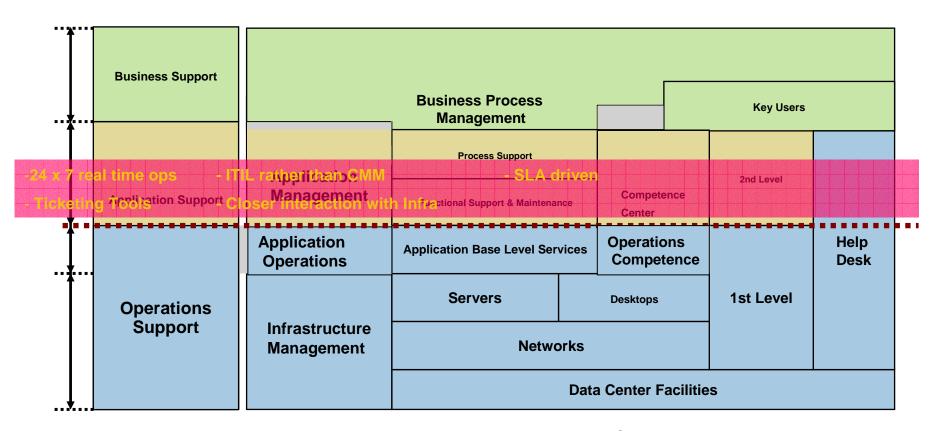
Leverage Globalization (Cost savings: 20-30%) **Optimize Operations** (Headcount reduction by 15-20%) **Unified SLAs** (improving MTTR by 15-20%)



<u>Pu/se</u>



Integrated IT Operations: The Why

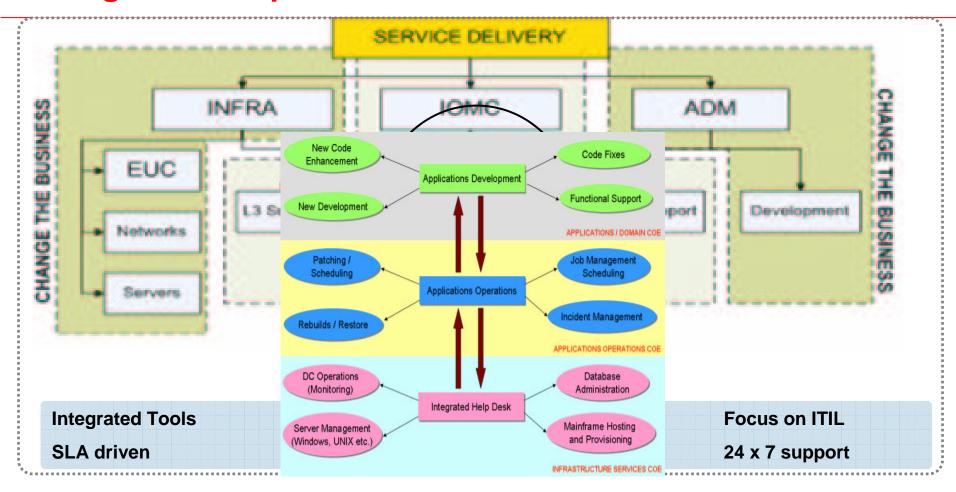


Source : Gartner





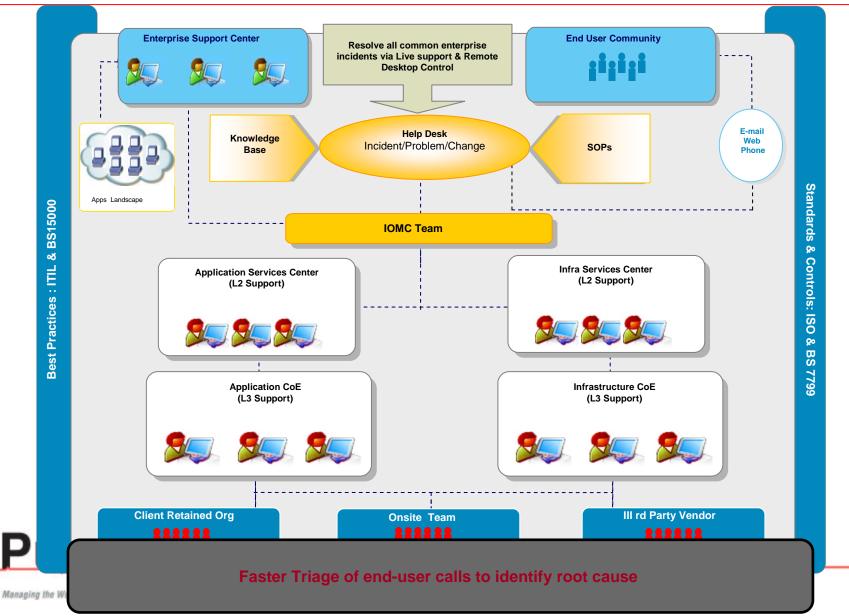
Integrated IT Operations: The What



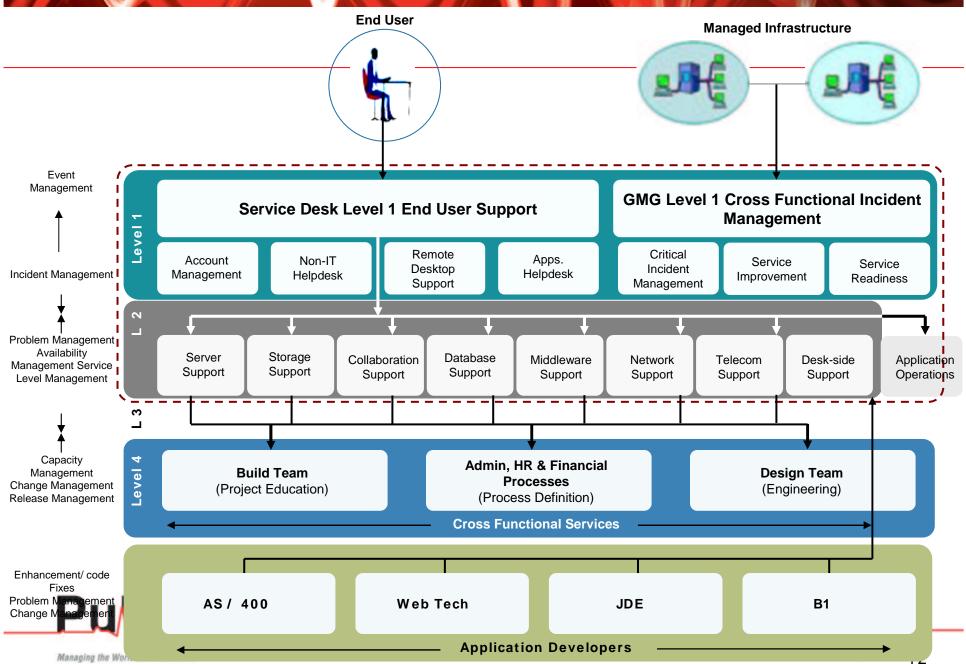
- ▶ At least 20% reduction in number of L2 resources for both Apps and Infra
- ▶ At least 15% reduction in Operations team and with lower skills resulting in a cost saving of over 20 %



Integrated IT Operations: The How



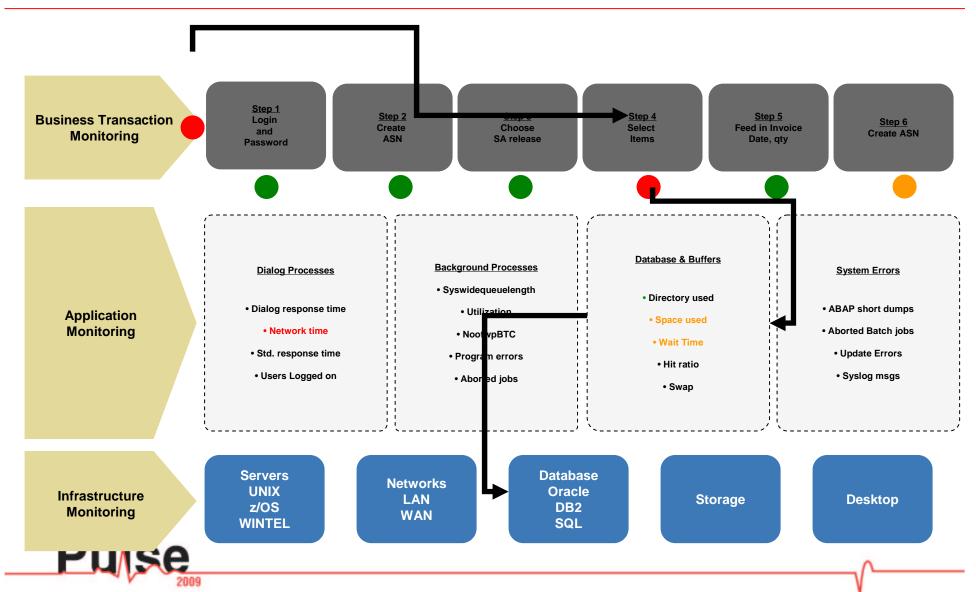






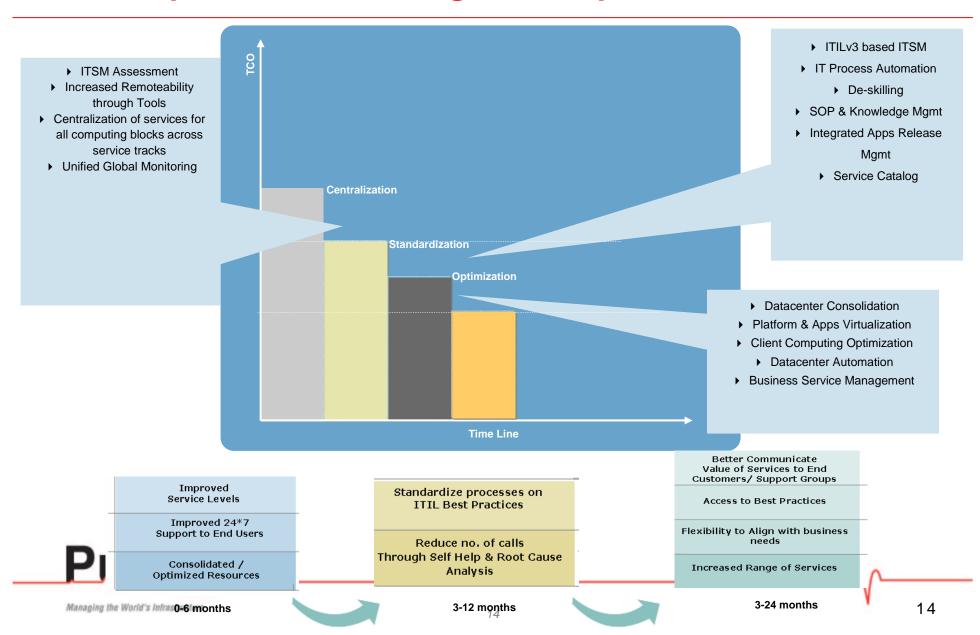
Integrated IT Operations - *Proactive Visibility*

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First Step to BSM is to Integrate IT Operations





In Summary

	Benefits
Integrated IT Team	 Accountability for both applications & infrastructure Highest Level of Incident Ownership
Standardized ITIL Based Processes	 Lower unplanned downtimes Improved First Call Resolution rates
Engineering vs. Operations	 Clear demarcation Freeing high skilled personnel for engineering/research activities
Integrated Tools	Reduction in FTE due to automationProactive approach
Guaranteed Integrated SLAs	 Common SLA across Apps and Infra Measurement and Improvement
Lower Operating Costs	 Can achieve up to 10-15% lower cost of operations at this level Cross-skilling of manpower



IBM Service Management - Core Tenets







Visibility: See your Business Control:

Manage your

Business

Automation: Improve your Business

Respond faster and make better decisions

Manage risk and compliance

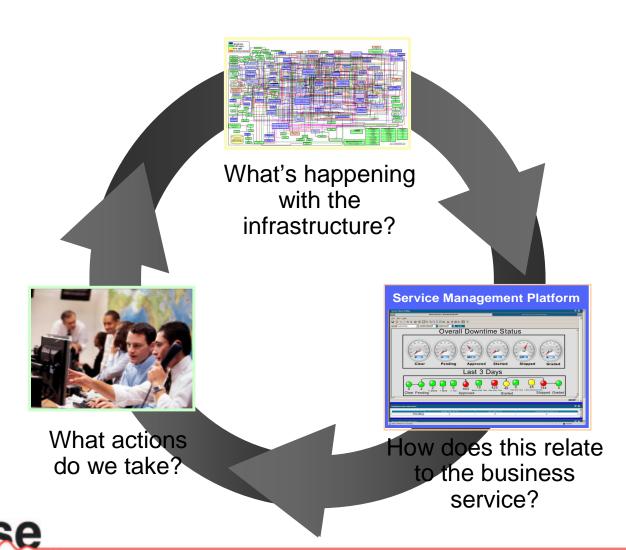
Lower costs and build agility





IBM Service Management - *Approach*

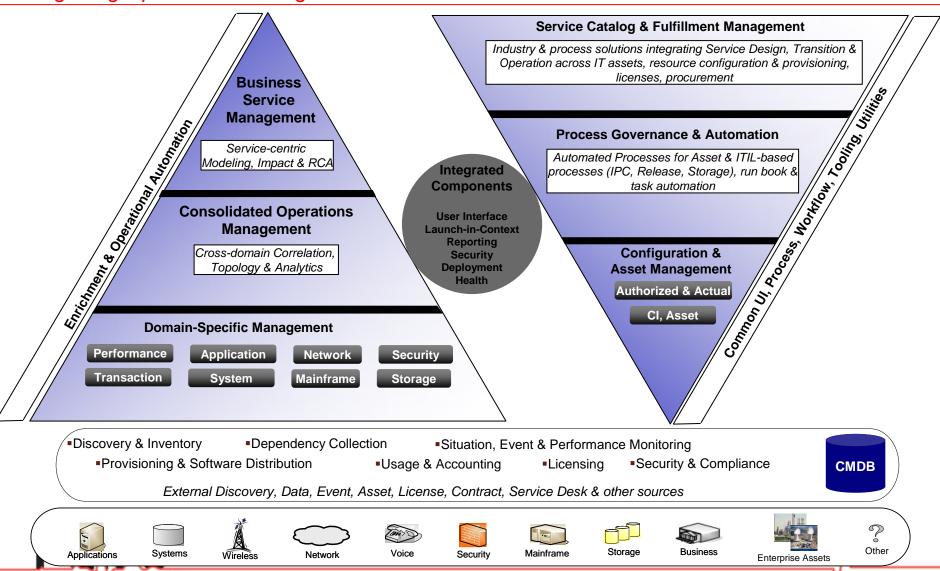
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IBM Service Management

Integrating Operational Management and Process Automation





Delivering Value with IBM Service Management

Architected to deliver visibility, control and automation

Enable service priority and leverage best practices: Process management supports organization alignment with business goals

Bridge silos and reduce friction:
Provides a collaborative team-based software delivery platform to reduce friction

Accelerate tasks and improve effectiveness:
Automate development and delivery tasks

Process Management

Service Management Platform

Software Delivery

Development
Efficiency

Optimized Infrastructure

Visibility to information & service context: Service delivery and support platform serves as the foundation for automation

Receive service context:
Operational management
products deliver task level
automation

Gain insight, establish best practices: Identify opportunities for added efficiency, business value and growth

Optimize: flexible, reliable, available, and secure infrastructure

2009



IBM's Approach in Building Service Management Capabilities

Verification people, armed with the right information, - Job roles and teams - Policies and governance exeตุเมน่าผู้ผู้ defined, technology-enabled คนอเราะ will deliver fright quality services to the business established by support.

• Performance indicators

- Staffing levels
- Resource acquisition
- Training curriculum
- Staff training

Technology

- Technical architecture
- Tool evaluation and selection
- Tool installation
- Development environments
- Customisation and integration
- Testing
- Deployment



- Technology and information requirements
- Workflow implementation
- Procedures

Information

- Information requirements
- Data model
- Information flows
- Interfaces and integration
- Measurements
- Reports



HCL & IBM – Partnering for Success

- HCL is an IBM Global Solution Acceleration Initiative (GSAI) partner
- HCL is a global IBM Service Provider (MSP) partner
- HCL' internal IT is one of the largest deployments of Tivoli & other IBM software in India
- IBM Tivoli Netcool[®] is a key component in HCL Service Delivery Platform (MTaaS™)
- HCL has extended IBM Tivoli Netcool[®] integrations to multiple 3rd party software technologies & platforms
- HCL has Center of Excellences (CoE) on the following IBM technologies:
 - Tivoli software
 - Rational software
 - WebSphere software
 - DB2 & FileNet software
 - Power-PC advanced engineering
 - z-Series (z/OS,OS/390) & i-Series (OS/400)





Questions or Comments?

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