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Ključ do rešitev 2014

Misli prihodnost. Bodi sprememba.

GH Bernardin | 23. oktober 2014

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Private Cloud Operational Excellence

Rick Skanron, IBM

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What is Cloud Operational Excellence?

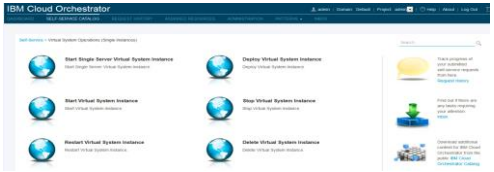
Create

Deploy

Manage

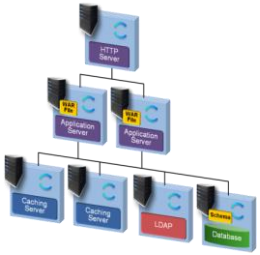
Kill

Empower your end-user with a self-service delivery of infrastructure and software



Integrate deployed applications automatically to your management tools and processes

Accelerate application and middleware deployments through workload patterns and Chef recipes



Wind-down services within regulatory guidelines; release all resources in a timely and efficient manner

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Client stories

"With one click in four minutes we can give the fully managed server to our customer. The history has been that when we create the new solution, we need to make sure the backups are up and running, secure, patched, monitored and it needed to go through five to six teams inside Enfo...With SCO, we can actually do it with one click in a matter of minutes." -- Juha Kukka, Enfo

Government of the Netherlands

THE CHAMPIONSHIPS WIMBLEDON

swisscom

TSYS

tele

at&t

TOSHIBA
Leading Innovation

INTERNATIONAL FINANCIAL DATA SERVICES

SOGETI
Local Touch - Global Reach

SCC
Technology Solutions Provider

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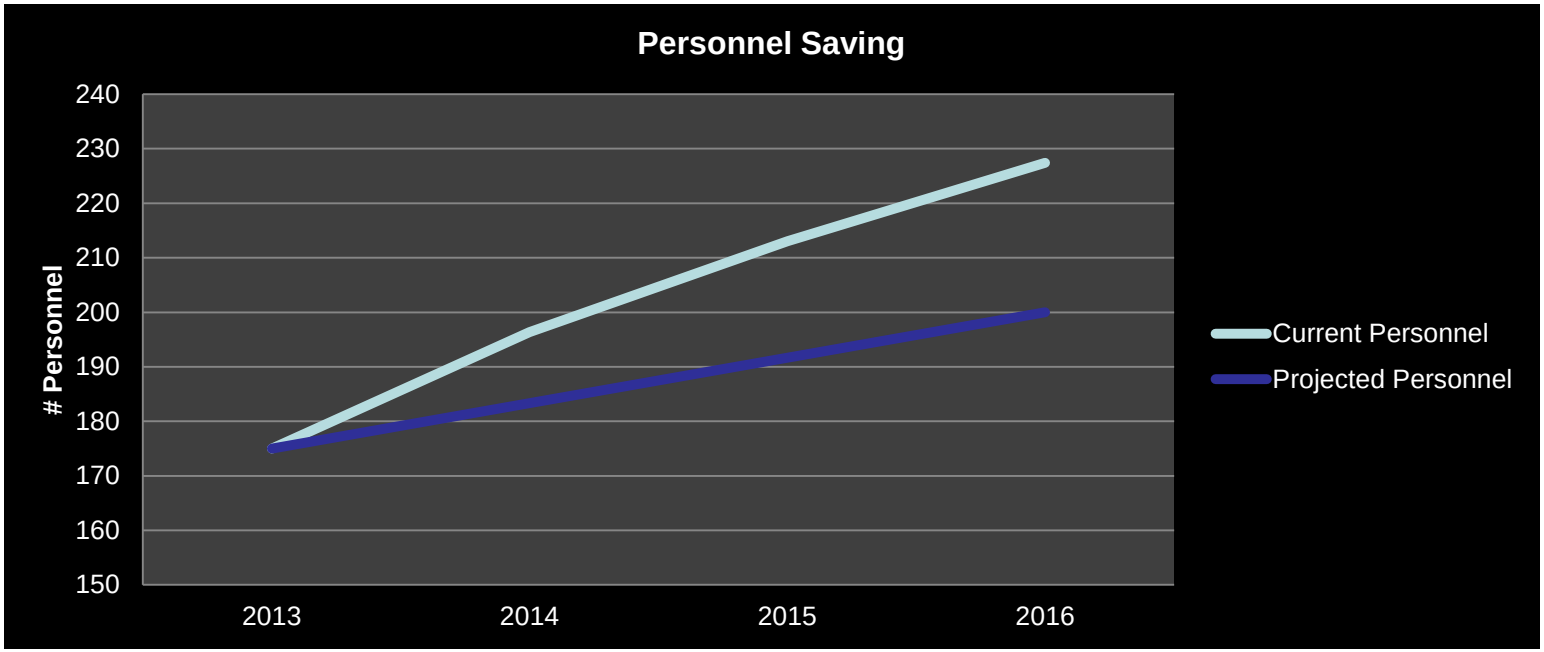
Example business case

Year	2013	2014	2015	2016	Total
Current Personnel	175	196	213	227	
Projected Personnel	175	183	192	200	
Personnel Saving	£0	£325,367	£1,067,697	£1,370,726	£2,763,790



Use the simple BVA tool!

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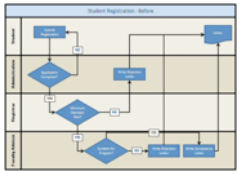
Cloud Adoption Workshops

1. Business Drivers

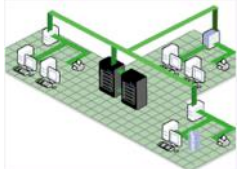
Describe the key business drivers for the project, the KPIs or CSFs, and how they align with Cloud computing.

2. Business Process



Understanding the existing "As-Is" process, and how this must change in order to meet the business drivers.

3. Current IT Environment

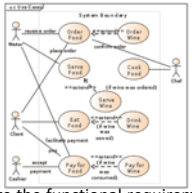


Understand the current environment where the Cloud will be deployed, what systems, technology, capacity, constraints.

4. Candidate Cloud Services

12-step process to defining the services and the attributes of the candidate Cloud services.

5. Use Cases & Actors



What are the functional requirements expected from the Cloud and who are the key actors. Expressed as Use Cases.

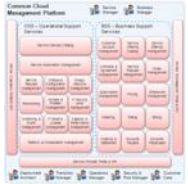
6. Non-Functional Requirements

NFRs should be defined to cover the volumes, capacity, scale, availability, security, operational and monitoring aspects of the Cloud solution.

7. System Context

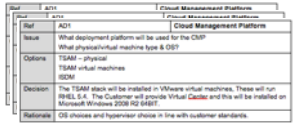
The system context should define the boundary of the Cloud, and the integrations with OSS / BSS systems

8. Architecture Overview



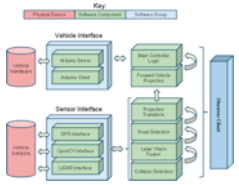
Architecture overview diagram should define the high level components, their placement and topology, using CCRA.

9. Architecture Decisions



Clearly documented decisions on key architectural points including the rationale for the decision.

10. Operational Model

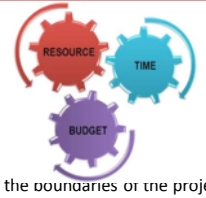


Design and consider the components of the solution both at a physical and logical level, and their interaction.

11. Roadmap

Define the overall timeline, phases, and key milestones that will shape the plan and overall delivery.

12. Scope



Define the boundaries of the project, inclusions, exclusions, dependencies, and align phases with milestones in the roadmap.

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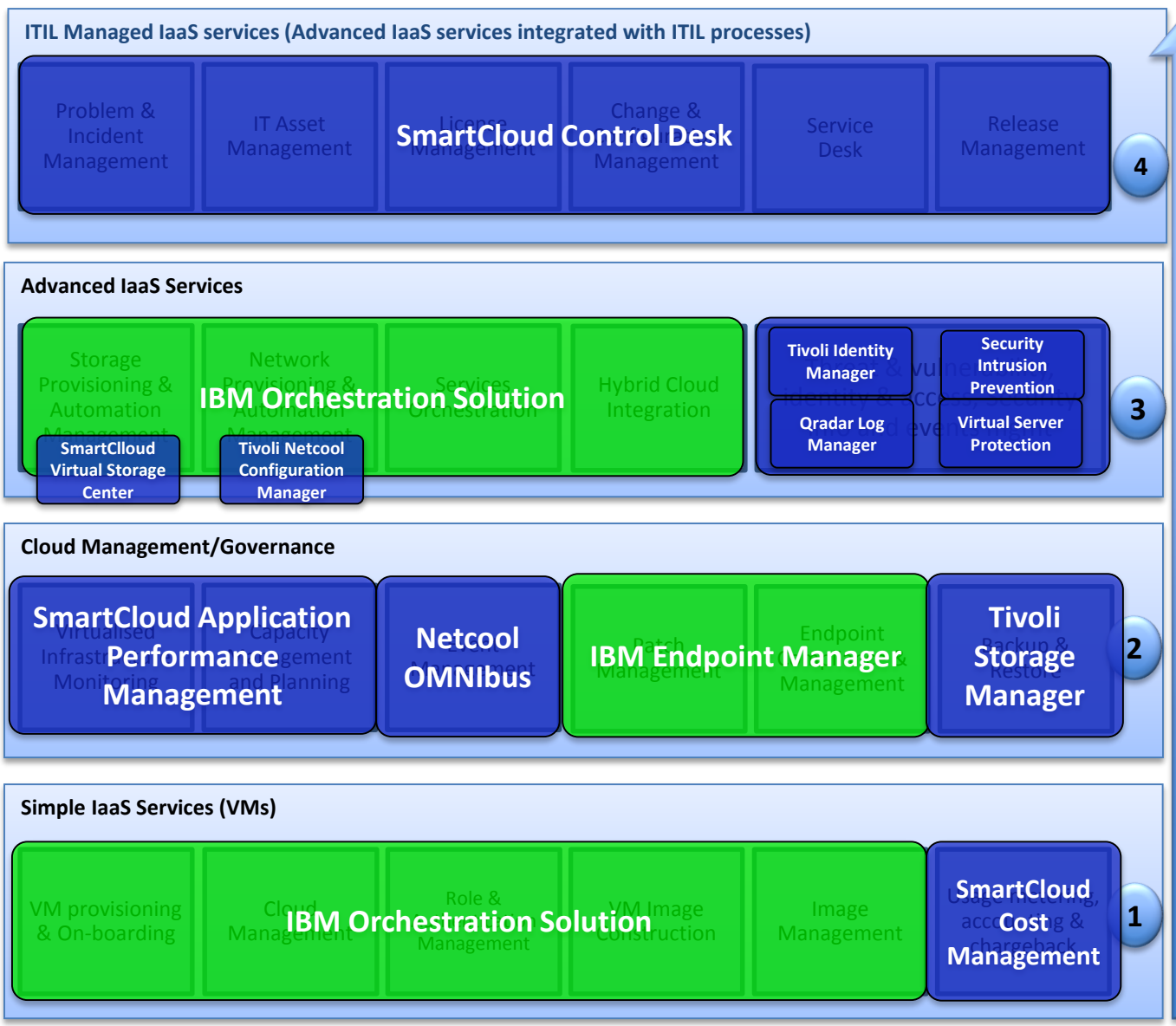

Advanced IaaS services integrated with ITIL process
Allows to completely integrated the cloud world with the remaining part of the enterprise by including the cloud infrastructure and services in the enterprise ITIL processes.

Advanced IaaS Services (VMs, Storage, Network, and combinations)
Allows creating a more sophisticated cloud infrastructure for delivery of complex and critical IaaS services in highly demanding environments.

Cloud Management/Governance
Complements first macro-pattern by adding management capabilities that allow to manage aspects like SLAs, security, resiliency, capacity planning, etc… for both the infrastructure that provides the cloud and the cloud service itself.

Simple IaaS Services (VMs)
Entry point in the IaaS cloud space. It allows to start building a multi-tenant cloud infrastructure and model delivering simple VMS (configured with proper network and storage) that covers 70 % of requests from business lines.

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Quickstart services engagements

- IBM SWG services has 2 ideal services offerings to get ICO up and running quickly in your clients environment as follows:
  - **IaaS** – Get ICO installed and provisioning virtual machines on a single hypervisor in just 10 days
  - **PaaS** – Get ICO installed and provisioning at least 2 ‘multi-tier’ workloads on 2 environments, ie. Hypervisor + Public cloud in just 30 days

- These are ideal for smaller clients, service providers or anyone who needs quick time to value

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