Best Practices in Data Center and IT Operations Automation

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IDC Companies

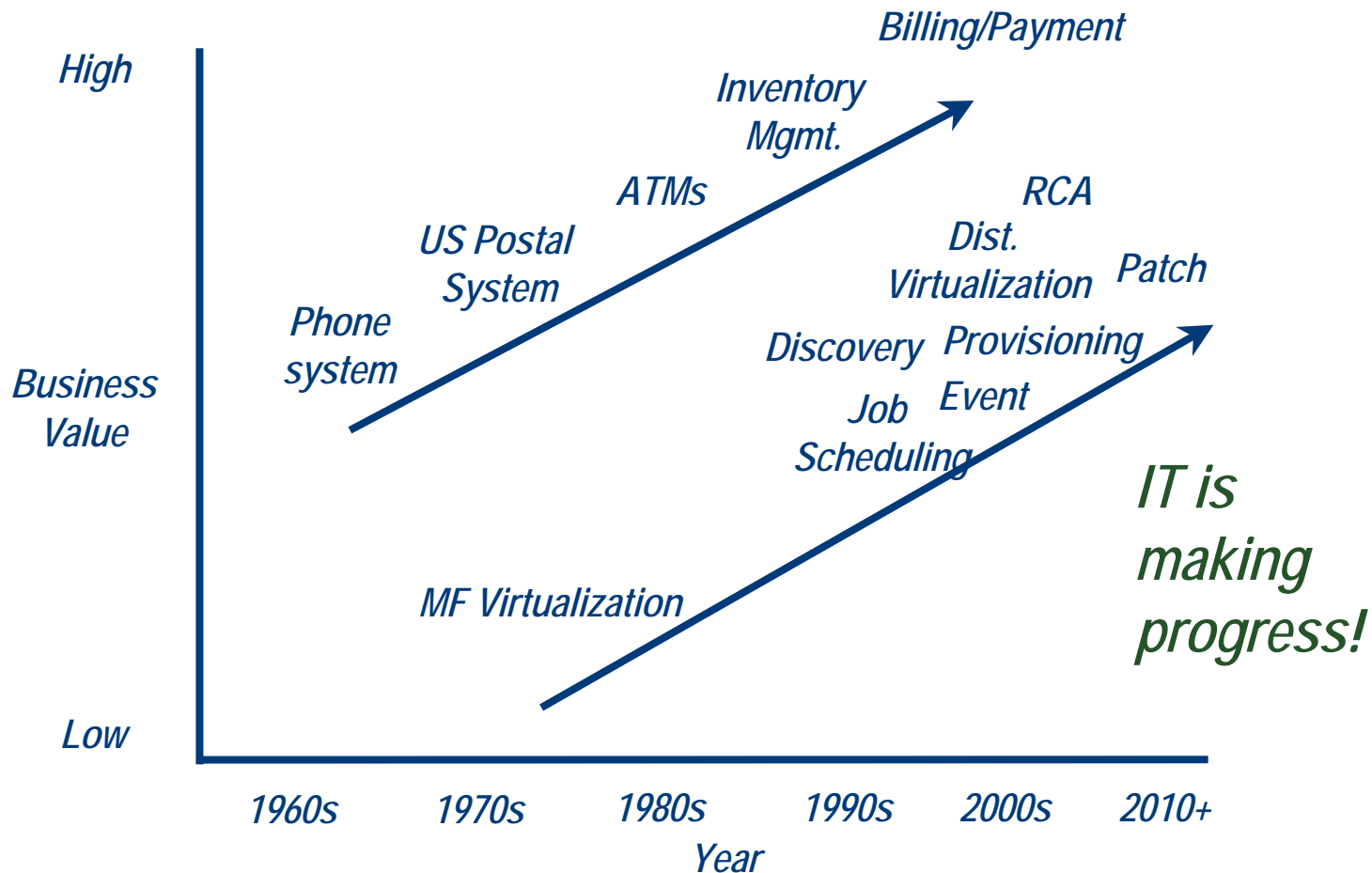**IT Management Service**

Key Issues

Who are the leading vendors delivering automation solutions to the market?

How do you build a business case for automation solutions?

What are the pitfalls to avoid when automating tasks and processes?

What are the keys to success for selecting the "best fit" solution?

Automation is a Old Business Trend; IT is Catching Up

High

Billing/Payment

Inventory Mgmt.

ATMs

US Postal System

Phone system

RCA

Dist. Virtualization

Patch

Discovery Provisioning

Job Event Scheduling

Business Value

MF Virtualization

IT is making progress!

Low

| 1960s | 1970s | 1980s | 1990s | 2000s | 2010+ |

Year

V1.00

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Commentary from IT and Business Executives on Automation

"Our IT organization wants to automate many manual tasks, but the staff have a hard time trusting products to make it happen"

Impact: There remains a "trust gap" between product capabilities and IT staff

"Technology itself will not help us reach our business objectives; we need to automate our processes in concert with technology deployments"

Impact: Process and technology "automation overlay" is the right strategy

"We look at automation within IT projects; virtualization, provisioning, change and configuration management, CMDBs, and performance base-lining, but it must have a supporting business case"

Impact: Business demands are pushing the need to automate; IT organizations continue to struggle with making the business case
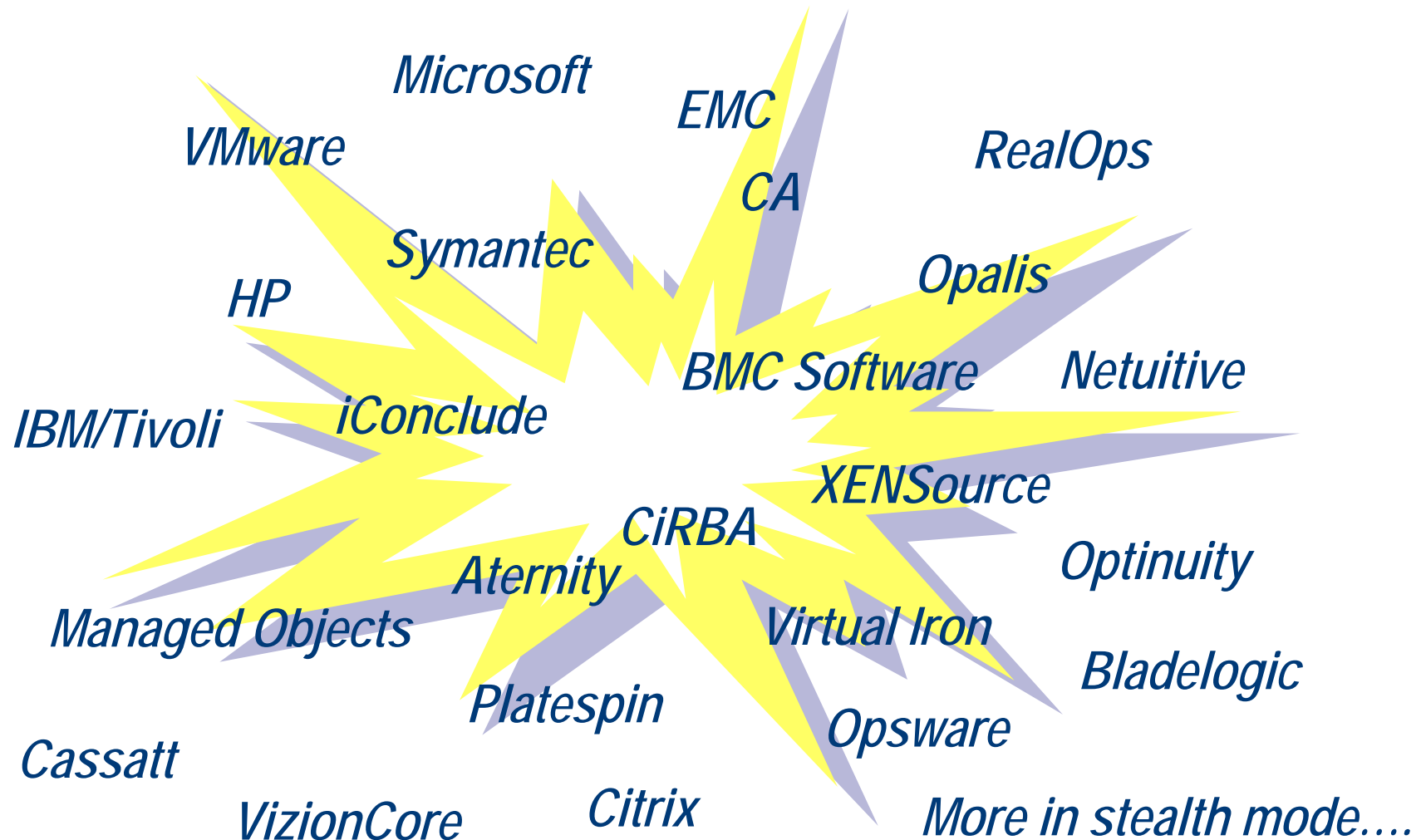
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Key Areas For Automation Efficiency

Getting Started:

- *Current and new projects*
- *Top of mind perspective*
- *Managed expectations*
- *Cross-Silo support*
- *Processes matter*

Provisioning

Configuration/Change management

Infrastructure discovery

Root Cause Analysis

CMDB

Managing Virtual Infrastructure

Process utilization (problem, change, incident)

Job Scheduling

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Microsoft

EMC

RealOps

VMware

CA

Symantec

Opalis

HP

BMC Software

Netuitive

IBM/Tivoli

iConclude

XENSource

CiRBA

Optinuity

Aternity

Managed Objects

Virtual Iron

Bladelogic

Platespin

Opsware

Cassatt

VizionCore

Citrix

More in stealth mode....

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Best Practices: Establishing a Business Case for Automation Solutions

- Gather executive level support to drive
- Prevent scope creep
- Check customer references
- Define "automation" and create measurement system
- Drive ROI by process, time savings, integration value, and cross silo communications and workflows
- Take incremental steps and improvements; set realistic expectations
- Utilize process methodologies (ITIL, CMM, CoBit, etc.)

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Defining Automation Measurements

- The creation of a foundation for impact assessments of potential infrastructure-level errors that could disrupt CMDB repository accuracy

- The enabling of the orchestration between infrastructure changes and the triggering of a response to those changes via an encapsulated ITIL-based workflow

- The acceleration of process standardization that drives lower downtime costs and streamlines IT staff roles, communications, and responsibilities

- A reduction in the need to train administrators and the utilization of solutions that have encapsulated workflows to create a standardized agreed-upon process

Enterprise IT organizations must look to further their operational excellence by automating processes through technology workflows.

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- *Do not underestimate integration concerns*
- *Create measurable metrics*
- *Analyze incremental opportunities*
- *Obtain executive level support*
- *Minimize project creep*
- *This is about a "service mentality and culture"*

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1. *It requires people, process, and technology*
2. *Get started…. with an incremental perspective*
3. *Don't underestimate integration requirements*
4. *Measure technology, staff, and business impact*
5. *Let vendors know what they are missing*

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2. Coordinating IT Asset and IT Portfolios
3. IT Staffing Strategies
4. Business Strategy
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