

Enterprise-Wide Systems Management Assessment

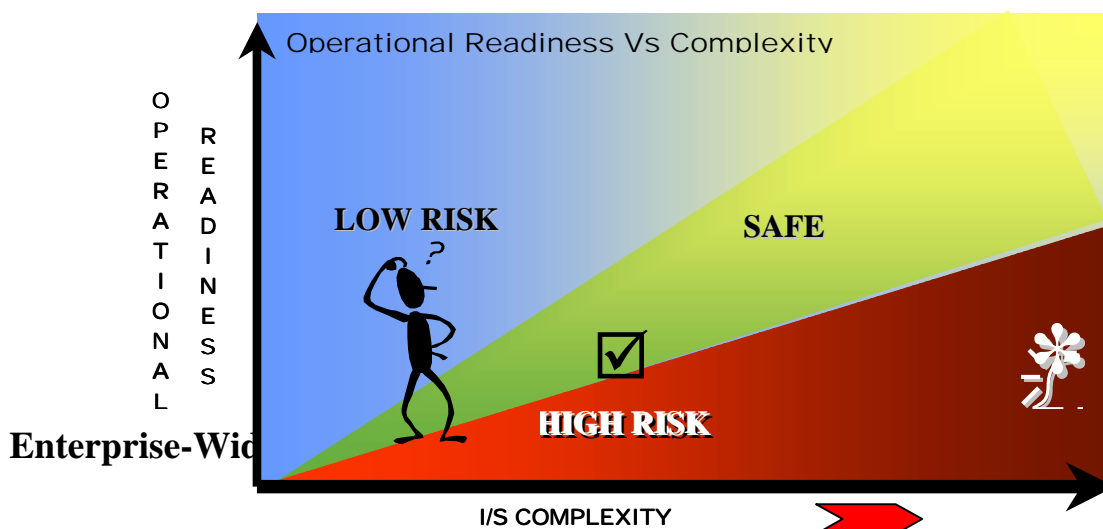
Introduction:

The Information Technology ‘IT’ world has advanced at a rapid rate due to massive change. Technology advancements, application functionality advancements and ease-of-use enhancements have made adoption of IT solutions a sound investment. The business community has certainly adopted IT and has continued to use emerging technologies. IT has become the business enabler providing strategic advantage to enhance business growth and profit margins. However, the risk involved in using technology as a business enabler is also accompanied with the fact that the business is now dependent on IT.

Businesses have certainly grown and the complexity of their IT installations has probably grown even faster. If we then consider the risk of placing our business at the mercy of evolving technology, then we must also consider understanding our infrastructure and the management of it. The question we must ask ourselves is ‘Do we know if our infrastructure and the management of it has kept pace with the complexity and business value we have placed on it’? The second question is ‘How can we find our weaknesses and strengths and address the same’?

Most businesses either never knew or simply lost their stringent IT management style that was the heart of the mainframe stability. This loss of basic management disciplines within the distributed world of computing has created the risk.

IT Complexity & IT dependency must be accompanied with an assessment of infrastructure and operational readiness.



The following chart outlines the basic business benefits of an Enterprise-Wide Systems Management Assessment.

Benefits Chart:

BULLET	EXPLANATION
Skills Transfer	We will provide a solid yet basic understanding of distributed systems management through a set of interviews, workshops & documentation
An “As-Is” Understanding	You and your employees will fully understand your present management environment as compared to accepted standards
A Cultural Shift	The workshops will spur the people to act and work with a systems management vision that sparks immediate benefit
Verify & Justify	During the second workshop we will not only present your view and our perception of the present environment, but we will verify and justify your views and opinions
A “To-Be” Vision	A presentation on a possible vision of systems management will paint the picture and provide direction for the future. The attendees will now see both sides of the before & after picture
The Gap Analysis	Our analysis of the gap between the ‘as-is’ & the ‘to-be’ will provide you with a documented understanding of what should be done and what must be done immediately
A Prioritized List	As part of the gap analysis we will also build a prioritized list of ‘to-do’ items that will create the largest benefit first
Your Next Steps	During a workshop we will also define and document your next steps as to ‘who’ is responsible, ‘start & end’ dates and ‘assistance’
<u>Overall Sys Mgmt Benefits!</u> - Lower Maintenance Costs - Higher Availability - Growth with Stability - Client Satisfaction	The assessment will provide some immediate benefits and the direction to achieve much more. After implementing even the first item of the next steps you will achieve higher levels of availability that will increase client satisfaction. The greatest benefit to most companies is the ability to grow and yet maintain stability

The Assessment Deliverable:

- Initial Workshop - Introduction Presentation Material
- A copy of all ‘interview’ comments minus the names (confidentiality)
- All of the comments from the survey minus the names (confidentiality)
- Second workshop - feedback and survey results
- Second workshop - Issues & Comments session on the top items from the survey
- A copy of the "TO-BE" presentation outlining the primary vision

- Organizational Requirements (Roles, responsibilities, education, etc.)
 - Process Requirements (Problem, Change Configuration, Asset, Security, etc.)
 - Management Data Requirements (reports, automated data collection, meetings, etc.)
 - Generic Tools Requirements Vendor Independent (all automation & reporting tools)
 - Integration of all of the above explained at a high level
- Final Presentation that outlines the exact
 - Facts
 - Findings
 - Conclusions
 - Recommendations
 - Prioritized Next Steps
 - The final document will become the working vision.
 - The presentations will be given at a management and a technical level
 - The skills and knowledge transfer will take place for the whole group, but will depend on the effort put into the workshops and the ability to get involved.

The Methodology:

The methodology is based on assessing the four components of any systems management discipline against world-class standards.

The four components are:

1. Organizational structure, roles, responsibilities & skills
2. Process documentation & implementation including policies
3. Data Requirements for monitoring & managing the discipline
4. Tools Requirements for monitoring & managing the discipline

The disciplines to be assessed:

The discipline list is a negotiable item depending on company size, complexity and advancement in systems management implementation. Generally it is better to assess the basics and get those designed and implemented first. It is a temptation to get into more complex disciplines without addressing the basics.

The Basic Disciplines are:

- Change Management
- Problem Management
- Incident Management (Help Desk)
- Configuration, Asset, Inventory Management
- Operations Management (including Backup & Recovery)
- Performance Management & Capacity Planning
- Availability Management
- Security Management
- Application Management
- Continuity Management

Methodology Activities:

1. Define engagement leader and prime contact
 2. Communicate to all IT staff the assessment is to take place
 3. Set up initial interviews with defined individuals 45 minutes each
 4. Define the high level understanding of the existing or 'as-is' environment
 5. Set up and commence the first workshop (3.5 hours)
 - introduction to systems mgmt & answer questions, get buy-in
 - introduce the assessment document & fill it in
 - gather all documentation & end workshop
 6. Analysis of workshop data
 7. Selected 2nd interviews to confirm & clarify information
 8. Setup & commence 2nd workshop (4.0 hours)
 - feedback results of assessment
 - gather & document all concerns & issues
 - categorize issues to disciplines
 - prioritize systems management discipline implementation
 - finalize understandings and obtain acceptance & participation
 9. Finalize all documentation, presentation material & deliverables
 10. Final presentation
- **NOTE:** Weekly feedback to client management is essential

Engagement Particulars:

- Normally six (6) weeks to complete
- One consultant
- Client Engagement Owner
- Participation of all players
- Access to those individuals
- Access to required documents & statistics

Comments:

- This approach has been highly successful with companies large and small.
- The companies were, insurance, government, military, oil, communications, health and many more.
- The value will be 1st to your clients, 2nd to your company and 3rd to yourselves.