

Driving Innovation Through the Information Infrastructure

SPRING 2011



Got Automation? - Virtualization is Only the First Step

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Agenda

- The End Game
- JIT IT
- End User Self Service
- Q&A

The End Game

- Enterprise IT wants to be just like...
 - A certain global search company
 - Bill Gates Company
 - A company that used to only sell books
 - A Texas based hosting company
 - Sungard Cloud



The End Game

Said differently...

- Enterprise IT wants to be just like
 - Software as a Service
 - Google Docs
 - Microsoft Online
 - Platform as a Service
 - Amazon Web Services
 - Infrastructure as a Service
 - Rack Space Cloud Servers
 - Sungard Cloud



How Can IT do this?

One Building Block at a time...



Building Block Key Concepts

- People
 - Service Oriented Organization
- Process
 - Model shopping
 - Iterative tiered IT actions
- Technology
 - Automation

Just in Time IT

- Building Blocks (People, Process, Technology)
 What has to Change
 - Agile Model for everything
 - All projects iterate
- Business Weighted Priority Driven
 - Automate and Expose
- · Hybrid is the new standard
 - Enablement through diverse architecture



People

Internal Clients

Business Relationship Management

Solution Consulting & Service Strategy

- Support the Pre-sales processes, providing innovative solutions and solution alternatives
- Create strategy for developing, maintaining, and providing Services
- Initiate projects to develop new services or enhance existing services
- Provide Service Management Reporting
- Execute Demand, Portfolio, and Financial Management processes

Service Design & Architecture

- Develop and maintain Standards, Methods, SOPs
- Create and maintain SLAs & OLAs
- Define Reference Architectures
- Provide Capacity, Availability, Service Level, and Service Catalog Management
- Provide Tier 3 Support

Demand

Service Construction & Transition

- Engineer & implement platforms and environments
- Develop Service components
- Plan and manage projects
- Test, Validate, and Evaluate Services
- Provide Configuration, Change, and Release and Deployment Management

Service Operations

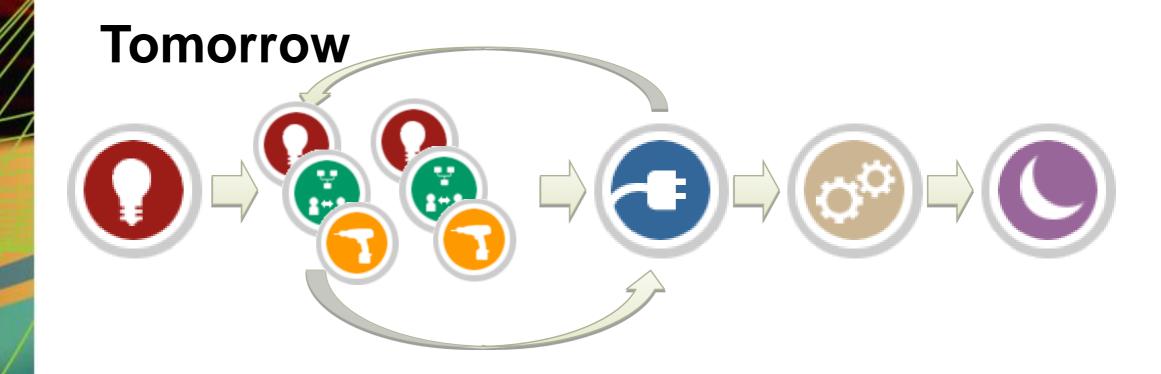
- Operate Services and components
- Monitor Services and components
- Provide Incident and Problem Management
- Provide Request Fulfillment
- Provide Tier 1 and Tier 2 Support

Supply



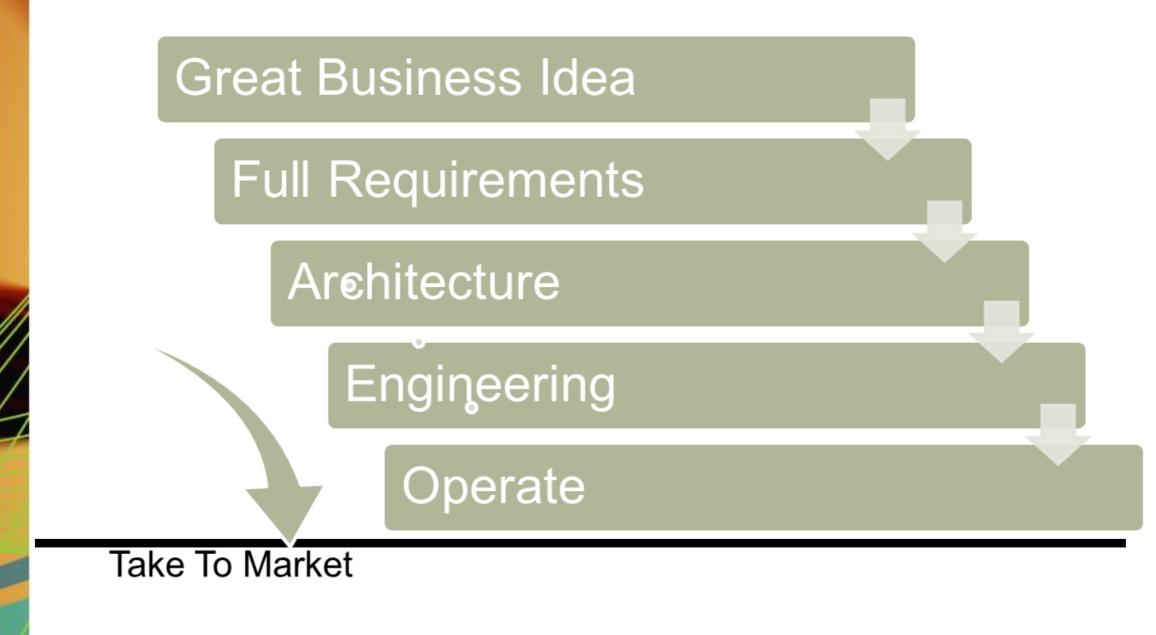
Process Agile, Agile, Agile...

Today





Process Business Weighted Priority Driven



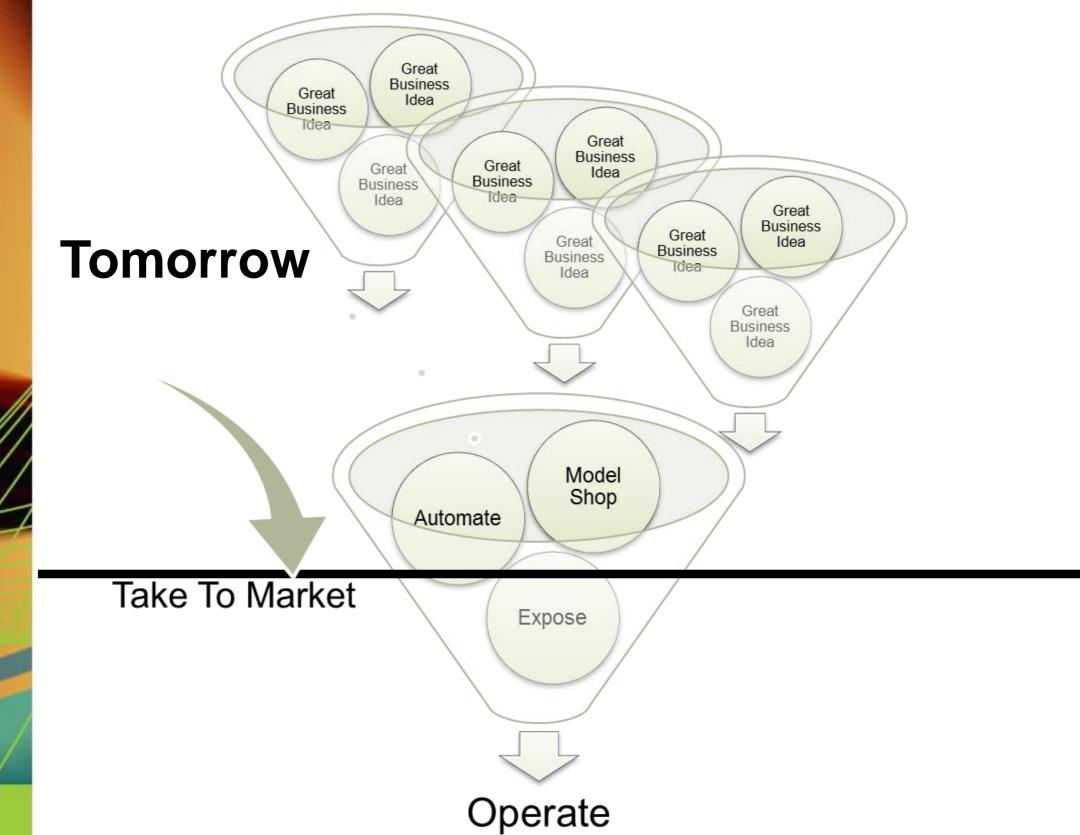


Process Business Weighted Priority Driven

Great Business Idea		Great Business Idea	
Full Requirements		Full Requirements	
· · · · · · · · · · · · · · · · · · ·	Architecture	Architecture	
	Engineering	Engineering	
	Operate	Operate	
Great Business Idea		Great Business Idea	
	Full Requirements	Full Requirements	
	Todayre	Architecture	
	Engineering	Engineering	
ITT	Operate	Operate	
	Great Business Idea	Great Business Idea	
PP	Full Requirements	Full Requirements	
	Architecture	Architecture	
	Engineering	Engineering	
	Operate	Operate	

Process Business Weighted Priority Driven

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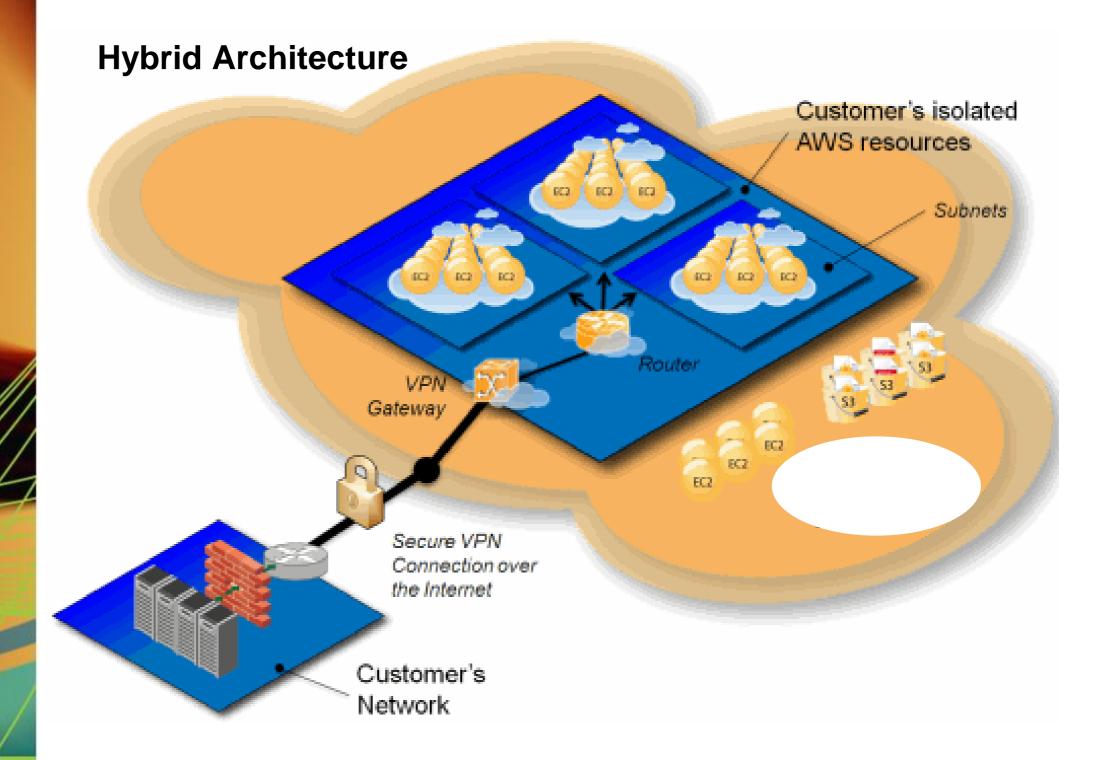
Technology Automation

Enablers

- Hybrid Architecture
- Virtualized Multi-Purpose Platform
- Programmatic Access
- Core v.s. Context (Buy not Build)



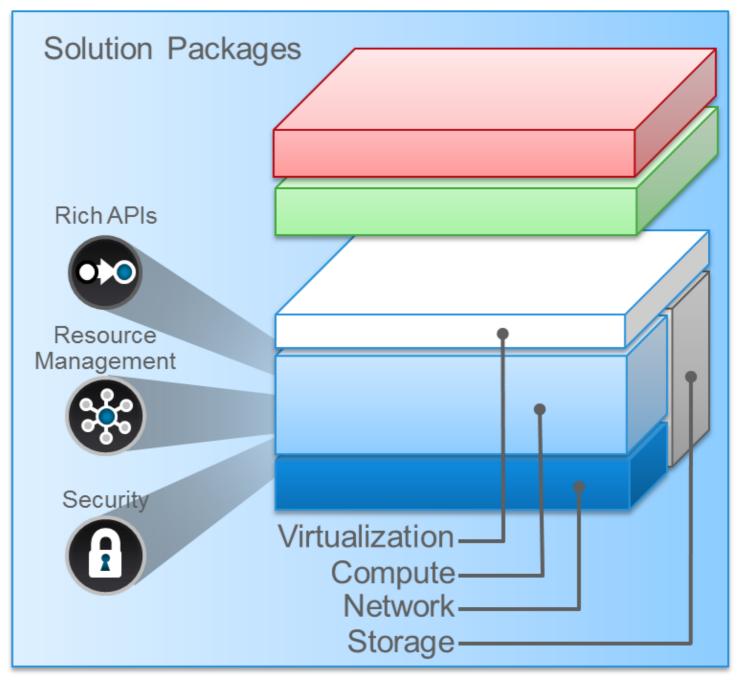
Technology Automation



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Technology Automation

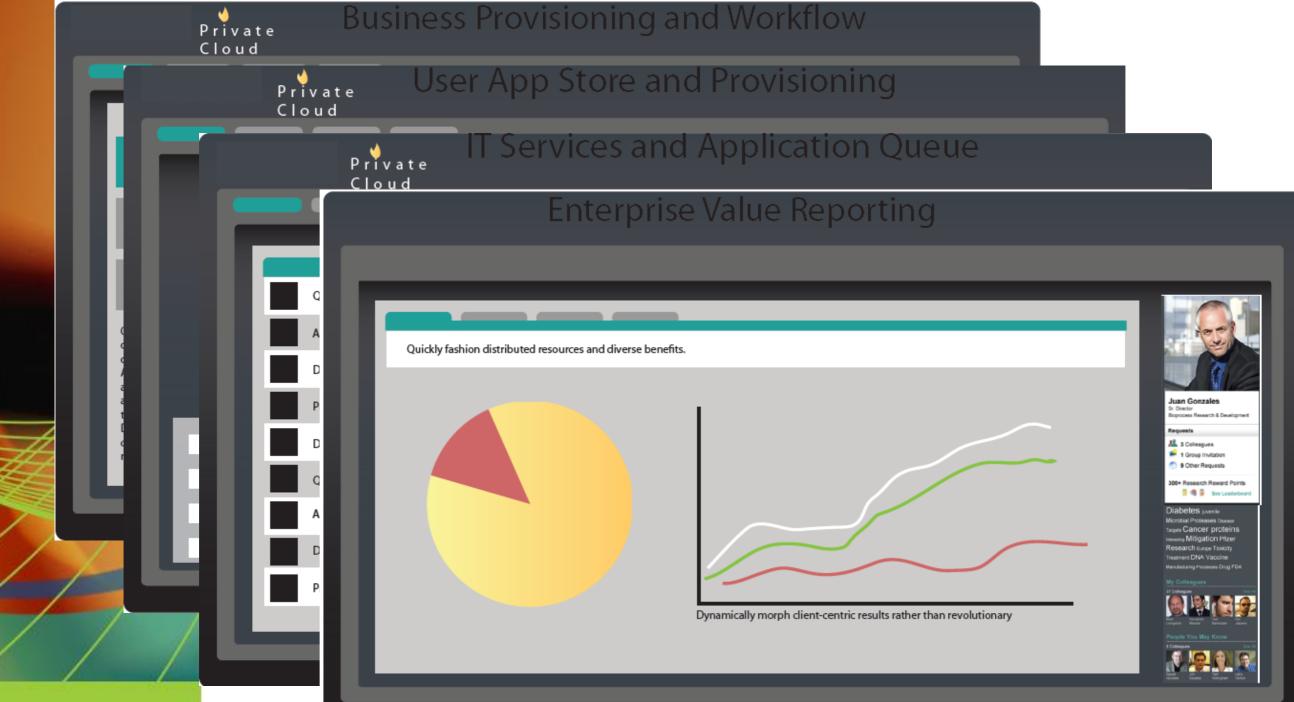
Integrated Compute, Network, and Storage





End User Self Service

Your Corporate App Store





Q & A