
The Importance of Lifecycle Management in Implementing Enterprise IT Services



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***Prepared for:
AF IT Services Strategy
Industry Focus Session***

26-27 Jan 04

The Importance of Lifecycle Management in Implementing Enterprise IT Services

Agenda

- **Defining Enterprise IT Services**
- **Challenges of Enterprise IT Service Management**
- **Need for Lifecycle Management**
- **Benefits of Lifecycle Management**
- **Lifecycle Management Service Guarantee**
- **Case Studies**

The Importance of Lifecycle Management in Implementing Enterprise IT Services Defining Enterprise IT Services

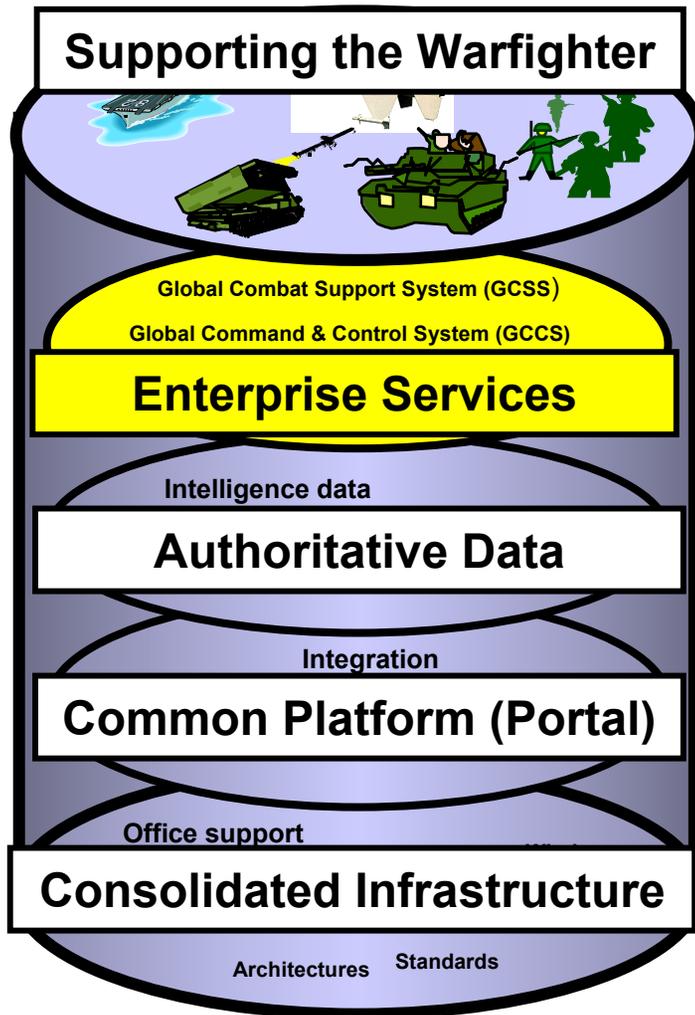
■ Enterprise IT Services:

“...a strategy to transition from simply consolidating servers and networks to an enterprise-wide implementation of standard services with guaranteed performance characteristics.”*

■ Why:

“...support our expeditionary forces with consistent access to robust, reliable, and trusted services regardless of geographic location, organization affiliation, and mission.”**

The Importance of Lifecycle Management in Implementing Enterprise IT Services Defining Enterprise IT Services



- **Everything an Airman needs to do his / her job on one web-based platform**
- **All applications / services on the common platform**
- **Flexible integration of disparate applications / services and data to support dynamic mission needs**

The Importance of Lifecycle Management in Implementing Enterprise IT Services Challenges of Enterprise IT Services

- **Services span nine functional areas with app 26 total sub-functions or defined services**
- **Services have numerous interdependencies and span multiple layers of the C4ISR infrastructure**
- **Limited ability to provide any one service across the entire AF enterprise—let alone all services**
- **Silos of management complicate enterprise consolidation**
- **Communities of Interest have competing needs and have developed their own solutions**
- **Funding neutral program means cost savings must drive initiatives**

The Importance of Lifecycle Management in Implementing Enterprise IT Services Need for Lifecycle Management

- **Enterprise services:**
 - **Require visibility across the enterprise**
 - **Must reflect the corporate mandate—commander’s intent**
 - **Span emerging technologies and legacy systems**
 - **Require availability from a users perspective**
 - **Serve as “Connectors” for “Shooters,” “Finders,” and “Deciders”**
 - **Range vertically from the forward deployed Airmen to the AF Chief of Staff**
 - **Range horizontally across 10 organizational AF commands and numerous Joint and Coalition organizations**
 - **Exist as both “permanent” and “dynamic” services**
-

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Benefits of Lifecycle Management

- Provides a real time AF-wide view of the enterprise
- Envelops all AF Enterprise Services
- Tracks the “lifecycle” of an enterprise service from development to AF-wide deployment
- Manages availability of an enterprise service from inception to completion
- Allows for service level performance management
- Provides a common platform for all enterprise services
- Is user community of interest agnostic
- Identifies gaps in the service fabric

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Benefits of Lifecycle Management

- **Overlays the existing C4ISR infrastructure**
- **Supports emerging and legacy services and platforms**
- **Provides proactive visibility and response actions for mission-impacting service interruptions**
- **Integrates with other enterprise support systems / capabilities**
- **Allows for enterprise-wide reporting and metrics**
- **Monitors progress of service deployment**
- **Removes user communities fear of “new”**
- **Supports pilots and production systems**

The Importance of Lifecycle Management in Implementing Enterprise IT Services Lifecycle Management Service Guarantee

Lifecycle Management Requires Visibility Across the Enterprise Service Infrastructure

- **Network Health**
 - Core voice network
 - Data networks
 - DMZ
- **Infrastructure Health**
 - Servers
 - Mainframe
 - High availability infrastructure
- **Application health**
 - COTS applications
 - Proprietary applications
- **Transaction Health**
 - Transaction volumes
 - Transaction types
 - Success / failure status

The Importance of Lifecycle Management in Implementing Enterprise IT Services Lifecycle Management Case Study #1

- **One of the Largest Nationwide Banks in the US**
- **2001 Number 1 Customer Service Challenges was the Bank's ability to ensure customers had access anytime and anywhere to its multitude of services**
- **Over 32 Consoles in use but couldn't measure and monitor in real-time its promise to customers**
- **Required central, proactive system**
 - **Rapidly deployed**
 - **Non-intrusive to production operations**
 - **Visual display with drill-down to events**
 - **Provide proactive early warning indicators**
 - **Support multi-vendor, multi-protocol network**
 - **High availability**
 - **High volume processing**

The Importance of Lifecycle Management in Implementing Enterprise IT Services Lifecycle Management Case Study #1

- **Established an Enterprise Availability Coordination Office (EACO)**
- **EACO manages business aspects of 13 LOBs**
- **Initial deployment into ATM and POS**
 - **Least existing real-time visibility LOB**
 - **Deployed within 8 weeks**
 - **Delivered value within first week**
- **Next 5 Lines of Business chosen, funded, and deployed in a phased approach**
- **N minus 30 methodology for proactive management**
 - **Identify customer impacting outages 30 minutes prior**
 - **Baseline normal**
 - **Provide warning indicators**
 - **Provide automated actions**

The Importance of Lifecycle Management in Implementing Enterprise IT Services Lifecycle Management Case Study #2

- **Large US Airline**
- **Provides IT Infrastructure Support to US and International Airports**
- **Provides over 100 services to all customers**
- **Existing silo-based management systems in place**
- **Large, world-class operations center**
- **No service-level visibility or guarantee**
- **No user based metrics**
- **No enterprise view**
- **Network an un-leveraged competitive advantage**

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Lifecycle Management Case Study #2

- Enterprise service view
- Manages over 50 different services
- Provides single management console
- Provides executives real-time dashboard
- Provides enterprise-wide reporting

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23	Syscon II	0	ESD	0	IPRS	0	ServiceCenter	0
17	ISM Events	0	ET	3	Kiosk	0	ServiceWare	0
577	Kiosk Events	0	EXCHANGE	0	LDAP	0	SiteScope	0
398	All Tivoli Events	0	FACS	0	LMOS	0	SkyMiles	0
1567	All OWV Events	0	FIDS	0	MOAP	0	SSC	0
122	All Cisco Syslog Events	0	Flight Control	1	MQM	0	TACS	0
19	All NetIQ Events	0	FMG	0	MQSeries	0	Tankering	0
1	All Tibco Hawk Events	0	FPES	0	MTGDA	0	Tuxedo	0
2138	Default	0	FPOS	0	OCC	0	Notification-Service	0
227	Marconi Events	0	FSM	1	ODE	0	GenericServant	0
37	Liebert Events	0	CREWRR	0	OMNI	0	AIONDS	4
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