

# Automating Service Management

*Angeliki Kotsopoulou*

*Sr. Consultant*

*Virtualization and Service Automation Business Unit*

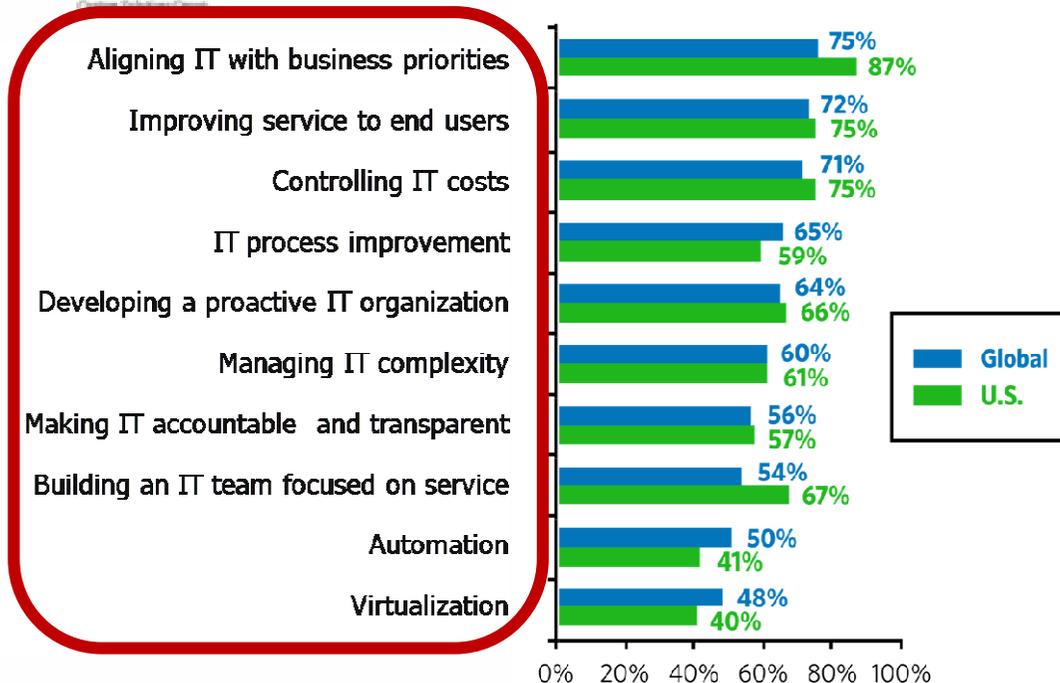
**ITSM**2010

 Transforming  
IT Management.

# Pressure to “demonstrate business value” is growing



## Top CIO Priorities



## McKinsey Quarterly

### How cloud computing challenges CIO roles

“Business units may soon be able to bypass the IT department and find ways to meet their needs directly in the cloud computing environment.”

ITSM 2010

## InformationWeek

Global CIO: Prove IT's Business Value To Your CEO -- Or Else

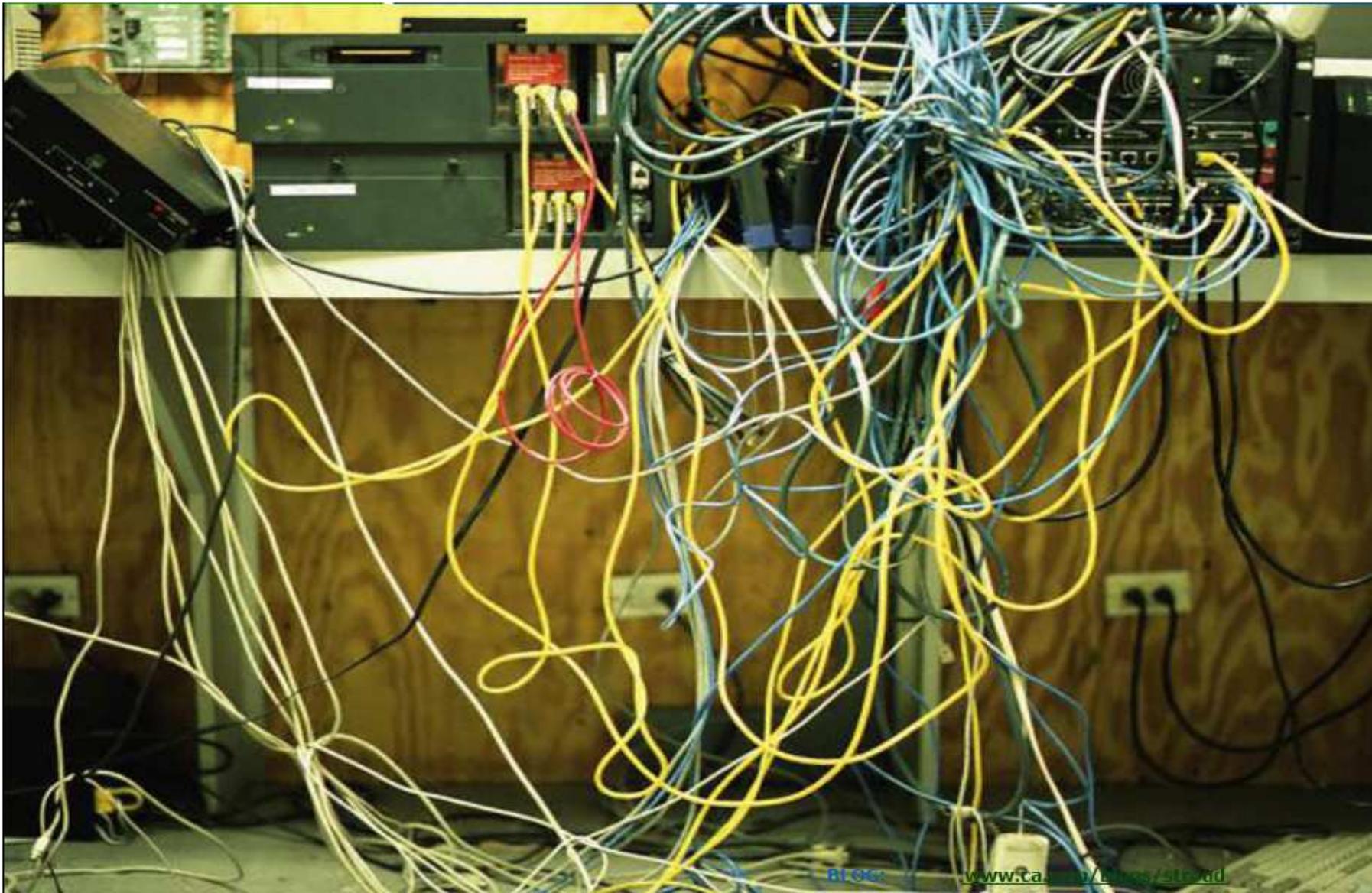
## CIO INSIGHT

### Finding IT's Business Value

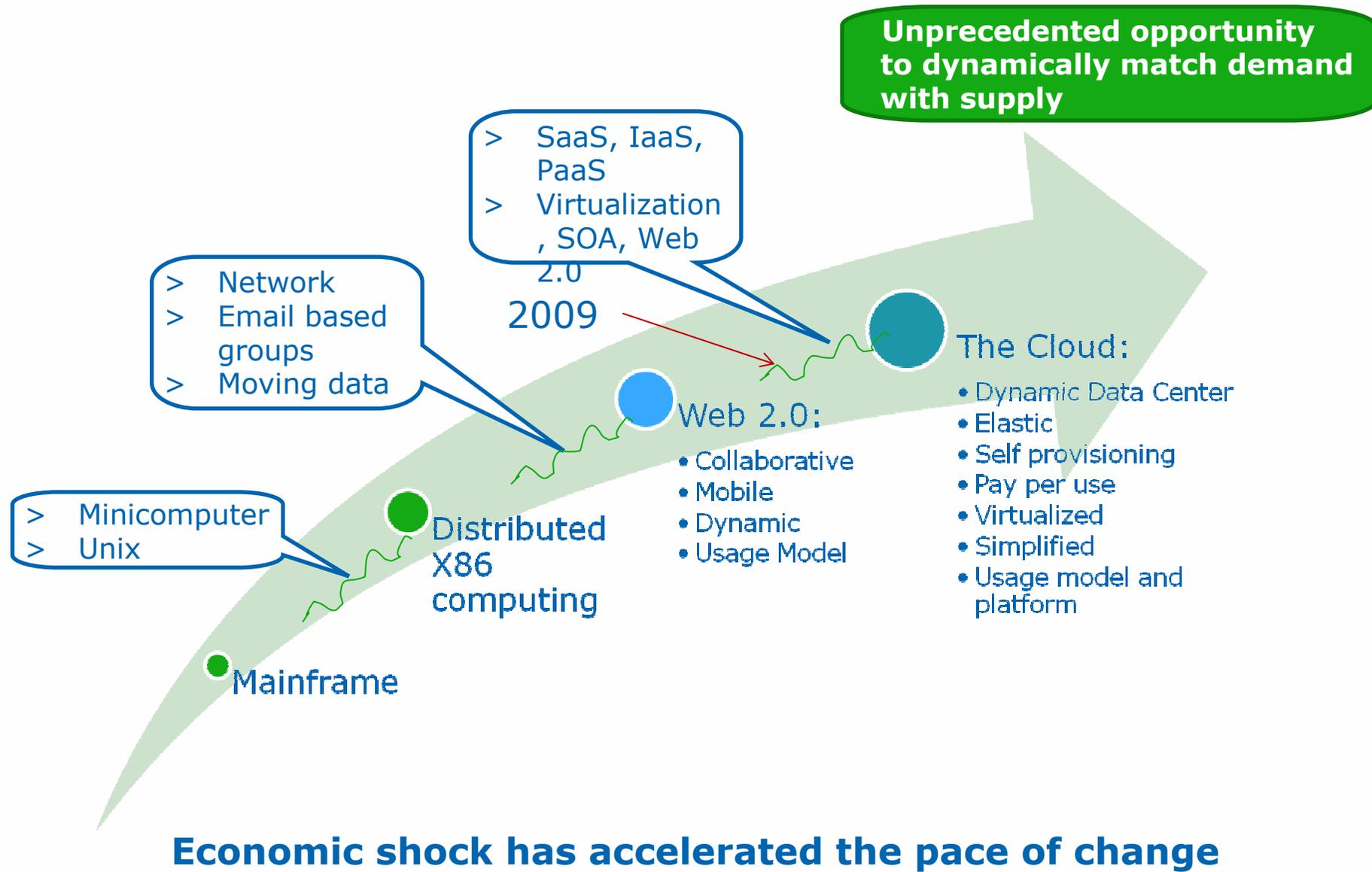
“In a recent Forrester survey only 15% of IT leaders declared themselves aligned with the business. What that tells us is that IT-business alignment isn't just a problem – it's a plague.”



# Business View Of IT?



# Virtualization and Cloud Changes What's Possible



# Change, Incident, Problem, simple SLA violation or Business as usual?



Blog: [www.ca.com/blogs/stroan](http://www.ca.com/blogs/stroan)

# Cloud-Enabling Business Service Management

Business Services/ Processes



Agility

Efficiency

Service Quality

- New information and programming paradigms
- 'Liquid' IT
- Cheaper to operate, build

Architecture:  
a way of doing IT

IT as a Service

Service Management

Service Automation

Virtualization

IT Infrastructure

Services:  
a way of  
buying  
IT

# CA's Value Proposition

## Agility

The promise of delivering business services in a fundamentally **more flexible, cost effective way**

Resulting in **more agile IT**

Resulting in **more successful business**

## Made Possible

Our deep expertise is a **necessary ingredient** to address real barriers to getting there

We have a **uniquely practical approach** to unlocking the promise of new IT models

We **recognize your realities** (e.g. heterogeneous environments)

We are **bringing all the pieces together** that move you to the next level (innovating both internally and via acquisition)

# Virtualization and Service Automation Strategy

## Service Management

- The front office to service delivery
- Delivers automated ITIL processes
- Ties Web 2.0 to the IT back office

## Service Automation

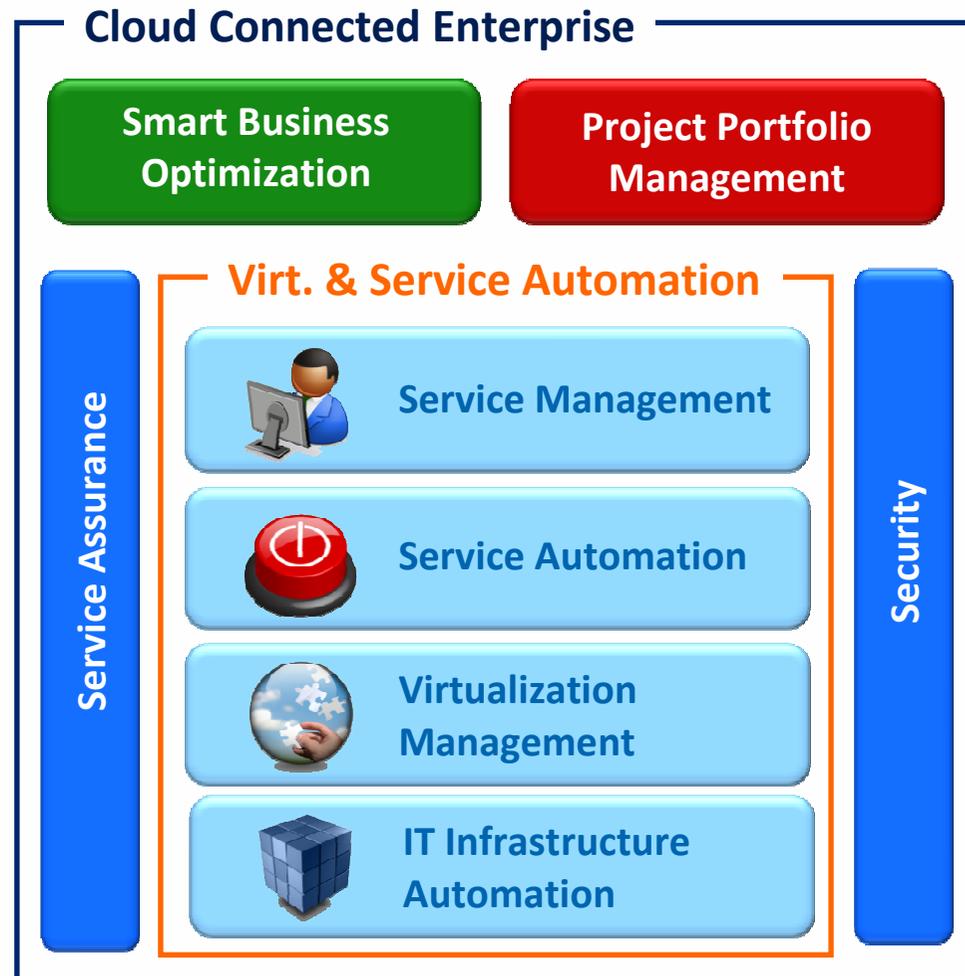
- Self-service driven cloud operations
- Out-of-the-box process content and automation
- Workload optimization

## Virtualization Management

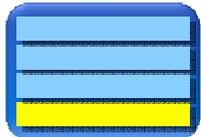
- Self-service
- Lifecycle management
- Assurance: health & performance P-V-C
- Capacity planning

## IT Infrastructure Automation

- Real time discovery, change, configuration, and compliance management from networks through applications
- Provisioning and Config Mgt.
- Servers, Storage, Network

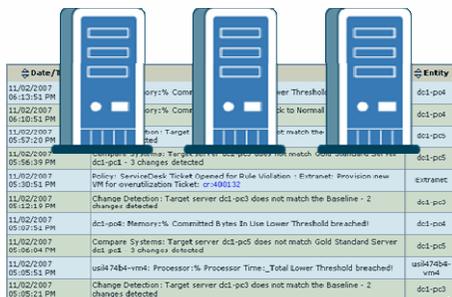


# Server Provisioning



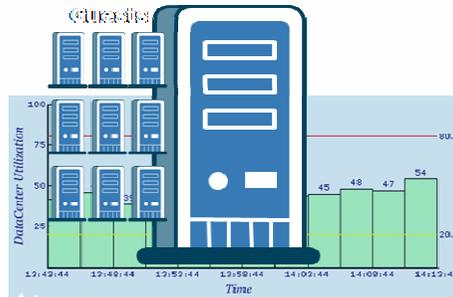
- Lower server CAPEX & OPEX through optimization
- Fast response means higher service quality

**Order Entry Server Group**



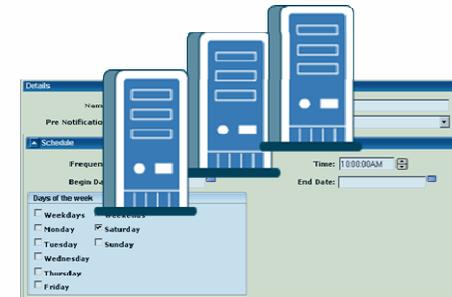
**Alert with Approval**

**Online Web App Server Group**



**Dynamic**

**SAP Server Group**



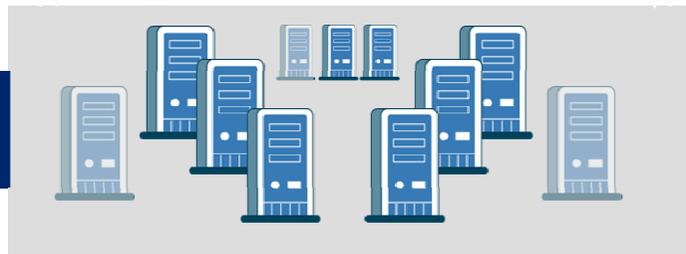
**Scheduled**

## Provision & Verify Configuration

**Benefits**

- > High Availability
- > Reduce CAPEX
- > Reduce OPEX
- > Compliance
- > "Green" IT

**Power Up**



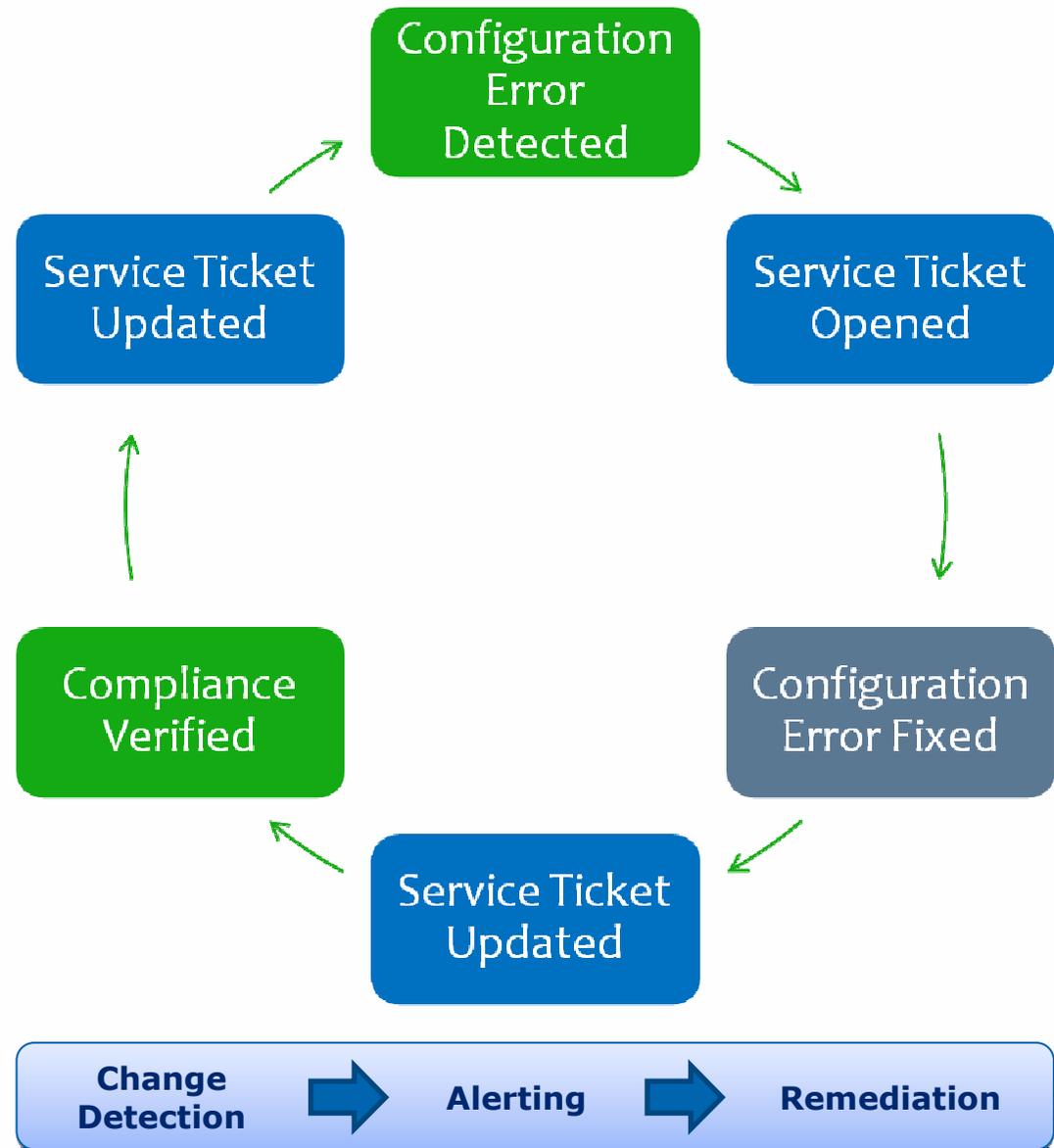
**Power Down**

**Audit Events**

# Proactive Change & Configuration Management



- Reduce configuration related issues by up to 80%
- Reduce or eliminate the effect of configuration “drift” on service performance & availability
- Make more informed network related decisions



# CA Virtualization Mgt. – Needs and Solutions



## DEVELOPMENT TEST

- Few management needs
- Little executive visibility
- No process impact
- Few compliance, security concerns
- Lab Automation



## LIMITED PRODUCTION

- P+V Systems Management
  - Fault, Performance
- Business Continuity
- Provisioning, Change & Configuration Mgt.
- P to V planning
- Storage virtualization



## EXTENSIVE PRODUCTION

- Integrated Network Mgt.
- Application Performance
- Security
- Compliance
- Chargeback
- Capacity Planning



## ENTERPRISE PLATFORM

- Private & Public Clouds
- Next Generation DC
- Policy/SLA-driven automation
- Self Service
- Service Catalog
- Application Virtualization/ Automation

## CA VIRTUALIZATION MANAGEMENT

XOsoft, Arcserv

Wily APM

Identity Manager, Access Control, Enterprise Log Manager, Siteminder

Spectrum Infrastructure Mgr., eHealth Performance Mgr.

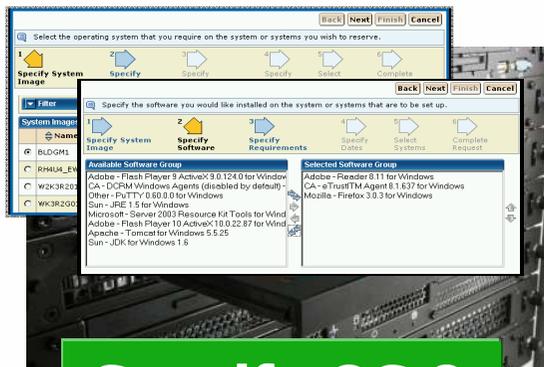
Spectrum Automation Manager

# Service Automation - Self-Service Provisioning



Automated reservation and provisioning of resources across teams without admin overhead

- Multiplatform resource pools (physical, virtual and clouds) and stack
- Web-based reservation
- Automated Provisioning
- Centralized Administration



**Specify OS & Applications**



**Select Resources**

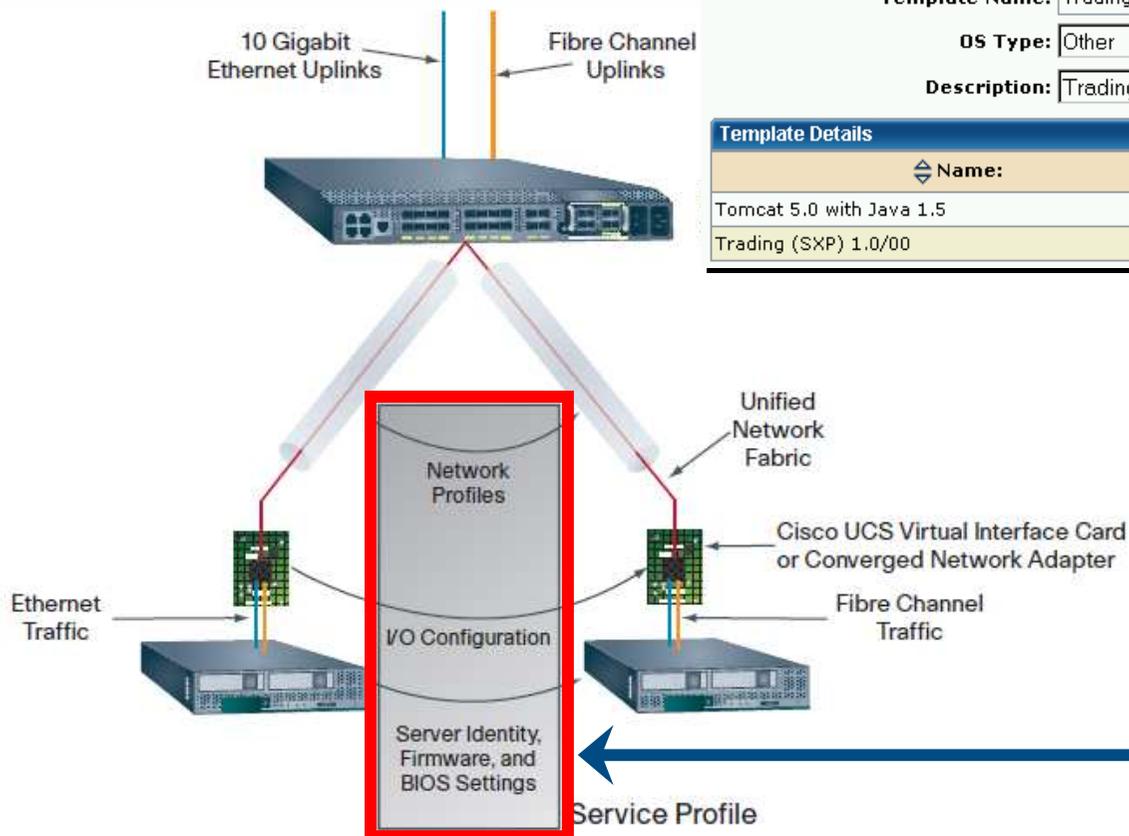


**Reserve Systems**

# Service Automation - CA Service Provisioning



- Example: Trading Application and Cisco UCS
- Provision Application Stack Templates and Hardware Profiles



Back Next Finish Cancel

1 Add Package Groups 2 Add Packages 3 Save Template

Template Name: Trading App Template  
OS Type: Other  
Description: Trading application based on Tomcat 5.0

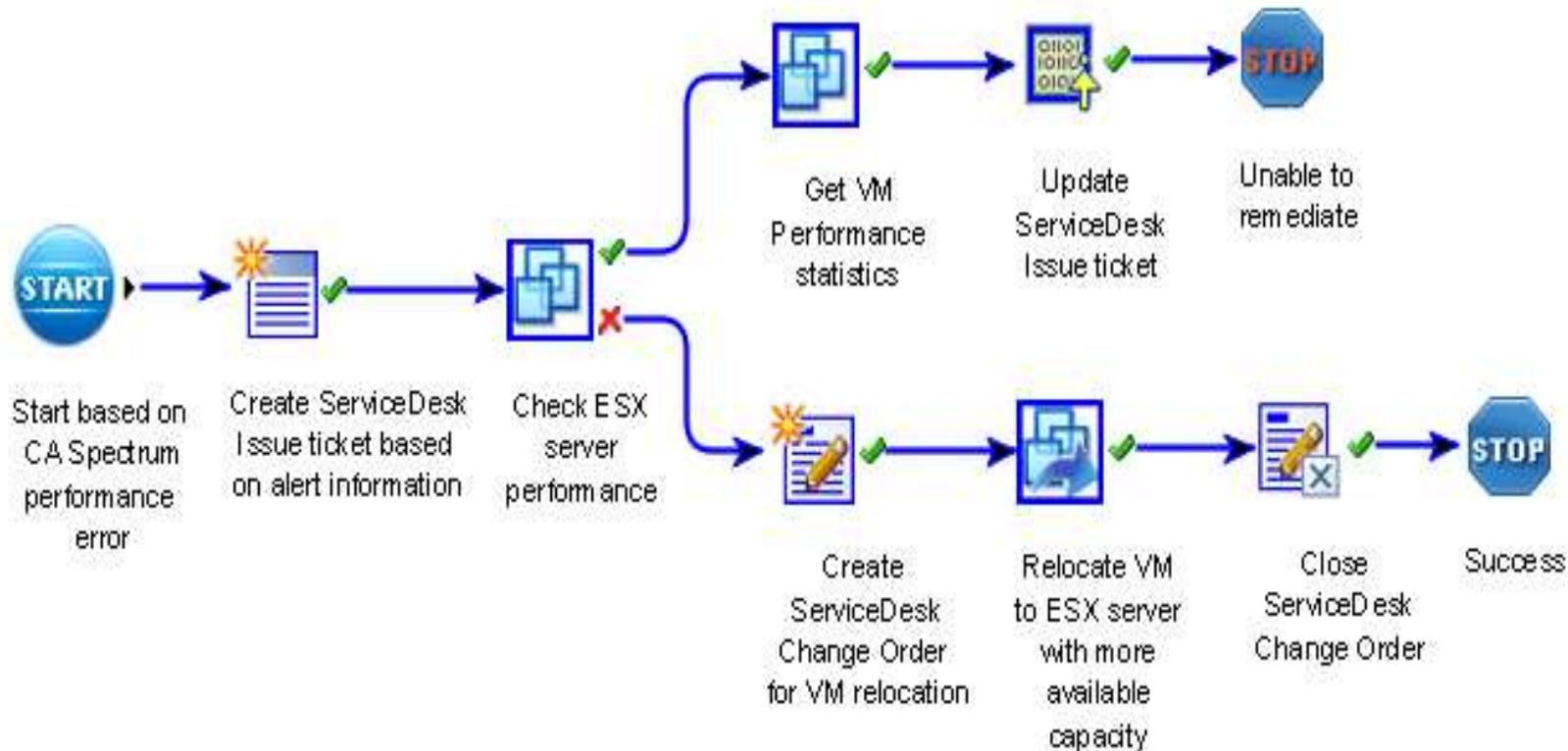
Template Details	
Name:	
Tomcat 5.0 with Java 1.5	
Trading (SXP) 1.0/00	Trading

The screenshot shows the CA Service Provisioning interface. It includes a navigation bar with 'Back', 'Next', 'Finish', and 'Cancel' buttons. Below the navigation bar, there are three steps: '1 Add Package Groups', '2 Add Packages', and '3 Save Template'. The 'Add Packages' step is active, showing a form for 'Template Name' (Trading App Template), 'OS Type' (Other), and 'Description' (Trading application based on Tomcat 5.0). Below the form is a table with 'Template Details'. To the right, there is a window titled 'View (Detailed) Model Records of type OS\_Device' showing a network diagram with various components like 'Network', 'Application Server', and 'Database'.

# Service Automation - Process Automation



- *Frees up to 77% of IT staff for strategic projects*
- *Reliable, consistent, and repeatable processes mean high visibility and comprehensive auditable control.*



# CA Service Management



## Service Catalog

Define and publish services  
Self-service user request catalog  
Represent SLAs and costs

## Service Level Management

Define and track negotiated business service levels  
Service contracts  
Service level reporting  
Prioritize service activities based on SLA impact  
Request management

## Service Costing

Usage-based chargeback (invoicing) or cost allocation  
Credits for SLA violations  
Role-based decision support

## Asset Management

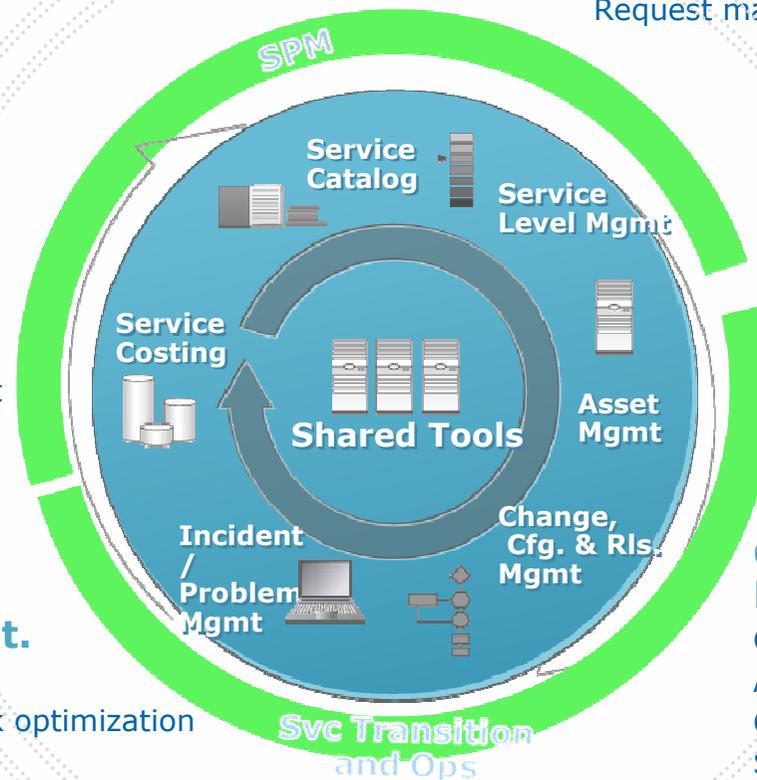
Configuration Management  
Contract/Vendor Management  
Software Compliance Management  
Lifecycle Management  
Request Management  
Financial Management

## Incident/Problem Mgmt.

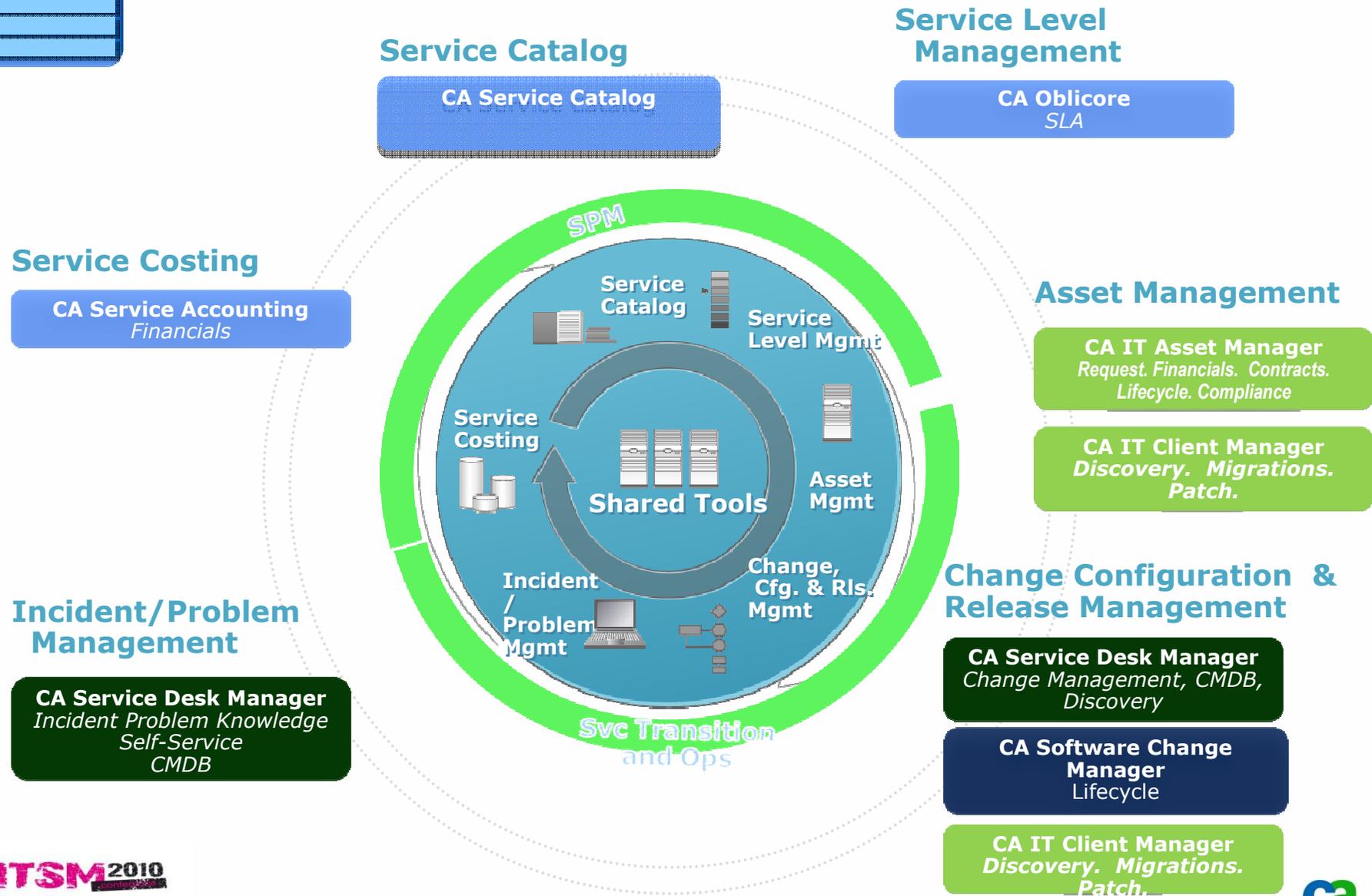
Integrated service desk  
Decision-support for service desk optimization  
Centralized knowledge base  
Decision-support  
Self-service  
Automation and remote control

## Change, Configuration & Release Management

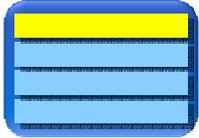
Centralized planning and coordination  
Automate IT process workflow  
Operational change management  
Software Delivery  
Change Management (Distributed)  
Application Change Management  
Release Management  
System & Personality Migration



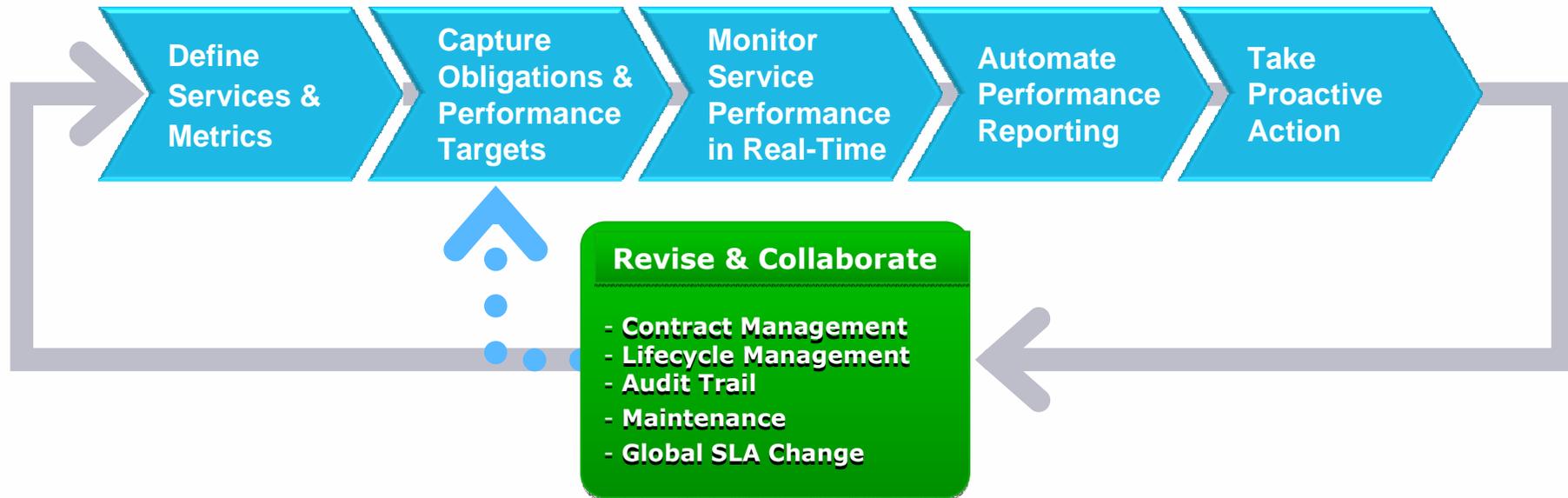
# CA Service Management - Solutions



# Recent Acquisition - CA Oblicore



## Oblicore Guarantee Deploys A Double Closed Loop Process To Drive An Automated ITIL Approach

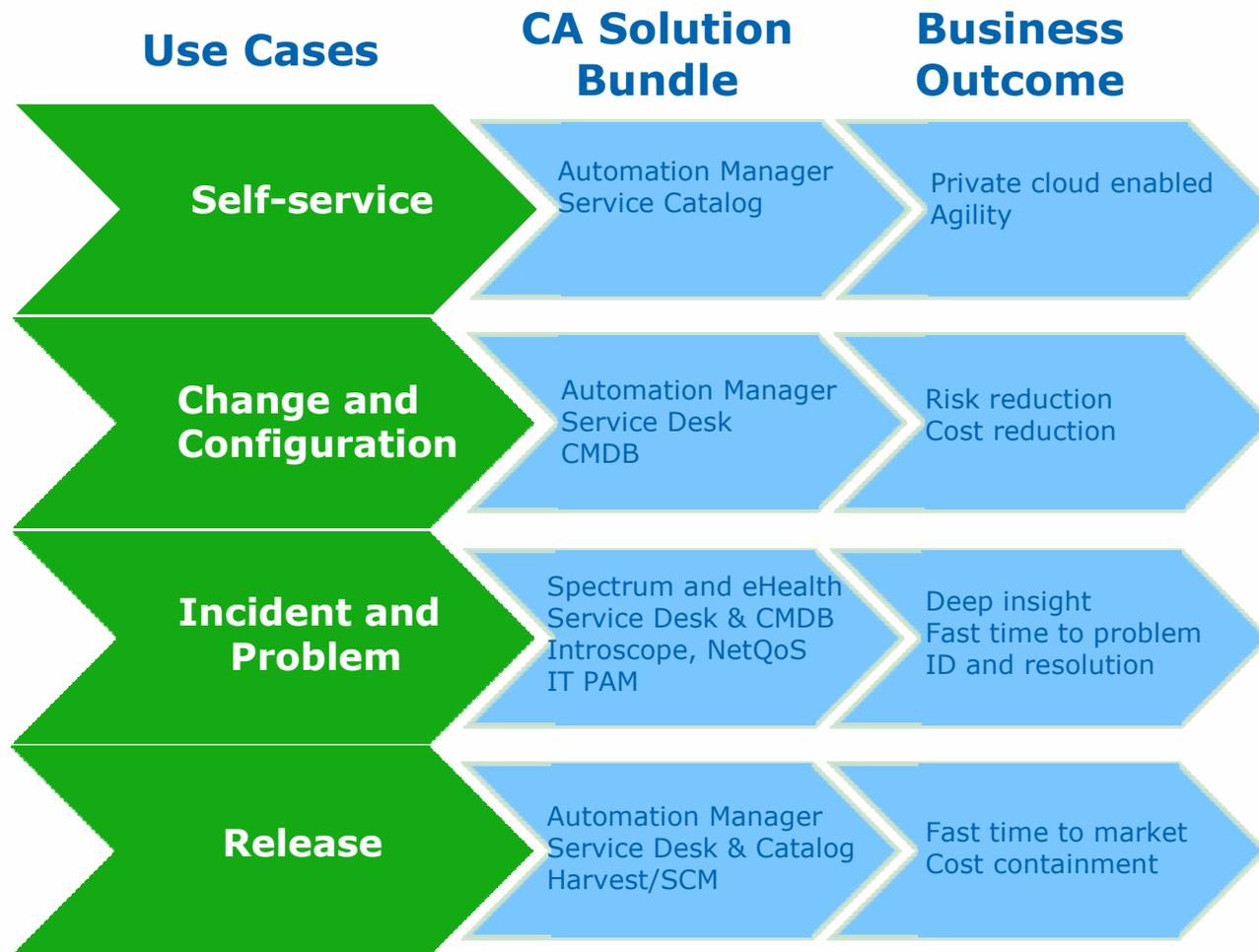


# CA's Continued ITIL Commitment & Expertise

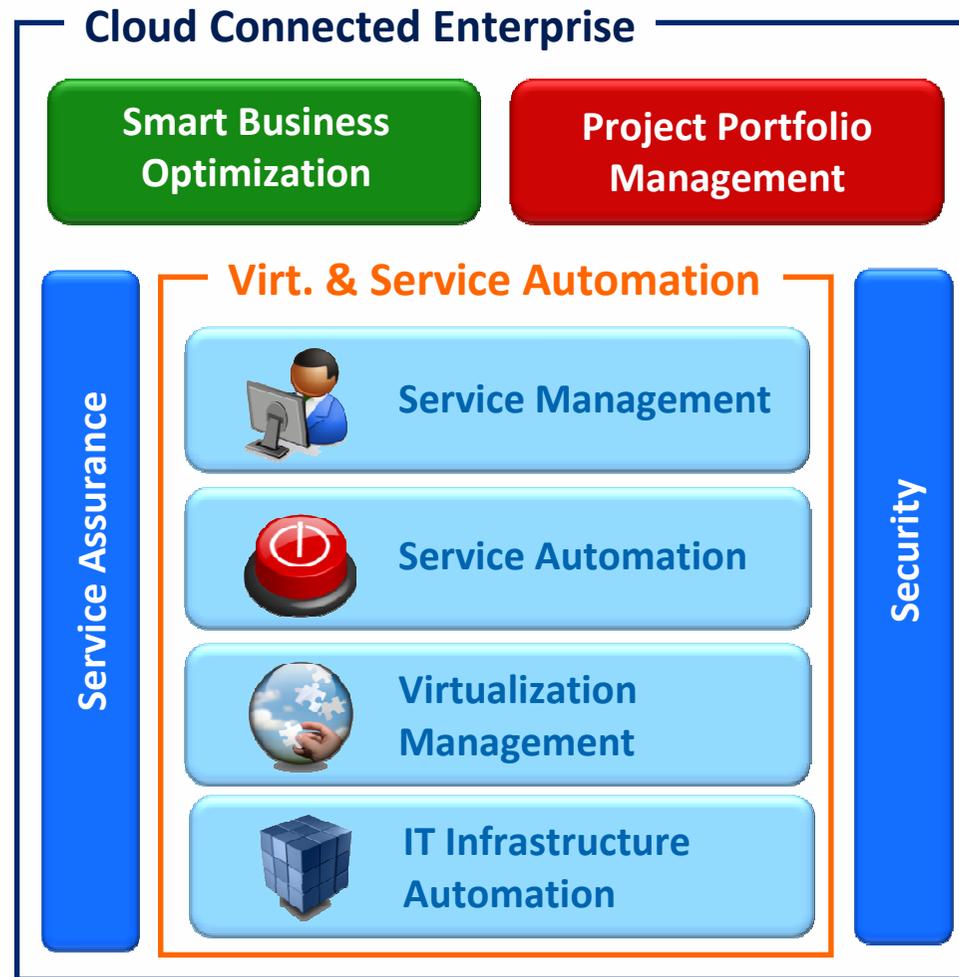
- > **Founding member** of CMDB data federation working group
- > **Recognized industry luminaries** and thought leaders
  - Brian Johnson – key ITIL author
  - Rob Stroud – on ITIL and Cobit boards
  - itSMF board members
- > Thought leadership and contributor to ITSM community
- > **Packaged quick starts, assessments and roadmaps**
- > Over **1,100** ITIL Certified Field Consultants
- > **CA Stock Exchange ITSM** simulation workshop to improve ownership and understanding



# Integrated Use Cases Deliver On-going Business Value



# Critical Role Within CA's Cloud Vision



# Thank You

[aggeliki.kotsopoulou@ca.com](mailto:aggeliki.kotsopoulou@ca.com)

**ITSM**2010

 **ca**® Transforming  
IT Management.®