

THE PREMIER SERVICE MANAGEMENT EVENT
April 24 - 26, 2009 | Goa, India

Why an ERP for IT

And how to apply this in Integrated IT Operations

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Time to Make Shoes for Cobbler's Children

"Arise Awake and Stop Not till the Goal is Achieved"



How the customer explained it



How the Sales Person understood it



How the analyst designed it



How the programmer wrote it



How the consultant described it



How the project was documented



What operations installed



How the customer was billed

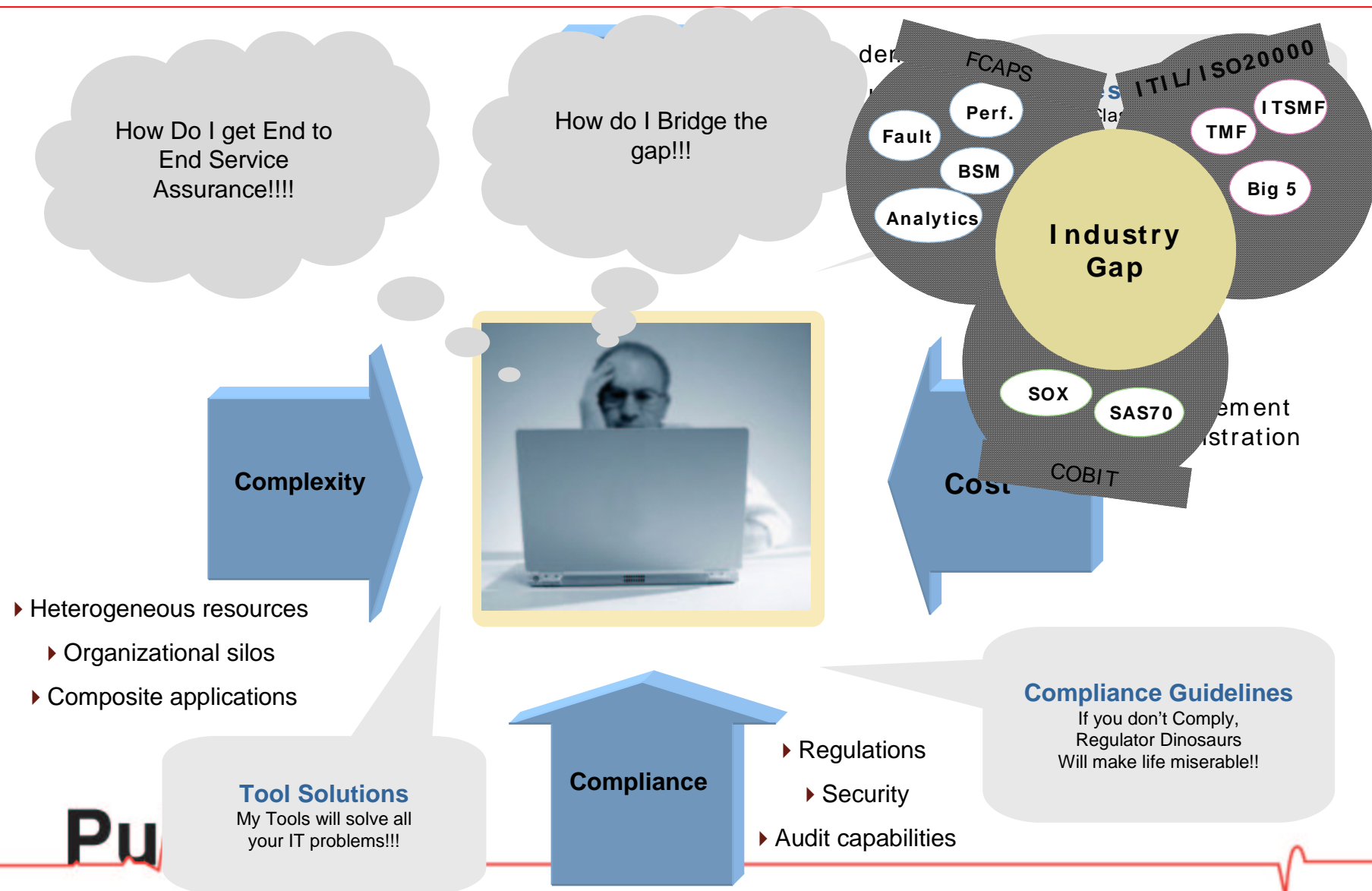


How it was supported

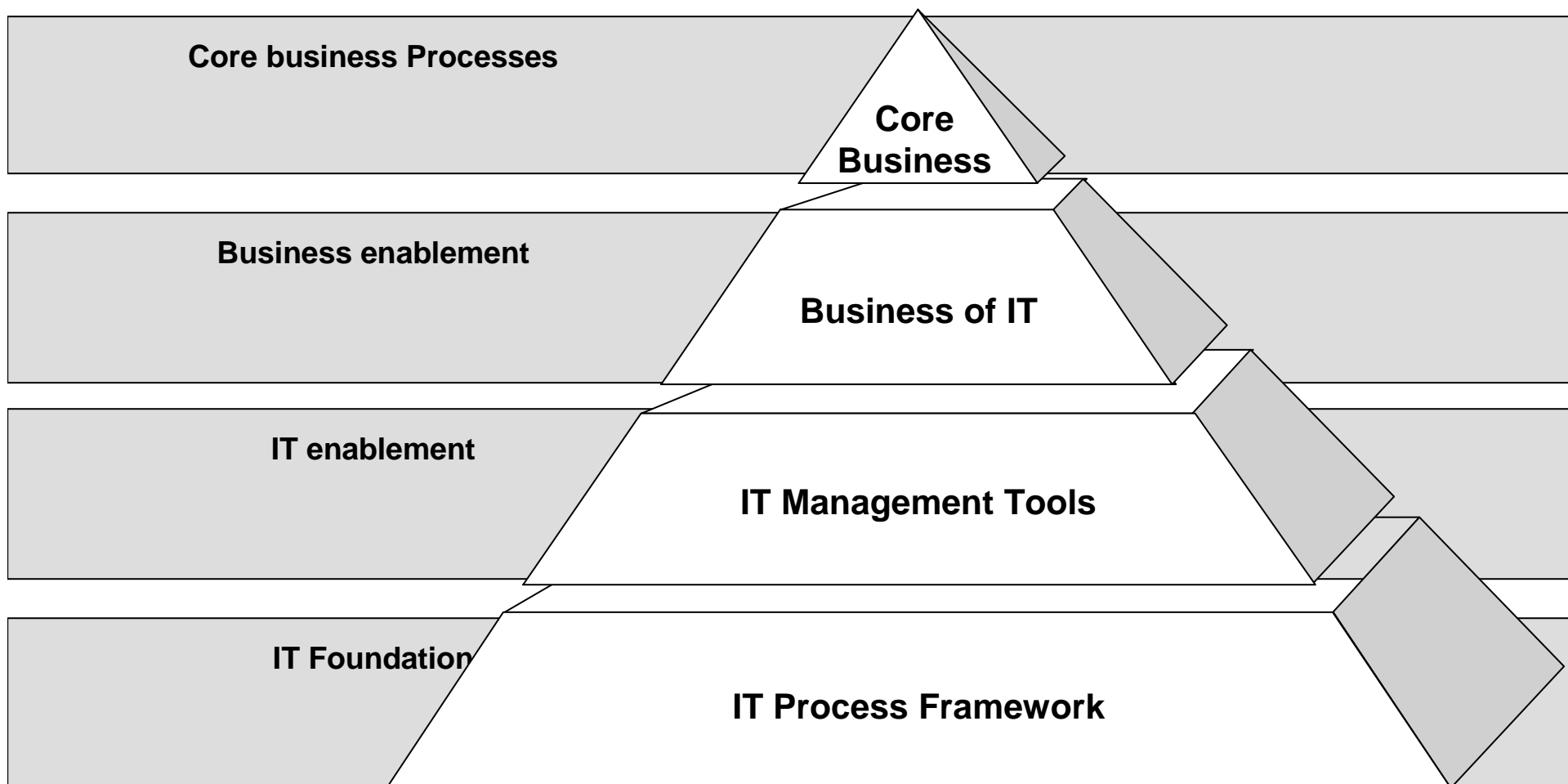


What the customer really needed

Industry Gap – Our Customer’s Viewpoint

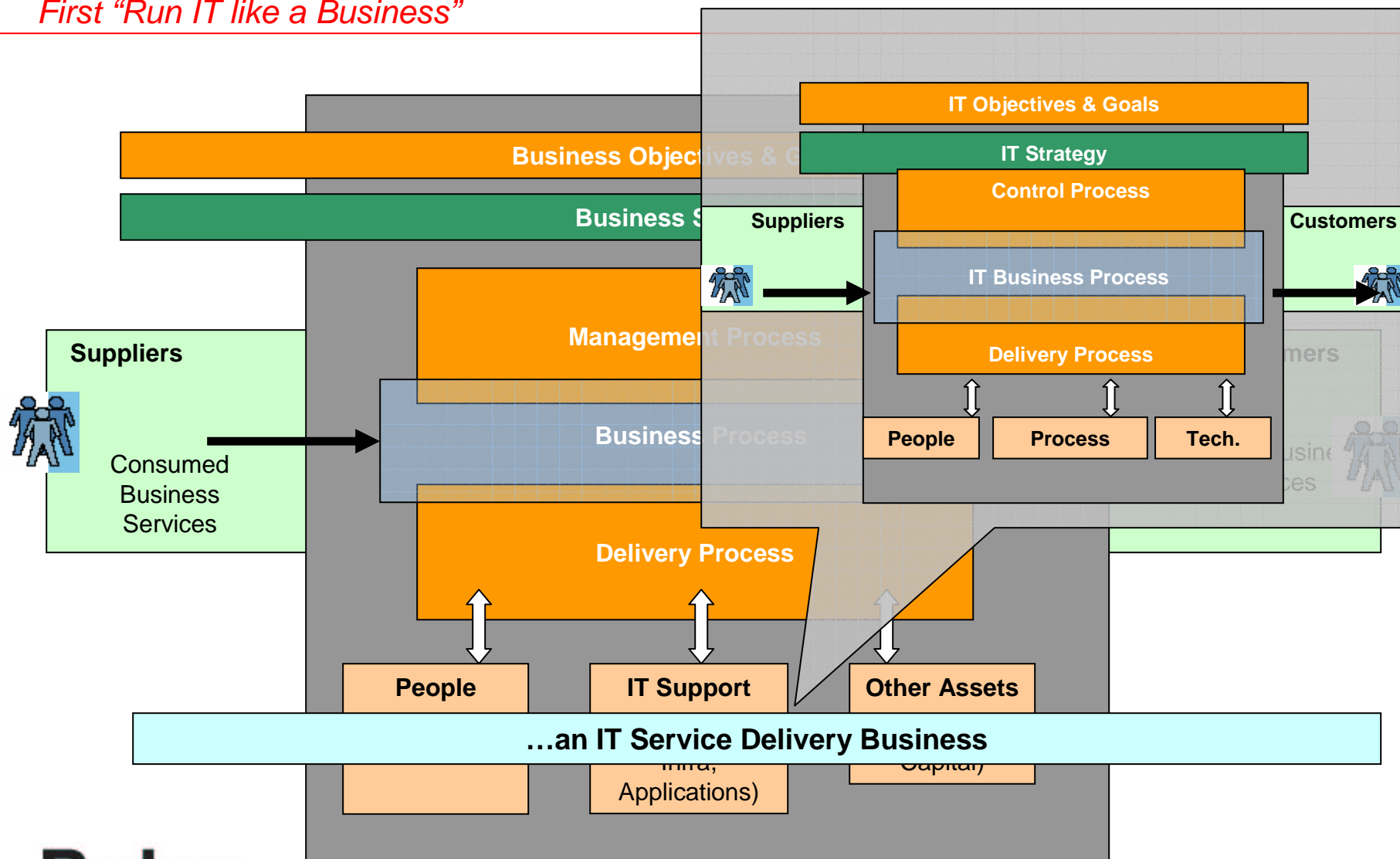


Management Tools are an enabler for the business of IT !

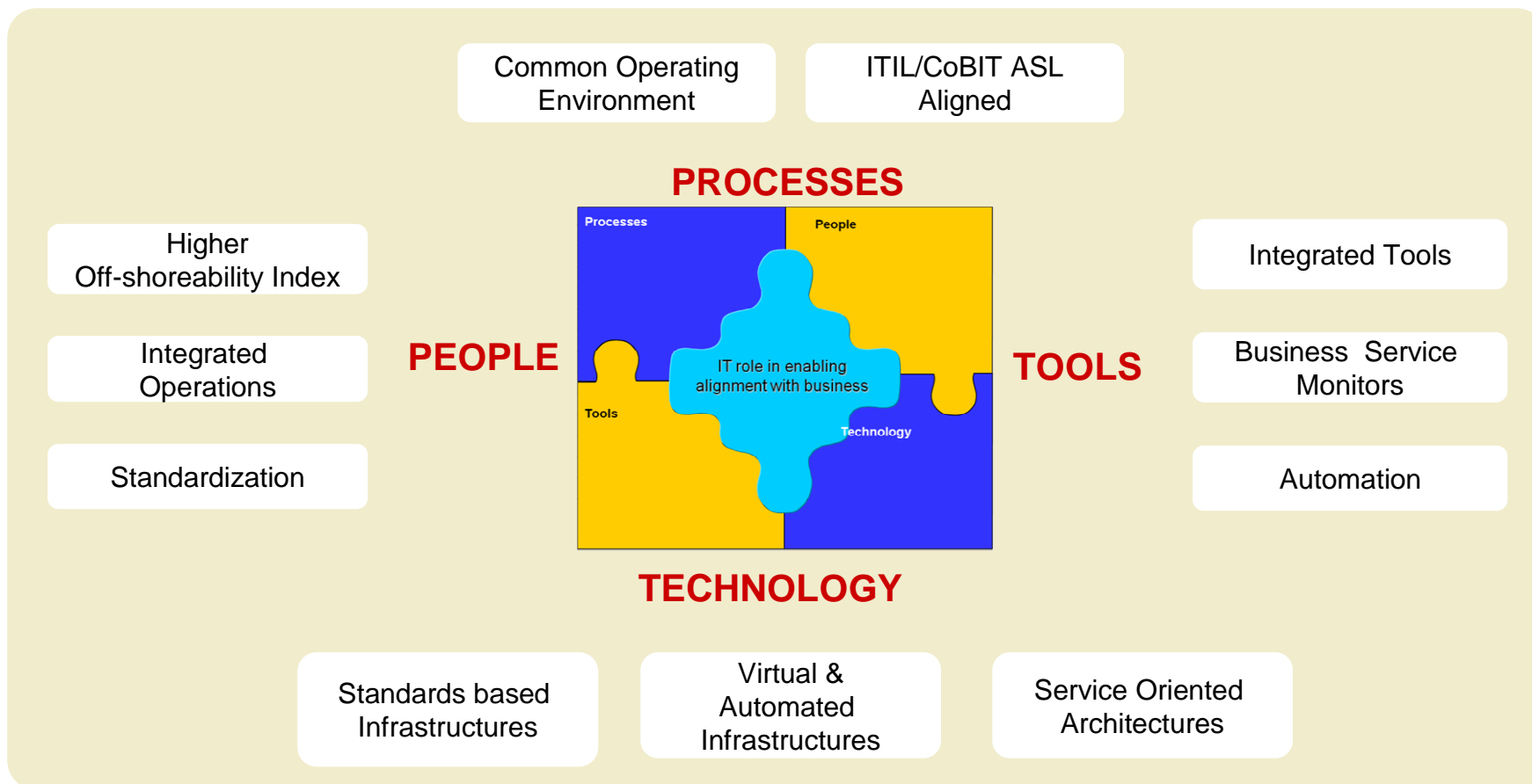


Want IT to Business Alignment ???

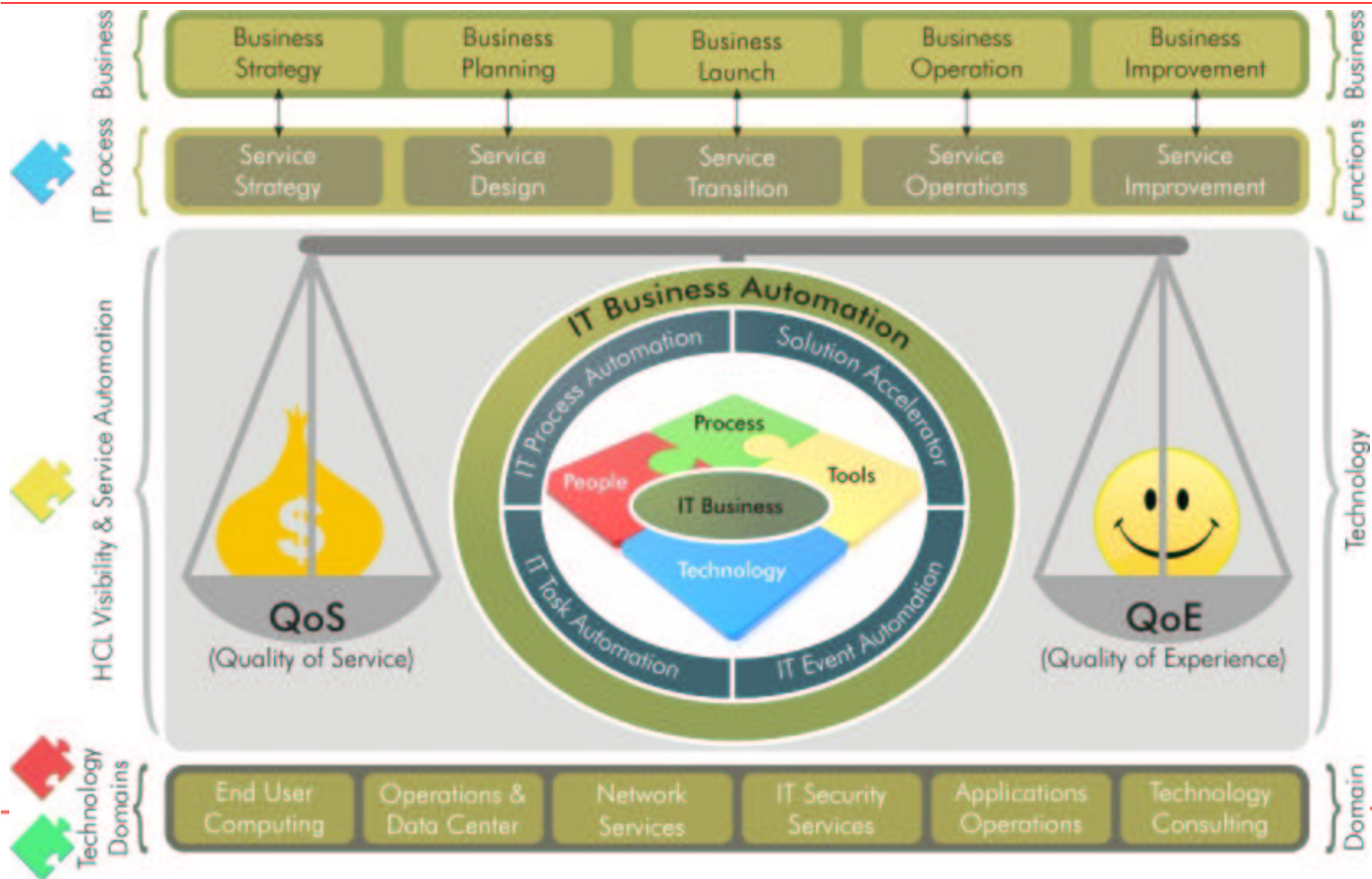
First "Run IT like a Business"



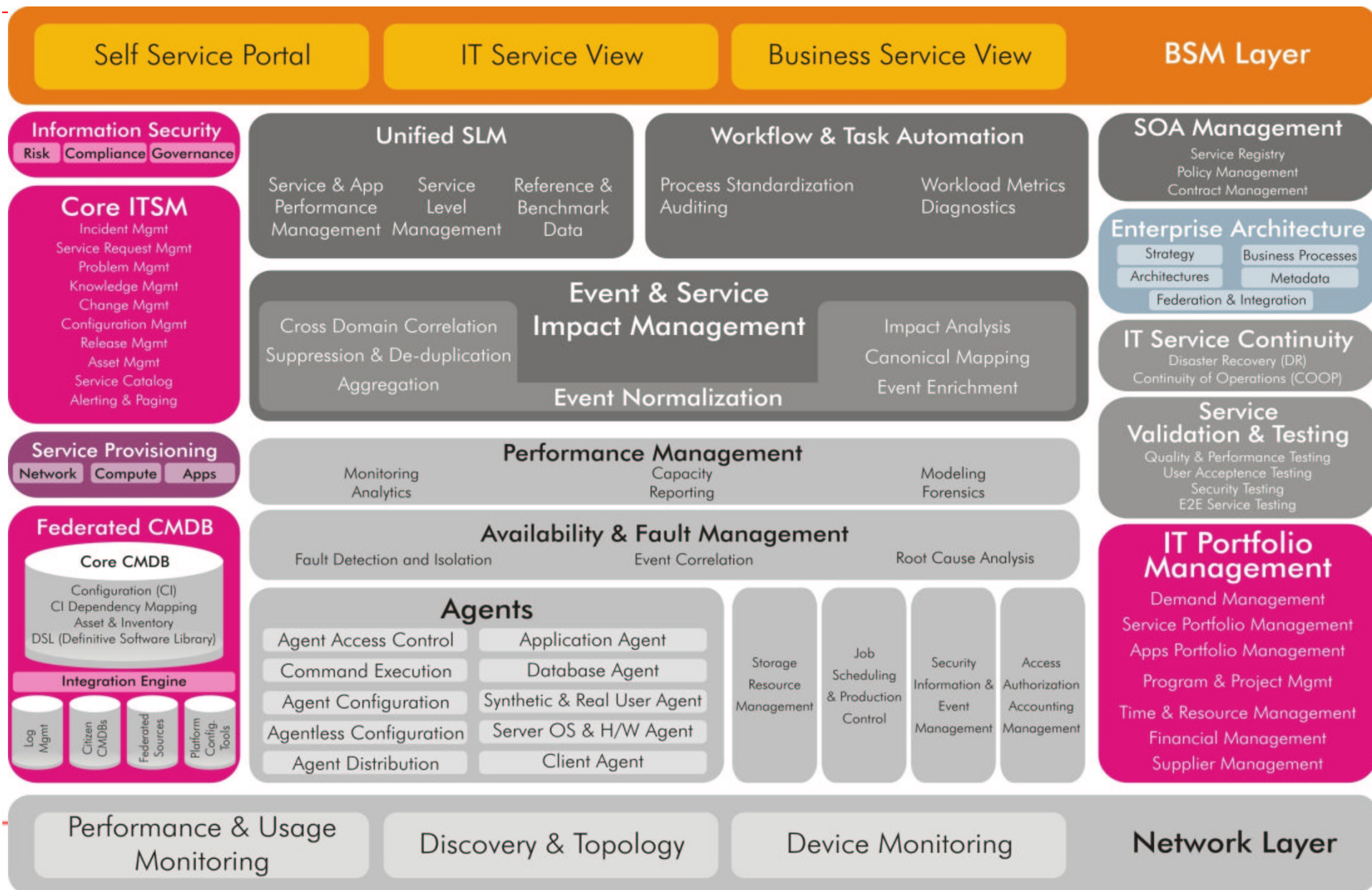
The Fundamentals of IT Business



HCL ITSA™ Framework – “Run IT Like a Business”



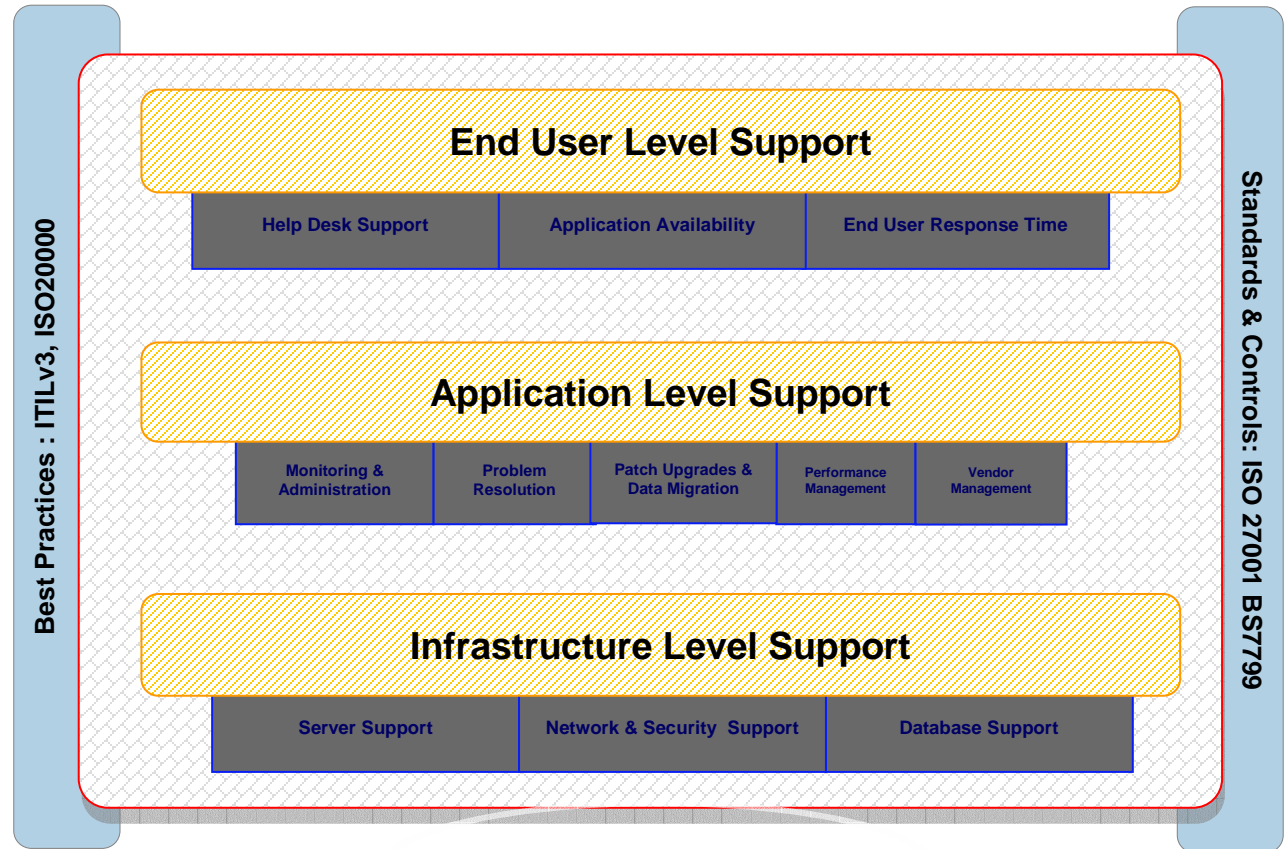
HCL “ERP for IT” Blueprint



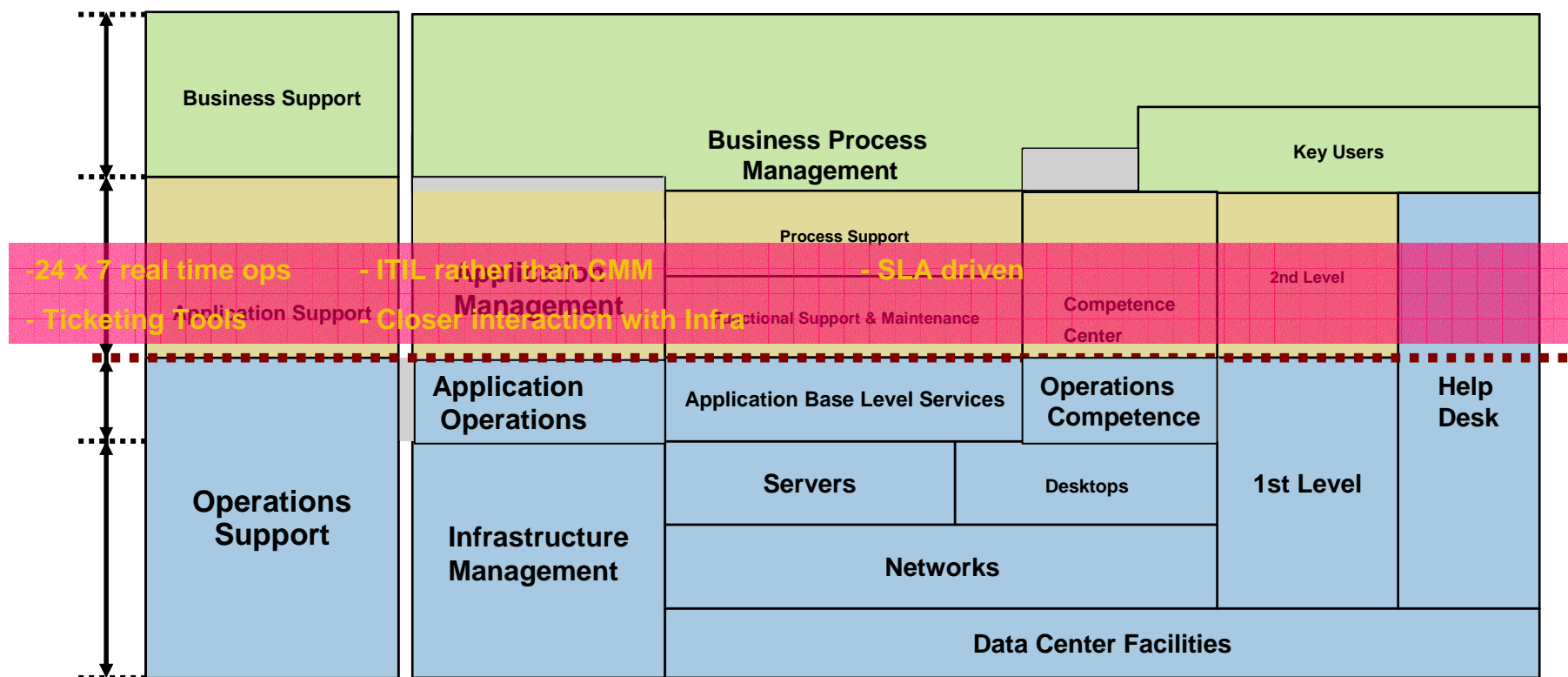
Cost Reduction, Risk Management , Visibility and Compliance

The Next Big Thing

- 1**
Leverage Globalization
 (Cost savings: 20-30%)
- 2**
Optimize Operations
 (Headcount reduction by 15-20%)
- 3**
Unified SLAs
 (improving MTTR by 15-20%)

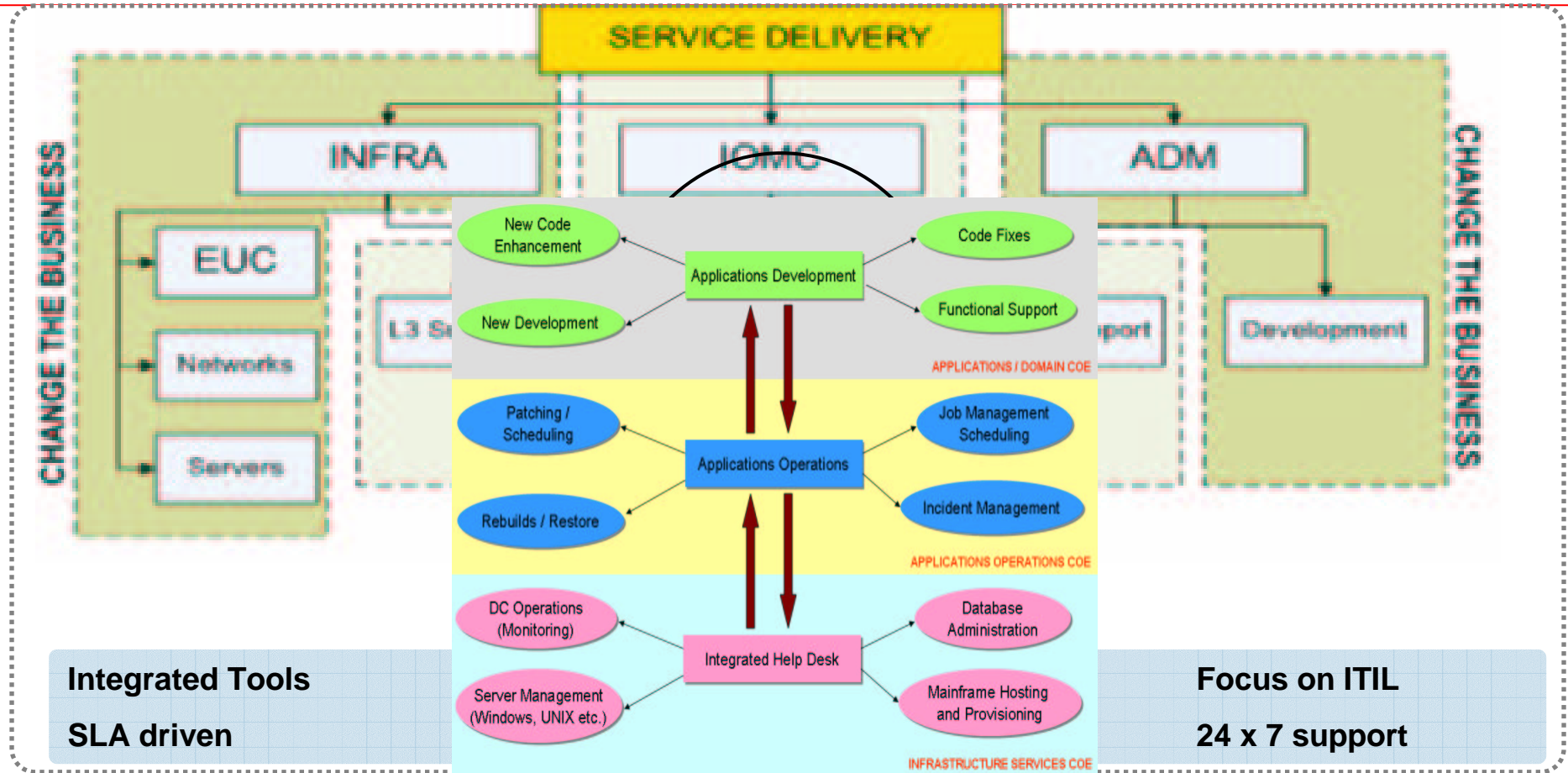


Integrated IT Operations: The Why



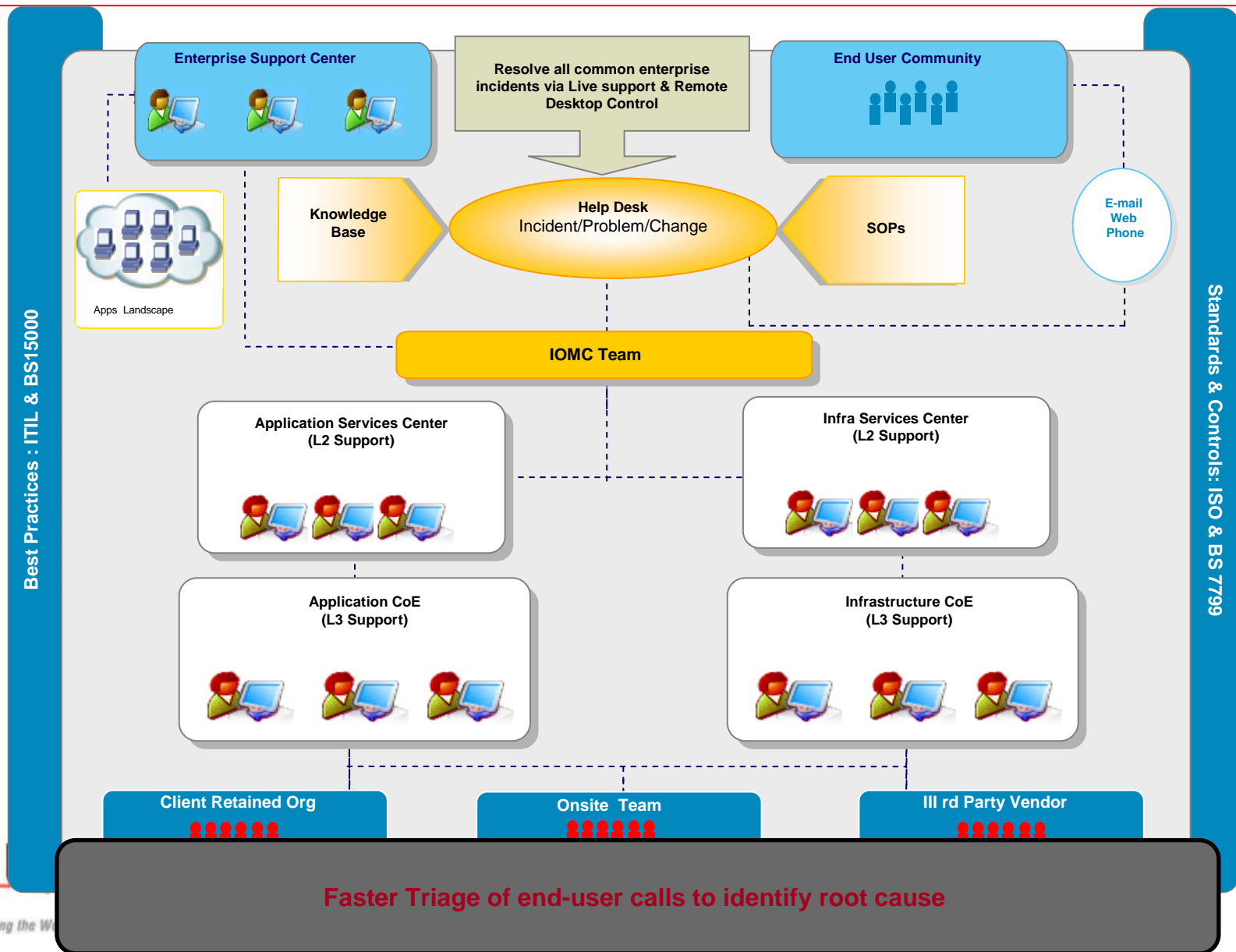
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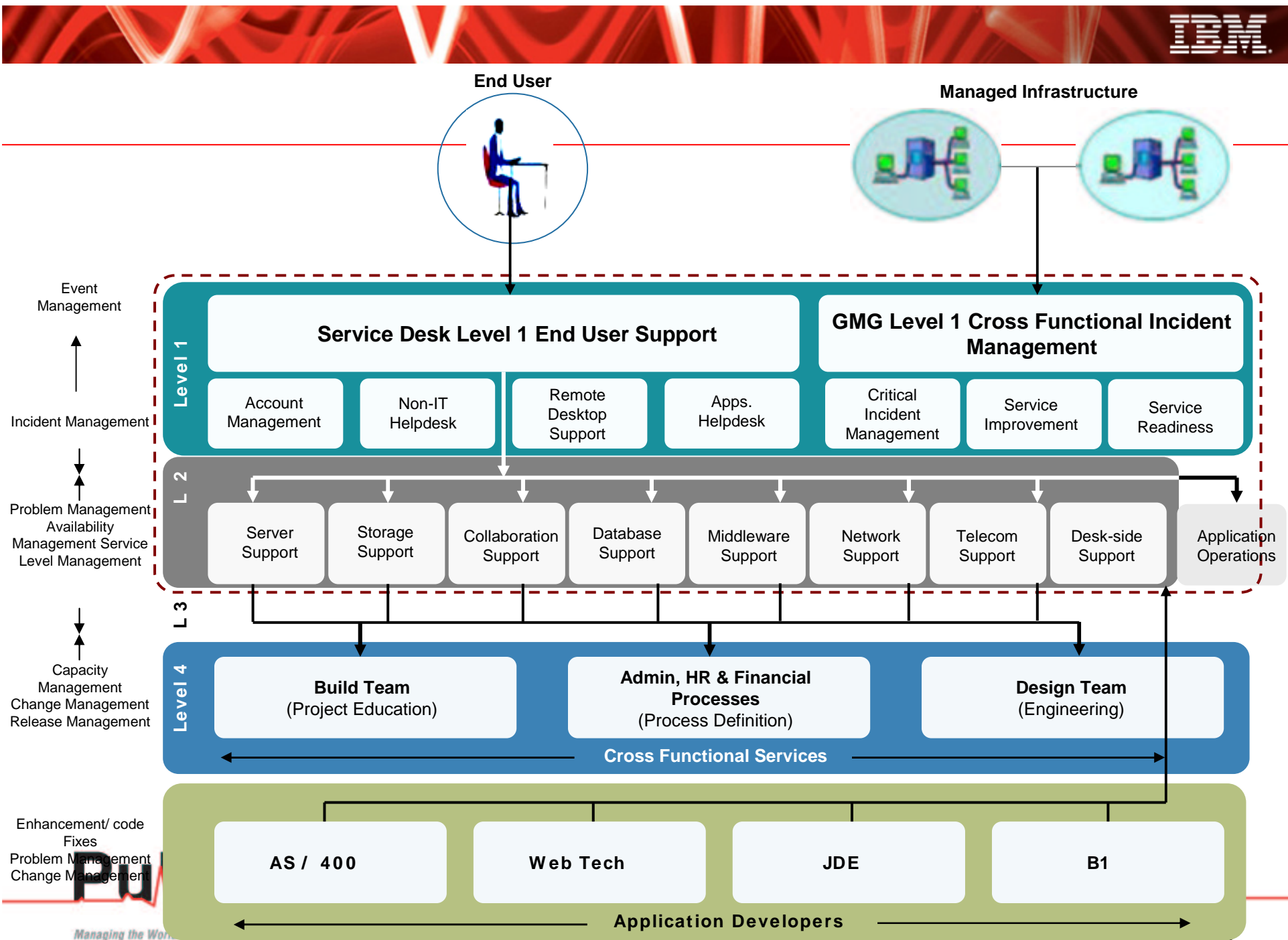
Integrated IT Operations: The What



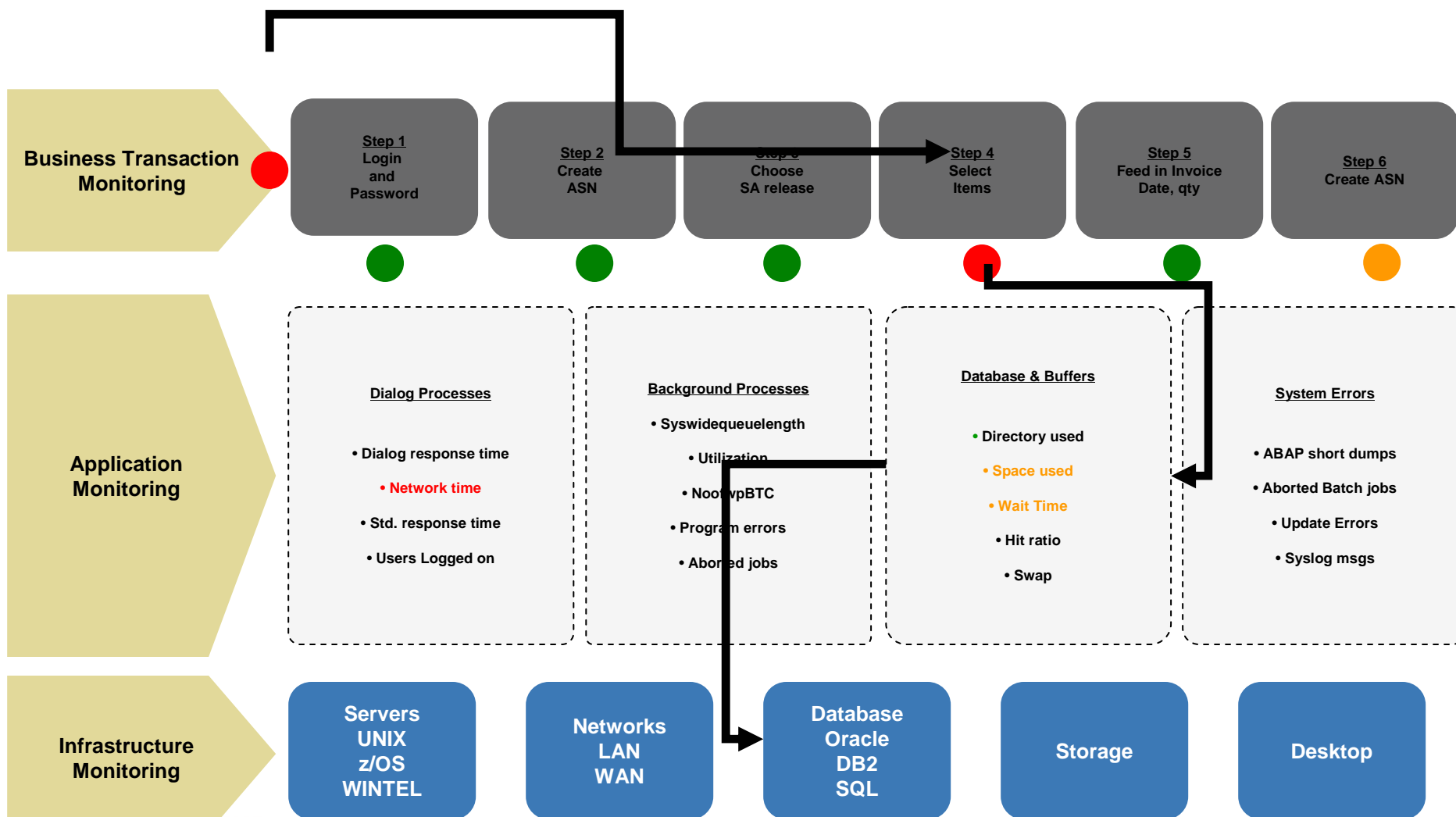
- ▶ At least 20% reduction in number of L2 resources for both Apps and Infra
- ▶ At least 15% reduction in Operations team and with lower skills resulting in a cost saving of over 20 %

Integrated IT Operations : The How

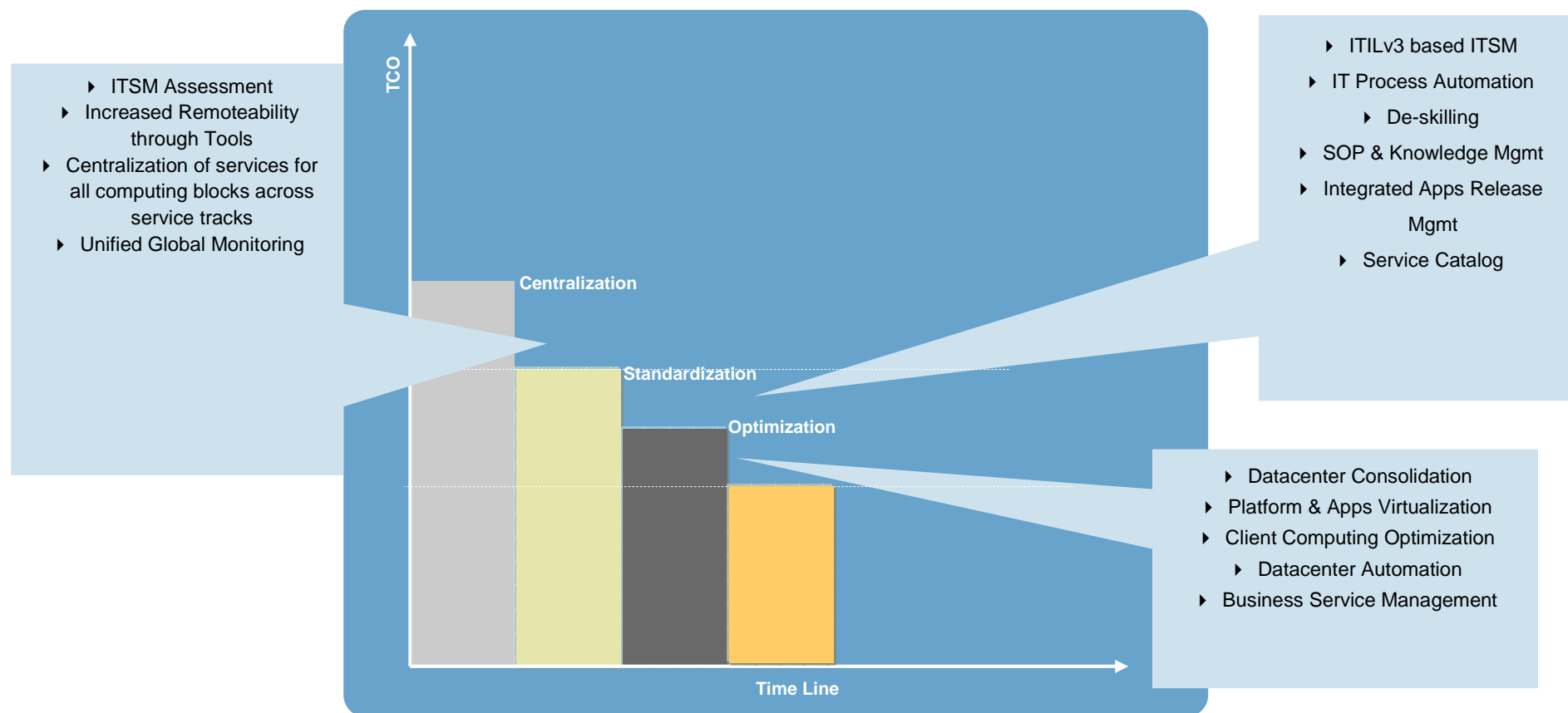




Integrated IT Operations - Proactive Visibility



First Step to BSM is to Integrate IT Operations



In Summary

Benefits

Integrated IT Team

- ▶ Accountability for both applications & infrastructure
- ▶ Highest Level of Incident Ownership

Standardized ITIL Based Processes

- ▶ Lower unplanned downtimes
- ▶ Improved First Call Resolution rates

Engineering vs. Operations

- ▶ Clear demarcation
- ▶ Freeing high skilled personnel for engineering/research activities

Integrated Tools

- ▶ Reduction in FTE due to automation
- ▶ Proactive approach

Guaranteed Integrated SLAs

- ▶ Common SLA across Apps and Infra
- ▶ Measurement and Improvement

Lower Operating Costs

- ▶ Can achieve up to 10-15% lower cost of operations at this level
- ▶ Cross-skilling of manpower

IBM Service Management - *Core Tenets*



Visibility:
See your Business

Respond faster and make better decisions



Control:
Manage your Business

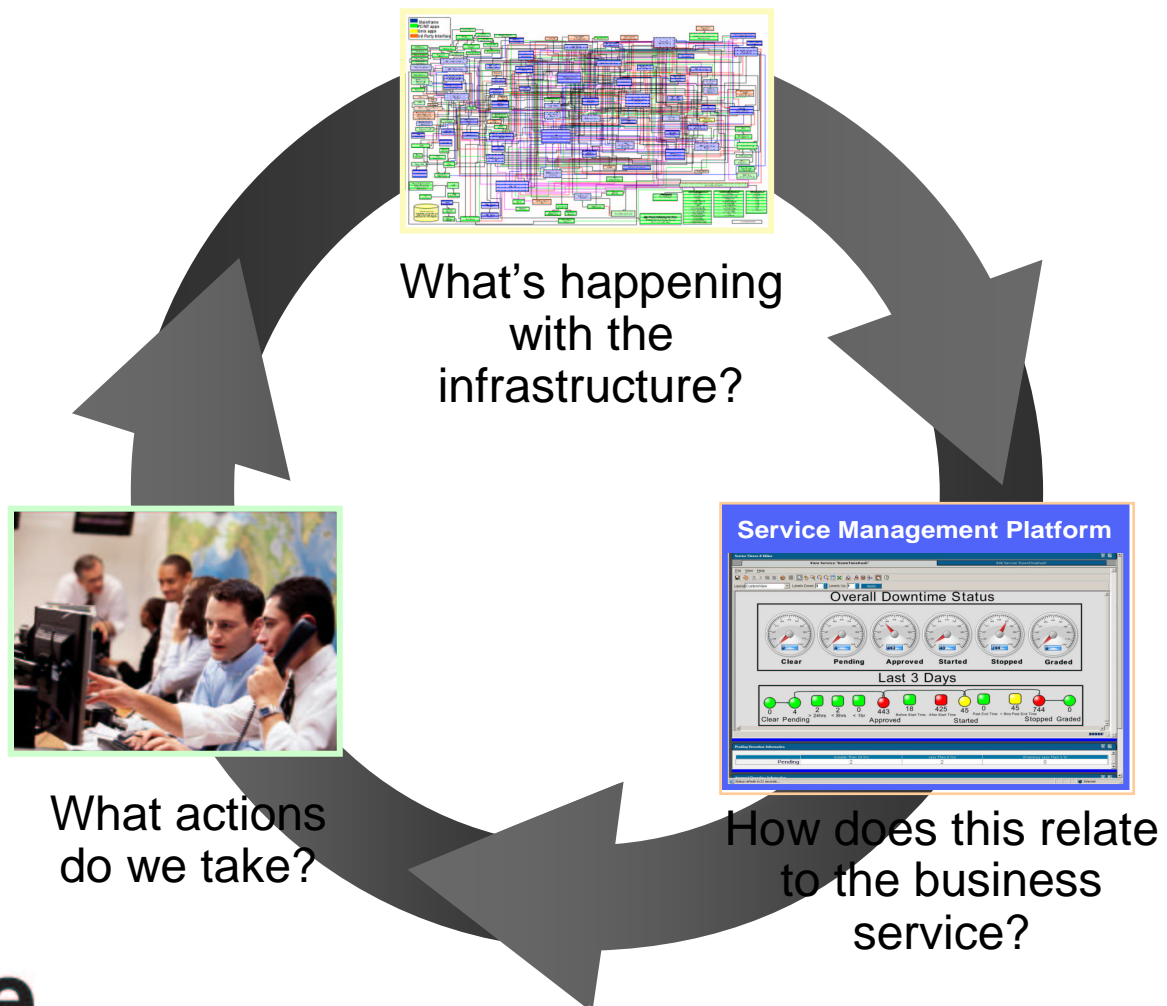
Manage risk and compliance



Automation:
Improve your Business

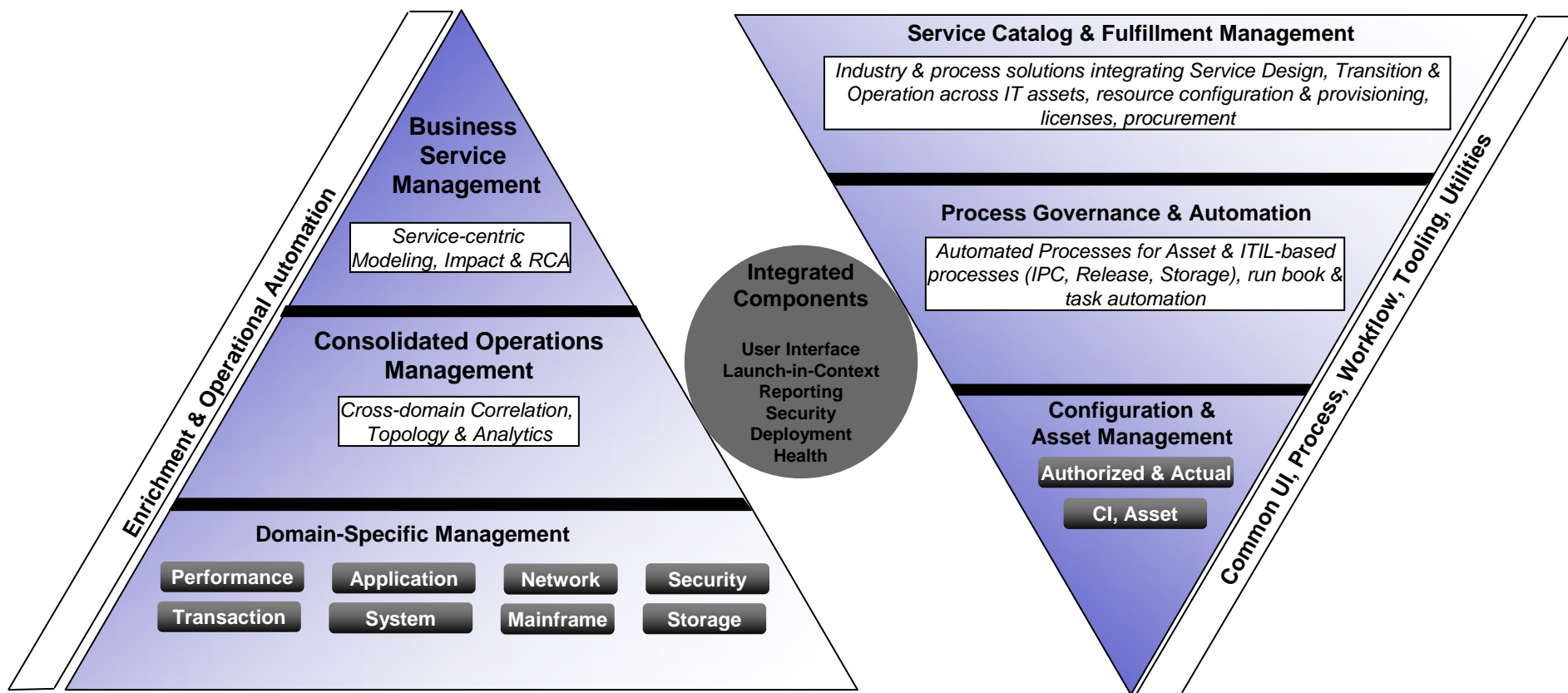
Lower costs and build agility

IBM Service Management - Approach



IBM Service Management

Integrating Operational Management and Process Automation



- Discovery & Inventory
- Dependency Collection
- Situation, Event & Performance Monitoring
- Provisioning & Software Distribution
- Usage & Accounting
- Licensing
- Security & Compliance

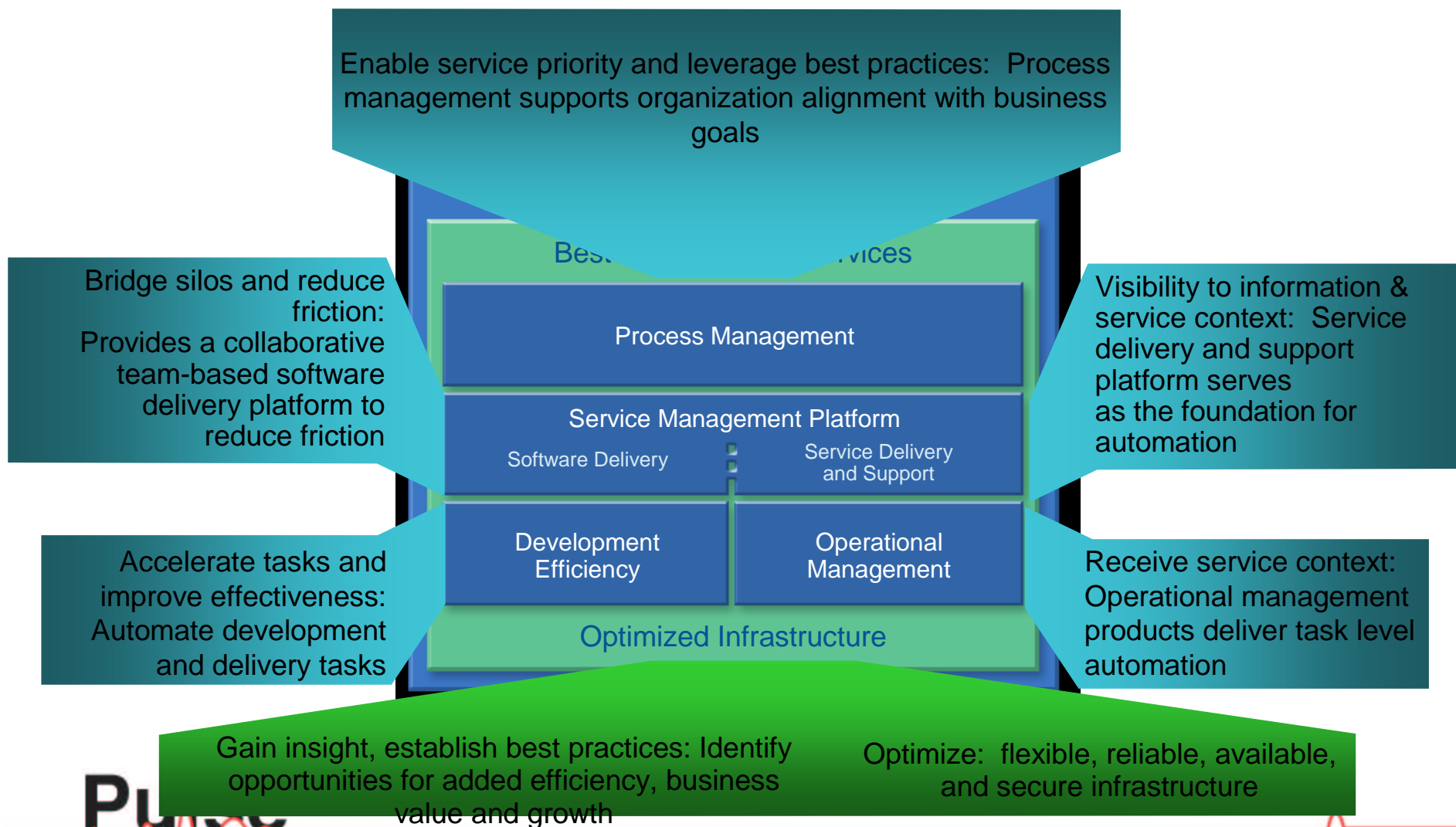
External Discovery, Data, Event, Asset, License, Contract, Service Desk & other sources



2009

Delivering Value with IBM Service Management

Architected to deliver visibility, control and automation



IBM's Approach in Building Service Management Capabilities

People

- Well trained people, armed with the right information, executing well defined, technology-enabled processes will deliver high quality services to the businesses they support.*
- Job roles and teams
 - Skill requirements
 - Job descriptions
 - Performance indicators
 - Staffing levels
 - Resource acquisition
 - Training curriculum
 - Staff training

Process

- Policies and governance
- Process design
- Detailed workflows
- Technology and information requirements
- Workflow implementation
- Procedures



Technology

- Technical architecture
- Tool evaluation and selection
- Tool installation
- Development environments
- Customisation and integration
- Testing
- Deployment

Information

- Information requirements
- Data model
- Information flows
- Interfaces and integration
- Measurements
- Reports

HCL & IBM – Partnering for Success

- HCL is an IBM Global Solution Acceleration Initiative (GSAI) partner
- HCL is a global IBM Service Provider (MSP) partner
- HCL' internal IT is one of the largest deployments of Tivoli & other IBM software in India
- IBM Tivoli Netcool® is a key component in HCL Service Delivery Platform (MTaaS™)
- HCL has extended IBM Tivoli Netcool® integrations to multiple 3rd party software technologies & platforms
- HCL has Center of Excellences (CoE) on the following IBM technologies:
 - Tivoli software
 - Rational software
 - WebSphere software
 - DB2 & FileNet software
 - Power-PC advanced engineering
 - z-Series (z/OS,OS/390) & i-Series (OS/400)

Questions or Comments?

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Pulse

2009

Managing the World's Infrastructure

