Deploying a Dynamic Infrastructure

Priorities, Capabilities and Experiences

An overview of today's workshop -Purpose

- Many businesses have already begun to make their IT infrastructure 'Dynamic'

- Some are doing this under a structure of governance, architecture and program management, with clearly defined business priorities and capability goals

- Today's workshop will allow you to:

  - Learn more about the market and IBM's perspective on the critical components of a Dynamic Infrastructure

  - Understand how each of these components relate to improving a specific business (our example business is *ISM Group*)

  - Baseline your Business / IT priorities, and Current Capabilities for each of these components, and then see a comparison from other participants (in an anonymous method)

  - See how other businesses are improving their capabilities and the Business / IT benefits they are receiving from these improvements
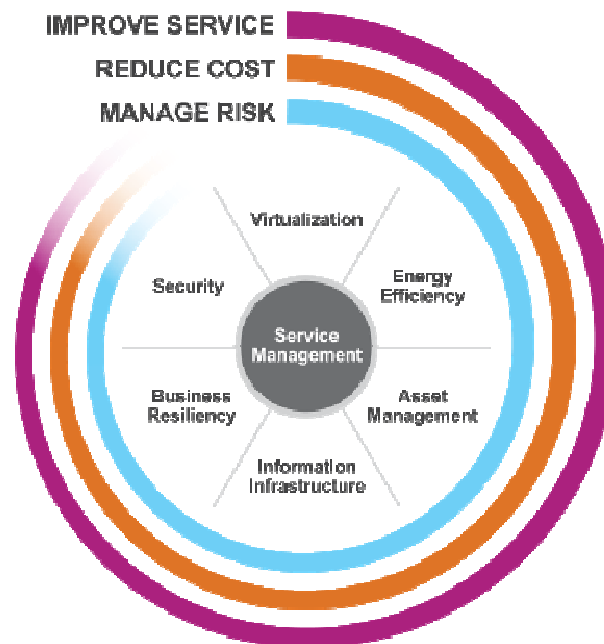
An overview of today's workshop - Topics

- The workshop today will cover:
  - The six components that are key to deploying, managing and exploiting a Dynamic Infrastructure
  - How these components working together support the overall advancement of Service Management for your business

An overview of today's workshop - Results

- Each of you have a handout of the workshop material to:
  - follow along and use to make notes and also to record questions or discussion points to use during and/or after the workshop
  - Record your response to the interactive questions

- In addition to the hardcopy of the workshop material we will develop a baseline report of all the responses gathered during today's session along with suggestions on improving capabilities for each of the components

- Your baseline report will be delivered to you by your local IBM team within two weeks of today's workshop

A brief overview of our example business – ISM Group

- ISM Group is a fictional Freight Shipment and Logistics Company with four main business units
    - Container Freight (large freight by land and sea)
    - Air Freight (rapid shipment of small packages by air)
    - Logistics Solutions (end to end logistics services to other businesses)
    - Mail and Retail Services (over the counter consumer shipping solutions)

- In order to gain business advantage the ISM Group relies heavily on technology to drive the invoicing, scheduling and delivery of shipments globally. In order to maintain a competitive edge it is important that key IT systems are available to maximize both international and domestic sales.

- The visibility of IT failures is extensive and has a direct effect on the company's top and bottom line

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Agenda

√ 1045 - 1100: Workshop Overview – Mike O'Mara

- 1100 - 1130: Asset Management – Mike O'Mara

- 1130 - 1200: Information Infrastructure – Terry Burba

- 1200 - 1330: Lunch

- 1330 - 1400: Virtualization – Hemant Shah

- 1400 – 1430: Energy Efficiency – Alex Tay

- 1430 - 1500: Security - Tim Birdsall

- 1500 - 1515: Tea Break

- 1515 - 1545: Business Resiliency – Dilip Subramanian

- 1545 - 1645: Service Management - Rekha Garapti

- 1645 - 1700: Closing – Neeraj Shaabi