



PAtechCon - Service Management Track

Integrated Demand & Capacity Management

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25th April 2016

Integrated Demand and Capacity Management Process



Challenges faced through Cloud Adoption

Starting with the Basics – Service Catalogue


Establishing the Integrated Demand & Capacity Management Process

Key Success Factors

Data Centers have along with the Infrastructure Platforms evolved over time and with the introduction of Cloud has created greater challenges

The underlying challenge that the CIO & Head of Infrastructure are facing is one of complexity

- Cloud is another disrupter that increases the potential complexity which is increasing and challenging the IT Organization grip over usage.
- Infrastructure Platforms have been implemented often due to Application considerations and not due to a standard Infrastructure blueprint this has led to TCO pressures and complexity
- Compromising Security – extending the traditional security parameter to include external Cloud Services



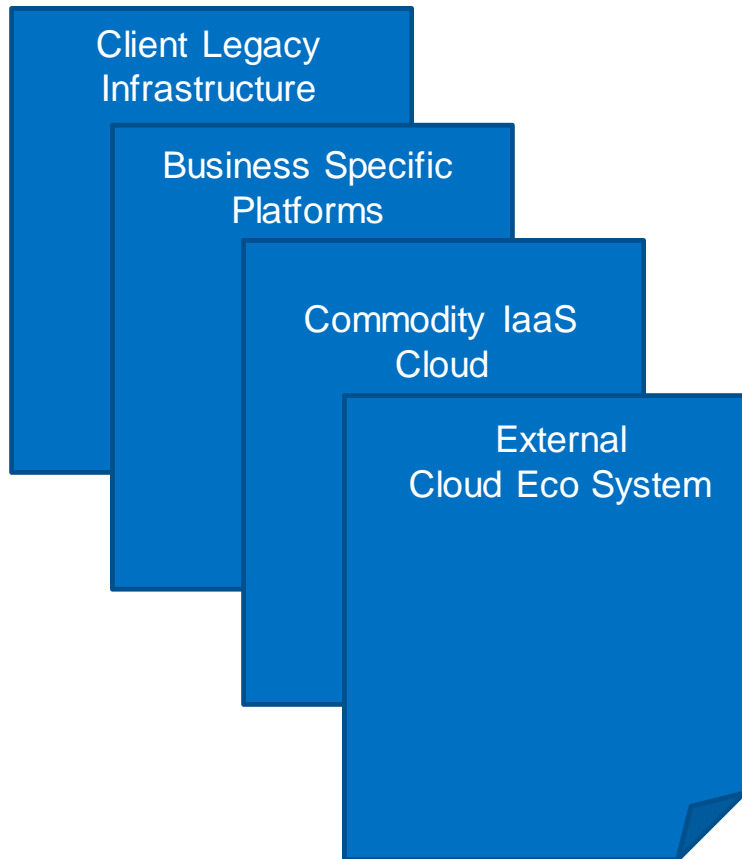
Governance and an integrated Service Management solution to control demand, usage and ensure stability and operational efficiencies

Structured Platform Architecture that preserves existing compute, protect mission critical application performance – yet leverage the benefits of the Cloud

Developing a Hybrid IT Blueprint and platform to control Traditional IT Systems and the Cloud

This is driving organizations to rethink their Demand and Capacity Management approach

A key step in establishing robust demand Management and resultant Capacity Planning is the Service Catalogue



- A single Portal that provides the simplified Service Catalog.
- Aligned to Technology Platforms
 - Client Legacy– individually defined and specific aligned SLAs. Typically non dynamic and static and very specific technologies that require a 'ring fenced' support structure. Service provided through a minimum commit based pricing model
 - Business Specific Platforms– based upon the Cloud Commodity Service Catalogue, but with Business specific configurations. Priced on a P*Q basis.
 - Commodity Infrastructure Cloud – commodity based, standard service descriptions and P*Q based. No variations allowed from Service Description.
 - External Cloud Eco-system – priced on a Cloud Provider basis and through a P*Q basis that include required Governance and Management of the Cloud Provider

Bringing together Demand and Capacity Management

Demand Management

Demand Management detects and influences the demand for IT Services by the IT Service

- Consumers by analysis of consumption by the IT Service
- Consumers anticipating future demand of the IT Service Consumers
- influencing the consumption of the IT Service Consumers by appropriate technical and economic means

Capacity Management

Capacity Management ensures the capacity of the IT Services and the IT Infrastructure in a way that all components of the IT Services:

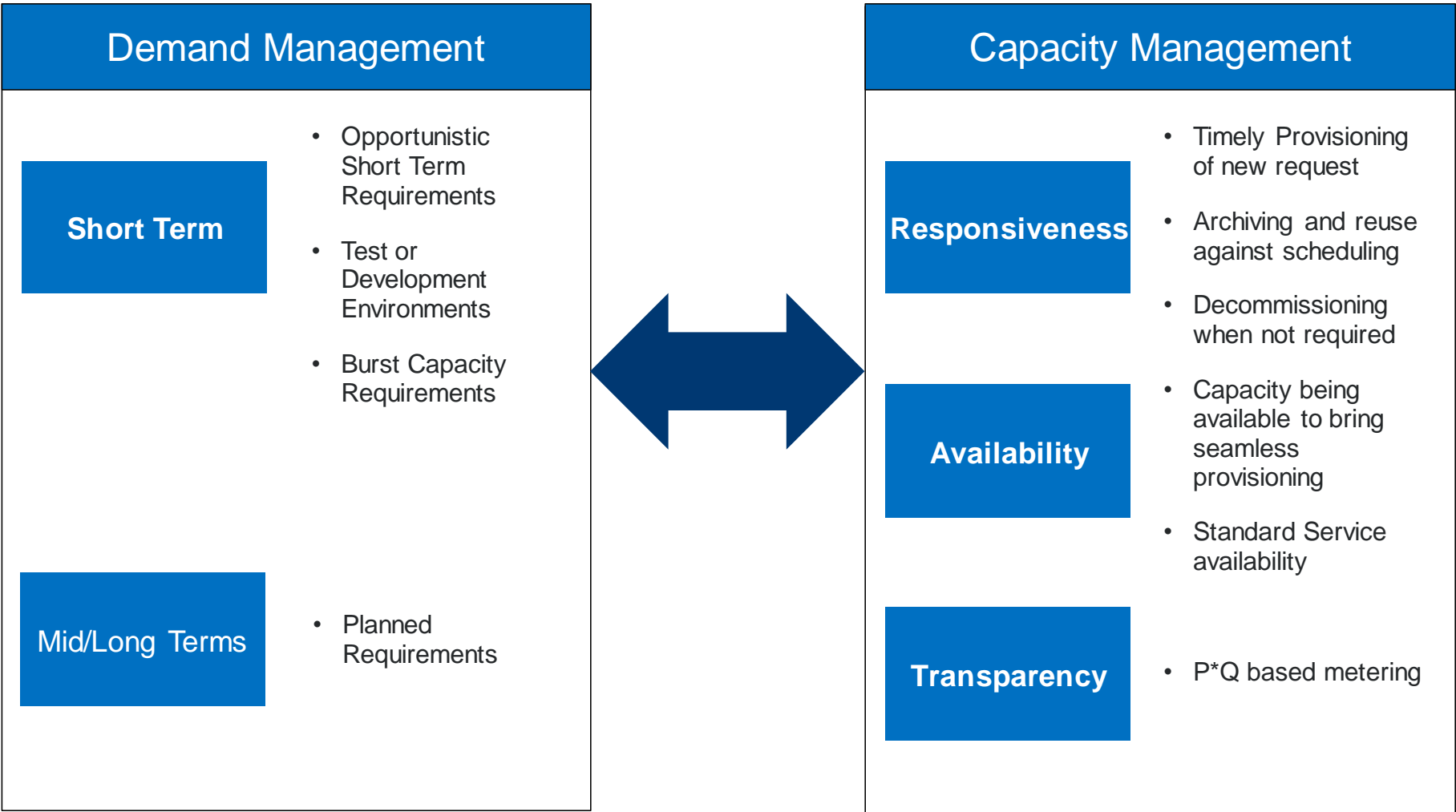
- IT Infrastructure
- IT Processes
- IT Resources

support the achievement of agreed capacity- and performance goals even regarding future requirements of the IT Service Consumers.

Integrated Demand & Capacity Mgt.

Bringing together the required demand for IT services and equating this to the required capacity to fulfil

What does the current challenges mean to Demand and Capacity Management?



Establishing the Integrated Process

There are a number of elements to consider when looking at Demand and how it results in Capacity requirements

Category of Demand	Disc/Non Disc	Consideration
Mandated Projects	Non Discretionary	The business will mandate certain projects that have to be executed, these need to have a committed capacity plan established.
New Initiatives	Discretionary	Both the Business or IT will on a periodic basis have need for new projects or initiatives that require funding and will result, in the most, to additional capacity. However, by nature these initiatives can be deprioritized.
Continuous Improvements	Discretionary	As part of continuous performance review and technology advancements, there will be a need to factor in additional capacity requirements
Business As Usual Growth	Non Discretionary	Maintaining the correct level of capacity to maintain required levels of service

Questions that the process should address

What is the strategy
that is driving the Business?

How should the IT Strategy
support the Business objectives?

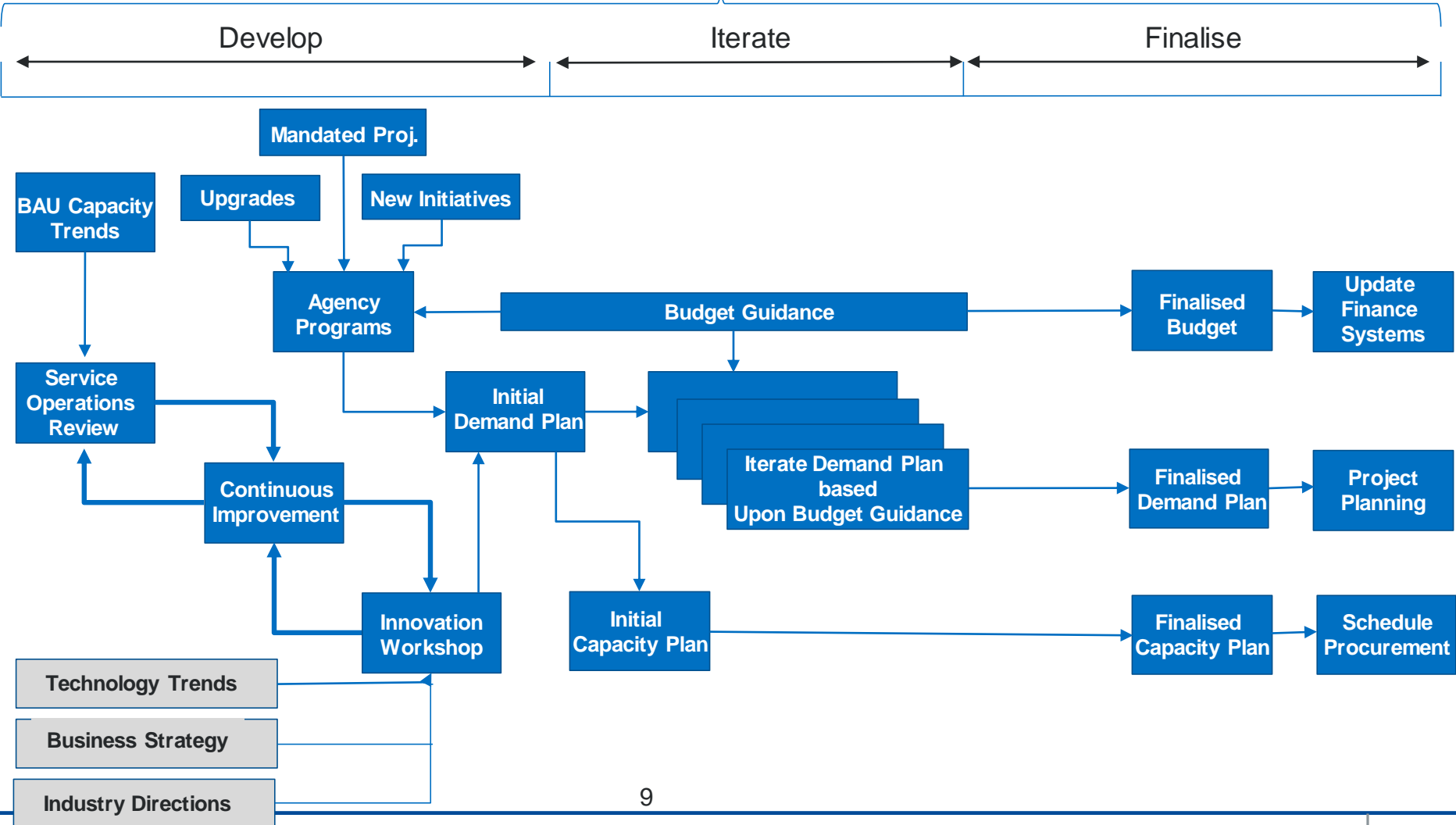
Is the current IT performance
meeting requirements?

What are the projects planned
for the coming fiscal year?

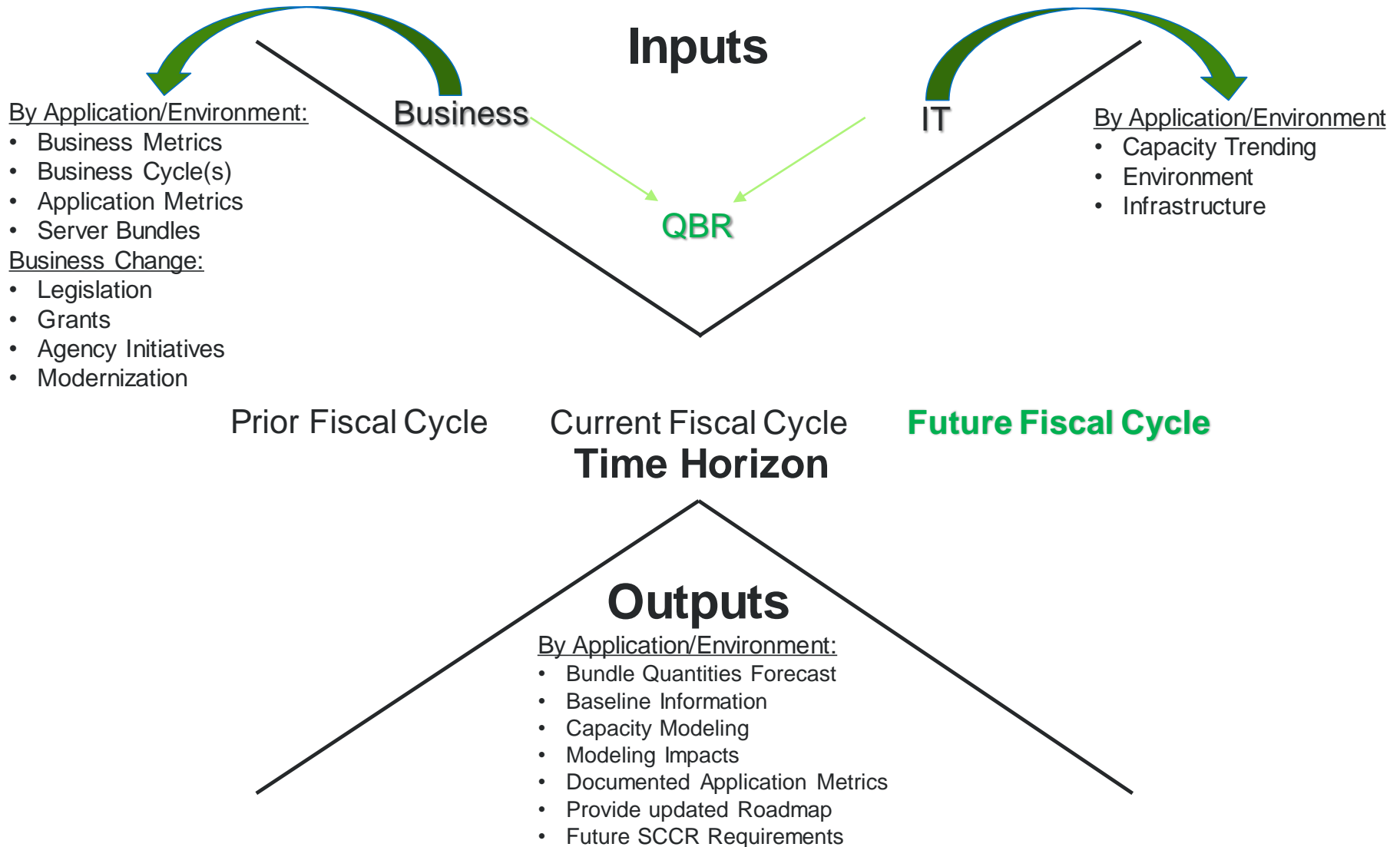
What changes are required?
Continuous Improvement,
Technology Evolution

Integrated Demand and Capacity Management Process

Lifecycle of Demand and Capacity Management (enabling budget finalisation)



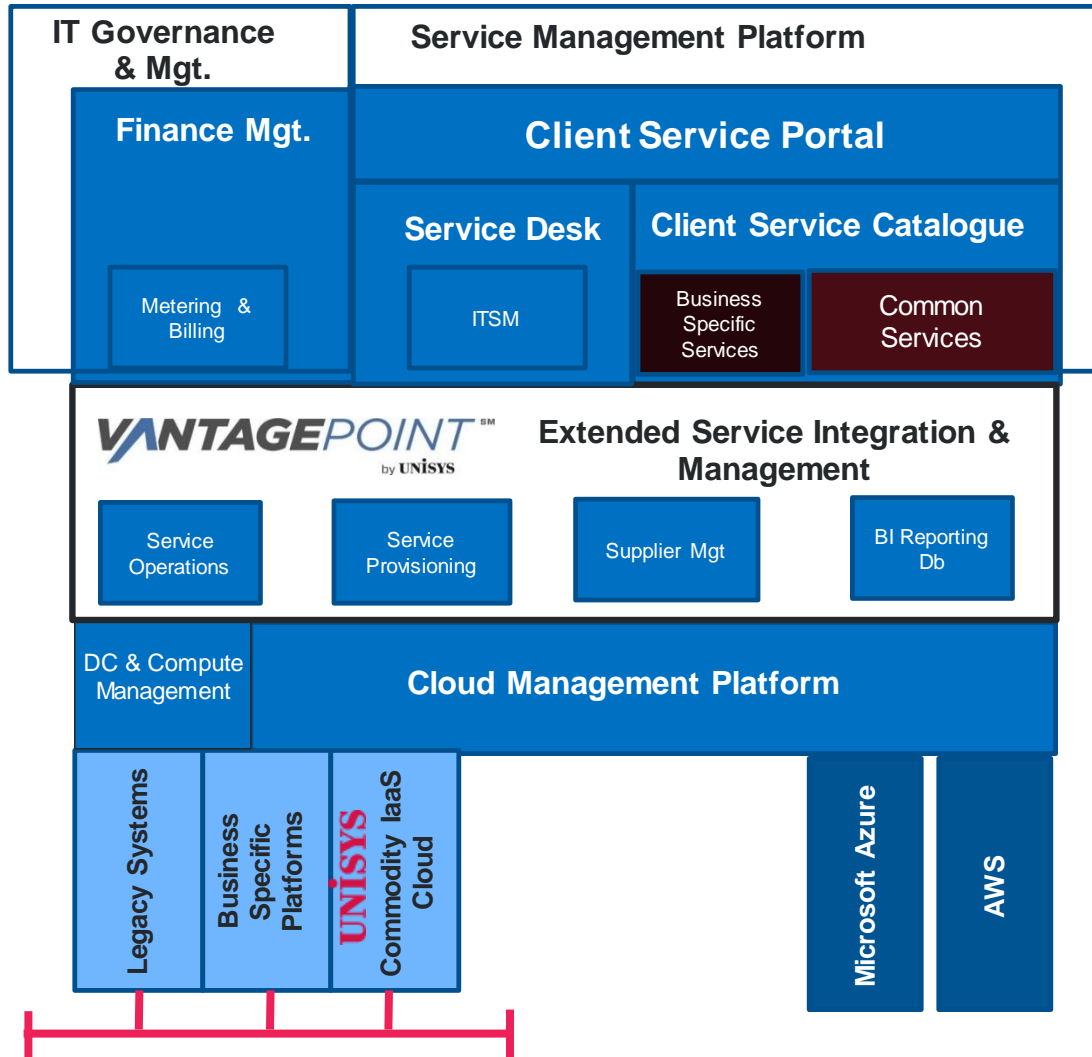
Baselining and Continuous Review



Critical Success Factors

- Collaborative Effort
- Structured Implementation
- Workshops Surface and Shape Inputs
- Agencies Provide Business and Application Metrics
- Capacity Utilization Modeling only for Production Environments
- Quarterly Business Reviews (QBR) Mature BDP Process

Bring things to life - Integrating Cloud Environment within the context of the full IT Landscape



- **Single 'Pane of Glass'** to Request full range of Compute Services
- Simplified **Service Catalogue** for Common Services and ability to customize Catalogue for Business Unit Specific Services
- **Extended Service Integration & Management:**
 - Service Operations – End to End Management of Core Enterprise Computing and all Cloud Services
 - Service Provisioning & Orchestration – single point for the Business to request Compute and Cloud Services – can be extended for all IT Services
 - Supplier Management – Operational management of 3rd parties to deliver service to agreed functional and service levels
 - Service Analytics and Reporting – Big Data for Infrastructure. Comprehensive reporting and analysis capability
- **Finance Mgt** – taking information from the BI Engine to feed Metring information in order to Bill