



Proactive Operations Solution Planning Workshop

Ensure your IT investments and operational decisions are aligned with business priorities; analyze your current technology state; and build an effective roadmap to operational success.

Key Activities

- » Understand and refine your proactive operations objectives
- » Review best-in-class IT operations environment models
- » Detail requirements and model use cases
- » Develop a phased technology roadmap
- » Perform a gap analysis between your current and desired states
- » Assess risk and change readiness

Key Benefits

- » Understand how your operations technology will need to adapt to achieve a proactive orientation and address the unique requirements of hybrid data centers
- » Create a proactive operations strategy that directly connects business needs with IT requirements
- » Reduce implementation risks by leveraging BMC expertise
- » Prioritize your technology investments with a detailed roadmap

Business Challenge

More and more IT organizations are building hybrid data centers based on virtualized and cloud technologies. These new data centers promise greater responsiveness to business service demands at lower operational costs per service. As organizations adopt virtualization and cloud technologies in their hybrid data centers, they're seeing significantly increased complexity, an explosion of resources and users to manage, and significant increase in the volume of changes required.

Without a transformative approach to proactively manage IT operations, organizations will not be able to improve service quality and cost management. Instead, IT will spend more time reacting to costly outages, have less visibility into their complex infrastructure, and be unable to deliver reliable, cost-effective service.

The BMC Solution

BSM for Proactive Operations helps you realize the benefits promised by the modern data center in order to simultaneously improve service availability, service performance, and service delivery, while also reducing capital and operational costs. With BSM for Proactive Operations, you can simplify the monitoring and management of your data center with a single solution that combines performance, availability, event, and impact management across physical, virtual, and cloud environments.

By following a prescriptive approach with defined milestones, you can move forward with your initiative with confidence — and look forward to a successful outcome with minimal risk.

What is a Proactive Operations Planning Workshop?

A critical component of BMC's prescriptive approach is the Proactive Operations Solutions Planning Workshop. This one-to-three week activity will help you define and design a best-in-class data center operations architecture and roadmap for your organization. Utilizing an interactive workshop format, our consultants and architects will:

- » Work with you to understand and refine your objectives for proactive operations
- » Conduct a detailed review of best-in-class proactive operations environments
- » Analyze your current IT environment across physical, virtual, and cloud infrastructure
- » Detail requirements and model use cases for your deployment
- » Define a phased 18-month roadmap including near-term and long-term milestones
- » Perform a detailed gap analysis between your current and desired states
- » Conduct a technology risk and organizational readiness assessment

Because the Proactive Operations Solution Planning Workshop focuses on your organization's business needs, the detailed action plan delivered at the end of the workshop is strongly connected to — and driven by — your actual business requirements. At the end of the workshop, you will understand the exact level of effort, risk, and process change necessary to plan, deploy, and manage modern data center operations.

Workshop Agenda

- » Introductions
- » Overview of your IT operations and Proactive Operations initiatives, as well as your current state
- » Overview of BMC's Proactive Operations solutions, focused on intellectual property and methodology
- » Review of best-in-class data center operations environments and implementations — with detailed steps on how to get there
- » Current-state assessment
- » Use-case modeling
- » Creation of deliverables
 - Phased roadmap for proactive operations technology deployment
 - Risk and change readiness assessment
- » Formal review of deliverables with attendees and stakeholders
- » Average Duration – 2 weeks

BUSINESS RUNS ON I.T. I.T. RUNS ON BMC SOFTWARE.

Business thrives when IT runs smarter, faster and stronger. That's why the most demanding IT organizations in the world rely on BMC Software across distributed, mainframe, virtual and cloud environments. Recognized as the leader in Business Service Management, BMC offers a comprehensive approach and unified platform that helps IT organizations cut cost, reduce risk and drive business profit. For the four fiscal quarters ended December 31, 2010, BMC revenue was approximately \$2 billion.

The length of the Workshop depends on the scope of your objectives. Each workshop can be tailored to address a combination of projects, including proactive availability and performance management, capacity optimization, configuration automation, and operational support analytics. Whether you are committed to deploying a hybrid data center as quickly as possible with limited risk, or are looking to develop a strategic plan for comprehensive, long-term deployment, the Proactive Operations Solution Planning Workshop will help you put your organization on the right path to a best-in-class operations management environment.

Who Should Attend?

The following members of your team should be involved in the planning workshop:

- » Executive sponsor or individual able to represent the CIO or CTO's objectives
- » IT leaders and staff members who can provide a clear understanding of your current state with regard to physical, virtual, and cloud environments, as well as knowledge of personnel, existing tools, policies, and procedures in the following focus areas:
 - Proactive Availability and Performance Management - Avoid outages to improve availability through early problem detection and automated resolution.
 - Capacity Optimization - Continuously optimize resources for optimal service performance to increase agility and reduce IT cost.
 - Configuration Automation - Support rapid change by automating infrastructure and application deployments and changes across physical, virtual, and cloud environments.
 - Operational Support Analytics - Make accurate IT decisions by connecting operational process measurement and improvement to business services.

Deliverables

The primary deliverables provided at the end of the workshop are:

- » Detailed, phased roadmap and use case design document focused on the specific objectives defined in the workshop, including resource requirements, project timeline, and financial investment summary
- » Comprehensive risk and change readiness assessment

Project Team

The following project team from BMC Consulting Services will conduct the workshop:

- » Project manager/BSM architect
- » Service monitoring specialist
- » IT operations automation specialist
- » IT service management specialist (optional)
- » Cloud service integration specialist (optional)

About BMC Global Services

With more than 2,000 customer implementations, BMC is uniquely qualified to help you simplify and automate your IT infrastructure and processes so you can better manage business services. BMC has a consulting and education services team of more than 500 worldwide professionals committed to helping our customers achieve successful outcomes with tangible business value through Business Service Management.

For More Information

For more information, please visit www.bmc.com/proactive-operations-services.