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ITSM Processes for Hybrid Cloud Governance

Balance business agility with IT control using
BMC Cloud Lifecycle Management

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Executive Summary

IT organizations recognize the strategic importance of cloud computing. Hybrid cloud computing, in particular, is a key enabler of the IT agility demanded by lines of business to drive digital innovation. Initial hybrid cloud deployments have been aimed largely at speeding up delivery of IT services. While those agility benefits are still very important, mandates for speed cannot override requirements for risk management, security, and governance. **The challenge now facing enterprises is evolving their cloud deployments to maximize both agility and control by taking full advantage of the ITSM governance processes**, including:

- **Incident and change management**
- **Configuration management database**
- **A common service catalog**

Cloud successes and failures have proven that ITSM is essential to prevent silos, provide visibility, and gain control over cloud environments. Organizations should extend and integrate ITSM processes across hybrid cloud infrastructures to deliver a trusted, governed, and compliant cloud that maintains its business benefits for the long term. Featuring native integration with the BMC Remedy ITSM suite, BMC Cloud Lifecycle Management provides a platform for automated, self-service provisioning and governance of IT resources across hybrid clouds.

CLOUD MANAGEMENT CHALLENGES

IT organizations adopt cloud computing to take advantage of features including on-demand, automated infrastructure and service provisioning, highly elastic capacity, scalable performance, and flexible pricing. However, if existing ITSM processes don't offer cloud support, the addition of one or more **cloud environments can create organizational silos.** Lacking ITSM support for the cloud, IT commonly forms new, separate teams for the operation and management of the cloud. This parallel structure leads to duplication of effort and difficulty managing the infrastructure as a whole, which drives up costs. Further, these separate teams frequently purchase new, "cloud-only" management tools, further increasing costs and overhead.

Additional concerns arise when IT organizations use public and private clouds in combination. **These hybrid cloud environments introduce a new level of management difficulty**: enforcing consistent security and regulatory compliance and minimizing administration costs across multiple environments. Without appropriate cross-platform management tools that offer a single pane of glass for provisioning, compliance, and governance across public and private clouds as well as traditional data center infrastructures, IT organizations struggle with hybrid cloud management.

Change Management	CMDB	ITSM Governance
Traditional Datacenter Infrastructure	Microsoft Azure	Openstack	Amazon EC2 webservices
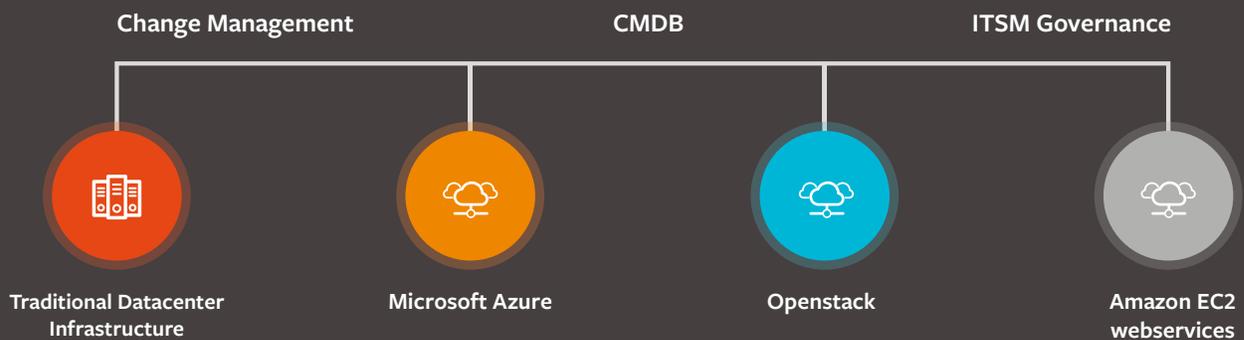
A common ITSM governance model is required across hybrid cloud and traditional platforms.

Losing control and visibility

Due to the fast-moving nature of cloud computing, further compounded by business expectations to make changes in real-time, IT staff can quickly lose control of their cloud environment without IT process governance. Because complex hybrid cloud environments have many moving parts and self-service provisioning drives rapid changes, management presents huge challenges. Without accurate change records and change control processes, IT faces compliance drift, poor performance, and server sprawl. Unapproved provisioning, where business users and groups circumvent IT to get the services they need from public clouds, exacerbates these problems.

Similarly, without a configuration management database (CMDB) for the cloud environment, IT staff must attempt to manage multiple environments and distributed services with little understanding of how these systems interrelate and interact. **The complexity of managing disparate services and environments without the common frame of reference provided by a CMDB can be overwhelming.** IT may struggle to achieve end-to-end visibility and may be unable to track the movement and the change records of resources, services, and infrastructure in the cloud, leading to failed audits and increased administration costs from manual tracking.

Each of these challenges has the potential to become a debilitating roadblock to enterprise cloud success.

ACHIEVING CLOUD GOVERNANCE

Integration of ITSM processes has proven successful in reducing costs and improving quality of service across complex IT environments. Just as they have ensured the success of traditional on-premises IT, **ITSM processes are critical to long-term success with the cloud.** By integrating these processes across hybrid cloud infrastructure, IT can avoid false starts and deliver a trusted, governed, and compliant cloud that delivers its benefits to the business for the long term.

- A large Canadian bank avoided $1.5M in costs by reclaiming unused virtual machines (VMs) from development and QA.
- An energy company expanded ITSM governance to cloud provisioning and saved $80M in new data center costs.
- A software provider reduced cloud provisioning time from 5 days to 2 hours with over 3,000 automated tasks.

Driving use of a common toolset

One of the primary benefits of using ITSM processes across the entire IT environment, including hybrid clouds, is avoiding silos of ITSM functions. When management tools support cloud environments as well as traditional IT environments, staff members can leverage their existing expertise and maintain efficient management processes. **A common toolset helps organizations avoid the tendency for operations teams to purchase multiple management solutions.** It also means more staff can get involved in the management process so issues are resolved faster and projects are completed sooner. For example, change management can be used to ensure that only approved applications adhering to corporate release guidelines are rolled out into production.

Automate change configuration within the Service Catalog	Automate log creation in the CMDB for triage and audit	Deliver a governed and trusted cloud to the business

Benefits of using ITSM processes across the entire IT environment

Maintaining a single source of truth

ITSM processes provide change awareness and control measures that allow IT staff to establish:

• Who can make changes in the environment

• What changes are acceptable

• When they can be made

These change approval policies ensure **compliance with appropriate standards and support for the organization's overarching goals.**

By integrating change management with the CMDB, IT staff members also gain visibility into configuration changes across the entire infrastructure and service library so they can more intelligently manage and maintain deployments. Furthermore, they receive a fully auditable trail of changes so they can quickly track down the source of incidents and errors.

Maximize agility and control

IT staff members want control over their cloud environments, but must also support the needs of business units and customers by increasing agility and speed of response. ITSM process integration in enterprise cloud computing dramatically simplifies complex management tasks and streamlines ongoing service management, enabling IT to maximize agility without compromising control. With control over changes across the infrastructure and the ability to track movement of resources, infrastructure, and services in the cloud, IT can **avoid the common problem of server sprawl.** Finally, ITSM processes help consolidate asset and license management, which can reduce extraneous spending while ensuring licensing compliance.

THE BMC SOLUTION: TRUSTED CLOUD MANAGEMENT

BMC Cloud Lifecycle Management (CLM) is a market-leading cloud management platform that helps enterprises and service providers **establish, manage, and govern hybrid clouds to drive agility and cost savings** from cloud computing across their organizations.

From day one, BMC CLM has been architected to integrate essential ITSM processes to ensure governance and compliance in enterprise cloud computing. BMC recognizes that while cloud computing is a new way of delivering IT services, the requirement for ITIL® processes remains the same.

CMDB

Change Approvals

Compliance

Configuration Mgmt.

Monitoring & Patching

Delivering a trusted cloud with integration to ITSM and compliance processes

With native integration to the BMC Remedy ITSM suite of solutions, including BMC Remedyforce and Remedy OnDemand, CLM enables IT organizations to ensure essential ITSM processes are used to govern and deliver a trusted cloud to the business. CLM also integrates with BMC MyIT—the modern self-service helpdesk app—so IT can provide users with a single service catalog for all IT service requests, including cloud provisioning requests. With CLM and MyIT, users access a single portal to request configurable services across infrastructure, platforms, and applications without intervention from IT.

MyIT integrates with CLM to provide users a single service catalog for all IT service requests.
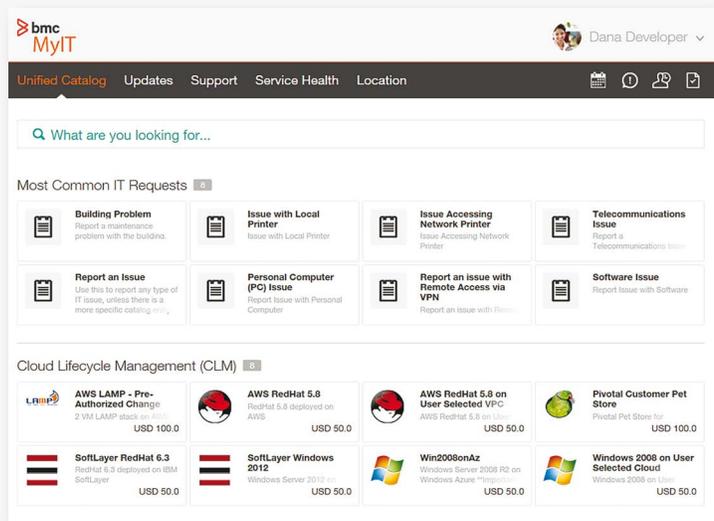
BMC CLM provides a platform for automated, self-service provisioning and governance of IT resources across hybrid clouds and out-of-the-box integration with corporate Remedy ITSM environments. BMC Remedy customers can leverage the resources and hard work they've already invested in world-class ITSM best practices as they move to cloud computing. With the BMC solution, customers can leverage the service catalog, change management, and CMDB solutions they have already deployed, avoiding the need to purchase additional solutions and the risk of creating IT silos across the organization.

"The BMC suite of products has been working well for us, and there's more we can tap into as needed. What amazes me most about IT is when it just works, and our relationship with BMC is helping us get there."

Andrew Watts, IT director of Morningstar

Value Acceleration Workshop

To help BMC Remedy customers leverage ITSM change management in the cloud, BMC offers a Value Acceleration Workshop. This two-day service offering for qualified customers includes a professional assessment of the Remedy implementation, an analysis of the organization's cloud strategy and goals, and identification of core requirements for building a trusted cloud that delivers value.

BMC will collaborate with businesses to rapidly deploy an integrated solution linking BMC CLM with existing BMC Remedy implementations. Additionally, businesses can close the loop on incident, problem, and change management processes with BMC Atrium Orchestrator. Now staff can focus on delivering advanced services to customers instead of manually managing a labor-intensive change management process.

CONCLUSION

BMC Cloud Lifecycle Management gives customers the assurance that common roadblocks and management obstacles won't hinder their cloud initiatives and lead to cloud false starts. Instead, they can **focus on building a cloud environment that supports business agility, productivity, and organizational best practices.** Without the need to compromise, hybrid cloud adoption can advance service delivery to today's modern digital enterprise. By empowering users with one-click access to request trusted hybrid cloud infrastructures, and the ability to automate provisioning, businesses can increase speed and agility, reduce the proliferation of "shadow IT," and gain back control.

FOR MORE INFORMATION

To learn more about delivering a trusted cloud to your business with full ITSM governance, visit **bmc.com/clm**

BMC is a global leader in software solutions that help IT transform traditional businesses into digital enterprises for the ultimate competitive advantage. Our Digital Enterprise Management set of IT solutions is designed to make digital business fast, seamless, and optimized. From mainframe to mobile to cloud and beyond, we pair high-speed digital innovation with robust IT industrialization—allowing our customers to provide intuitive user experiences with optimized performance, cost, compliance, and productivity. BMC solutions serve more than 15,000 customers worldwide including 82 percent of the Fortune 500®.

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