Service Level Management on a Cloud Environment: gaining a competitive advantage with CA Oblicore

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Today’s Agenda

• VisionWay
• Cloud Computing And SLM
• Implementation Challenges
• Our Methodology
• CA Oblicore
• Oblicore Solution Strengths
• Customer Success Story
• Contacts
Who are we and Why are we here?

- Independent IT professional services company
- Focused on IT Service Management solutions
- 20 years of experience
- Expertise of business systems, applications and infrastructure monitoring tools from the major vendors in the industry
- 10 years on Business-driven Service Level Management
- 6 years experience with CA Oblicore Guarantee
- Pre-sales, services, training and support
- Added Value Partner
“Cloud services without serious level contracts are an enterprise disaster waiting to happen.”

“Cloud service providers will need Service Level Management (SLM) solutions that allow them to translate business-oriented Contract terms and requirements into meaningful and measureable metrics that apply in a Cloud-environment.”

“The business-level information is a way to get a real handle on what they or their service providers are truly delivering.”

* By EMA
Identify the metrics (KPIs) needed to measure the service levels.

What data is needed to evaluate the KPIs?

Where is the data located and how to gain access to this data?

How to load and normalize the data?

How to handle data quality issues?

How to define and implement the calculation formulas?
VisionWay Approach to a Successful SLM Implementation

7 Steps Top-Down Approach

1. Audit and understand the customer business
2. Identify the metrics (contractual, financial and operational)
3. Identify the IT elements that support the services

- Service Availability
  - Critical Applications Availability >= 99.5% NWH (09:00-18:00)
  - Critical Applications Availability >= 90.0% EWH (18:00-09:00)

VisionWay Approach to a Successful SLM Implementation

4. Identify where is and how we can access the needed data

5. Verify the data quality and availability

6. Design the solution architecture

7. Build the implementation plan

Monitoring Tools: CA Spectrum, CA Wily Service Desk

Service Desk Tools: CA Service Desk

Redundant monitoring, Duplicate records, Data corruption, Data availability

Diagram with HW and SW components

Project Planning with Visionway Project Management Methodology
CA Oblicore
What is it?

Contractual Agreements
- Service Level Agreements
- Underpinning Contracts
- Operational Level Agreements

CMDB
- Services
- Service Components (Application, Servers,...)
- Planned Maintenance
- Outages

Data Sources
- Network, System & Application Monitoring
- Service Desk And Call Center
- Flat Files, Excel
- Other Source Systems

Contract & Portfolio Management
- Life Cycle Management
- Financial Metrics
- Vendor Performance
- Service Portfolio Mgmt

Service Level Reports
- Concurrent and Prediction Reports
- Alerts and Dashboard
- SMS, Email and Service Desk Alarms
- Integration with Portals, Financial Solutions
VisionWay and CA Oblicore

Solution Strengths

Through our experience, we have found the following qualities help differentiate CA Oblicore Guarantee against the competition

- Flexible
- Open Architecture
- Contract and Financial Management; correlates financial implications of performance against service costs, penalties and rewards
- Robust reporting capabilities (Booklet, Drill-down “detail”)
- Timeslot (Different Time zones, holidays,…)
- Graphical Data Mapping
Customer Success Story
International IT Service Provider

- 2 Contracts
- 230 plus Metrics
- 79 Adapters (Excel, Oracle, MySQL, SQL Server, Informix, Text Files)
- More than half a million records processed by day
- CMDB Integration - More than 8000 resources (Applications, Servers, Jobs, ...)
- More than 1000 reports
- 136 Dashboards
- Non compliant Justification Web Form Application developed for Customer
- 5 Booklets (automatic report by email)
- 31 Users

- Incident Mgmt
- Problem Mgmt
- Application Availability
- Backup Mgmt
- Server Availability
- Network Availability
- Service Quality
- Application Response Time
- Call Center Performance
- Anti-virus deployment
- JobScheduling

- BMC Remedy
- IBM Tivoli IT CAM
- IBM TSM
- BMC Patrol
- IBM NetView
- ACD
- Mcfee
- BMC Control-M
- Developed In-house CMDB
- Excel

Project Duration: 6 months
Project Team: 3 Resources
## Customer Success Story
### Airport IT Service Provider

<table>
<thead>
<tr>
<th>PROJECT</th>
<th>SERVICE DOMAINS</th>
<th>DATA SOURCES</th>
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| • 2 Contracts  
• 21 Metrics  
• 2 Adapters (SQL Server)  
• 62 reports  
• 8 Dashboards  
• 2 Booklets (automatic report by email)  
• 3 Users | • Incident Mgmt  
• Application Availability  
• Server Availability  
• Network Availability | • CA Service Desk  
• CA Spectrum |

**Project Duration:** 1 month  
**Project Team:** 2 Resources
Gracias

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