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Virtualisation

Gary Blake – Practice Lead - Virtualisation

Agenda

ACS Virtualisation Capability

Best Practice Methodology – A Case Study

Virtualisation Future

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ACS Virtualisation Capability

- VMware
  - Enterprise Solution Provider
    - Infrastructure Virtualisation Competency
  - Service Provider
  - 9 x VCP
- Citrix
  - Silver Solution Provider
  - 5 x CCA
- Microsoft
  - Gold Partner
  - 6 x MCSE
- Novell / PlateSpin
  - Platinum Partner
  - 4 x CPSA
- Vizioncore
  - Silver Partner

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Best Practice

ACS Virtual Infrastructure Methodology

- Assess
  - Full understanding of the goals and benefits
  - Understand the potential impact
  - Analysis of current infrastructure
- Design
  - Design Blueprint
  - Operational Verification Plan
  - Project Plans
- Build
  - Install from blueprint
  - Validate the platform using the operational verification plan
  - Prepare Management guides
- Manage
  - Actively manage
  - Monitoring and maintenance

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Best Practice - Assess

Information Gathering

- Understand the current landscape through workshops
  - Datacentre / Office locations
  - LAN & WAN
  - Server Infrastructure by OS / Site /
  - Storage Infrastructure by Site / Capacity / Growth
  - Backup Strategy
  - Users by Site and Support hours
  - Application Overview

Business Objectives

- Financial Growth Plans
- Infrastructure Growth
- User Base Growth

Case Study

- Ensure consistent service delivery (24x7)
- Reduce the cost of ongoing services
- Reduce time to market for new products
- Understand cost of service delivery
- Maximise current investments
- Increase management capability with staff increase
- Deal with staff growth
- Infrastructure that flexes up and down with the business

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Best Practice - Assess

Current Constraints

- Infrastructure
- Operational
- Environmental

Timeline & Priorities

- Understand customer timelines & Priorities
- Understand the dependencies of solution

Personnel

- Understand the Support Teams Skill Set
  - Assess where training is needed and deliver to mitigate risk
  - Deliver key skills with ACS resource

Assess the Current IT Environment

- Consolidation Assessment – Capture Resource Characteristics
- Storage Assessment – Capture Complete Picture of Storage Usage

Case Study

- Insufficient Business Continuity / Disaster Recovery
- Inefficient IT architecture
- Critical applications and services are supported by insufficient facilities
- No way to deliver flexible infrastructure to business demands
- IT Department must delivery more over increased hours with no more money

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Best Practice - Assess

What did we deliver ?

- Infrastructure Strategy Presentation
  - Defined
    - Customer Objectives
    - Benefits of the solution
    - Risks to the business for not deploying
    - Budgetary Costs
    - Expected Resource Requirements
    - Project Priority
  - Timeline and Priority Table
- High Level Training Plan

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Best Practice - Design

Architectural Designs

- Sizing the solution
  - Assessment Reports
  - Use the storage sizing tools
  - ACS experience

Applications / Services

- Ensure Application Compatibility
- Application Mapping & Dependencies
- Application / Operating System Analysis – Upgrade ?
- Legacy Systems – Migrate ?

Other Consolidation Areas

- Database Consolidation

Roles & Responsibilities

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Best Practice - Design

What did we deliver ?

- Project Initiation Document
  - Project Success Criteria and Outcome
  - Scope of Work
  - Roles & Responsibilities
  - Detailed Project Plan
- Architectural Designs
- Operational Verification
- Application / Service Mapping
- Migration Data Capture

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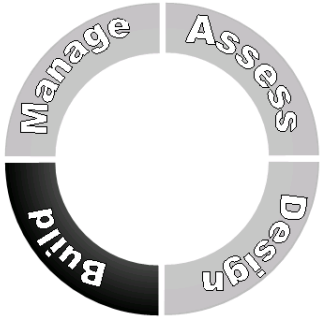
Best Practice - Build



Planning

- Before You Start Ensure
  - Architectural Design Signed off
  - Configuration Documentation Created
- Remember Configuration is an iterative process
- Deploy in Functional Order
- Operational Verification Process

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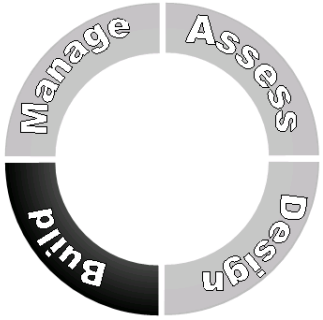
Best Practice - Build



What did we deliver ?

- Fully Functional Infrastructure
  - Production Platform for Consolidation
  - Disaster Recovery Platform
- Install and Configuration Guides
- Operational Verification Testing
- Onsite Knowledge Transfer

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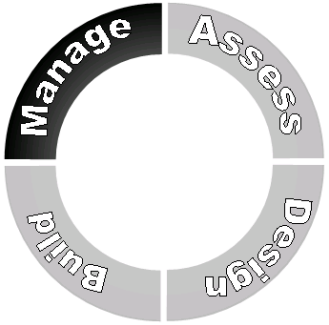
Best Practice - Manage



Maintain Server Software

- New functionality may appear in updates
- Apply critical and security patches as a rule of thumb

Capacity Management

- Server Sprawl
- Consider capacity management at the design stage, don't leave it until its too late

Monitoring

- Review monitoring processes

Security

- Define strict access control policies

Storage Management

- Thin Provisioning
- Tiered Storage (Templates, Dev/Test v Production)
- Data De-duplication

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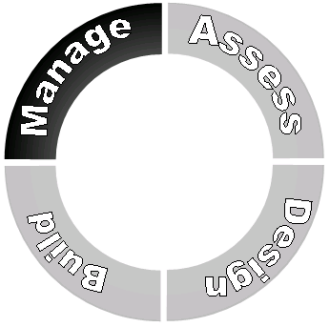

Best Practice - Manage

What did we deliver ?

- Standard Operational Documentation
- Patching Methodology
- SNMP Based Monitoring
- Security Model
- Storage Management
  - Policy Driven Disk-to-disk backup / replication
- Policy Driven DR Process
  - Non-Intrusive Testing
  - Reporting

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Future – Change in Business Drivers

Traditional Drivers

- Server Environmental – Heat, Power, Cooling
- Provisioning Process
  - Development Platforms
  - UAT Testing Platforms
- Datacentre Space
- Cost Reduction
  - Hardware Refresh
  - Hardware Maintenance
- Disaster Recovery

New Drivers

- Datacentre Environmental
  - Power Management
- Datacentre Agility
  - Provisioning
  - Automation
  - Orchestration
- Business Continuity
- Desktop Management
  - Security
  - Agility
  - Refresh
- Cost Allocation
- Cost Reduction (Cloud Services)

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Future – Mindset Change Needed

- Mindset Change Still Required
  - Project Silo to Strategy Focused
  - Physical v Virtual Approach
  - Technology can be utilised in both virtual and physical
  - Virtualisation Technology is not the only way to address challenges

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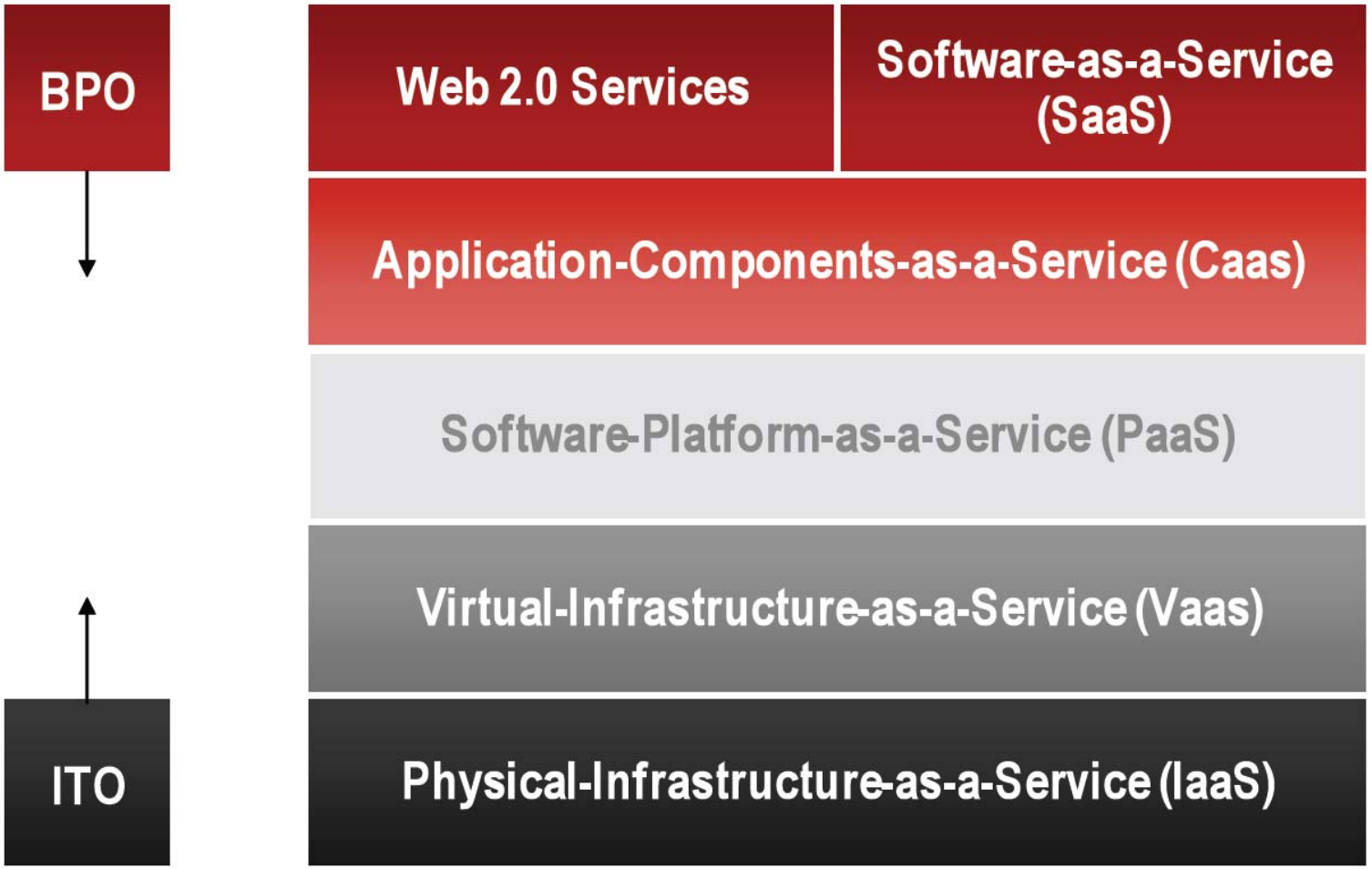
Future – Virtualisation Landscape



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