

THE **BREAKTHROUGH** SERIES

from
**Thought
Rock**

Thought Rock Live Presentation



Cloud Computing: Transform to Services

Today's IT customers are tougher than ever before! The internet and services available through it have changed what they expect IT to provide: they want a request process to be more like internet shopping, they want to work anytime, from anywhere, on any device. **Cloud computing and IT Service Management** are tools that can help IT get there. In fact, a byproduct of beginning to leverage cloud technology actually puts IT on the road to developing a true Service Catalog.

This presentation will provide listeners with a new take on transforming their organization to a Service-based delivery model.

Phyllis Drucker
Business Process Consultant

liniumTM Identify. Implement. Innovate.

Phyllis Drucker

Business Process Consultant, Linium



ITIL® Expert and Industry leader:

- Over 20 years of experience in Service Management:
 - Director of IT for almost 10 years
 - Implemented ITIL® for the largest US Car Dealership
 - Managed the Blockbuster Corporate Help Desk
 - Operations Director of itSMF USA for almost 3 years
 - Accredited ITIL® Trainer
 - Frequent contributor of white papers, articles, webinars on IT Service Management to itSMF USA, HDI, ThoughtRock

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The “Internet Experience”

- ▶ Computer use in the millennium:
 - Anything the internet has to offer – at your fingertips
 - Ability to get to products offered by multiple service providers, for example:
 - Messaging through Gmail
 - Conference calling through Skype
 - Off-site, document sharing through Dropbox
 - Corporate applications if their company allows
 - Office applications on their computer...
 - ...the best of the best, for your choosing
 - Ability to use the same apps and more with Smart Phones and tablets on the go



The “Internet Experience”

- ▶ Does this describe your corporate IT experience?
- ▶ The challenge for IT:
 - Business executives expect IT to provide service the same way
 - Easy to request/obtain access to IT services
 - Easy to use corporate computing resources
 - Easy to collaborate with others
 - They expect IT to provide the same service they can get on the Internet
 - The Internet has set a new expectation for IT

The “Internet Experience”

- ▶ Access to tools, applications, products: all from one website
- ▶ Ability to obtain services on-line, easily
- ▶ Available from any browser
 - PC or laptop (home or office)
 - Smart Phone, Tablet
- ▶ Available when you are
- ▶ What could your computing environment look like?



IT

About IT

Key Projects Dashboard

Applications & Web

Classrooms & Labs

E-mail & Calendar

Networking

PC Hardware & Software

Phones & Pagers

Professional Services

Security & Access

[View All IT Services](#)

IT Service Catalog

View: [All Services](#) | [Service Index](#)

myUNM - Intranet Portal

Service Description

myUNM is a portal to a variety of UNM services and online information. It is available to everyone at UNM. The portal requires authentication with your NetID and password. You can customize the portal for your needs, including appearance, adding bookmarks, etc.



myUNM is a conduit to various services at UNM such as Demographic Self Service, Email, Internet Native Banner, Learning Central, LoboWeb, WebCT and more! myUNM includes a Calendar for student use. It also includes Group Studio, a tool for collaboration featuring message boards and document sharing. Some announcements and alerts are broadcast through the portal.

Service Availability

Service Available: 24 X 7

System maintenance occurs nightly between 2 and 3am. Users will be disconnected during this time and required to login again.

Alternative Access:



SPOTLIGHT ON SOLUTIONS



WEB-BASED SURVEY TOOL

IT Services has partnered with Qualtrics to provide its full-featured web-based survey tool to the Stanford campus at no charge.

[MORE SOLUTIONS »](#)

ANNOUNCEMENTS

[Paging Service Upgrade](#)

On Saturday Oct. 15, from 2 – 10 a.m., the Stanford Paging Service will be upgraded to provide a friendlier web interface and continued support from the vendor.

[Lion at Stanford](#)

Information is now available about the compatibility of commonly used applications and services at Stanford with Mac OS X v10.7 (Lion).

SERVICE CATEGORIES



[Web & Collaboration](#)

includes WWW hosting, Drupal, SharePoint, Wikis, Web Forms, and more.



[Communication Services](#)

includes Converged Communications, Mobility, and more.



[Email & Calendar](#)

includes Stanford Email & Calendar, Exchange Server, Mailing Lists, and more.



[Software & Business Applications](#)

includes Essential Stanford Software (ESS) and more.

TRAINING & HELP

Stanford IT Help Desk and Technology Training are the cornerstones of knowledge sharing and problem resolution for the campus.

- » [Help Services](#) — An Overview
- » [HelpSU](#) — Online Help Desk System
- » [Stanford Answers](#) — Online FAQ System
- » [Technology Training](#) — Programs & Facilities

CALENDAR

- OCT 19** Class: [Dreamweaver — Creating and Editing a Site in the Stanford Environment](#) (\$195)
9:00 a.m. – noon
- OCT 21** Class: [Getting Started with Facebook and Twitter](#) (\$195)
9:00 a.m. – noon
- OCT 24** Class: [InDesign Level 1](#) (\$325)
9:00 a.m. – 4:00 p.m.

STATUS & METRICS

Network	
Email	
HelpSU	
Stanford Home Page	
Phone	

[Read how status is determined](#)

- » [IT Services Metrics](#)

[FULL CATALOG »](#)

The “Internet Experience”

Today's
webinar will
demonstrate
how to

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Transform to Services



Getting There

- ▶ Cloud technologies has changed the way Internet services are provided:
 - Infrastructure or Platform as a Service (IaaS, PaaS)
 - Makes it possible to develop/deliver public services with little investment in infrastructure
 - Enables products to come to market more quickly
 - For example:
 - Amazon hosting used by Dropbox to build a file storage business in the cloud.
 - Salesforce.com hosts a platform for internal or customer facing social media sites.

Getting There

- ▶ The result: A new class of tools in the IT toolbox:
 - Software as a Service (SaS, SaaS)
 - Platform or Infrastructure as a Service (PaS, PaaS, IaS, IaaS)
 - Public and/or Private Cloud Services
- ▶ Use all of your tools:
 - Commodity services from public cloud or SaS providers
 - Private cloud services
 - Internal applications on shared cloud environment



Getting There

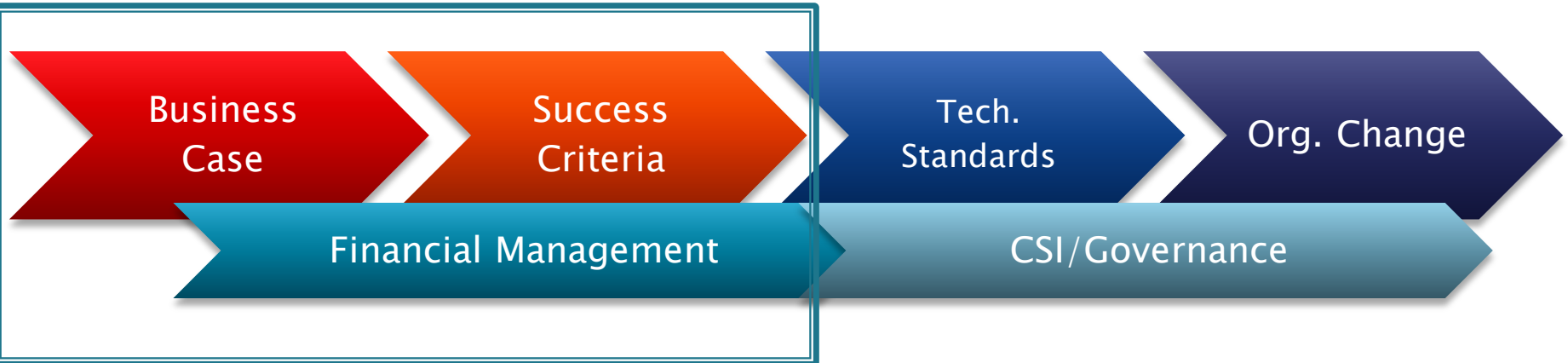


ITIL[®] processes can join cloud technology to provide the tools you need to create this vision.

Transform to Services

▶ Service Strategy

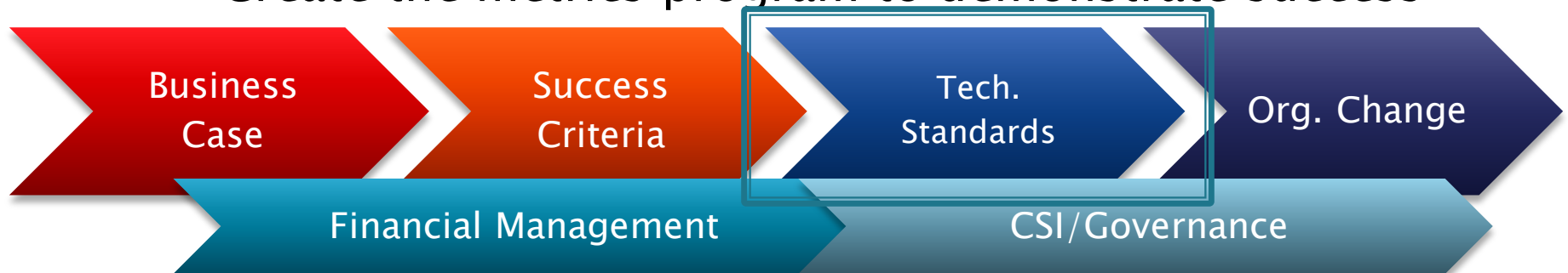
- Create the strategic vision relative to cloud
- Set the architectural standards for this move
- For each service to be delivered via cloud:
 - Create the business case & success criteria
- This will ultimately develop your portfolio of services



Transform to Services

▶ Service Design

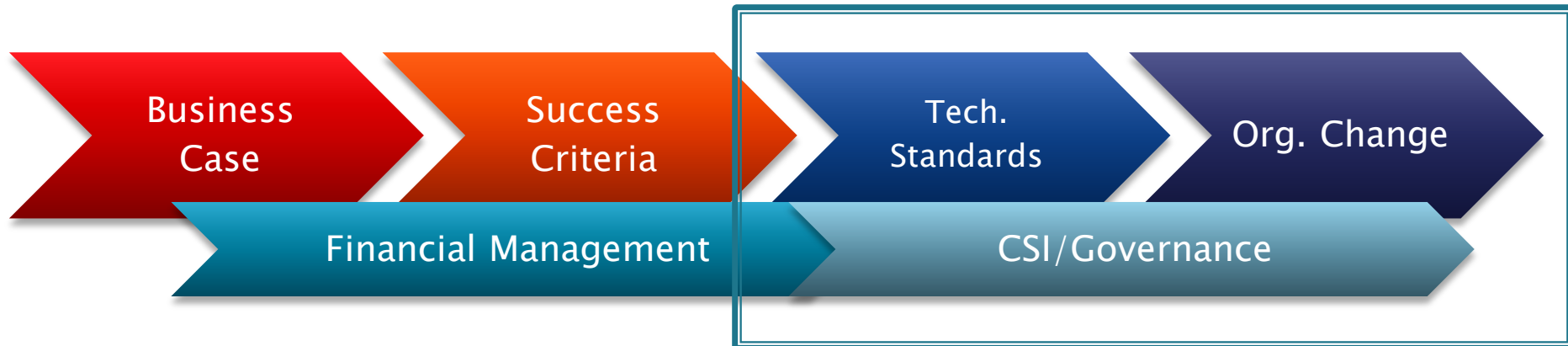
- Create the design that will deliver on the vision
 - Design the approved cloud services
 - Based on business requirements, SLA's etc.
 - Develop and finalize sourcing options
 - Design standardized technical solutions
 - Create the metrics program to demonstrate success



Transform to Services

▶ Service Transition

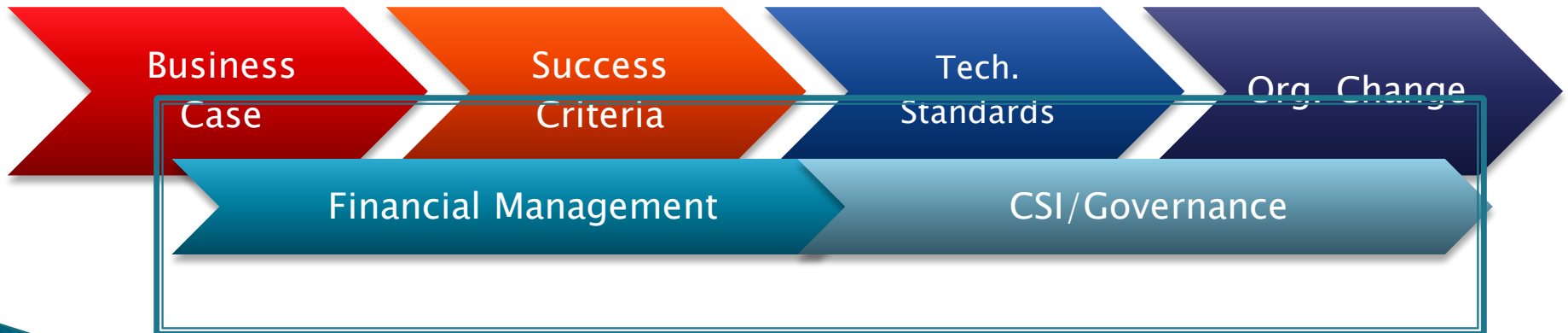
- Build it: Execute changes needed for the services being delivered via cloud
- Manage organizational change components
 - This changes the structure of IT
 - It also changes how people work



Transform to Services

▶ Service Operations

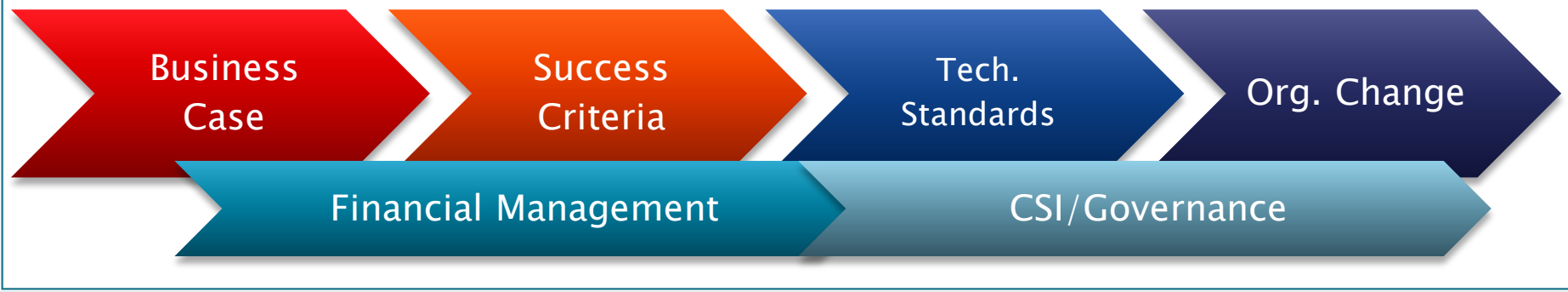
- Once transitioned to operations, daily support is critical
- New mechanisms of support available
 - Via web portal's Service Catalog
- Include strong incident, problem management
- Produce reports for financial management & CSI



Transform to Services

▶ CSI/Governance

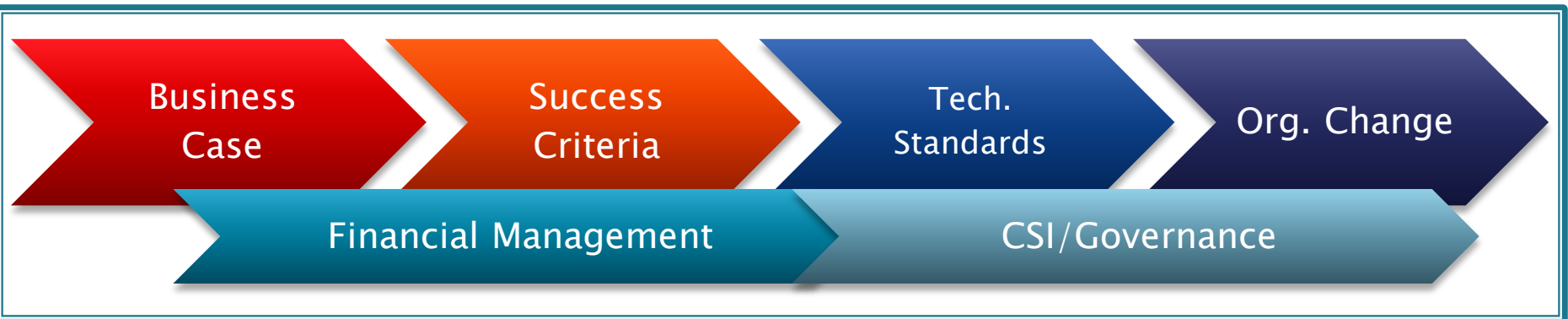
- Strong governance will be needed to keep adherence to new technical standards
- CSI will be needed
 - Improve the catalog and products offered
 - Improve governance processes that support it
 - Improve teams' delivery skills



Transform to Services

▶ Financial Management

- This will underpin all aspects of delivery
- Becomes more complex in a virtual world
- Cloud technology and review of provisioning models can ultimately lower operational costs significantly!



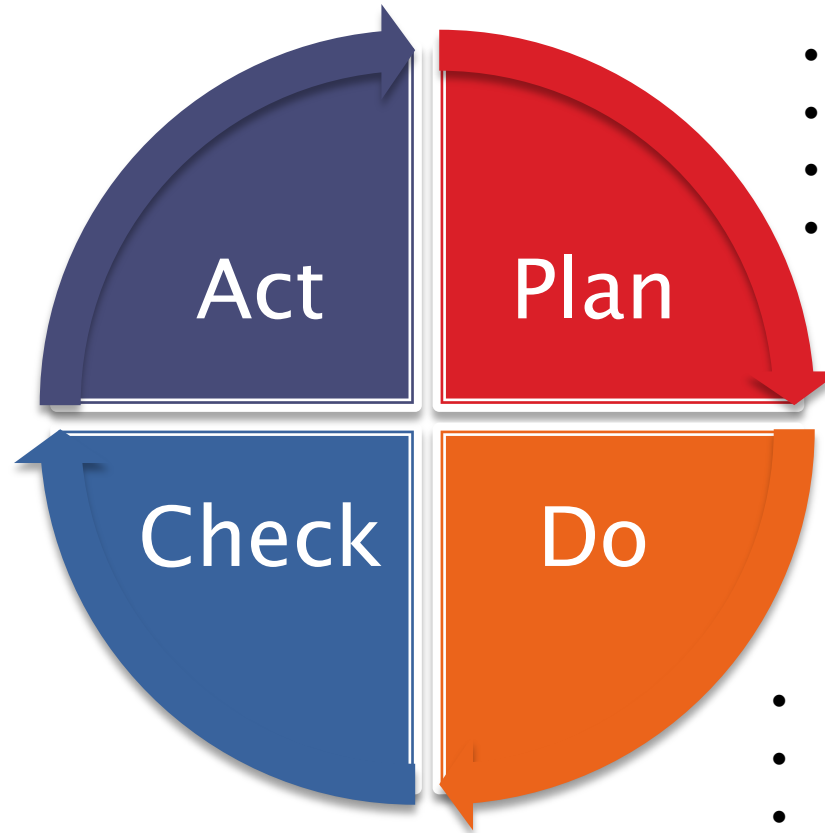
Transform to Services

- ▶ At the tactical level, this change is significant
 - Provisioning will change
 - Strong supplier management processes become more important
 - IT will need to support the new technologies and
 - People may be afraid of job loss
 - Retraining to the right skill set will offset morale issues
 - Need to maintain existing operations while moving services to the cloud

Transition to Services

- Adjust the plans
- Deploy

- Test & Validate
- Pilot
- Review results



- Strategic Plan
- Gain Executive Backing
- Define Architectures
- Create the Portfolio

- Service design
- Sourcing
- Supplier Management
- SLA's
- Build

Achieving The Vision

- ▶ Start your strategy with the end result in mind
- ▶ Part of the design includes the design of the portal and service catalog
 - Portal provides access to the services
 - Catalog provides a front end for automated request fulfillment
 - Look to technology to help automate standard tasks
 - Combined you have a one-stop shop for all IT services

Achieving The Vision

- ▶ With cloud, the IT Service Catalog becomes more robust as well:
 - Developers can order a “sandbox” and have it automatically fulfilled
 - Virtual servers can be provisioned automatically
 - Capacity management becomes more automated
 - ...possibilities are as endless of the technology

What can you take away?

- ▶ Vision to move IT to the next level
- ▶ Open mind to new technologies, what they provide
- ▶ The excitement of Christmas morning?
 - Your IT organization can create the same excitement as the next I-Phone, I-Pad, Droid!
 - You can provide sharing and collaboration tools that help the business become more successful
 - You can provide a single pane of glass that gives access to everything your customer needs...
 - ...from anywhere...to any device...

THE **BREAKTHROUGH** SERIES

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Join Us For Lunch Every Tuesday At 12PM!

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