DAY 1 OPERATING MODEL IMPLEMENTATION FOR CONVERGED INFRASTRUCTURE

Be ready when your infrastructure is

ESSENTIALS

- Have the organization and processes in place to effectively manage service delivery and the infrastructure
- Empower end users to easily find, request and consume infrastructure services
- Improve operational and cost efficiency
- Create a solid foundation for future transformation initiatives

Business Challenge

Converged infrastructure and hyper-converged infrastructure help simplify and streamline operations. Simpler IT means more time for innovation, and less time spent on maintenance.

How can you increase adoption and consumption, and accelerate business outcomes? With a new IT operating model, one that defines the processes, organization and services that support the effective utilization of your infrastructure.

But which operating model is best? What processes do you need to manage service delivery and the infrastructure? How should you organize and structure your team? What new roles and skills do you need? What services should you start with? What do you need to do to be operational and driving business value on Day 1?

Service Description

The Dell Technologies Day 1 Operating Model Implementation for Converged Infrastructure service can help you be operational with your converged or hyper-converged infrastructure, right out of the gate. We implement an initial set of IT processes and define the roles to manage both service delivery and the infrastructure. We create an IaaS service catalog to make it easy for end users to find and consume infrastructure services.

Automate IT Service Management Processes. Based on best practices, Dell Technologies Consulting Services has identified the set of service management processes required to support and maintain initial operations.

The processes span the service management lifecycle from service strategy, to service design, to service construction and transition, to service operation. We include processes such as Service Portfolio Management, Service Catalog Management, Availability Management, Service Asset and Configuration Management, Change Management, Request Fulfillment, Event Management and Incident Management.

We implement the processes using your existing automation tool, either VMware vRealize Automation or ServiceNow®.

Define IT Roles and Responsibilities. Dell Technologies Consulting Services has identified the initial roles and skills needed to manage service delivery. This includes roles like Service Portfolio Manager, Service Catalog Manager, Availability Manager, Service Architect, Service Developer, Service Asset and Configuration Manager, Change Manager, Request Fulfillment Manager, Event Manager and Incident Manager. These roles will help you develop service offerings, design services, build and deploy services, and support services throughout their lifecycle.

We have also identified the initial roles needed to manage and support the converged/hyper-converged infrastructure, such as Converged Platform Architect, Converged Platform Engineer, and Converged Platform Administrator. These roles will help you deploy, scale, automate, monitor and troubleshoot your environment.

A role is not a person; it's a set of responsibilities and activities. A single person can take on multiple roles. You can leverage existing IT staff for the new roles, staff that has been freed up thanks to the simplified infrastructure, streamlined operations and increased automation.

Create an Initial IaaS Service Catalog. Dell Technologies Consulting Services has defined an IaaS service catalog for initial operations. The catalog includes small, medium, and large VMs for Windows and Linux compute services, with the required software components, to meet varying business needs. For example, small VMs can be used for developer environments, a web interface to application servers, or small applications such as microservices. Medium VMs can be used for application servers, backup servers, or small database servers. Large VMs can be used for larger databases, such as Oracle, and application servers with multiple stacks of applications or complicated internal multithreading.

The services are configured to your specific environment, for example, the amount of storage and the number of vNICs. We implement the service catalog using your existing automation tool, either VMware vRealize Automation or ServiceNow.

Summary of Benefits

Dell Technologies Day 1 Operating Model Implementation for Converged Infrastructure can help you make the most of your investment and drive maximum business value.

You will have the right organization and processes in place to effectively manage your infrastructure and service delivery. Streamlined operations and automation improve operational and cost efficiency. An IaaS service catalog with automated provisioning empowers end users to easily find, request and consume services.

An IT operating model focused on end-to-end service delivery provides a solid foundation for future IT transformation initiatives. And best of all, you can start preparing your people, processes and service catalog while your infrastructure is being built so that you'll be ready to run when your infrastructure is.

Learn more about Dell Technologies Consulting Services

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