

Solution Note

Helping Align IT with the Business

Service Delivery – the Flashpoint between Business and IT

One of the most challenging issues facing today's IT and Business Managers is the alignment of the needs and goals of the business with those of IT. It is imperative for IT management to understand the importance of their role in delivering the quality and quantity of service required to meet or exceed the expectations of business initiatives. Too often, the inherent complexity of even small and medium systems and networks prevents any alignment between the objectives of Business Managers and those of IT. IT is forced to dictate a solution based on technology instead of providing the service delivery required by the business to satisfy their initiatives.

In order for IT to become better aligned with the business, it must adopt and adapt the common sense processes and procedures necessary to promote a true partnership that facilitates growth and supports top notch customer service. A logical place to begin this transition is in the primary flashpoint between business and IT – the area of service delivery.

I don't need more to do!

Any solution for measuring and managing service delivery shouldn't be an additional burden on already time and effort constrained IT staff. Measuring service delivery can be done through the judicious use of automation, auto-discovery, "set and forget" features with automatic notification, customized dashboards, and wizards. Furthermore, in order to be truly useful to help align IT with the business, service delivery measurement should be done by individual lines of business to effectively measure and report compliance with SLAs in terms of both the quality and quantity of service delivered and the resources consumed by each line of business.

What about tomorrow?

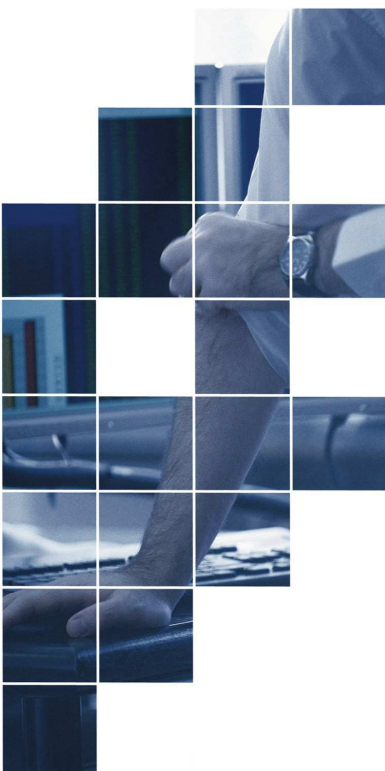
BEZ's innovative Proactive Performance Management (PPM) solutions for application and database environments combine both performance management and capacity planning predictions under a single umbrella that:

- Measures Java EE application and Oracle database service time and throughput
- Isolates current service level breaches and predicts future service level breaches
- Evaluates alternative problem resolutions in real time

A natural consequence of these activities is the ability to ensure consistent low cost service for key users and critical applications.

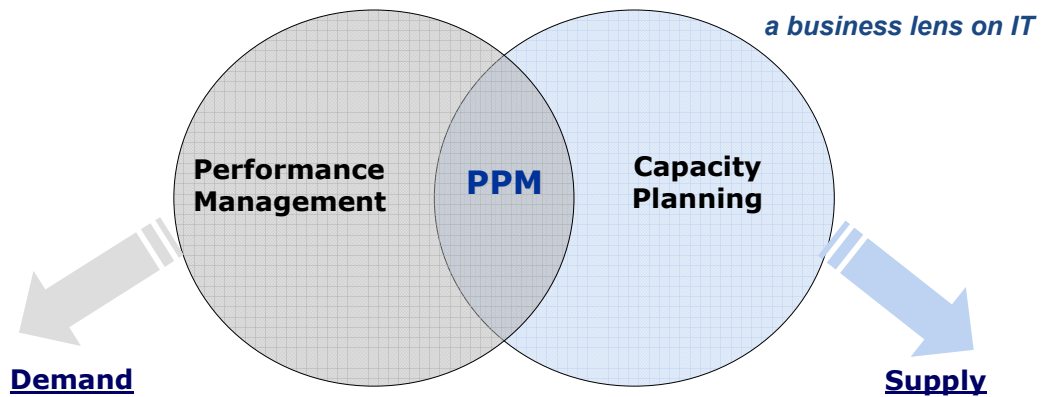
Balancing Supply and Demand

Combining Performance Management with Capacity Planning further enhances business/IT alignment by looking at both the demand (i.e. uninterrupted good performance) for service delivery with the available supply (i.e. the existing capacity) to satisfy the demand. Where performance management has a strong service oriented focus, capacity planning focuses on infrastructure. If, for example, you need to know how performance (i.e. demand) will be affected by change, you cannot adequately evaluate the issue without also understanding how capacity (i.e. supply) will be affected by the same change.



"IT management needs to be **proactive and focus on results that matter to the business, such as, consistent service delivery**. Solutions such as the BEZ PPM platform are a big step in that direction."

**Jasmine Noel
Ptak, Noel & Associates**



- Service Focus – Workload profiles by line of business
- Measure and manage the Demand for services
- How will demand (performance) be affected by change?
- How Efficient?
- Automated Predictions (“As-Is”)
- Period-to-Period comparisons
- Actual vs. Expected deviation

- Infrastructure Focus
- Measure and manage the Supply of capacity
- How will supply (capacity) be affected by change?
- Agility /effect of change
- Evaluating Alternatives with the Prediction Engine (“what if”)
- Comparative Analysis
- Period-to-Period comparisons

Proactive Performance Management addresses both Supply and Demand

BEZ Proactive Performance Management helps align IT with the business by helping you:

- Manage and Anticipate (not react to) constant and inevitable **change** in both supply and demand
- Mitigate risk of adding more users, new applications, upgrades, server consolidations and other events
- Verify the results
- Implement a *continuous process* of Service Management and Control
- Improve Decision Making Processes – Improve ROI and VFM
- Deliver consistent, predictable service to the business – partnering to optimize financial results
- Be proactive – avoid frustration threshold and staff burnout

About BEZ Systems

Since 1993, BEZ Systems has been offering innovative solutions that provide a line-of-business view of application performance, resource and data utilization for today and tomorrow. These solutions include performance tuning, database performance optimization and capacity recommendations allowing DBA Managers to accurately compare ‘change and growth’ alternatives and forecast future requirements. Future performance predictions are an invaluable component of justifying specific actions assuring that business objectives and performance goals can be met, thereby minimizing any shortfalls in service.



BEZ Systems, Inc. 345A Summer St., Boston, MA 02210 USA
617.532.8800 ♦ info@bez.com ♦ www.bez.com