

1st BCS CMSG Conference 2003
Implementing CM Everywhere, Change, Configuration & Content Management

Background – The Environment



- **Based in Bristol**
- **Data Centre Growth**
 - ÿ >400 servers/hosts
 - ÿ 1200 network components
 - ÿ Grew from 3 to 38 client environments in two years
- **Large Networks**
- **Complex Configurations (Old and New Kit)**
 - ÿ Ranging from legacy to latest web hosting

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Background – The Management Challenges

- **Multi-disciplined team handling both operations and projects**
- **Different methods of data collection and storage**
- **Labelling conventions needed standardisation**
- **Growth rate required clear ownership & responsibility**
- **Information not quickly available – untrusted, out of date**
- **A Good National Change System – but lacking true bite for local CM**

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Why Change ?

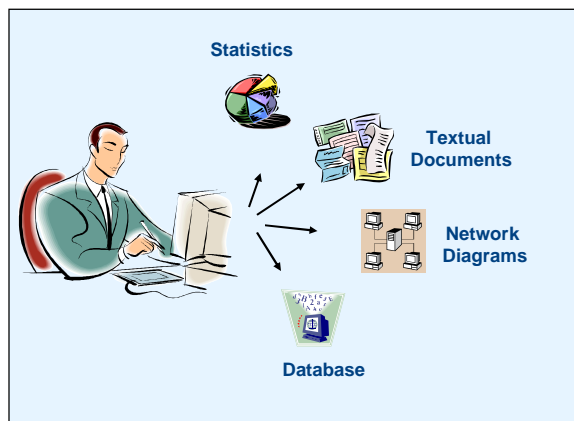
- Flexible deployment of staff
- Ensure accurate billing for services
- Faster identification of faults and ownership
- Reduction in project discovery times
- Focus technical staff on proactive revenue generation

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The Vision – Where do We want to Be ?



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The Vision – Where do we want to be ?

Mission Statement

What

*To Publish High Quality, **Accurate**, National Network Information via an **easy to use scalable platform**.*

How

We will achieve this together, through clear, regular communication, a willingness to change and a “can do” attitude.

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Minor Project Issues

- No specific budget
- No specific staff – apart from the project manager
- And then the goals were set
 - ÿ Start in 3Q2001
 - ÿ Finish in 3Q2002
 - ÿ Bristol to be used as pilot to develop processes
 - ÿ Roll out to cover all data centres by 4Q 2003 (200 clients)

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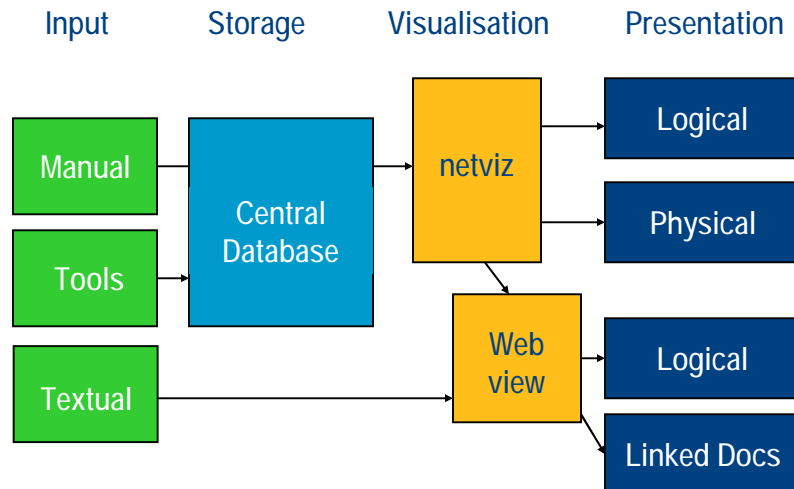


How – The Road Map



- **Ensure processes are in place**
 - ÿ Know the boundaries - trap what is in your control.
 - ÿ See what is being missed and “plug the gaps”
 - ÿ Define Auditing Hooks
- **Introduce Tools which can Help**
 - ÿ Central Database
 - ÿ Netviz (Diagrams)
 - ÿ Webservers
 - ÿ Network Automation Tools
- **Obtain “Buy In” from above, below, peers**
- **Start The Revolution**

System development



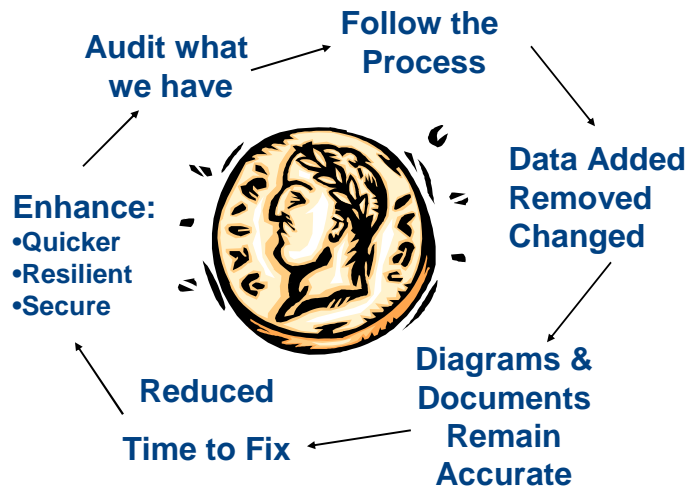
Winning Hearts and Minds

- What's in it for Me ?
- Explain the Why's
- Carrot and Stick

Y Competition... BEER



The Penny Drops...



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Building the Revolution

- **Communicate**
 - ÿ Bulletins,
 - ÿ Emails,
 - ÿ Collaborative working (share Ideas)
- **Publicise the benefits**
 - ÿ Database Reports
 - ÿ Service Views available to all Support Teams and Management
 - ÿ Common Procedures properly approved, released and available online
- **Competition – Keep the momentum**
 - ÿ League Tables
 - ÿ Prizes

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Governance

- **Things don't run themselves**
- **Use the Hooks in the process to regularly Audit**
 - ÿ Registers of Changes
 - ÿ Registers of Project enhancements
 - ÿ Spot Checks on top of periodic reviews
- **Publish results – there's no pressure like peer pressure**
- **Use external parties to assist with benchmarking, direction**
- **Tie Adherence to Procedures alongside Performance Review**

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And it continues....

- Working party established to coordinate standards and procedures
- Publishing of textual information – router configs etc.
- Barcoding of cabinets and equipments to make verification easier
- Integration with active monitoring toolsets

- Other benefits being realised with rollout to other sites
 - ÿ Increased use of technical expertise between data centres
 - ÿ Knowledge share as new components introduced
 - ÿ Easy identification of spares across locations

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Summary

- Its not new and its not Rocket Science
- Create the Vision that everyone can understand
- Obtain Buy-in from Above to add weight to the message
- Publicise the benefits regularly
- Focus on process need, the tools come later
- Govern with with a firm but guiding hand

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THANKYOU

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Presenting Data for Process Needs

- Principles of visualisation
- Transforming data into information
- Recommended approaches

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Principles of Visualisation

- **Dependencies are better understood when viewed rather than spoken**
- **Few can think in abstract**
- **A different view is needed depending on the need**
 - ÿ Logical
 - ÿ Physical
 - ÿ Service
 - ÿ Overview
- **Different levels of detail available but not displayed**
- **Navigation must be intuitive, typically a heirarchy**
- **Multiple pictures must be consistent, or confusion starts**



Enhancing a CMDB with visualisation

- **Database search across diagrams**
- **Understand multiple dependencies on a component**
 - ÿ Where it is
 - ÿ What it does from a technical viewpoint
 - ÿ What it does from a business viewpoint
 - ÿ Who to contact
 - ÿ Where it fits in within a service type
 - ÿ How it is configured
 - ÿ What recovery process is relevant
- **Different visual property depending on status ie. In use, allocated etc.**
- **Links to appropriate data**
- **Easy access, fast to deliver information**
- **One set of data, multiple views**



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Transforming Data into Information – Examples

- Patching spreadsheet
- Visio cabinet layout
- Help desk hardware inventory database
- Desktop asset management system
- Digital photographs
- Service catalogue
- IP address list
- Router configuration file
- Server management system
- Change management process chart
- Telephone extension list
- WAN circuit database
- Organisation structure and contact details
- Maintenance contract list
- And so on.....

What data do you have?

How do you manage it?

How do you present it?



Examples

Recommended Approach

- Create vision from existing data to get buy in
 - Benchmark/gap analysis
 - ÿ Process
 - ÿ Data
 - ÿ Presentation
 - Business case highlighting tangible process improvement
-
- Set project(s) objectives based on process improvement
 - ÿ Reduce incident time, reduce site surveys, reclaim s/w licences
 - Fix timescales to immovable event
 - ÿ Data centre move, new building, etc.
 - Ensure the project team understands operations needs

Strategy
Project



Final thoughts

**How much IT time is spent reverse-engineering
With every project
With every incident
With every meeting**

**How much disruption is caused by the inability
to assess impact of change**

Why is software licencing compliance difficult

Configuration management to the rescue!

