



A presentation from
BARCLAYS GLOBAL INVESTORS

For the BCS & itSMF Conference

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Sponsored by Collabnet

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itSMF UK **BCS**

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Agenda

- Who is BGI
- Who am I
- Challenges we face at BGI
- Our assets and methods of addressing these challenges
- Some of the detail
- What we have learned along the way
- Looking into the future

2

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Who is Barclays Global Investors



The world's leading institutional fund manager with over \$2 Trillion (USD) assets under management.

<p>Global</p> <ul style="list-style-type: none"> No. 1 Index manager (8/97) No. 1 ETF manager (3/07) No. 1 Asset manager (5/2005) No. 9 Hedge fund manager (5/07) <p>Australia</p> <ul style="list-style-type: none"> No. 4 Equities manager (5/07) No. 7 Investment manager (5/07) No. 7 Institutional investment manager (9/07) <p>Canada</p> <ul style="list-style-type: none"> No. 1 Independent mgr of pension fund assets (5/07) No. 1 Largest pooled fund manager (3/07) No. 1 ETF manager (5/06) No. 3 Fastest growing independent pension fund manager by assets (5/07) 	<p>Europe</p> <ul style="list-style-type: none"> No. 1 European hedge fund manager (5/07) No. 1 ETF manager of Europe domiciled funds (3/07) <p>Japan</p> <ul style="list-style-type: none"> No. 1 Largest discretionary investment mgr (5/2007) <p>United States</p> <ul style="list-style-type: none"> No. 1 Asset Manager (7/07) No. 1 Manager of enhanced domestic and international equity (5/07) No. 1 Manager of domestic & international index equity assets (5/07) No. 1 REIT Manager (5/07) No. 1 Manager of defined benefit assets (6/07) No. 6 Manager of defined contribution assets (5/07) <p style="text-align: center;">2,000,000,000,000</p>
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3

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Who am I

Who am I

Director of IT Service Management

Over 10 years at BGI

Challenges we are facing

Myriad of "best effort" processes... All different

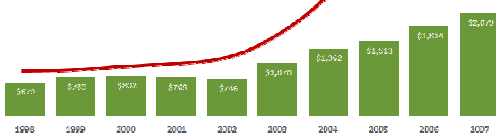
"Hero" culture predominant

Audit overhead increasing

Home-grown Configuration Management

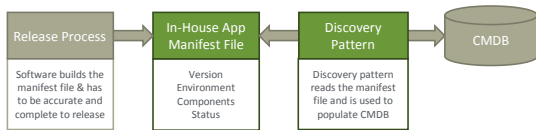
The more Assets Under Management, the greater our
Fiduciary Responsibility

BGI Assets Under Management
USD, In \$1B



Some of the detail: Release and Discovery

- Leveraging off-the-shelf solutions.
- Leveraging Discovery technology to populate CMDB.
- Implement a release process and custom Discovery patterns to discover in-house developed applications.



Key Tools & Tool Strategy

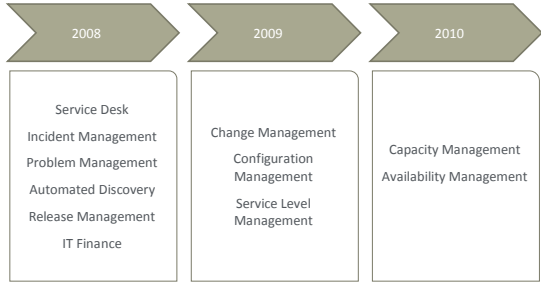
- **Source Code Management**
 - Collabnet – Subversion/Project Tracker + Sourceforge
- **Build Tools – Technology specific**
 - Key issue is to define appropriate discoverable manifest files
- **Test Tools**
 - Moving to HP Quality centre for automated regression testing + ongoing monitoring
- **ITIL Suite**
 - HP Service Centre including CMDB, Universal CMDB, HP Discovery tools etc
- **Global Package Delivery**
 - Marimba + in-house built Server Auto-packager/Database Release tools
- **Global Monitoring**
 - HP Openview, HP Business Availability Centre etc

Basic tools strategy is ;
Buy where possible and leverage integration undertaken by the vendor. Automation is the target operating. Build & integrate only where there is no other option.

What we have learned

- Start small and work the way up, leveraging measurable successes.
- Many of the tools we built over the years have resulted in more headaches and overhead than efficiencies.
- Avoid clever and/or home-grown solutions when possible...
 - You are not alone and chances are someone else has addressed your challenge.
 - Reach out to larger communities, such as the itSMF & BSC communities.

Looking into the Future: How will the ITSM Program Progress



Questions
