



Reducing Risk and Improving Virtualization ROI: Best Practices in Managing Virtualized Infrastructure

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Key Issues

- ❖ Introduction: Important Facts
- ❖ Virtualization: Lifecycle Management
- ❖ Best Practices
- ❖ Recommendations

Management of Virtualization: Perception versus Reality



Virtualization is perceived as being a more efficient environment for managing IT infrastructure

But.....

The current reality is that managing physical infrastructure is easier than managing virtual infrastructure.

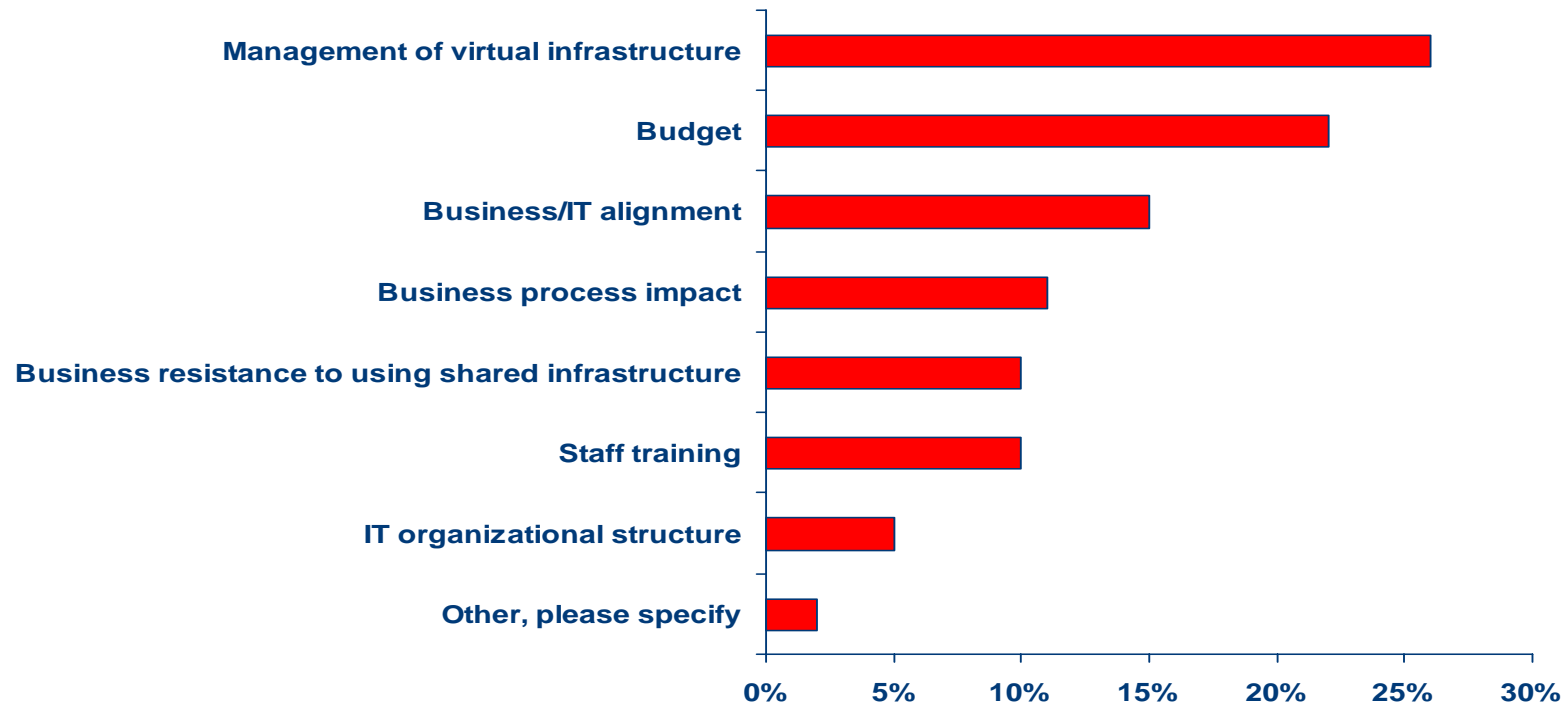
82% view virtualization as helping improve the delivery and management of IT services

63% rate the management of their virtual infrastructure as important or very important to achieving their business objectives

The Management Problem Is About to Explode



In 2 years, what will be your most important IT challenge as it relates to virtualization?



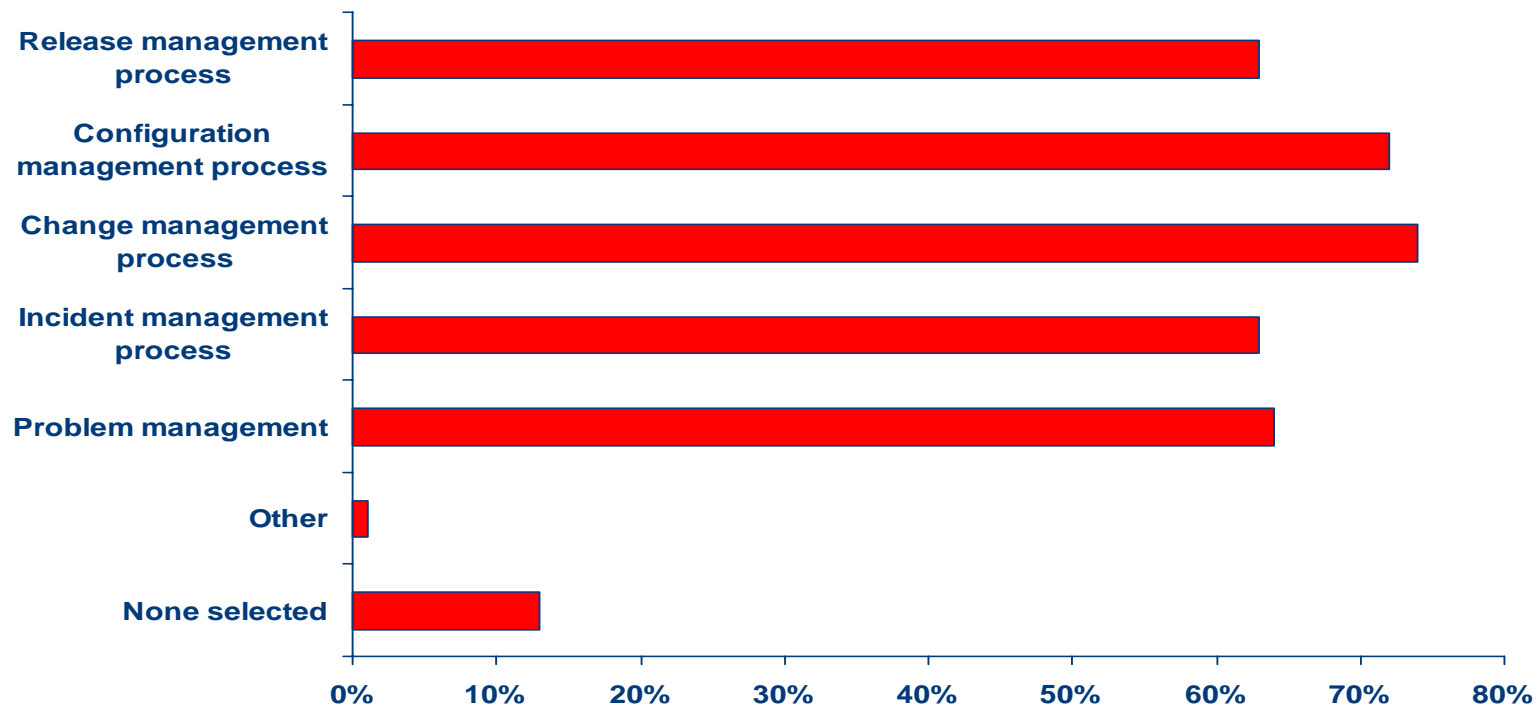
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ITIL: Virtualization Planning Involves Process Considerations



In two years, do you envision integration of your virtual infrastructure into your: (Note: Multiple responses accepted)

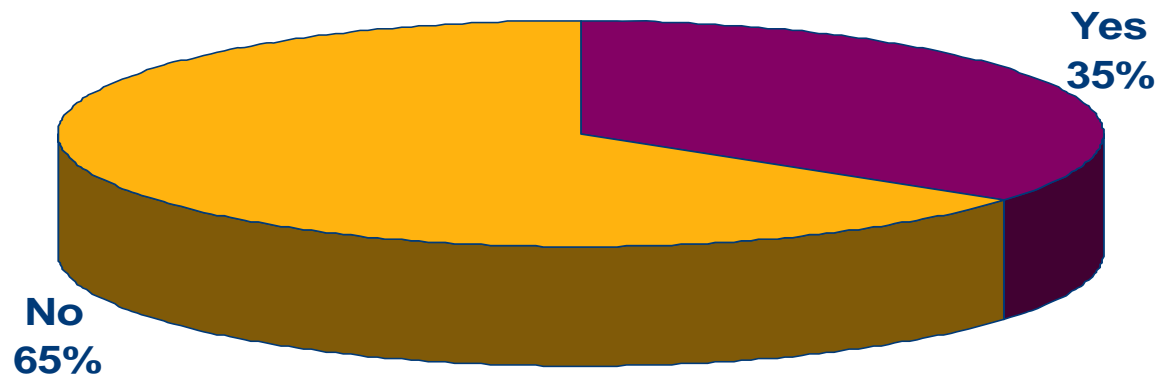


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Management Spending

From a spending and budget perspective, do you have a software tool budget allocated towards the management of virtualized infrastructure?



IT Service Lifecycle: Managing Virtualization



App.
Dev

- VMware
- VMLogix
- Surgient
- CollabNet



Testing
& QA



IT
Ops

- Microsoft
 - CA
 - HP
- Akorri
- Platespin
- Embotics
- ManageIQ
- Fortisphere
 - Hyperic
- VEEAM



Storage

- VMware
- Microsoft
 - CA
 - IBM
 - HP
- Symantec
- Vizioncore
- Scalent



Desktops

- VMware
- Microsoft
 - HP
- Symantec
 - Quest
- SWSoft
- Panologic

Considerations

- Chargeback
 - Lifecycle
- Automation
- Security

Security: The Forgotten Criteria



The majority of enterprise IT organizations are using their existing physical security tools and processes to protect their virtualized infrastructure.

Is this enough?

Eventually, probably not

IT organizations should expect intrusion detection, at the Hypervisor layer, to become more tightly coupled.

Take a layered approach to securing virtual infrastructure.

Common Criteria for Management: Emerging Standards



Change and configuration management

Performance management

Automation

Lifecycle management

Problem and Incident management

Capacity planning

Chargeback

Standards Emerge

DMTF's OVF: Open VM Format

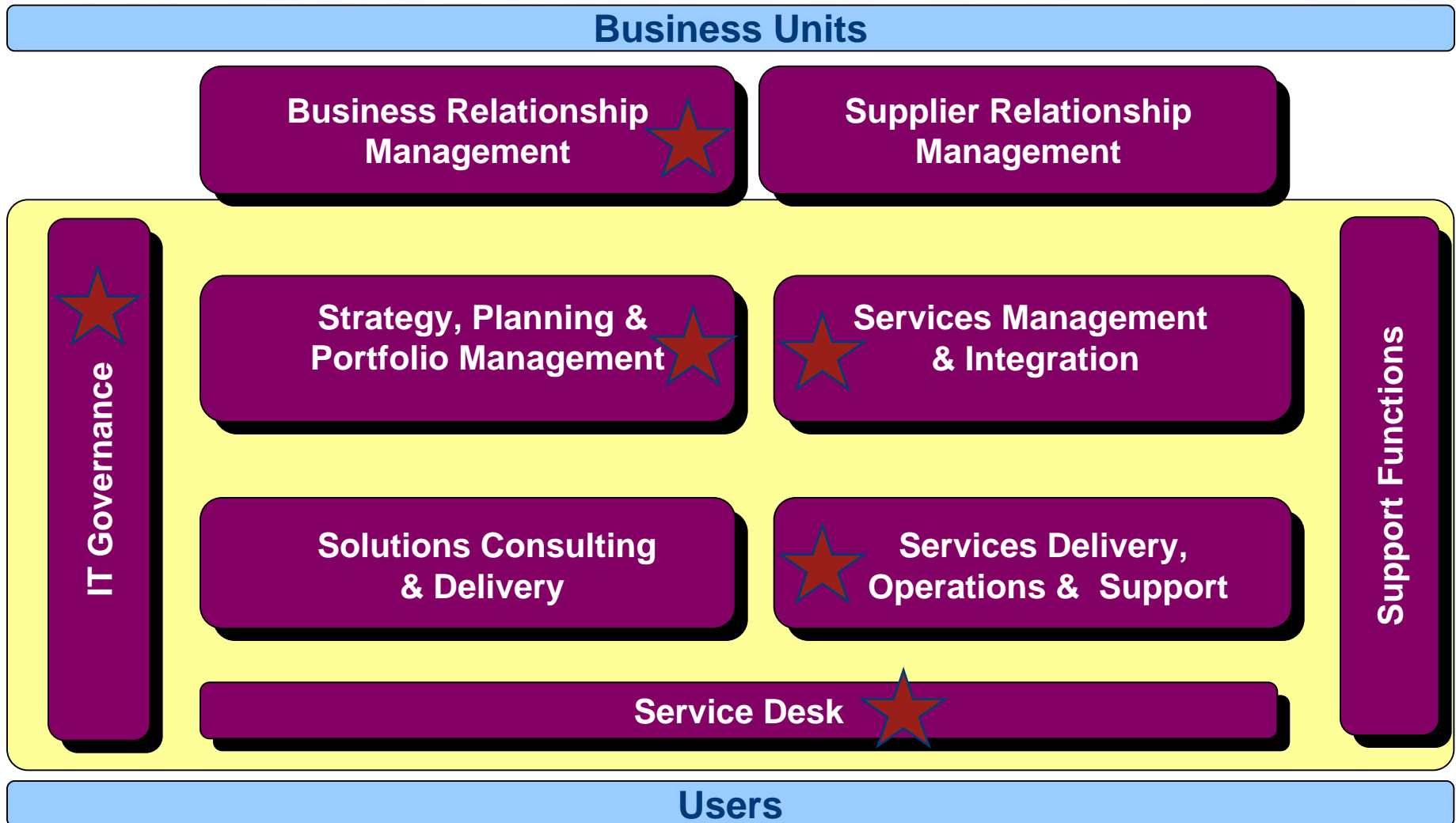
VMDK: VM Disk

SML: Service Modeling Language

VHD: Virtual Hard Disk Image Format

CIM System Virtualization model

Virtualization: Lifecycle Leads to Strategic Business Impact

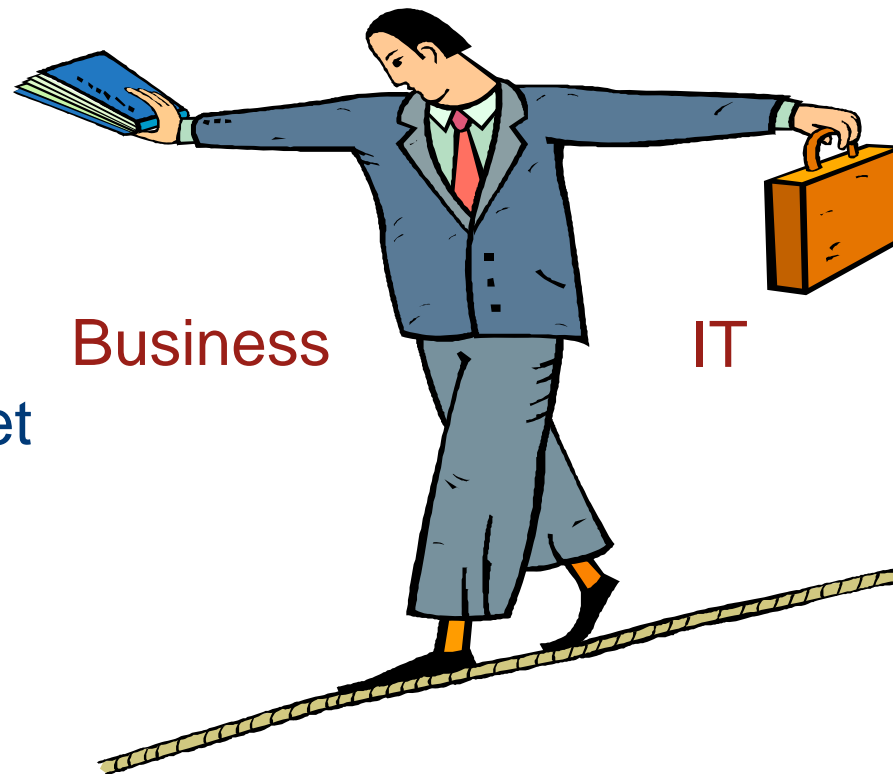


Increasingly, Management Drives Business Case Return



Business ROI Is directly related to management capabilities

KPIs
Availability
Governance
Time to market
Compliance assurance
Customer satisfaction



Heterogeneity
SLAs
Process standardization
Staff expertise
Lifecycle
Continuous Improvement

Management of Virtual Infrastructure: Best Practices



Best Practice Benchmarks

Staffing: Don't expect a drop in the number of administrators, but there is an opportunity for staff reallocation and a reduction in the need to hire

VM to Admin Ratio: 200 to 1

Organizational Benchmark: 15% are creating a "Virtual Computing Team", 85% are allocating ownership to a small group within their existing Server/storage teams

Process benchmark: 30% of IT organizations are implementing ITIL-based Processes, and incorporating virtual infrastructure.

5 Key Management Recommendations



- Allocate budget for increasing level of management capacities across product, process inclusion, and staff development
- There continues to be no easy answer for integration; consider Implications into existing, deployed management solutions
- Small vendors are innovating; expect consolidation and be vocal about what you want
- Get started, but consider the 2-5 year outlook for a lifecycle perspective
- Lower costs and TCO are only part of the story; make virtualization an architecture decision

Thank You

IT Management
Service

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