Information Technology
The Benefits of Infrastructure Optimization

prepared for:
Arkansas Joint Committee on Advanced Communications and Information Technology

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My Background

- **CIO**
Metropolitan Government of Nashville/Davidson County
1999-2005
- **IT Director**
Tennessee General Assembly
1995-1999
- **Asst Commissioner / Administration**
TN Dept of General Services
1987-1995
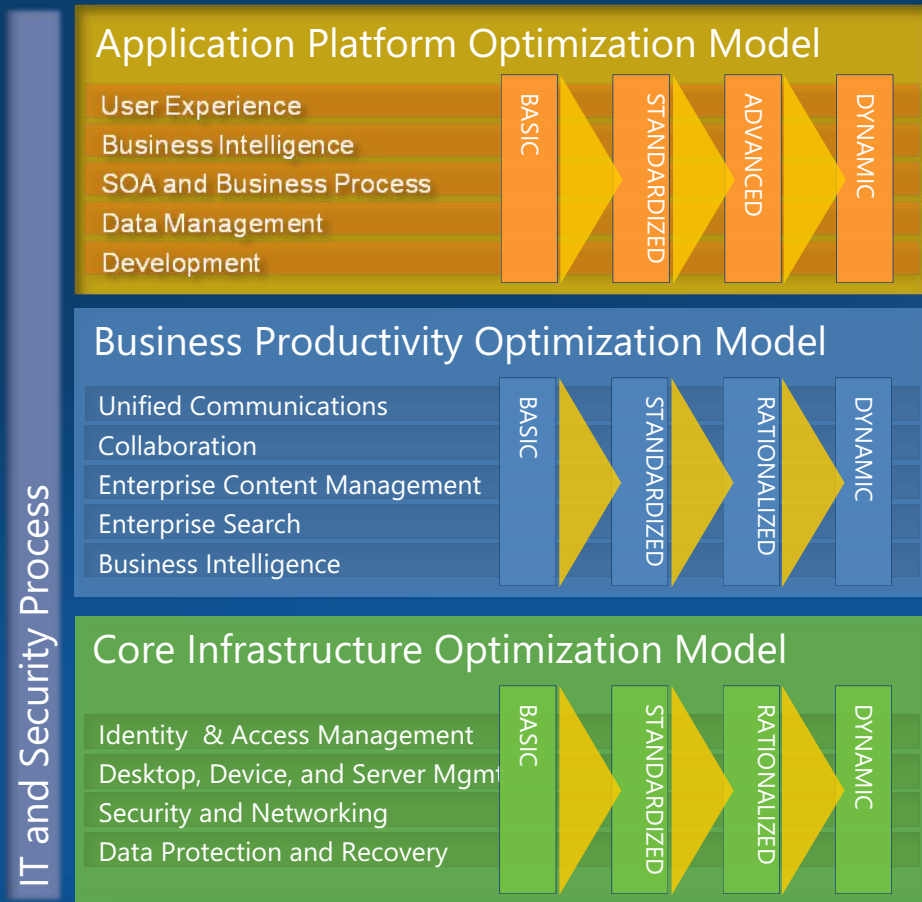- **Information Technology Consultant**
TN Dept of Finance and Administration
1985-1987

1960's ... To the 2000's & the Internet

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Infrastructure Optimization

a model-based approach... on three levels

IT and Security Process

Application Platform Optimization Model

- User Experience
- Business Intelligence
- SOA and Business Process
- Data Management
- Development

BASIC → STANDARDIZED → ADVANCED → DYNAMIC

Business Productivity Optimization Model

- Unified Communications
- Collaboration
- Enterprise Content Management
- Enterprise Search
- Business Intelligence

BASIC → STANDARDIZED → RATIONALIZED → DYNAMIC

Core Infrastructure Optimization Model

- Identity & Access Management
- Desktop, Device, and Server Mgmt
- Security and Networking
- Data Protection and Recovery

BASIC → STANDARDIZED → RATIONALIZED → DYNAMIC

- Provides capability framework to help you build an optimized infrastructure (not Microsoft-specific)
- Establishes a foundation based on industry analyst, academic, and consortium research
- Provides guidance and best practices for step-by-step implementation
- Drives cost reduction, security and efficiency gains
- Enables agility

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The IO Journey

... getting there from here

Basic	Standardized	Rationalized	Dynamic
Uncoordinated, manual Infrastructure Knowledge not captured	Managed IT Infrastructure with limited automation and knowledge capture	Managed and consolidated IT Infrastructure with extensive Automation, knowledge captured and re-used	Fully automated management, dynamic resource Usage , business linked SLA's. Knowledge capture automated and use automated

.."we fight fires"..

Cost Center

More Efficient Cost Center

Business Enabler

Strategic Asset

Core IO Vertical Industry Comparison

IO Model	Vertical	Basic	Standardized	Rationalized	Dynamic	IT Environments
CoreIO	Education	85%	12%	3%	1%	1,451
CoreIO	Government	56%	34%	9%	1%	1,302
CoreIO	Media & Entertainment	56%	33%	10%	1%	406
CoreIO	Wholesale & Distribution	54%	35%	10%	1%	395
CoreIO	Manufacturing	51%	37%	11%	2%	3,235
CoreIO	Retail	50%	38%	10%	1%	759
CoreIO	Telecommunications	50%	35%	14%	2%	696
CoreIO	Health	50%	39%	11%	1%	704
CoreIO	Transportation & Logistics	50%	38%	12%	1%	409
CoreIO	Utilities	49%	37%	12%	2%	381
CoreIO	Professional Services	48%	38%	12%	2%	1,133
CoreIO	Financial Services	47%	38%	13%	2%	2,487

15156 Customers IT Environments Analyzed

Infrastructure Optimization And IT Performance

	Basic	Standardized	Rationalized
IT costs	$1,320	$580	$230
Service Levels (# Svc Desk Calls)	8.4	8.5	7.7
Business Agility (# weeks)	5.4	5.2	4.3

IT Labor Costs @ $53/hour

- Service Desk
  - Help Desk
  - Desk-side
- Desktop Engineering and Support
  - Image Management
  - Security
  - Software and Patch Deployment
  - PC Management Infrastructure
  - Data Management

Service Levels

- Quality and Timeliness of IT Services
- Number of Services Desk Calls (Proxy)

Business Agility

- Time required to provide new IT Services
- Number of weeks for new LOB App (Proxy)

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Analyze the Future

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Infrastructure Optimization Savings

Basic	Standardized	Rationalized
$1,320/PC	$580/PC	$230/PC

Standardization & Standards Compliance = $300/PC Savings

None	**Standardization**	**Stds Compliance**
• No PC life cycle strategy	• Defined PC lifecycle	• Defined PC Lifecycle, stds enforcement
• No policy based PC mgt	• Limited policy based PC mgt	• Full policy based PC mgt
• Many hw, sw configs	• Many software configs	• Minimal hw, sw configs

Identity & Access Management = $170/PC Savings

Multiple Directories	**Single directory for Auth**	**Automated provisioning**
• Many auth. directories	• One authentication dir.	• Single Sign-on
• No dir synchronization		• Auto password reset
• Manual user provisioning		• Auto user provisioning

PC Security = $130/PC Savings

Minimal PC Security	**Limited PC Security**	**Comprehensive PC Security**
• Anti-virus	• PC firewall	• Anti Spyware
• Manual patching	• Auto patching	• Enforced security compliance with Network Access Control
• No enforced security		

Systems Management = $230/PC Savings

No system-wide mgmt	**Limited sys mgmt**	**Comprehensive sys mgt**
• Poor sys mgt tool coverage	• Single sys mgt tool	• Hw, sw inventories
• Duplicate mgmt tools	• Software packaging	• Hw, sw reporting
• Manual deployment	• Software distribution	• Auto/targeted sw dist.

IDC *Analyze the Future*

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IO and IT Performance

Basic
$1320 / PC
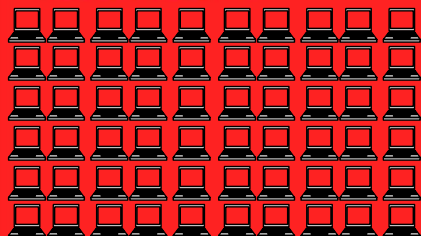
Standardized
$580 / PC
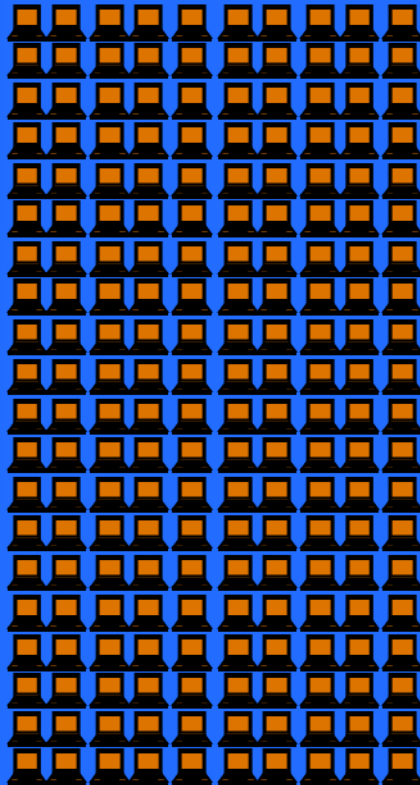
Rationalized
$230 / PC

One FTE

~60 PCs
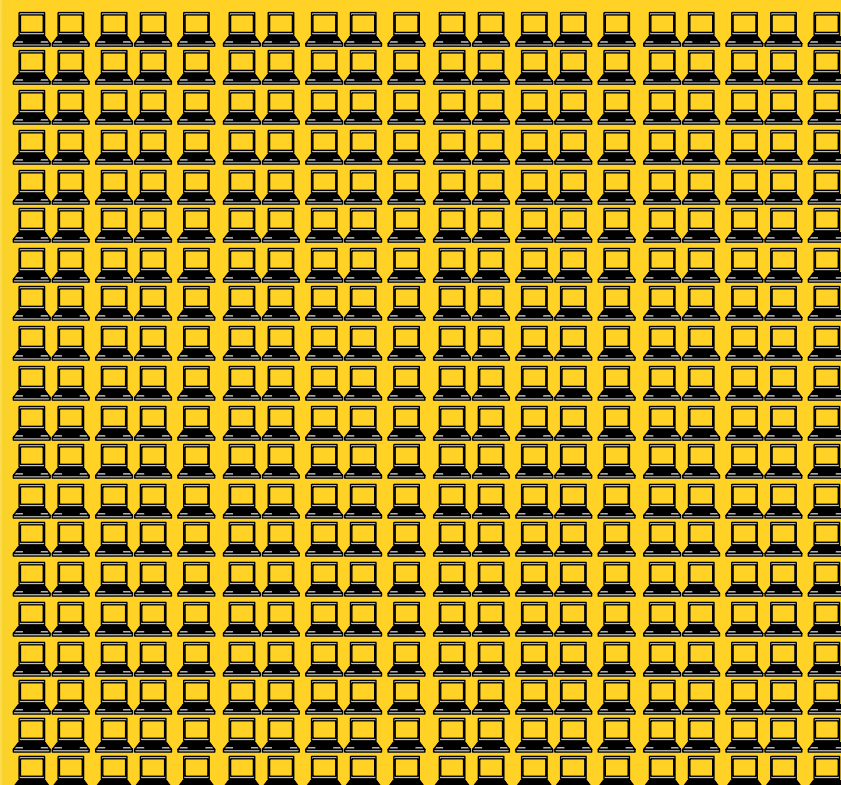
~200 PCs

~400 PCs!

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THANK YOU!

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