



Cisco Virtualization Operations Management Assessment Service

Siloed Management in a Unified World

The promise of reduced costs and improved responsiveness to global business demands has made data center virtualization, unified computing, and consolidated I/O critical goals for many companies. As IT professionals implement data center virtualization projects, many are finding that the traditional data center organizational structure and management models are barriers to realizing the benefits of virtualization. According to a recent report by CIO Research, 42 percent of CIOs cited organizational and IT service management challenges as the major barrier to broad adoption of data center virtualization technologies. These challenges exist in the areas of organizational models, people and skills, management processes, tools, governance, and metrics.

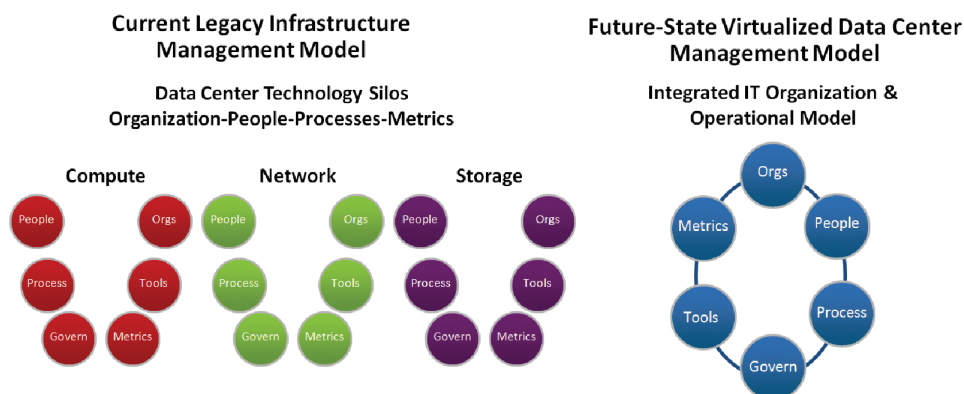
To fully realize the benefits of data center virtualization, unified computing, and consolidated I/O, IT organizations need to modernize their infrastructure management models and shift from the traditional silo focus to a services-oriented lifecycle model. Just as virtualization and unified computing technologies converge across servers, networks, and storage, IT management processes and supporting organizations must also work as an integrated entity. IT executives must design new organizational models and respective operational processes in parallel with data center virtualization technologies to drive the unified computing architecture value and mitigate risk to the business.

Aligning Management with Virtualization

The Cisco® Virtualization Operations Management Assessment (VOMA) Service helps you understand the factors in your organization and service management model that are affecting your ability to effectively and efficiently operate your virtualized data center. Cisco's Data Center 3.0 virtualization consulting experts will guide your IT organization through a planning process for transforming your operating models and management silos into a cross-functional organization that is well suited to adopting new data center virtualization and unified computing architectures that enhance the benefits of virtualization (Figure 1).

Cisco® Virtualization Operations Management Assessment Service helps businesses fully realize the benefits of data center virtualization by transforming operations management to a services-oriented model.

Figure 1. Integrating Management Silos to Support Data Center Virtualization



The Cisco VOMA Service assesses the following IT management elements:

- **Organization:** The organization element defines the new organizational models, new roles and responsibilities, and organizational interactions required to support data center virtualization and unified computing technologies.
- **People:** People elements include the skills needed to successfully architect, implement, and manage your virtualized data center environments.
- **Processes:** Operational processes include the service lifecycle management framework and processes required to support the virtualized data center, Cisco Nexus™ platform, unified computing solution (UCS), and overall Data Center 3.0 architecture.
- **Tools and technologies:** This element includes hardware and software tools and technologies that affect and enable the virtualized data center.
- **Governance:** Governance and the standards required to manage, monitor, and transform operating models, policies, and guidelines are included in this element.
- **Metrics:** This element includes data center virtualization metrics that are aligned with the governance framework and unify the integrated silos together. Service management and key performance indicators (KPIs) drive improvement and help mitigate risk and ensure success.

Cisco consultants incorporate all of these management dimensions as they help you assess your current data center management capabilities and define your data center virtualization and unified computing goals and requirements. These requirements are validated against Cisco best practices and industry services management frameworks such as ITIL® V3.0. Based on the findings and your specific requirements, the team will formulate a customized data center virtualization operations management assessment report that illustrates the organization, processes, and governance needed to successfully manage the virtualized data center.

The primary activities included in the Cisco VOMA Service are:

- **Assess data center infrastructure management:** This assessment helps you understand how your current management structure can be updated to operate more efficiently in a virtualized data center environment.

- **Define data center infrastructure management future state:** This activity helps you define the organization structure, people and skills, roles and responsibilities, process models, and governance model required to support your data center virtualization goals and objectives.
- **Develop gap analysis:** This analysis helps you identify the gaps that you can address to transform your current operations management capabilities into a structure that is best suited for data center virtualization and unified computing.
- **Develop transformation roadmap:** This roadmap illustrates the activities that you can carry out to close the gaps identified in the gap analysis.

Assess Data Center Infrastructure Management

This assessment examines the factors in your management structure that affect your ability to operate efficiently in a virtualized data center environment. Cisco experts will help you develop comprehensive, cross-functional, integrated management requirements for your specific business needs and virtualization goals. The assessment will include baseline maturity indicators that map your existing people, processes, organization, tools, governance, and metrics to an industry-leading maturity model.

Define Data Center Infrastructure Management Future State

This activity defines the organizational structure, people and skills, roles and responsibilities, process models, and governance model that you can establish to support your data center virtualization and unified computing goals and objectives.

Develop Gap Analysis

This activity identifies the gaps between your nonvirtualized or partly virtualized data center operations management capabilities and the capabilities and structures needed to support a virtualized data center. The analysis includes your organization, people, processes, tools, governance, and metrics.

Develop Transformation Roadmap

This activity creates a time-bound work plan for addressing the gaps identified in the develop gap analysis activity. It provides a prescriptive roadmap that is based on Cisco and industry-leading best practices that you can use as a guide to transform to a virtualized data center. The roadmap illustrates a sequential set of activities that you can execute to give your organization the ability to adopt and realize the full benefits of data center virtualization and unified computing technologies.

Table 1 describes virtualization optimization management assessment activities, deliverables, and benefits.

Table 1. Virtualization Optimization Management Assessment Activities, Deliverables, and Benefits

Activities and Deliverables	Benefits
<ul style="list-style-type: none"> Infrastructure management baseline Management and operations maturity indicators 	<ul style="list-style-type: none"> Helps you understand the management structure needed to operate efficiently in a virtualized data center environment Helps you understand the people, process, organization, tools, governance, and metrics factors needed for successful virtualization
<ul style="list-style-type: none"> Gap-analysis findings 	<ul style="list-style-type: none"> Helps you identify the data center operations management changes required to support a virtualized data center
<ul style="list-style-type: none"> Infrastructure management framework Leading practices Recommendations for the virtualized data center 	<ul style="list-style-type: none"> Helps you define the organizational structure, people and skills, roles and responsibilities, process, and governance models required to achieve your data center virtualization and unified computing goals and objectives Helps you quantify the tasks needed to transform your operating model and service management framework for data center virtualization and unified computing technologies Offers operational best practices to manage a virtualized data center and supporting transition recommendations
<ul style="list-style-type: none"> Transformation modernization roadmap for data center virtualization and unified computing 	<ul style="list-style-type: none"> Helps you understand the steps required to transform your IT organization to support data center virtualization and unified computing technologies
<ul style="list-style-type: none"> Executive overview presentation 	<ul style="list-style-type: none"> Gives you an overview of findings and recommendations

Benefits

The Cisco VOMA Service helps IT organizations understand how to transform an existing data center management model into a structure that can achieve the greatest benefits from data center virtualization and unified computing technologies. The service can help you:

- Increase virtualization success factors
- Realize virtualization and unified computing cost benefits
- Improve IT availability and service delivery
- Reduce risk and increase the value of IT
- Position IT as a competitive differentiator
- Measure IT effectiveness and efficiency
- Increase your ability to consistently meet service-level agreements (SLAs)
- Increase responsiveness to business needs

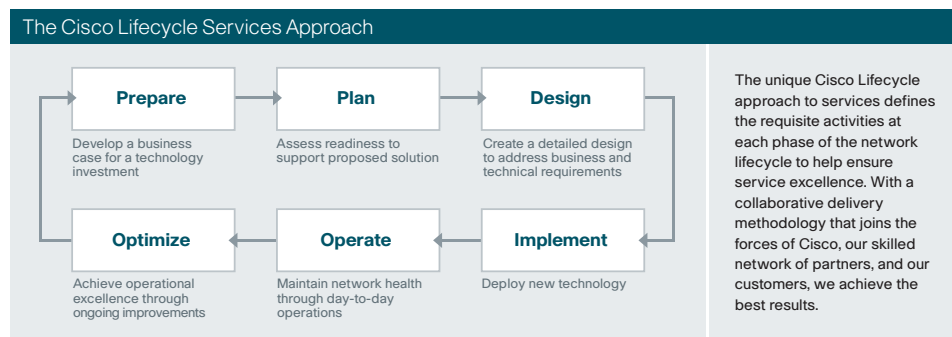
Why Cisco Data Center Services

Today, the data center is a strategic asset in a world that demands better integration among people, information, and ideas. Your business and your data center work better when technology products and services are aligned with your business needs and opportunities. Using a unique network-based perspective and a unified view of data center assets, Cisco and our industry-leading partners deliver services that accelerate the transformation of your data center. Cisco takes an architectural approach to help you efficiently integrate and manage data center resources. Cisco Data Center Services help you reduce costs, deliver high availability and application performance, and better meet your SLAs.

Cisco and Partner Expertise

The Cisco VOMA Service is delivered by a cross-functional team of experts with extensive experience in major data center initiatives. These consultative experts use best practices and proven methodologies to help you develop new operating models that are aligned to your primary corporate objectives while reducing the risk of deploying new technologies. Together, you will define a validated operating model and service management framework that fits your unique requirements.

Cisco and our partners deploy and operate virtualized data centers using a lifecycle approach that helps companies to accelerate their success with advanced technologies while increasing the return on investment.



Availability

The Cisco VOMA Service is widely available. Contact your local service account manager for availability information in your area.

For More Information

For more information about Cisco data center services, visit www.cisco.com/go/dcservices or contact your Cisco service account manager.

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