

ITIL & Service Predictability/Modeling

Plexent – The Company

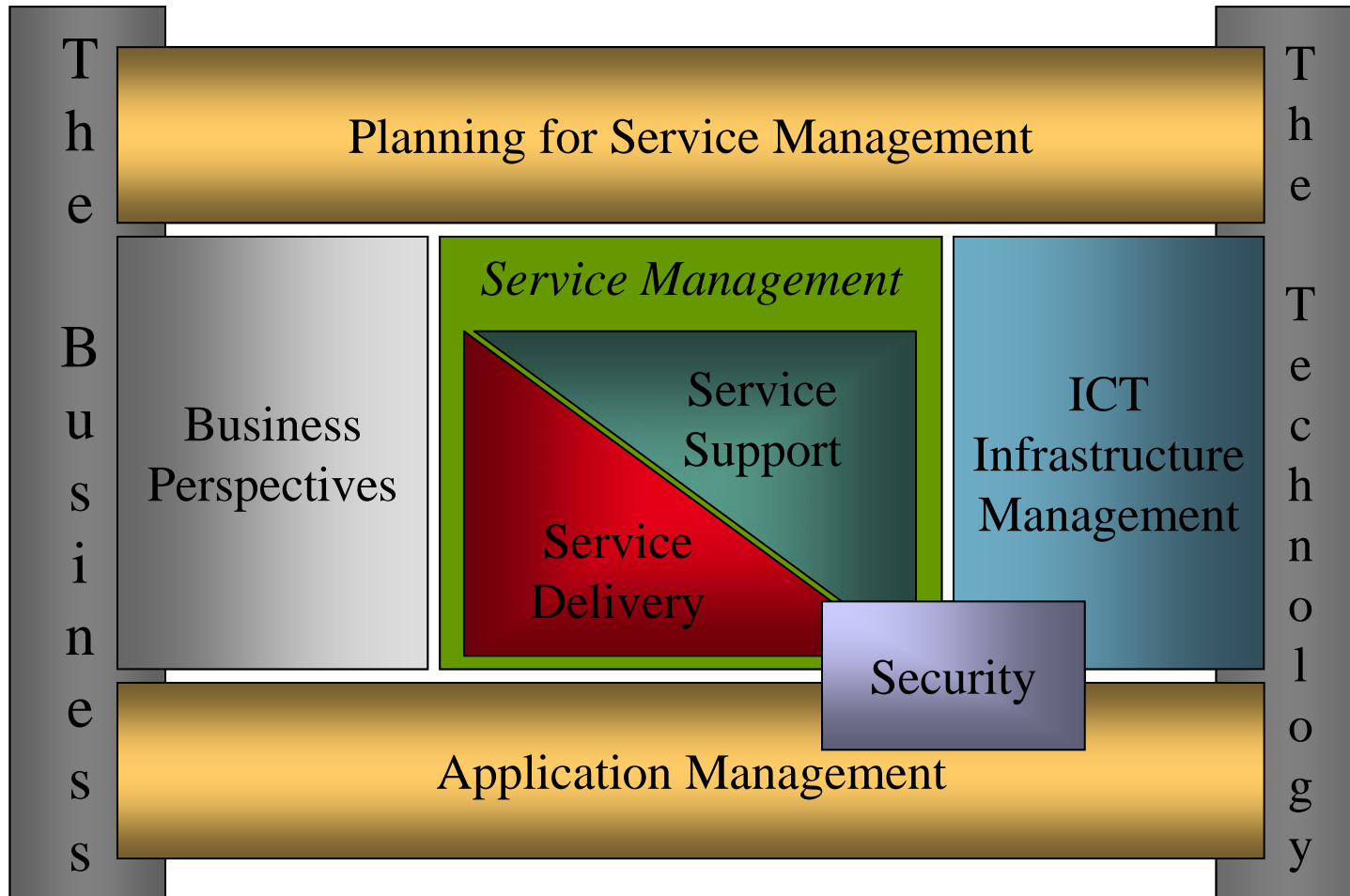
- 2001 – Founded Plexent based on an Expanded ITIL Architecture, CMMI, ISO, and BS15000 - **itDNA™**
- 2003 – Launched **itDNA™** Service Offering
- 2003 – John Groom, past Director of the OGC acknowledged “**itDNA™** as the “Richest set of ITIL intellectual property in the industry”
- 2004 – Declined multiple acquisition offers from Fortune 500 IT service organizations
- 2004 – Strategic agreement with Perot Systems to deliver ITIL consulting to their client base
- 2005 – Strategic agreement with Sun Microsystems to deliver ITIL services to their customer base
- 2005 – Recipient of Deloitte’s “Tech Titan” Award
- 2006 – Strategic partnership with TeamQuest
- 2006 – Strategic agreement with the British Standards Institute to provide ISO 20000 services

IT Service Management

- Gartner measurements show the overall results of moving from no adoption of IT Service Management (ITIL) to full adoption can reduce an organization's Total Cost of Ownership by as much as 48%.

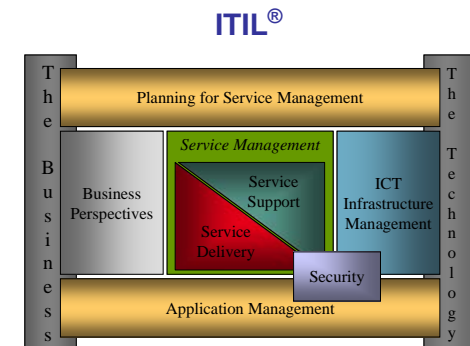
Gartner

ITIL®



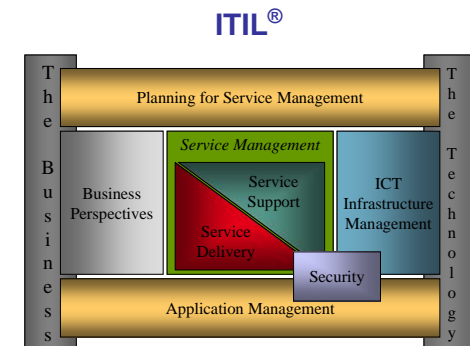
Service Delivery

- Service Level Management
- Capacity Management
- Financial Management for IT
- Availability Management
- Service Continuity Management

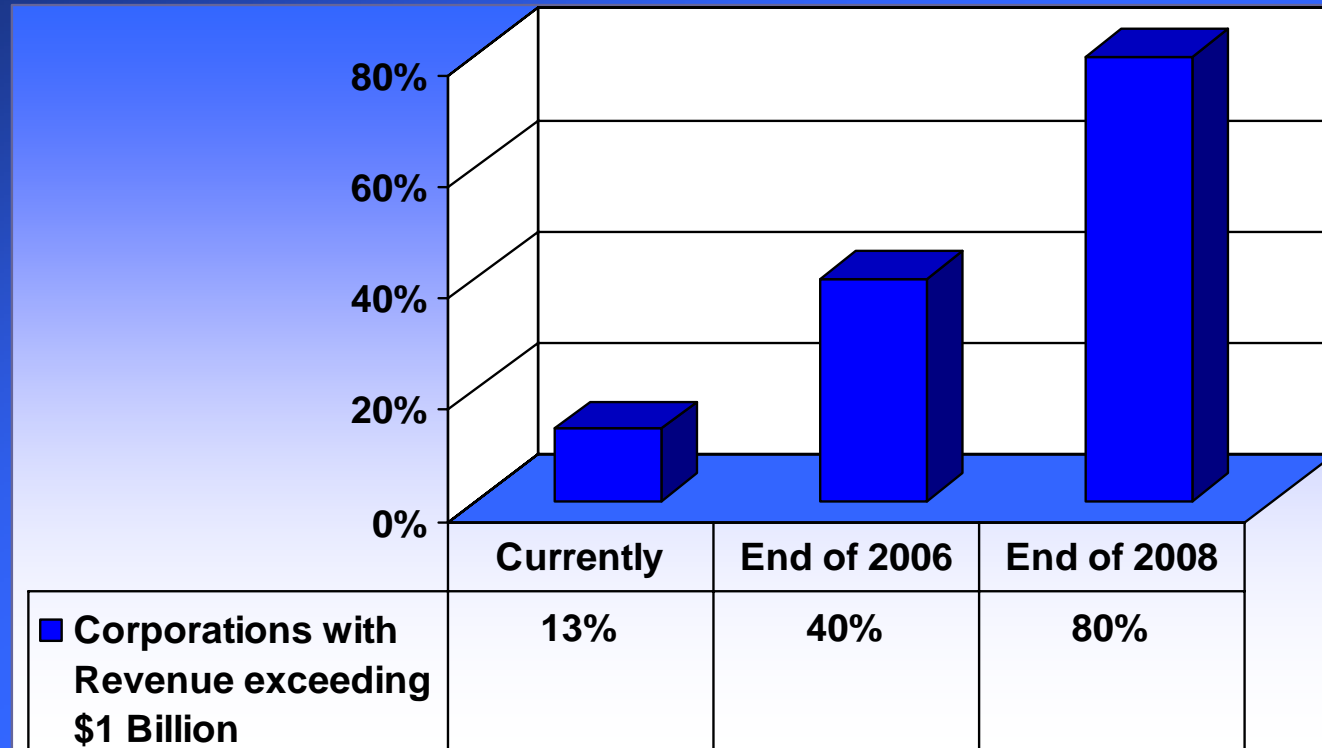


Service Support

- Service Desk
- Incident Management
- Problem Management
- Configuration Management
- Change Management
- Release Management



ITIL Adoption in North America



ITIL's Evolution

ITIL Processes can be difficult to implement since ITIL in its current form describes the “what” but not the “how” of IT service delivery. In other words, a lack of implementation tools and best practices are increasing costs and timelines related to ITIL implementation.



ITIL, Where does it fit - (Governance, Process, Security, Metrics, Policy & Procedures)

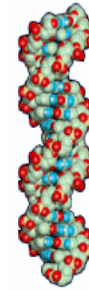


ISO20000

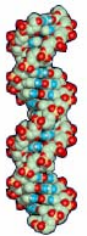
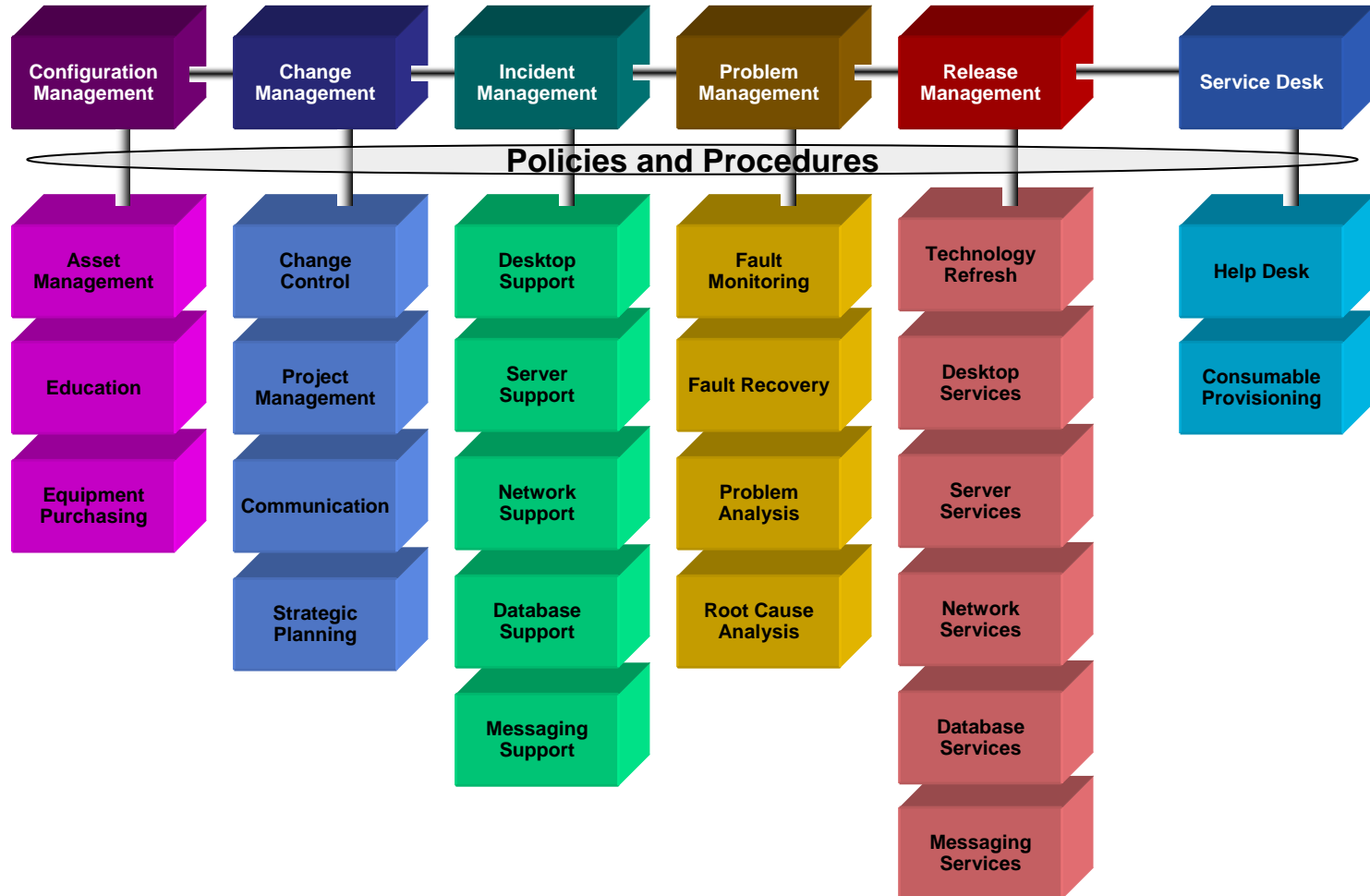


ISO27001:2005

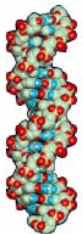
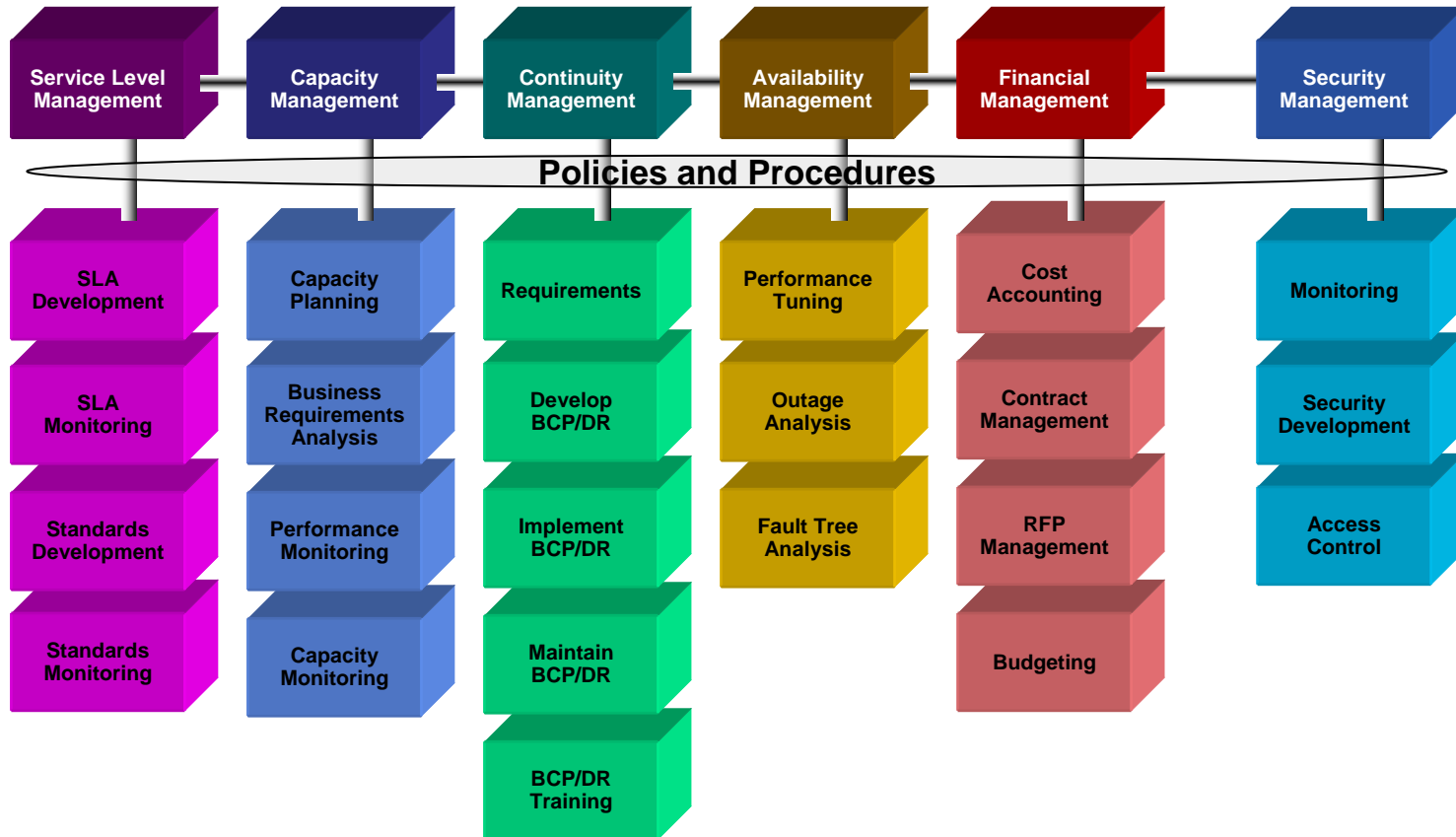
itDNA



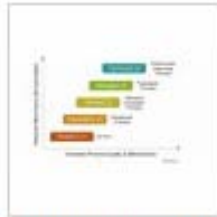
Expanded ITIL Service Support Architecture



Expanded ITIL Service Delivery Architecture



Embedded Intellectual Property



CMMI Process Maturity Model



Process Maturity Assessments



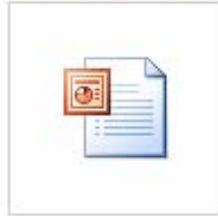
Process Models



KPI, CSF Process Metrics



Roles and Responsibilities



Policies and Procedures



IT Governance



ISO 27001

Security



Principals & Best Practices



Technology Enablers

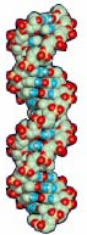
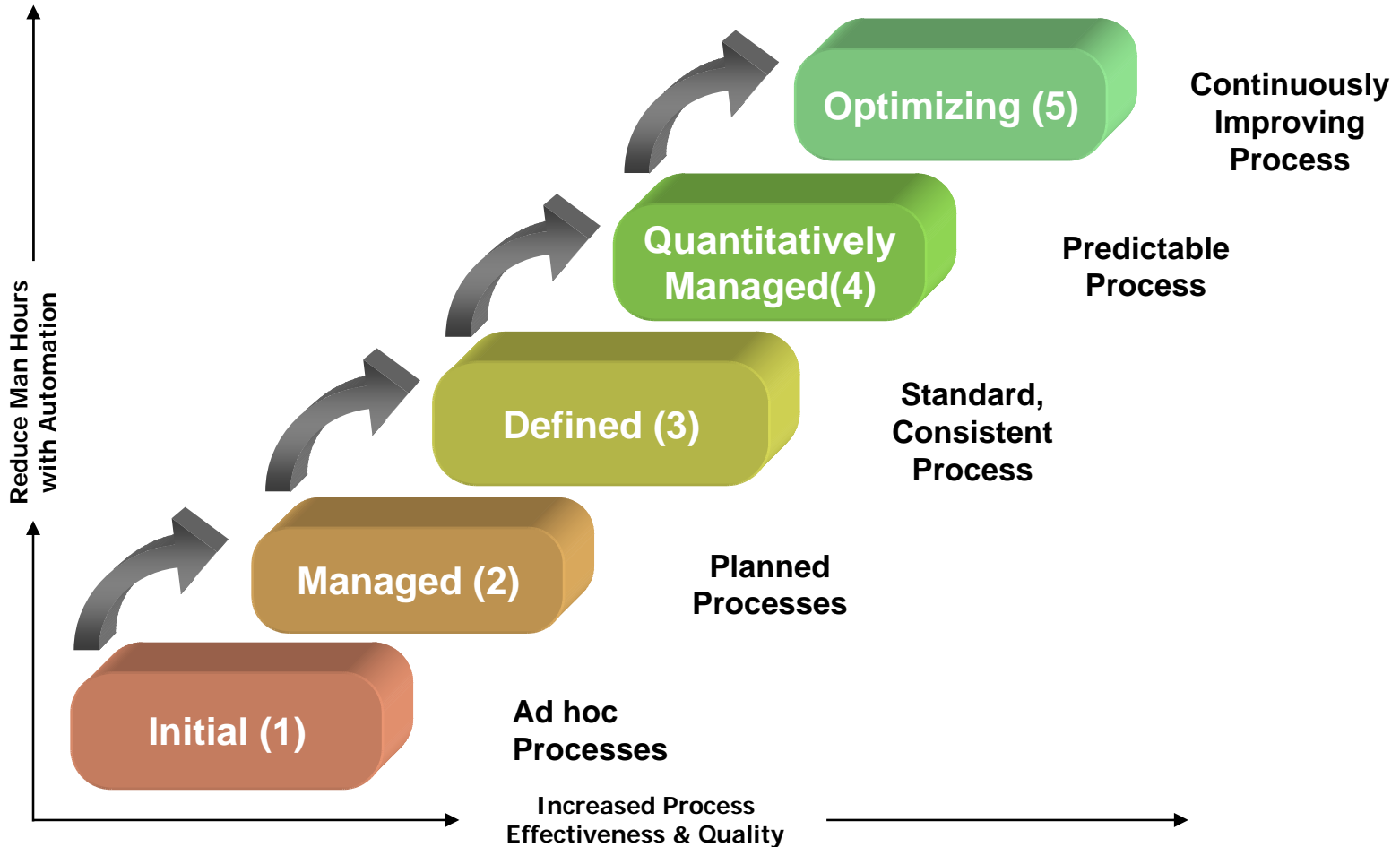


Standardized Services

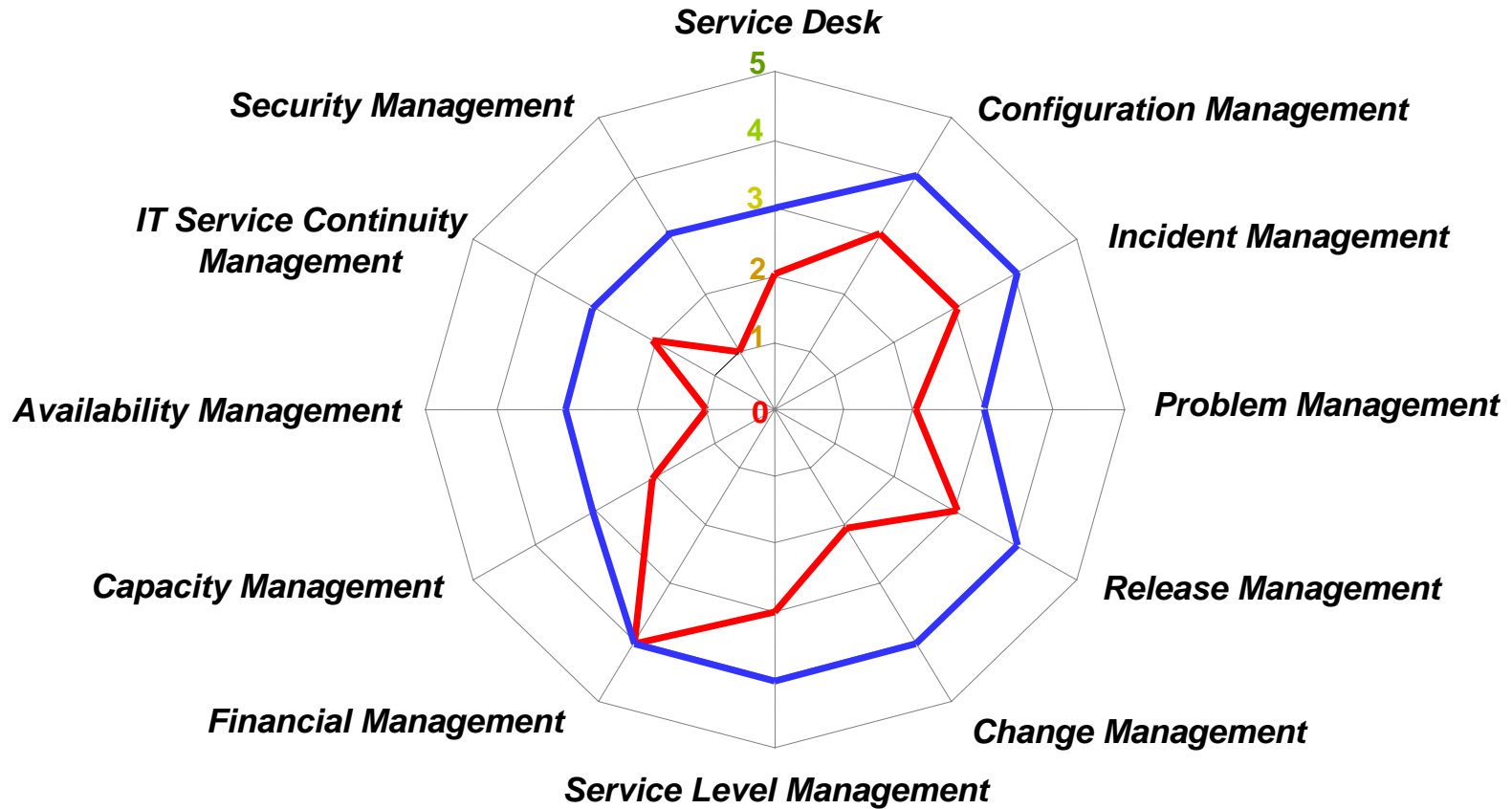


Services Definition Workshop

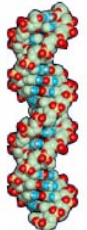
CMMI Process Maturity Model



Process Maturity Profile



— **Current Maturity** — **Desired Maturity**

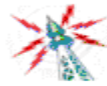


Industry Insight

IT organizations should increasingly look for tools that can sift through the management data clutter to pinpoint today's problems and predict tomorrow's needs

Gartner


TeamQuest On the Web



TeamQuest® On the Web

System: amc1 Status: Active
 Database: production
 Last Update: 04/01/04 15:54:00
 Next Update: 04/01/04 15:57:00

[Click here to freeze](#)

Host **amc1** Report **Vitals: 1-Hour**
 **Help**

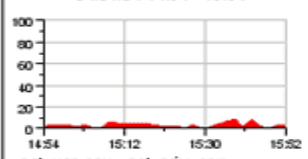
System Vitals
04/01/04 14:54 - 15:54

CPU Utilization	13.21
CPU Queue Length	1.00
Free Physical Memory (MB)	32.77
Pages/sec	48.38
Process Count	0.00
Thread Count	0.00
Network Packets/sec	30.63
Network Errors	0.00
Disk Transfers/sec	27.10
Free Virtual Memory (MB)	0.00

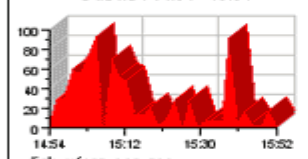
Alarm Log 04/01/04 14:54 - 15:54

	Timestamp	Severity	Al
1	04/01/04 03:40:00 PM	Critical	STA:CPU_ k
2	04/01/04 03:40:00 PM	Critical	STA:CPU_ k
3	04/01/04 03:26:00 PM	Critical	STA:CPU_ k
4	04/01/04 03:26:00 PM	Critical	STA:CPU_ k
5	04/01/04 03:22:00 PM	Normal	High_Paging
6	04/01/04 03:20:00 PM	Critical	High_Paging

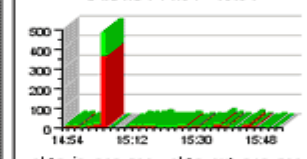
CPU Utilization
04/01/04 14:54 - 15:54



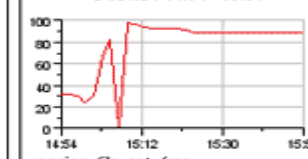
Disk Activity
04/01/04 14:54 - 15:54



Network Packet Rates
04/01/04 14:54 - 15:54



Paging File Usage
04/01/04 14:54 - 15:54

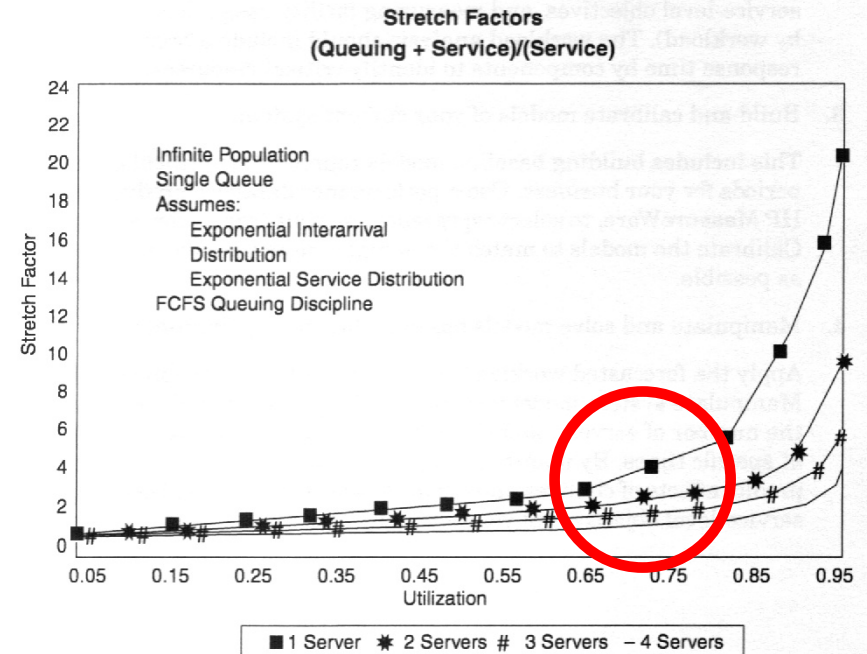


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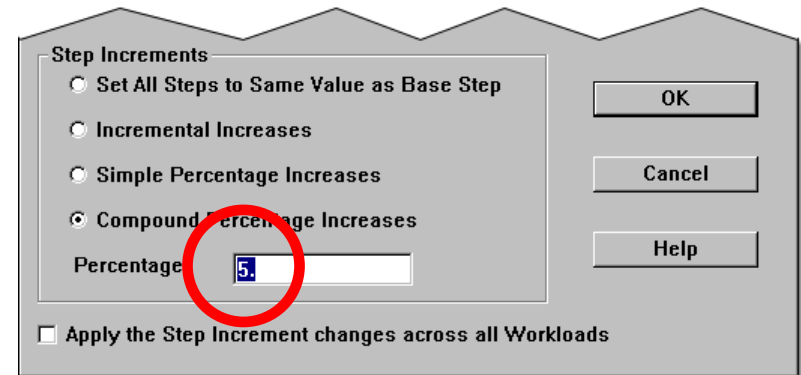
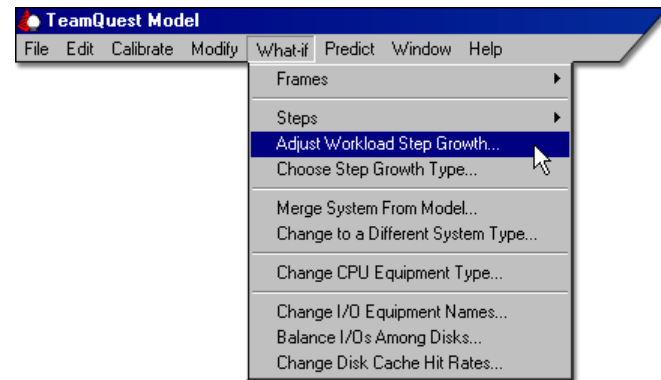
Service Modeling

- In the simplest terms, modeling is about finding the point where the service starts to slow down.



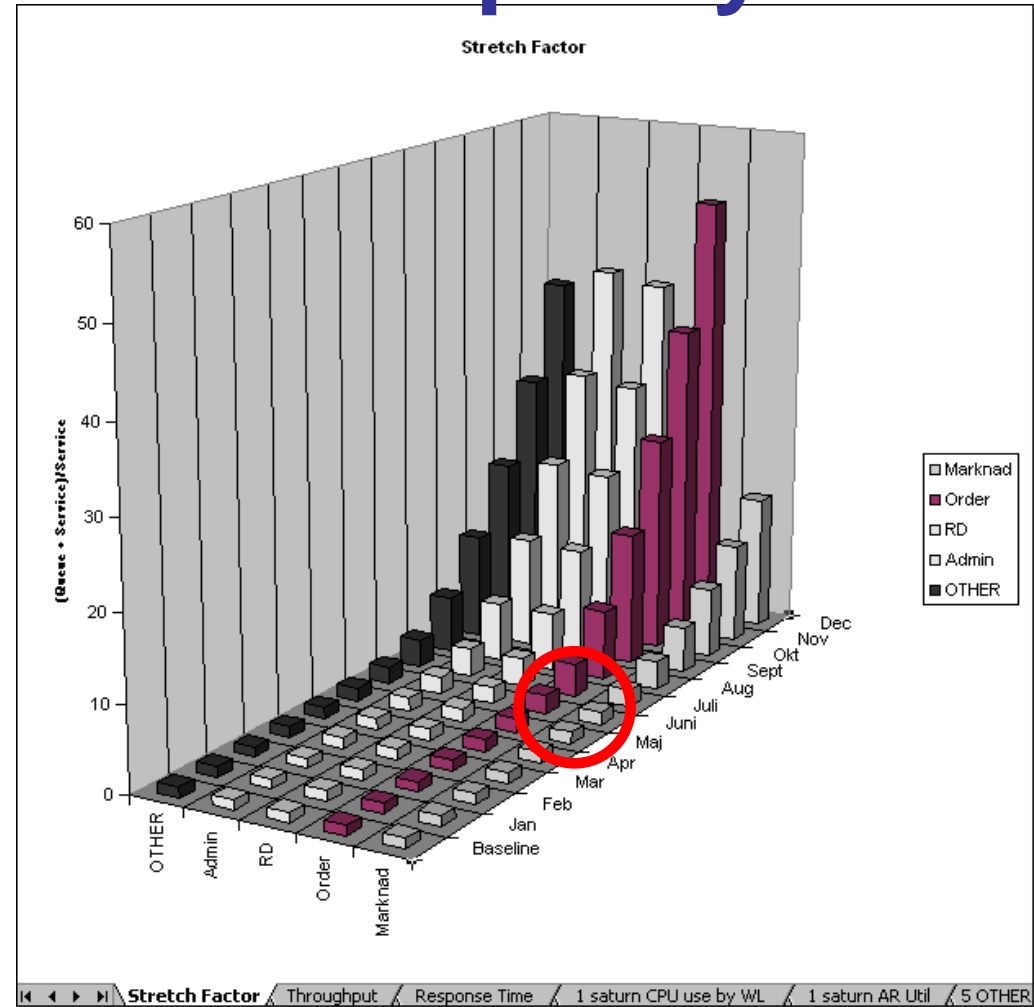
Service Modeling

Question:
How will a
critical service
respond to a 5%
user increase per
month?

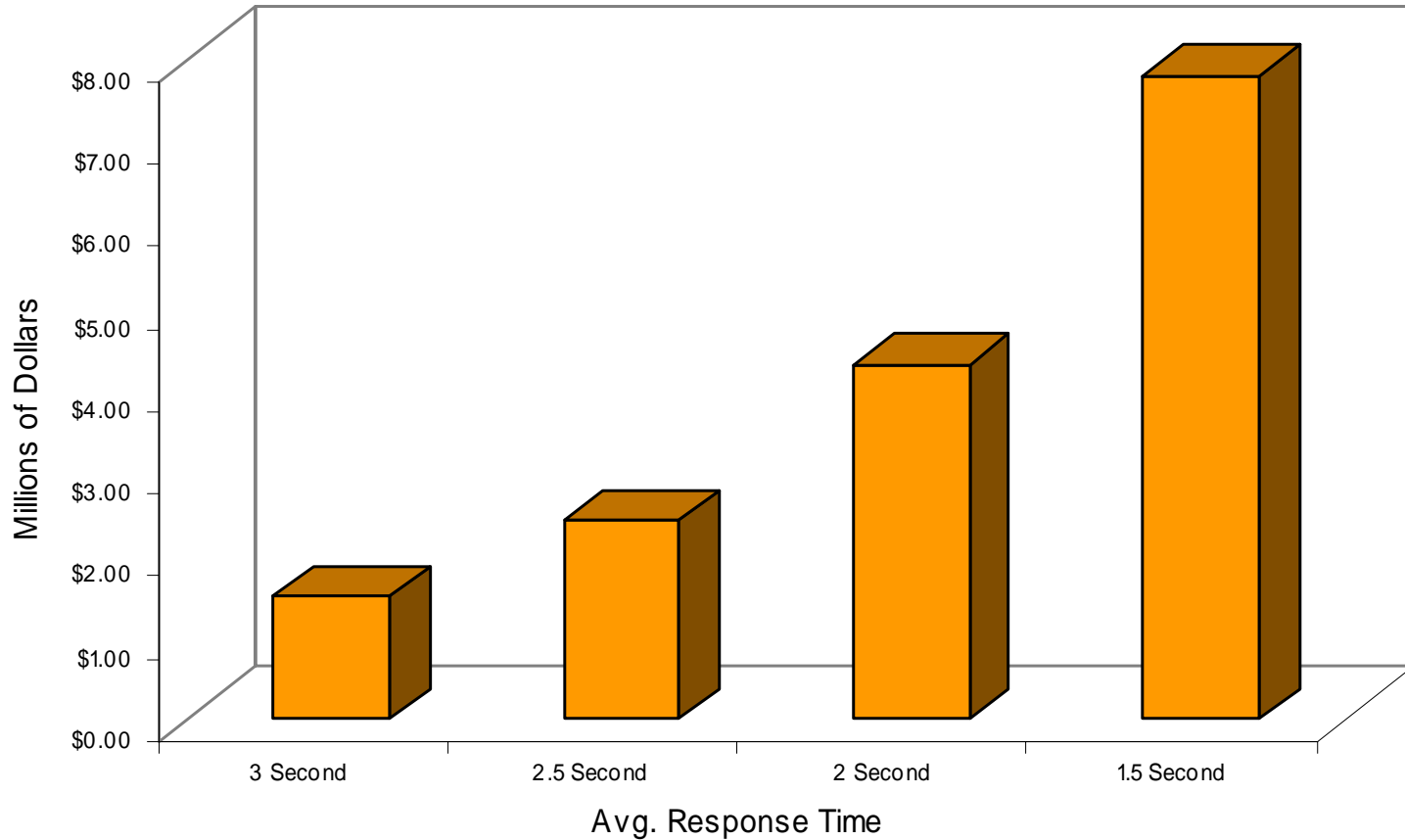


Predicted Service Capacity

Answer:
The service will hit its limit in June when the stretch factor reaches 2.



Service Level Costs



Cost Options for Sales Support Application

Questions & Answers

