

VIRTUALIZATION OPERATIONAL READINESS



While system virtualization can reduce the cost of owning and maintaining physical hardware, some of the savings may be offset by increased systems management complexity introduced by virtualization. Instead of managing numerous physical servers, the management complexity has now shifted from hardware to virtual systems. Being “Operationally Ready” means that you have the ability to routinely provision, consume and manage virtualization effectively in production environments. We can help simplify your operational processes within a virtual server environment

YOU MAY NEED OPERATIONAL READINESS FOR VIRTUALIZATION:

- If you are not clear as to how virtualization changes operational processes such as capacity management, configuration management or chargeback
- If you want to determine how virtualization will be absorbed by your IT organization
- If you want to determine who will own virtualization from an operations viewpoint and be responsible for resolving problems
- If you want to determine how to adapt current patching and release processes for a virtual server environment
- If you want to determine how to automate operational processes to reduce risk and cost

KEY POTENTIAL BENEFITS

- Effectively manage server virtualization roll-outs and obtain the cost and management benefit

PRICING AND SCOPE

- The service duration is approximately five weeks but may vary dependent on scope and requirements
- Contact your Dell representative for an estimate

SERVICE DESCRIPTION

This service provides an assessment of your current virtual server operational processes. We help determine gaps and can provide recommendations for improvement

KEY SERVICE STEPS

Pre-Work

- A pre-engagement meeting to introduce key participants, discuss objectives and preparation actions

Onsite

- Analysis of your current virtualization environment and business objectives relative to operational processes

Conclusion

- A report is delivered to you with output from the assessment of operational processes of your existing virtual environment
- Roadmap recommendations



SERVICE HIGHLIGHT

ROLES AND RESPONSIBILITIES

Dell Virtualization Consultant

- Dell experts will evaluate the existing environment and make recommendations for operational process improvement
- Dell Consultants will interview key IT and IT management personnel to determine gaps for process improvement

Customer IT Management

- The customer IT Management team is responsible for providing access to IT processes that involve the virtual server environment during the Operational Readiness Assessment process.

DELIVERABLES

- An Operational Readiness Framework that includes the assessment of the current IT Service Management processes
- The Dell assessment team will analyze data collected to develop models, assess the maturity of current IT service management operations and recommend the roadmap to realize "Operational Readiness"
- We provide Dell field experience knowledge covering the virtualization impact on IT Service Management processes

CUSTOMER RESPONSIBILITIES

- Provide access to all documentation that cover current operational processes
- De-installation or Re-installation of products or applications.

Not Included with this Service

- Any activities other than those specifically noted in the service description.

Action	Responsibility
Guidance Meeting	All
Architecture and Operations Review	All
Project Planning	Dell Consultant
Interviews	Dell Consultant
Analysis and report writing	Dell Consultant
Final presentation	All



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