

IT Service Management Solutions for the Data Centre

Maximise the effectiveness and efficiency of your IT resources with Kavanagh's proven IT Service Management solutions.



Kavanagh has extensive experience helping enterprises of all sizes take control of their data centres and takes a well-proven, consultancy led approach to IT Service Management. With a full range of services encompassing business and technical consultancy, project management, design, implementation, support and training, Kavanagh provides highly focused solutions to meet the specific needs of your business.

Companies today are totally dependant on their IT systems and effective IT Service Management is imperative to:

- ◆ Align IT services with the current and future needs of the business and its customers
- ◆ Improve the quality of service for users of IT
- ◆ Reduce the long-term cost of service provision
- ◆ Achieve governance standards

However, these objectives can be challenging to achieve. The answer lies in carefully tailoring service management initiatives to your business. Kavanagh consultants make sure they fully understand your IT and business before proposing achievable solutions that effectively integrate people, processes and systems.

IT Infrastructure Library (ITIL) principles underpin all Kavanagh's service management solutions. By adapting best practice principles for IT Service Management to the needs of your business, the following Kavanagh services can help you implement the changes that deliver the greatest benefits quickly.

BUSINESS CONTINUITY

The ability to get up and running quickly after a disruptive event such as terrorist attack, flood or fire is vital for all the stakeholders in an enterprise, including customers, employees and the community. Almost one in five businesses suffer a major incident every year, but despite the risk, many are not well prepared.

The BS25999 standard is a comprehensive set of principles that provide a sound basis for understanding, developing and implementing Business Continuity Management (BCM). Kavanagh is implementing the standard internally and has gained valuable insight into the complexities of producing an auditable BCM plan.

Kavanagh added this knowledge to its considerable experience in delivering business continuity solutions to develop a risk-based framework for implementing BCM. This framework enables organisations to confidently prepare for any disruption and meet the BS25999 standard.

CAPACITY MANAGEMENT

The objective of Capacity Management is the continuing provision of consistent, acceptable service levels, at a known and managed cost. Being able to implement growth in IT resources in a controlled manner is crucial to the competitiveness of a business.

Kavanagh use tried and tested tools to define, plan and implement Capacity Management according to ITIL principles. Years of hands-on experience with data centres of all types and sizes enables Kavanagh consultants to focus their efforts on the areas that deliver the most cost savings, greater efficiency and, most importantly, better service quality.

Capacity Management solutions from Kavanagh help you 'right-size' your IT infrastructure, accurately plan future IT investment, resolve bottlenecks and avoid performance disasters.

SERVICE LEVEL MANAGEMENT

The only way to accurately and reliably measure a service level is to monitor the actual performance delivered as experienced by the end user. This is a much better way to discover problems rather than hearing about them from customers at the Service Desk.

Kavanagh provides a range of services and solutions for planning, implementing and monitoring service levels based on the end user experience. Proven software tools measure synthetic and real transaction execution to provide a clear view of service performance that helps you maintain service quality.

Continuous monitoring using these non-invasive tools allows your IT organisation to see trends and anticipate issues before they arise. In addition, management of Service Level Agreements (SLAs) is greatly improved by the availability of documented and verifiable measurements.

SERVICE ORIENTED ARCHITECTURE GOVERNANCE

The rapid adoption of Service Oriented Architectures (SOAs) has created a major system management challenge. Controlling the usage, costs and integrity of a distributed application architecture is beyond the scope of conventional system management tools.

Kavanagh provides specialised SOA governance solutions based on HP's Systinet 2 technology, a component of the HP SOA centre suite. This powerful registry and management software gives you the ability to monitor and manage your SOA effectively.

In addition to enforcing best practice policies for both consumers and providers of SOA services, these solutions also enable scalability by making it easy to add new services in a controlled manner.

RISK PROGRAMME MANAGEMENT

Kavanagh takes a risk-based approach to implementing an ITIL programme. Understanding IT services in terms of risk allows you to prioritise your service management initiatives and better align investment with business value. The benefit of an early return on investment can be crucial to the success of the programme.

Kavanagh's incisive risk assessment techniques can be applied to any of the disciplines of IT service management and provide valuable insight into the probability and business impact of risks, helping you manage them more effectively.

WHY KAVANAGH?

- ◆ Extensive experience of designing and implementing data centre solutions that maximise return on investment.
- ◆ In-depth understanding of IT service management and ITIL principles.
- ◆ A proven ITIL implementation methodology based on risk assessment to optimise time and resources for maximum benefit.
- ◆ A comprehensive suite of service management solutions that go beyond ITIL to address real business needs.
- ◆ Complete end-to-end solutions and services encompassing assessment, planning, project management, design, implementation, support and training.
- ◆ A step by step approach to service management based on your business needs. This delivers the greatest benefits quickly.

For further information on Kavanagh's IT Service Management Solutions contact Kavanagh on 01344 409800 or visit www.kavanagh.co.uk

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