Increase Your IT Business Value

You can't manage what you don't measure

see other side

CIOs today must demonstrate the value they deliver from their IT investments. Infrastructure VPs need to deliver the appropriate metrics to be valued partners with the business units they support.

Operating & financial metrics

Do you even know how much you have invested in your infrastructure portfolio? This one metric alone helps business managers justify their existence. Sadly, most organizations do not have a business intelligence tool that can easily calculate this metric.

Are your assets deployed in support of the most profitable business units, or are your resources misaligned with the corporate objectives? If you show senior management how your IT investments are in line with the corporate objectives, you will be regarded for your business acumen along with your technical proficiency.

Can you describe these following metrics?

- Quantities: Do you know exactly how many servers, routers, applications, switches, databases you have in development, test, or in production environments? Your lab equipment is valuable too ï either in its trade-in value, to reduce maintenance expense, or to lower leased costs. Do you know if all of your companies IT assets are delivering business value on their financial investment?
- Outage Impact: Can you tell senior management or your business partner the financial impact from a server failure or a switch failure to justify more redundancy? Such metrics can be shown in lost productivity and lost revenues in dollars per hour.
- Client Perspectives: Can you tell your customer which IT assets they use, application servers, database servers, and applications? Do you know which customers use each server, or which clients use a database? Is this information organized to identify sites where clients are located, and know who to contact for notification purposes?
- System Resiliency: Generate a report that identifies which applications are, and are not covered in the Disaster Recovery plan.

Value: "worth in usefulness or importance to the possessor"

American Heritage Dictionary

The System Asset Management System™ – a.k.a. Samantha™ is a business intelligence tool that lets IT business managers identify useful operating metrics.

Don't limit your abilities

Microsoft Excel ® can get you only so far. Having a web-enabled data repository is crucial for displaying important metrics from needed perspectives.

- Financial Chargebacks: Easily compute cost allocations based on application usage, server usage, disk space usage, or bandwidth costs. Apportion server maintenance costs to the clients who use servers and network switches.
- Identify Consolidation Candidates: Display # of applications per server, # of applications per CPU speed. Determine which servers have less than an optimum OS version level, CPU speed, or use of current technology.

Be a proactive leader

With the right information, IT leaders can meet with their business partners proactively and discuss how the infrastructure is meeting customer business needs. Donôt let your only interaction with customers come during the few times you have a system outage. Actively demonstrate how the companyôs IT resources are meeting customer expectations.

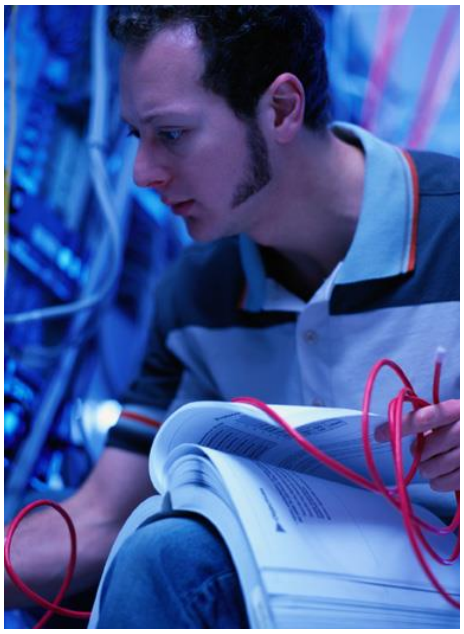
NetWatch Solutions, Inc.

www.netwatchsolutions.com

Solve These Real World Problems

How valuable is it to have the following summary data with the click of a button? The System Asset Management System ™ makes it easy to:

- Show or report on how many infrastructure changes were made for the month, and calculate and display how many were successful.
- Track outages and calculate a history of up time globally, or on an asset or application basis.
- Have an accurate, on-line and printed report listing which departments or clients use a particular server.
- Report on which departments or clients use a particular database.
- Report on which applications use each particular database.
- Report on all of the assets that a particular client or department uses with the investment cost in use.
- Model configuration changes on-line before you make manual changes to the infrastructure.
- List the repair history of devices or applications, indicating what was done or what was changed.
- Identify which departments or clients are affected by a particular circuit outage.
- Know who to call in each affected department when outages occur, rather than announcing to the entire company that somethingôs wrong.



- Apportion maintenance costs to the clients who use the associated assets.
- Have an automated e-mail alert when asset leases or maintenance agreements expire.
- List asset maintenance expenses by amount, identifying the most expensive assets to maintain.
- Know which servers have licensed software and know if you have unused licenses available.
- List which applications or departments use storage array disk percentages.

Having these metrics increases your value as an infrastructure manager. All of this is possible with the right tool.

Let us show you how.

Value: "the aggregate properties of a thing by which it is rendered useful"

Webster's Dictionary

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