



Datatrend Run Book Services

Cloud computing has caused a paradigm shift in how IT services are delivered and consumed, and has rapidly evolved to be the new normal delivery model for IT services. Due to its overwhelming agility and economic advantages, cloud computing, has become a strategic area of focus for CIOs and other stakeholders within organizations.

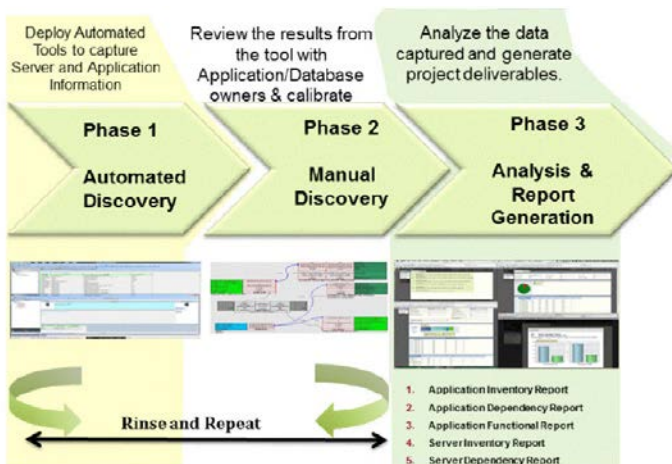
Today, many different applications have very specific sets of requirements. Some requirements stem from legacy infrastructure, spread across multiple data centers that are based on industry standards or customs, but have different compliance requirements. Determining what should move to the cloud or not requires an evaluation and inventory of the applications. Leveraging the traditional consultant based approach is impractical, too time consuming and expensive, and often error prone.

Datatrend is pleased to share its run book updating service.

This service helps you articulate business and IT alignment down to the individual application level. We first take stock of the inventory and assess the applications you have, and the ones you want to move to cloud. We then map this information into the Asset Management/CMDB tool currently deployed within the environment to make it near 100% accurate and complete.

This service will maintain the customer's application and server source information. This information is critical in the problem identification and resolution phase of problem management. Often, in many computer operations environments, this information does not exist or it is obsolete, which will elongate the time required to solve technology problems that occur on a day to day basis.

Datatrend's proven methodology comprises of three (3) primary stages as depicted in the picture below:



Datatrend's run book service will create, update, and/or maintain the currency of information required to quickly identify application and server procedures required to take corrective action when problems occur, or involve the right people to do so.

As a result of this service, Datatrend will provide the following information:

1. Server Hardware Inventory
2. Local Storage Hardware
3. Software Components including OS information
4. Server Dependency Mapping
5. Server Owner Information
6. Application Inventory
7. Application Dependency Mapping
8. Database Information
9. Database Dependency Mapping
10. Application Workflow Diagrams

The final deliverable from this effort will include the above information and will be made available in the following reports:

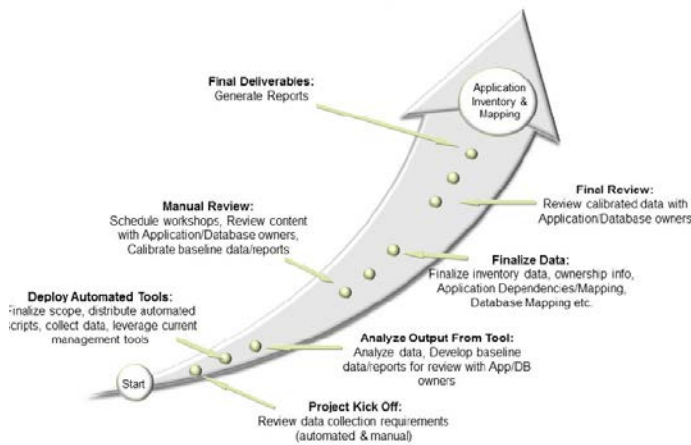
1. Server Inventory and Utilization Report
2. Server Dependency Report
3. Application Inventory and Dependency Report
4. Application Functionality Report

In addition to these reports, Datatrend will help import this data into an existing or a new CMDB repository source. This CMDB will help in achieving improved efficiency and effectiveness within the IT Operations including (but not limited to) areas such as:

- Release Management
- Problem Management
- Change Management
- Configuration Management
- Availability Management
- Information Lifecycle Management etc.

Our Run Book Service will reduce the total cost of ownership of applications by reducing downtime through eliminating wasted hours from each outage or problem. What follows is a detailed overview of our service.

The project workflow comprises of the following key stages:



1. Automated Data Collection - Our digital data discovery tool is an agent-less, non-invasive tool that has a rich feature set including server devices, topology of applications, software, host infrastructure, network & storage devices, etc.; performs application dependency mapping; and provides a robust visualization capability (i.e. dashboards and reports).

This tool provides in-depth configuration and utilization data capture for network attached IT infrastructure devices and their components. The tool is easily configurable (can be deployed on single or multiple machines, and can be utilized in one location or can be distributed across a global network from a single location).

2. Manual Discovery - The baseline inventory and application data including dependencies and functional information will be reviewed with the customer's IT staff to determine the accuracy, identify gaps, procure additional information and finalize the data gather efforts. During this phase, Datatrend will conduct workshops and/or interviews with the application, database and infrastructure owners within the customer organization to gain a better understanding of the specific usage of applications and databases, its qualities of service

requirements including availability, reliability, security, etc. The primary purpose of this effort is to gather incremental data (e.g. usually application dependency mapping, ownership of software/applications, etc.) that were not captured during the Automated Discovery phase.

3. Analysis and Report Generation - Once all the required data is discovered and agreed upon by both the customer and Datatrend, the efforts will be focused on analyzing this data and generating the desired reports. The primary objective of this phase will be to generate the following reports:

- Application Dependency Report (MS Visio format or other)
- Application Functional Report
- Application Inventory Report
- Server Inventory Report
- Server Dependency Report

In addition to these reports, Datatrend will provide the following information to customers that would be pivotal in establishing and/or calibrating a master CMDB instance for the IT Organization.

Datatrend will develop a run book that will contain the following information to help customer staff perform routine operational tasks and respond quickly and efficiently to data center emergencies:

- **Contact information** – Detailed information about each database administrator (DBA), the building facilities staff, utility companies, and all hardware and software vendors.
- **Hardware components** – Detailed information about hardware components of the data center.
- **Software components** – Detailed information about software components of the data center.

Keeping this critical resource information current and readily available to your staff reduces downtime when disaster strikes.

Datatrend Technologies optimizes IT environments to enhance business. We collaborate with companies to provide best-in-class data center consulting; server and storage solutions; and network infrastructure services. Visit us online at www.datatrend.com

To consult with a Datatrend representative regarding our Run Book service, call us now at 800.367.7472 or please visit www.datatrend.com/services

or visit our website at www.datatrend.com

visit our blog at www.datatrend.com/optimize-it

subscribe to our eNewsletter www.datatrend.com/trendsetter



121 Cheshire Lane Suite 700, Minnetonka, MN 55305 | 800.367.7472 | www.datatrend.com