Discover2013

It's time to build a better enterprise.
Together.

The CMS in a Multi-Vendor Environment

TD Bank's Story

HP Discover - June 2013

Configure Consulting Portfolio

Configuration & Change

Enterprise Monitoring

IT Asset Management

Datacenter Management

Enterprise Security

Desktop Management
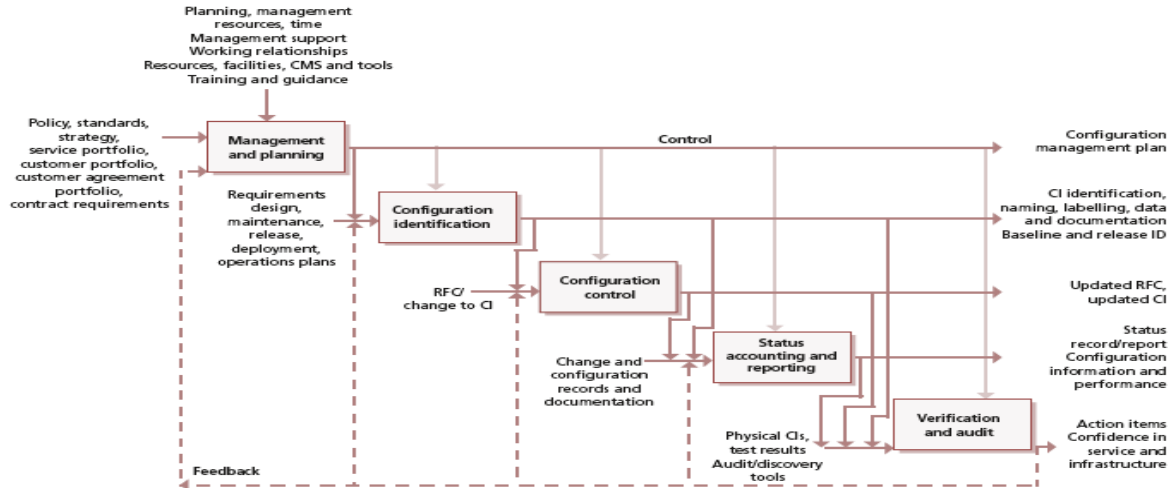
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Today's Agenda

- **Introductions**
  - About TD Bank and Configure Consulting
  - The Infamous CMS Challenge
  - Our Game Plan
- **CMS in a multi-vendor environment**
  - Leverage existing investments
  - Accelerating ROI
- **Lessons Learned**
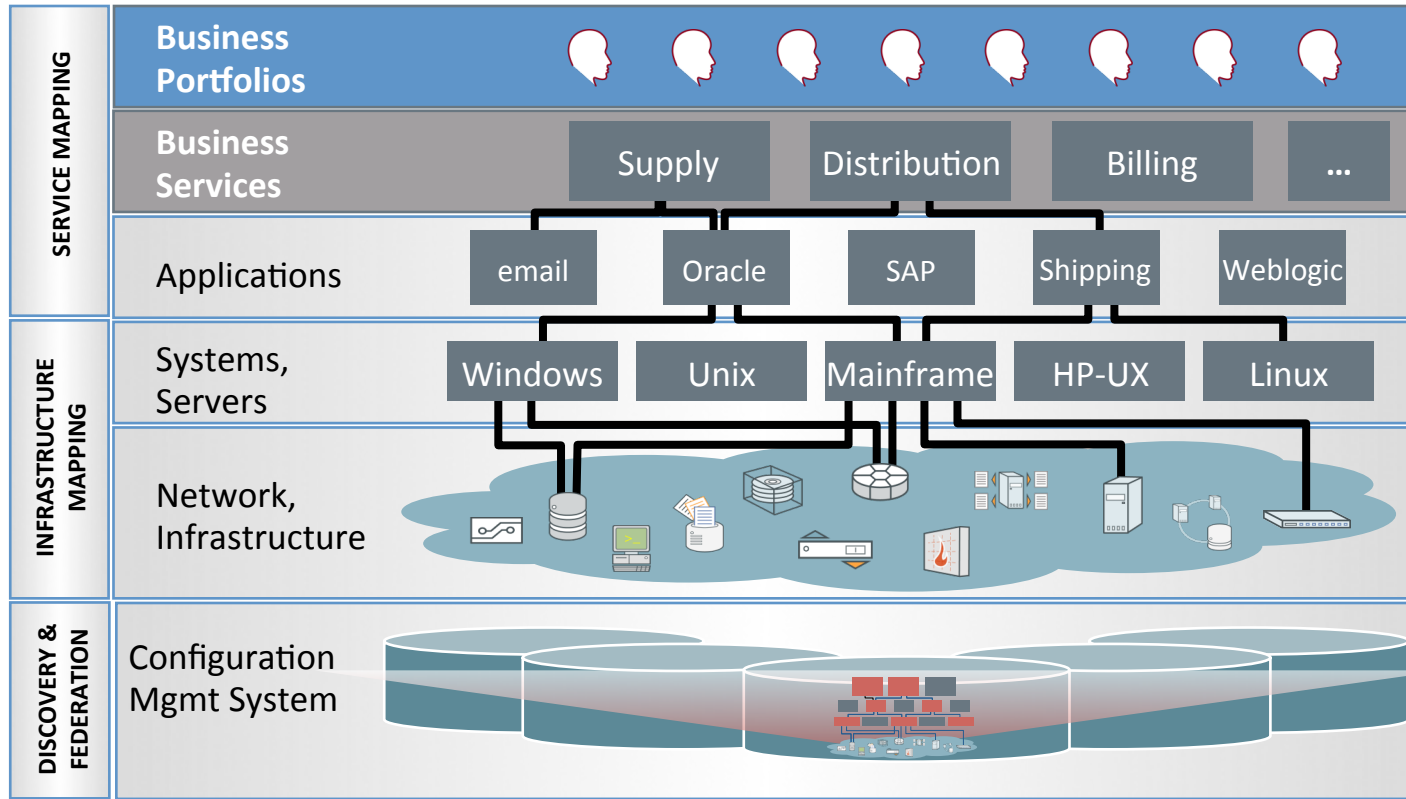- **Successes at TD**
- **Q&A**

The Infamous CMS Challenge

What is the purpose of Service Asset & Configuration Management?

- To ensure that assets required to deliver services are properly controlled, and that accurate and reliable information about those assets is available and visible when and where it is needed.

- This information includes details of how the assets have been configured and the relationships between assets.

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The Infamous CMS Challenge

SERVICE MAPPING

Business Portfolios

Business Services — Supply | Distribution | Billing | ...

Applications — email | Oracle | SAP | Shipping | Weblogic

INFRASTRUCTURE MAPPING

Systems, Servers — Windows | Unix | Mainframe | HP-UX | Linux

Network, Infrastructure

DISCOVERY & FEDERATION

Configuration Mgmt System

The Infamous CMS Challenge

MANDATE

A systematic and process oriented Configuration Management process with the capability of managing the growing and more complex IT environment at TD Bank.

❑ 100s of business critical applications to maintain
❑ Thousands of servers across all major technology platforms (ESX, Windows, Unix/Linux, Mainframe)
❑ Lack of end to end visibility into their IT environment
❑ Ongoing virtualization, consolidation, and business transformation has caused increased complexity
❑ Disparate and cursory inventories of applications, shared services, hardware and software cause misinformation and are costly to support

Game Plan

Pre-implementation strategy
- Improve quality of data within existing Managed Data Repositories (MDRs)
- MDRs including business application information, OS level information, and network device information
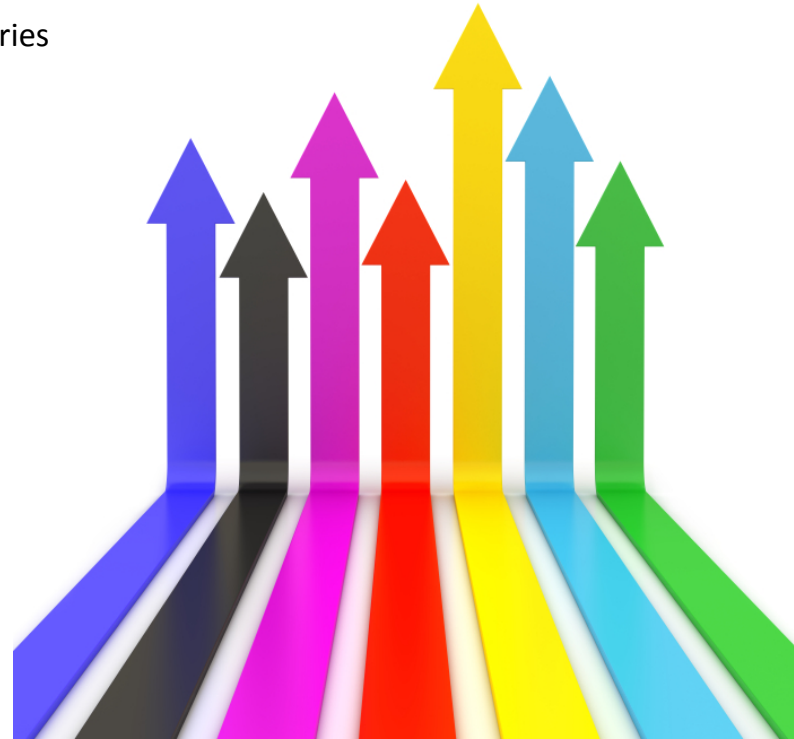
Data Model
- Leveraging existing MDRs and auto-discovery to populate the UCMDB
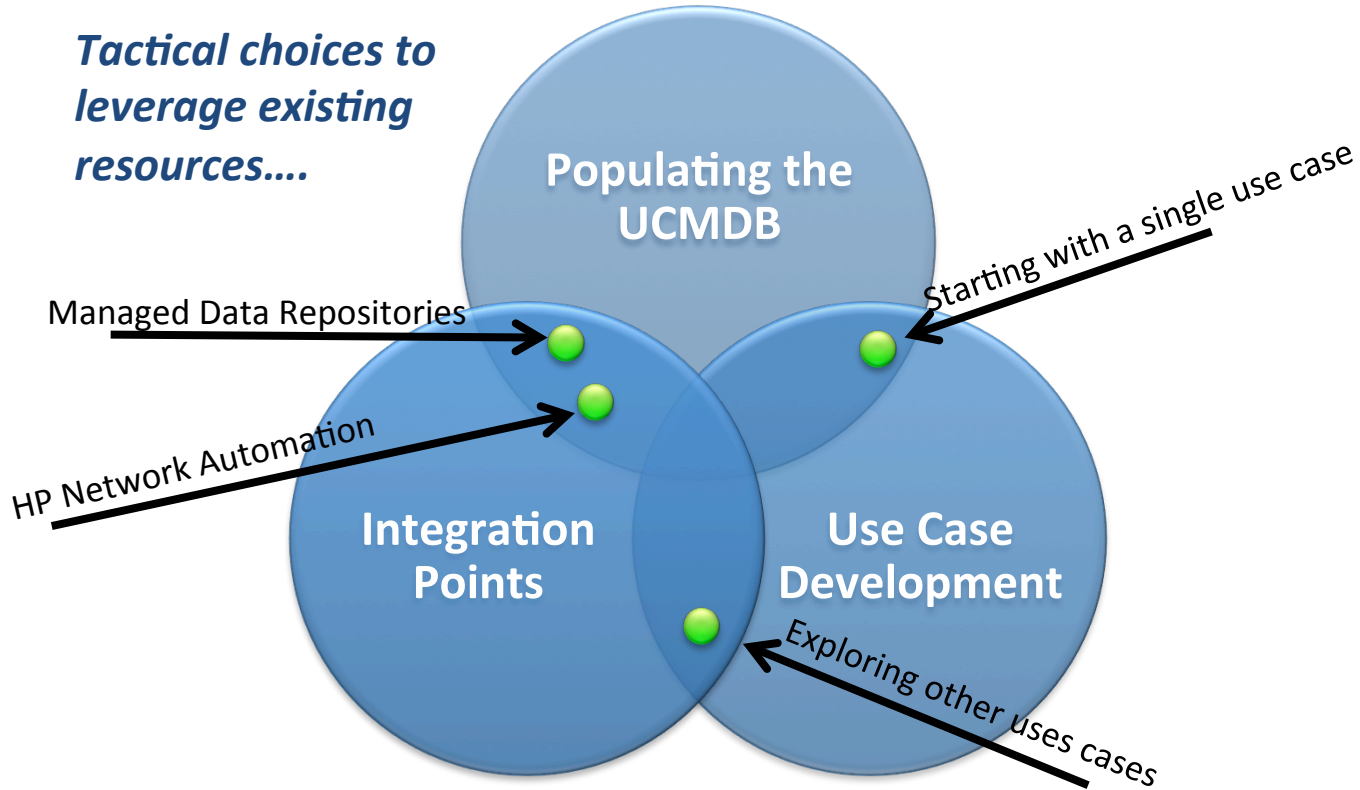- Create Blueprint based upon the needs of TD

Application Mapping
- Focus on rapid app mapping
- 100s of business critical apps

Change Management
- Empower CM with impact analysis
- Auto-populate third-party service desk

Leveraging Existing Investments

Tactical choices to leverage existing resources....

Populating the UCMDB

Integration Points

Use Case Development

Managed Data Repositories

HP Network Automation

Starting with a single use case

Exploring other uses cases

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Accelerating ROI

Roadmap to CMS can be a long journey but there are strategic decisions that can help Configuration Managers show value to management along the way

- Reporting
    - IT Asset Management reports
    - Impact Analysis
    - Audit and Compliance reporting
    - Individual use case reporting
- Milestones in the first quarter
- KPIs to track
- Application Mapping
    - Templates
    - Bundling App SMEs
    - Leverage existing process and projects

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Lessons Learned

- Top-down approach: upper management support is key to surviving initial phases of deployment
- Configuration Mgmt deployments often happen alongside other process improvement projects and thus need to be planned out together
- Continuous communication is critical
- Stick to your use case(s)
- Discovery credential roll out can be a long, pain-staking task
- Follow your process no matter what happens

Successes at TD Bank

- 90%+ complete discovery of initial data centers
- Pushing to have 300+ business applications mapped by end of this year
- Assisting with 3 data center moves by providing dependency and inventory reports
- Producing Audit and Compliance reports for many different groups at TD
- Currently expanding discovery scope into every TD data center
- uCMDB Browser deployment will give TD access to necessary data on an as needed basis

THANK YOU FOR YOUR ATTENTION.

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