



Optimizing IT Operations for the Aviation Industry

Configure Consulting Inc.
by Anu Rao
July 2013

2801 Buford Hwy NE, Suite 195, Atlanta, GA, 30329
170 Robert Speck Parkway, Suite 203, Mississauga, ON, L4Z 3G1
+ 1 800 987 8460 info@configureconsulting.com

www.ConfigureConsulting.com

Optimizing IT Operations for a Large Airline

Following a game-changing merger in the aviation industry, one of the world's largest airlines faced the challenge of aligning systems across two initially disparate environments. Maintaining high availability and performance was critical while bringing together many moving parts in a business where technical glitches have the potential to impact millions of customers.



The airline turned to Configure Consulting, a leading HP Software Partner, to develop a solution for managing this change and providing clear visualization of applications across the IT environment. Working closely together, the customer's IT Operations team and Configure Consulting delivered an authoritative and automated framework for visualizing technology components, their changes and interrelationships. As a result of these efforts, the large airline today has a unified view of the dependencies across IT infrastructure, applications and business services. IT Service, Operations and Asset Management teams are leveraging synergies across this framework to streamline operations, manage risks and reduce redundancies.

The team implemented a system of automated discovery across the environment to proactively detect critical attributes, relationships and changes across IT infrastructure. Discovered data and information from other key data sources were populated into a single source of truth, while decommissioning the legacy CMDB and other redundancies in the CMS framework. Following this phase of the project, stakeholders across the airline gained access to an accurate and authoritative source for configuration information.

Data is transformed into information and insight when combined with context. Configure Consulting guided the customer to add business context to the discovered data by creating application maps – auto-updating visual representations of the components, dependencies and changes of business applications. This initiative considerably improved the speed and accuracy with which impact and risk are assessed across the organization. Clear visualization of applications

and their dependencies enabled the client to perform impact analysis and scenario-based testing for informed decision-making. The components and dependencies of business applications were shared with IT Service Management and IT Asset Management to gain efficiency across the IT organization, ensuring that all stakeholders have the ability to make informed decisions based on authoritative and auto-discovered information.

Business Results and Return on Investment

- ✈ **Capacity Planning** – Identifying (and moving to reallocate) infrastructure components still tied to retired business applications has saved costs across the capacity planning and asset management functions of the airline.
- ✈ **IT Service Management** – The service desk is now populated with discovered information and application dependencies, speeding up the RFC process and ensuring that interrelationships and critical dependencies are taken into account when making changes to the IT environment. Today, configuration data is integrated to the service desk at a 95% accuracy rate.
- ✈ **Performance and Availability** – Analysis of the continually discovered changes to key attributes and dependencies provides great value in diagnosing IT incidents and reducing mean-time-to-repair. This same insight leveraged proactively in the change management process helps avoid downtime altogether.
- ✈ **Asset Management** – The auto-discovery toolset captured over 1000 devices that were previously unaccounted for by IT Asset Management tools resulting in tremendous cost savings for the large airline.