Data Center Transformations with ServiceNow

November 2017

Expertise

ConfigureTek is a full-service technology provider empowering IT Operations organizations with the efficiency, stability and top performance in the delivery of business services in **weeks** instead of years.

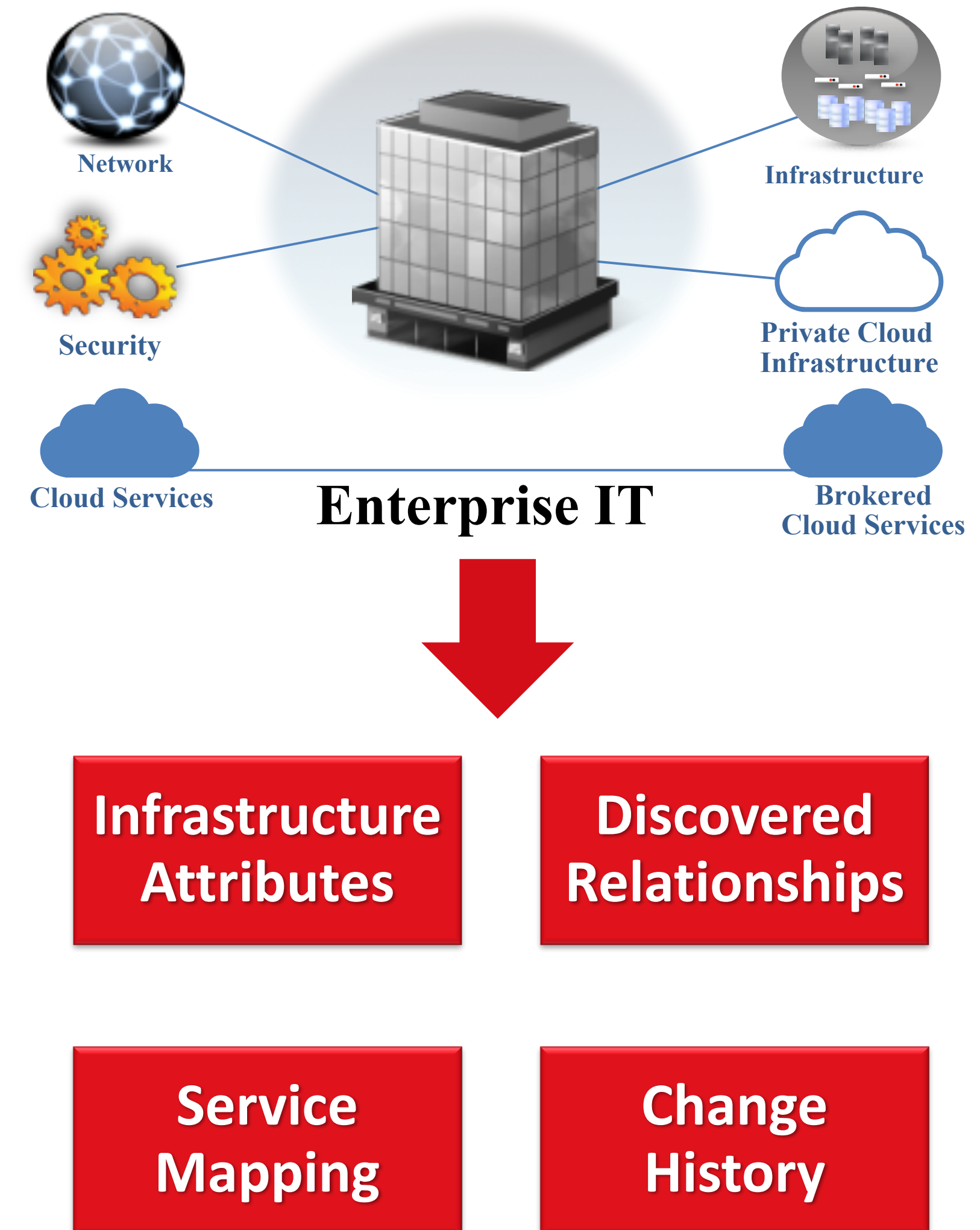**CMDB Population**   **Service Mapping**   **Asset Management**   **Event Management**   **Service Management**

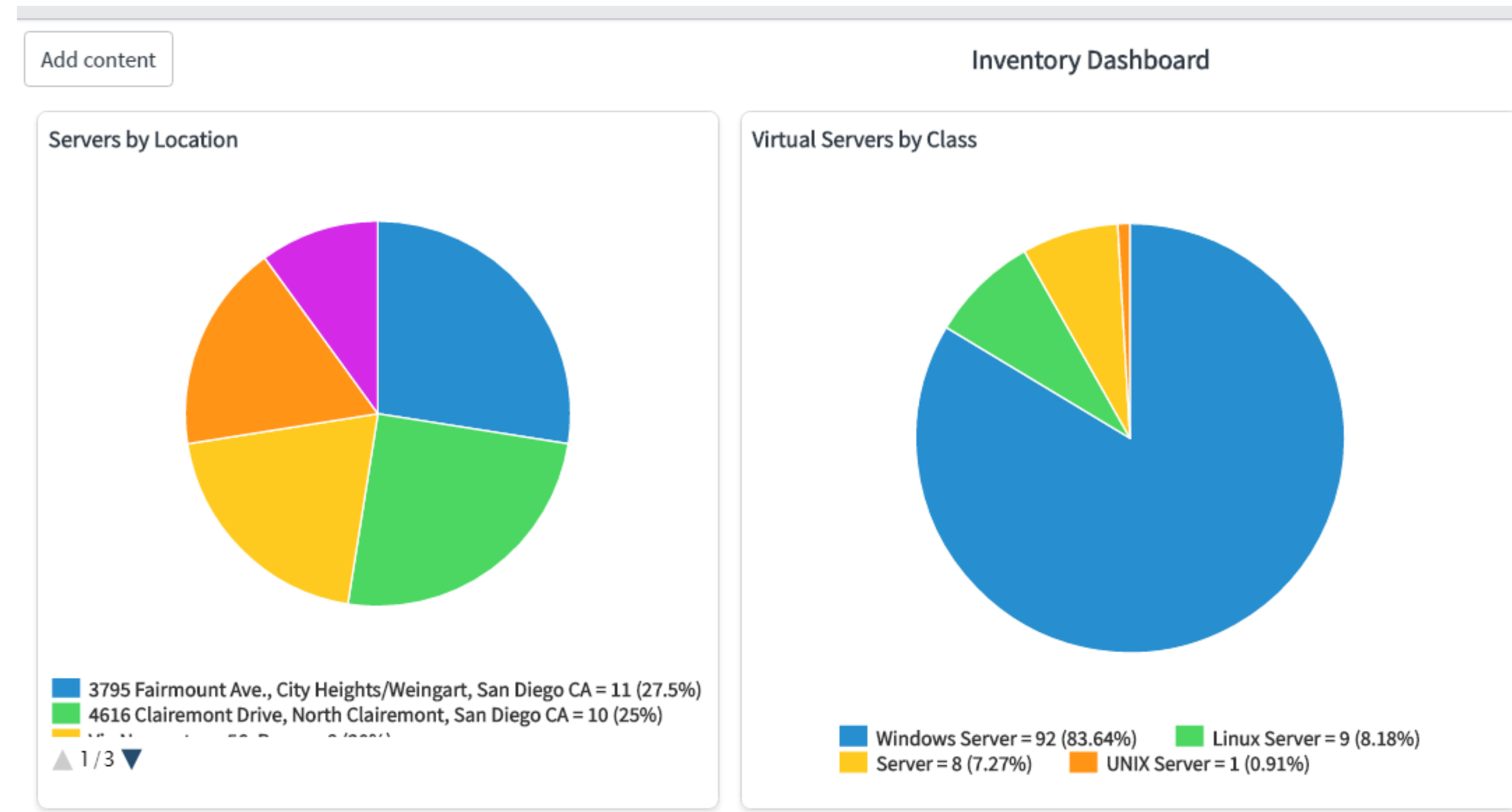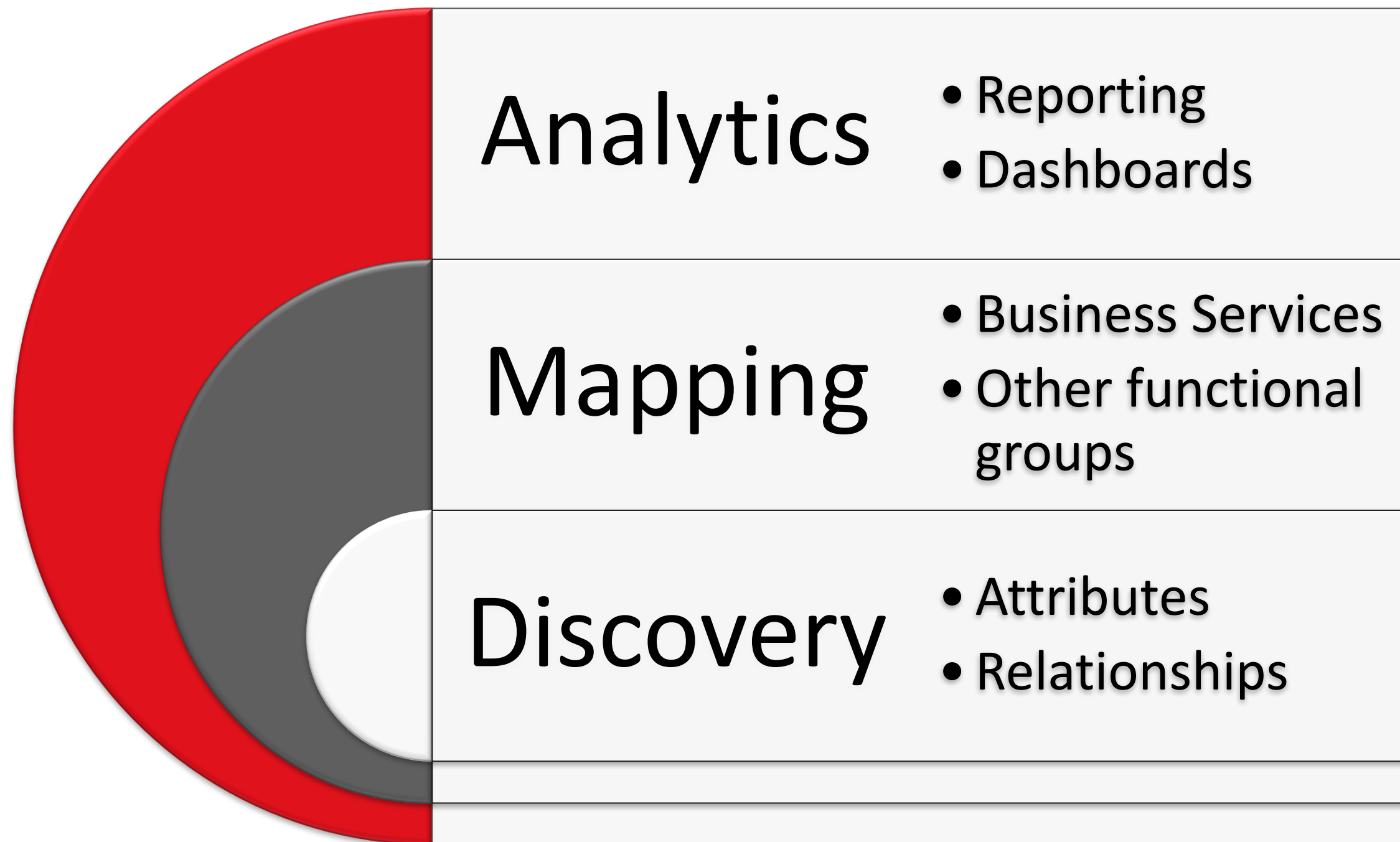*Implementations, Quick Starts, Assessments, Staffing*

Key Questions for any DCT

- **What is the inventory of our data center?**
  - Virtual vs. Physical
  - Currency of versions
  - Breakdown by OS, technology, etc.
  - Breakdown by environment

- **What is the potential impact of a system change?**
  - Critical dependencies between infrastructure
  - Dependencies between Services and infrastructure
  - Application-to-application dependencies
  - Add something regarding move groups analysis

- **Where can I find some efficiencies?**
  - Opportunities for virtualization
  - Under-utilized infrastructure

Network

Infrastructure

Security

Private Cloud Infrastructure

Cloud Services

Enterprise IT

Brokered Cloud Services

Infrastructure Attributes

Discovered Relationships

Service Mapping

Change History

CMS-Driven Answers

Bringing together ConfigureTek's expertise with the ServiceNow Platform

Analytics	• Reporting • Dashboards
Mapping	• Business Services • Other functional groups
Discovery	• Attributes • Relationships

Inventory Dashboard
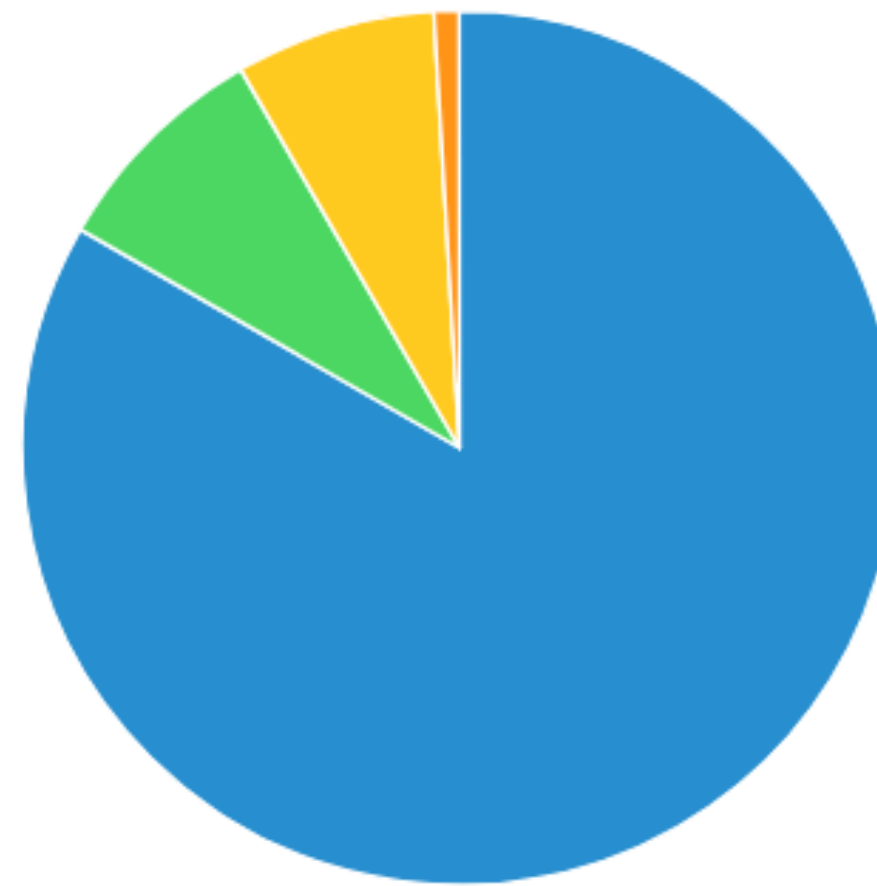
Add content

Servers by Location

Virtual Servers by Class

- 3795 Fairmount Ave., City Heights/Weingart, San Diego CA = 11 (27.5%)
- 4616 Clairemont Drive, North Clairemont, San Diego CA = 10 (25%)

▲ 1/3 ▼

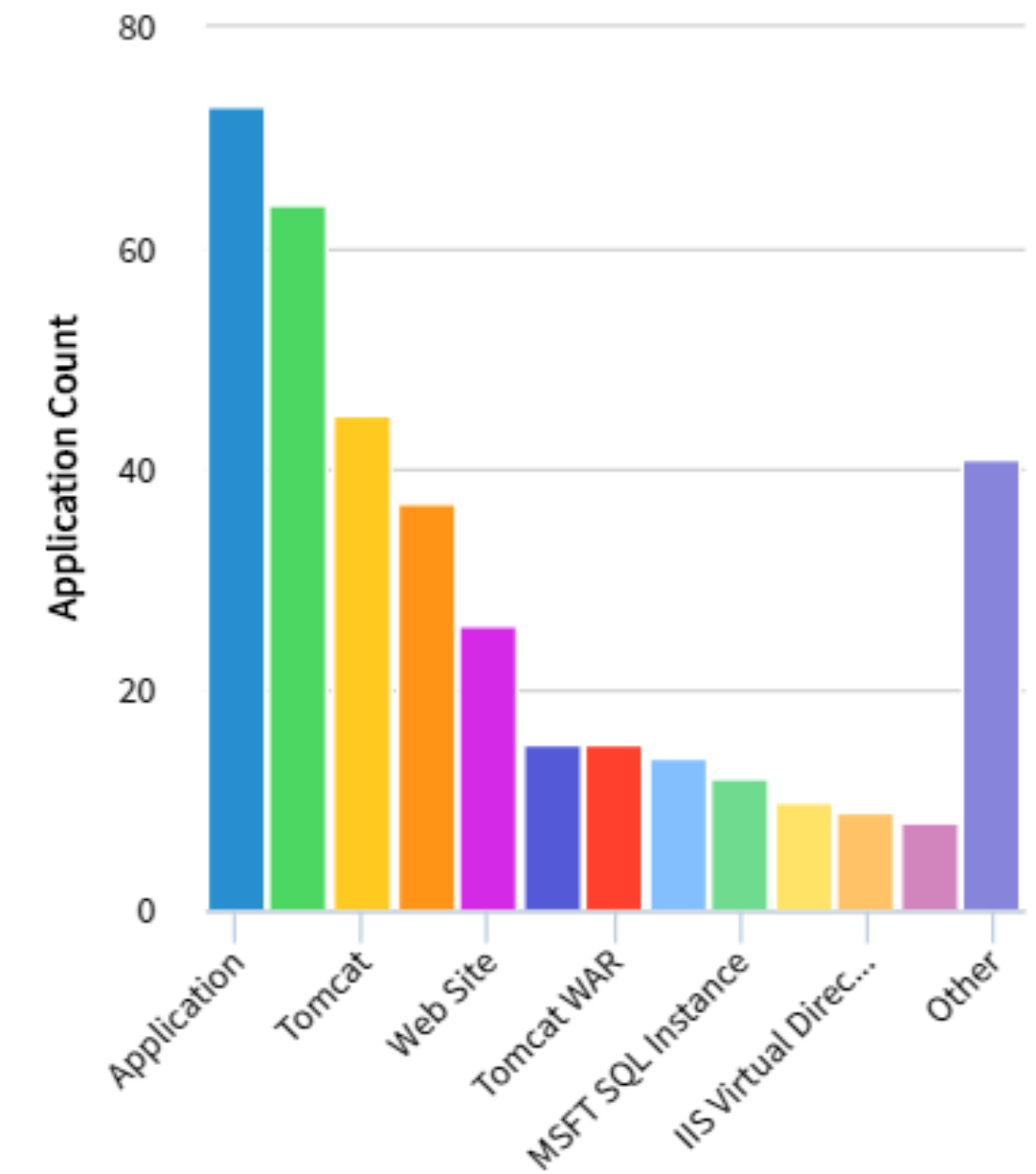- Windows Server = 92 (83.64%)
- Linux Server = 9 (8.18%)
- Server = 8 (7.27%)
- UNIX Server = 1 (0.91%)

ConfigureTek's Tactical Approach – Case Study

o Large financial institution

o Physical relocation of production data center

o Over 1,500 servers and 500 Services

o Large makeup of physical and virtual servers

o Didn't know what they didn't know

DCT Accelerator offering

You can't move what you don't know
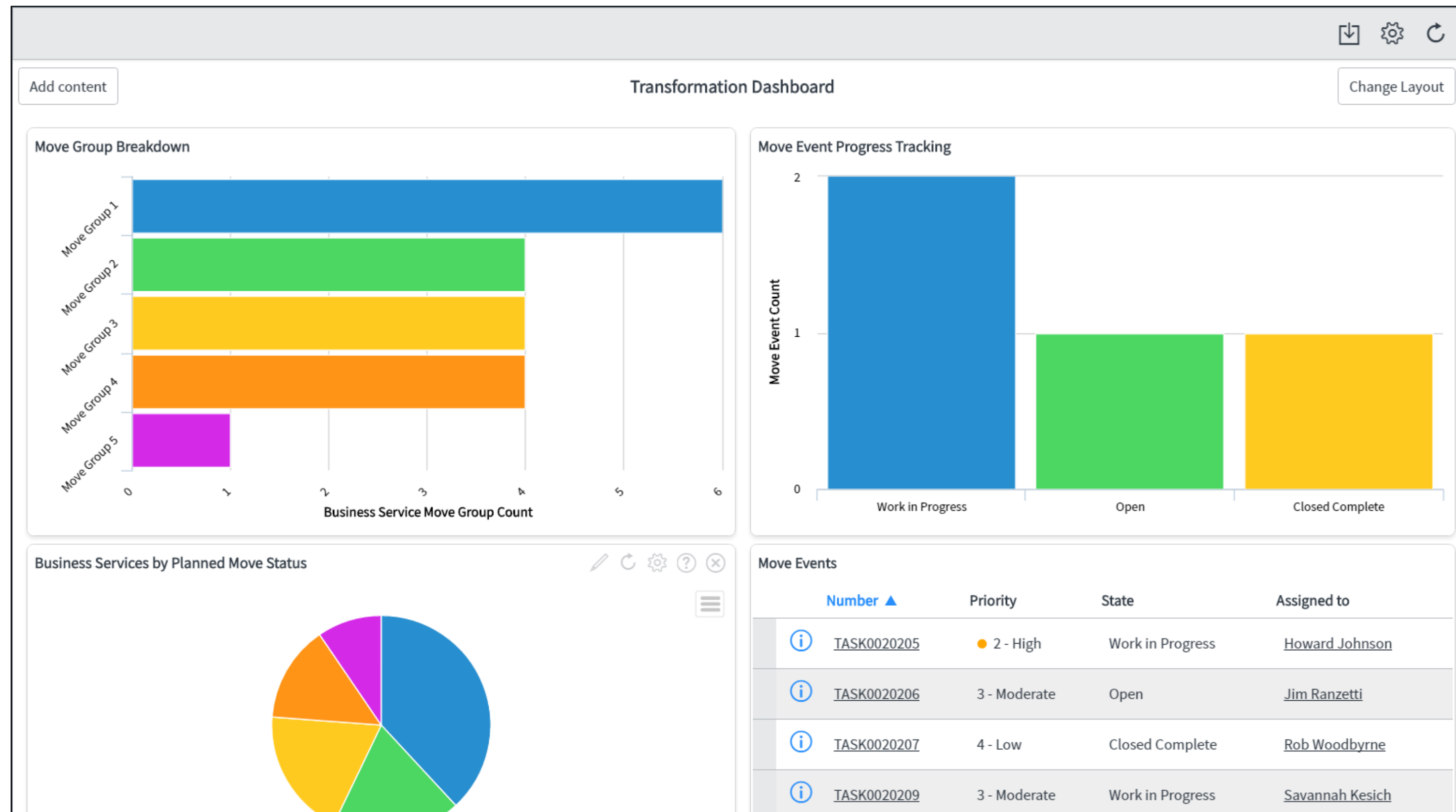
DCT ACCELERATOR

Ensure your data center transformation journey begins on a solid foundation. ConfigureTek's unique data center transformation offering provides incredible value at a favorable price point.

- **Discover your data center**
- **DCT Dashboards**
- **Move Group/Event policies**
- **Identify dependencies**

Flexible Terms

Migration Status Dashboard
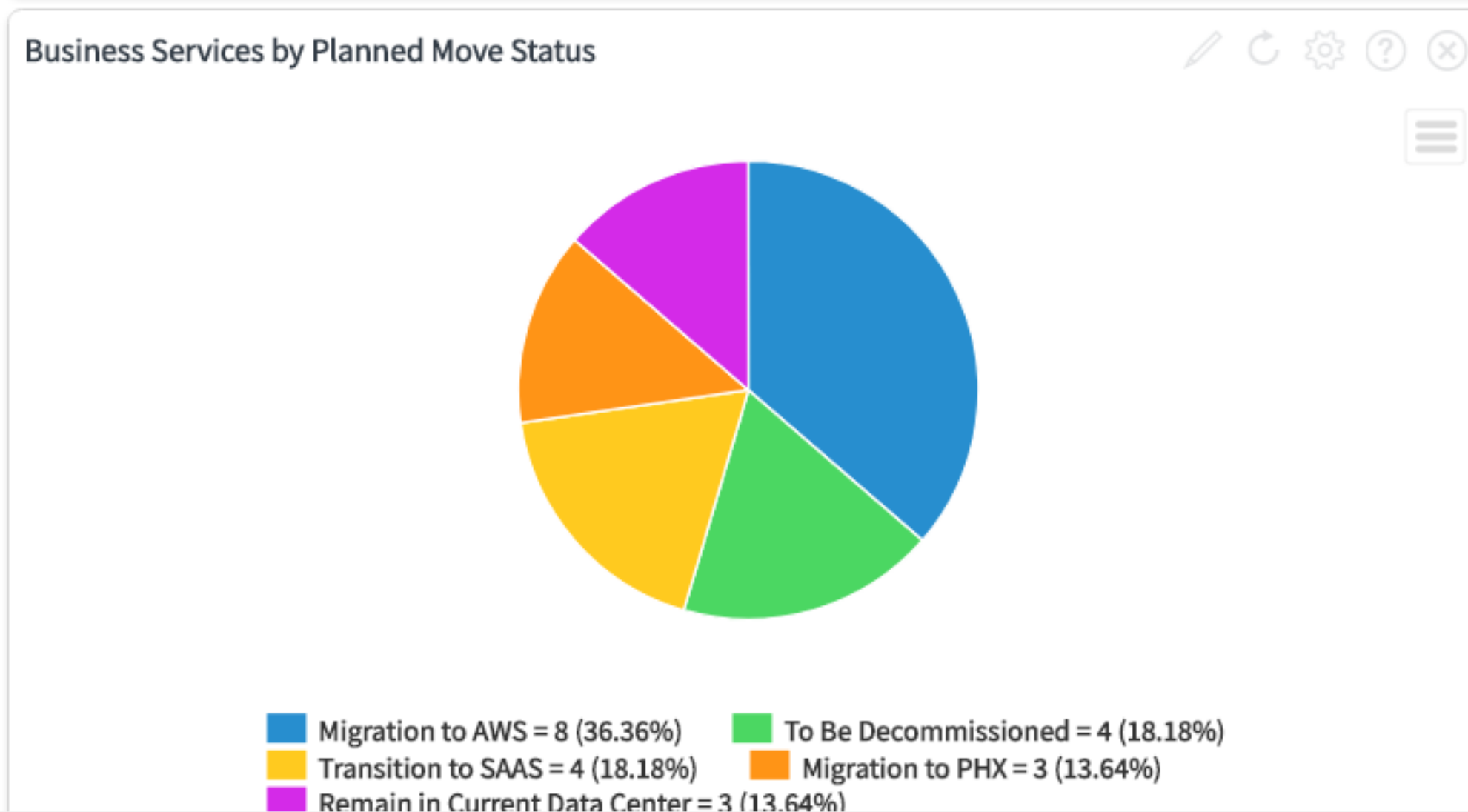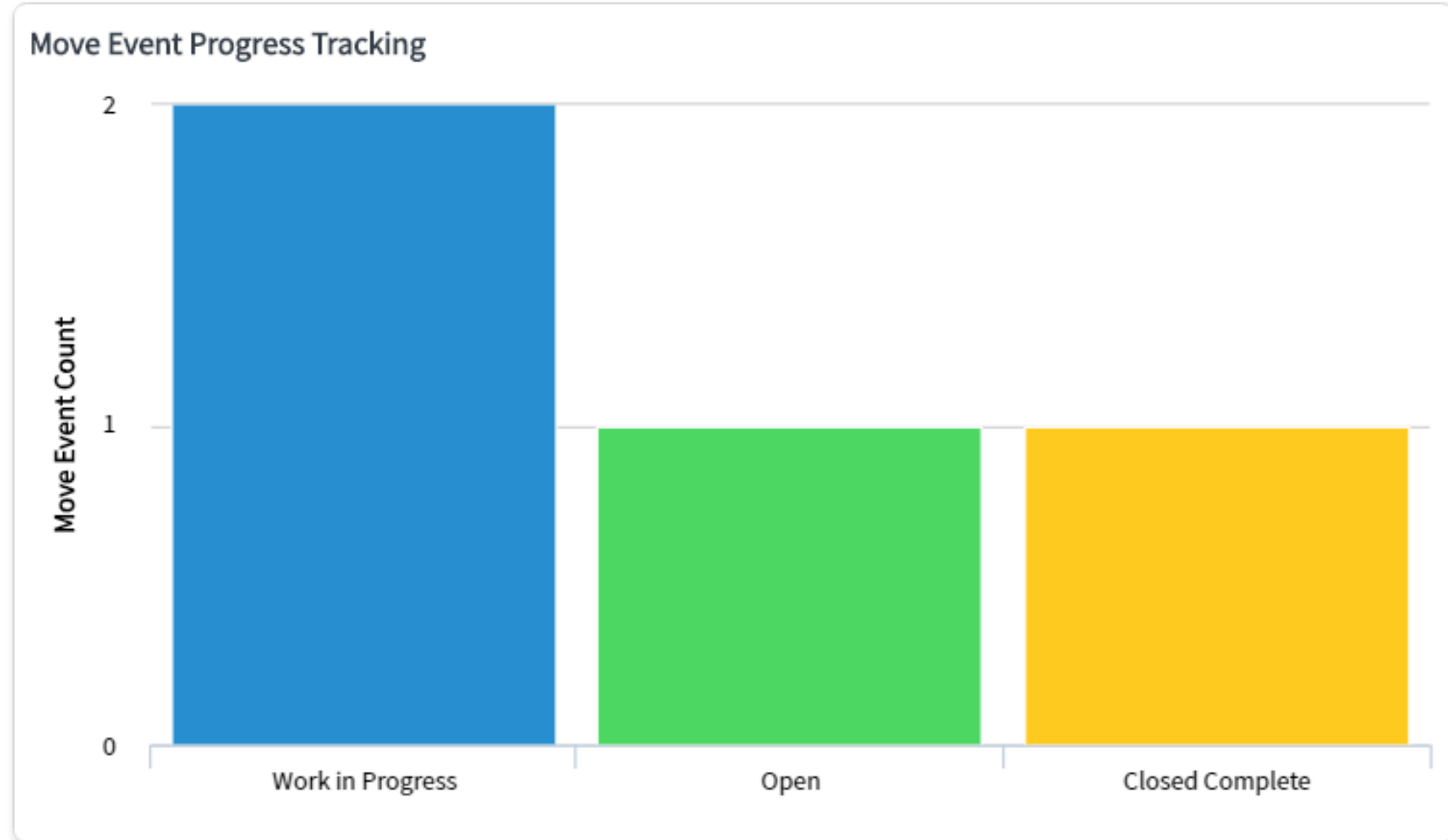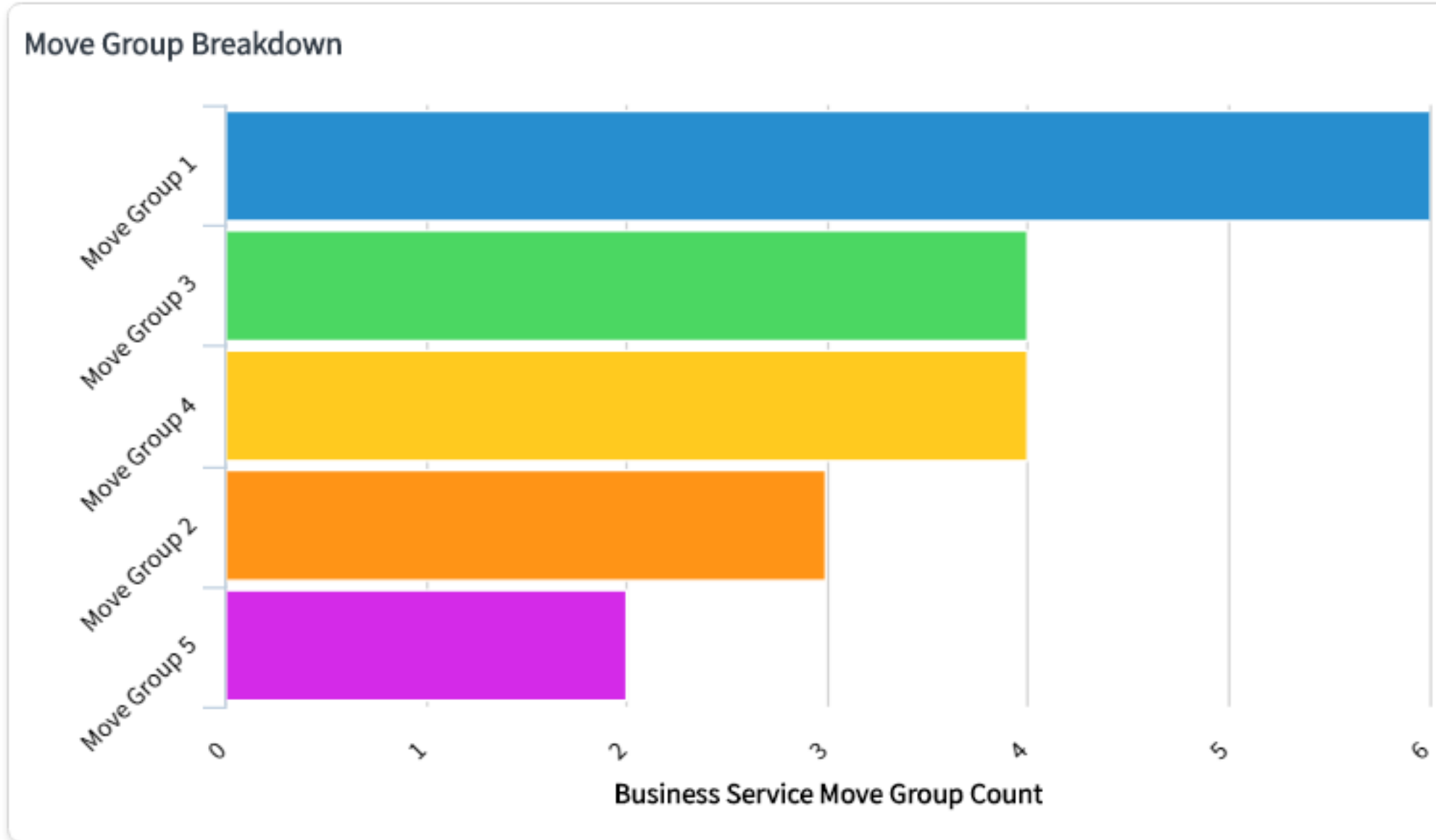
Pre Migration Optimization Dashboard
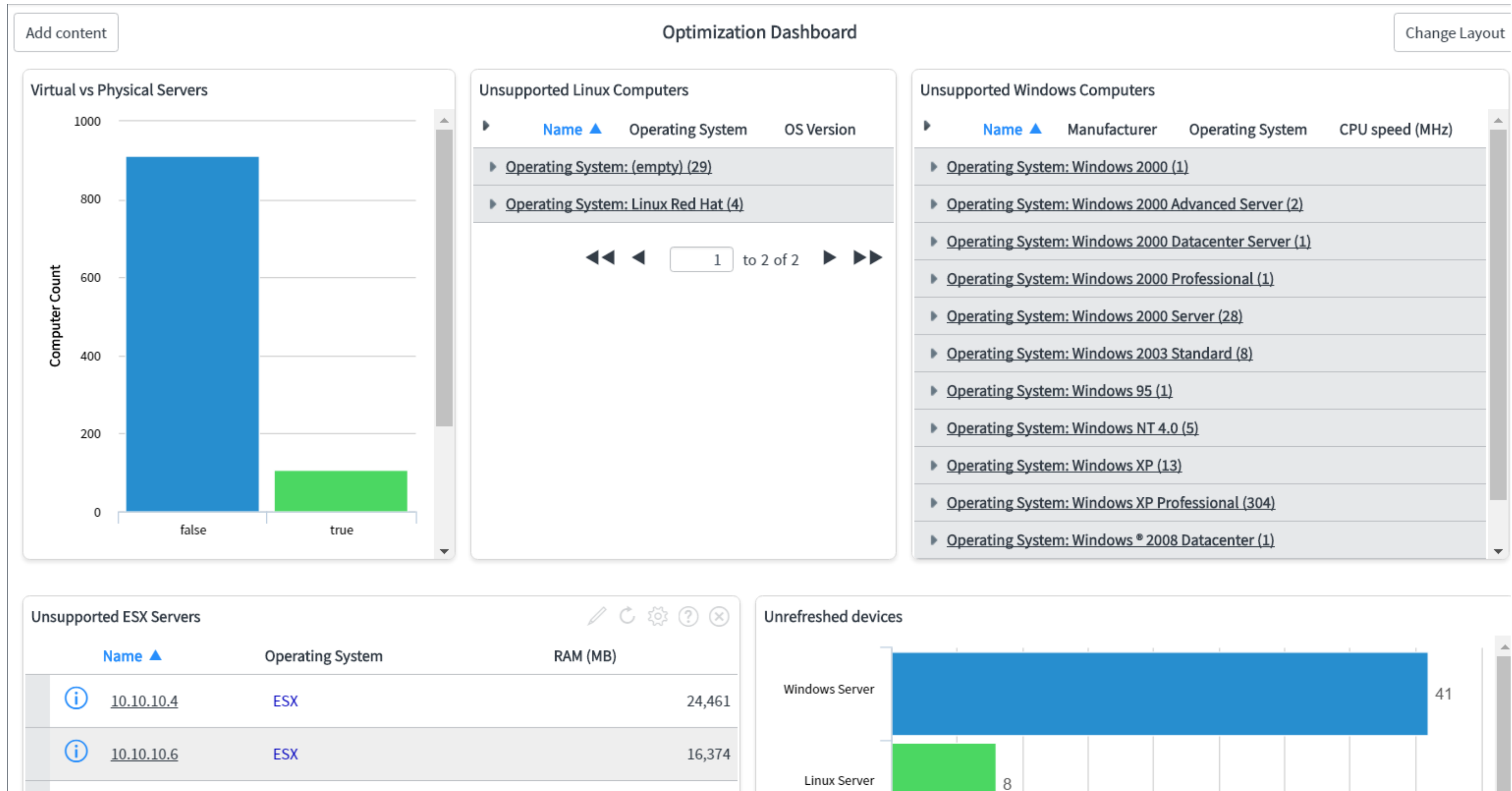
Datacenter Inventory Dashboard

Business Services Dashboard

Add content

Business Service Dashboard

Change Layout

Business Services by Operational Status

Operational = 68 (60.18%)   Non-Operational = 44 (38.94%)   (empty) = 1 (0.88%)
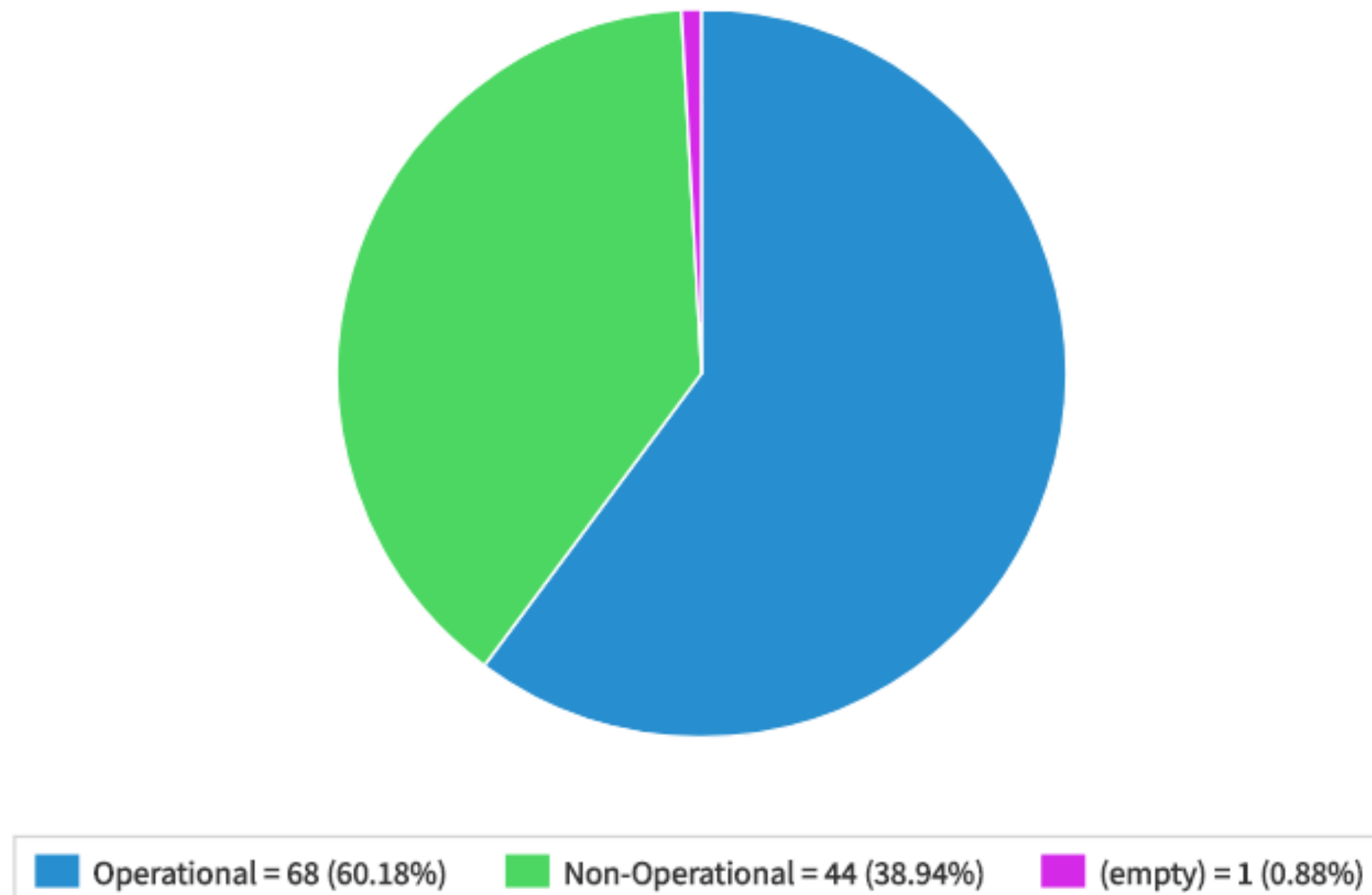
Business Services by Planned Move Status

Migration to AWS = 8 (36.36%)   To Be Decommissioned = 4 (18.18%)
Transition to SAAS = 4 (18.18%)   Migration to PHX = 3 (13.64%)
Remain in Current Data Center = 3 (13.64%)
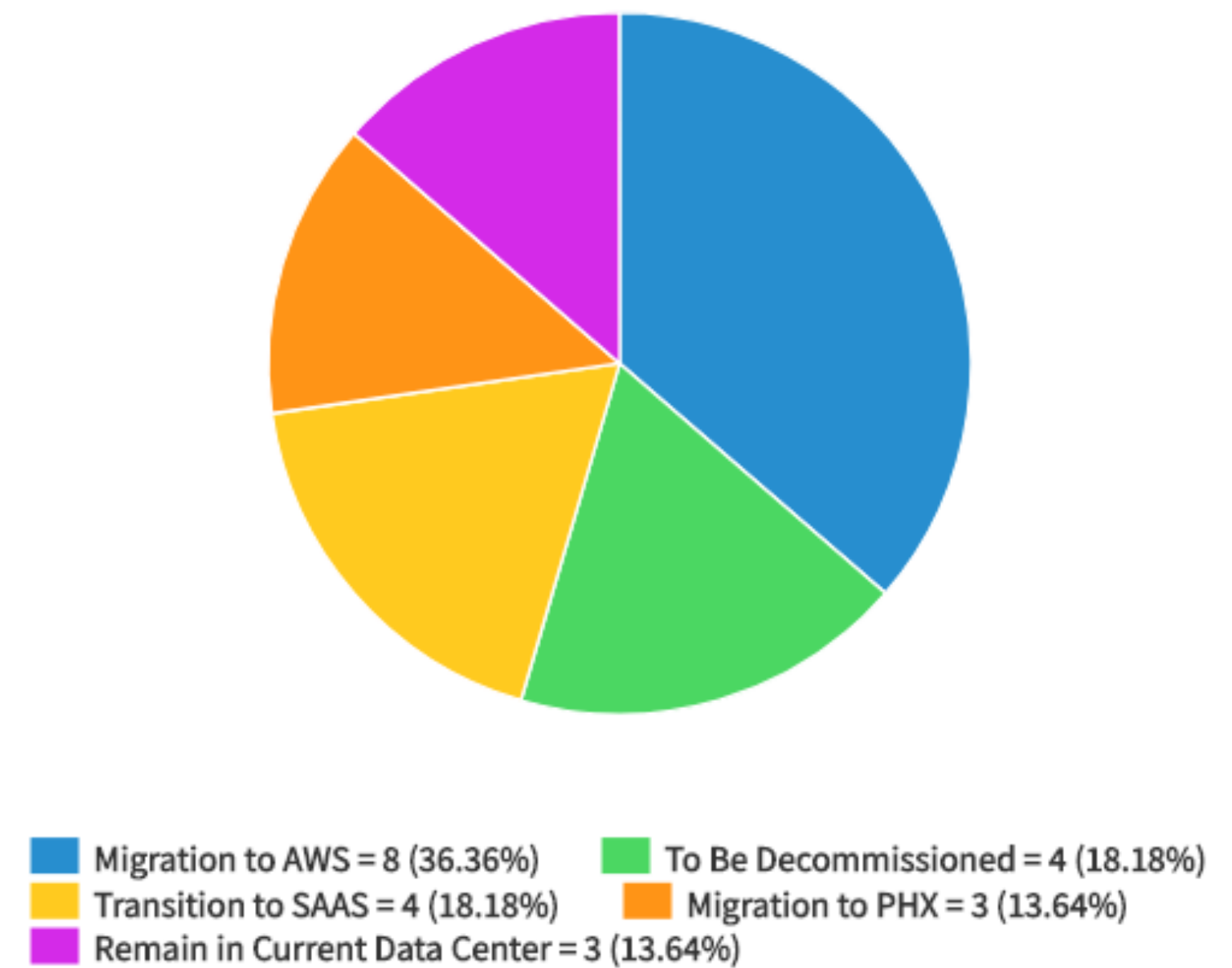
Services by Criticality

▶	Name ▲	Location	Operational status	Owned by	Compliance	Migration Status

▶ Business criticality: 1 - most critical (38)

▶ Business criticality: 2 - somewhat critical (33)

▶ Business criticality: 3 - less critical (11)

▶ Business criticality: 4 - not critical (26)

Business Services by Compliance Type

10

8

6

e Count
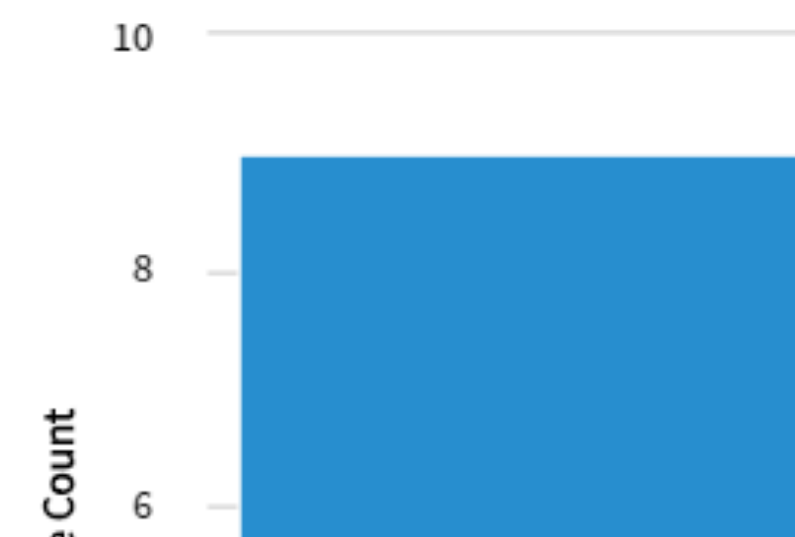
Move Group Breakdown

Business Service Move Groups	New	Go to	Move Group ▼	Search

▽ All

⚙ 🔍 ≡ **Move Group ▲** | ≡ **Move Group Business Service**

	ⓘ	Move Group 1	Retail
	ⓘ	Move Group 1	EmployeeServices
	ⓘ	Move Group 1	Atlanta ESX
	ⓘ	Move Group 1	WebClaims
	ⓘ	Move Group 1	RPCClient
	ⓘ	Move Group 1	Americas Stock Trader IIS
	ⓘ	Move Group 2	CreditCalc
	ⓘ	Move Group 2	IT Services

Move Group Breakdown with servers

Move Group Planning Logic

Questions?

Contact Us Today

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www.configuretek.com/demo-request