



CONTINUITY
SOFTWARE

Agile IT Operations

How can IT operations
keep up with the new
velocity of change



IT operations teams love steadiness

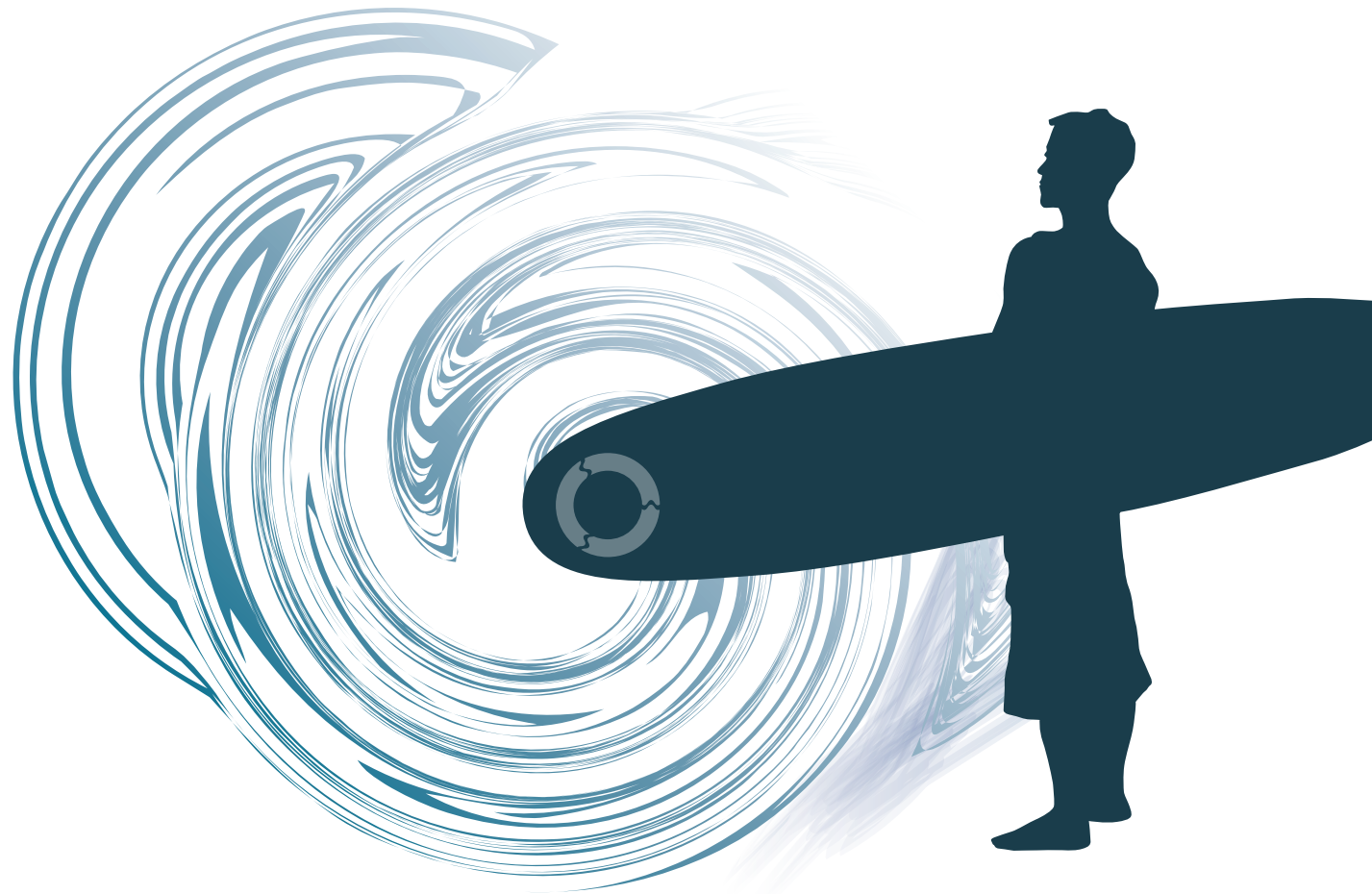
Why? Because they know well enough that every change is a potential for service disruption.

Tough luck !

Steady state is a luxury no business can afford today. Business must be responsive to the competition and rapidly shifting customer demands.

Constant change is the new normal, with agile development and continuous integration becoming the standard operating modes.

Between the need to patch existing systems, add compute and storage capacity, upgrade applications, retire old hardware and onboard new, virtualize... not a day goes by without multiple changes to our most sensitive systems.



An illustration of a person in a white silhouette falling off a dark blue cliff. The person is in mid-air, with their arms outstretched. The cliff is on the left side of the frame, and the background is a dark blue sky with a lighter blue horizon line.

Changes are risky and disruptive.

We all do our best to ensure changes go smoothly. We exercise our best practices and take careful measures including thorough design sessions, peer reviews and pre-rollout sandbox testing, to name a few.

But significant risks remain:

There's always the chance we missed a critical vendor best practice or overlooked dependencies between different IT layers.

Our test and production environments are never really identical. Even the most thorough test in a sandbox does not guarantee a change would work smoothly when deployed in production.

In many cases we just don't have enough time for proper testing.

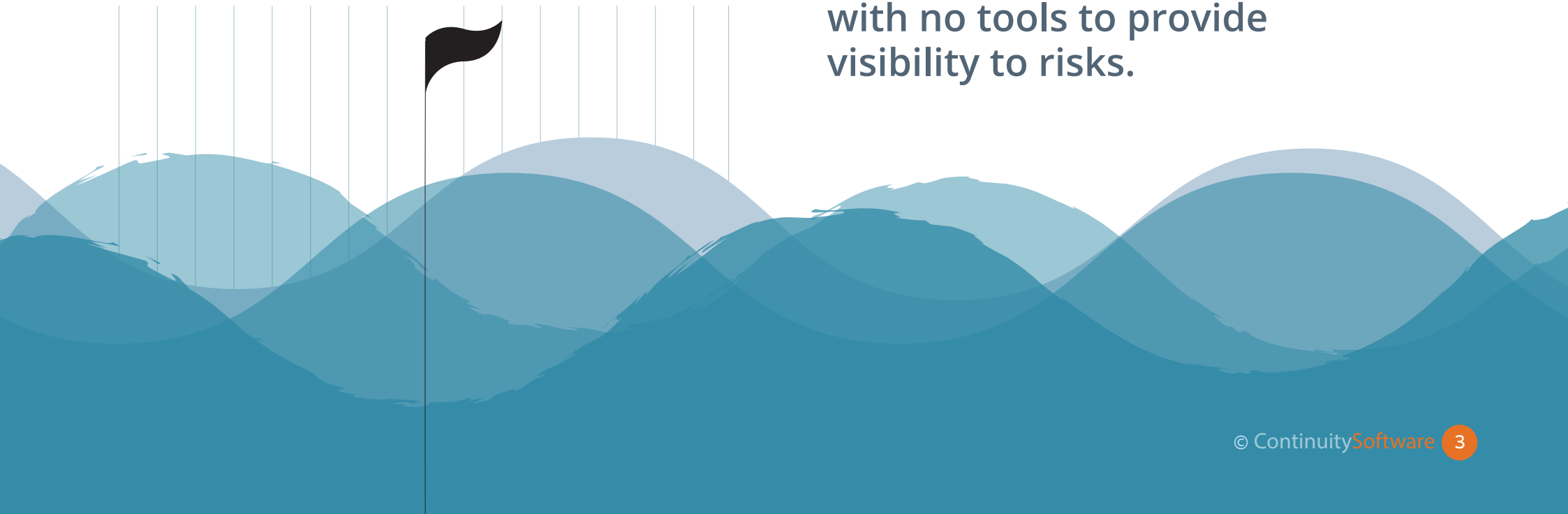
Even if we can somewhat control how much time we need for sandbox testing (hours? days? weeks?) — we're always under the gun when it comes to the production environment for mission critical systems, leaving no margin for error.

It's one thing to
ride the big wave.
It's another thing
to do it
blindfolded.



Sounds familiar?

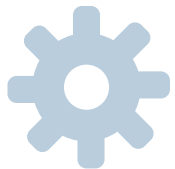
That's how IT teams often feel,
trying to maintain dependability
in an ultra-dynamic IT landscape
with no tools to provide
visibility to risks.



It's no wonder the outcome of configuration changes to the IT infrastructure is often a matter of chance or luck...

There must be a better way!

What if you could...



Find a way to complete your pre-rollout testing quicker and more accurately?
(Hint: automation!)



Establish a method to quickly verify configuration changes once in production and before they impact the business?



Allow all teams to easily collaborate with visibility to risks throughout the entire IT environment?



Measure KPI's that support continuous improvement to create safer and more agile change management practices over time?

The new game plan.

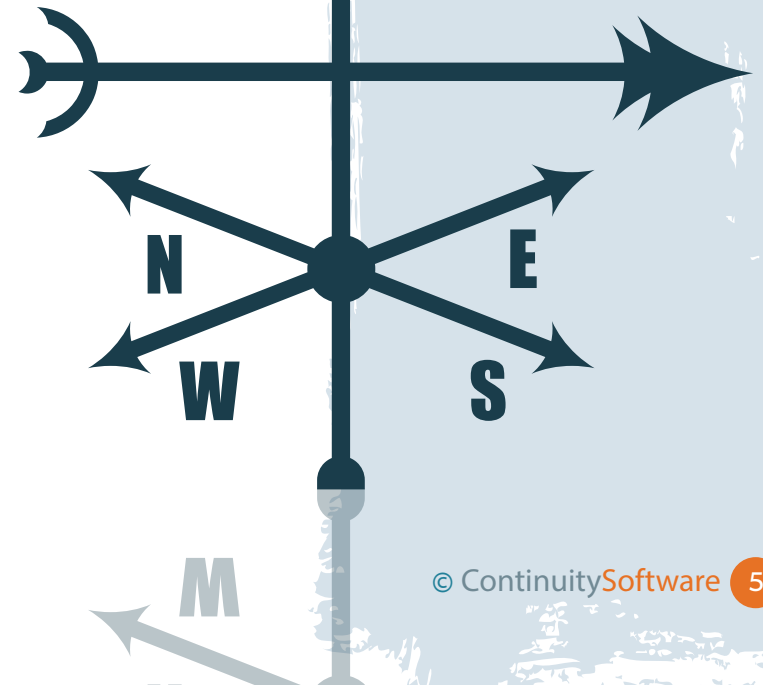
First order of business is to gain visibility to what's coming.

Pre-rollout validation

You can significantly cut testing time and improve reliability and agility with automated validation of your design in your staging environment. An automated validation process that scans for thousands of vendor best-practice violations and other configuration risks will allow you to quickly detect single-points-of-failure and other downtime and data loss risks.

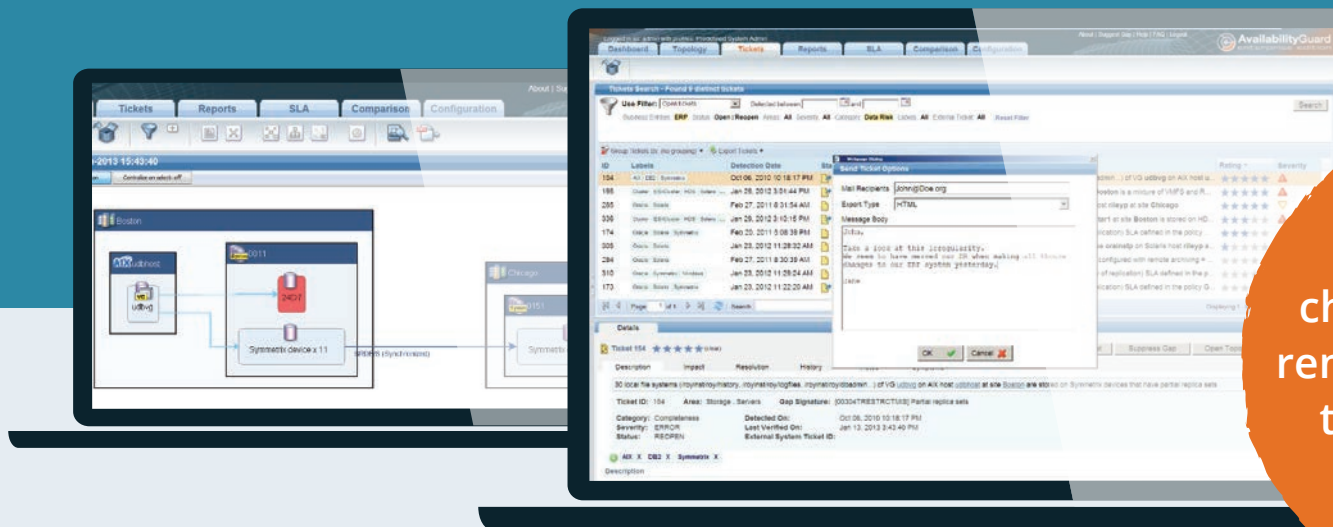
Production rollout validation

Automatically validate your production rollout using the same technique. This will detect any spots you missed due to discrepancies between staging and production environments as well as any changes introduced directly into the production environment without proper testing (we all have these too...)



From insight to action.

Drilling down into each risk identified, you can quickly visualize the problem area and get detailed information that helps the relevant teams act quickly.



Eliminate change hangover: remove risks before they impact the business.



Pinpoint symptoms, root causes, potential business impact, and suggested solutions.



Eliminate the risk in your sandbox, immediately after moving to production, or any time new changes are introduced.



Provide a unified view of infrastructure risks that enables cross-team collaboration.



Route information to the relevant team by email or through a trouble ticket in your IT support management system.

The big picture.

Once you've tackled the burning issues, it's time to take a look at the bigger picture.



What best practices will allow IT operations to continue supporting the business while facing the new velocity of change?

Analyze risk trends and take corrective actions:

- » What changes introduce the most risks?
- » What areas of the infrastructure are most vulnerable?
- » Are any vendors too slow to respond?

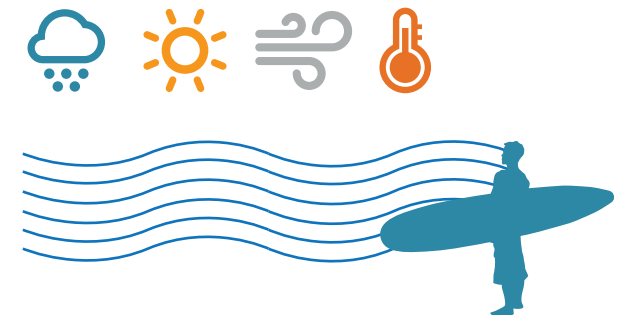
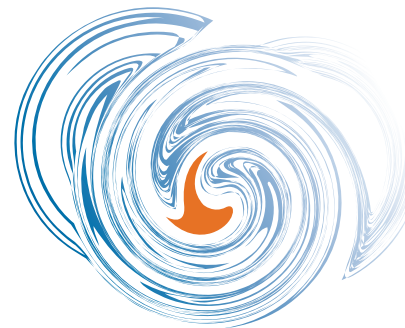
Track the performance of the various IT teams so you can manage them based on corporate KPI's.

Establish continuous process improvement.

The bottom line.

What does success look like?

With these processes and tools, organizations worldwide are able to transform IT operations:

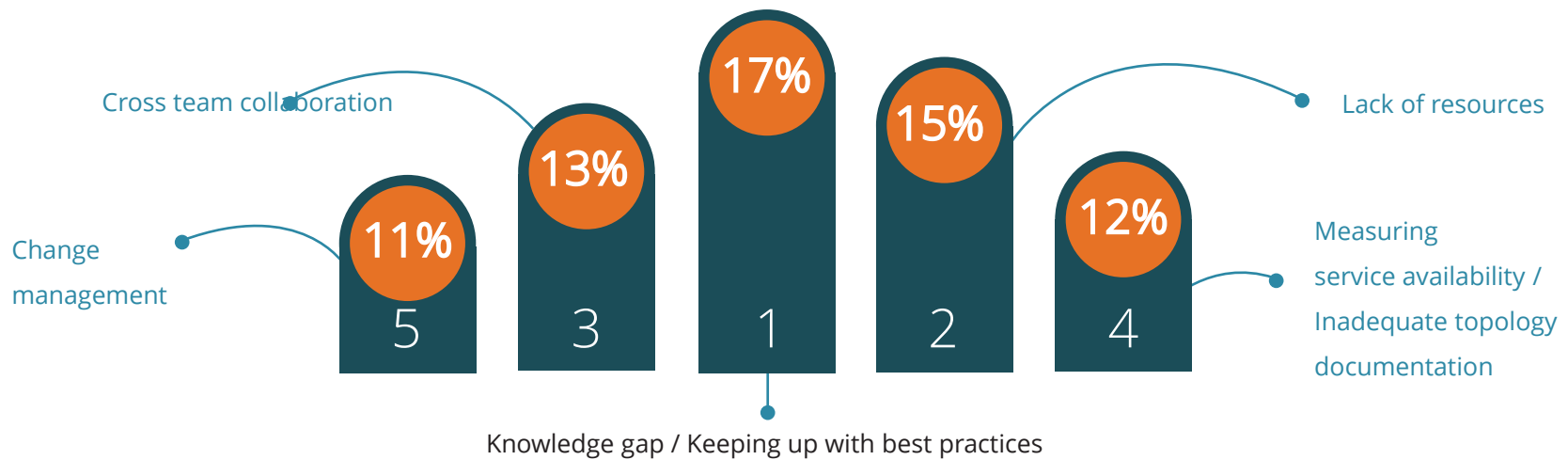


They gain confidence to navigate through change while compressing rollout cycles - allowing the organization to remain both agile and resilient.

They experience fewer downtime and data loss incidents.

They spend less time firefighting, auditing, and testing, and have more time to plan and make strategic moves.

Keeping up with the velocity of changes in today's ultra-dynamic IT landscape is a top challenge for organizations.



What is the top challenge your organization is facing in your efforts to ensure infrastructure resiliency?

IT OPERATIONS ANALYTICS SURVEY

ADDITIONAL RESOURCES



E-BOOK

Four Ways to Use the Power of IT Analytics to Prevent Service Disruptions



INFOGRAPHICS

How Companies Ensure Infrastructure Resiliency

ENSURE YOUR INFRASTRUCTURE RESILIENCY

With The Power of Predictive Analytics

PRODUCT BROCHURE