ПЛАНЕТА

ITSM

от проторенных дорог -
к новым горизонтам!

VII Всероссийская конференция itSMF

4-5 октября 2016 | Москва & Инфопространство

APPROVED BY EXPERTS

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СООБЩЕСТВО ПРОФЕССИОНАЛОВ ITSM

WWW.ITSMFCON.RU/2016/

How "Capacity Management" teaches you your own business

Hakan Işık

Software Consultant

bmc

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Costs ⬆

Service ⬇

IT Supply

IT Demand

10 % companies with a solid Capacity Planning process in place

80 % IT issues reported users before IT is aware

Match supply with demand

7-12 % average server utilization across the Data Center

40 % average storage utilization across Data Center

Too many resources

Too many But not enough

Not enough resources
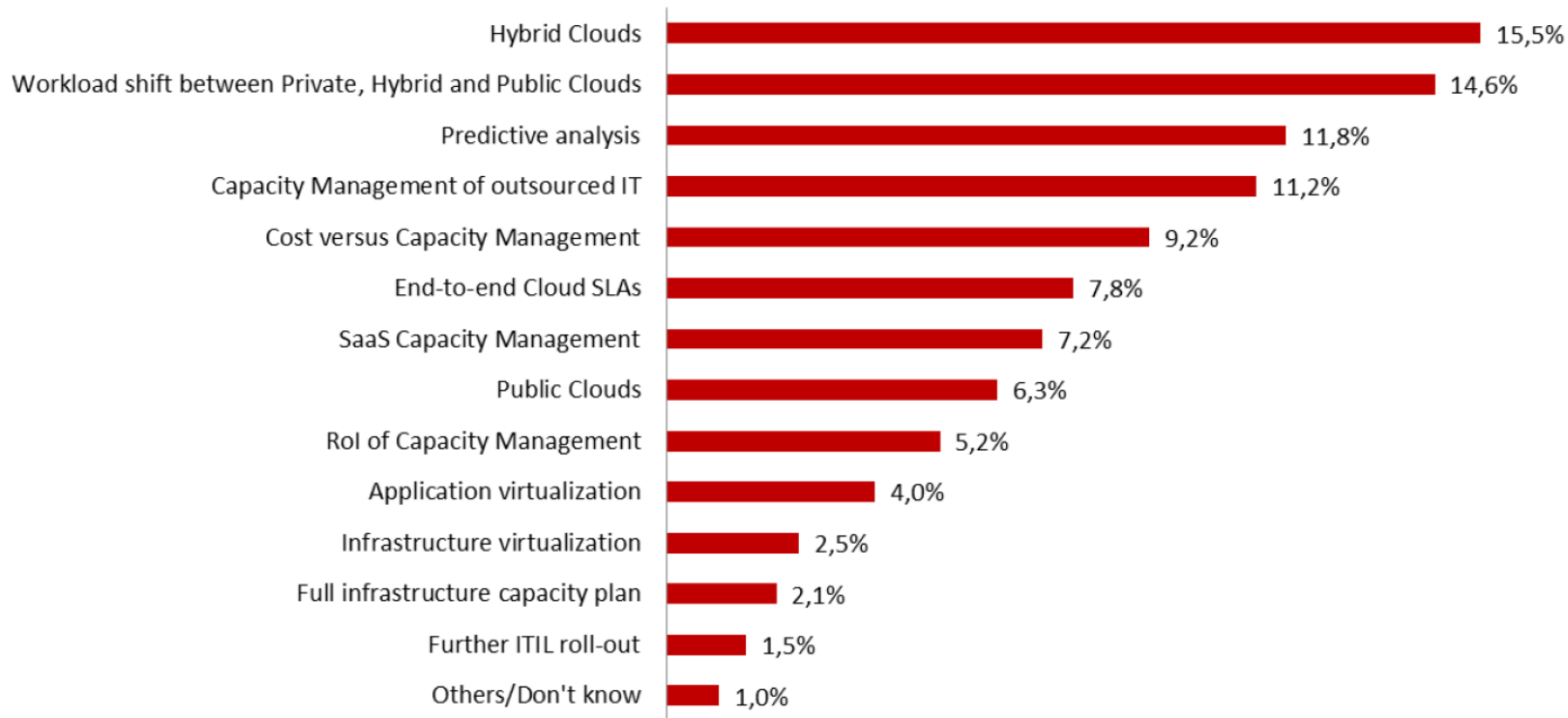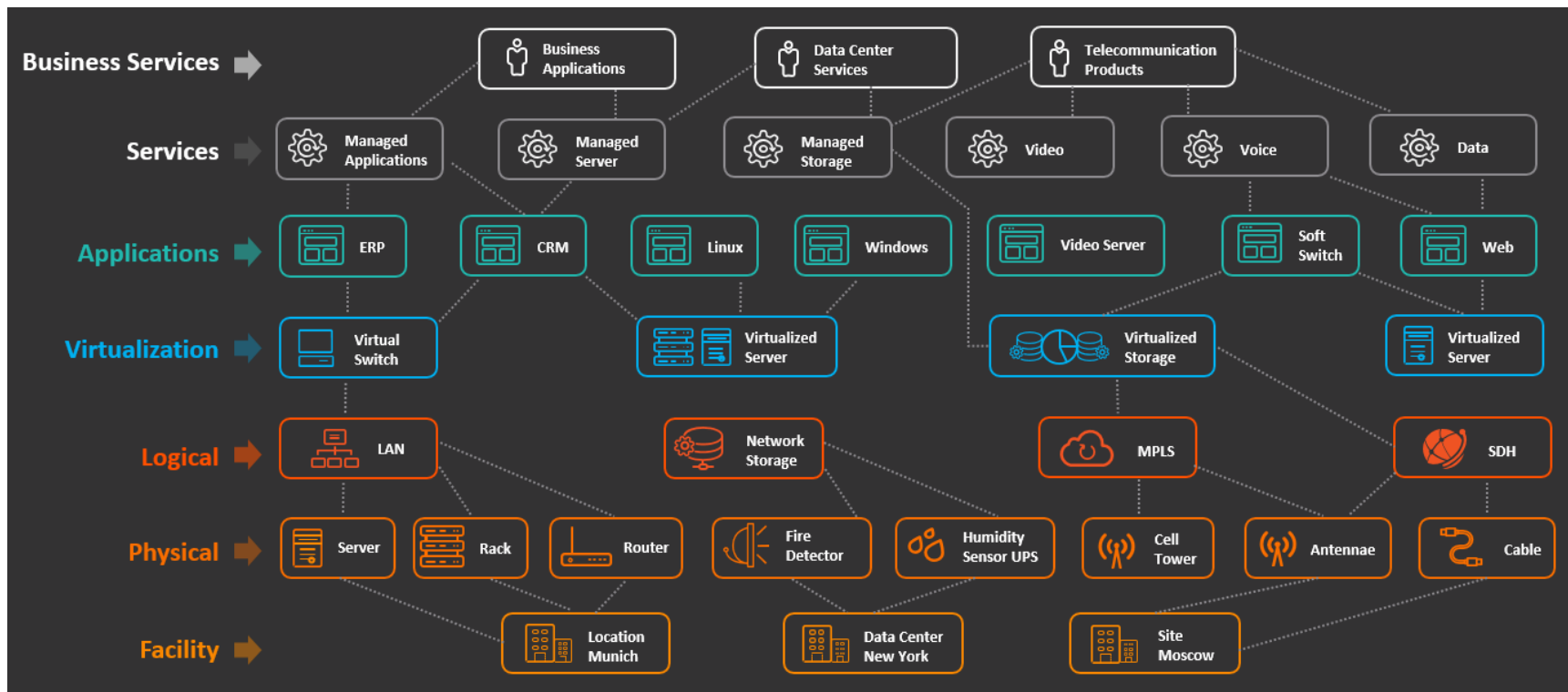
The keyword in Capacity Management is "Management"

Through 2018, more than 30% of enterprises will use IT infrastructure capacity management tools for their critical infrastructures to gain competitive advantage up from less than 5% in 2014
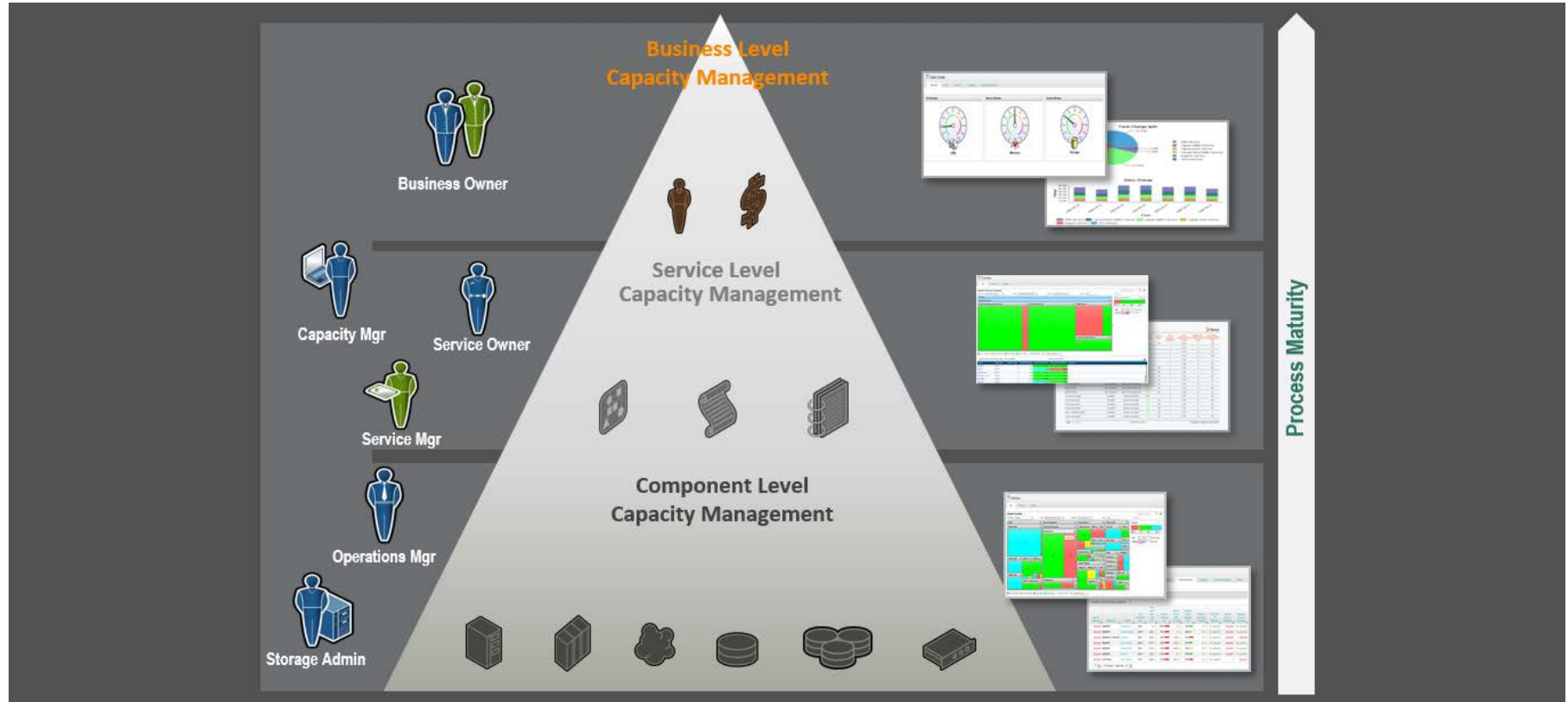
Through 2018, more than 30% of enterprises will use IT infrastructure capacity management tools for their critical infrastructures to gain competitive advantage, up from less than 5% in 2014.

--Gartner 2015

What is your number one investment area in the Capacity Management SaaS and Software space for 2016?

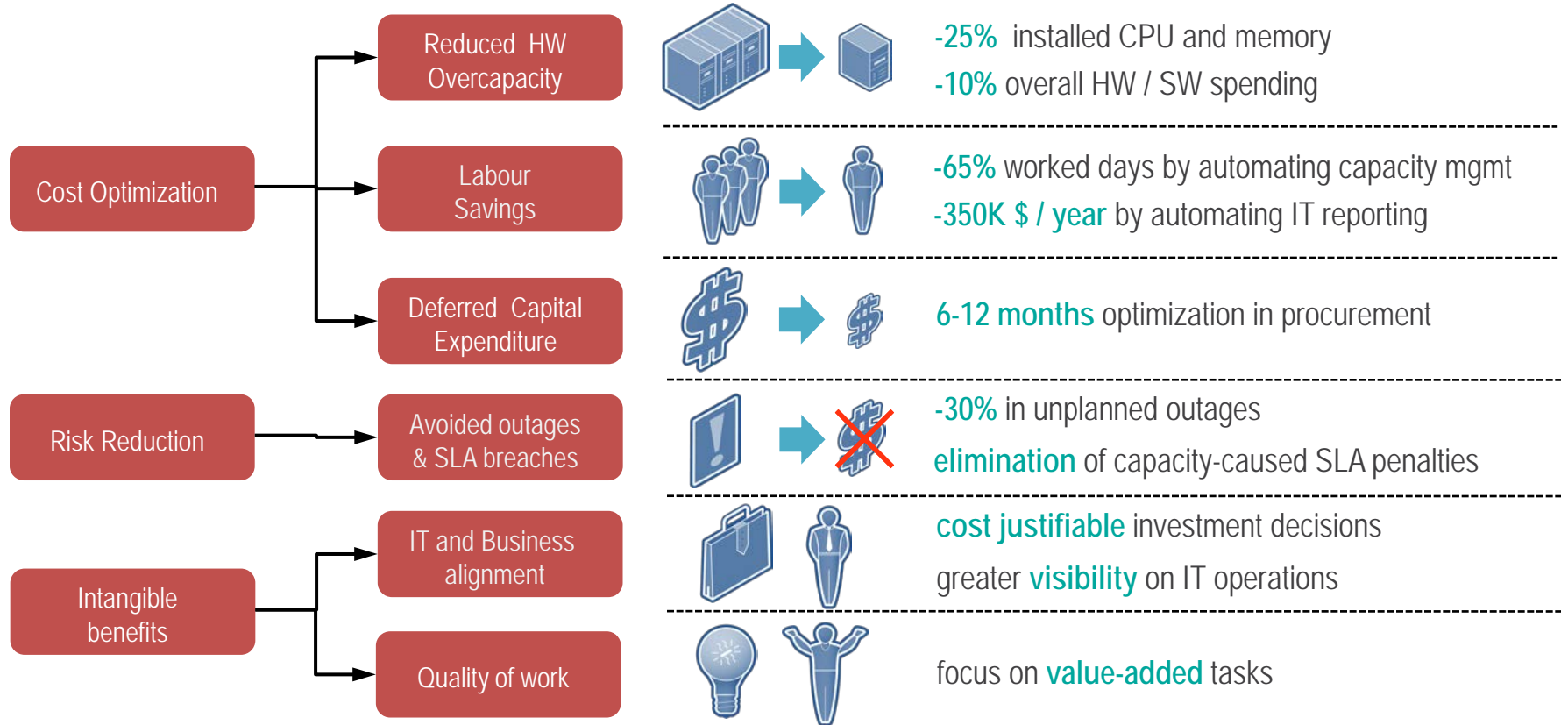| Investment Area	Percentage
Hybrid Clouds	15,5%
Workload shift between Private, Hybrid and Public Clouds	14,6%
Predictive analysis	11,8%
Capacity Management of outsourced IT	11,2%
Cost versus Capacity Management	9,2%
End-to-end Cloud SLAs	7,8%
SaaS Capacity Management	7,2%
Public Clouds	6,3%
RoI of Capacity Management	5,2%
Application virtualization	4,0%
Infrastructure virtualization	2,5%
Full infrastructure capacity plan	2,1%
Further ITIL roll-out	1,5%
Others/Don't know	1,0%

Big Data Driving Innovation

- **Self driving cars generate 1 Gigabyte per second**
- Americans **drive 600 hours per year** in their car.
- **That's 2.160.000 seconds**
- or approximately **2 Petabyte of data per car per year**
- The amount of cars worldwide is to **surpass one billion**
- It is almost **unimaginable amount of data** when self-driving cars become common on the streets

Required Capabilities

Enterprise-wide & Holistic

Flexible Data Integration

Automated Capacity Analytics

Service-Oriented

Business-Aware

Benefits (Relevant ROI in a short timeframe)

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Cost Optimization

→ Reduced HW Overcapacity

-25% installed CPU and memory

-10% overall HW / SW spending

→ Labour Savings

-65% worked days by automating capacity mgmt

-350K $ / year by automating IT reporting

→ Deferred Capital Expenditure

6-12 months optimization in procurement

Risk Reduction

→ Avoided outages & SLA breaches

-30% in unplanned outages

elimination of capacity-caused SLA penalties

Intangible benefits

→ IT and Business alignment

cost justifiable investment decisions

greater visibility on IT operations

→ Quality of work

focus on value-added tasks

Thank you!