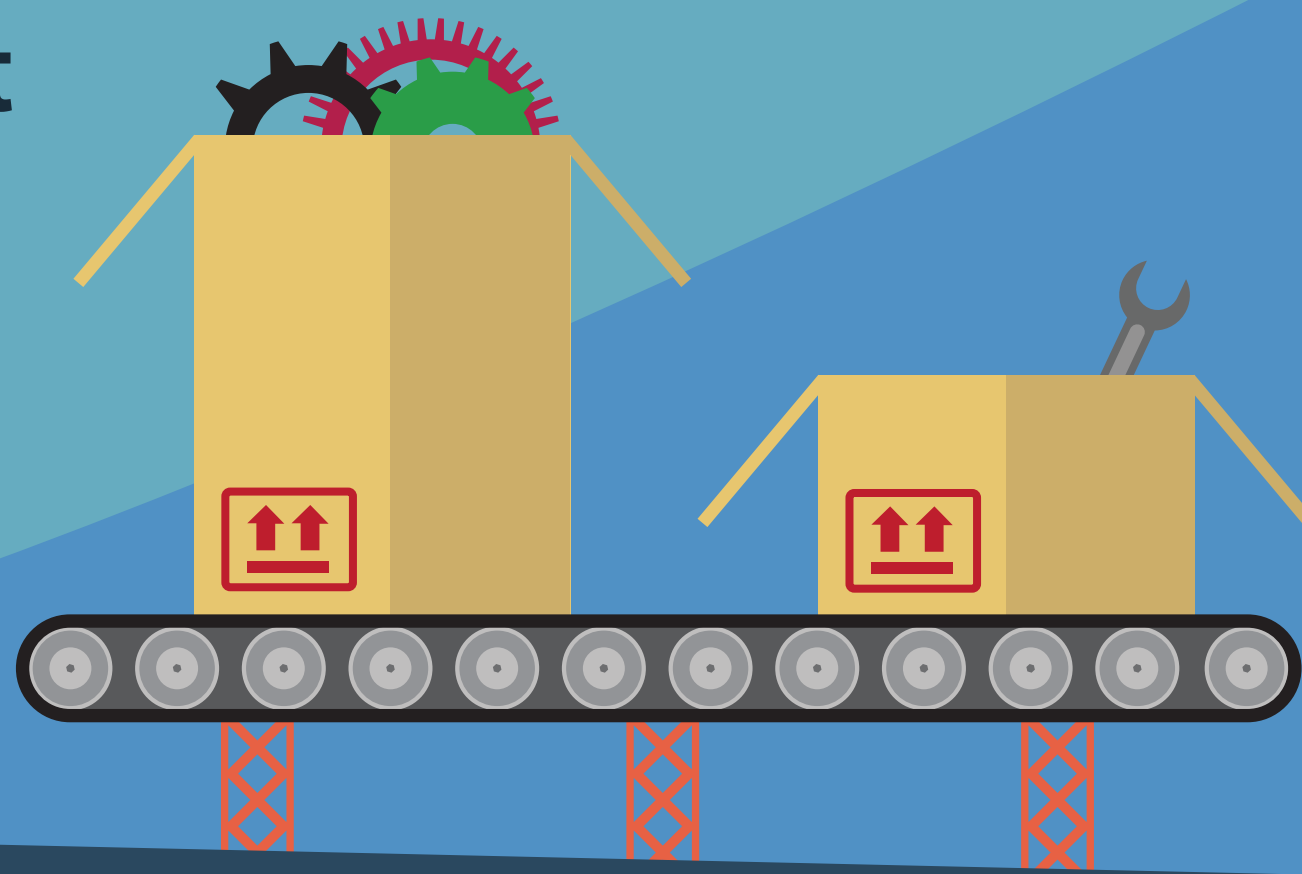


Optimize Systems Management to Improve IT Resilience and Proactivity

Streamline processes, use tools with purpose, and continually look for opportunities to improve.

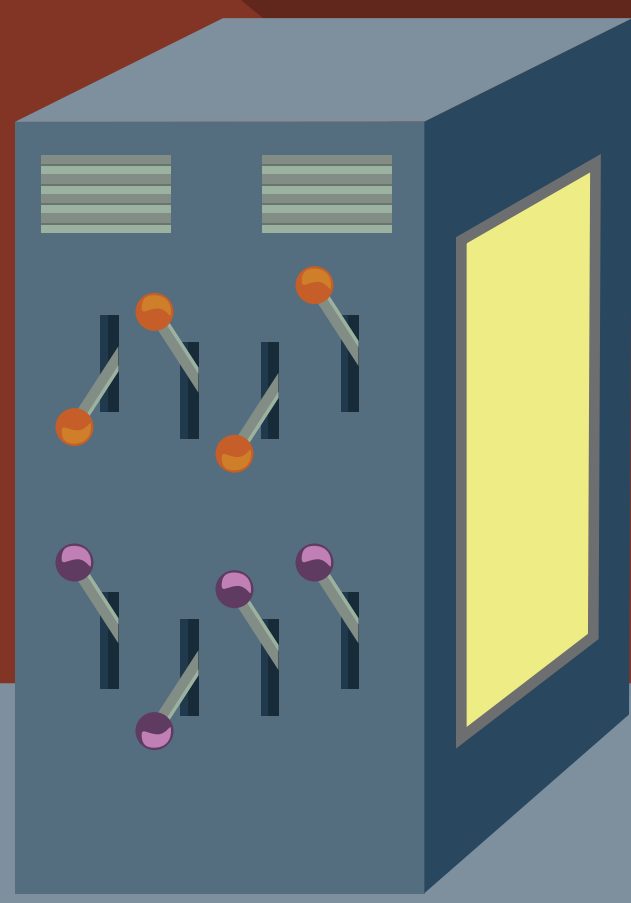


As an infrastructure manager, I'm facing some of the following challenges:

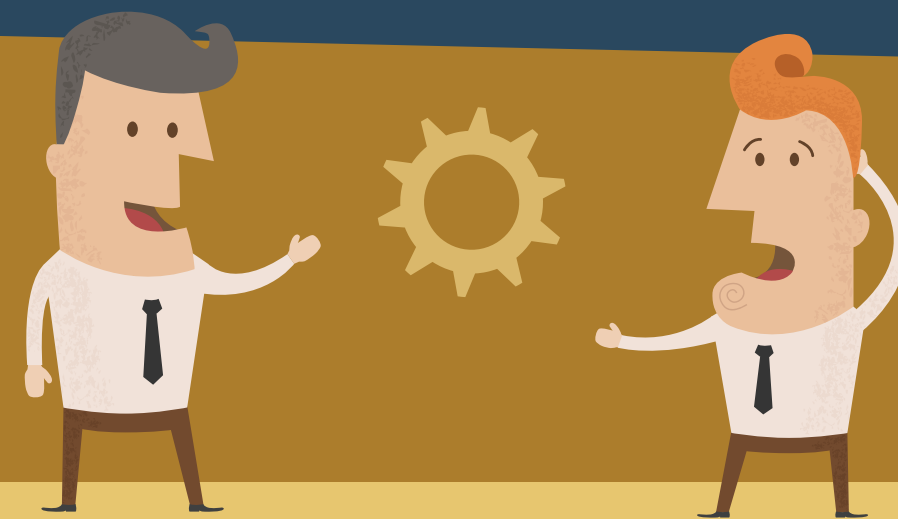
- ⚙️ I spent a great deal of time and money implementing systems management, but I'm not seeing the expected results.
- ⚙️ I monitor my systems, but I'm suffering from too-much-information syndrome.
- ⚙️ I don't know how to act on the data I have. There's an abundance of it, but I don't know how to transform it into a usable diagnosis.
- ⚙️ My organization is growing, and I'm not sure if the tools I have can handle the increased size and complexity of my environment.

⚙️ Organizations fail at systems management because they focus too much on technology and neglect the importance of people and processes.

⚙️ People and processes should drive the technology, not the other way around.



- ⚙️ Many organizations perform systems management, but they do it haphazardly. They put together a collection of open-source or vendor-provided tools, but having so many different moving parts can cause more problems than it solves.
- ⚙️ There's a tendency to equate tool consolidation with maturity. This is a mistake: there is room for point solutions and consolidation, dependent on need.
- ⚙️ Mature organizations will focus on service delivery, listening to users and business needs in order to prioritize efforts effectively.



- ⚙️ Few organizations pay enough attention to the interfaces between processes.
- ⚙️ Automation is only as good as the process that's being automated.
- ⚙️ Implement incrementally, piece by piece, focusing first on quick wins or vulnerable critical systems.
- ⚙️ Don't neglect the human element. No matter how good your tools are, they are useless if nobody actually knows how to use them effectively.

STEPS

1

Make the Case for Optimizing Systems Management

2

Assess Current Systems Management Capabilities

3

Align Systems Management With Organizational Priorities

4

Refine Systems Management Processes with Visual SOPs

5

Refine Your Systems Management Software Toolkit

6

Build a Plan to Implement Your Optimization Initiative

