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April 12-15, 2010 | Rosen Shingle Creek Resort | Orlando, Florida



Support Strategies In A Virtualized Environment

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Key Points

- Virtualization increases complexity
- Increase in the number of HW vendors
- Increase in the need for external support

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Impact of agility and flexibility



Stealth Fighter


- Very Agile
- Very Flexibly
- Very high performance
- Very Complicated



Virtualization will increase agility, flexibility, and performance

- Increased complexity
- Increased difficulty in managing storage
- Increased difficulty in managing server workloads
- Diagnosing support issues becomes more challenging

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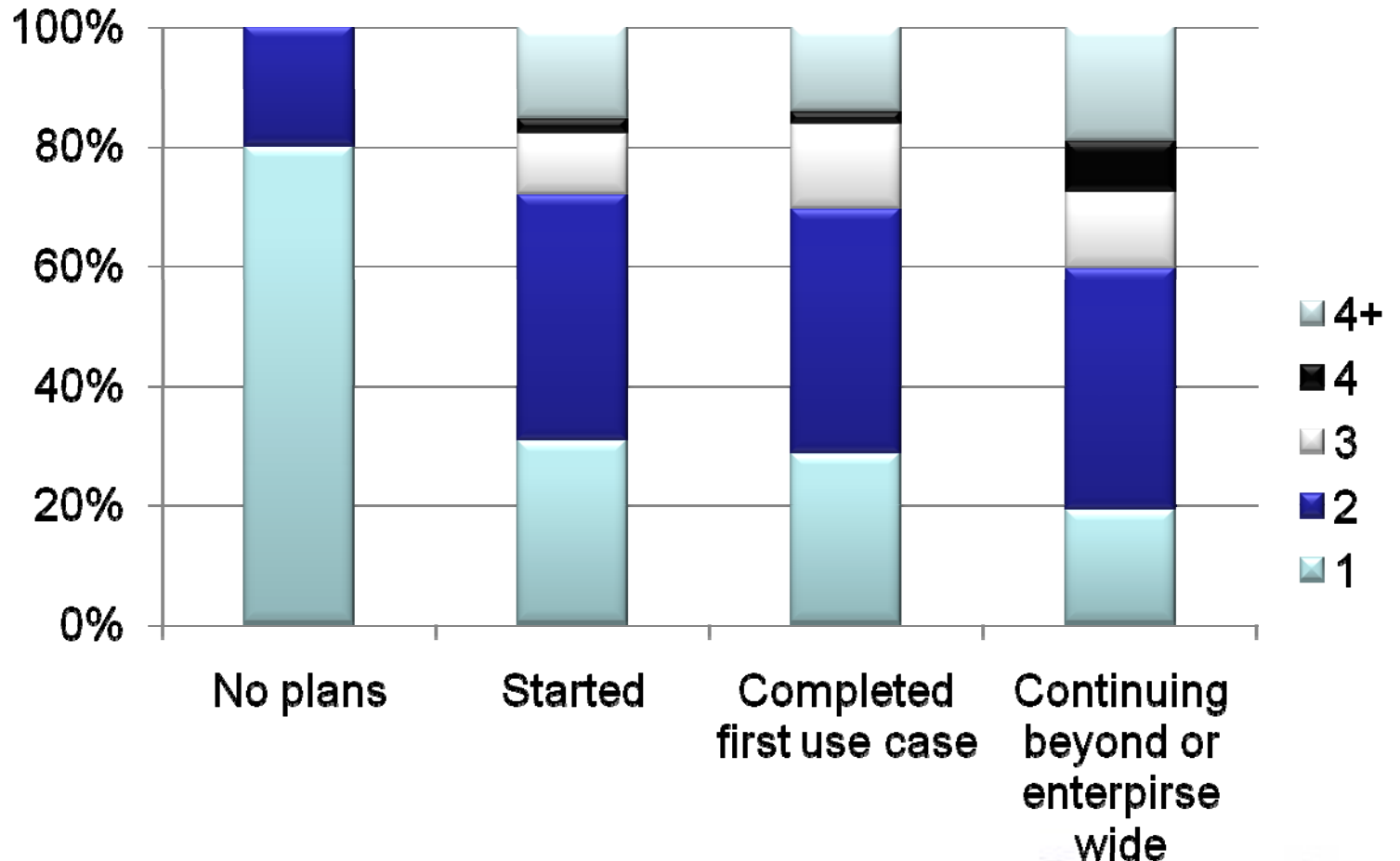


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Number of storage vendors increase



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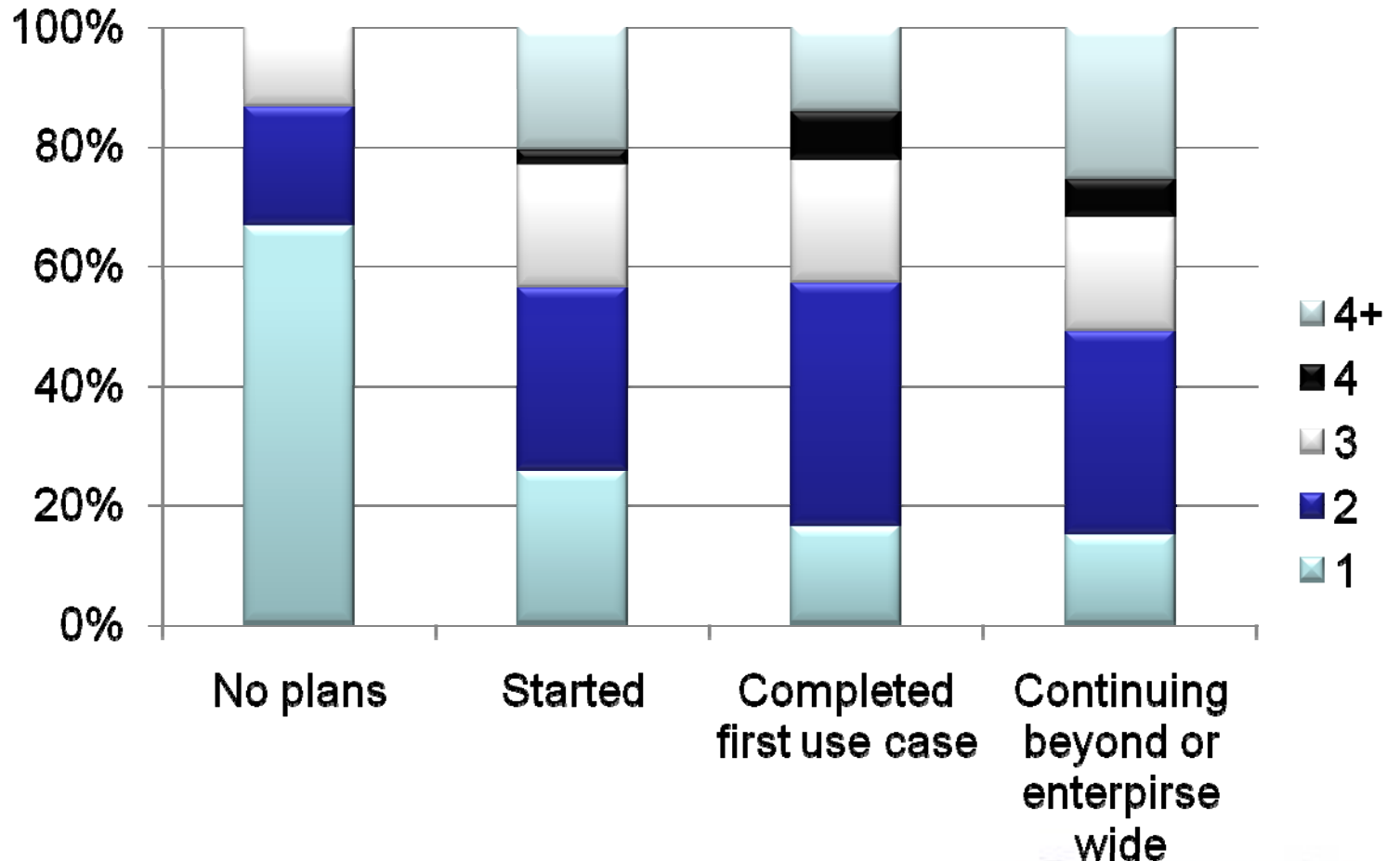


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Number of server vendors increase



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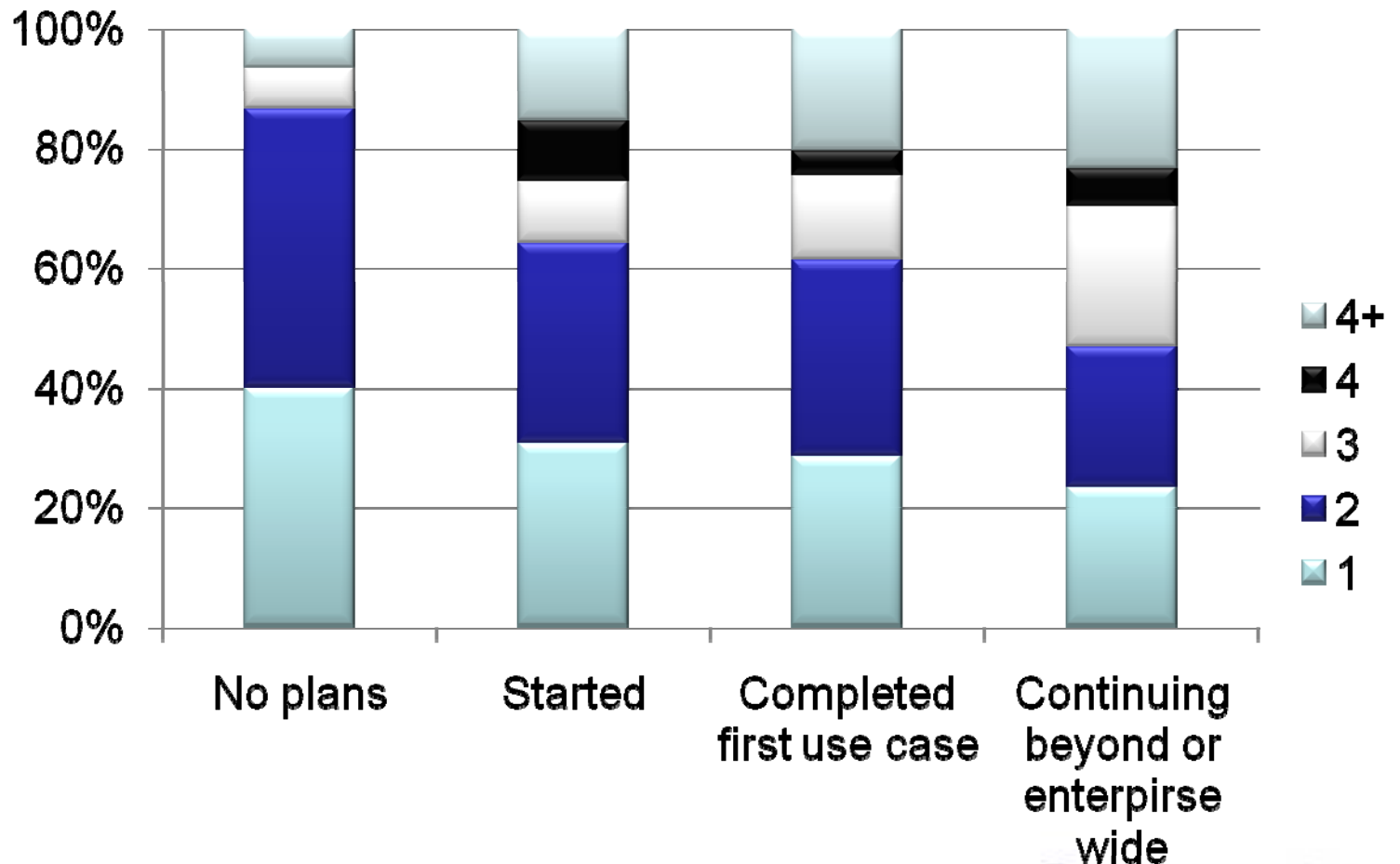


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Number of networking vendors increase





Increase in the number of technology vendors

- No plans to deploy
 - Laggards
 - Don't care about IT
 - Happy with a single vendor
- Are deploying
 - Mainstream or leading edge
 - More interested in technology
 - Tend to have invested in best of breed solutions





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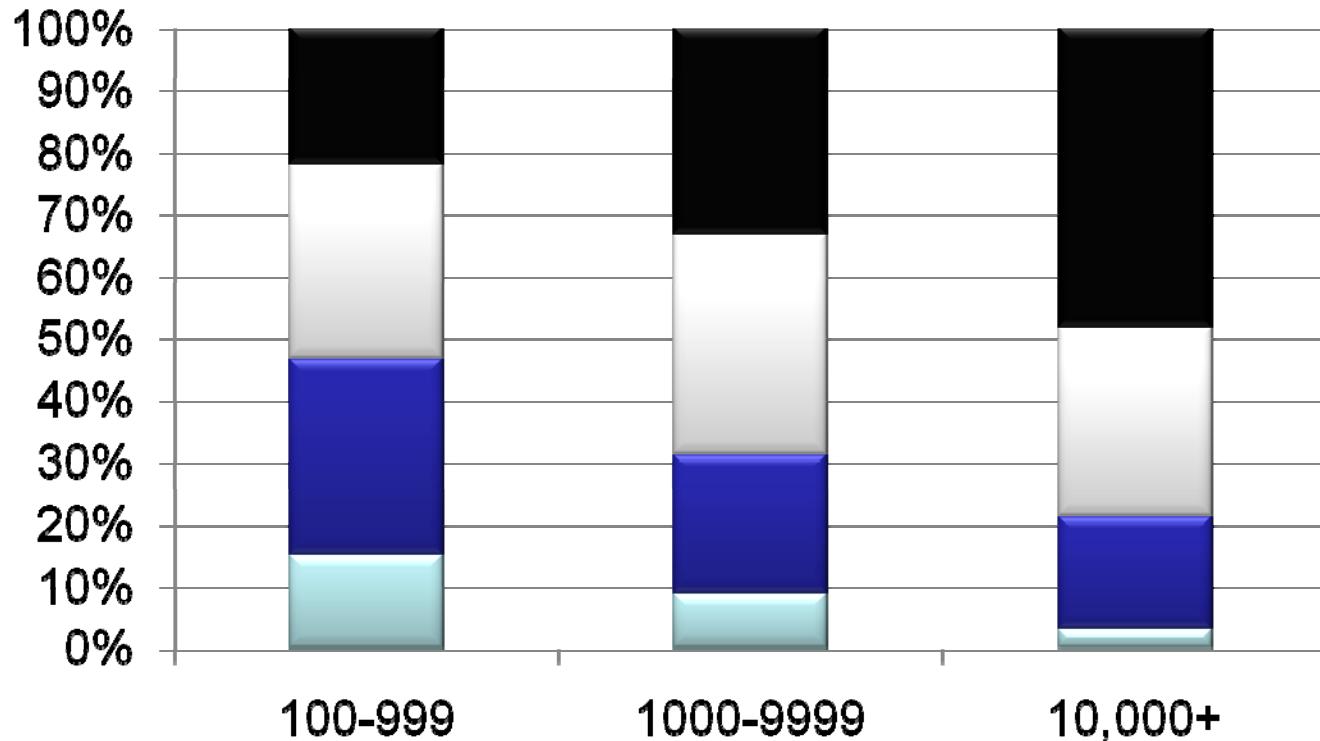
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Large enterprise are slightly further along in virtualization deployments




- Continuing beyond or enterprise wide
- Completed first use case
- Started
- No plans



Differences in enterprise size only play a small role

- Largest effect is between non-virtualized and virtualized environments
- Mid-sized and large enterprises have similar rates of non-virtualized environments

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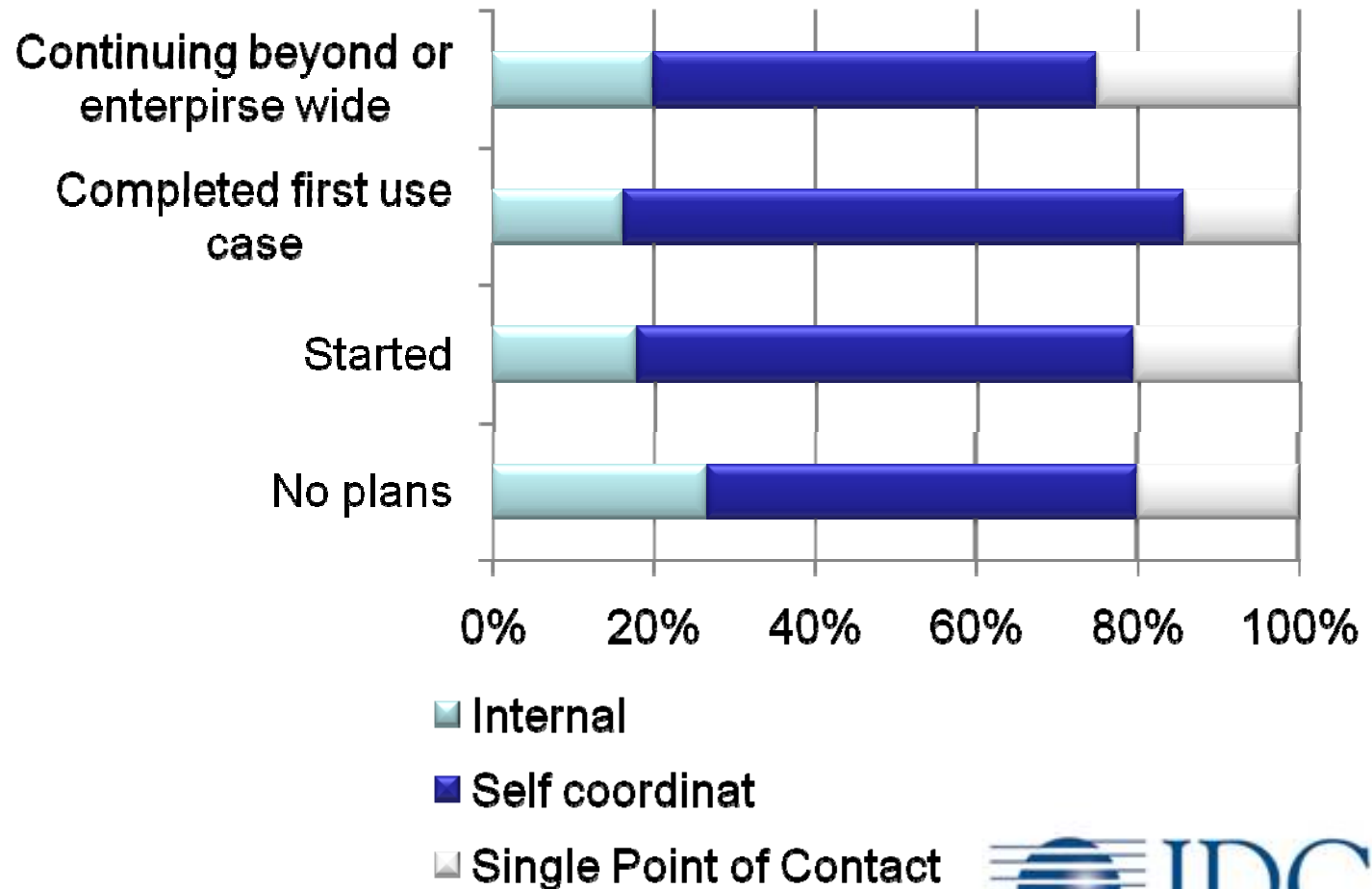


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More virtualized, the higher level of support required



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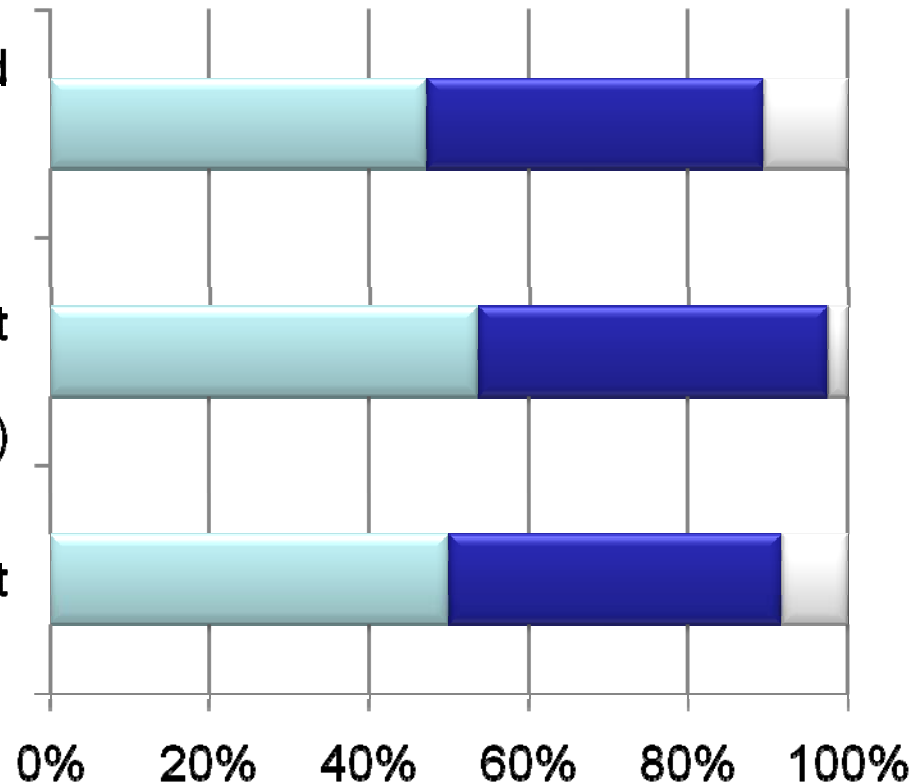
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Virtualization increased in the level of external support

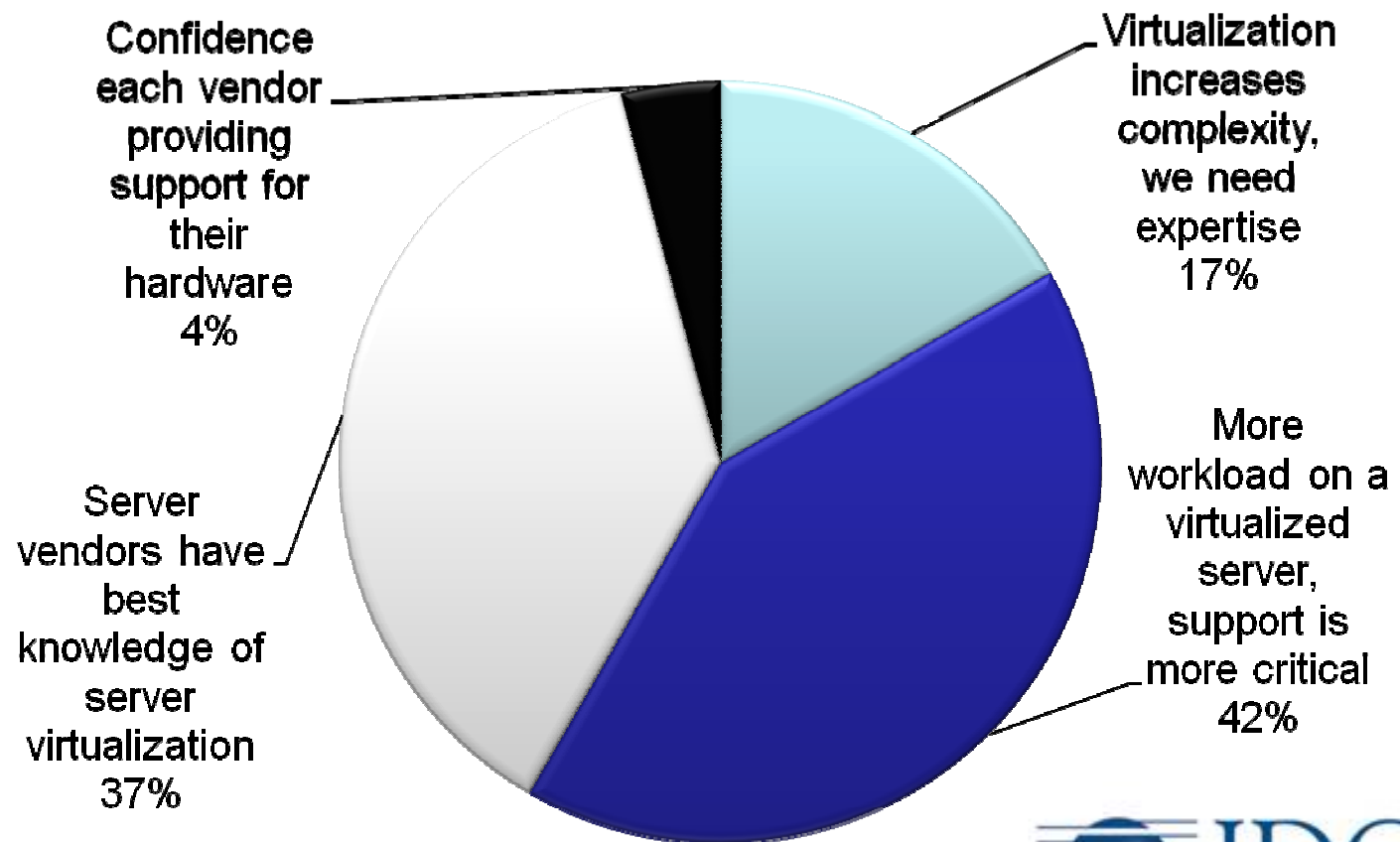
- We have completed an enterprise-wide deployment (n=19)
- We have completed the initial deployment in select cases and are continuing (n=41)
- We have deployed virtualization for select use cases (n=36)



- No Change
- Step Up
- Step Down

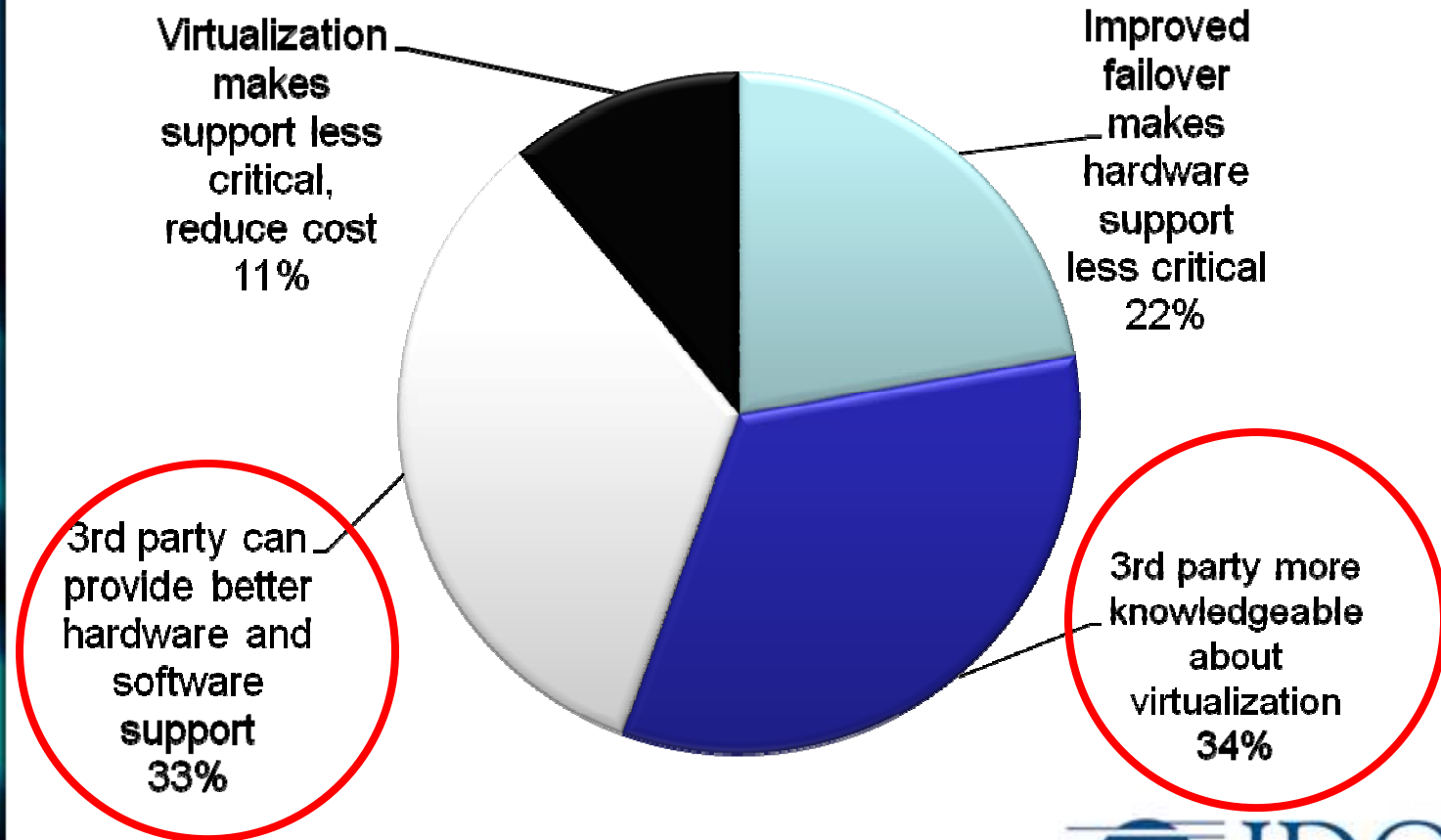
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Reasons to have each vendor support their own technology



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Even the migration to third parties is quality driven



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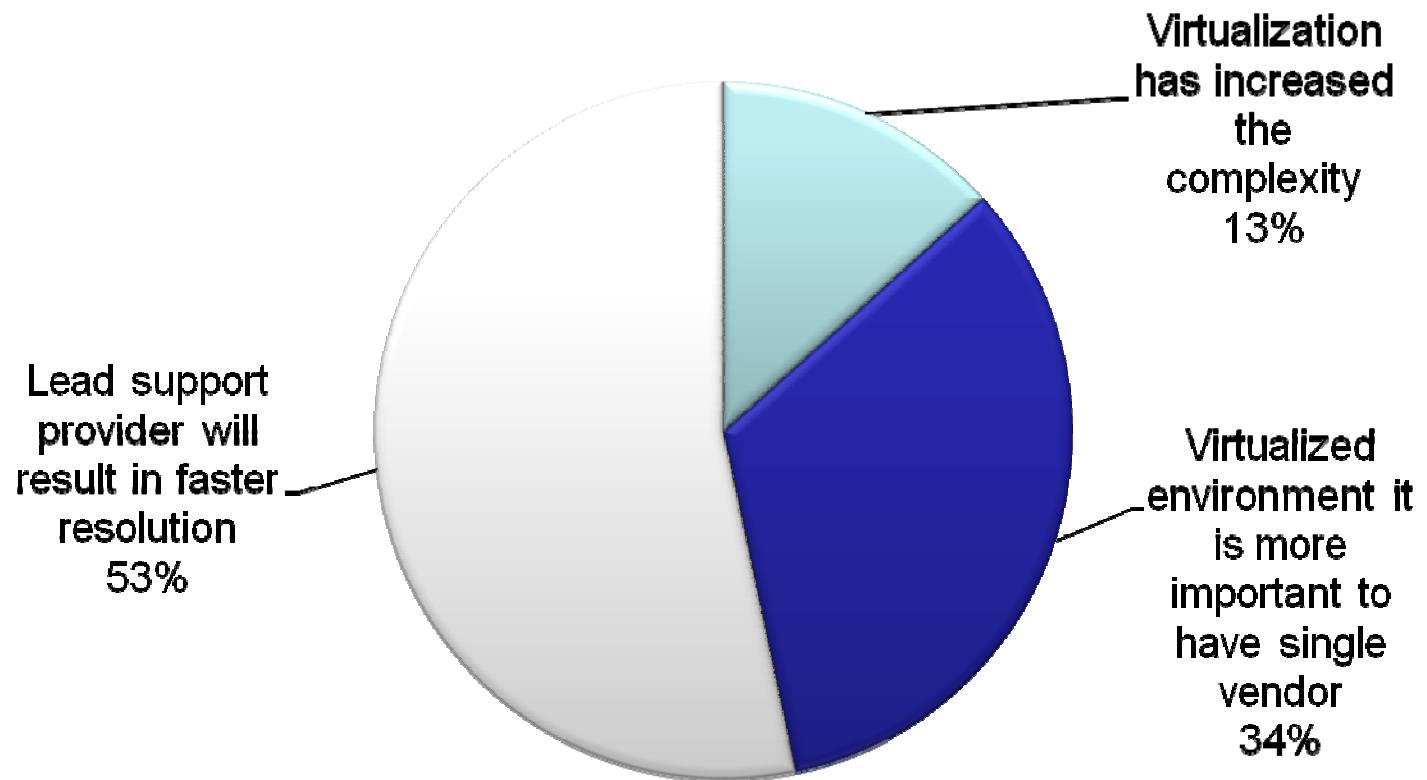


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Migration to a lead support provider is also quality of support driven



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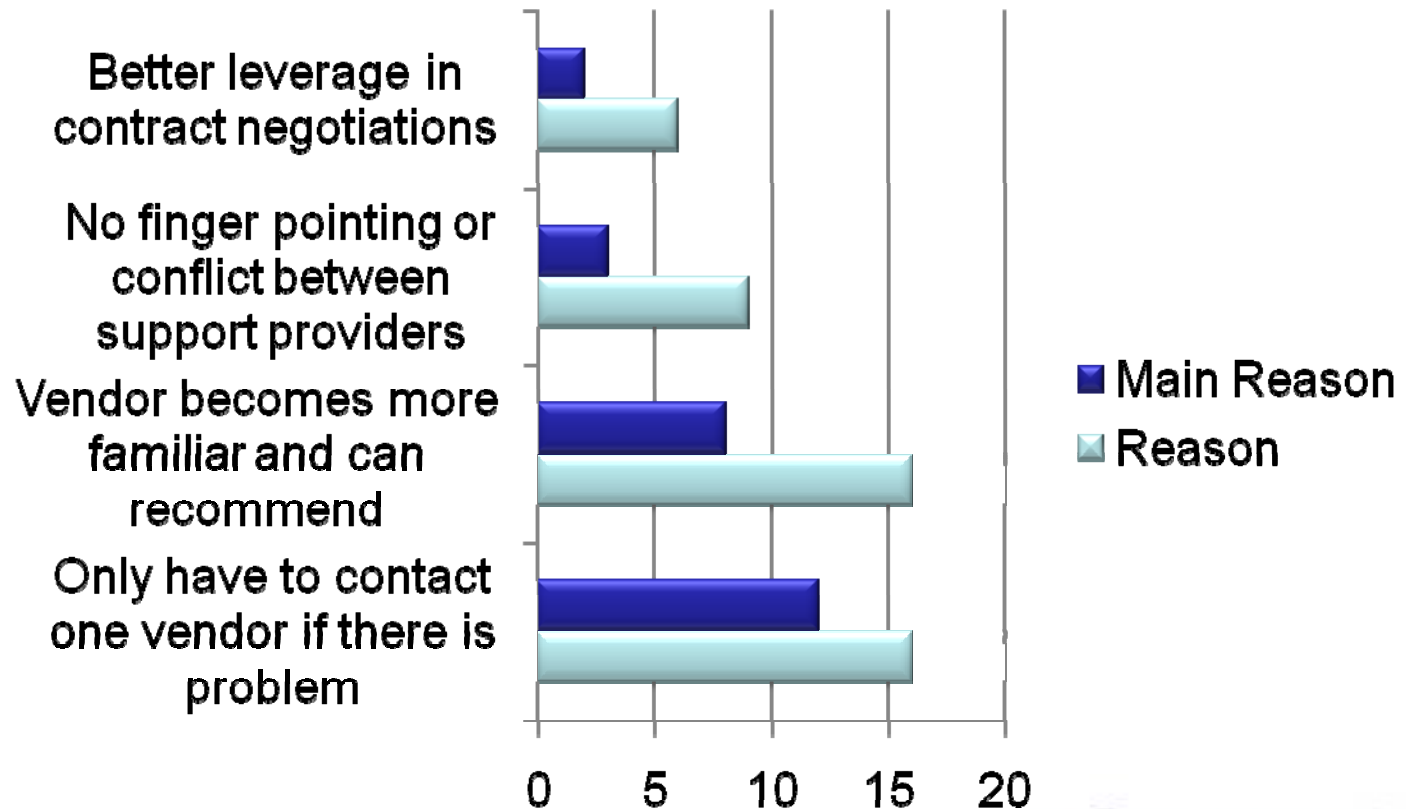


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Benefits of using a lead support provider



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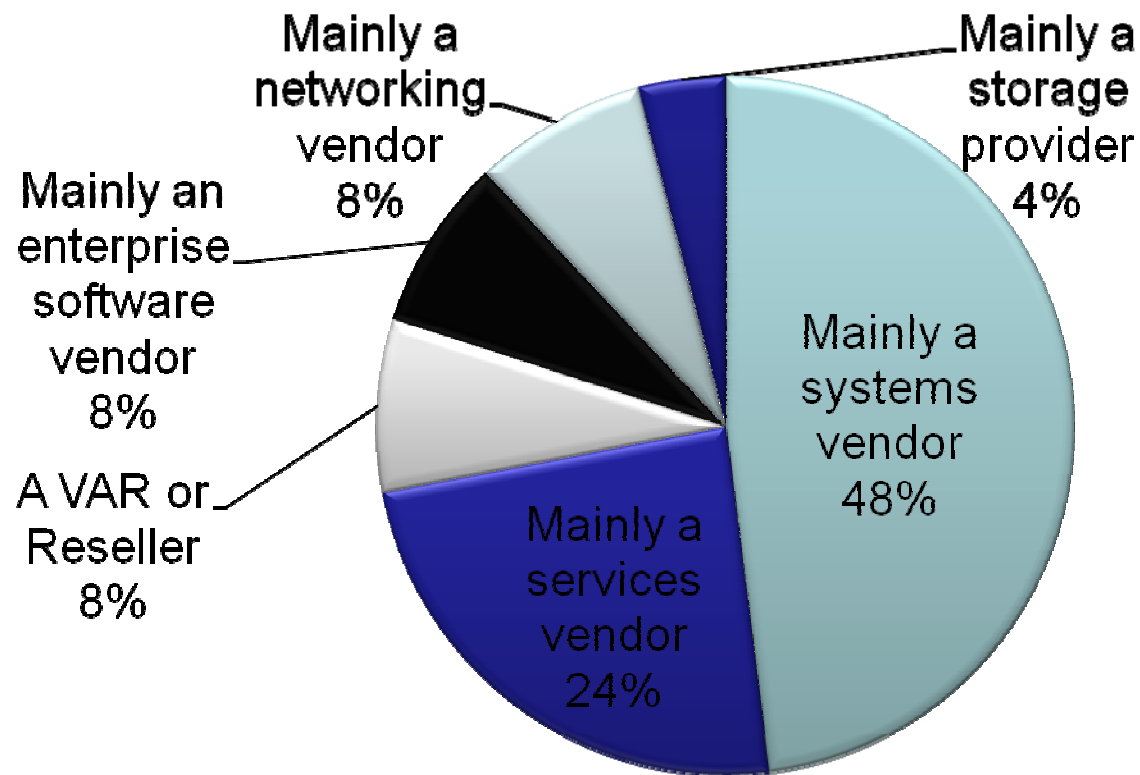


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Systems and services providers most likely to become lead services provider





Virtualization requires more support

- Infrastructures become more complicated
- Problems are harder to diagnose
- Need to view support as more than simple break/fix
 - Support involves monitoring, proactive services, system health checks, etc.



Essential guidance for end users

- As environments become more flexible, they become more complicated
- Virtualization will increase flexibility
- Resources required to support and manage the environment will increase



Essential guidance for vendors

- Customers will need additional help with support
- Increase the breadth and range of multi-vendor and multi-system support capabilities



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Community

Where Business + IT Professionals Connect





IDC Cross Talk IT Community

Community Goal:

- To create a forum for IT and business professionals to discuss technology issues within the context of their business

Features Include:

- Networking – Invite, Find and Interact with Analysts and Other Members
- Global Analyst Blogs and Videos
- Discussion Forums
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- Polls
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IT Governance: Signs of IT Revival and a Call for...
Entry posted Mar 12 by Rick Villars, tagged Business Analytics, Cloud, Executive Strategy, Industry dynamics, Information Management, Innovation, IT Governance, Privacy, Rich Content, Storage
IT Governance: Signs of IT Revival and a Call for Mobilization
If you're looking for signs that things may be getting better in the realm of IT investment, the past few weeks provided me with a number of positive antecedents that back up IDC's Predictions for 2010. In late February, I was at an event in New York City sponsored by a leading NetApp reseller. CIOs from a number of leading finance, entertainment, life sciences, and manufacturing enterprises were trying to come to grips with what the "cloud" meant for their businesses. Aside from the usual, and quite legitimate, concerns about security and sound IT governance, the most interesting theme was that none of them talked about "cloud" as a cost savings option (a major theme in the past year). Their interest in cloud focused on accelerating business expansion and introducing new services for employees and customers. Yesterday, I returned from an event put on by Pillar Data Systems for its customers. After a year of cancellations and conversion to "virtual" events, it is heartening to see that IT suppliers again recognize the importance of talking directly with a large pool of customers and, more important, are making it easier for customers to talk face to face with each other. Aggressive consolidation and virtualization were on the top of everyone's agenda, but so was new service activities. For some, this translated into major expansions in the use of business intelligence and data analytics. For others, digitizing and intelligently archiving intellectual property assets were the top concerns and priorities.
[more...](#)

IT Governance: Budget Cuts, Long-Term Trends and...
Entry posted Mar 02 by Joe Pucciarelli, tagged Budget, Capital, Executive Strategy, IT Spending, Planning
IT Governance: Budget Cuts, Long-Term Trends and Negotiating Ideas



Questions?

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