Solution Discovery Workshop for Autonomous Operations

Move beyond the firefighting toward adaptive, autonomous, service operations.

Executive Summary

It would seem that it has never been harder to manage IT Operations. On one hand, the confluence of an accelerated pace of change—fueled by trends such as cloud, DevOps and mobility—and the ever-growing complexity of the IT landscape, combine to create a perfect storm. On the other hand, the cost of just 'keeping the lights on' is stubbornly stuck at around 70% of the IT budget. Caught between a rock and a hard place, IT operations can no longer afford to remain reactive. Too many resources are occupied by keeping the lights on, and the IT organizations that can propel themselves toward not only being proactive, but actually becoming predictive and getting ahead of the curve, will be the ones to gain the upper hand. They will be the ones who have optimized and streamlined their business service management capabilities to free up resources toward investment in supporting innovation and business growth.

Autonomous Operations

Simply put, Autonomous Operations help companies anticipate infrastructure and application demands—and resolve IT problems—before they occur. Corporations at this maturity level continually monitor the IT environment, within the context of application and business services, for availability and performance, and align the IT infrastructure with business imperatives. Predictive Operations Management is a holistic, service-centric

approach to help achieve entirely new levels of IT availability, reliability, and performance, while finding the most cost-effective opportunities for attaining long-term value.

Key Benefits

The journey to Autonomous Operations is not about the destination. It is about bringing about change in IT operations in terms of organizational capabilities. It is about optimizing operational models and setting up operational standards to gain visibility and improve decision making. But more than anything, it is about driving a transformation aimed at adopting a set of competencies that will allow you to achieve operational excellence and:

- Improve service delivery
- Prevent downtime and reduce the impact of incidents
- Reduce the TCO of IT Operations
- Improve staff efficiency
- Shift funds and resources from operation to innovation

Solution Discovery Workshop for Autonomous Operations

Any journey, whether business or personal, needs a map. Implementing a holistic roadmap inclusive of people, process, and technology is key to obtaining the benefits from Autonomous Operations. Using the Micro Focus® Operations Management Maturity

Operation Management Services at a Glance:

- 750 man hours savings per month by Fidelity Investments
- 50% more work with the same staff at KMD
- 58% MTTR reduction by Die Mobiliar

Model®, Micro Focus Professional Services helps you create this roadmap, and gets you on the right path toward Autonomous Operations.

Overview

The Micro Focus Solution Discovery Workshop for Autonomous Operations® provides a systematic approach to:

- Defining the business goals and objectives that business service management can achieve for your organization
- Mapping and evaluating your current-state maturity level using the Operations Management Maturity Model
- Defining a roadmap to help you progress along the maturity model to the desired state that supports your objectives
- Fully adopting and optimizing your Micro Focus investments and expanding capabilities as appropriate across IT operations.

Service Implementation

Micro Focus utilizes a proven process that begins with a workshop with key stakeholders to analyze your current state.

Detailed scorecards based on the Operations Management Maturity Model are used to facilitate the workshop, leading to consensus-building through the application of best practices. The workshop takes into account your business drivers and top IT priorities to deliver a purposeful strategy.

The deliverables are aligned with your business drivers, and include an end-state solution blueprint, an initiative roadmap, and an optional business-case analysis to quantify the value proposition.

Key Features

This is the foundation of the service. It quantifies the maturity level of your organization's practices and characteristics on a progressive scale.

Figure 1. Sample maturity rating

The Micro Focus team can help you gain consensus on your maturity along ten capabilities to make recommendations on how to improve. The maturity model capabilities are:

- Systems Management
- Network Management
- Event Management
- Configuration Management
- Application Performance Management
- Service Modeling
- Process Automation
- Service Level Management
- Capacity Management
- Service Analytics

Critical domains are thoroughly analyzed across a five-level maturity model to design the best strategy to mature your organization to the desired end state.

The result is a roadmap with a specific set of recommendations including process, technology, and organizational improvements that will move you from your current state to your desired goal.
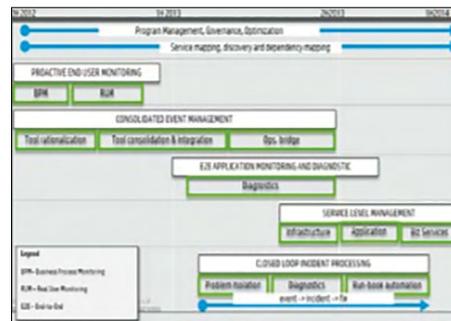

Figure 2. Sample roadmap

The Micro Focus Professional Services Difference

Micro Focus provides unmatched capabilities with a comprehensive set of consulting and implementation services and unique intellectual property that help you drive innovation through streamlined and efficient software delivery.

- Proven Micro Focus software solution implementation expertise
- More than 20 years of experience helping large, complex, global organizations realize value from their Micro Focus software investments

Contact us at:
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- Rich intellectual property and unparalleled reach into product engineering
- Technology-agnostic implementation approach with no vendor lock-in, no rip-and-replace
- Education and support services to ensure adoption

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