

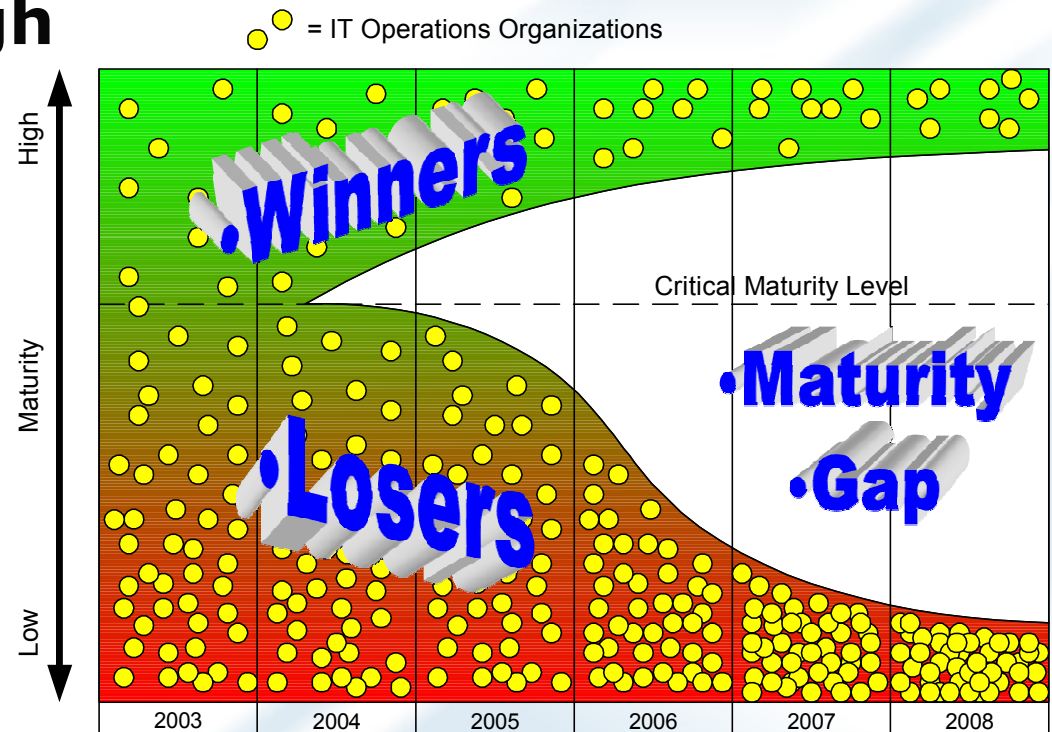
Network Configuration Management as a Means to IT Success

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A Challenging Future for IT

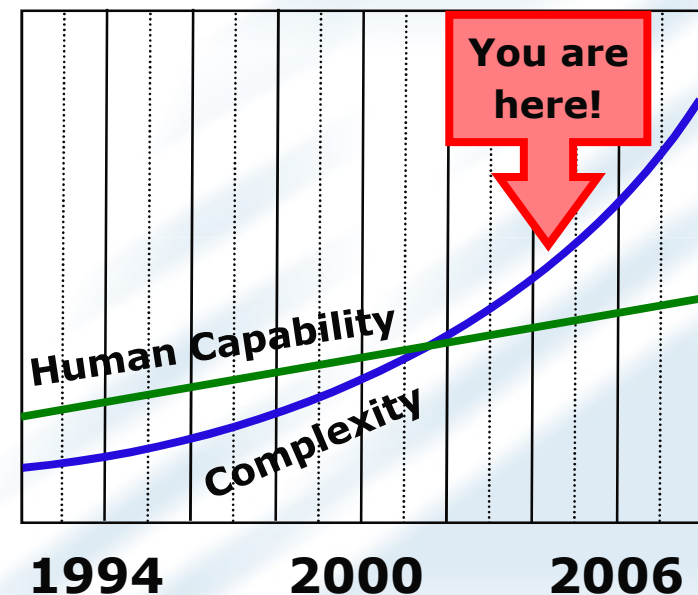
- ▶ The IT organization suffers from its history
 - ▶ Poor availability, business value & performance
- ▶ IT costs are too high
 - ▶ The CEO & CFO are pressuring the CIO
 - ▶ We WILL be forced to do more with less
- ▶ A maturity gap is emerging
 - ▶ Few winners
- ▶ Complexity is exploding



The Growing Threat of Complexity

- ▶ **New technologies exacerbate complexity**
 - ▶ Web services
 - ▶ IP telephony
 - ▶ Utility computing
- ▶ **New business demands exacerbate complexity**
 - ▶ M&A/divestiture
 - ▶ Mobile workforce
 - ▶ Corporate governance
- ▶ **Even the best experts cannot understand everything; we must abandon the status quo**

Complexity has Already Surpassed Human Abilities



Instill Discipline to Streamline Operations

- ▶ **IT success will depend on operational maturity**
 - ▶ Process best practices such as ITIL will help
- ▶ **Automation accelerates process execution**
 - ▶ Speed & agility are needed to combat complexity and adapt to changing requirements
- ▶ **Configuration and change management form the core of every function in the IT operation**
 - ▶ Process & automation tool adoption are poor
 - ▶ Both are finally improving dramatically
 - ▶ **The network domain presents a good opportunity**
 - Excessively manual with good tools emerging
- ▶ **Discipline = efficiency = savings = IT relevance**

Network Configuration Management: Bottom Line

- ▶ **Change and configuration management automation is inevitable**
 - ▶ **Business and IT leaders demand a reduction to error-prone, slow, & repeatable manual efforts**
 - ▶ **Don't fight the trend; contribute to it!**
- ▶ **Tools must span vendors, device types, and eventually beyond the network**
- ▶ **Build a culture based on structured processes**
 - ▶ **Use ITIL as a foundation**
- ▶ **With configuration and change management at the core of operations, leverage these processes for other developmental and operational benefits**

End of Presentation



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Questions for Panelists

- ▶ Please briefly explain the most striking benefits you achieved.
- ▶ Did you experience any surprises (good or bad)?
- ▶ Have network engineers resisted this move or embraced it?
- ▶ How do you plan to use historical change auditing and compliance as a benefit?
- ▶ The network is just the tip of the iceberg in configuration and change management. What plans do you have to expand this process beyond the network?
- ▶ This field is constantly changing. What developments would you like to see next as products and processes evolve?

Audience Poll Questions

- ▶ **What is your current state of NCCM?**
 - 1. Already in place and realizing good value**
 - 2. Already in place and not realizing value**
 - 3. Actively evaluating products**
 - 4. Planning for future implementation**
 - 5. No plans yet, I'm just curious**
- ▲ **What are your NCCM buying intentions?**
 - 1. Decrease dramatically**
 - 2. Decrease**
 - 3. No change**
 - 4. Increase**
 - 5. Increase dramatically**

Audience Poll Questions

- ▲ **What is the top benefit you expect from NCCM?**
 - 1. Automation of repetitive tasks**
 - 2. Multivendor support**
 - 3. Enhanced access controls**
 - 4. Change auditing**
 - 5. Reduce errors**
 - 6. React more quickly to changing business requirements**
 - 7. Compliance with standard policies**
 - 8. Inventory discovery and management**

Audience Poll Questions

- ▶ **How important is it for configuration and change management to expand beyond the network in the next 12 months?**
 - 1. Very unimportant**
 - 2. Slightly unimportant**
 - 3. Slightly important**
 - 4. Very important**
- ▶ **How important is it for configuration and change management to expand beyond the network in beyond 12 months?**
 - 1. Very unimportant**
 - 2. Slightly unimportant**
 - 3. Slightly important**
 - 4. Very important**

Audience Poll Questions

- ▲ **Who is your major compelling force behind NCCM?**
 - 1. Business leaders**
 - 2. Senior IT leaders**
 - 3. Operations management**
 - 4. Operations technologists**
 - 5. Networking management**
 - 6. Network technologists**
 - 7. other**