



EMC IT Process Centre Assessment Service

Business Challenges

Requesting storage can trigger a complex, time-consuming process. Ad hoc processes that rely on e-mail and phone for communication are prone to human error. Additionally, there are many different technologies, actions, and in some cases, departments that are involved. As service-level agreements become more demanding, IT is struggling to streamline the storage request process.

- Multiple methods are used to request storage and coordinating them is difficult.
- Fifty-five percent of unplanned outages are due to out-of-space errors resulting from full storage volumes and file systems.
- Storage consumption demands need to be monitored to enable appropriate capacity planning to ensure service-level objectives are met.

EMC® IT Process Centre is a software application that enables companies to automate the storage request process, ensuring it is consistent and repeatable. EMC Services has the skills and the resources to ensure EMC IT Process Centre is customized to meet your business needs. EMC Assessment Services, which include time-tested processes and proven methodologies, enable our project delivery teams to accelerate the business results you need.

Assessment for EMC IT Process Centre

EMC Assessment for IT Process Centre enables you to effectively evaluate your current IT processes—especially those involving several approval steps—to determine where improvements can be made so you can more effectively meet business goals and objectives. Working with skilled EMC professionals, key pain points are identified so once you move forward with implementation, the most critical issues will be addressed first for a fast and effective return on investment. You will also be able to implement the best-of-breed recommendations for this type of procedure from our storage experts. The benefit of an Assessment is a detailed implementation plan which will allow you to customize IT Process Centre so it is best suited for your business needs.

Assessment Phases

Phase I: Discovery and Analysis

The Assessment begins with management meetings to document the goals and objectives of the executives and other key stakeholders. Working with your company's subject-matter experts, we will identify the right scope to ensure successful completion of the assessment. These discovery sessions enable us to facilitate consensus building with stakeholders and ensure everyone involved is working to a common set of goals.

Phase II: Process Optimization & Automation Design

Working with your key stakeholders and subject-matter experts, an optimized process design and solution strategy is developed based upon the business requirements. This will detail how IT Process Centre should be implemented, ensuring both business and technical requirements are captured to support the process automation. The assessment then attempts to align the stated process pain points with processes that can be improved by standard templates (such as storage provisioning) to provide the greatest financial and operational benefits, as well as to optimize the process as a whole. Finally, areas which should be addressed first to realize significant gains fast will also be included.

Phase III: Recommendations

We will deliver and review the findings and recommendations included in the Final Report. Included in this report are the analysis of the current environment, an outline of the optimized process along with the business benefits, return on investment, and lastly, the implementation and architecture plans. This report serves as a roadmap and documentation of your objectives for implementation services.

About EMC Global Services

Through strategic consulting and world-class technology implementation, maintenance and support services, managed services, education, and solutions, EMC Global Services helps customers address their information challenges, attain their near- and long-term business objectives, and get the maximum value out of their information strategies and infrastructure. Our 10,000+ information-focused service professionals leverage proven methodologies, deep expertise, and industry best practices to help customers build information infrastructures to store, protect, optimize, and leverage information—reducing risk, lowering cost, and delivering measurable business impact.



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Solution Overview
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