BUSINESS CHALLENGE
Implementing any business intelligence (BI) solution requires accurately defining requirements and identifying influencing factors that will affect the scope, effort, resources, and costs associated with its implementation. This is especially true in developing a business intelligence solution that helps IT management monitor the health of their heterogeneous IT operations. Typical IT environments represent a unique challenge with their severe heterogeneous environment that may include hundreds—if not thousands—of different applications, along with storage, server, and networking devices. A clear understanding of the IT infrastructure operations is critical to a successful implementation and will influence the scope and level of effort required for the engagement. This means that prior to starting work the following critical success factors must be clearly defined:

• The management issues that will be addressed
• The KPIs and metrics associated with monitoring and analyzing those issues
• The users who own and/or manage those processes, their roles, the functions they perform, and the information needed to perform those functions
• The source, accessibility, quality, and formatting of the data needed to generate those KPIs
• The training, user adoption, governance, and support model

EMC® Infrastructure Intelligence service is a pre-packaged service that implements a data warehouse and business intelligence platform that provides reporting, dashboards, analytics, and alerting across a heterogeneous storage, server, application, and networking IT environment. Using a pre-wired business intelligence environment built with Microsoft® SQL Server® and Microsoft PerformancePoint® Server, EMC consultants integrate data from these different devices to create a data warehouse with a holistic view across IT operations. From this data warehouse, special-purpose, multi-dimensional cubes are created to analyze performance and capacity utilization, triage performance problems, and calculate future capacity requirements given changes in the business. Robust trend analysis and forecasting capabilities measure actual performance against business goals, and alert users when performance is outside boundaries.

SERVICE DESCRIPTION
The EMC Discovery Blueprint for Infrastructure Intelligence service defines the critical success factors as they pertain to an organization’s IT environment reporting and analytic needs. The Discovery Blueprint service underpins a successful Infrastructure Intelligence engagement,
ensuring delivery of requisite business, reporting, and analytic functionality within an agreed-upon timeframe and budget. The methodology rapidly identifies management, user, and technical requirements along with key influencing factors such as environment, infrastructure elements, and quality and availability of data to accurately determine the scope, timeline, resources, and cost associated with implementing an Infrastructure Intelligence solution. The Discovery Blueprint service uses a structured approach that combines facilitated sessions, collaboration, and onsite assessments to deliver an Infrastructure Intelligence engagement that provides clear business value within time and budget constraints.

The Discovery Blueprint service is dependent on the scope of storage and infrastructure components that will be monitored. It consists of the following activities:

- Vision setting
- Requirements identification and prioritization
- Data source analysis
- Phased planning

The output from this service includes a:

- Requirements document that contains a scope definition, level of effort, resources, assumptions, risks, roles/responsibilities, and costs
- Project plan
- Project roadmap
- Statement of work for the definition, construction, and delivery phases

**SUMMARY OF BENEFITS**

The EMC Discovery Blueprint for Infrastructure Intelligence service ensures that business, technical, and budgetary requirements are met. It identifies in advance all the “moving parts” that will be involved in, and have an effect on, the successful delivery of the solution. The service offering is based on a process framework that takes advantage of EMC’s core competency in information infrastructure, and utilizes intellectual property that has been developed as a result of EMC’s participation in hundreds of related projects. The result is an approach that is optimized for rapidly surfaced and identifying management challenges, determining information delivery needs, inventorying the infrastructure and underlying components, and accessing the ability and readiness of the environment to meet requirements.

**EMC CONSULTING**

As part of EMC Corporation, the world’s leading developer and provider of information infrastructure technology and solutions, EMC Consulting provides strategic guidance and technology expertise to help organizations exploit information to its maximum potential. With worldwide expertise across organizations’ businesses, applications, and infrastructure, as well as deep industry understanding, EMC Consulting guides and delivers revolutionary thinking to help clients realize their ambitions in an information economy. EMC Consulting drives execution for its clients, including more than half of the Global Fortune 500 companies, to transform information into actionable strategies and tangible business results.