IBM Global Services

Information Technology Transition Services: Restructuring IT environments.
Information technology (IT) environments are often a maze of geographically dispersed systems, networks and applications. Increased customer demands, globalization, and mergers and acquisitions, contribute to this dynamic climate. As a result, consolidation, migration and automation are essential.

**IT Transition Services**

Our IT transition services consultants can help you maximize your IT data center environment and rapidly refine your business operations. We examine all aspects of your IT infrastructure — technology, management systems and organizational frameworks — to help assess your current architecture, map out alternatives, design a new IT environment and develop detailed plans for a seamless transition to that environment. We provide customized solutions and comprehensive services — on a global basis — to meet your unique requirements, helping you focus on what matters most: your core business processes. What’s more, we help ensure that restructuring makes sense for your business — while keeping you informed about ongoing costs and potential business risks.

IT transition services was developed to help companies create stable, secure and flexible IT environments. Our tested, documented solutions encompass:

• Complex data center consolidation and relocation
• Web hosting and data center assessment, planning, design and construction
• Command center automation and design
• Complex project management
• Server and storage consolidation.
Complex data center consolidation and relocation services

Relocating or consolidating a data center can result in numerous benefits, such as cost reductions and operational efficiencies. However, risks to service levels can be substantial, depending upon the scope of the consolidation or relocation. IBM consultants work to assure that consolidating, migrating and relocating your data center will provide the flexibility and manageability needed to rapidly meet ongoing business demands. We examine all physical, logical and environmental components of your data centers: hardware, software and networks; key business applications, systems management tools and facilities; plus site and support services.

We can help you:

• Understand and document business issues and IT strategies
• Assess the physical, logical and environmental aspects of your current IT infrastructure
• Select the right path by providing alternatives that evaluate cost and risk
• Develop a high-level transition plan with financial projections of future costs and returns
• Create a detailed project plan
• Execute the plan on time and within budget.

Our consultants manage all the details—from helping you make the right initial choices through planning, preparing site facilities and building; creating asset inventories; developing detailed schedules; packing and delivering assets; and installing and testing all equipment and software for production readiness.

With over 30 years and three million square feet worth of experience behind us, we provide a stable foundation for rapid deployment of new solutions.
Web hosting and data center facility assessment, planning, design and construction services

E-business has created high demands for Web hosting services. IBM consultants can help you provide these services by using a flexible Internet Data Center with a high-availability template for a turnkey data center facility solution.

Working with us, you can plan the right data center for your needs, find the right location and construct the appropriate data center facilities. Our consultants work directly with landlords, architectural firms, general contractors and government agencies on site selection, design, planning and construction. In addition, we will:

- Manage day-to-day operation of the design and construction phases
- Develop design concepts while assisting with the statement of requirements
- Help you determine critical levels of reliability, availability and facility uptime
- Perform a single-point-of-failure analysis
- Design new IT facilities, including hardware, software, network and management processes and procedures
- Review bids and approve contractor payments
- Interface with utilities and equipment vendors.

We leverage our existing service infrastructure so that you don’t have to build your own.

Command center automation and design services

By automating functional areas such as system startup, event monitoring, problem correction and system shutdown, you can improve the efficiency of your IT support staff. What’s more, errors can be corrected before users are aware of them. Working with IT transition services consultants, you can design, develop and implement console and network-automation strategies and technologies that provide centralized, proactive and predictive monitoring and correction of system and network events. We assess and evaluate the physical and logical design of your current center, plus identify overall system performance improvements and enhancements through:

- Console consolidation
- Implementation of system and network automation tools
- Space utilization reduction
- Redeployment.

We consider the important details that make a difference: Do workstations face a large central monitor that enables easy collaboration among the support team? Do you have an uninterruptible power system (UPS) to ensure continual operation?

Implementation of a leading-edge command center facilitates the control of IT assets that are critical to maintaining business application availability. The result? A working environment that attracts and retains critical IT staff.

Complex project management services

Our consulting services add value by furnishing proven expertise in project management. We direct highly visible, large-scale strategic IT infrastructure projects in extremely complex and rapidly evolving technical and business environments. We also offer:

- A flexible approach that focuses on leveraging existing systems to deliver cost-effective, lower-risk IT options
- Proven project methodologies
- A broad range of skills
- A demonstrated track record
• Access to a wide array of technical resources

• The ability to manage projects of any scope.

**Server and storage consolidation services**

At its core, server consolidation is an enabling technology encompassing not just hardware, but software, services and—most important—the systems management disciplines and best operating practices to tie it all together.

IBM server and storage consolidation services encompass a total solution for maximizing and simplifying your entire IT infrastructure. Whether consolidation takes the form of centralization to reduce data center locations, physical consolidation of many servers into one data center, or application and data migration and integration, the goals are the same. We provide:

• A focus on infrastructure design and minimizing support costs

• An emphasis on analytical and systems integration services that aid in creating and maintaining a highly customizable design process

• An asset database from each design effort

• Multisupplier and multiplatform services and service resources—especially for integrating UNIX®, Windows NT®, AS/400®, Novell NetWare® and mainframe environments, such as S/390®

Today

- UNIX
- AS/400
- S/390
- Windows NT
- UNIX
- S/390
- Windows NT

**Future**

- S/390
- UNIX
- Windows NT
- AS/400

**Consolidation and coexistence of architectures**

**Islands of architectures**

Our solution design can help you:

• Better align your technical infrastructure with your business requirements

• Reduce costs through better asset utilization

• Provide the necessary flexibility and manageability to improve customer service levels

• Speed the deployment of new business solutions by optimizing the IT infrastructure

• Improve access to business information

• Heighten security

• Position your IT environment for future technologies.
Strength aligned with business

IT transition services utilizes several methodologies—including the patented, proven ALIGN—to minimize risk and ensure the right results.

The foundation of ALIGN is the recognition of a complex relational data model that exists in every company’s IT infrastructure—a process model created and used by every organization to run its business. At the core of this model is an individual application or solution. Each application can be mapped to a unique server (or servers) on which it runs. Further, each server can be mapped to a unique architecture, which is associated with a discrete set of support costs.

Combining these four elements into a data model that reflects core logical business model relationships allows our consultants to profile your company’s IT infrastructure in specific and insightful ways. We then use this insight to make recommendations on how to maximize the IT environment around your organization’s business goals.

IT transition methodology: ALIGN

Step 1
Qualification
• Understand and document business issues and IT strategies
• Prioritize issues
• Describe potential benefits and organizational implications
• Propose further work if warranted.

Step 2
Customer environment profile
• Collect detailed application and server information
• Use Web-based or online tools if appropriate
• Develop initial concept of potential transition solutions
• Develop list of ongoing issues.

Step 3
“Island analysis”
• Analyze customer server and application inventory
• Develop transition matrix based on customer priorities and propensity to consolidate
• Develop prioritized project list
• Scope projects and create business proposal.

Step 4
Detailed analysis/solution design
• Analyze technical requirements
• Provide Business Solution Assessment (BSA), networking analysis and Total Cost of Ownership (TCO)
• Create proposal as output.

Step 5
Implementation
• Build new IT facilities and relocate existing assets
• Consolidate existing servers and applications
• Migrate and integrate applications
• Automate IT functions.

Step 6
Validation
• Assess the overall transition effort
• Provide feedback to sponsoring executives.
The big picture: IBM understands your requirements

Consolidating and relocating data center environments requires the ability to envision, lay out and integrate all IT resources to meet specified requirements. IBM methodologies, experience and expertise can help you achieve a seamless result that enables you to:

• Manage merger, acquisition and expansion activities
• Lower the cost of IT ownership
• Provide adequate user service levels and system availability
• Enable executable internal and external disaster-recovery plans
• Build consistent IT architectural strategies and management processes.

IBM capabilities

In addition to the combined strengths of global consulting and implementation through IBM Global Services, IBM is uniquely positioned to deliver:

• Broad knowledge and experience in both IBM and non-IBM technologies across legacy, distributed and Web environments
• Patented ALIGN methodologies that enable us to understand client requirements and develop tailored solutions
• Certified consultants, architects and project managers who are specially trained in a broad base of required skills
• An objective, deliverables-driven approach
• A proven track record of achieving significant IT efficiencies and cost reductions.

For more information

To learn more about IBM IT transition services, visit our Web site at:

ibm.com/services.