

Early  
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Book before 30 March  
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# Best Practice In IT Infrastructure Management

## Key Topics

- Infrastructure Planning
- Infrastructure Management: best practice
- Management Methodologies for Infrastructure Control
- Pressures and Pitfalls of Change
- How to make I.T. Services Match Business Needs
- I.T. Project Management: How to Avoid Failure

Includes the opportunity for delegates to create a personal action Plan appropriate to their organisation



## Who should attend?

IT Managers; Computing Service Managers; Operations Managers; Network and Communication Managers; Customer Service Managers; Systems and Applications Development Managers; Consultants; and all those responsible for, or concerned with, IT; Auditors; Company Secretaries, Company Accountants, Finance Directors and Administration Directors with responsibilities for computing; Computer Users seeking to achieve cost-effective computing services.

# Best Practice In IT Infrastructure Management

*Course Timings: Registration for the course will be at 8:00. The course will commence at 8:30 and finish at 17:30 on all days, with breaks for refreshments at appropriate intervals. Lunch will be served at 13:00 each day.*

## Benefits

This thought-provoking seminar provides a pragmatic basis for truly business-oriented and reliable IT services. Based on examination of business needs and the response they demand of computing technology, this seminar will provide practical insight and guidance to managers wishing to ensure that they get the best service from their investment in IT systems and staff.

## DAY 1

### Introduction & Objectives

If vision is applied, infrastructure management strategy can be a key element in up-shifting the entire business

- IT Waste
- Scope & Objectives of Infrastructure Management
- IT as an enabler for Change
- The wider context - using and building infrastructures for business transformation

### IT&C Strategic Infrastructure Planning

An enterprise cannot function without its infrastructure - its communications, equipment, plant and underlying services. Yet often there is no coherent strategy to exploit and develop this investment to leverage mission achievement. Proactive infrastructure management can be the key to competitive edge. What are the challenges and new opportunities?

- Categorising Systems
- A Tiered Approach
- Infrastructure Architecture
- Legacy Systems - Millstone or Goldmine?
- Strategic Planning & Migration

### Service Level Management

What are the new issues facing IT? What are the new opportunities, challenges and pitfalls? Business targets must be reflected in service level achievement - how to do it? What are the latest SLA techniques?

- Service Level Agreements - Tool For Service Management
- SLA Definition & Contents
- Customer & Supplier Perspectives
- Service Level Monitoring & Reporting

### Infrastructure Management Tools & Techniques

What tools and techniques are there to help manage the IT infrastructure - and how relevant are they to you?

- BS 1500 IT Service Management
- IT Infrastructure Library (ITIL)
- Control Objectives For Information & Related Technology (COBIT)
- Baldrige Quality Certification

## DAY 2

### Zero Downtime, Instant Response: Performance, Availability & Capacity Management

Availability and capacity need managing to deliver business goals. Over-engineering and over-capacity costs money. How to get it right?

- Response
- Availability
- Reliability
- Maintenance Issues
- Disaster Recovery, Backups & Security
- Capacity Management
- Disaster Recovery, Business Continuity and Contingency Planning

### Current Challenges

New technology, new challenges - so many opportunities to make wrong decisions!

- Network Computing - Thin Client: Solution or Problem?
- Storage Area Networks (SAN) or Network Attached Storage (NAS): the issues
- Linux & Open Source Software
- Bluetooth & WLAN

## Configuration & Change Management

Change is inevitable - but highly dangerous. It can disrupt productivity, bring an increase in problems, increase service outages, cause loss of customer satisfaction and reduced control. Or it can bring competitive benefits and enhance market position. How to square the circle?

Configuration management handles different generations of documentation, software or equipment. It applies not just to development, but equally to operational activities and works to avoid conflict, confusion and incompatibility.

- Configuration management policy
- Principles & Practice of Configuration Management
- Central Control or Strangulation?
- Standardisation - key to Management or building in obsolescence?
- Low cost PCs are massively advertised: do we need central procurement?
- Why Change?
- Availability and Capacity Management
- Upgrade or Replace?
- Equipment Lifecycle and Procurement Policy
- Buying Second User Equipment
- Equipment Leasing or Purchase?
- Hardware and Telecommunications Change
- Software Control & Distribution: When to Change
- Post Implementation and Audit
- Procurement Issues

## Project Management Methodologies & Development Techniques

Projects and developments are IT's weakest link: over 50% of projects end in failure. How can we avoid this?

- Projects In Controlled Environment (PRINCE 2)
- Project Pitfalls & How To Avoid Them
- Structured System Analysis And Design Method (SSADM)
- Information Engineering
- Rapid Application Development
- Object Oriented Analysis
- Dynamic System Development Method (DSDM)
- Computer Risk Assessment & Management Method (CRAMM)

## Customer Management

The Help Desk can be a Bermuda Triangle where problems are simply lost without trace.... or a strategic business tool to hone operational effectiveness, product and service development, and to support marketing and sales. Which do you want?

- Business and Customer Focused Support
- The Help Desk as a Strategic Tool
- Operational Improvement
- Marketing
- Inspiring Use of New Technology for Business Benefits
- Options for Help Desks
- Central or distributed Help Desks?
- Follow the Sun? - 24/365 service
- The Virtual Help Desk
- The Role of the Problem Manager
- Skills & Motivation Issues

## ASPs & Outsourcing: Managing The IT&C Supply Chain

Supply chain exposure can be a real problem for IT&C: we have seen large telcos and ISPs disappear overnight and half of all ASPs are forecast to go bankrupt. Over 50% of outsourcing contracts involve dispute. Ideas for managing the extended infrastructure.

- Benefits, Costs and Issues
- Outsourcing & ASPs: Risks, Benefits and Pitfalls
- Internet, Intranet and E-Commerce
- Effectiveness Reviews and Compliance Audits
- Critical Success Factor Analysis for IT&C

## Delegates' Forum and Round-Up

### Why a seminar on Infrastructure Management?

The IT infrastructure represents the blood stream and vital organs of the organisation's body: if the infrastructure is healthy, the business is fit - capable of competing and winning, able to deliver its mission. Yet all too often the infrastructure is weak, debilitating the whole organisation. This workshop provides the means to give your IT infrastructure a crucial health check.

## About Your Seminar Leader

**Andrew Hiles** is a Fellow of the Business Continuity Institute and a Member of the British Computer Society. Andrew was founder Chairman of the influential European Information Market (EURIM) group which supports the UK Parliament's All Party EURIM Group in handling European legislation. His three books on SLAs are published by Rothstein Inc ([Info@rothstein.com](mailto:Info@rothstein.com)).

He contributed to Croner's "Guide to IT Purchasing". His software package, SLA FRAMEWORK™, has been purchased by leading international companies. Starting his I.T. career with the Royal Air Force in programming and systems, Andrew moved to London Transport in an operational role. Later, in their Central Productivity Unit and subsequently as I.T. Projects Manager and as Manager of the Business Process Re-engineering function, he led several major technical and organisational reviews involving the reorganisation of key functions of London Transport. From there he moved to the Post Office as their first Business Systems Consultant with responsibilities for major projects. Subsequently as Computer Services Manager at Harwell Laboratory he provided supercomputing, mainframe, midrange and client / server bureau services and operational support of mainframe and midrange installations that Harwell facility managed. He also had Customer Support and Quality Assurance responsibilities for the Datacenter.

Andrew is a Director of the Kingswell Partnership of I.T. Consultants - an international consultancy specialising in delivering service and managing business risk. He has helped hi-tech, financial, transport and government bodies to develop and enhance Customer Support and Service Desk functions and has supported both customers and suppliers in Service Level Agreements, Market Testing, Outsourcing and Facilities Management. Andrew is a published writer and international speaker on service management. He has presented at Cranfield, Henley, Ashridge and GEC Management Colleges and at numerous conferences in Europe, USA, Southern Africa, Malaysia, Singapore, the Middle East, Hong Kong, the Philippines, New Zealand and Australia. He has broadcasts on IT topics on radio and television.