Smart Work for a Smarter Planet:

# Business Aligned IT Discovery Series 2009.

Get Instrumented, Intelligent, and Interconnected.
And Ready for a Smarter Planet.

# Dynamic Infrastructure Overview

## Priorities, Capabilities and Experiences

**By Balwinder Gill,
Country Brand Manager – Tivoli Software**
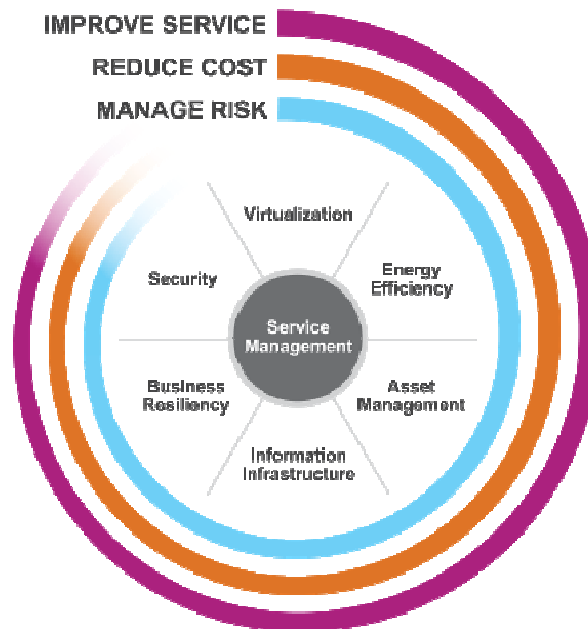
# An overview of today's workshop -Purpose

- Many businesses have already begun to make their IT infrastructure 'Dynamic'
- Some are doing this under a structure of governance, architecture and program management, with clearly defined business priorities and capability goals
- Today's workshop will allow you to:
  - Learn more about the market and IBM's perspective on the critical components of a Dynamic Infrastructure
  - Understand how each of these components relate to improving a specific business (our example business is *ISM Group*)
  - Baseline your Business / IT priorities, and Current Capabilities for each of these components, and then see a comparison from other participants (in an anonymous method)
  - See how other businesses are improving their capabilities and the Business / IT benefits they are receiving from these improvements

# An overview of today's workshop - Topics

- The workshop today will cover:
  - The six components that are key to deploying, managing and exploiting a Dynamic Infrastructure
  - How these components working together support the overall advancement of Service Management for your business

# An overview of today's workshop - Results

- At the end of this workshop, there is an assessment form for you to fill up. All the answers given will be gathered to develop a baseline report along with suggestions on improving capabilities for each of the components

- Your baseline report will be delivered to you by our local IBM team.

# A brief overview of our example business – ISM Group

- ISM Group is a fictional Freight Shipment and Logistics Company with four main business units
  - Container Freight (large freight by land and sea)
  - Air Freight (rapid shipment of small packages by air)
  - Logistics Solutions (end to end logistics services to other businesses)
  - Mail and Retail Services (over the counter consumer shipping solutions)

- In order to gain business advantage the ISM Group relies heavily on technology to drive the invoicing, scheduling and delivery of shipments globally. In order to maintain a competitive edge it is important that key IT systems are available to maximize both international and domestic sales.

- The visibility of IT failures is extensive and has a direct effect on the company's top and bottom line