

# IT Infrastructure Playbook



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# Agenda for IT Infrastructure Playbook



01



**Streamline IT Infrastructure and Automate Existing IT Infrastructure Through Various Techniques**

02



**Understand IT Infrastructure Services and Track Costs**

03



**Allow Senior Management in Making Better IT Infrastructure Decisions**

04



**Useful for**

- Infrastructure Managers
- Service Level Managers
- ITSM Managers and Process Owners

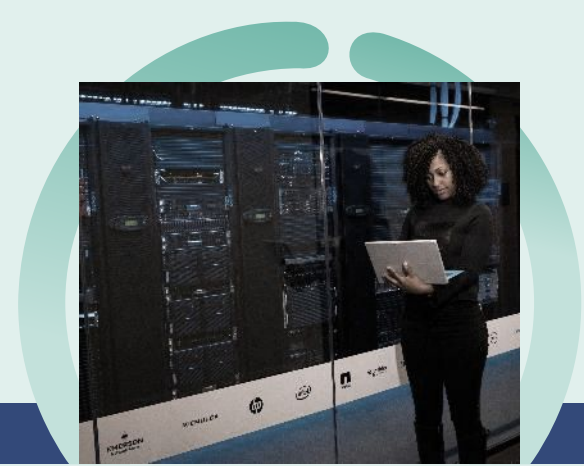
05



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- Strengthen IT Infrastructure to Enhance Service Delivery
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- Strategic IT Infrastructure Enhancement Roadmap

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- Consolidation of IT Infrastructure Services

03

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- Infrastructure as Code for Overall Process Automation
- Automation through DevOps
  - › DevOps Containerization in IT Infrastructure Automation
  - › DevOps Orchestration for Overall Infrastructure Automation
  - › Essential DevOps Tools for IT Infrastructure Automation

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## ITIL Overview

- Information Technology Infrastructure Library (ITIL) Process
- ITIL Process Areas – Service Strategy and Design
- ITIL Process Areas – Service Transition, Operations and Continual Service Improvement
- RACI for Essential ITIL Tasks Assigned to Infrastructure Management Team

06

## IT Infrastructure Management Team

- Key Roles Associated with Infrastructure Management Team
- Additional Roles Pivotal for Successful Infrastructure Management

07

## IT Infrastructure Cost Assessment

- On Premise Service Rate Sheet for Cost Assessment
- Off Premise Service Rate Sheet for Cost Assessment
- Selecting Suitable Infrastructure Monitoring Tools

08

## Dashboard

- IT Infrastructure Management Dashboard to Track Incidents
- Overall IT Cost Management Dashboard

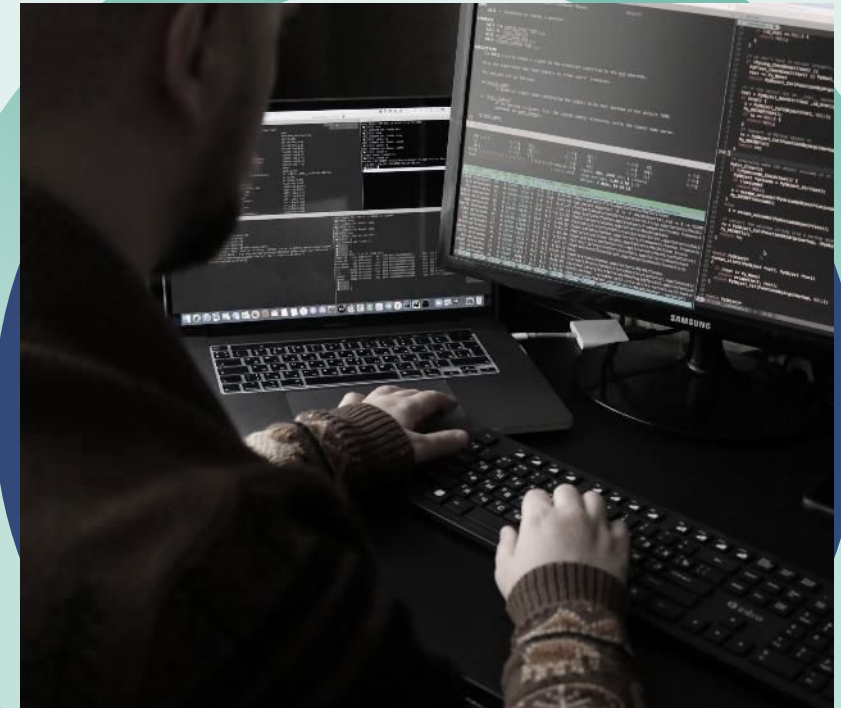
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## IT Infrastructure Overview

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- Strengthen IT Infrastructure to Enhance Service Delivery
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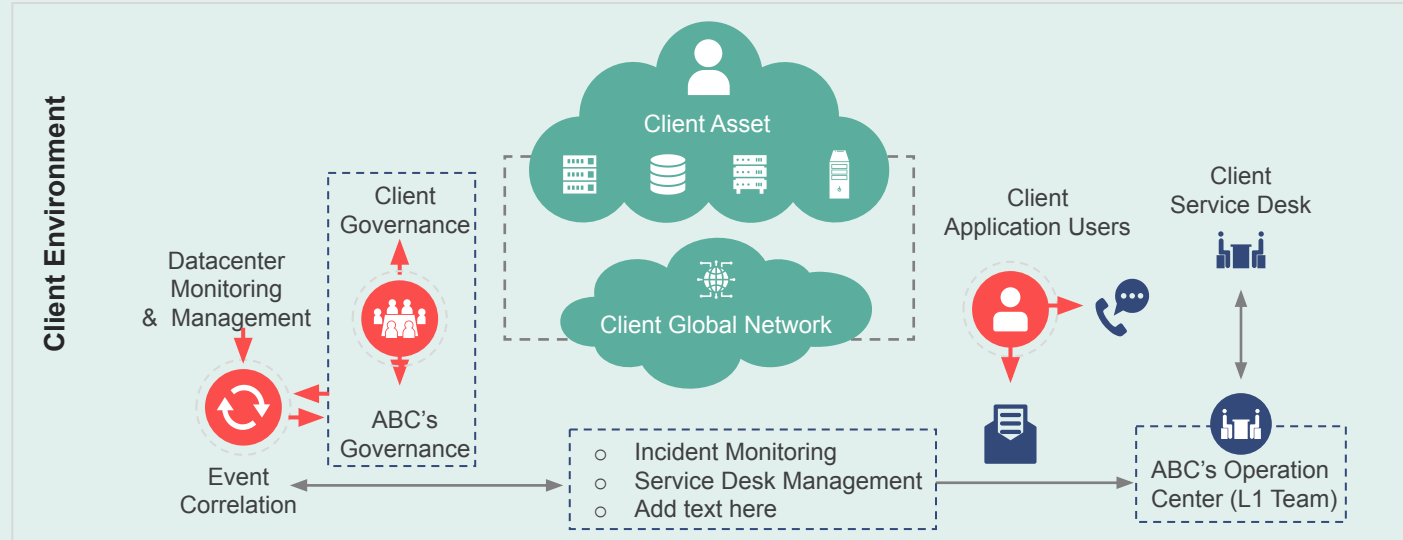
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# Determine IT Infrastructure Management Framework

This slide provides information regarding IT infrastructure management framework depicting critical tasks associated and customer service help desk support levels.

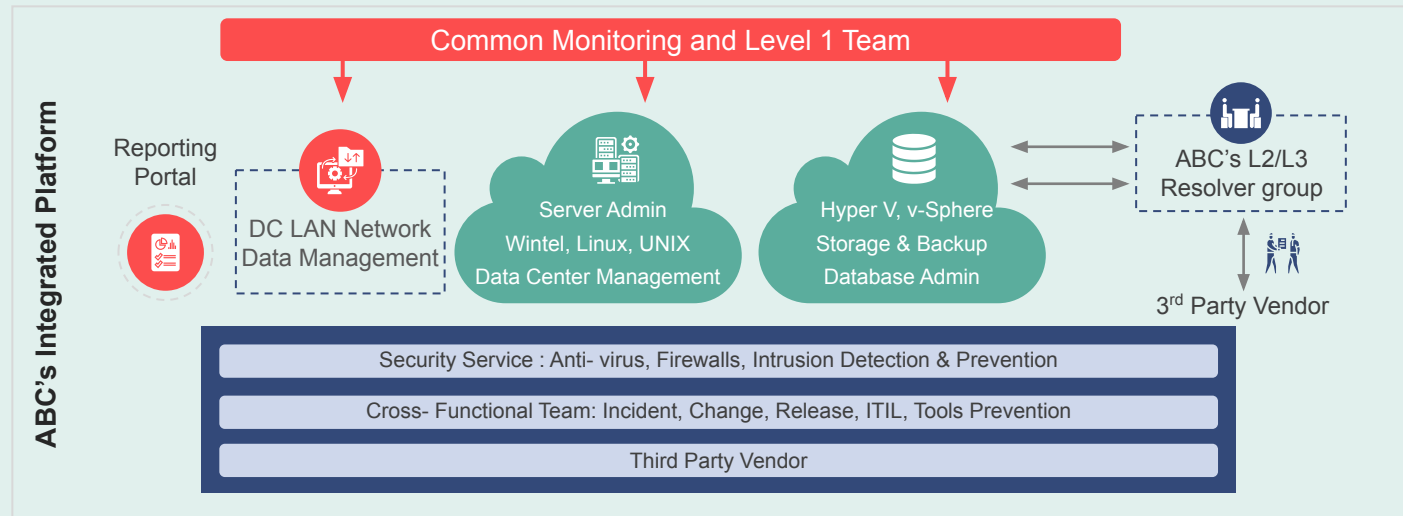
## Essential Tasks associated to IT Infrastructure

- Network Operations**
  - › Incident management and reporting
  - › Traffic management
  - › Network reviews
  - › Implement backups
- System Operations**
  - › Patches installation
  - › Change management
  - › Account management
  - › Performance monitoring
- Security Management**
  - › Perform vulnerability scans
  - › Monitor IPS logs



## Customer Service Help Desk Support Levels

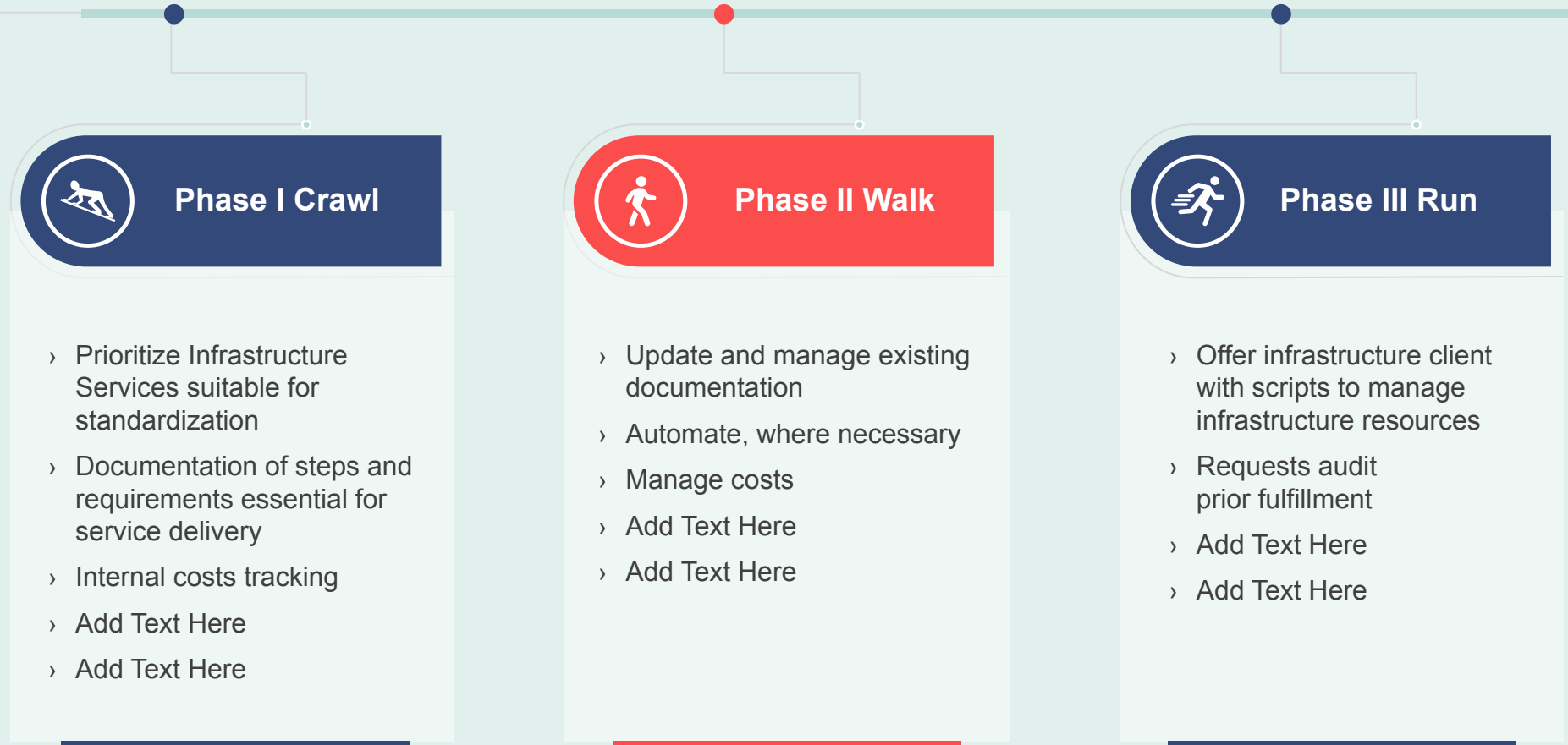
- First Level Support (L1)**
  - › Incident registration and classification
  - › Service requests processes and provide users with incident status
  - › Add Text Here
- Second/ Third Level Support (L2/L3)**
  - › Aim to restore failed IT service
  - › Request external support of software/hardware manufacturers
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# Strengthen IT Infrastructure to Enhance Service Delivery

This slide provides information regarding different phases through which present IT infrastructure will leveraged in order to enhance service delivery.



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# IT Infrastructure Core Areas Assessment Checklist

This slide provides information regarding IT infrastructure core areas assessment checklist defining key activities essential for effective infrastructure management.

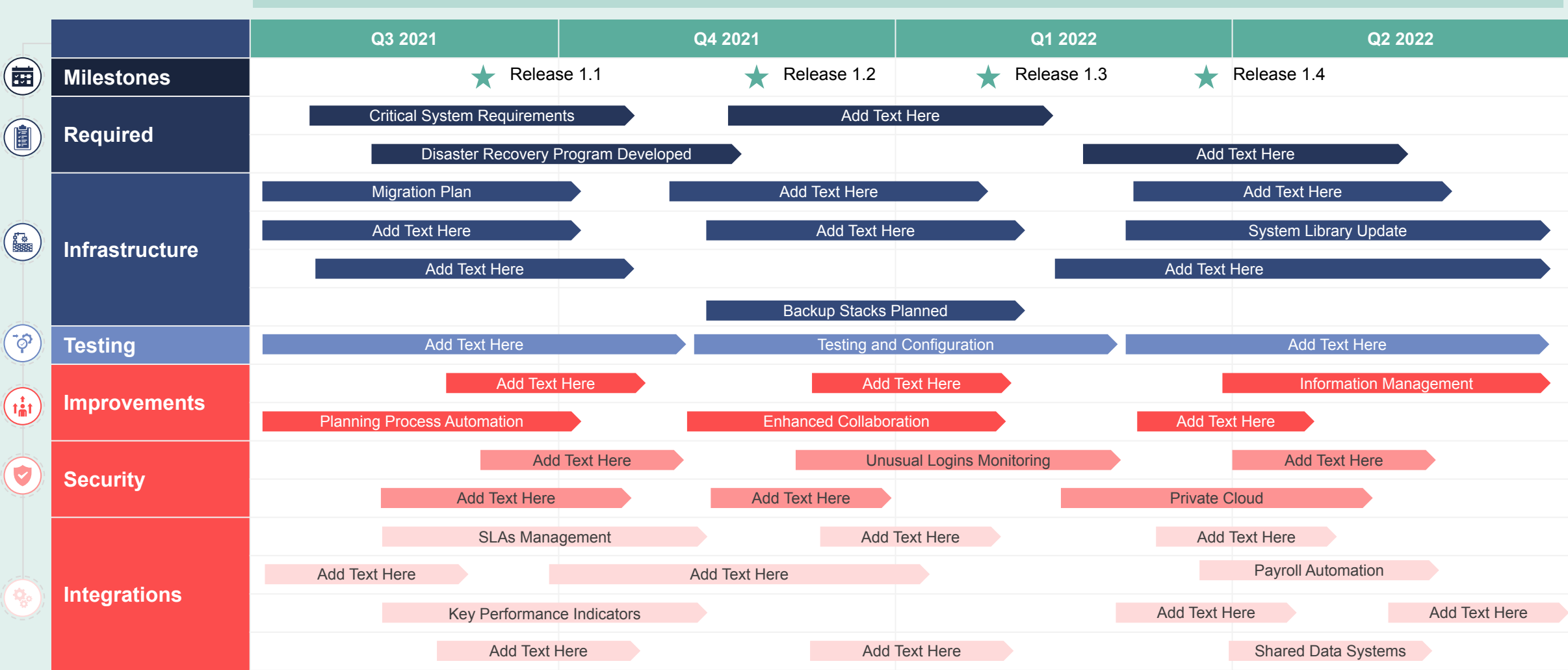


Core Areas	Key Activities	Yes	No	Comments
<b>IT Strategy and Performance</b>	IT Goals are Clear, Specific and Measurable	-	-	Add Text Here
	IT Roadmap is Up to Date	-	-	Add Text Here
	Real Time Response to Internal and External Customer Requests	-	-	Add Text Here
<b>Data and Cloud Storage</b>	Data is Stored and Backed up	-	-	Add Text Here
	Insights About Cloud Service Providers	-	-	Add Text Here
	Add Text Here	-	-	Add Text Here
<b>Hardware and Software Capabilities</b>	Inventory Include – Computers, Hubs, Servers, Software Applications, Switches, Third- Party Software	-	-	Add Text Here
	Consistent Updates of Existing Systems	-	-	Add Text Here
	Add Text Here	-	-	Add Text Here
<b>Risk Management and Compliance</b>	Prioritized Security Improvements - Management of Logins and User Permissions	-	-	Add Text Here
	Effective Functioning of Anti-virus, Security or Backup Systems	-	-	Add Text Here
	Add Text Here	-	-	Add Text Here
<b>Workflows and Additional Procedures</b>	Regular Update of IT Documentation	-	-	Add Text Here
	Add Text Here	-	-	Add Text Here

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# Strategic IT Infrastructure Enhancement Roadmap

This slide provides information regarding IT infrastructure enhancement roadmap tracking activities associated to testing, improvements, integrations, security, etc.



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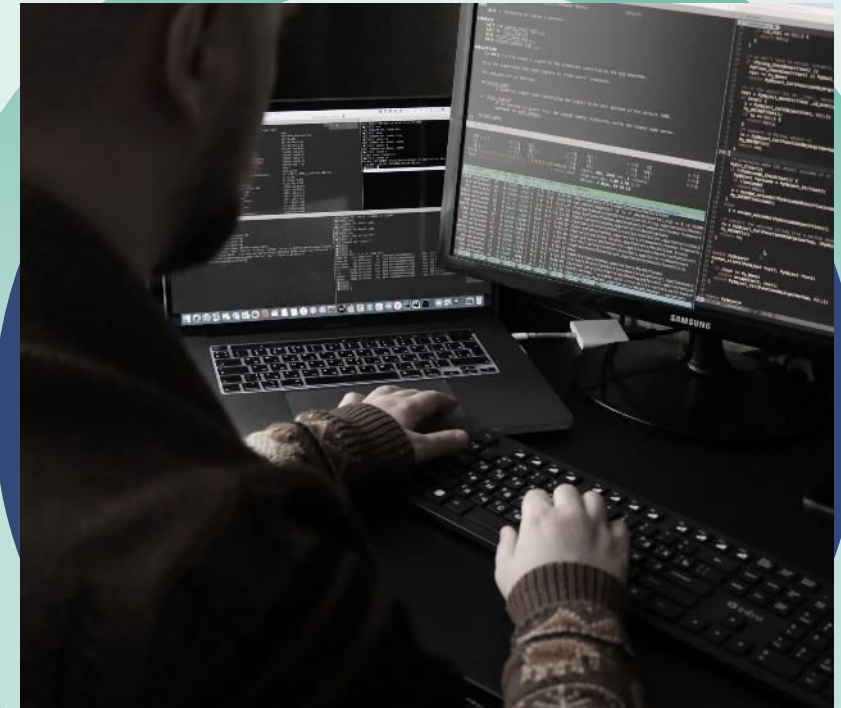


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## IT Infrastructure Services

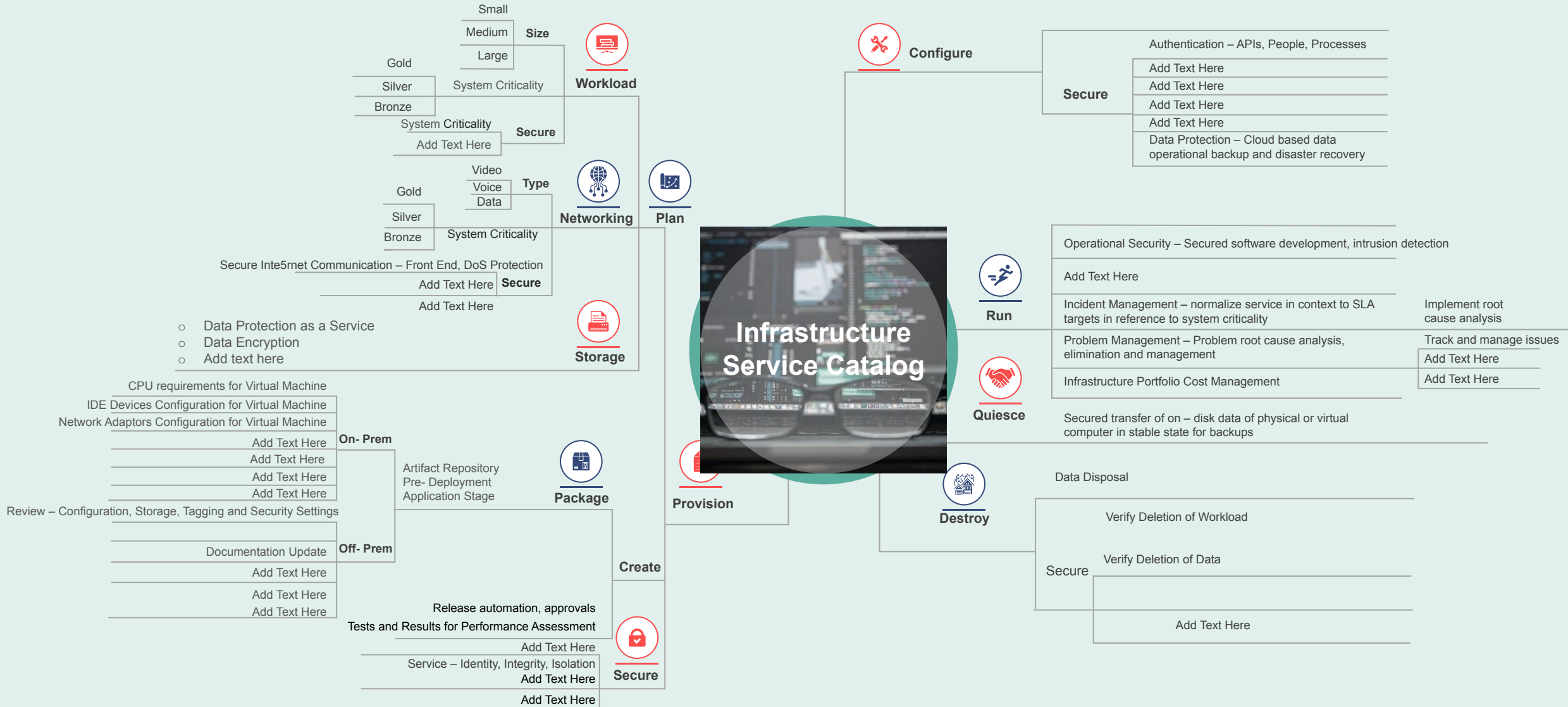
- IT Infrastructure Service Catalog Mind Map
- Consolidation of IT Infrastructure Services



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# IT Infrastructure Service Catalog Mind Map





This slide provides information regarding infrastructure service catalog mind map depicting different phases of essential services offered in terms of Provision, Configure, Run, Destroy.



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# Consolidation of IT Infrastructure Services

This slide provides information regarding consolidation of IT infrastructure services such as web server management, IAM solution management, firewall rule management, switch re-configuration.

Services	Service Phase	Action	Pre – Requisites	Approver	Skills/ Roles	Expected Results
 <b>Web Server Management</b>	Provision	Capacity Planning	Intake Form	Solutions Architect	Network Engineer	Develop Suitable Size Virtual Machine
		Ticket Creation	All Plan Steps Complete	Infrastructure Director	Systems Engineer	Successful Hand off to Admin
	Configure	Configuration – Installation and Monitoring	Based on Ticket	Add Text Here	System Admin	Successful Configuration
	Run	Build Transaction Monitoring Alerts	Based on Business Impact Analysis, Capacity Tracking	Add Text Here	System Admin	Completed Transaction Tracking
 <b>IAM Solution Management</b>	Provision	Mapping Entitlements to Organizational Roles	Add Text Here	Add Text Here	System Administrator	Add Text Here
	Run	Assist Periodic Audits	Add Text Here	Add Text Here	Tier 1 Support	Add Text Here
	Destroy	Entitlements Deprovision	Add Text Here	Add Text Here	System Administrator	Add Text Here
 <b>Firewall Rule Management</b>	Configure	Firewall Configuration	Add Text Here	Add Text Here	Network Administrator	Add Text Here
	Run	Detect Changes in Rules	Add Text Here	Add Text Here	Network Engineer	Add Text Here
	Destroy	Omit Rule & Service Desk Alert	Ticket Creation	Add Text Here	Network Administrator	Add Text Here
 <b>Switch Re –Configuration</b>	Provision	Develop Documentation	Add Text Here	Change Approval Board	Network Engineer	Add Text Here
	Run	Documentation Update	Add Text Here	Process Manager		Add Text Here

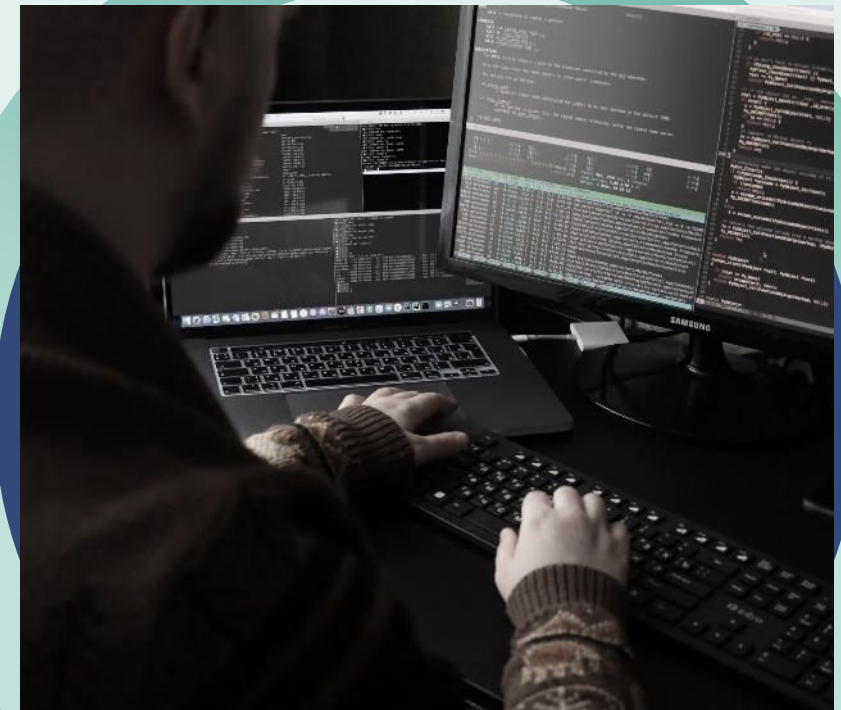
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## IT Infrastructure Management

- IT Infrastructure Management – Monitoring and Capacity Planning
- IT Infrastructure Management – Handling Incidents



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# IT Infrastructure Management – Monitoring and Capacity Planning

This slide provides information regarding IT infrastructure management through monitoring and capacity planning.



## Capacity Planning

Monitor	VMWare ESX/ESXi	Oversized	CPU Utilization
CPU Utilization	VM ware	Yes	100% of Time CPU Utilization<50 (%)
Memory Utilization	VM ware	No	0% of Time Memory Utilization<50 (%)
Disk I/O Utilization	VM ware	Yes	100% of Time Disk I/O Utilization<50 (%)
Network Utilization	VM ware	No	100% of Time Network Utilization<50 (%)



## Infrastructure Monitoring

- › Assess organizational networks, detect data center, cloud and server storage space
- › Track insights about performance diagnostics and identify potential flag issues
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Effective utilization of IT resources such as servers, databases, applications, web servers



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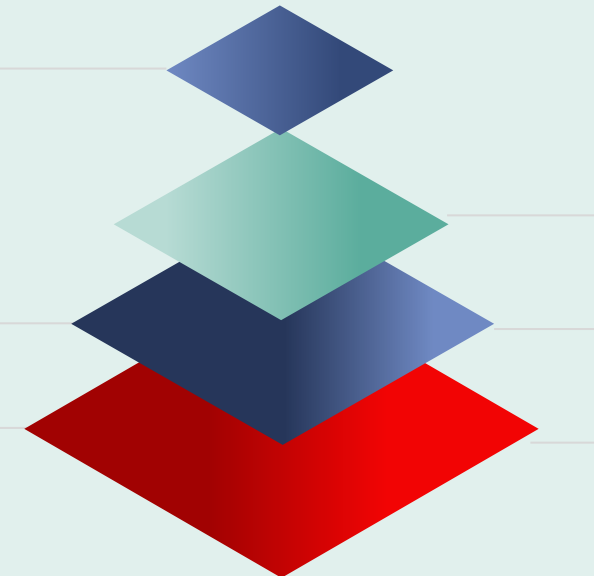
Ensuring efficient allocation of enterprise's capacity



- Application
- Software
- Server

● Operating System (OS)

● Hardware



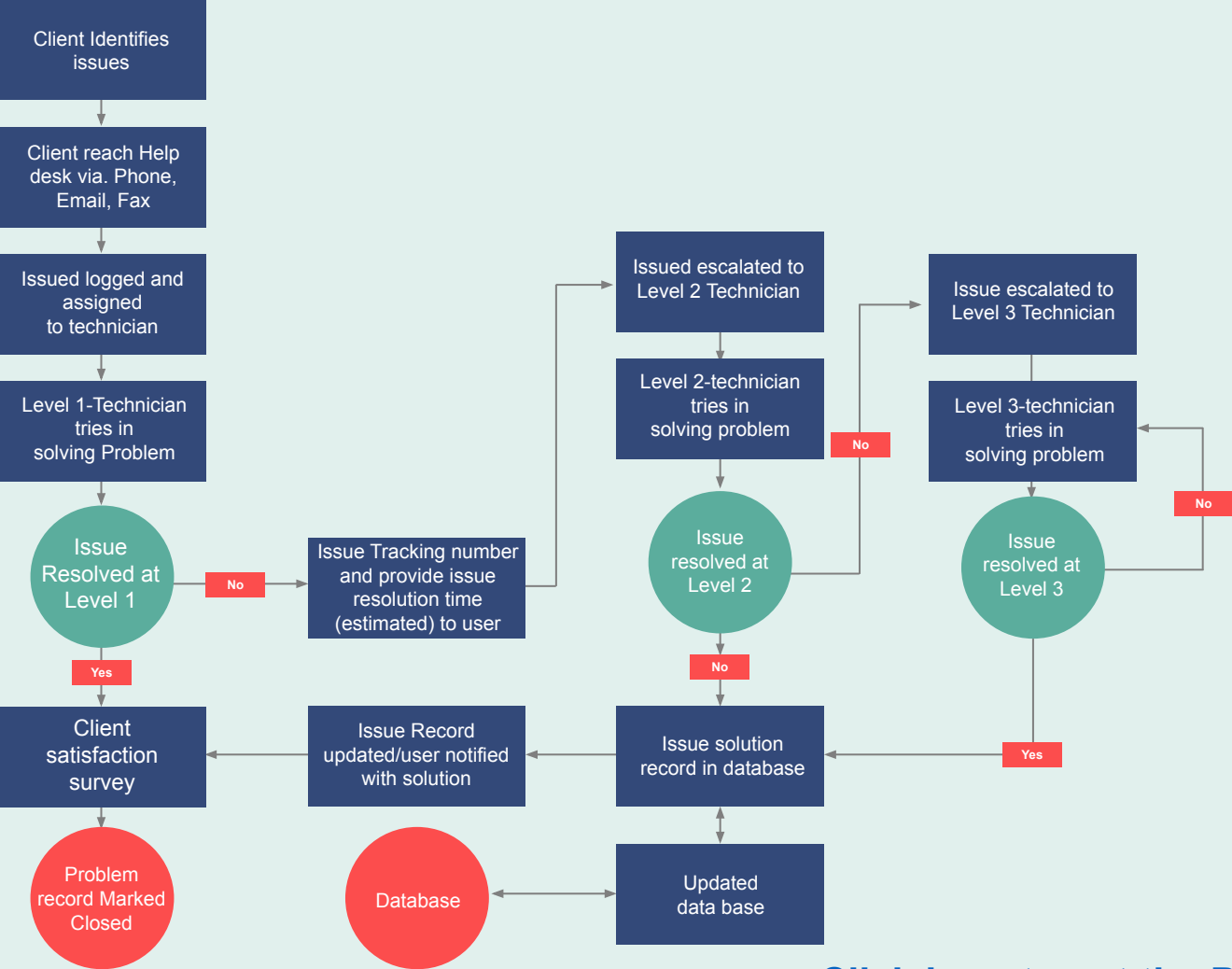
Infrastructure Monitoring

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# IT Infrastructure Management – Handling Incidents

This slide provides information regarding IT infrastructure management through effective management of incidents by tracking incident handling duration and customer support helpdesk incident management flowchart.

## Incident Management Flowchart through Customer Support Helpdesk



## Estimated Incident Management Handling Duration

Phase	Description	Working Hours
Incident Logging	Through – emails, phone calls, SMS, live chat messages	30 mins
Ticket Creation	› Incident › service request	15 mins
Incident Categorization	› High › Medium › Low	45 mins
Incident Prioritization	› Critical › High › Medium › Low	1 hour
Incident Resolution	Add Text Here	6 – 12 hours
Incident Closure	Add Text Here	2 hour

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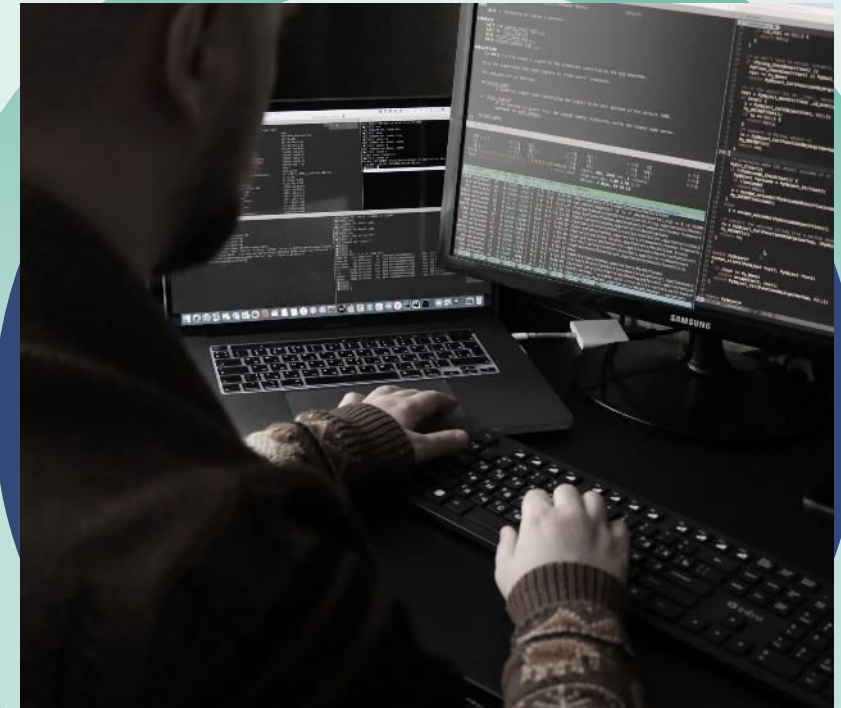


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