

Information Technology

The Benefits of Infrastructure Optimization

prepared for:

State of Louisiana

Commission of Streamlining Government

Richard McKinney

Government Technology Advisor

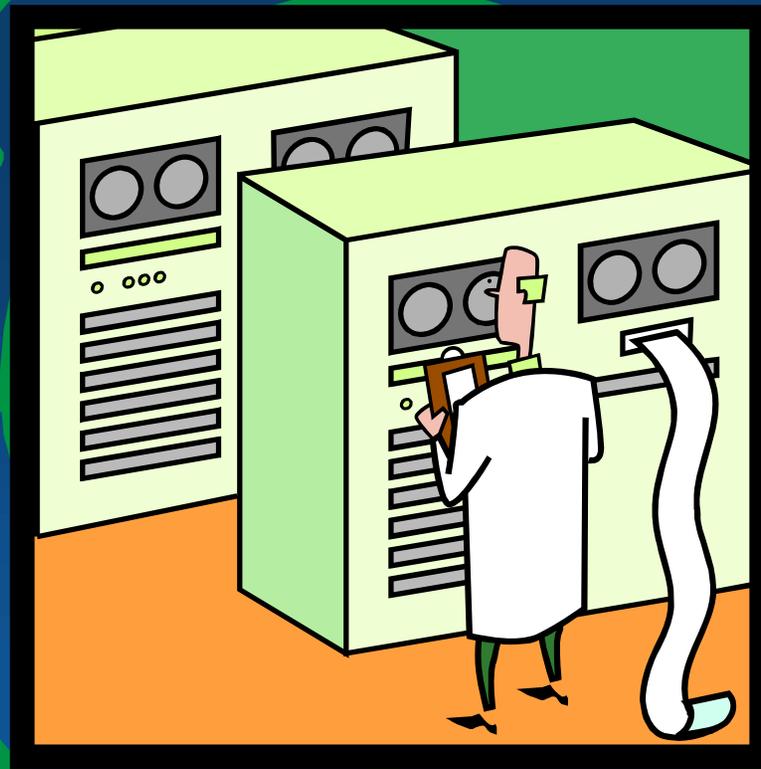
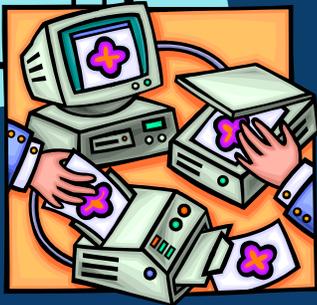
Microsoft Corporation

richard.mckinney@microsoft.com

My Background

- **CIO**
Metropolitan Government of Nashville/Davidson County
1999-2005
- **IT Director**
Tennessee General Assembly
1995-1999
- **Asst Commissioner / Administration**
TN Dept of General Services
1987-1995
- **Information Technology Consultant**
TN Dept of Finance and Administration
1985-1987

1960's FTIR and 2000's IR & Raman Materials for the Shop



Infrastructure Optimization

a model-based approach... on three levels

IT and Security Process

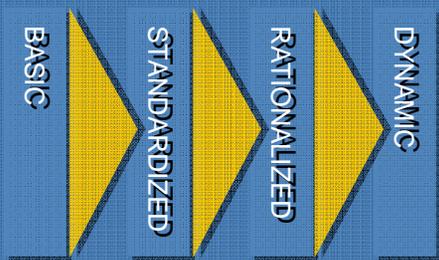
Application Platform Optimization Model

User Experience
Business Intelligence
SOA and Business Process
Data Management
Development



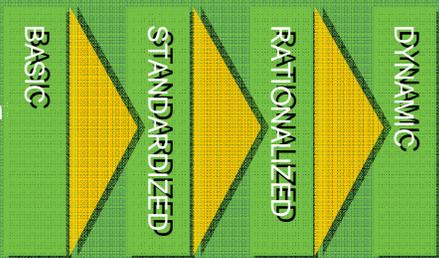
Business Productivity Optimization Model

Unified Communications
Collaboration
Enterprise Content Management
Enterprise Search
Business Intelligence



Core Infrastructure Optimization Model

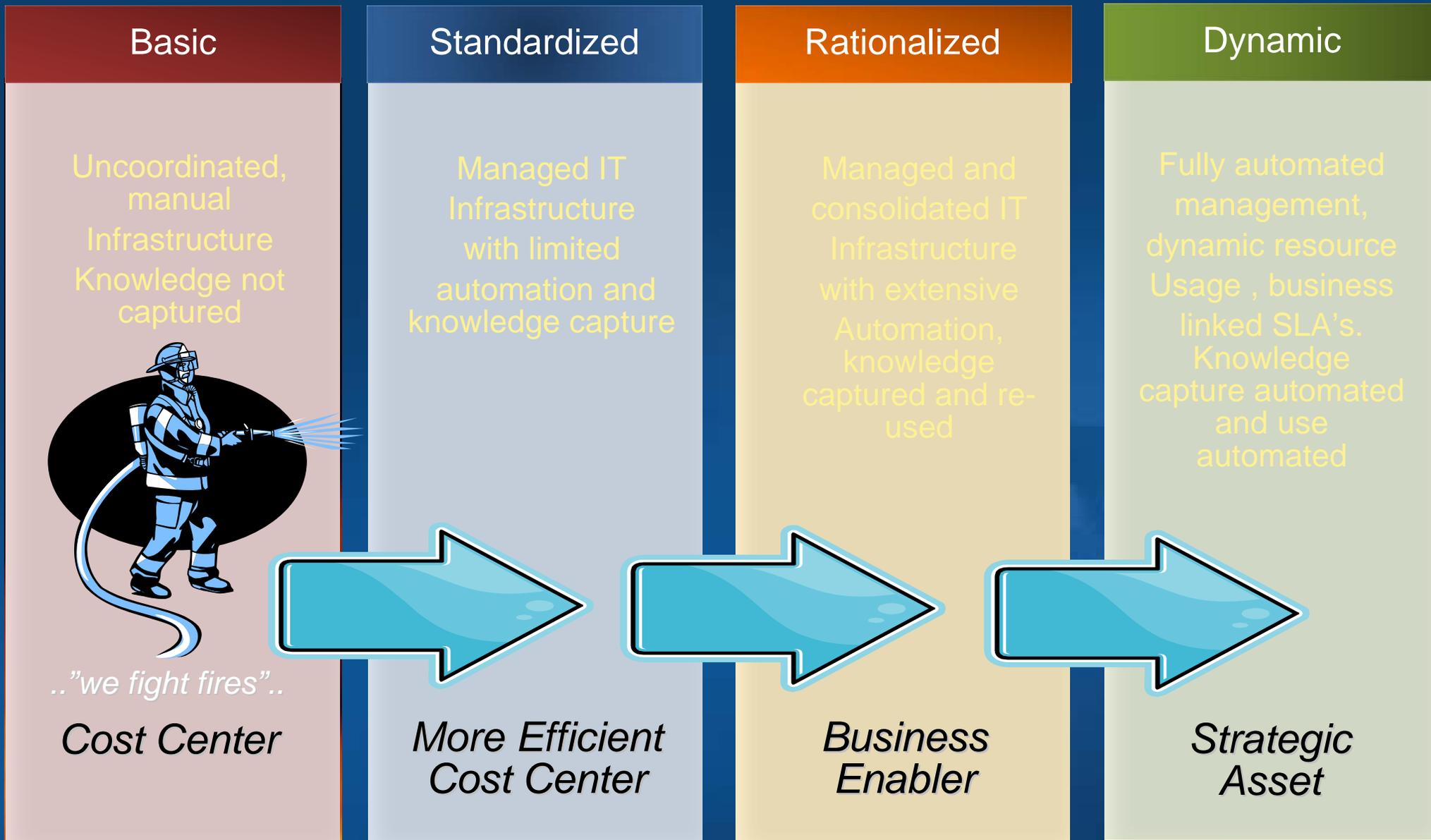
Identity & Access Management
Desktop, Device, and Server Mgm
Security and Networking
Data Protection and Recovery



- Provides capability framework to help you build an optimized infrastructure (not Microsoft-specific)
- Establishes a foundation based on industry analyst, academic, and consortium research
- Provides guidance and best practices for step-by-step implementation
- Drives cost reduction, security and efficiency gains
- Enables agility

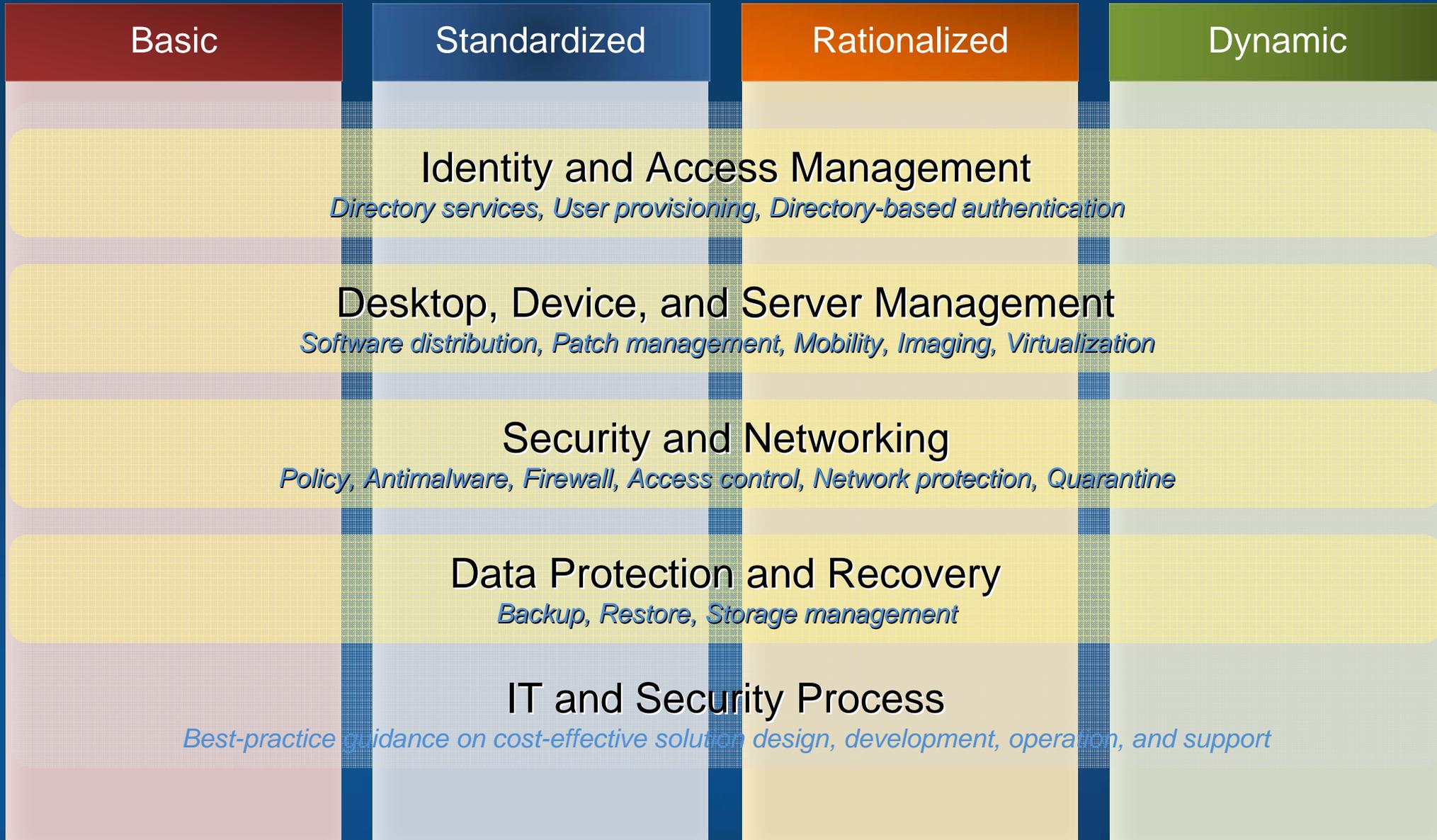
The IO Journey

... getting there from here



Core Infrastructure

... the five core capabilities



Basic where the journey begins

Basic



Standardized



Rationalized



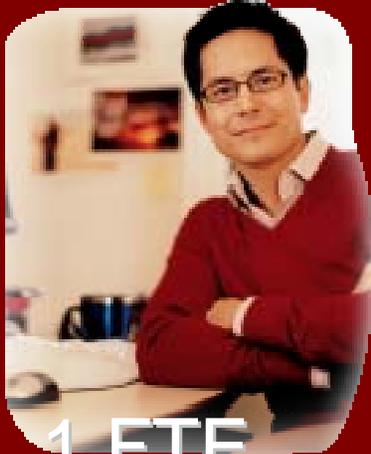
Dynamic



Unstructured and lacking central control, infrastructure based on manual processes, ad hoc security, and disparate resources

- Policies for security and compliance are inconsistent or nonexistent
- Health of services is unknown due to the lack of tools and resources
- There is no vehicle for sharing accumulated knowledge across IT
- Environments are extremely hard to control
- Organization is very reactive (and vulnerable) to security threats
- Software deployments, security updates, and services are provided through high touch

Basic IO Capabilites



1 FTE

Basic
\$1320 / PC

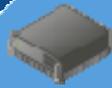
~60 PCs



No Formal Processes



Limited Security Policies



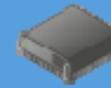
Ad Hoc Patch Mgmt



Ad Hoc Image Strategy



Ad Hoc Mobile Device Mgmt



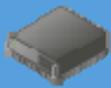
Ad Hoc Terminal Services



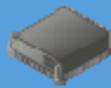
Ad Hoc Virtual Services



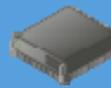
Multiple Directories



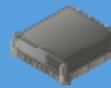
Firewall



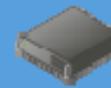
Ad Hoc Antivirus



Ad Hoc Network Services



Ad Hoc Monitoring



Ad Hoc Backup

BASIC

Standardized ... putting the pieces in place

Basic



Standardized



Rationalized



Dynamic



Standards and policies to manage desktops, mobile devices, and servers introduce controls and operational consistency

- Single Enterprise Directory used to manage resources, security policies, and network access
- Value of basic standards / policies recognized but not yet implemented broadly
- Deployments / security updates / desktop services provided at medium touch
- Inventory of hardware / software assets maintained, license use is managed
- Security is improved with a locked-down perimeter, though internal security may still be at risk

Standardized IO Capabilities

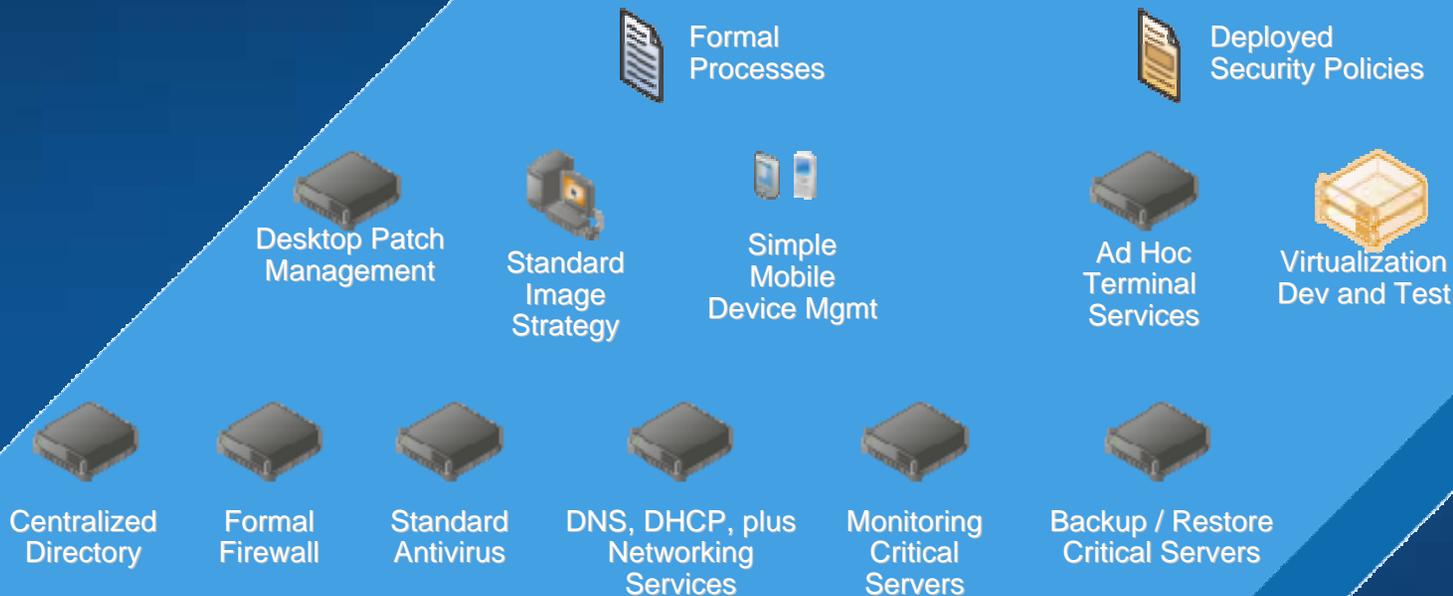
Standardized
\$580 / PC

44% of the cost in Basic

1 FTE

~200 PCs

3.3 times more than in Basic



STANDARDIZED

Rationalized ... moving from reactive to proactive

Basic



Standardized



Rationalized



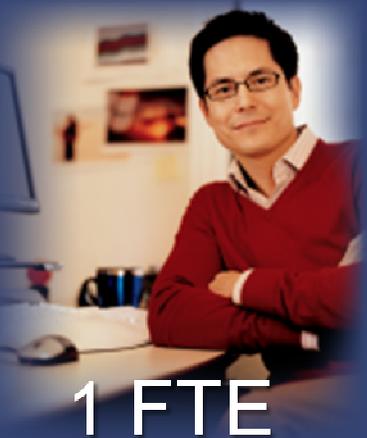
Dynamic



Costs involved in managing desktops and servers are at their lowest, with integrated IT management policies, tools, and processes

- Security is proactive and response to threats is rapid and controlled
- The use of zero-touch deployment helps minimize cost and time
- Minimal number of desktop images and low-touch management
- Hardware and software inventory is managed, with optimal license use
- Security measures involve strict policies and control

Rationalized IO Capabilities



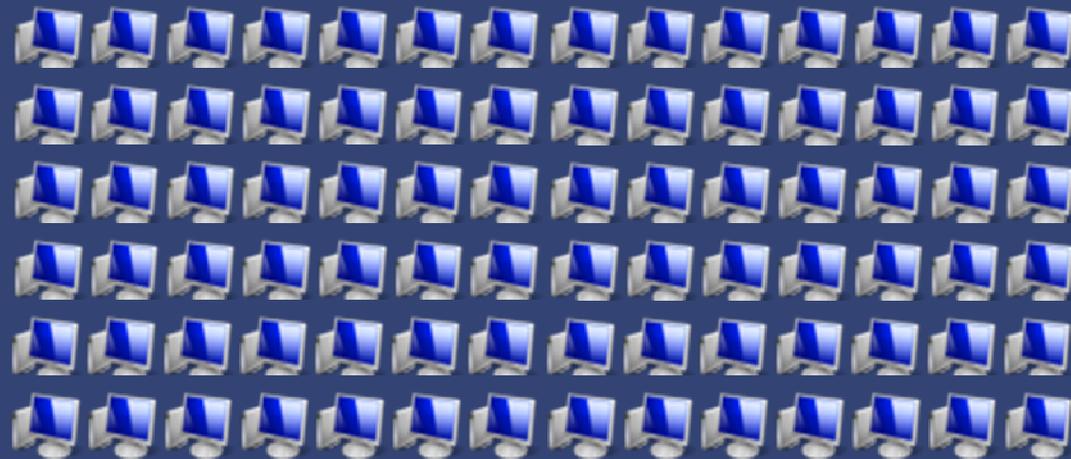
Rationalized
\$230 / PC

17% of the cost in Basic

1 FTE

~400 PCs

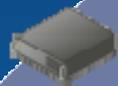
6.6 times more than in Basic



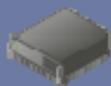
Formal & Followed
Processes with SLA's



Defined & Followed
Security & Compliance Policy



Information
Protection



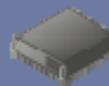
Configuration
& Asset
Mgmt



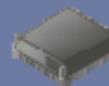
Automated
Image
Strategy



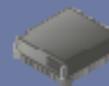
Mobile Device
Provisioning
& Mgmt



Service
Desk



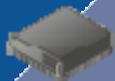
Capacity
& Server
Workload
Mgmt



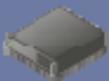
Terminal
Services



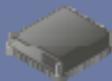
Virtual
Machine
Mgmt



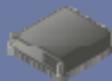
Centralized
Identity
Management



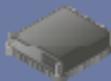
Firewall
Secure Server
Isolation



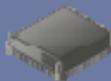
Antivirus
Centralized
Anti Spam



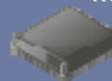
Cache



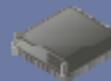
VPN
Application
Gateway



Network
Services
Management



SLA Based
Administration
& Monitoring

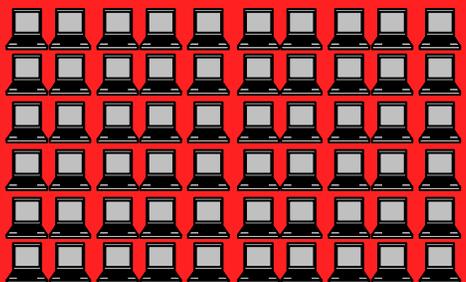


Data
Protection
Mgmt

RATIONALIZED

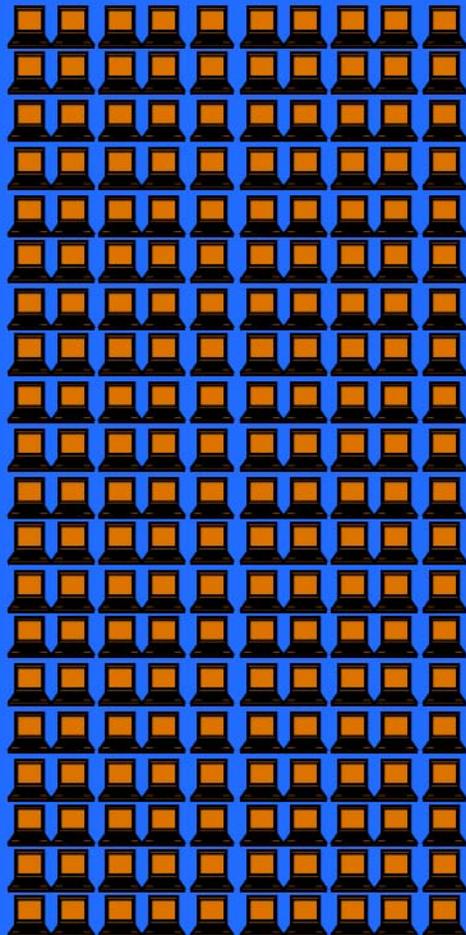
IO and IT Performance

Basic
\$1320/PC



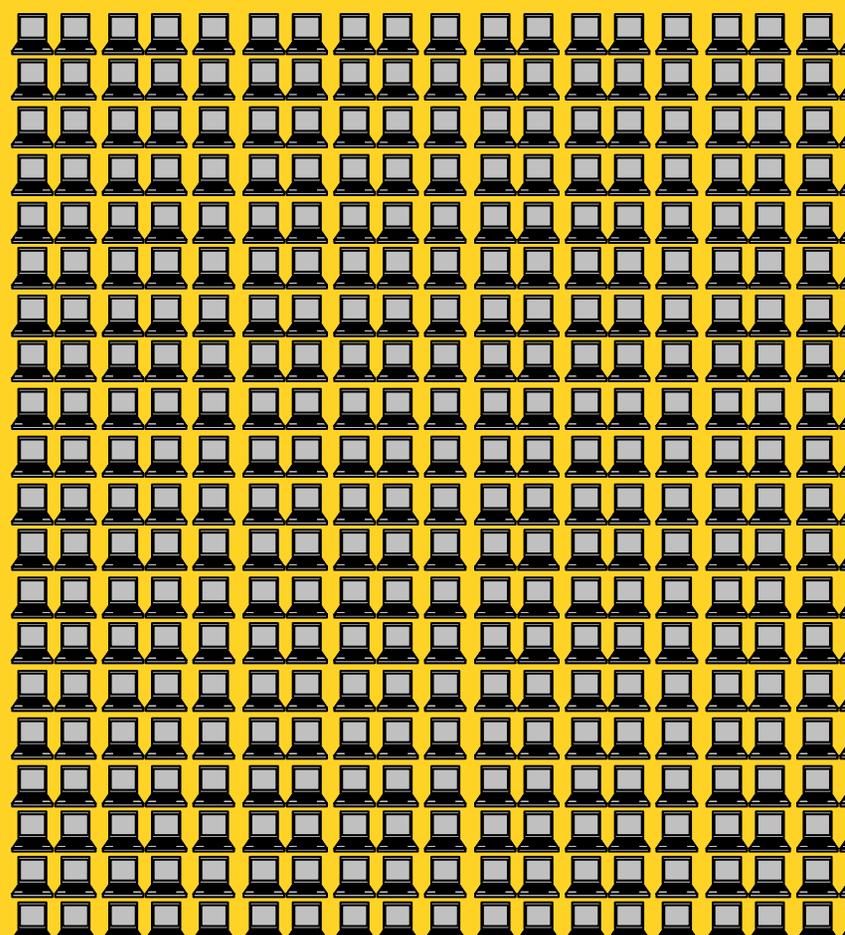
~60 PCs

Standardized
\$580/PC



~200 PCs

Rationalized
\$230/PC



~400 PCs!



One
FTE

Infrastructure Optimization Savings

Basic \$1,320/PC	Standardized \$580/PC	Rationalized \$230/PC
Standardization & Standards Compliance = \$300/PC Savings		
No PC life cycle strategy No policy based PC mgt Many hw, sw configs	Standardization <ul style="list-style-type: none"> • Defined PC lifecycle • Limited policy based PC mgt • Many software configs 	Stds Compliance <ul style="list-style-type: none"> • Defined PC Lifecycle, stds enforcement • Full policy based PC mgt • Minimal hw, sw configs
Identity & Access Management = \$170/PC Savings		
Multiple Directories Many auth. directories No dir synchronization Manual user provisioning	Single directory for Auth <ul style="list-style-type: none"> • One authentication dir. 	Automated provisioning <ul style="list-style-type: none"> • Single Sign-on • Auto password reset • Auto user provisioning
PC Security = \$130/PC Savings		
Minimal PC Security Anti-virus Manual patching No enforced security	Limited PC Security <ul style="list-style-type: none"> • PC firewall • Auto patching 	Comprehensive PC Security <ul style="list-style-type: none"> • Anti Spyware • Enforced security compliance with Network Access Control
Systems Management = \$230/PC Savings		
No system-wide mgmt Poor sys mgt tool coverage Duplicate mgmt tools Manual deployment	Limited sys mgmt <ul style="list-style-type: none"> • Single sys mgt tool • Software packaging • Software distribution 	Comprehensive sys mgmt <ul style="list-style-type: none"> • Hw, sw inventories • Hw, sw reporting • Auto/targeted sw dist.

Microsoft

Delivering Business Value by Optimizing your IT Investments

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Optimization Tools

Microsoft Optimization tools can help you develop an actionable roadmap for optimizing your IT infrastructure and platform, or help you identify projects that can lead to immediate cost savings.

Select the appropriate tool below to help you assess and analyze your existing infrastructure and platform.

Simple to Save - Cost Savings Analysis

Updated in May 2009, this cost savings analysis tool provides a personalized analysis of your IT infrastructure and platform to identify cost savings opportunities for your organization.

Additionally, the new 2009 update to this tool provides guidance on consolidating and standardizing with Microsoft licenses.

The tool generates a report with specific project recommendations that can be implemented to generate high-impact costs savings with minimal investment.

View a [webcast](#) describing the cost savings tool.



Simple to Save
Updated May 2009

[Begin Analysis](#)

Optimization Self-Assessment Tool

The Optimization Self-Assessment Tool provides a personalized and private Optimization score, peer comparison, and value assessment for your organization.

The tool generates a comprehensive report that can serve as an actionable roadmap and incentive for optimizing your IT infrastructure and platform.



Optimization Self-Assessment

[Core Infrastructure](#) [Business Productivity Infrastructure](#) [Application Platform](#)

Select an assessment to get started!

Click [here](#) to access a previously saved assessment.

For issues with the tool, please contact AskMSIO@microsoft.com



THANK YOU!

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Your potential. Our passion.™