

Spur Infrastructure Performance with Proactive Monitoring

IT WORLD CANADA



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Can the right tools and approach help CIOs improve the way their teams monitor their IT infrastructure? In so doing, can they meet the rising demand of users for performance, availability and access to applications and services via hybrid infrastructures and multiple devices?

With the objective of answering these questions and demonstrating possible solutions, CA Technologies and IT World Canada held a one-hour webinar on November 25, 2014. It included a brief presentation by Umair Khan, Expert in Unified Monitoring Solutions, CA Technologies. Jim Love, CIO and Chief Digital Officer of ITWC (publisher of IT World Canada) also participated as moderator. This webinar included audience polls and an opportunity for participants to provide questions. Webinar highlights follow.

Overview:

CIOs and IT teams are now operating in what could be called an “app economy” where everyone from executives to managers, employees and even external customers are demanding new applications to help them accomplish their tasks or provide them with a service.

Expectations of IT’s internal and external customers are very high. Not only do they demand always-on access to apps and services, they also require an enhanced user experience. And they want to obtain this level of service from an increasingly hybrid infrastructure using whatever device (desktop, laptop, tablet or smart phone) that is available to them.

Unfortunately many organizations are still locked in the old way of monitoring and managing their IT infrastructure. For instance, many IT teams are using multiple and disconnected monitoring tools which add complexity to their work and prevent them from getting a good picture of how systems and devices are performing.

A survey by CA Technologies found that 47 per cent of organizations use five or more monitoring tools. What’s more, there are also solutions that claim to provide a “single pane” for monitoring but are actually multiple tools cobbled

together. Such tools lead to a siloed approach to infrastructure monitoring that leaves IT staff “jumping from screen-to-screen” in efforts to identify what the problem is and results in a reactive rather than proactive approach to managing the infrastructure.

This is a drain on IT staff time and labour, lowers productivity, causes delays in resolving issues and results in unhappy customers.

Takeaways:

The “old way” of managing IT infrastructures won’t cut it anymore.

While legacy infrastructures will not go away, infrastructures will increasingly become hybrid; in many instances, involving a combination of on-premises and cloud solutions, physical and virtual machines and a host of different devices. To monitor this increasingly complex environment, IT teams need to eliminate complexity by moving away from multiple and disconnected monitoring tools. IT teams can cut waste, improve performance and raise customer satisfaction by employing unified monitoring tools.

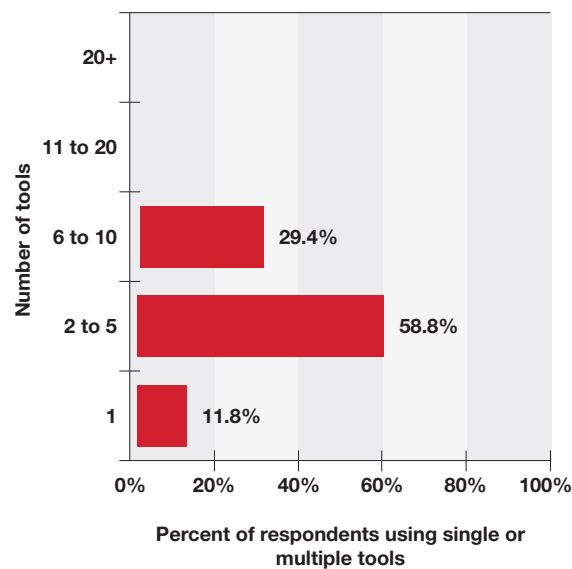
In one example presented by Khan, a healthcare organization with more than \$3 million invested in monitoring tools reported that its IT team spent anywhere from two to four hours on a typical service call. When the organization switched to a unified infrastructure monitoring solution, the team was able to spend 60 per cent less time in managing IT monitoring and reduce the duration of calls by 43 per cent. The switch also resulted in speeding up problem resolution, improved IT productivity and improved customer and user experience.

Poll Questions:

Poll Question 1

During the webinar, moderator Jim Love asked attendees to respond to a few poll questions around their organization's infrastructure monitoring practices. When asked how many IT monitoring tools they use, 58.8 per cent answered two to five tools, 29 per cent said they use six to 10 tools and only 11.8 per cent said they use just one tool.

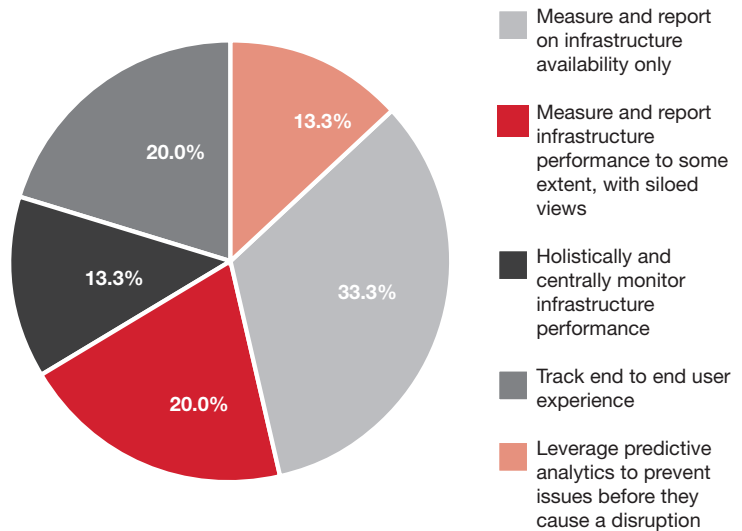
POLL: How many IT monitoring tools do you use?



Poll Question 2

The poll also showed that 33.3 per cent of respondents approached IT monitoring by measuring and reporting only on infrastructure availability. Just 13.3 per cent holistically and centrally monitor infrastructure performance and a similar percentage use predictive analytics to correct issues before they cause disruption.

POLL: Which of the following best fits your organization's approach to IT monitoring?



Relevant links:

For further reading, please visit the following links:

- <http://www.itworldcanada.com/article/is-your-monitoring-approach-ready-for-the-app-economy/100304>
- <http://www.itworldcanada.com/learn/ca-security-as-a-service.html>
- <http://www.itworldcanada.com/article/ca-bundles-ecosoftware-with-capgemini-managed-service/43260>
- <http://www.itworldcanada.com/article/survey-highlights-it-business-process-control-issues/2059>
- <http://www.itworldcanada.com/article/monitoring-software-adds-ability-to-send-alerts/97311>

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