

The journey from data centre to IT service centre

How to make the transition to the cloud for enterprise, public sector and service provider

Follow Cisco Domain 10 - the comprehensive ten step framework to successful data centre transformation and guiding new initiatives including cloud, virtual desktop, application migration and data centre consolidation.



Smart Data Centre

8 Applications

Decide where applications should reside, the suitability of applications for the target environment, and potential application modernisation.



86% of enterprises want a self-service model where employees download apps themselves, thus freeing the IT staff for other tasks.

Source: According to a survey by Partnerpedia in March 2012

7 Platform

Reduce the number of OS images supported to simplify management and deployment of a cloud platform.



Global platform as a service (PaaS) revenues are predicted to reach **\$2.9bn** (£1.8bn) by end of 2016 - double the current rate of growth

Source: Gartner report, Nov 2012

6 Service Financial Management

Enable utility-based billing and set IT pricing models to cover service costs or, develop IT as a profit centre.



Approximately **\$100 billion** will be spent worldwide annually on combined cloud services brokerage (CSB) roles by year-end 2014.

Source: Gartner Cloud Services Brokerage report, April 2013

5 Service Catalogue & Management



Develop an IT service catalogue that meets the needs of the end user. Decide what is needed in the catalogue and how extensive the offers need to be.

By 2016 up to **25%** of enterprises will have their own enterprise app stores for managing corporate-sanctioned apps on PCs and mobile devices.

Source: Gartner report featured on ZDNET, Feb 2013

4 User Portal

Scope the user portal for current and future needs. Consider access rights, use limitations and degree of sophistication.



46% of cloud services are manually provisioned by an IT administrator for the end user without automation

Source: Abiquo study, conducted at conducted at VMworld Europe October 2012

3 Automation & Orchestration



Identify and incorporate all dependencies to automate an entire process, including IT and business operations.

45% of IT admins are not using orchestration of any kind and only **5%** are using built-for-purpose orchestration and management software

Source: Abiquo study, conducted at conducted at VMworld Europe October 2012

10 Process & Governance

Redesign processes to reduce the need for human intervention, and update policy frameworks to maintain compliance.



33% of IT decision makers agree that their department struggles to make processes efficient and take a proactive approach to change

Source: Interxion, Vanson Bourne surveyed 750 senior IT decision makers at companies with more than 500 employees in November and December 2012

9 Security & Compliance

Define and build IT security into the network architecture to compensate for lack of physical security



10% of overall IT security enterprise product capabilities will be delivered in the cloud by 2015

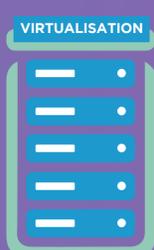
Source: Gartner report April 2013

2013: Where we are today

2 Virtualization & Abstraction

Connect islands of virtualisation across computing, storage, and networking.

Design virtualised environments to support both bare-metal and virtual provisioning.



69% agreed that private cloud is a natural progression of virtualisation

Source: 570 IT industry professionals on an online survey by The Register, April 2012

1 Facilities & Infrastructure

Standardise infrastructure to simplify virtualisation, automation, and on-going operations.



28% of IT professionals report that over 75% of their server estate is virtualised

Source: 18 IT industry professionals on an online survey by The Register, May 2012

Dumb Data Centre

