



Aligning Business and IT Through Instrumentation

As globalization of business continues to evolve and the drive to conducting business digitally in the "cloud," it is imperative that IT organizations get a handle on being able to track in real time every discrete user experience AND correlate this with end to end IT service health. Business and consumers alike have become accustomed to the "instant gratification" of ubiquitous processing experience of the Internet.

Most IT organizations have typically invested a fortune in traditional systems management tools that provide insight into each individual layer of the IT platform – without an understanding of the correlation of events across the platform that corresponds with an associated user transaction experience. When the business declares a problem in terms of experience or accessibility to the IT platform – the typical scenario of systems management results in the network person/tool, the server person/tool, the storage person/tool and the app person/tool all stating that everything is "green" and the finger-pointing begins!

We could not afford to allow this kind of misaligned operating models to continue. Our quest was to gain the critical insight into both the real-time user transaction experience AND incorporate analytical intelligence against end to end system events to gain a true understanding of IT system health.

This led us to two core building blocks:

1. User Experience Instrumentation - automatically track and monitor all business transactions - across all tiers, all the time - in order to create and maintain a complete profile of transaction activity in terms of user experience as it happens.

2. Self Learning IT Health – Self-learning and continuously adaptive, analyzing and correlating the performance of all service components – wherever they're located and in real time – to forecast and alert support personnel to problems before they happen. Additionally, it shows you in one convenient screen the end-to-end view of service health.

The bottom line, if IT organizations want to be able to ensure alignment with the business, raise the profile of IT as a strategic partner and drive optimal efficiency, then it is our experience and recommendation that implementing an instrumentation strategy similar to described above is essential. Below you will find two useful URL links that profile the tools used in this strategy and their relative impact/fit for purpose in our strategy.

User Experience Instrumentation

http://www.wallstreetandtech.com/blog/archives/2008/02/wachovia_improv.html

Self-Learning IT Health

<http://www.tideway.com/news-events/news-item/wachovia-standardizes-datacenters/>

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