Abstract

Why Automation & Interoperability Is Critical to Cloud Success

Join us and learn how to standardize IT best practices and implement process automation to build a successful, compliant, dynamic cloud environment. During this session we will explore how Opalis IT process provides interoperability between your existing infrastructure and management tools to mitigate risk, decrease costs, mask complexity and improve operational efficiency. The session provides answers to the following questions:

Key Cloud Topics

Self Service: How do I control provisioning of cloud resources?

Security: How do I apply existing management best practices to the cloud?

Availability: How does lifecycle management improve cloud performance?

Charge Back/Billing: How do I understand and control cloud costs?

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Why Automation & Interoperability Is Critical to Cloud Success

Charles Crouchman, CTO, Opalis

Cloud Computing At A Glance

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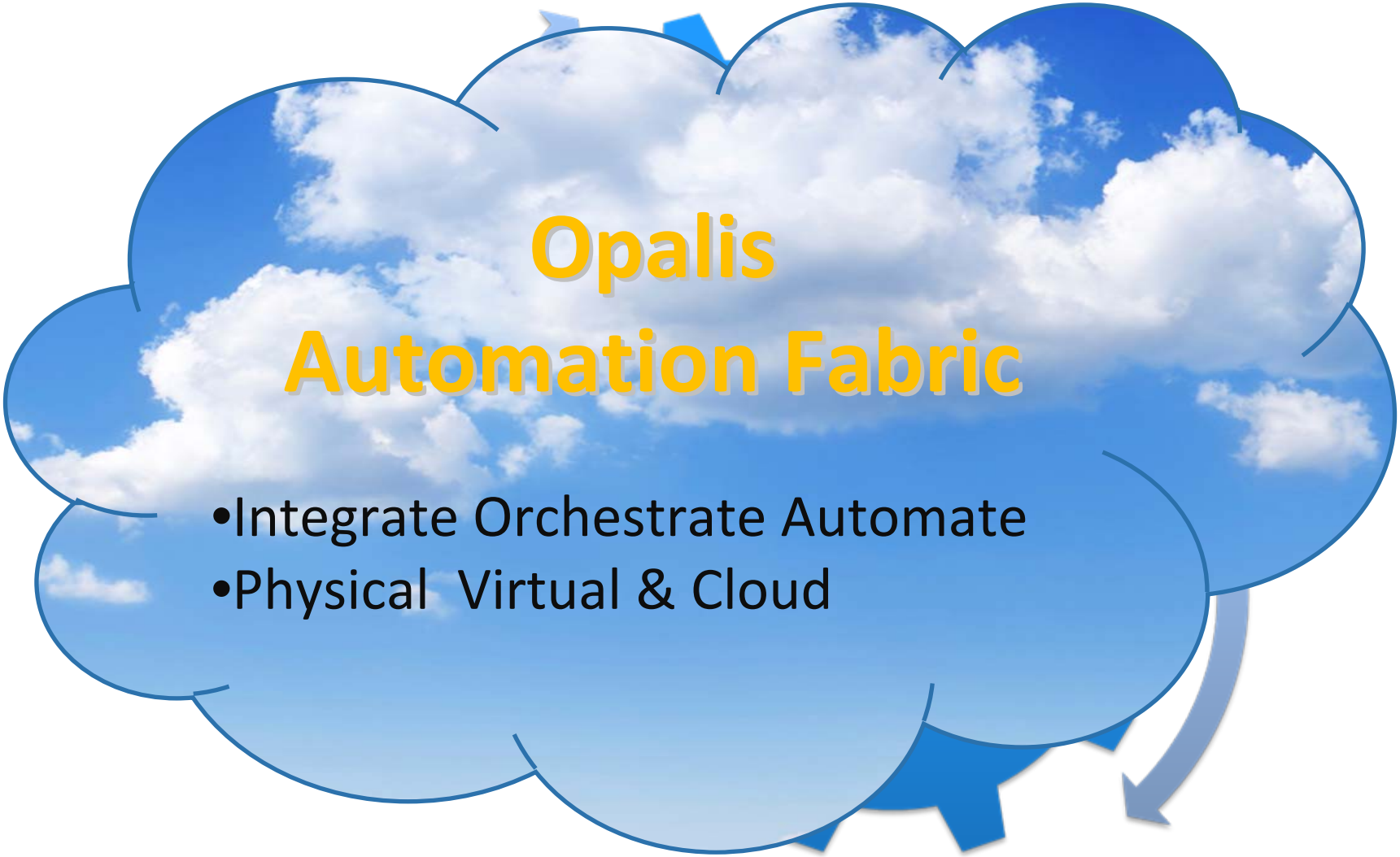
- Self service provisioning
- Auto scaling
- Private infrastructure
- Flexible billing

- Self service provisioning
- Auto scaling
- No infrastructure investment
- Metered billing

Evolution of Automation



Dow Results; Automation Scorecard in 2009

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In Just 6 months of using Opalis

- 66% Total Reduction of Actionable Alarms (15,293/23,000)
  - Automated ticket creation, maintenance suppression, object state logic, remediation
- 27% Closed Loop Remediation of Incidents (4,201/15,293)
  - Uptime validation, machine down verification, automated disk drive cleanup, scripted recovery actions and automated service restarting
- Response time reduced from **17 min. to < 3 min. per alert**
- Level 2 Resources Freed
  - Fast, Repeatable, Documented, Automated Processes
  - In Flight Calculation of Automation Effectiveness (Suppression)

Extending Management to the Cloud

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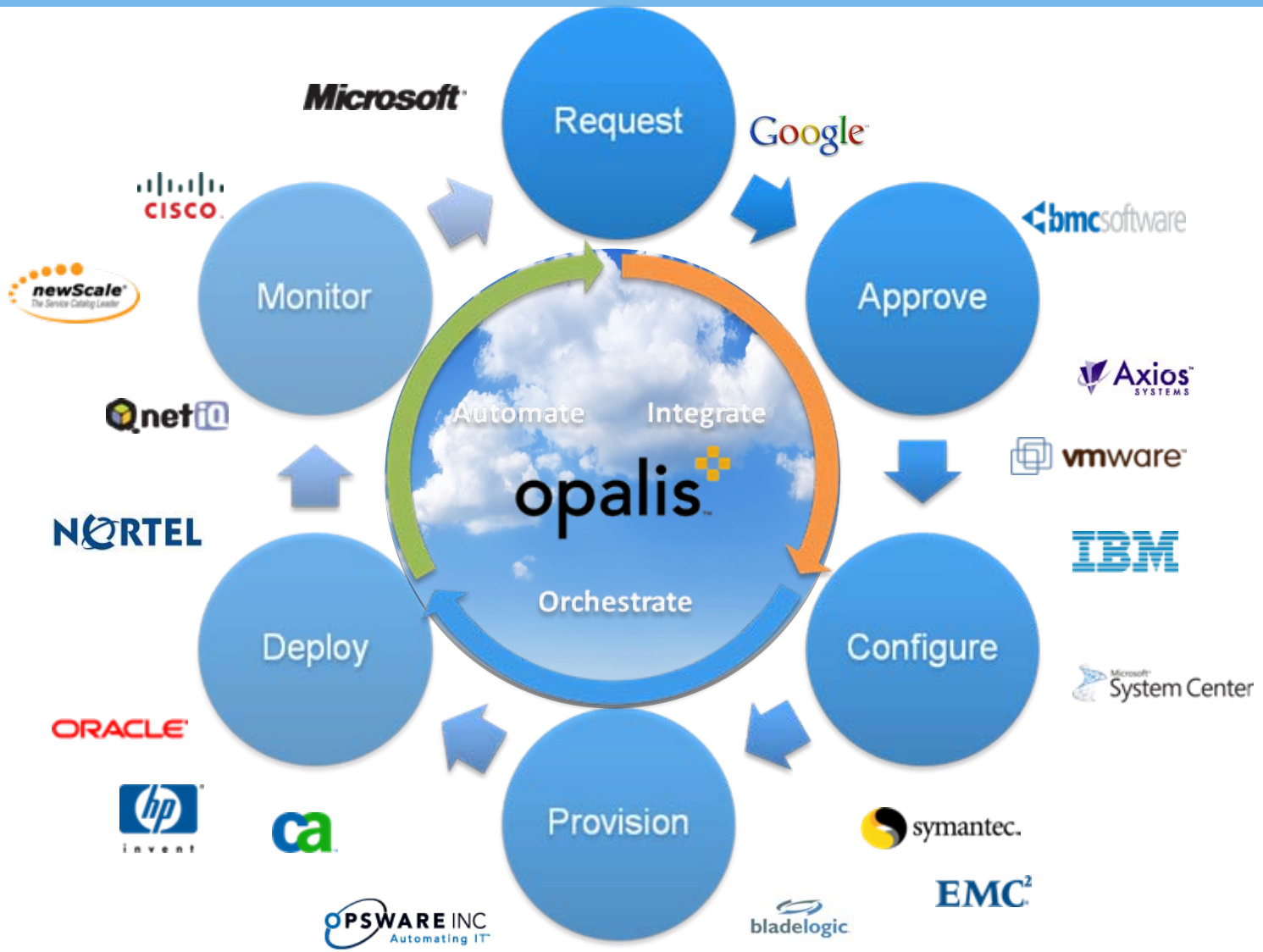
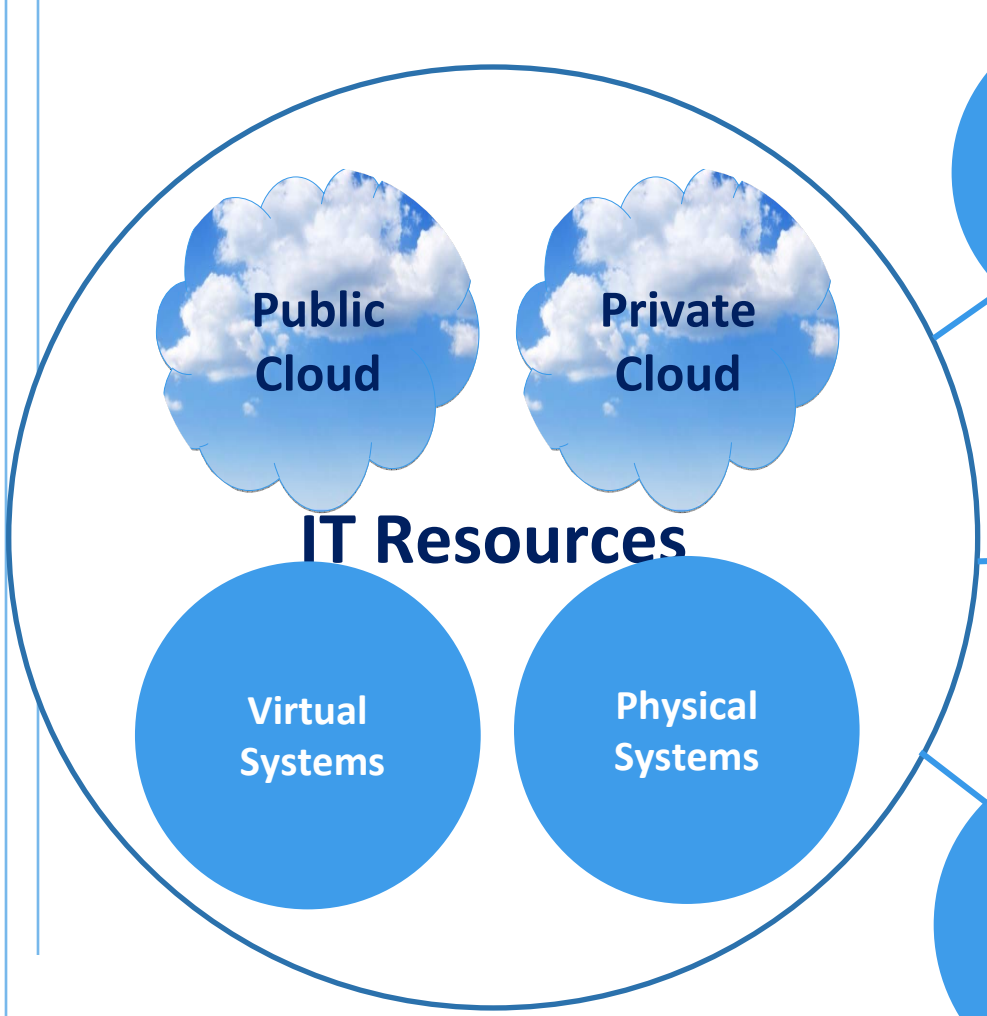


Self Service Provisioning



Self Service Portal

- Request service
- Define attributes
- Define duration

Integrated Approval

- Review & monitor requests

Automated Tear Down

- Notify of expiry
- Stop billing

Availability With Auto Scaling

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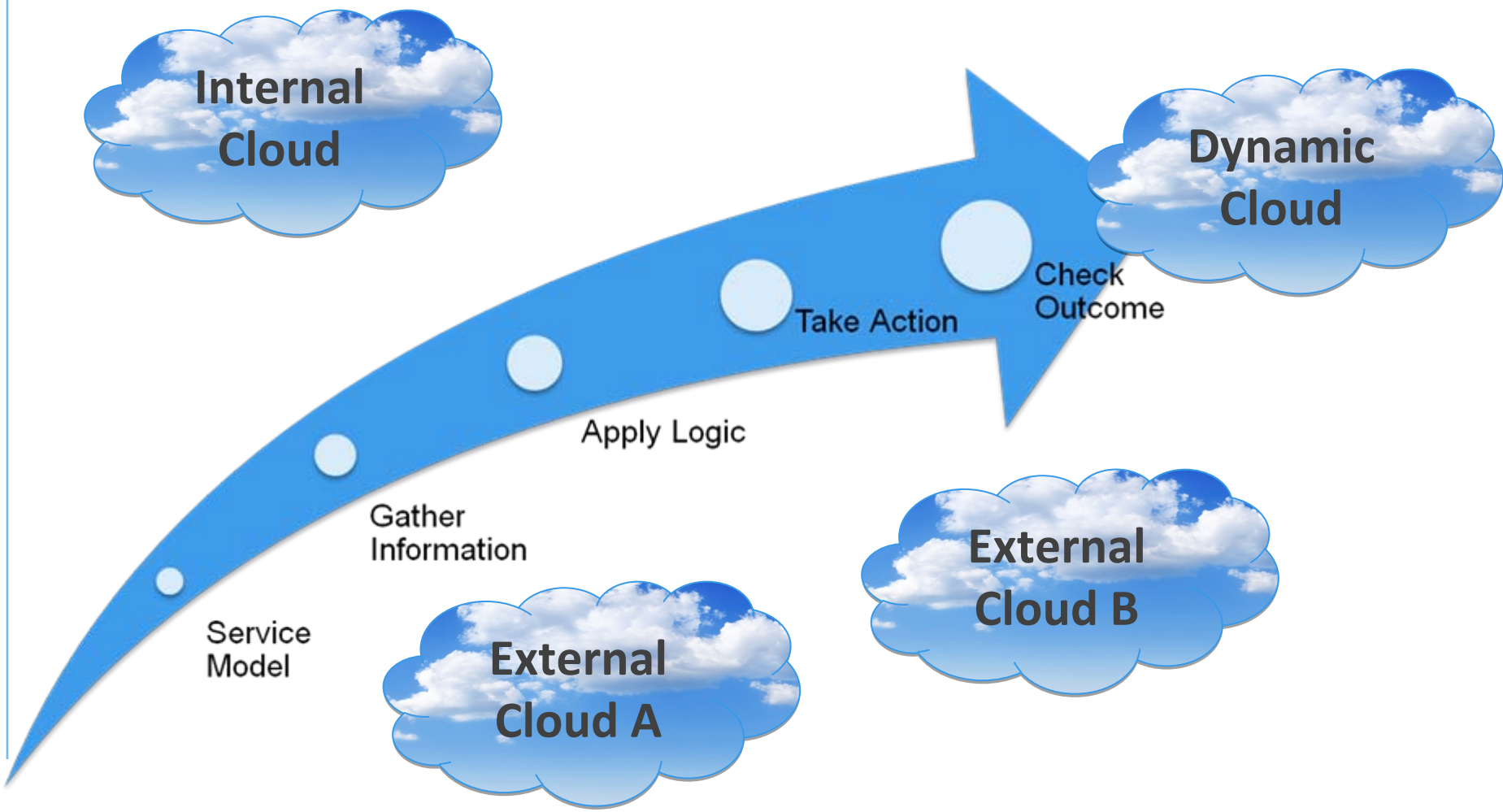
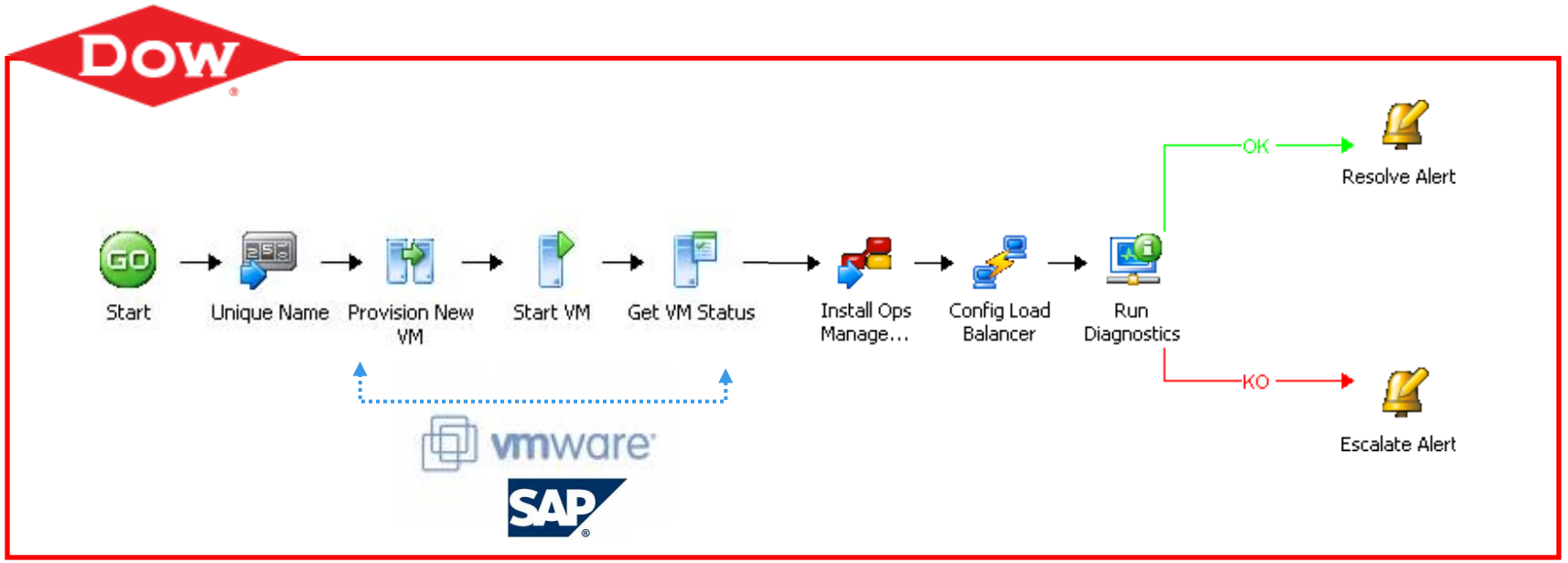
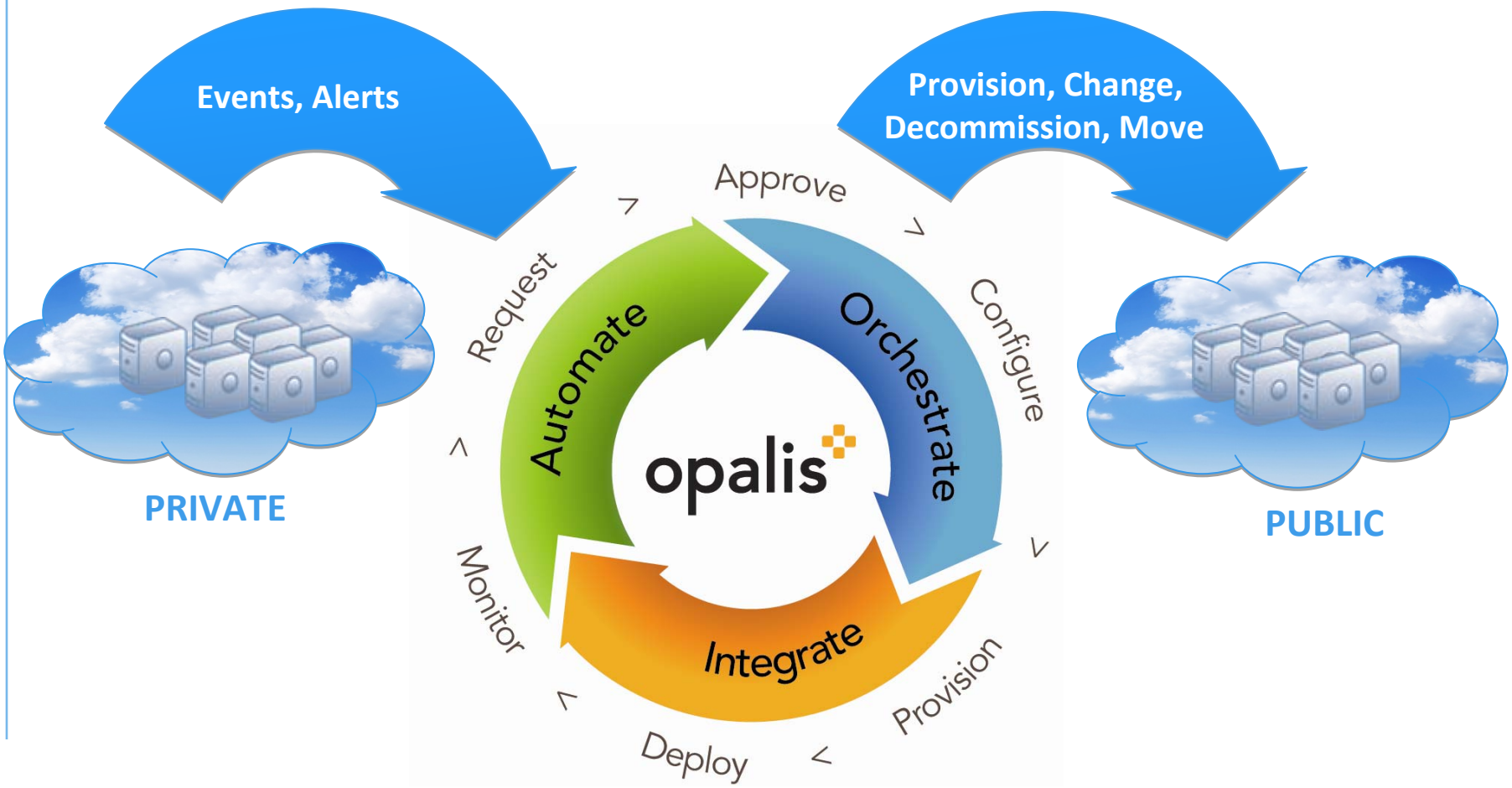


DOW next steps – Automate Cloud Service Delivery



- Dynamic Scale Up / Scale Down
  - Physical central instances with virtual application servers
  - Closed loop, event driven automated resourcing
  - Proactive capacity management
  - Automated, compliant best practice

Federate Clouds Securely



Dow Results; Automation Scorecard in 2009

- Successful use of Cloud Computing will require
  - Lifecycle Management
  - Service Governor
  - Automation Fabric
- These Challenges exist today
- In 6 months, Opalis Automation at Dow has
  - Reduced Events 66%
  - Reduced Response Time from 17 minutes to 3
  - Reduced Escalations
  - Reduced MTTR
  - Reduced Expenses
  - Improved Process Outcomes
  - Provided Automation Fabric for Event-driven scale up/down
  - Provided Automation Fabric for Proactive Capacity Management

Thank You for Attending

Please come to the front with questions

or

visit www.opalis.com