Management Systems

Overview

One of the most common system components to be overlooked in a Microsoft® Windows® environment has been in the area of management and monitoring systems. With the Microsoft® Windows platform being such a useable environment that is in essence easy to deploy and upgrade from older versions like Microsoft® Windows NT® 4.0 or even from other platforms like Novell Netware, management systems have often been overlooked based on cost, tools and lack of knowledge and ability.

The view by many IT operational teams is that management systems are an overhead and that the cost to benefit ratios cannot be justified. With annual IT operational costs rising to almost 75% of the total spend, it is now more important than ever as a business that you take control of your real estate to get the very best return on your investment.

Implementing a management solution will increase your IT efficiency and worker productivity by streamlining your operational processes and procedures, increasing security, reducing infrastructure costs enabling your environment to become proactive and be ready for rapid change.

Camwood believe that our approach will allow your organisation the freedom to select a solution that best suits your needs and abilities to successfully implement Systems Management.

This means that there is a solution customised for you that covers the basic implementation to covers software updates and basic software delivery scaling to a complete zero-touch solution that not only covers the primary requirements of updates, but also provides desktop management tools, replaces the workstation operating system (OS) and provides the core information for a configuration management database.

■ Proactive Monitoring: Microsoft® Operations Manager offers pre-emptive end-to-end monitoring and knowledge management for issue resolution, problem management, service level management and capacity planning.

■ New Deployment Processes: Microsoft® Systems Management Server is the only management solution that is able to deliver the Microsoft® Windows® VistaTM file based image system and is fully integrated with the Business Desktop Deployment 2007 task sequencer engine.

■ Reduce the Demand on IT Resources: As part of the Gartner Infrastructure Optimisation Initiative (IOI), automation and increased security is a contributor to a businesses infrastructure maturity level. A complete management solution will help the IT department reduce the IT labour Costs in turn lowering the Total Cost of Ownership bring greater value to the business.

Business Briefing

A business briefing session will be used to work with the business decision makers to examine the current business objectives in order to deliver a clear picture of how an implementing a management system will help you reach your business goals.

Topics covered will include features and benefits of deploying Microsoft® Systems Management Server and Microsoft® Operations Manager including automated deployment, desktop management, asset management and operational monitoring.
Camwood believe that this process will provide your organisation with the following:

- A blueprint for the business demonstrating medium term and strategic recommendations for deriving the maximum benefit from your IT investment.
- Ensures that IT is a cost effective business service.

**Design Briefing**

A design briefing will be used to deliver in-depth technical information on management systems and to determine how best to integrate the new technology into your existing environment. The session will also be used to map the business objectives to technology solutions; describe roles and communication flows.

Camwood believe that this process will include presentations, product demonstrations and whiteboard sessions covering the following topics:

- Reviewing the current environment
- Reviewing the Business objectives and solution mapping
- Presenting the new features in OS deployment
- Discussion of key concerns including:
  - Software Distribution
  - Patch Management
  - Imaging and Deployment
  - Asset Management
  - Server Monitoring
  - Inventory

**Products Covered**

- Microsoft® Systems Management Server
- Microsoft® Operations Manager
- Business Desktop Deployment
- Microsoft Server 2003

**Consulting Team**

Camwood consulting offerings are delivered by Technical Consultants that have defined specialist areas which account for the majority of their work, including research and forward planning. All Consultants are able to analyse issues and define high level solutions and provide technical strategy recommendations.

Technical Consultants within Camwood will have in excess of 10 years practical experience in the IT sector and will be qualified to a minimum of MCSE/CNE/CLP with qualifications and/or experience in project management.

**Next Steps**

This document is the first step in the complete path to implementation. The solution roadmap consists of five phases.

Camwood professional services can offer custom-tailored consulting engagements and are ready to help you at every stage.

**Solution Roadmap**

- **Assess**: Review the business objectives, review functionality of the solution and review the existing environment and processes, developing high-level architectural plans, identifying risks and developing the project plan.
- **Design**: Explore the plan, produce the detailed design documentation and confirm the build process is correct, tested and the environment is stabilised.
- **Deploy**: Encompasses all the tasks required to allow for the rapid deployment of the developed solution.
- **Operate**: Comprises all the requirements to transition the deployment processes and procedures into an operational mode.

“Our mission is to deliver innovative software tools and expertise to make applications work first time every time for all Microsoft operating system migrations.”