

# METHODINFRA

## An orderly methodology for infrastructure management

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The MethodInfra kit, a product of Methoda Computers, helps organizations to manage their IT infrastructure and channel their technologies toward their own needs — starting with a proper definition of needs, through choosing and deploying the required solutions, and on through deployment and full integration including operation and maintenance.

From the methodological standpoint, using the MethodInfra kit means introducing an orderly project management methodology. The methodology includes an appropriate life cycle for infrastructure projects, plus management-and-control tools and classic quality management operations adjusted for the realm of infrastructure. Examples include risk management, cost calculation, cost/benefit evaluation, alternatives analysis, metrics, etc. This approach ultimately leads to economizing on resources and to improving satisfaction among users of your services.

The MethodInfra kit offers this solution basket of services and products:

- Building a **flexible architecture** in which infrastructure systems can be optimally integrated and employed.
- **Mapping the infrastructures**, with an emphasis on links to the organization's business processes (BPM).
- **Monitoring and control** of the organization's business processes (BSM).
- **Evaluating the effectiveness** of the infrastructures.
- Evaluating the economic justifiability (**ROI**) of the infrastructure systems.
- Assistance in the complicated process of anticipating, analyzing, selecting, testing, and deploying the necessary infrastructure systems. **An infrastructure project is a project in every way and form, and it must be handled as such!**
- Definition, composition, and monitoring of **work instructions and procedures** that support the work processes.
- Advice and assistance in **complying with regulations**, data security, and standards with respect to infrastructure.
- Construction of a **business continuity** program, with exercises and testing of the plan.



**The MethodInfra kit is implemented with Methoda's trained personnel and with the plentiful knowledge that the company has accumulated regarding IT infrastructures and systems. Additional kits – including MethodRFP, MethodRisk, MethodOutsource, MethodTools, MethodMaint, MethodCIO, and others – can help where the full picture includes a focus on specialized tools.**

## INFRASTRUCTURE MANAGEMENT

Underlying the level and quality of service that the organization receives from its IT unit, a crucial component is the layer of technological infrastructures on which the IT network and applications depend.

In a so-called “average” organization, that layer contains a WAN, a LAN, an internet connection and network, a storage system, a backup system, a database, a file server and printing services, an application server, GUI servers (generally web-based), several operating systems in a variety of versions (Windows, Unix, Linux, mainframe), middleware, data security systems, communications software and systems, command-and-control systems, administrative systems (human resources, requirements, changes, configuration management), and much more.

- Does your organization have a consistent, updated mapping of its infrastructures — a configuration management database (CMDB)?
- How thoroughly and productively integrated is the organization's set of infrastructures?
- Are the systems constantly monitored for bottlenecks and for preventable threats of malfunction?
- Is the infrastructure management based on business principles? Are clients covered by a service level agreement (SLA)? Have you integrated methodologies such as Information Technology Infrastructure Library (ITIL)?
- For infrastructures that serve the whole organization, is there proper prioritization?
- What is the work process behind the management of the infrastructures? Has anyone considered optimizing the processes and making better use of the infrastructure?
- What is the process for purchasing? For updates? How closely are those processes tied to the organization's needs?



- Do procedures exist for deploying and operating the infrastructures? How well are they integrated with the work procedures? Is the deployment process orderly and consistent? How is the arrival of new workers handled in this respect?
- How well does the infrastructure support the regulations and standards that the organization is required to meet?
- Does the infrastructure provide for business continuity under a plan for emergencies? Is the infrastructure hooked into the organization's business process management (BPM)?
- And the crux of cruxes: How much is this costing us? Is it worth the money? Can the cost/benefit or return on investment be measured?

**If the infrastructure is not integrated optimally, the systems cannot be used to proper advantage: failures and malfunctions occur, and the organization has difficulty giving clients the necessary level of service.**

