



# N(i)²

## 5 Reasons to Focus on ICT Infrastructure Management



Information and Communications Technology Infrastructure Management (ICTIM), encompassing the processes, organization and tools, aims to provide a stable IT and communication infrastructure, and is the foundation for the ITIL Service Support and Service Delivery processes.

-from ITIL book on  
ICTIM Best Practices

Executives are increasingly acknowledging that they depend on ICT to run their business. For many, ICT infrastructure is the focal point of operations, and the management of it can no longer be ignored.

Keeping pace with IT complexity and customer satisfaction are only the tip of the iceberg. IT managers are seeing that ICTIM is not only about maintaining internal operations and managing an inventory, but also about the overall cost of business including communications and delivery of products and services.

For ICTIM to work, strategic planning must be aligned with business goals while improving internal processes. This paper gives IT managers five reasons to focus on ICTIM for better IT Service Management (ITSM).

1

## Adopting processes breaks down communication barriers

Adopting a process-approach ensures that end-to-end ICT infrastructure management can be implemented and managers can break down communication barriers and weak points in an IT organization. Wherever possible, processes should be automated using management tools, facilitated by scripted businesses rules.

ICT Infrastructure Management processes, as outlined by the IT Infrastructure Library (ITIL), detail processes for Design and Planning, Deployment, Operations, and Technical Support.

2

## ICT information integrity affects the quality of management decisions

The quality of your ICT Infrastructure information, including asset relationships and dependencies will directly affect the quality of your decision-making. It is so often the case that technical staff bypass procedures or ignore information because they think they know what they are doing, when in fact they don't see the whole picture. This, combined with a culture of "nobody ever tells us anything" can lead to disaster.

IT management must commit to continually maintaining the integrity of ICT infrastructure information in order to make sound decisions based on quality information.

3

## ICTIM lays the foundation for incident and problem reduction in IT Service Management

The technologies you adopt need to support and facilitate ongoing management techniques, processes and tools. For instance, a CMDB should add value to the IT Service Management technologies you already have in place by making it easier to visualize and understand how those services interrelate and depend on other services. Without managing the physical and logical layers of ITSM, incidents and problems will continue to multiply.

ITIL divides ICT management technologies into four groups: Strategic Tools, Tactical Tools, Operational Tools, and Technology.

**Design and Planning** – concerned with the development and maintenance of the ICT Design and Planning strategies and processes for the deployment and implementation of appropriate ICT infrastructure

**Deployment** – concerned with the implementation and rolling out of the business and/or ICT solution as designed and planned, with minimum disruption to the *business processes*

**Operations** – comprises all activities and measures necessary to enable and/or maintain the intended use of ICT services and infrastructure

**Technical Support** – concerned with the development of knowledge for the evaluation, support and proofing of all current and future ICT infrastructure solutions

In addition to a CMDB designed for end-to-end ICT infrastructure management, N(i)<sup>2</sup> offers ITIL-based applications to facilitate processes.

4

## ICTIM is about physical and logical assets, and gaining a birds-eye view over people, service and business layers

Gaining a complete overview and understanding of all ICT infrastructure assets - including dependencies and relationships on people, service and business layers - is integral to mitigating risk when rolling out changes.

The ability to view hierarchical, peer-to-peer, location and business context views, combined with the ability to report on and audit plans for change are essential to reap the benefits of ICT infrastructure management.

5

## Few IT Management tools properly address ICT Infrastructure Management

N(i)<sup>2</sup> is the only software company offering IT Management technology engineered to specifically address ICT infrastructure management.

Uniquely positioned in the IT Management market, N(i)<sup>2</sup> adds value to existing IT Service Management solutions by identifying how services are connected to underlying physical and logical infrastructure components. The software identifies all resources and visually conveys what they are, where they are, and who depends on them.

N(i)<sup>2</sup> makes it easy to mitigate risk by offering advanced tools to assess and analyze how changes affect IT infrastructure, people and services. N(i)<sup>2</sup> software facilitates communication between IT domains and helps manage the end-to-end change lifecycle using ITIL-based processes for better quality of service.

Considered the forerunner in next-generation change, release and configuration management by analysts, N(i)<sup>2</sup> technology was developed under the assertion that IT organizations need total visibility and control over all their assets and dependencies in order to effectively manage their infrastructure and deliver end-to-end services that respond to business needs.

**Strategic tools:** critical to the organization, providing one or more essential functions or vital core processes

**Tactical tools:** important to the organization and generally satisfying one or more ICT functions

**Operational tools:** used to manage the operational domains and help ensure operability and availability of individual domains, objects and components, e.g., network management and Systems Management tools

**Technology:** the bottom layer consisting of the actual objects and ICT infrastructure technology and components that provide the services delivered to the business, e.g., database and Application Management.

**CONTACT N(i)<sup>2</sup>® TO LEARN MORE ABOUT HOW YOU CAN GAIN CONTROL OVER YOUR ICT INFRASTRUCTURE MANAGEMENT**

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