



SunSM Operations Capabilities Assessment Service

Know where you stand.



If there is one constant in the lives of CIOs and IT Directors, it's that they are always under pressure to deliver IT-based services to their internal and external customers as cost-effectively as possible.

Some of this pressure is inherent to the nature of IT management. In good times and bad, efficiency never goes out of style. Regulatory requirements such as Sarbanes-Oxley have shined a light on IT as never before. And despite budgets that will always be finite, IT departments must maintain the highest possible availability and quality of service.

Some pressures are more relativistic and competitive. Corporate management always wants to know what the IT department contributes to growth and profitability of the parent organization. They also want to know how their organization's IT operations compares to peers and competitors in their field. More and more frequently, IT managers also have to know if their shop is better at service provisioning than external sources.

But to know where an IT organization stands—or where its problems lie—requires objective measurement of IT service cost, quality and agility, comparison against industry best practices, and identification of issues and how to make improvements.

Objective, quantitative capabilities assessments

The main mission of the Sun Operations Capabilities Assessment Service is to provide an objective, quantitative assessment of the people, process, and tools factors that define an organization's ability to deliver IT-based services reliably, cost-effectively, and flexibly. The service delivers a portrait of the current state of IT department operational capabilities, identifies gaps, and issues and recommends a roadmap for improvement.

The service is based on the Sun Operations Management Capabilities Model, a comprehensive, continual improvement methodology for IT management that provides a practical framework and actionable roadmap for enhancing IT management infrastructure. The Model was developed to align with industry best practices, yet also provide specific metrics to measure and assess IT operations effectiveness. The Sun Operations Management Capabilities Model identifies five categories of operational effectiveness from chaotic Crisis Control as the lowest state, to proactive Business Value Management as the highest state. As organizations achieve higher operations management capability levels, there is corresponding improvement in their ability to deliver cost-effective and reliable IT services that support the business.

The Sun Operations Capabilities Assessment Service, and the capabilities model upon which it is based, integrates Sun experience and expertise in datacenter technologies and management as backed by industry-standard Information Technology Infrastructure Library (ITIL), Six Sigma, and People Capability Maturity Model. This mix of unique Sun intellectual capital, industry standards, and community experience brings analytical depth and objectivity to the table.

Assess and address

The service delivers more than a report card. It can also identify gaps and inefficiencies that need to be addressed to achieve desired levels of people, process, and tools capability. With gaps identified, the Sun Operations Capabilities Assessment Service can help identify an actionable roadmap for both immediate remediation and longer term capabilities improvement.

Highlights

- Gain objective, quantified insight to improve IT operations efficiency
- Identify gaps and issues to be addressed, prioritized by benefits and time horizon
- Better prepare for integration of new technology, applications, or service provisioning
- Justify and prioritize investments needed to avoid downtime, mitigate risks, and save money
- Improve the organizational standing of IT by operating IT as a business

The Sun Operations Capabilities Assessment Service can be the first step for follow-on IT service management and improvement programs that can involve other Sun and partner services. Here, Sun offers a complete portfolio of operations capabilities improvement solutions, including Sun’s Datacenter Strategy, Design, and Build Services; Sun Service Optimized Datacenter Program; Sun Operations Management Solution; Sun Managed Services; Sun Interim Operations Management; Sun Sigma Service Level Agreements (SLAs); and Sun Preventive Services.

Sun Operations Management Capabilities Model

There are a number of IT capability models currently in the marketplace, promoted by industry analyst firms, academic institutions, and industry consortia. While most of these models focus on staff skills or management processes, the Sun Operations Management Capabilities Model holistically integrates people, process, and tools methodologies to define levels of IT program effectiveness.

The Sun Operations Capabilities Assessment Service helps customers identify the level their IT organization operates and proposes improvement actions to progress to higher levels of efficiency and effectiveness.

- **Level 1 – Crisis Control**
Undocumented management practices, reactive to user pain points, heroics, and folklore.
- **Level 2 – IT Component Management**
Able to maintain infrastructure at the component level, investment but no plan, inconsistent outputs.
- **Level 3 – IT Operations Management**
Focus on operational management and technical goals, formalized core processes, applications categorized and prioritized.
- **Level 4 – IT Services Management**
Predictable and consistent service delivery, SLAs in place, predictive asset service technology, automated system administration.
- **Level 5 – Business Value Management**
Continuous process improvement, consistent quantifiable business value, traceability between IT and business metrics.

Learn More
To learn more about the Sun Operations Capabilities Assessment Service and Sun’s full range of IT service management and operational improvement offerings, visit sun.com/service/oca

