

Network Management

Effective Management
of the IT Network – and your
IT Service providers

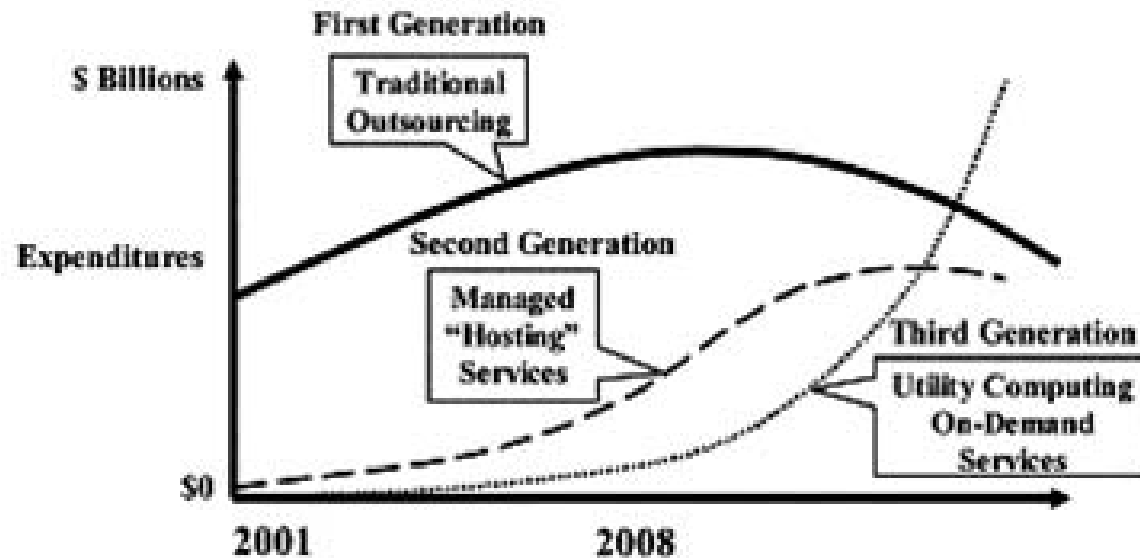


- business continuity
- information management
- i.p. telephony
- security
- training
- human resources

Agenda

- Network Management trends and predictions
- How serious are future Network Management challenges?
- The skills required for future Network Management
- Network Management Outsourcing – how much is too much?
- Is your organisation ready for a “partnership”?
- Final thoughts
- Q&A

Network Management Trends and Predictions



Source IDC 2004

Network Management Trends and Predictions

- Studies conducted in 2005¹ show that almost all Australian companies outsource some function of their IT environment
- 83.5%¹ of outsourced functions are in IT Operational Management
- Top 5 IT outsourced functions¹ in Australia today are;
 - ✓ Network Management (55.8%) – including security management
 - ✓ Application Development (41.9%)
 - ✓ Disaster Recovery (36%)
 - ✓ Configuration Management (36%)
 - ✓ Helpdesk / End User Support (32.6%)

¹ "A Review of IT Outsourcing Trends in 2005: An Australian Study"
Dr. M Lane & Glen Van der Vyver - University of Southern Queensland (2005)

² "The Opportunities for IT Services Providers in Asia/Pacific"
Rolf Jester, Research Vice President Gartner Asia/Pacific (2003)

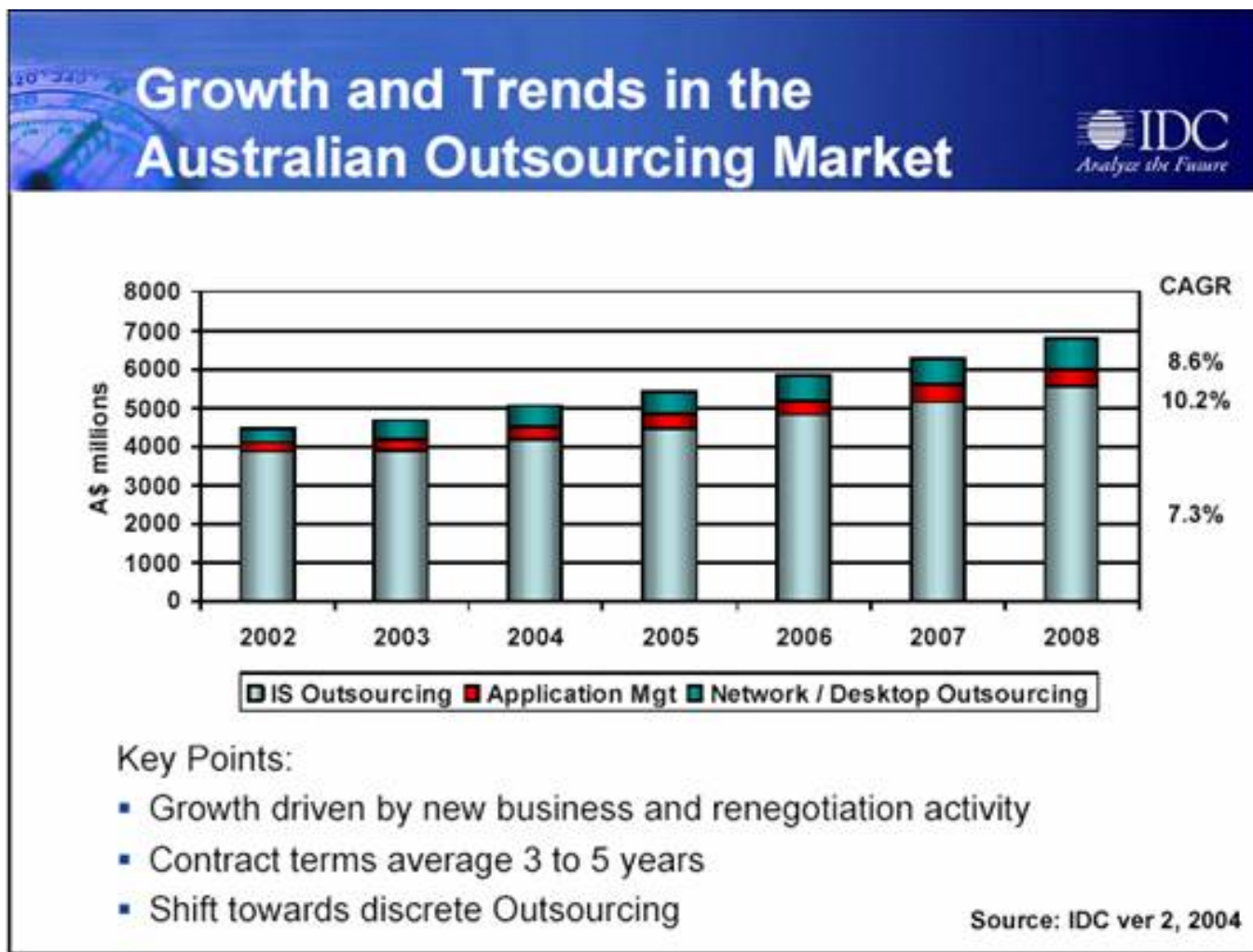
Network Management Trends and Predictions

- Gartner predict 2005/2006 major convergence of VOIP technologies and WAN technologies²
- Selective Sourcing from multiple 'specialist' vendors is increasing (i.e. Security, WAN) *(source IDC 23/5/05)*
- IDC research predict a steady 8% compound annual growth rate (CAGR) in IT Outsourcing through 2008

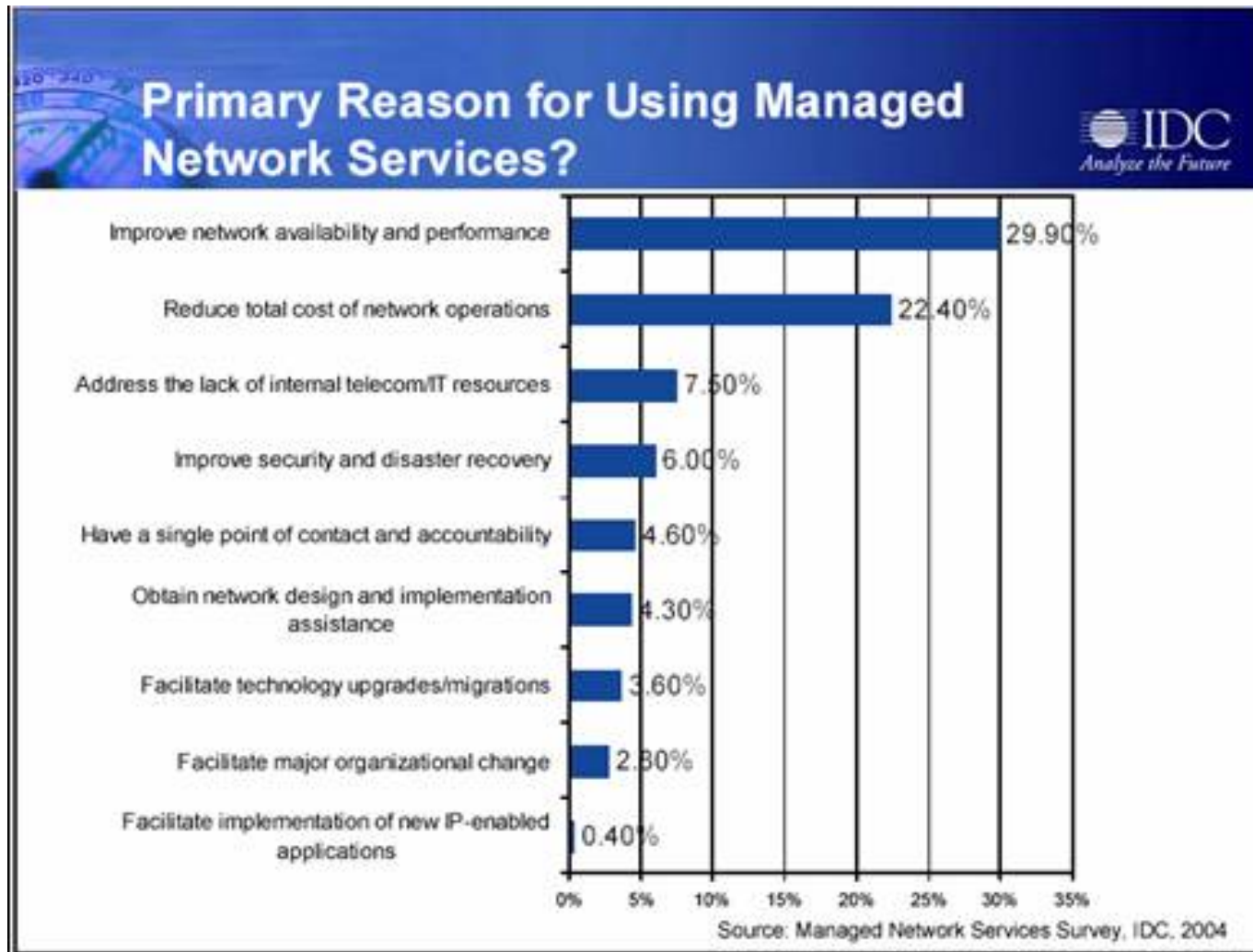
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Network Management Trends and Predictions

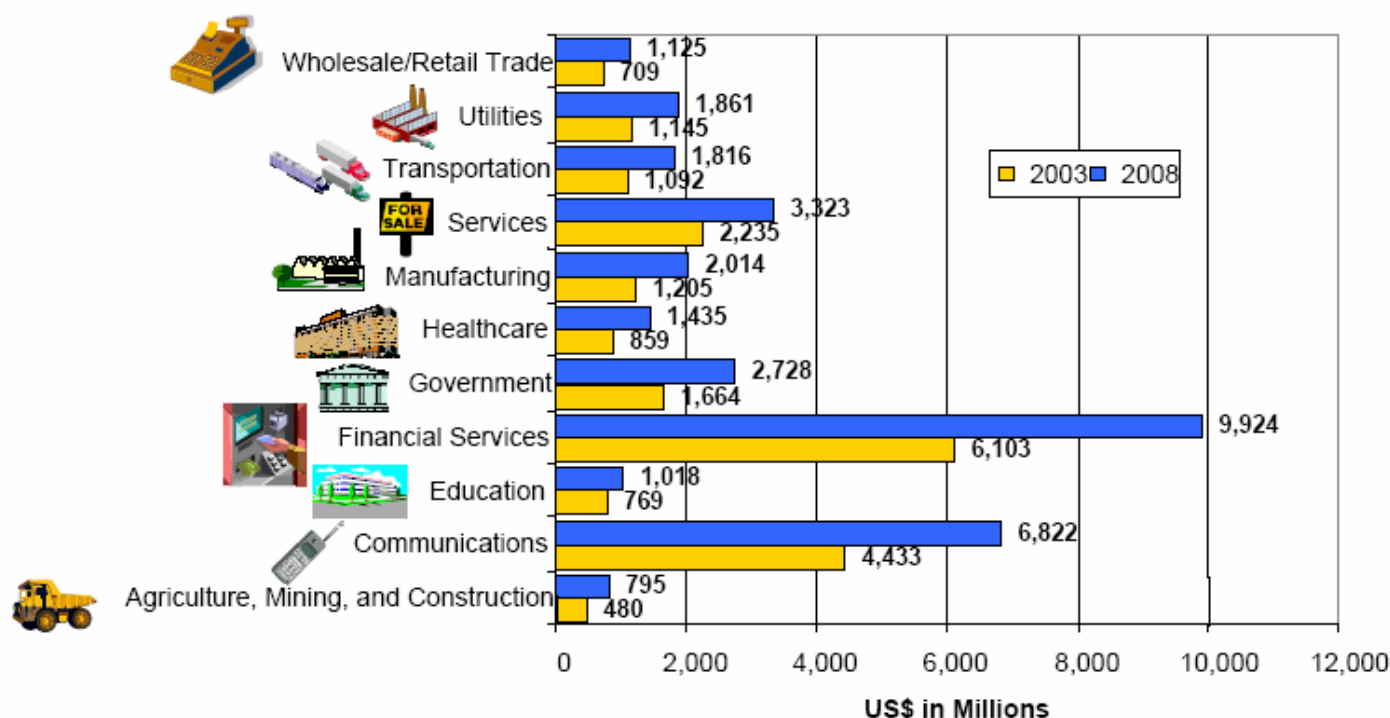


Network Management Trends and Predictions



Network Management Trends and Predictions

Asia/Pacific Outsourcing Forecast, Including ITO and BPO



Source: Asia/Pacific Vertical Forecast Database, Dec. 2004

Gartner.

How serious are future Network Management Challenges

- Increase in IP Telephony reliability and up-take through 2007
- IP Convergence (Video, Voice, Data, Multi-media)
- Increased Mobility and Security of Mobile attached devices
- Ubiquitous Network Management (Unix, Windows, Linux, etc)

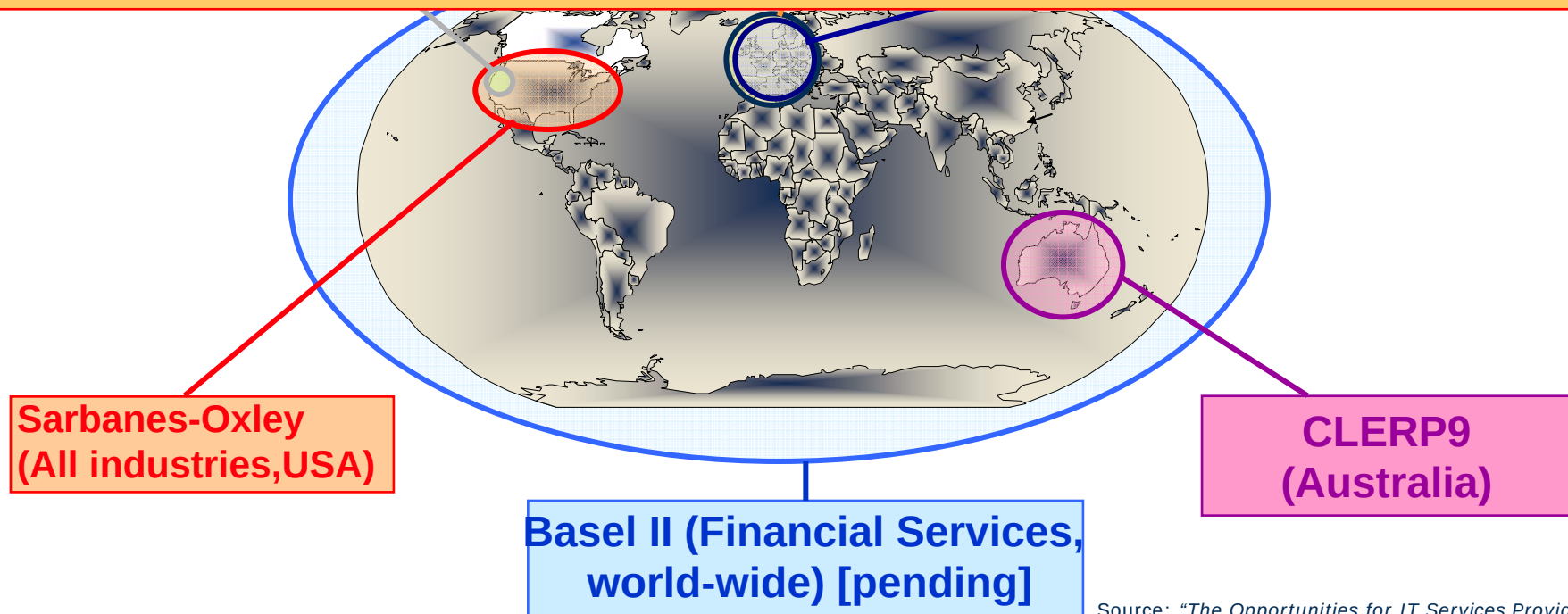
How serious are future Network Management Challenges

- Accountability in all areas of management in private organisations (CLERP9, Sarbanes-Oxley)
- Greater storage requirements (Grid computing, storage on demand)
- Demand for greater Network Resilience

And it's only going to get more challenging !!

Regulation is Tightening on Corporate Governance Management, Privacy and Security

In the last 4 years, we have witnessed terrorist attacks, political unrest, war, SARS and most recently large scale on-line Credit Card Fraud which has forced organisations to urgently address the business and security issues in a way never before required



Source: "The Opportunities for IT Services Providers in Asia/Pacific" Rolf Jester, Research Vice President Gartner Asia/Pacific (2003)

The skills required for future Network Management

- Demonstrate strong business alignment, cost conscious
- Looking at ways to utilise leveraged assets (Data-centres, Remote Monitoring of WAN/LAN and Servers, Storage on Demand, Grid Computing, consolidated Help Desk functions)

The skills required for future Network Management

- Long term strategic planning, rather than pure operational focus
- Proactive approach to business transformation (innovation & research)
- Manage multiple service providers (contract management / partnerships)

Outsourcing – how much is too much?

- All organisations outsource – to some extent
- Whole of IT business or Selective Operational/Utility functions
- Saving money cannot be the **only** reason for Selective Outsourcing

Outsourcing – how much is too much?

- Marginalising key people (“your role can be replaced by someone cheaper off-shore”)
- No contractor/supplier can have as much vested interest in your success as you do (no matter what they say)
- Start slowly, using Program Management – communicate frequently

Is your organisation ready for a 'partnership'?

- Real relationships are more than monetary value
- Finding the relationship value is an investment for both Customer and Supplier
- Strong partnerships create harmonious working environments
 - (win/win, role definition)

Is your organisation ready for a 'partnership'?

- Sharing your vision in a ***trusted*** relationship allows for service moulding around your organisation
- Make sure your organisation is ready for a partner
- Look for the qualitative as well as quantitative measures

Final thoughts

- Outsourcing will increase, although in smaller, selective ways
- Greater demands will be placed on today's Network Managers
- Managing tomorrow's network will require a raft of new skills

Final thoughts

- Look towards selectively outsourcing the non-strategic functions
- Look for cost savings through leveraging
- Skill up on contract management / partnerships
- Ready your organisation for change (cultural, behaviour)

Who we are

Alphawest Services Pty Ltd is an IT Services business, operating across the Australasian region, focusing on three key sectors of the IT Services market:

- Information Management
- Infrastructure Solutions
- Business Continuity

Alphawest has shaped its Managed Outsourcing practice around the “next generation” of Selective Outsourcing (Smart Services).

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