Cloud Computing
Alignment to Service Management (ITIL v3)

Written by: Amit Kumar
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What is Cloud Computing?

Cloud Computing is a model for enabling, convenient, on-demand network access to a pool of configurable computing resources.

Cloud computing is the delivery of computing and storage capacity as a service to a heterogeneous community of end-recipients.


**Cloud Clients**
Web browser, mobile app, thin client, terminal emulator, ...

**SaaS**
CRM, Email, virtual desktop, communication, games, ...

**PaaS**
Execution runtime, database, web server, development tools, ...

**IaaS**
Virtual machines, servers, storage, load balancers, network, ...

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What is Software as a Service?
Citrix Cloud Components and Architecture

Software as a service is an on-demand software delivery model in which software and associated data are centrally hosted on the cloud. SaaS is typically accessed by users using a thin client via a web browser.

**XenDesktop Farm** – Virtualization Solution that transforms Windows Desktops and Applications on to an on-demand service, any user, anywhere, on any device.

Successfully delivers Windows 7 Desktop on iPads

**XenApp Farm** – On-demand application delivery solution that enables any Windows application to be virtualized, centralized, and managed in the datacentre and instantly delivered as a service to users anywhere on any device.

Can deliver applications on tablet PCs, including iPads

**Citrix Access Gateway (Net Scaler)** – Provide remote users secure access to on-demand desktops and applications on Citrix Farms

Web Interface Server – Provide remote users a web interface to access virtual desktops and applications anywhere

Types of applications that can be delivered:
- Office Suite
- ERP
- CRM
- CAD/CAM
- Desktop Publishing
- Multimedia
- Collaboration (Emails, Web Conf, etc.)
- Time/people management
- Development tools
- IT administration
What is Software as a Service?
VMWARE Solution and Microsoft App-V

Similar to Citrix, VMware provides Desktop and Application Virtualization through the following products:
- vSphere
- ThinApp

Similar to Citrix, Microsoft provides application virtualization through APP-V product

Industry Best Practice (AtoS uses this in NS&I)
- Server Virtualization – VMware vSphere
- Desktop Virtualization – Citrix XenApp
- Application Virtualization – Microsoft App-V and Citrix XenApp
What is Infrastructure as a Service?
Typically Server Virtualization (Type-I Hypervisor)

• The cloud providers offer computers – as physical or more often as virtual machines –, raw (block) storage, firewalls, load balancers, and networks. **IaaS providers supply these resources on demand from their large pools installed in data centres.**

• **Local area networks** including IP addresses are part of the offer. For wide area connectivity, the **Internet** can be used or -- in carrier clouds -- **dedicated virtual private networks** can be configured.

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**XenServer - Hypervisor**

**Microsoft 2008 Hyper-V**

**VMware V-Sphere 5 Hypervisor**
Cloud Computing - Service Management Key Challenges
Delivery model is a paradigm shift from IT Service Provider to Cloud Service Provider

Service Asset and Configuration Management
- Cloud architecture is dynamic, i.e. underlying infrastructure in your data centre has to dynamically cater to the changing level of demand
- Virtualization allows to run multiple Virtual Machines (VM) on a single physical server and these Virtual Machines can be elastically started and shut down based on demand. This gives a key challenge to how to track virtual servers from your configuration management

Incident/Problem Management
- Incident/problem management depends upon logging details such as user details, service details, equipment details, details of diagnostic actions taken.
- A Cloud User is highly abstracted from the way the Cloud Applications are delivered and implemented. This prevents proper information about Incident logging. So a ITIL service provider has to adopt the Incident logging process to a Multi tenant, virtualized cloud computing environment versus a single tenant and physical server based service delivery

Service Catalog Management and Request Fulfillment
- The initial set of services offered by large organisations are initially designed or transitioned are fairly static. Day to day needs of the users are captured as small changes i.e. service requests at the Service Desk
- For cloud computing, service organization will be required to provide larger things as a service offering, like an 'Application' or a 'Virtual' Server as a Service Request rather than a simple fulfilment requests from users

Financial Management
- Fixed price charging model is not suitable for cloud based services
- Multiple deployment models of Cloud computing like 'Public Cloud', 'Private Cloud' and 'Hybrid Cloud', each of these models differs in the way the financial management is handled. This also leads to the concept of Utility Computing which is the packaging of computing resources, such as computation and storage, as a metered service similar to a traditional public utility like electricity

Require cloud management platforms ability to respond to above challenges, e.g. Citrix Edge Site solution is available for availability and performance management, Microsoft SCOM for Citrix alerts, VSphere 5 for provisioning a virtual server, etc
SM Tools are key to manage cloud successfully
Based on Citrix Cloud Model

<table>
<thead>
<tr>
<th>Availability and Performance Management</th>
<th>Citrix Edge Site, Microsoft SCOM (Spectrum, eHealth, VMware vCentre) but need a dedicated tool - Compuserve</th>
</tr>
</thead>
<tbody>
<tr>
<td>Analysing User Sessions Activities in Cloud</td>
<td>Citrix Smart Auditor</td>
</tr>
</tbody>
</table>
| Self-service Account Lockout and Password Resets | Microsoft Active Directory
Single sign-on on user device for password reset and account lockout for Citrix Xen infrastructure as well as applications |
| Power and Capacity Management | SCOM Management Packs
Citrix XenApp connector for Microsoft Systems Configuration Manager 2007 |
| Demand Management | Marketing Tool such as CRM |
| Financial Management | Billing tool |
| Event Management | Various – MS SCOM, Novell Sentinel (for security alerts) |
| Incident, Request, Problem & Change Management | CA – SDM12 plus CA-USC for catalog |
| Asset & Configuration Management | HPAM, HPDDma, SNOW (s/w license mgmt.) |
| Release and Deployment Management | MS SCCM, Citrix XenApp, XenDesktop |
| Provisioning (Applications, Virtual Servers) | Citrix, VMware, Microsoft products (SCCM2012) |
Cloud Computing Impact on IT Delivery

Cloud computing represents a major shift in information technology architecture, altering the way services are sourced and delivered

- Software and information are provided to computers and other devices on demand like a public utility
- Services accessed via single point of access
- Consumption billed on a utility or subscription basis with little or no upfront cost creating a low barrier to entry
- Reduces upfront capital expenditures but may pay more for operating expenses
- Some argue that the cloud is a paradigm shift, similar to the displacement of electricity generators by electricity grids early in the 20th century
Cloud Computing and ITIL Relevance
Cloud computing represents a growing evolution in IT in which core IT services are getting sliced and diced across many providers

- Organizations can now **rent** what they were earlier forced to make or own
- This translates into **collaborative relationships** with service providers who provide access to capabilities and resources otherwise not available
- IT is devolving into services that are delivered through **patterns of collaborative exchanges**

**IT is rapidly becoming a service provider operating as a value chain network of services**
Cloud Computing and ITIL Relevance
A capability to abstract this value chain in the form of services is critical to the future success of IT and its mission of delivering business value.

ITIL and IT Service Management are well positioned for this.

The Service Lifecycle can be leveraged to build this value chain.

Lack of a service approach will expose end users and the business to further complexities with no accountability for the end services being delivered.
Cloud Computing and ITIL Relevance

ITIL seen as supporting the Service Management Layer, with its processes covering the entire value chain.
Cloud Computing and ITIL Relevance
Core IT management disciplines have not changed – just shifted from the IT organization to the Cloud Service Provider

<table>
<thead>
<tr>
<th>ITIL for the IT Organization</th>
<th>ITIL for the Cloud Vendor</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Service Strategy</strong></td>
<td>Identify services provided, their value and costs; demand management is key for providing on-demand services</td>
</tr>
<tr>
<td>Architect service solutions by piecing together service providers and their service offerings</td>
<td></td>
</tr>
<tr>
<td><strong>Service Design</strong></td>
<td>Bundle service packages for consumption – capacity management key to disruption-free, on-demand delivery</td>
</tr>
<tr>
<td>Focus on integrating and securing services from suppliers</td>
<td></td>
</tr>
<tr>
<td><strong>Service Transition</strong></td>
<td>Provide customers with easy, smooth and safe ways to transition and access provided services</td>
</tr>
<tr>
<td>Manage and control a complex mix of releases / changes across a wide range of suppliers’ varying schedules and priorities</td>
<td></td>
</tr>
<tr>
<td><strong>Service Operation</strong></td>
<td>Ensure that expected value is being delivered and that services are not disrupted</td>
</tr>
<tr>
<td>Ensure expected value is being delivered, and service disruptions responses are coordinated across suppliers</td>
<td></td>
</tr>
<tr>
<td><strong>Continual Service Improvement</strong></td>
<td>Provide a means for staying ahead of competition and gauging customer satisfaction or business will be lost</td>
</tr>
<tr>
<td>Provide the needed transparency of results and coordinated improvement efforts across many providers</td>
<td></td>
</tr>
</tbody>
</table>
Cloud Computing and ITIL Relevance

All ITIL disciplines are used when pulling services delivered via the cloud

IT Organisations must clearly understand:

- Services they operate
- Services Bundles to deliver value
- Services Costs
- Service Demand
- Services positioning on Cloud
- Service Transition to Cloud
- Service Delivery on Cloud

- Service Portfolio Mgmt
- Service Catalog Mgmt
- Configuration Mgmt
- Knowledge Mgmt,
- Service Level Mgmt
- Supplier Mgmt
- Financial Mgmt
- Demand Mgmt
- Capacity Mgmt
- Service Strategy, Capacity,
- Availability, Security, IT Continuity Mgmt
- Change, Release & Deployment,
- Configuration, Testing & Evaluation
- Change, Release & Deployment,
- Configuration, Testing & Evaluation
UK Secure Cloud Container
What is it?

- A Container that can run multiple tenants in the same environment and meet security accreditations (IL3 Levels)
- Underpins infrastructure platforms delivering core services and associated operations
- Model is based on Atos Standard Service Offerings
- The services included are:
  - Common set of tooling (SMTS & Tower Specific Tools)
  - Platform as a Service (PaaS) with Application Hosting
  - Atos High Performance Security (AHPS)
    - ISO 27001 and GPG13 auditing and monitoring
  - Remote Secure Management (RSH)
  - Access and Secure Zones
  - Anytime Communication and Collaboration Cloud (A3C) – (Exchange Server, Lync Server and SharePoint)
  - Anytime Workplace as a Service (AWaaS) – Hosted Desktop Solution
- SCC provides these services (i.e. capability) to Atos BIDs and Projects for govt. customers
- Cost model is service based i.e. PaaS, Secure Zones, etc

It is a Container with Management Tooling and SM processes, new customers on-board via BID process !!!
UK Secure Cloud Container
Building Blocks

Live Network for each Zone
(Carries customer data)

Remote User Workplace
(Customer Premises)
Desks and Printers

Access Zone
(Data Centre)
No Secure Data
(i.e. Atos Access, Internet Access)

Secure Zone
(Data Centre)
Applications and Data
All Secure Data
(i.e. Secure Management Tools)

Independent Management Network for each Zone
(Does not carry customer data)
Hosting services for applications and services are constructed by combining IaaS and PaaS.
UK Secure Cloud Container
Service Model

1. Each customer SD has SDM12 Organisation & ITIL processes

2. Incidents relating to SCC Services
   - SCC Service Desk 24x7 Crewe
   - Account Admin Secure Laptop Build & Distribution
   - Incident, Problem, Change & Request Management

3. SCC specific 2nd Line Support
   - ICS Servers, Storage & Enterprise Tools
   - Networks Devices, Links, Secure Zones, Management Tools
   - Data Centre P&I Team
   - SMSTS SDM12, ITIL, HPQDMS, 4481

4. Account Specific 3rd Parties
   - Cross-Functional Operations Mgmt
   - Config Mgmt, Capacity & Availability Mgmt, ITSCM
   - Workplace Desktop Support

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Summary

- IT is devolving into a **network of services** that can be provided from anywhere.

- Cloud technologies are **still evolving**, so not everything can be provided as a cloud service. There are technical and management challenges to be thought through.

- Organisations to take **step change** to cloud services, deciding in what can be delivered through cloud.

- The service mindset that ITIL brings is key to operating in a Cloud world – the disciplines still exist but may have shifted emphasis from the IT Organization to the **Cloud Vendor**.

- ITIL Processes and Service Management Tools can be leveraged to design, build, construct, deploy and operate a cloud based services – **see no change, but some processes are now mandatory**.

- **Automation** via tools becomes necessary for provisioning cloud services.

- Questions ??
Backup Slides
## ITIL Service Strategy Considerations

<table>
<thead>
<tr>
<th>Process</th>
<th>Purpose</th>
</tr>
</thead>
<tbody>
<tr>
<td>Strategy Generation</td>
<td>Identify the IT services, investments, partners and delivery channels to meet customer needs and outcomes</td>
</tr>
<tr>
<td>Service Portfolio Management</td>
<td>Manage the investment portfolio of all the services available to customers and users</td>
</tr>
<tr>
<td>Demand Management</td>
<td>Identify patterns of business activity that consume services and manage activities to influence demand</td>
</tr>
<tr>
<td>IT Financial Management</td>
<td>Manage the provider’s budgeting, accounting and chargeback for IT services</td>
</tr>
</tbody>
</table>

### Key Questions To Be Answered

- What Cloud Operating Model(s) will be used?
- What elements of services will be placed in the Cloud?
- Which service partners will we utilize?
- Who are my customers and what are their needs?
- What services will need to be provided?
- How will business demand consume services?
Cloud computing does not change the strategic objectives or the market spaces of a service, it provides new avenues to reach those objectives.
Financial management in ITIL terms requires you to identify the bundles of services being delivered, the delivery costs for each service, and how demand consumes those services.
A service portfolio must be augmented to include Cloud services being provided, what level of investment is being made in these services, how they are being sourced, bundled, and providing value to the business.
### ITIL Service Design Consideration

<table>
<thead>
<tr>
<th>Process</th>
<th>Purpose</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Catalog Management</td>
<td>Publish, manage and communicate which services are available to customers and users</td>
</tr>
<tr>
<td>Service Level Management</td>
<td>Negotiate, monitor, report and measure SLAs and OLAs</td>
</tr>
<tr>
<td>Availability Management</td>
<td>Define, measure, analyze and improve the availability of services</td>
</tr>
<tr>
<td>Capacity Management</td>
<td>Ensure appropriate infrastructure capacity in place to meet service demand volumes</td>
</tr>
<tr>
<td>Information Security Management</td>
<td>Protect the confidentiality, integrity and availability of services</td>
</tr>
<tr>
<td>IT Service Continuity Management</td>
<td>Ensure services can be recovered in the event of a major business disruption</td>
</tr>
<tr>
<td>Supplier Management</td>
<td>Ensure suppliers support the needs of the business and meet their contractual obligations</td>
</tr>
</tbody>
</table>

**Key Cloud Questions To Be Answered**

- How will services be bundled and packaged for consumption?
- What SLAs and OLAs will be needed to meet business objectives?
- How will we ensure availability of services in the event of a major business disruption?
- How will we secure our services and data across the Cloud?
- What supplier agreements and contracts need to be in place?
- How will we communicate available services to the business?
- What capacity needs to be in place to meet business demand?
- How will services integrate and sit on the Cloud Operating Model?
ITIL Service Design Considerations

Service Catalog management, service level management, and capacity management processes are necessary to achieve an integrated Cloud computing solution to complement business needs.

Supplier Management is the critical process necessary to strengthen relationships between the business and vendor Cloud computing service providers.
## ITIL Service Transition Considerations

<table>
<thead>
<tr>
<th>Process</th>
<th>Purpose</th>
</tr>
</thead>
<tbody>
<tr>
<td>Transition Planning and Support</td>
<td>Plan and coordinate activities for transitioning services to the live production environment</td>
</tr>
<tr>
<td>Change Management</td>
<td>Protect services while changes are being made</td>
</tr>
<tr>
<td>Release and Deployment Management</td>
<td>Manage releases and their deployment to live production</td>
</tr>
<tr>
<td>Service Asset &amp; Configuration Management</td>
<td>Maintain information about configuration items used to support services and their relationships</td>
</tr>
<tr>
<td>Service Validation and Testing</td>
<td>Validate that new services and changes will match design and business objectives</td>
</tr>
<tr>
<td>Knowledge Management</td>
<td>Gather, analyze, store and share knowledge to reduce the need for rediscovery of information</td>
</tr>
<tr>
<td>Evaluation</td>
<td>Ensure a service will meet intended business objectives when it is transitioned</td>
</tr>
</tbody>
</table>

### Key Questions To Be Answered

- How will services be transitioned to a live production state?
- How will changes be managed across providers?
- How will releases and deployments be coordinated across providers?
- How will we test services across providers?
- What operating information should we retain across providers?
ITIL Service Transition – Align transition process for Cloud Services

Since a vendor Cloud is a shared responsibility environment, having an inclusive, structured Transition Planning and Support process and a responsible Project Planner is a critical success factor.
## ITIL Service Transition – Co-ordinated Change Mgmt activities between IT Organization and Cloud Provider

### Input
- Change Requests

### Change Management Activities

<table>
<thead>
<tr>
<th>Change Management Activity</th>
<th>Cloud Vendor</th>
<th>Organization</th>
</tr>
</thead>
<tbody>
<tr>
<td>Change management support</td>
<td>R</td>
<td>A, C</td>
</tr>
<tr>
<td>Request for Change (RFC) logging and pre-evaluation</td>
<td>A</td>
<td>R</td>
</tr>
<tr>
<td>RFC classification</td>
<td>C</td>
<td>R</td>
</tr>
<tr>
<td>Assessment of urgent RFC by the Enterprise Change Advisory Board (ECAB)</td>
<td>I</td>
<td>R</td>
</tr>
<tr>
<td>Change assessment by the change manager</td>
<td>C</td>
<td>R</td>
</tr>
<tr>
<td>Change assessment by the CAB</td>
<td>I</td>
<td>R</td>
</tr>
<tr>
<td>Change scheduling</td>
<td>R</td>
<td>C</td>
</tr>
<tr>
<td>Change evaluation</td>
<td>A</td>
<td>R</td>
</tr>
</tbody>
</table>

- **R** = Responsible
- **A** = Accountable
- **C** = Consulted
- **I** = Informed

### Output
- Planned Changes
- Cloud Services
ITIL Service Transition –
Collaboration between Cloud Vendors and IT Organization is vital for Releases
## ITIL Service Operations Considerations

<table>
<thead>
<tr>
<th>Process</th>
<th>Purpose</th>
</tr>
</thead>
<tbody>
<tr>
<td>Incident Management</td>
<td>Restore an IT service to normal state operations as quickly as possible</td>
</tr>
<tr>
<td>Problem Management</td>
<td>Prevent incidents from happening or minimize their impacts by identifying their root causes</td>
</tr>
<tr>
<td>Event Management</td>
<td>Manage operational events and communicate them to appropriate parties for further action</td>
</tr>
<tr>
<td>Access Management</td>
<td>Ensure only authorized users are allowed access to services</td>
</tr>
<tr>
<td>Request Fulfillment</td>
<td>Manage the lifecycle of all service requests</td>
</tr>
</tbody>
</table>

### Key Questions To Be Answered

- How will incidents and problems be managed across providers?
- What events need to be generated and visible across and between providers?
- How do we ensure only authorized users have access to services?
- How will we prioritize and coordinate user service requests that may need provider involvement?
- How will we coordinate operational control activities across providers?
## ITIL Service Operations –
Cloud computing delivery traits from the perspective of Internal IT and Cloud Vendor

<table>
<thead>
<tr>
<th></th>
<th>Internal IT</th>
<th>Cloud Vendor</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Service Desk</strong></td>
<td>• Visibility of the components</td>
<td>• Define scope of Cloud Vendor support</td>
</tr>
<tr>
<td></td>
<td>• Impact assessment</td>
<td>• Provide access to visibility tools</td>
</tr>
<tr>
<td></td>
<td>• Provider failure awareness</td>
<td></td>
</tr>
<tr>
<td><strong>Technical Management</strong></td>
<td>• Increased focus on areas of technical responsibility</td>
<td>• Oversee the management of hardware and network assets</td>
</tr>
<tr>
<td></td>
<td>• Accountability and handoffs between the provider and IT</td>
<td>• Own infrastructure and operations staff</td>
</tr>
<tr>
<td><strong>Application Management</strong></td>
<td>• Accurate application portfolio</td>
<td>• Multiple application servers</td>
</tr>
<tr>
<td></td>
<td>• Managing application changes</td>
<td>• Collections of virtual machines</td>
</tr>
<tr>
<td></td>
<td>• Monitoring performance</td>
<td>• Multiple nodes</td>
</tr>
<tr>
<td></td>
<td>• Managing application suppliers</td>
<td>• Multiple locations</td>
</tr>
<tr>
<td><strong>IT Operations Management</strong></td>
<td>• Certain operational activities may need to remain within IT</td>
<td>• Execute and monitor operational activities</td>
</tr>
<tr>
<td></td>
<td>• Holistic services thinking view</td>
<td>• Manage physical environment</td>
</tr>
<tr>
<td></td>
<td>• Adherence to service levels</td>
<td>• No linkages back to business services affected by Cloud services</td>
</tr>
<tr>
<td></td>
<td>• No visibility at component level</td>
<td></td>
</tr>
<tr>
<td>Incident / Problem Management</td>
<td>Internal IT</td>
<td>Cloud Vendor</td>
</tr>
<tr>
<td>-------------------------------</td>
<td>-------------</td>
<td>--------------</td>
</tr>
<tr>
<td></td>
<td>* Must leverage new problem diagnosis and testing tools</td>
<td>* Defines scope of Cloud Vendor support</td>
</tr>
<tr>
<td></td>
<td>* New contract details, such as scope and support are required</td>
<td>* Provides access to visibility tools</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Event Management</th>
<th>Internal IT</th>
<th>Cloud Vendor</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>* Creative monitoring solutions, such as use of synthetic transaction</td>
<td>* Escalates events that have meaning for IT management</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Request Fulfillment</th>
<th>Internal IT</th>
<th>Cloud Vendor</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>* Communications and understanding between organizations</td>
<td>* Clearly defined roles and responsibilities</td>
</tr>
<tr>
<td></td>
<td>* Consistent internal process</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Access Management</th>
<th>Internal IT</th>
<th>Cloud Vendor</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>* Access control schemes will have to accommodate global user bases by securing service access methods throughout the Cloud</td>
<td>* Visibility into security and access policies</td>
</tr>
<tr>
<td></td>
<td></td>
<td>* Audit these policies</td>
</tr>
</tbody>
</table>
ITIL Continual Service Improvement Considerations

<table>
<thead>
<tr>
<th>Process</th>
<th>Purpose</th>
</tr>
</thead>
<tbody>
<tr>
<td>7-Step Improvement Process</td>
<td>Measure services to proactively identify opportunities for improvement</td>
</tr>
<tr>
<td>Service Reporting</td>
<td>Produce and communicate reports for achievements and trends against service levels</td>
</tr>
<tr>
<td>Service Measurement</td>
<td>Put appropriate metrics into place that provide information for proactive decision making</td>
</tr>
</tbody>
</table>

**Key Questions To Be Answered**

- What key measurements will be needed to ensure services are working across the Cloud?
- What measurements should be taken by suppliers to ensure service objectives will be met?
- What information and reports will we require from our providers?
- How do we ensure that our providers implement key improvements on a timely basis in line with our business needs?
- How will we work with our providers to proactively improve services?
ITIL Continual Service Improvement
Cloud Centric approaches can speed up the re-alignment and improvement processes

<table>
<thead>
<tr>
<th>Traditional CSI outputs</th>
<th>Cloud and CSI outputs</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Introduce new service offerings</td>
<td></td>
</tr>
<tr>
<td>• Improve existing offerings</td>
<td></td>
</tr>
<tr>
<td>• Connects IT with customers</td>
<td></td>
</tr>
<tr>
<td>• Improvement space restricted by rigid systems</td>
<td></td>
</tr>
<tr>
<td>• IT more dynamic and responsive to the needs of the business</td>
<td></td>
</tr>
<tr>
<td>• Cutting edge applications are rolled out and adopted by the end user at a much higher rate</td>
<td></td>
</tr>
<tr>
<td>• Additional users and teams will find applications that better meet their requirements</td>
<td></td>
</tr>
</tbody>
</table>
Thank you

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