PROWisdom Accelerated Optimization

Customer Challenges

Today's IT staffs are primarily engaged with maintaining the performance and availability of their IT infrastructure that supports their current application workloads. Yet there is almost no formal training on how to ensure infrastructure performance and availability. There has been no blueprint for best practices. Learning these skills has mostly taken place while IT changes are in motion, with often no room for trial-and-error.

PROWisdom Solution

The Virtual Instruments Customer Success PROWisdom Service offers customers focused workshops and services to help you independently manage your infrastructure using VirtualWisdom. As the logical extension to the basic product use training you received from the VI QuickStart service, customers can now receive workshops based on VirtualWisdom use cases and IT roles derived from our customers' best practices. Tailored to your objectives, it features a baseline PROWisdom report (Health, Utilization, and Performance), configuration of alarms and reports, and advanced training to support full operationalization, including a runbook. PROWisdom speeds time-to-value of new VirtualWisdom deployments and helps bring industry best practices to your extended IT team.

Features

- Logical extension to basic product installation and training received from your QuickStart Service
- Focus area workshops based on VirtualWisdom use cases and IT roles and objectives
- Baseline Health, Utilization, and Performance (HUP) reports
- Configuration of alarms and reports
- "Leave behind" documentation and standard runbook

Benefits

- Speeds time-to-value of Virtual Instruments deployments
- Augments your existing knowledge and staff
- Teaches you how to improve performance and availability of mission critical apps
- Optimizes new processes for your specific environment
- Aligns your team with Virtual Instruments best practices
- Delivers a comprehensive Infrastructure performance, risk and optimization assessment

PROWisdom Solution Deliverables

PROWisdom services are powered by the most knowledgeable infrastructure performance experts in the industry, a dedicated team of Virtual Instruments subject matter experts (SMEs) with deep experience providing answers to hundreds of customers globally. Conducted through a series of workshops, knowledge transfer is tailored to your infrastructure and operations (I&O) maturity level. We assist you in completing and optimizing VirtualWisdom configurations around Entities, Alarms, and Reports. PROWisdom includes:

- A set of defined workshops led by Virtual Instruments Professional Services, with final workshop report with conclusions and recommendations
- Baseline PROWisdom performance report highlighting the state of your infrastructure's Health, Utilization, and Performance
- Assistance in definition and configuration of Entities, Alarms, and Reports
- Access to Virtual Instruments University's catalog of online product use and industry training
- Skills-based, targeted training around your specific use cases
- "Leave behind" standard operationalization runbook and workshop training materials

Available Workshops

Operations

Workshop Focus	Description	Sample Topics	Deliverables
Case-based Alarms	Identify alarms required to support key IT use cases Assist IT in configuration of case-based alarms Train IT in use of case-based alarms	VW Portal Health notifications Health alarms Utilization alarms Performance alarms	Alarm templates defined Alarms configured Training on using alarms to manage your infrastructure in real time
Role-based Reporting	Identify the role-based reports required to support key IT use cases Assist IT in configuration of role-based reports Equip IT with the skills needed to use reports to proactively manage your infrastructure	VW reporting concepts and best practices VW standard reports	Required reports defined Reports configured Training in creating and using reports
Use Cases	Review common VirtualWisdom use cases Identify key use cases that are aligned with IT's goals and objectives	Common VW use cases Customer use case alignment Use cases by role/organization SAN/NAS Operations App Support/DBA Capacity Planning/Provisioning	Relevant use cases identified Customer training in how to use VirtualWisdom to support their use cases
NOC Integration	Discuss and plan how VirtualWisdom can be integrated with your data center's NOC and ticketing system	NOC/Ticketing system review Process workflow Runbooks	Plan to integrate VW solution into IT's support processes
Executive Reporting	Establish and deploy processes, dashboards and scorecards to support executive level reporting of infrastructure and operations performance	Required metrics and KPIs Tailored dashboard configuration SLA-focused reports MTTR reduction	Executive reporting requirements Configuration of required reports, scorecards and dashboards Customer training in using and modifying reports, scorecards and dashboards

Performance and Availability

Workshop Focus	Description	Sample Topics	Deliverables
Entity Management	Review VirtualWisdom Entity concepts and best practices Evaluate current state of Entities, identify and remediate issues, perform naming cleanup, and	Entity basics, concepts, and best practices IT Org entity review and clean up	Customer training in entity concepts, creation and use List of required entities

	discuss design to support advanced Entity management	Application and custom entities Entity maintenance plan	Plan for ongoing Entity maintenance
Infrastructure Analysis	Using Analytics to support key IT use cases and roles Performing use case-based infrastructure analysis	VW Analytics overview Using VW Analytics to support identified IT use cases	List of key analytics required to support your use cases Training in using the Analytics for infrastructure analysis

Future "Project-driven" Initiatives

Workshop Focus	Description	Sample Topics	Deliverables
Workload Profiling	Profile existing application workloads using the integrated VirtualWisdom-Load DynamiX Enterprise solution to develop world class testing and validation capabilities	Workload profiling overview Using workload profiles to support testing use cases: Future infrastructure purchases Storage tiering Data migration Disaster recovery testing Cloud migration	Workloads profiled for use in testing Profiles available to support future infrastructure strategy and deployment decisions
Strategic Design	Explore how VirtualWisdom can be used to support strategic design of infrastructure and operations	Infrastructure design Using VW and Load DynamiX Enterprise to support strategic initiatives	IT infrastructure capacity and performance aligned with the strategy of the business

Summary:

The Virtual Instruments PROWisdom Accelerated Optimization service is designed to help customers maximize their understanding and use of the full capabilities of VirtualWisdom.

VIRTUAL INSTRUMENTS®

Sales

Website