

Running IT operations efficiently requires the ability to provision IT services in optimized multicloud premises. Determining the right mix requires a thorough understanding of the costs, performance, and risks associated with all options. The only way to gain this understanding is with end-to-end and complete visibility into all resources.

Top 5 IT Operational Challenges and How to Address Them

May 2021

Questions posed by: Device42

Answers by: Jennifer Cooke, Research Director, Cloud to Edge Datacenter Trends

Q. How can my organization minimize cloud migration risks?

A. Key to successful cloud migrations is understanding which workloads are better off in the cloud and fully appreciating the complexity of preparing for a move. The first step is to map data and application connections and interdependencies. This requires an accurate picture of your datacenter resources so that you can plan for a move with no surprises. Organizations that have up-to-date and accurate records of all their datacenter infrastructure usually experience less pain and have fewer surprises. Unfortunately, most organizations deal with a lot of legacy equipment that has accumulated over the years through new projects and company acquisitions. These organizations often need to take stock of what they have and how it's connected before considering a move to cloud resources. In a recent IDC survey, 35% of U.S. organizations reported that integrating legacy and new infrastructure is a top barrier to transformation.

Minimizing risk means ensuring continuous business operations and control over data as well as understanding costs. Organizations that can fully outline their current state of operations before shifting workloads to the cloud are much better prepared not only to make the move successfully but also to measure the benefits of the migration. Most organizations require a time-consuming and often costly physical audit prior to the move. Organizations that have tools and processes in place to enable dynamic asset management, real-time monitoring, and connectivity mapping are often better prepared for migration.

Q. How can my organization scale IT operations in the midst of budget constraints?

A. Budget is not the only factor to consider in ensuring business resilience; external forces, such as a global pandemic, can introduce additional financial pressures and accelerate a move to cloud. The challenges of providing IT service in all cloud locations and responding to fluctuating and often demanding workloads have confirmed the need for IT service and technology partnerships. Logistical and travel-related challenges can make it difficult to physically deploy and manage IT infrastructure. Capital constraints make it difficult and less attractive to invest in long-term datacenter and IT infrastructure investments. For these reasons, IT service provider partners and technology have met a critical need for scaling IT services.

Because many companies cannot invest in their own IT and datacenter resources, leaning on a trusted provider is the only way to innovate and scale their operations without very long-term investments. It is important for companies to identify partners that can understand their business needs and provide service in all locations where they conduct business or have customers and data. Partners that can deliver IT resources in an as-a-service way reduce risk and allow organizations to invest in their core business competencies instead of IT resources.

Q. How can my organization prepare for IT audits and achieve continuous compliance?

A. IT audits are time consuming and costly, and they often result in conflicting directives. IDC's research shows that 22% of organizations experience problems with compliance and are fined. Preparing for IT audits is not an isolated task to do once or twice a year. Being prepared means continually having accurate records on who has interacted with IT assets as well as where they reside, how they are connected, and what they support. This requires an ability to track these assets in a dynamic way. Given the distributed nature of IT gear to support the business and the difficulty of manual, hands-on management, a tool to simplify and streamline dynamic asset management is very helpful. This tool can serve as a single source of truth in IT resources and the basis for understanding, managing, and protecting equipment and data.

A dynamic tool to track any changes to the physical environment is important. Equally important is having widespread support for and compliance with processes. Tools should be easy to understand and use, and all people who interact with infrastructure need to understand the importance of adhering to these processes.

Q. What are the absolute necessities in an IT operations toolkit?

A. Technologies that support hands-off, autonomous operations are the key to streamlining and ensuring resilient IT service. The transition to digital business means that IT is in all aspects of operations and engagement with customers and partners. Technology that supports predictive maintenance or rapid diagnosis and remediation of issues is critical as this shift occurs. Organizations that can remotely monitor and manage their IT resources under hybrid ownership models will be much more prepared to meet the demands of their business in the coming years. As more and more data and applications reside outside of a company's core datacenter, having technology that operates autonomously with little care and feeding will be key.

Q. How does my organization know if our IT is better than, the same as, or worse than that of the industry and competitors?

A. Benchmarking outcomes and measuring progress are very important initiatives as organizations embrace a hybrid IT model that uses cloud and managed service providers and colocation providers as well as their own core IT resources. To create the right mix of resources and make decisions on IT location and ownership, organizations must have a thorough understanding of the costs, performance, and risks associated with all options. The only way to gain this understanding is to

have an accurate picture of all resources. For this reason, it is imperative to manage both company-owned resources and cloud resources with the same amount of rigor and in-depth understanding of utilization rates and costs. Armed with this information, business leaders can orchestrate their IT portfolios to achieve the best performance, at the lowest cost, with the right amount of data governance and control.

With this information, business leaders can also benchmark their progress and capabilities against those of their competitors. IT is the core part of all business processes and innovation; understanding current and future needs for IT capacity, agility, cost, and scale will be a competitive differentiator.

About the Analyst



Jennifer Cooke, Research Director, Cloud to Edge Datacenter Trends

Jennifer Cooke is Research Director for IDC's Cloud to Edge Datacenter Trends and Strategies team, which explores and analyzes the development and adoption of datacenter resources, including the physical facilities and infrastructure contained and connected within it. Ms. Cooke's core research includes the worldwide forecast for datacenter infrastructure management (DCIM) solutions as well as adoption of smarter datacenter technologies that form the foundation for delivering agile and resilient IT service.

MESSAGE FROM THE SPONSOR

About Device42

Device42 is the most comprehensive and advanced agentless discovery and dependency mapping platform for hybrid IT. Device42 gives detailed insights into even the most complex IT enterprises across a broad range of physical, virtual, cloud, and storage infrastructure including network switching, bare metal servers, chassis and blades, hypervisors, IP subnets, and more. It includes vendor-agnostic storage discovery and the ability to identify dependencies across infrastructure and applications. Device42 is a member of the Amazon Web Services (AWS) partner network as an advanced technology partner and the company has more than 1,000 clients across 60+ countries and more than 200 partners worldwide managing millions of IT assets.

To learn more visit www.device42.com or contact Device42 at www.device42.com/contact.

 **IDC Custom Solutions**

IDC Research, Inc.
140 Kendrick Street
Building B
Needham, MA 02494 USA
T 508.872.8200
F 508.935.4015
Twitter @IDC
idc-insights-community.com
www.idc.com

This publication was produced by IDC Custom Solutions. The opinion, analysis, and research results presented herein are drawn from more detailed research and analysis independently conducted and published by IDC, unless specific vendor sponsorship is noted. IDC Custom Solutions makes IDC content available in a wide range of formats for distribution by various companies. A license to distribute IDC content does not imply endorsement of or opinion about the licensee.

External Publication of IDC Information and Data — Any IDC information that is to be used in advertising, press releases, or promotional materials requires prior written approval from the appropriate IDC Vice President or Country Manager. A draft of the proposed document should accompany any such request. IDC reserves the right to deny approval of external usage for any reason.

Copyright 2021 IDC. Reproduction without written permission is completely forbidden.