

Operations Management Suite



In the modern era, the challenge of delivering visibility and control across multiple clouds and platforms can be exacerbated by a lack of suitable tools. Providing a cost-effective cloud-native solution is paramount for businesses who want to know what's going on within their organisation. It needs to be secure, scalable and must deliver a simplified management console for both Windows and Linux-based public, private and hybrid scenarios. The ability to understand what's going on inside your environment (e.g. security insight, compliance and configuration management), is as important as diagnosing the issues or threats facing it. This is where Microsoft Operations Management Suite (OMS) comes in.

Through our Proof of Concept, we can demonstrate how OMS collects, analyses and searches millions of records across your workloads and servers. Regardless of their location, you get a consolidated view of performance, event, alert and configuration data. Once integrated, the wizard can add new servers and services, using real-time operational intelligence. Gain instant access to critical metrics to make informed decisions across all of your applications and workloads. Finally, we will explain how to identify, assess and mitigate security risks, as well as orchestrate complex and repetitive operations.

Scope

Whether you have been leveraging cloud technologies for years, or you are just beginning to scratch the surface of what's possible, keeping pace with developments is a tall order, especially when your business is evolving at scale and you don't have the operational insights to make decisions. As a Microsoft Gold Partner for Cloud Platform and Datacenter, Ultima is able to deliver a 3 or 5 day OMS proof of concept in order to manage Windows and Linux workloads within Azure, AWS, OpenStack and VMware platforms.

Engagement Approach

We adopt a simple, but effective, four stage process, allowing us to set up a proof of concept within your environment and showcase its key features. Agents are deployed to compatible devices before being added to an OMS workspace, allowing our consultant to demonstrate how to monitor performance, create custom queries and configure log monitoring.

Step 1 - Analyse

Our consultant will lead a planning call to agree the scope and objectives of the PoC, and further understand the issues and operational challenges currently affecting the management of your data centre environment. Once completed, we will issue a schedule of engagement, before going on to perform a discovery of servers and monitored objects to be included in scope.

- Discuss change management implications regarding the impact of the PoC in the environment (e.g. production, UAT or dev)
- Due diligence on the source environment, including aspects such as existing cloud footprint, workloads and platforms (e.g. Windows Server and Linux)
- Determine if any manual / repeatable tasks can be automated utilising runbook automation (Azure Automation Analytics)
- Discuss security and compliance requirements to understand business processes in place, including reporting features which can provide value to the business

Step 2 - Define

Ultima will review the information from the analysis and use this to tailor the PoC to suit the environment and emerging requirements of the business. During the engagement our consultant will:

- Outline the success criteria for the proof of concept and set expectations on what constitutes completion
- Determine the OMS deployment model to be used (SCOM attached or Directly Connected)
- Identify the source of Azure credits (e.g. Microsoft funding entitlement, pay as you go or trial)
- Provide an estimated Azure credit expenditure figure for the PoC (applicable to SCOM model only)
- Identify five additional components to be added as solution features, in order to best deliver on-going business requirements

Step 3 - Deliver

During this on-site stage, Ultima will set up the PoC environment. Knowledge transfer will be provided through shadowing, as our consultant goes through a pre-defined installation, configuration and testing process, allowing staff time to understand how the Operations Management Suite is set up, before going on to demonstrate the capabilities of the technology. At the end of the PoC, we will leave the environment running for you to use, within the constraints of the trial agreement.

Activities	Standard	Enterprise
Determine OMS deployment model to be used (SCOM Attached or Directly Connected)	✓	✓
Configuration and on boarding, including delegation of permissions	✓	✓
Configuration of OMS workspace and linking to Azure subscription	✓	✓
Capture server utilisation and performance metrics (e.g. CPU, Memory, Disk and Network)	✓	✓
Build search queries, alerting, remediation and notifications		✓
Create custom dashboards for visual representation of performance metrics		✓
Configuration of log monitoring for azure diagnostics, IIS logs, storage accounts and/or syslog for Unix workloads.		✓

Step 4 - Present

Ultima will present a summary of the PoC engagement against the success criteria to your team via Skype. This will provide the opportunity to ask questions, share experiences, get advice and plan for potential next steps, including expanding the use of OMS beyond the PoC and into production, as part of a wider business continuity and disaster recovery strategy. Following on from this engagement, Ultima is well placed to help with anything from a full deployment of Operations Management Suite to a "top down" review of your data centre, in order to ensure you are delivering services effectively.

Operations Management Summary

Key Benefits

- Access new capabilities for advanced management
- Seamlessly integrate into System Center environments
- Unified view of all your devices (on premise or cloud)
- Detect, investigate and report on security threats
- Orchestrate complex and repetitive operations
- Manage workloads across Azure, AWS, OpenStack and VMware (on both Windows and Linux)

Prerequisites

- A schedule of engagement, outlining the scope
- Support at management and technical levels
- Administration access to systems in scope for the PoC

Key Deliverables

- Azure Operations Management Suite Proof of Concept
- Present OMS benefits and define post-PoC actions

Standard PoC Duration	3 Days
Enterprise PoC Duration	5 Days

Microsoft Partner

- Gold Datacenter
- Gold Cloud Platform
- Gold Cloud Productivity
- Gold Identity and Access
- Gold Devices and Deployment
- Gold OEM
- Gold Messaging
- Gold Volume Licensing
- Gold Communications
- Gold Enterprise Mobility
- Silver Software Asset Management

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