



IP Services IT Insights

December, 2010 - Vol 1, Issue 1012

In This Issue

Virtualization

Disk-Based Backup and DR

Change Management Best Practices

Overview

Hello!

Virtualization, Disk-based Backup and Change Management are the topics covered in this issue of the IP Services Newsletter.

IP Services provides IT service management to companies with mission-critical applications that require high-availability. We provide systems and applications management at our data centers in Oregon, at our partner data centers across the US, and at customer locations when required. We are basically an extension of our customers' IT teams.

IP Services has a mature foundation of IT controls and standardized methods and procedures based upon proven industry frameworks such as ITIL and VisibleOps. We provide services that support high availability IT systems, regulatory compliance, business alignment, agility and scalability, around the clock support, and monitoring.

Virtualization



Jumpstarting Your Virtualization Project

Virtualization is a broad term that describes the abstraction of computing resources. Virtualization can refer to server virtualization, a method of running multiple independent server operating systems on one physical server. It can refer to client virtualization, a method of running multiple applications in a central data center facility. Virtualization can also refer to storage virtualization where different physical storage platforms are combined into one virtual entity for enhanced management and efficiency.

Over the past several years Virtualization has gone beyond being viewed as yet another technology fad to becoming one of the fastest growing sectors of IT. Many IT managers are rushing to develop a virtualized environment for their company - in many cases without a clear and well-developed virtualization strategy. Before declaring that "my company is x% virtualized!" you may want to consider a detailed Virtualization Service Strategy that would help guide your actions.

Also, it is important to inform and engage the business executives early in the process. IT executives recognize the technical benefits of Virtualization, but to convince the business, you must position the following benefits of Virtualization and be ready to support your claims:

- Enhanced flexibility and agility.
- Reduced energy, floor space and redundant hardware costs.
- Improved utilization of computing resources.
- Increased IT staff productivity.

There are quite a few roadblocks to Virtualization as well. [Click here to read more...](#)

Please contact us to discuss your specific Managed IT Services needs.



Join Our Mailing List!

Disk-Based Backup and Disaster Recovery



TotalBackup Managed Storage as a Service

Comparatively speaking, it's less risky to manage or even ignore a cluttered garage. Critical business data, however, requires more attention. Overflow data needs to be secured and put into storage properly and with care. It also needs to remain quickly accessible, on-demand, and scalable as the volume of data production increases over-time. In addition, someone needs to be watching to ensure that all data is backed-up as planned. Lastly, trained people, proper tools, and proven processes have to be in place to ensure that performance benchmarks are set, met, and variations are noticed and promptly dealt with.

IP Services has developed TotalBackup to deliver a seamless backup service that fulfills all the above requirements. TotalBackup can replace your current tape or disc backup systems, or augment it, depending on your requirements. It's a scalable, highly reliable, easily accessible, and cost-effective service.

Tired of continuous capital expenses related to storage? TotalBackup is a Storage as a Service offering with affordable monthly payments without a large capital outlay.

Avoid procurement headaches and time-delays to get additional storage ready and available. TotalBackup is fully scalable and can grow as your data storage needs increase.

TotalBackup is an excellent service for companies of all sizes. If you have data that is not being used on a daily basis but for any reason needs to remain easily accessible, then TotalBackup is for you.

Imagine a trip to the business executive's office after discovering that some very important files were missing during a visit by your external auditors. What would the executive's reaction be?

At IP Services we have created a quality control system called TotalControl. The TotalControl system is based on globally recognized best practices frameworks such as ITIL and VisibleOps. TotalControl delivers a system of integrated controls that facilitate a nimble approach in providing flexible customized solutions for a wide variety of businesses who simply can't afford IT systems downtime. TotalControl is unique in providing a management framework that delivers world-class results and service level agreements to all types of businesses. TotalControl will help your organization meet compliance and audit requirements.

IP Services ensures they can help you gain control of your data backup needs using a secure, reliable and highly available infrastructure managed by trained and skilled technicians.

TotalBackup is a disk-based backup and disaster recovery solution that supports both local and

remote backup of Windows, OS X, Linux and Solaris servers. TotalBackup is the perfect choice for supplementing or replacing unreliable tape backup systems and securely backing up your systems.

TotalBackup is a complete managed service solution. IP Services provides and manages the hardware and software required to backup and restore servers both locally and at our remote data centers.

Included in this solution is an IP Services provided and managed Backup Server which will be located at your physical site. Your data will first be backed up to the local Backup Server. The local Backup Server will become a convenient local presence for restoring files. [Click here to read more...](#)

Change Management Best Practices



What Is Change Management?

According to ITIL, "The goal of the Change Management process is to ensure that standardized methods and procedures are used for efficient and prompt handling of all changes, in order to minimize the impact of change-related incidents upon service quality, and consequently improve the day-to-day operations of the organization."

Change Management should entail standard-based processes, policies and methods to assess, approve, implement and measure all change and to ascertain that objectives of change are achieved.

Why Is Change Management Important?

The relevance of Change Management applies to the entire lifecycle of a service. Therefore change management, when controlled, should deliver reduced errors, faster implementation, and improved visibility in performance, documentation and reporting.

How To Apply Change Management:

According to VisibleOps, an ITIL implementation book, co-written by Kevin Behr, then CTO of IP Services, the top five risk indicators of poor Change Management are:

- Unauthorized changes (above zero is unacceptable)
 - ◊ Unplanned outages.
 - ◊ Low change success rate.
 - ◊ High number of emergency changes.
 - ◊ Delayed project implementations.
- The following guidelines should help in reducing risks associated with change:
 - ◊ Stop unauthorized access to assets.
 - ◊ Document the change policy, NO EXCEPTIONS to the written document.
 - ◊ Notify all of the stakeholders about any new process.
 - ◊ Create maintenance windows with the goal of scheduling all changes within these windows.
 - ◊ Ensure that all change is detected and either mapped to authorized work, or it must be flagged for investigation.
 - ◊ Use top of the line change monitoring and reporting software, such as for automation,

detection and reporting. Alternatively, work with top IT Managed Services Providers, such as IP Services to manage this process for you.

- Integrate change management processes with problem resolution processes to reduce MTTR.
- Keep staff accountable for any activity that impacts the change management process.

IP Services can solve your most challenging IT service management issues. Contact us NOW.

Sincerely,

Sam Manafi
VP of Business Development
IP Services

[Forward email](#)

✉ **SafeUnsubscribe®**

This email was sent to sam@ipservices.com by sam@ipservices.com.
[Update Profile/Email Address](#) | Instant removal with [SafeUnsubscribe™](#) | [Privacy Policy](#).

Email Marketing by



IP Services | 2896 Crescent Avenue | Eugene | OR | 97408