



## IP Services IT Insights

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### Private Cloud



[Please take a moment to view this short movie about IP Services.](#)



## Private Cloud: What will the cloud do for you?

### Overview

Hello!

Private clouds, customized application management and IT quality control 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, regulatory compliance, agility and reliable support and monitoring. We provide systems and applications management at our data centers in Oregon, at our partner data centers across the US, and at customer locations

A private cloud, also called an internal cloud or an enterprise cloud, emulates cloud computing on a private network. A private cloud offers the ability to host applications or virtual machines in your company's own environment using your internal or a third party infrastructure behind the security of your firewall. It allows fast, seamless deployment of workloads and provides flexible capacity to meet your applications needs.

Private clouds allow a much greater control over your data than you would get by using public cloud computing services offered by hosted cloud providers such as Amazon's Elastic Compute Cloud (EC2).

Public cloud computing is heavily dependent on constant connectivity to the Internet. Without access to the Internet you will not be able to use your web-based applications and files. Also, applications can be slow during peak periods of usage in a public cloud. Lastly, data security in a shared environment invites hackers to seek vulnerabilities to deny service or gain unauthorized access. Over time adequate barriers will be built to stop unauthorized access into public clouds. Until then, there is risk in utility computing.

Private clouds have the advantage of hosting applications in a

when required. We work closely with our clients' engineers and become an extension of their IT teams.

IP Services has a mature foundation of IT controls and standardized methods and processes that are built based upon proven industry frameworks such as ITIL. Our quality control system, TotalControl, is developed using the VisibleOps methodology.

Please contact us to discuss how IP Services can help your IT team substantially enhance its performance.

virtualized environment in an organization's own data center or a partner's data center. This platform ensures security and exploits the benefits of virtualization such as lowered hardware costs, improved disaster recovery, flexible capacity, and improved scalability.

Within a private cloud environment, data is kept behind the firewall on an organization's infrastructure. Access to resources is restricted only to authorized users and administrators enabling a tightly controlled environment. Therefore, private clouds are less susceptible to the security disadvantages of public cloud computing such as DoS attacks. This is also important because in a public cloud there will be a need for substantial changes to existing governance, security and compliance.

*"If you don't have strong change, configuration and release practices in place, implement the core concepts in the Visible Ops Handbook before pursuing broad use of virtualization."* said Kurt Milne, the managing director of IT Process Institute (ITPI) and one of the authors of the upcoming book "VisibleOps, Virtualization: Private Cloud Computing in Four Practical Steps".

The Visible Ops Virtualization is the third in a series of practical IT Service Management books produced by ITPI. These books are based on extensive research and interviews with some of the most successful IT shops in North America. Some of the findings of this new book include:

- Treat change as a utilization strategy.
- Exploit Virtualization to implement effective changes in the datacenter, but be aware that with virtualization the need for implementing strong processes, security and controls increases.
- The powerful features of virtualization can work for you or against you depending on how well you deploy, control and manage them.
- Dynamic utilization of computing resources creates an effective way to increase utilization rates and improve resource management.
- The use of virtualization can have a significant impact on an existing IT compliance and control strategy.
- Compliance and control requirements may impact deployment policies that dictate where and when virtual systems can be deployed.

IP Services is adept at building and managing private clouds for organizations that are best suited to benefit from its many advantages. Our private Cloud architecture enables you to build and manage many virtual servers within a set of physical servers and our dedicated environment ensures the highest levels of security and manageability.

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## ApplicationOps



## ApplicationOps

ApplicationOps is a premium managed application service that is designed for maintaining control over your business-critical applications and underlying systems. This service offers the highest ranking, platinum service level and provides assurance that your most important applications have the highest availability to your end users.

ApplicationOps contains a full suite of managed services designed to control and manage applications and underlying systems delivered through IP Services' TotalControl methodology.

This service includes Advanced Application Management, an Availability and Performance Management Solution that proactively controls business applications. With ApplicationsOps you gain peace of mind that your business-critical applications are fully available, secure and scalable to meet business executives' expectations.

ApplicationOps validates system availability and provides in depth monitoring for many types of applications, be it a healthcare specific application, banking / finance application, ERP or CRM application. IP Services provides customized ApplicationOps solutions that meet a variety of business critical applications.

ApplicationOps also supports the monitoring and management of the underlying infrastructure which may consist of application servers, databases, systems, mail servers and other Java, J2EE and XML Applications. Server monitoring and management, weekly reporting and NOC-to-NOC meetings as well as in-depth support for Change and Release Management are all included as features of ApplicationOps service. Some of the features include:

- Advanced application server management
- Basic and advanced server management
- Customized alerting and notification
- Change and release management
- Custom designed service management
- Weekly customized reporting
- Weekly NOC-to-NOC meetings

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**TotalControl**

## TotalControl: Quality Control for IT Service Management

The quality of IT Services provided to an organization is directly dependent on the level of quality in collection, creation, analysis and distribution of data through a company's IT departments. Businesses that fail to place a high value on IT strategic planning, business alignment, quality control, proper governance, and compliance are increasingly finding themselves in a reactive mode trying to catch up with challenges that could have been avoided through proactive planning.

Witnessing such situations IP Services executives co-founded an IT research group called the IT Process Institute (ITPI) in 2003 to study and learn from the practices of top performing IT operations centers across the country. The idea was to develop a scientific method to identify IT operations best practices and improve quality control in providing managed services and service levels. After doing extensive research and interviewing over 100 top organizations, including many fortune 500 companies, IP Services CTO and two of his colleagues wrote a book called "The Visible Ops Handbook". This handbook is written based on proven best practices and reliable methods used by the top IT shops across the country. The Visible Ops handbook has sold over 200,000 copies and is considered one of the top go-to books for IT operations management and IT performance improvement.

Using IT information Library (ITIL) methodologies and VisibleOps practical processes, IP Services has created an integrated SLA-driven quality control framework called TotalControl. This quality control method delivers a system of integrated IT controls that facilitate a nimble approach in providing flexible customized solutions for a wide variety of businesses who simply cannot 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 ensures high availability, systems stability, and security while helping organizations meet regulatory compliance and audit requirements for HIPAA, SARBOX, GLB, PCI, and others.

IP Services has developed customized delivery of most IT Systems and Applications for a variety of clients through TotalControl methodology.

Ensure high availability and enhanced performance of your business critical applications through TotalControl.

[Click here to read more..](#)

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](#)



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