

# The 5 Toughest Challenges Facing Every CIO

Even A Hero Needs A Team

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# Who Has Your Back?



## Even an IT Hero Needs a Team

Sure, you've got some formidable skills, and you've earned your position through some hard times. But in today's hybrid cloud world, you need a strong team of specialists to thrive.

To run workloads in the optimal mix of public and private clouds, every IT Hero needs:

- Operational Experts
- Visionary Architects
- Experienced IT Technologists
- Partners and Support
- Portfolio Management

# Operational Excellence

- IT's "on premise" data centers have run like well-oiled machines for decades.
- We know how to optimize:
  - Space, Bandwidth and Energy Consumption
  - Physical and Logical Access
  - Resiliency, V1 (load-balanced and redundant hardware)
  - Monitoring and Ongoing Management
- Over the past decade, IT has also run large-scale operations on public cloud infrastructure. In public cloud, we now optimize:
  - Access to scalable compute and storage resources for variable capacity workload
  - Performance for edge computing requirements
  - Resiliency, V2 (fault-tolerant and self-healing code)
- Optimizing hybrid operations is IT's newest challenge. Hybrid cloud requires:
  - A detailed, validated description of the total operational environment
  - Administrative expertise at the operating system and hypervisor level for all clouds
  - Adaptive monitoring and resource management that spans the end-to-end workflow
  - People and tools capable of correlating conditions across the hybrid environment and then responding optimally





# Expert Architecture



- The greatest architects understand physical and aesthetic limitations, while striving to realize their higher vision for truly performant hybrid cloud architecture.
- Truly performant hybrid cloud architecture requires:
  - A single operating system running across all clouds, with the ability to:
    - Dynamically utilize storage, compute and local network resources (hyperconvergence)
    - Create and expand clusters across the entire fabric
    - Invoke any infrastructure resource via code
- A reliable and modern hypervisor capable of:
  - Running well and predictably in both private and public clouds
  - Making optimal use of hyperconverged resources
- Open and available API's and standards which enable:
  - Integration with modern best of breed and legacy applications and tools
  - Adaptive and performant use of cybersecurity policies and toolsets across the fabric and across all clouds

# True IT Technologists

- Absolutely everything that every team member does must be documented in detail and, ultimately, expressed as code:
  - Best in class operational processes
  - Adaptive health monitoring and incident management
  - Integration with other toolsets
  - Mundane and unique functionality and services
- Every team member must become conversant in both writing code and integrating functions into existing codesets.
- “Future-proofing” this hybrid cloud requires that every team member have the ability to express and access any service or function that she runs as code.
- Many tools are available to short-cut or simplify this mandate.
- Thanks to the public cloud vendors and many consumer-tech companies, Machine Learning, Natural Language Processing and Containerization technologies are production-class today and ready for IT.



# Partners Standing By

- Even the best core team must have access to specialists who extend the team's capabilities in these areas:
  - Design and planning expertise
  - Understanding and application of new technologies
  - Implementation, particularly at scale
  - Staff augmentation for special projects
  - Timely delivery of vendor product shipments
- Second and third opinions are priceless, especially when large budgets or key business objectives are at stake.
- Iron sharpens iron, and even the best teams must consult and train in order to maintain their edge.
- IT exists to help our companies identify, adopt and run technology. Partners exist to help IT.



# Portfolio Management

- To continuously deliver business value, IT MUST have:
  - Access to a healthy mix of extensible and adaptive technologies
  - The ability to ingest technology via multiple consumption models
  - Ubiquitous and efficient supportability
  - Application portability
  - Specialized skills and resources
  - Vendor choice
- To support IT's needs, Vendors MUST:
  - Understand they will always be part of a custom ecosystem that IT is ultimately responsible to design, adapt, secure and run.
  - Refrain from draconian licensing practices that seek to “lock in” usage over time
  - Ensure that their design principles and expressed products are capable of supporting IT's preferred mode of operation: hybrid cloud.
  - Provide modern products designed to enable true application portability: the ability to run any service on any hardware in any cloud



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