

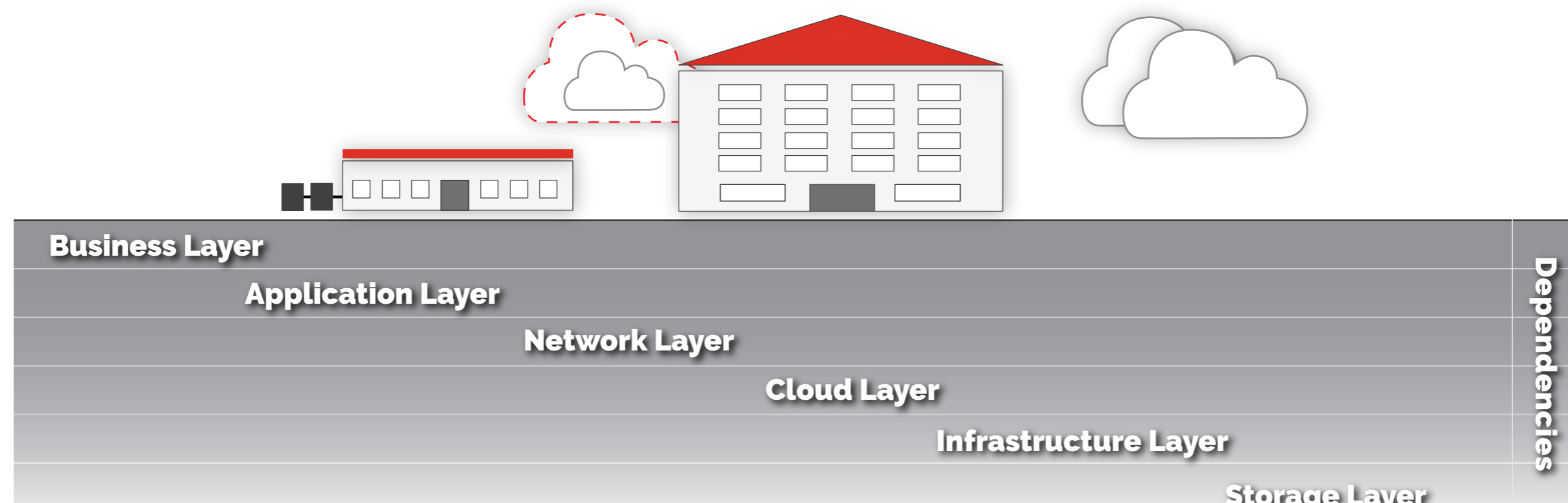
Seven Steps to IT Discovery

Uncover the story of your business.



What lies beneath?

The enterprise data center is a complex mix of applications and infrastructure that spans on and off premise, cloud, colocation, edge, owned and operated data centers. These shifting boundaries make it difficult to understand what lies beneath the surface and how to make transformative change a reality.



Combine Human and Machine Intelligence

Benefits of a balanced approach.

100%
Organizations discover undocumented IT assets and dependencies 100% of the time.

Infrastructure and application discovery combines human and machine intelligence to uncover what lies beneath the surface of your operating environment.

Auto-Discovery
An agentless discovery application is deployed to capture data on endpoints, applications, cloud services, and server, storage, and network devices.

Manual Discovery
Human intelligence is gathered through interviews and questionnaires with stakeholders to capture data and information that is non-discoverable by machines.

Discover the possibilities.

Leverage data to inform decision-making.

A thorough discovery results in a 360-view of your operating environment. It provides rich data insights that can launch new strategic business initiatives.

Discovery Enables

- Optimizing Costs
- Improving Compliance
- Deploying New Technology
- Migrating to the Cloud
- Dependency Mapping
- Assessing Infrastructure
- Consolidating Infrastructure
- Seeding/Reconciling a CMDB
- Migrating/Consolidating Data Centers
- Creating a Hybrid or Cloud Strategy
- Application Workload Placement

+20%

Organizations typically experience a 20% variance between what is known and what is discovered.

Discovery Methodology

How to achieve complete transparency.

Our seven-step methodology is a proven process for conducting complete discovery. The goal is to create a Master Asset Library. It is a living repository and single authoritative data source for all IT assets.

COLLECT DOCUMENTATION

- Databases (CMDB/CMS)
- Diagrams
- Facility Agreements and Contracts
- Spreadsheets

01. Documentation: Set the foundation for discovery by collecting data on diagrams, contracts, CMDB extracts, and spreadsheets.

Tip: Collect and consolidate all existing documentation from each business unit. Data may be hiding where you'd least expect it.

02. Auto-discovery: Deploy an auto-discovery tool to collect detailed configuration data related to infrastructure and applications.

Tip: Scan the environment throughout the duration of the project—even execution.

DEPLOY AUTO-DISCOVERY TOOL

- Server Discovery
- Infrastructure Discovery
- Cloud Services Discovery
- Application Discovery

Run Examiner

MAP DEPENDENCIES

- Application
- Server
- Cloud
- Storage
- Network

Visual Maps by Examiner

03. Dependency Mapping: Capture applications, dependencies, and network traffic flows between server, storage, and network assets.

Tip: Identify interdependencies across the business, application, and infrastructure layers, and across interdependent layers.

04. Questionnaires: Manually collect non-discoverable data about application owner, business owner and use, outage/maintenance windows, security and compliance, and performance and availability.

Tip: Collect details such as maintenance windows, application owners, hard-coded IP addresses, and planned IT activities.

DISTRIBUTE QUESTIONNAIRES

- Gather "Undiscoverable" Intelligence
- Identify Gaps
- Identify Special Situations

CONDUCT INTERVIEWS

- Capture Data Gaps
- Understand External Connections
- Document Issues

05. Interviews: Interview application and business owners to fill gaps, address external partner connections, capture undocumented requirements, address known issues, and verify auto-discovered data.

Tip: Address any special situations that may have come to your attention from the completed questionnaires.

06. Manual Inventory & Site Audit:

Validate auto-discovered data, capture undiscovered assets and data center facility assets, and provide the information needed for the floor plan diagram and rack diagrams.

Tip: Make personal appearances at the data centers to help overcome resistance to any outstanding issues.

DO MANUAL INVENTORY & SITE AUDIT

- Validate Auto-discovered Data
- Capture Undiscovered Assets
- Document Facility Assets

CONSOLIDATE ASSET DATA

- Upload Data Captured Manually
- Consolidate into a Single Source of Truth

07. Asset Data: Consolidate data into a single repository of truth about your IT infrastructure and applications, and analysis.

Tip: Establish change management processes and procedures so the project team is apprised of routine environmental changes and new or updated application deployments.

Turn data insights into an action plan.

The data you uncover during discovery tells the unique story of your business. It provides rich data insights that can launch new strategic business initiatives.

