



Product Datasheet



Infrastructure Health Check Portal

In the cloud – fluid scorecards - at your fingertips

One responsibility of IT leaders is to provide executive staff with appropriate background, analysis, and recommendations about IT infrastructure, focusing on the impact that inappropriately maintained or out-of-date IT infrastructure may have on the various functions of the corporation.

Just as maintaining a healthy infrastructure of water delivery and roads is essential to functioning of cities and towns, maintaining a healthy infrastructure of information technology is essential to the functioning of most organizations.



Deterioration in IT infrastructure can lead to deterioration in production and service delivery. While this is self-evident to IT professionals, it may not be as obvious to senior management.

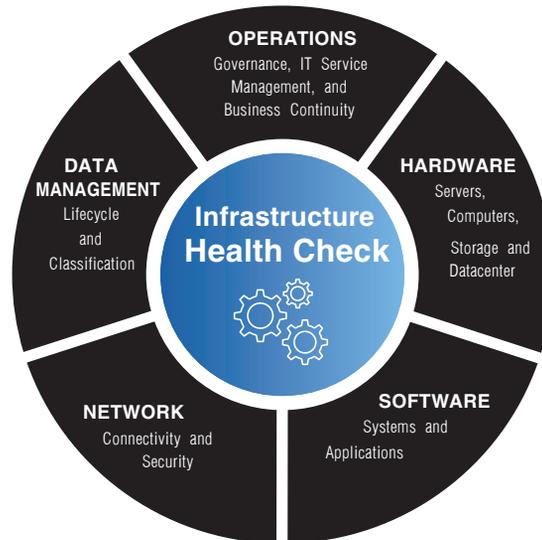
Figure 1.0.

IT INFRASTRUCTURE : FIVE KEY COMPONENTS

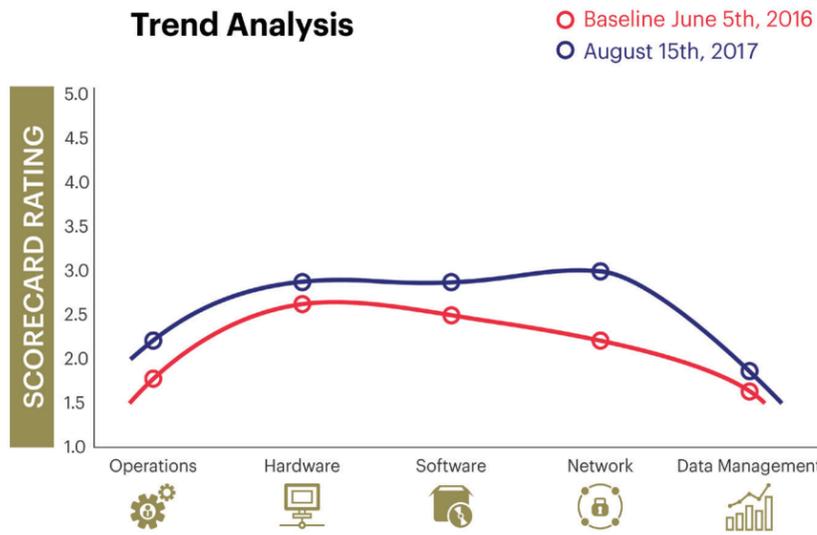
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As part of the process in establishing a sound approach to an infrastructure health check, encase™ categorizes the primary components - Our framework consists of five core areas as illustrated in Figure 1.0.

The lifecycle of build-maintain-upgrade-replace-reimplement results in different types of infrastructure projects. Our approach provides unparalleled insight that drives sound technology recommendations, addressing capabilities, benefits, risks, and costs.



Customer Dashboard



Detailed Sample Report

VALUE SCORECARD

IT Service Management (ITSM)

Vendor Support

With encase™ you have full access to a secure corporate portal that allows authorized users to view assessments currently in progress, detailed reports and scorecards, and interactive graphs that provide trend analysis and the ability to download detailed PDF reports by simply "clicking" on the desired data point (Operations, Hardware, Software, Network, Data Management).

VALUE SCORECARD

OPERATIONS

RATING LEVELS	IT SERVICE MANAGEMENT	LEVEL OF ACCEPTANCE	BUSINESS ALIGNMENT	OBSOLESCENCE	COST \ EFFORT
3 HIGH	Incident Management Lifecycle	Yellow	Yellow	Yellow	Yellow
2 MEDIUM	Service Desk (Helpdesk)	Green	Green	Yellow	Yellow
1 LOW	Change Management	Green	Green	Yellow	Yellow
	Knowledge Management	Red	Red	Red	Red
	Problem Management	Red	Red	Red	Red
	IT Asset Management	Yellow	Yellow	Yellow	Yellow
	Configuration Management(CMDB)	Red	Red	Red	Red

One of the questions in justifying infrastructure maintenance or replacements is: why do this now? While a leaking roof is a sure sign of the need for building maintenance (although not necessarily for roof replacement), the need for maintenance on other types of infrastructure may not be so obvious. The building trades and other engineering professions have established many types of metrics and standards to guide such decisions. IT hasn't achieved that level of standardization, but we can develop an approach to assessing infrastructure systems by measuring their usefulness, reliability, and technological obsolescence.

Ratings within encase™ are established in various ways, ranging from subjective opinions based on best practice frameworks (e.g. ITIL and COBIT), to detailed technical analyses performed by the encase™ team. Once individual measures have been assessed, the infrastructure system or component will be given an overall rating or "health check score" from 1 (low) to 5 (high).

The encase™ team at WG Advisory Services consists of subject matter experts within all five core areas our infrastructure framework: Operations (Business Continuity Management, ITIL, COBIT, etc.), Hardware (enterprise storage, hyper-convergence, datacenter management, etc.), Software (virtualization, system management, MDM, etc.), Network (security, connectivity, management, etc.), and Data Management (lifecycle management, classification, document management, etc.).

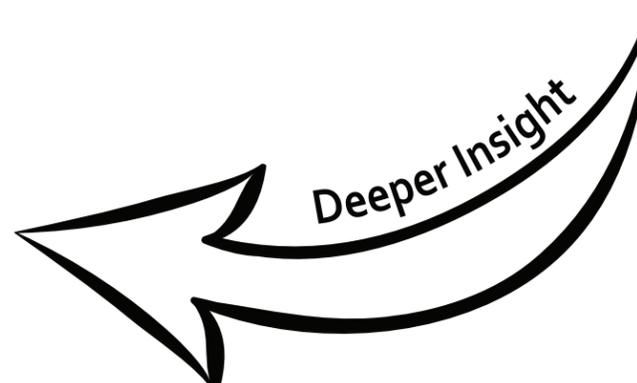
Executive Summary

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IHC - August 16, 2016

Operations					
	Level of Acceptance	Alignment with Business	Up to Date Architecture (Obsolescence)	Cost / Effort to Maintain	Rating Level
IT Governance	2.8	2.8	2.5	3.3	2.8
IT Service Management (ITSM)	2.7	2.7	2.3	3.1	2.7
Business Continuity Management (BCM)	2.7	2.3	2.0	3.7	2.4
Hardware					
	Meets Needs (Usability)	Outage Frequency (Reliability)	Up to Date Architecture (Obsolescence)	Cost / Effort to Maintain	Rating Level
Datacenter	2.6	3.6	2.5	3.4	2.8
Servers	3.5	3.8	4.0	3.0	3.6
Storage	3.3	4.0	3.3	3.3	3.5
Network Devices	4.0	3.8	3.8	3.3	3.7
Software					
	Technology & Security	Features	Ease of Use & Intuitiveness	Support & Maintenance	Rating Level
System Management	3.0	2.3	2.3	3.3	2.8
Infrastructure Software Services	4.0	4.0	4.0	3.7	3.9
Software-Defined Compute	4.0	4.0	3.0	3.0	3.5
Network					
	Meets Needs (Usability)	Outage Frequency (Reliability)	Up to Date Architecture (Obsolescence)	Cost / Effort to Maintain	Rating Level
Network Architecture	2.3	2.7	2.0	3.0	2.5
Network Management	2.0	3.7	2.0	2.8	2.5
Local Area Network (LAN)	2.4	3.0	2.6	3.0	2.6
Wide Area Network (WAN)	3.0	3.6	3.0	3.2	3.1
Data Management					
	Technology & Security	Features	Ease of Use & Intuitiveness	Support & Maintenance	Rating Level
Data Lifecycle Management	1.5	1.0	1.5	1.5	1.4
Data Classification	1.5	1.5	1.5	1.5	1.5
Document Management	3.0	3.0	2.0	3.0	2.8



Implementing a Corporate Infrastructure Assessment program is a perfect opportunity to take a step back from the day-to-day demands of running the business to carry out regular assessments of the current state. It is an opportunity to identify what the future state should look like. It's a chance to ask the questions that need to be asked: Are we doing the right things in the right way? Are there other approaches that we could use for more efficiency or could lead to better outcomes?



encase™ stands alone as the only cloud-based platform that delivers insight into the current infrastructure coupled with a recommended strategic roadmap - from IT governance to network bottlenecks - from senior management to the network architects!

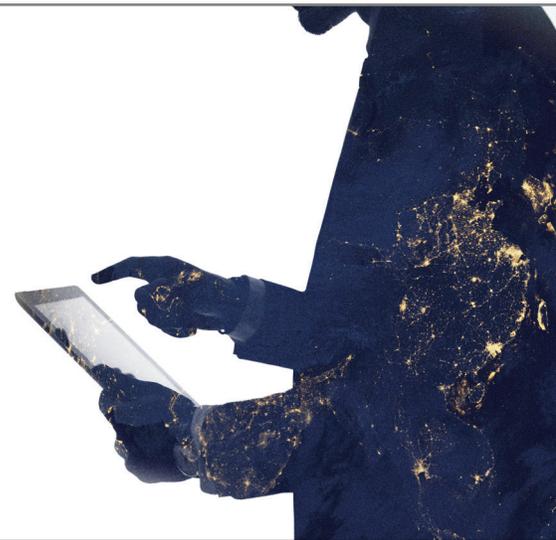


encase™
by WG

IT leaders often opine that it's difficult to make a case for spending money on infrastructure systems, certainly much more difficult than making a case for spending money on application systems. The value proposition for infrastructure spending is undoubtedly complex, involving both financial and nonfinancial factors. Leveraging encase™ provides organizations with visibility that has never been possible in the past with a legacy, siloed approach, to IT infrastructure management.

Key Features

- Secure access to your corporate encase™ portal
- Fully customizable based on criteria needs
- Baseline assessment and ability to schedule regular reviews
- Historical tracking of infrastructure ratings
- Interactive trending graphs
- Multi-level reporting (senior management and technical)
- Infrastructure roadmaps and recommendations
- Access to the WG encase™ team of subject matter experts



WG ADVISORY SERVICES IS AN INDUSTRY LEADER IN TECHNOLOGY CONSULTING

WG Advisory Services is an industry leader in technology consulting - our framework helps analyze and present the key value propositions, thus helping IT practitioners justify the need for individual infrastructure projects. It provides background to enhance understanding of the various types of infrastructure projects, present capabilities, analyze benefits and risks, develop a cost model, and, by comparing alternatives, develop the value proposition for presentation to decision makers. With this presentation, senior management will be in a better position to appreciate the value of IT infrastructure and approve necessary projects.

For more information please email us at encase@wgadvisory.ca or visit us at www.wgadvisory.ca