The old model of waiting weeks for new infrastructure to be provisioned makes it impossible for IT Operations to keep up with demand from engineering teams. Today's users expect infrastructure to be available almost instantly and, if their internal IT department cannot deliver, they know that anyone with a credit card can buy on-demand infrastructure from a public cloud provider. This is the motivation behind "shadow IT" and, as much as we like to blame rogue engineering directors, we know it is merely a response to an IT department not meeting their users' needs. So how can we keep up with demand while maintaining governance and ensuring that our important service management processes are followed?

Our Focus

We believe that automating server provisioning is critical to reducing risk in an IT environment. It may seem counterintuitive that enabling users to constantly create and delete infrastructure would make the environment more reliable, but it's true. When provisioning is painful, users tend to upgrade less often, deploy less often, and reuse infrastructure, rather than replace. By creating a streamlined, automated provisioning process, we enable users to take advantage of the latest agile practices for their products. In addition, we always know that the latest procedures are followed and that all servers are compliant with the latest corporate policies.

Our Approach

We work with your teams to first understand the infrastructure provisioning processes currently in-place. This includes the complete delivery process, which may include approvals, governance, change management, configuration record management, as well as initial configuration done manually after first boot. By understanding these process requirements, we can help you select the right automation tools to automate the entire end-to-end workflow, and design integrations with existing tools to support operations and service management disciplines. We take an agile approach to development of these new, automated workflows by regularly meeting with stakeholders to solicit feedback.

What You Can Expect

Paragon does not address these challenges by prescribing our own tools or processes. We will work with your teams to understand your requirements and pick the tools that fit your business. Our broad experience in varied environments enables us to tailor a solution to your enterprise.

- Value Stream Mapping: Understand the workflow and bottlenecks for infrastructure requests. This should include both project-based requests for permanent virtual servers, as well as process-based requests such as temporary testing environments or auto-scaling requests.
- ITSM Interactions: Design integrations and interactions with ITSM processes. Some infrastructure requests may generate configuration item records in a or need to be approved by a change Advisory Board

- Non-Functional Requirements Capture: Includes things like on-premise and/or cloud provisioning and single provider or multi-cloud, bare metal or VM provisioning.
- Orchestration Design: Automate machine registration with Active Directory, monitoring tools, event management and more. Each step in the build process will be properly sequenced as we identify ways to automate them.

About Paragon Solutions Group

Paragon Solutions Group helps IT teams more effectively interact with the rest of the business to enable growth and agility. Our progressive approach to IT maturity and our focus on measurable outcomes provides IT organizations with the perspective, methodology and tools to build a strong foundation that serves and is valued by all of IT's stakeholders.