IT systems fail. No matter how well our systems are designed, eventually failure occurs. This can have a significant adverse impact on the business. In this situation, has your investment in monitoring and notification tools paid-off? Did IT Operations deal with the failure before there was any impact to the business? Are IT Operations suffering from too many tools, incompletely implemented, false positives and lack of institutional knowledge for a miscellany of products? As you consider these questions, ask yourself what knowledge the business stakeholders need to have about the inner-workings of your toolset - and the impact tool complexity brings.

Our Focus

Having the right tools makes a positive difference. IT Operations is usually the last group to align with business requirements, meaning that your monitoring and notification tools, policies and methods will not be a good match for your business environment. Our focus is a prescriptive approach to reduce complexity and cost by taking care of the basics. Using a standardized "Tool Reference Model" and working with IT Operations and business stakeholders we evaluate your environment for your specific monitoring and notification needs that resonate well with your culture in a cost-effective way.

Our Approach

Working with stakeholders in IT and the business, we help define service quality and operational policies.

We investigate all parts of the organization that have an active interest in taking action when an IT blip occurs. We will determine what processes and tools are used in each of these areas and determine how effective the current implementation is.

We compare your implementation against our maturity aligned and vendor agnostic Tool Reference Model to provide recommendations for effective change, including Level of Effort (LOE) and cost forecasts with a focus on leveraging existing investments and setting expectations for the future state and how your TRM can integrate with ITSM and ITBM services.

What You Can Expect

Demonstrable results within 8-12 weeks are the normal outcome. Results will show improved communication and transparency between IT and business stakeholders. Why? When you ask the right the people the right questions and set realistic expectations about what you can deliver and when, there are no surprises.

▷ An evaluation of your current monitoring and notification environment, including scope and threshold of monitoring and notifications.

▷ Working sessions on evolving monitoring and operational management solutions, e.g. event management, integrating with incident management systems and current best practices.

▷ A mapping of your current monitoring and notification tooling - a gap analysis - to align service owner expectations and operational reality.

▷ An improved relationship through better communicating expectations between IT Operations and business stakeholders.

▷ Further recommendations to improve alerting, notification and escalation through automation and standardized definitions, based on the Tool Reference Model.

▷ A roadmap to simplify and consolidate your existing tools and standardize your Standard Operating Environment.

▷ Reduced complexity and cost savings in your IT Operations environment.

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.