

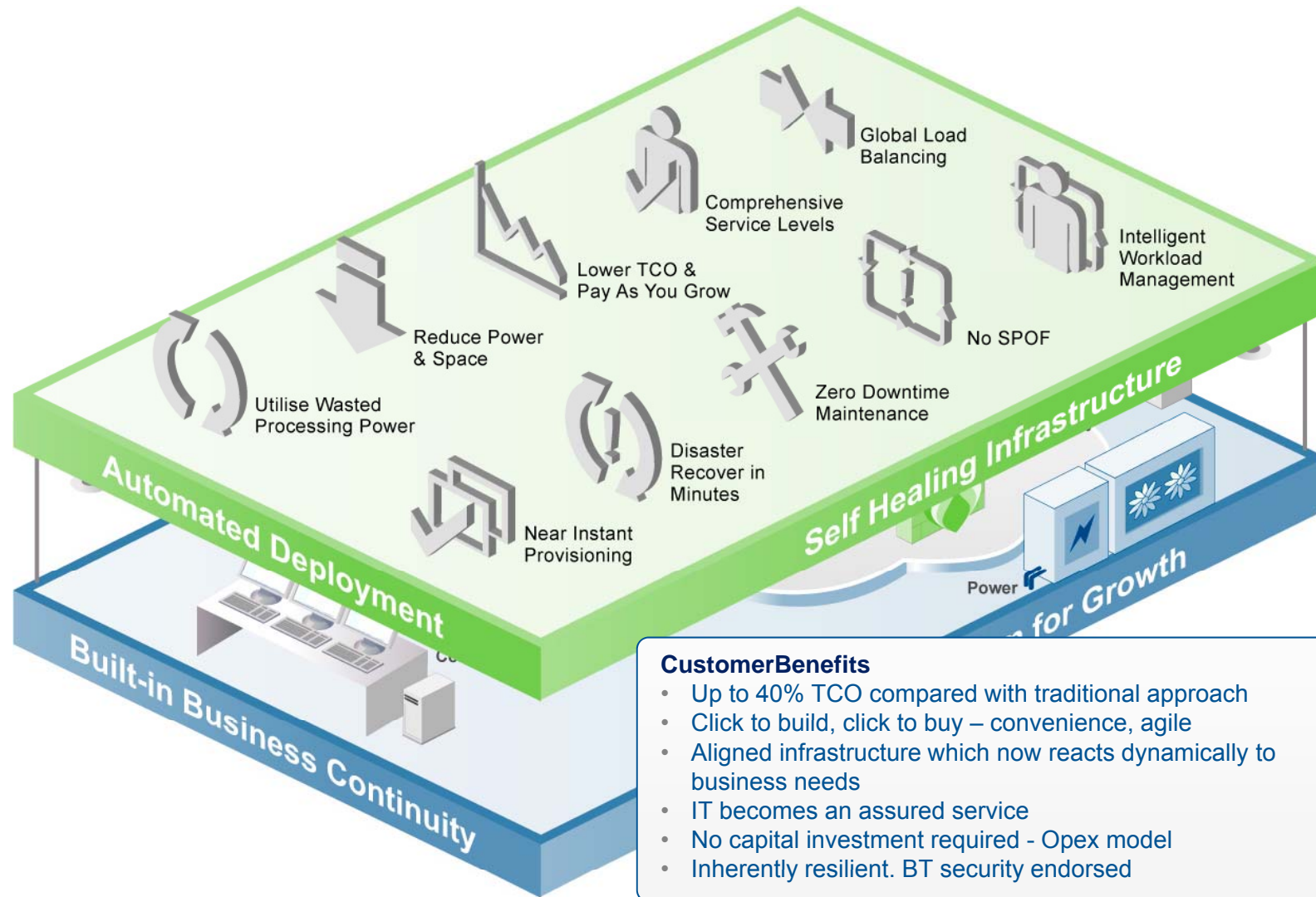
Achieving Business Aligned Service Levels from the Cloud

John Gillam

BT Global Services



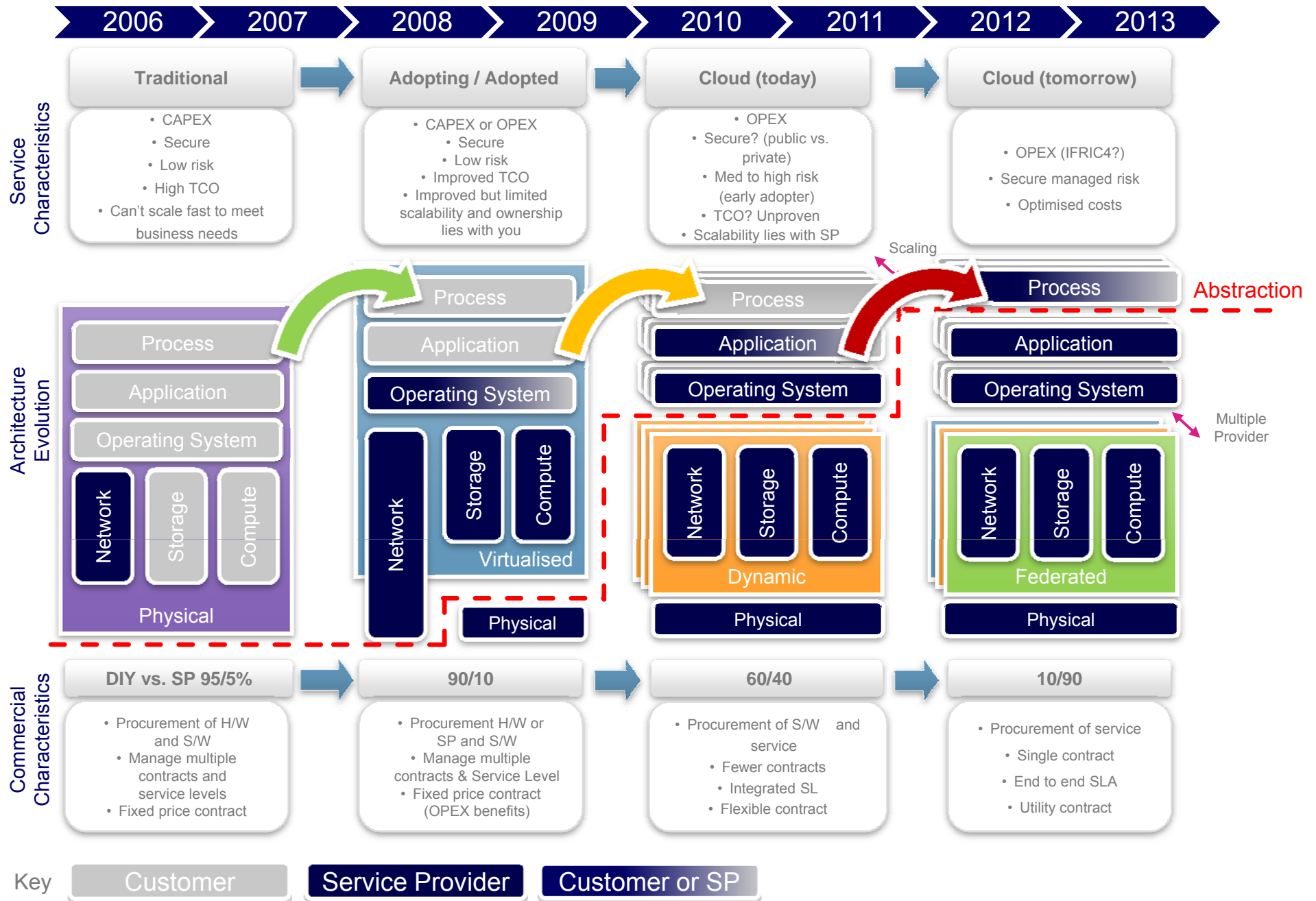
BT Virtual DataCentre: Lower costs, better performance, reduced risk



This autumn 25 of our customer CIOs told us about their priorities



Virtualisation Trends



Cloud – A (potential) problem in the making

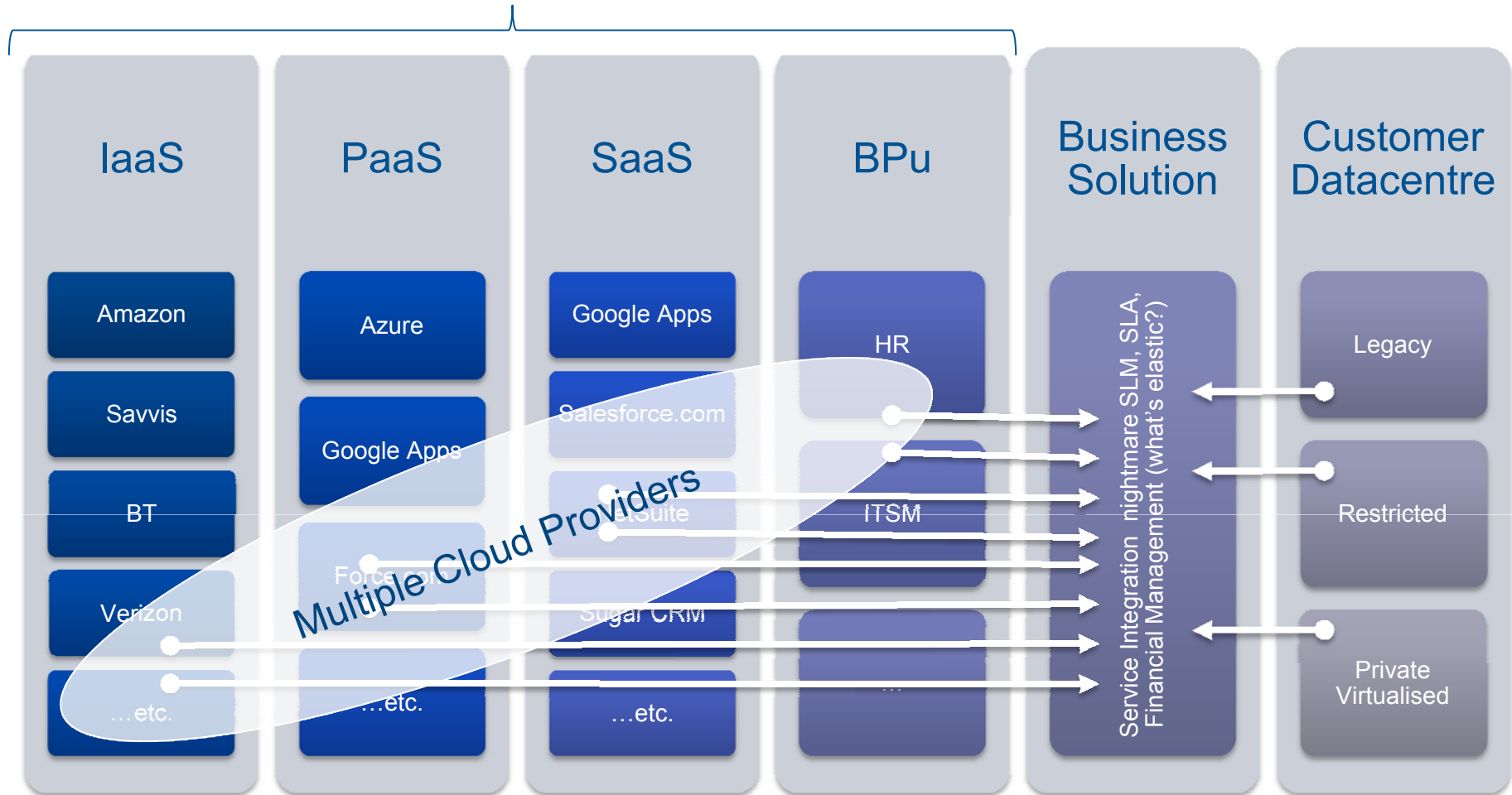
i.e. How do I leverage the benefits of 'Cloud' but retain Enterprise data integrity?

- Cloud service should provide me with the most cost effective price by utilising the correct resources for my solution.
 - To take advantage of this I must have the right security and right-time execution and assurance to achieve compliance.
- With a multi party 'cloud' solution
 - I need to assure the performance of my applications, end to end across complex network, computing and storage infrastructure and relate this to my strategic business goals.

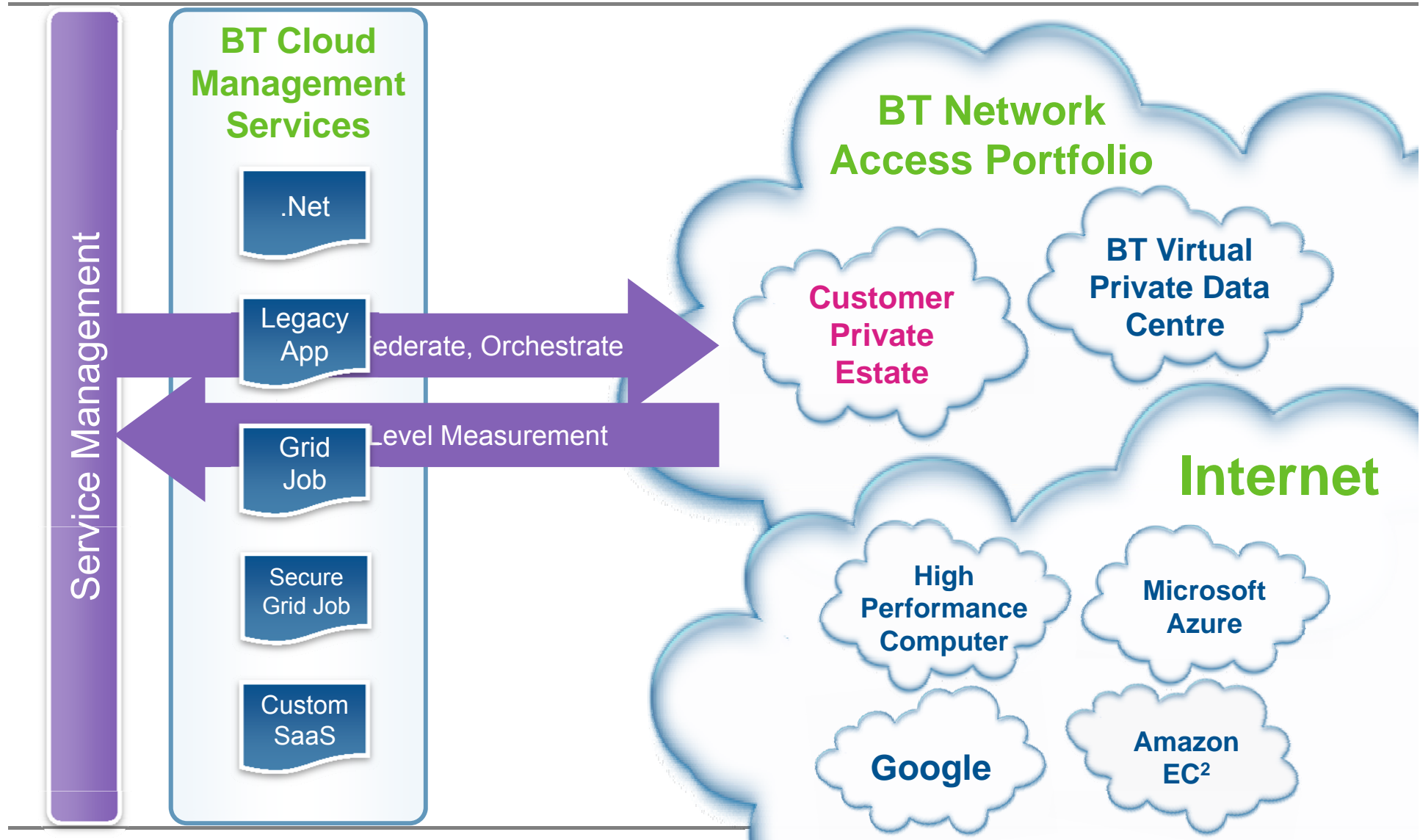
i.e. How do I achieve best practice service management with cloud?

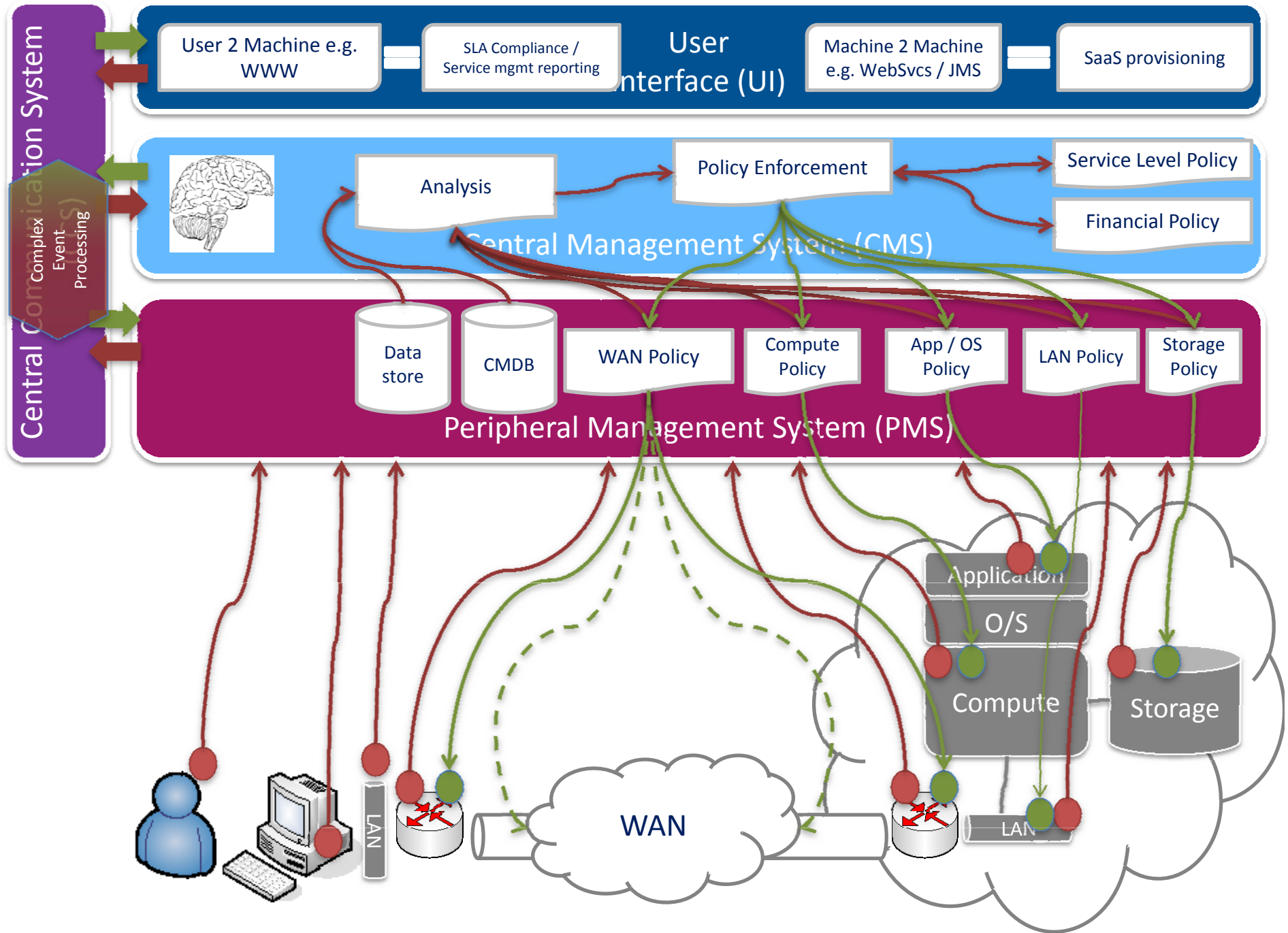
Cloud Challenges

Cloud Services



Cloud Management Services – Bringing it all together







Bringing it all together