Overview:
Rapidly changing business needs, technologies like virtualization and cloud, along with need to optimize IT infrastructure is increasingly making managing large scale IT infrastructure operations a challenge for most organizations. Based on our experience of running some of the most complex and large scale IT Infrastructure operations for fortune 500 customers, below is a selection of best practices for delivering high quality services. Organizations should look beyond traditional delivery models and can select from the below suggestions, based on their specific infrastructure availability & productivity needs.

1. Value based Governance Model: A tight value based governance model across the operational, tactical and strategic levels can provide you with right control of your business data. It is important to have quality data from across the organization, as opposed to silos, RCAs (Root Cause Analysis) and clear and measurable responsibilities to be able to efficiently manage IT operations. A proven governance framework can help companies effectively use business information, thus providing insight and answers to all business questions for proactive management of large scale IT infrastructure operations.

2. Quantitative Project Management (QPM) in service delivery: Setting up a quantitative project management team for large IT operations delivery can be a game changer in ensuring high quality of services. A QPM team should indentify and monitor operational metrics for proactive SLA management. QPM team can also help contribute significantly to overall productivity gains and cost reduction of delivery through techniques like structured mapping of resource utilization, proliferation of technology best practices and skill analysis and mapping of training plans.

3. Outage management process: For large scale IT infrastructure operations, it is imperative to follow a mature outage management process. An outage management process should enable effective management of:
   - Outage operations including managing team availability and coordination across all projects for information gathering.
   - Communication process workflow
   - Hierarchical and technical escalation process workflow
   - Standard operating procedures(SOPs) for outage handling (do’s and don’ts)
   - Post outage analysis to identify gaps and implement steps to improve
4. Chronics and peak load management: Chronics in large scale IT infrastructure operations are bottlenecks and reduce productivity. It is important to employ a proven mechanism to identify, do root cause analysis and implement solutions for chronics to be able to continuously reduce operational cycle time. Monitoring of peak loads and fine tuning shift schedules based on load variation can be the key to managing chronics.

5. Floor and Ticket Management: To effectively manage day to day operations, enterprise communication tools and team chat-rooms can be utilized for ensuring team availability at all times and for closely monitoring ticket work queues. Effort distribution across teams, MTTR reduction and first time resolution ratios can be improved drastically by following these floor and ticket management techniques.

Take-Aways

• Value based Governance Model
• Quantitative Project Management (QPM) in service delivery
• Outage management process
• Chronics and peak load management
• Floor and Ticket Management

Customer Speaks

“We are proud of our long-standing tradition of providing unparalleled, innovative products and services to our business and residential customers. We’re successful on that front in large part thanks to extraordinary suppliers like Tech Mahindra that consistently go above and beyond, exceeding our expectations and helping exceed those of our customers as well.”
- President, Large Telecommunication company

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Author

Ravidra Damodare has 21+ years experience in IT and Marketing space. In Tech Mahindra, he is responsible for managing Customer accounts with full responsibility of results, customer satisfaction and P&L. He has an experience of supporting overall IT operations (Infrastructure and Business Applications) for several Fortune 500 clients.

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We are part of the USD 16.2 billion Mahindra Group that employs more than 155,000 people in over 100 countries. The Group operates in the key industries that drive economic growth, enjoying a leadership position in tractors, utility vehicles, information technology and vacation ownership.

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