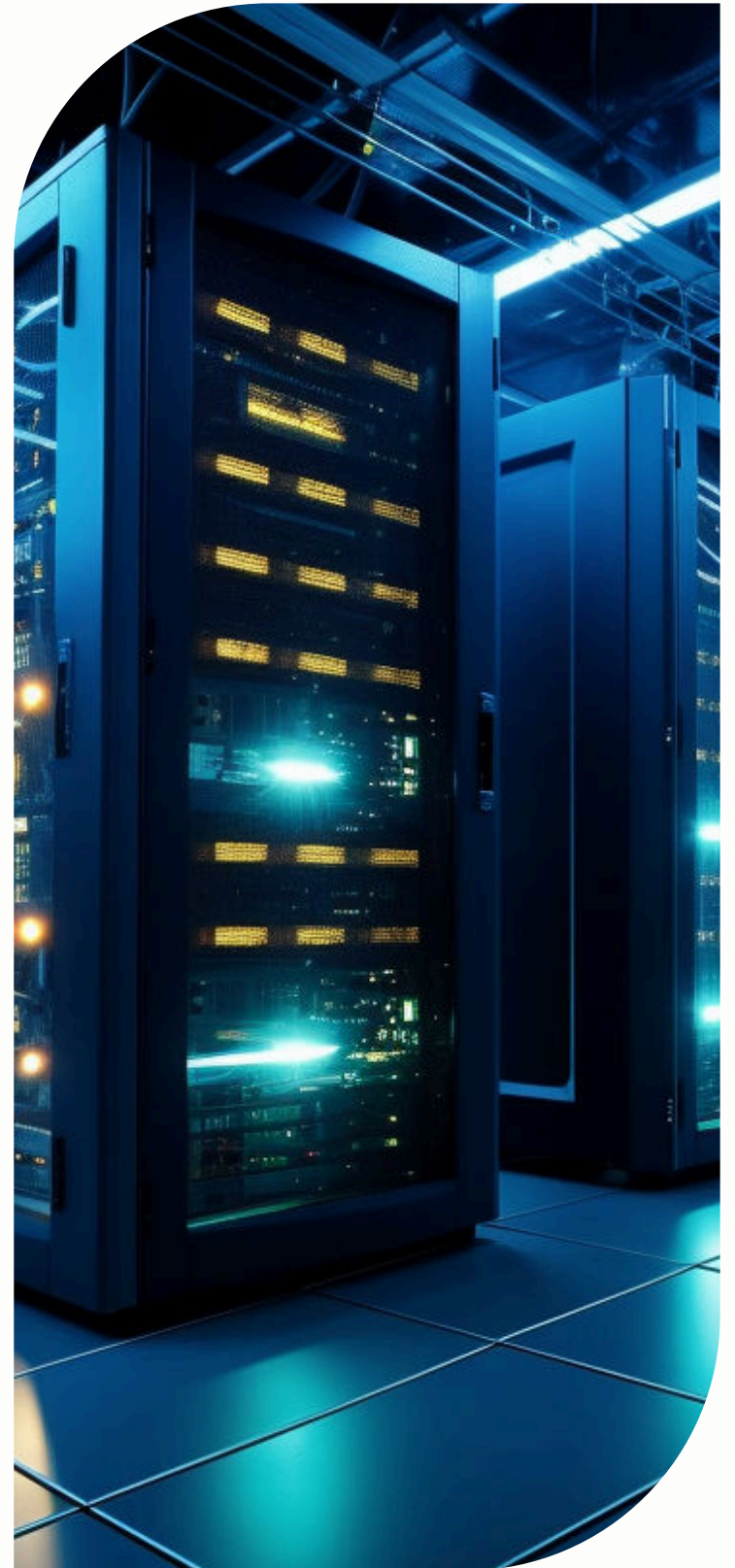


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Phases of the Data Center Service Maturity Model





Phase 0: Manual Methods

Many companies rely on multiple spreadsheets created by different teams, leading to data inaccuracies and discrepancies over time. Transitioning to a consolidated view with a single source of truth is cost-effective and highly beneficial, offering significant advantages in data center management.



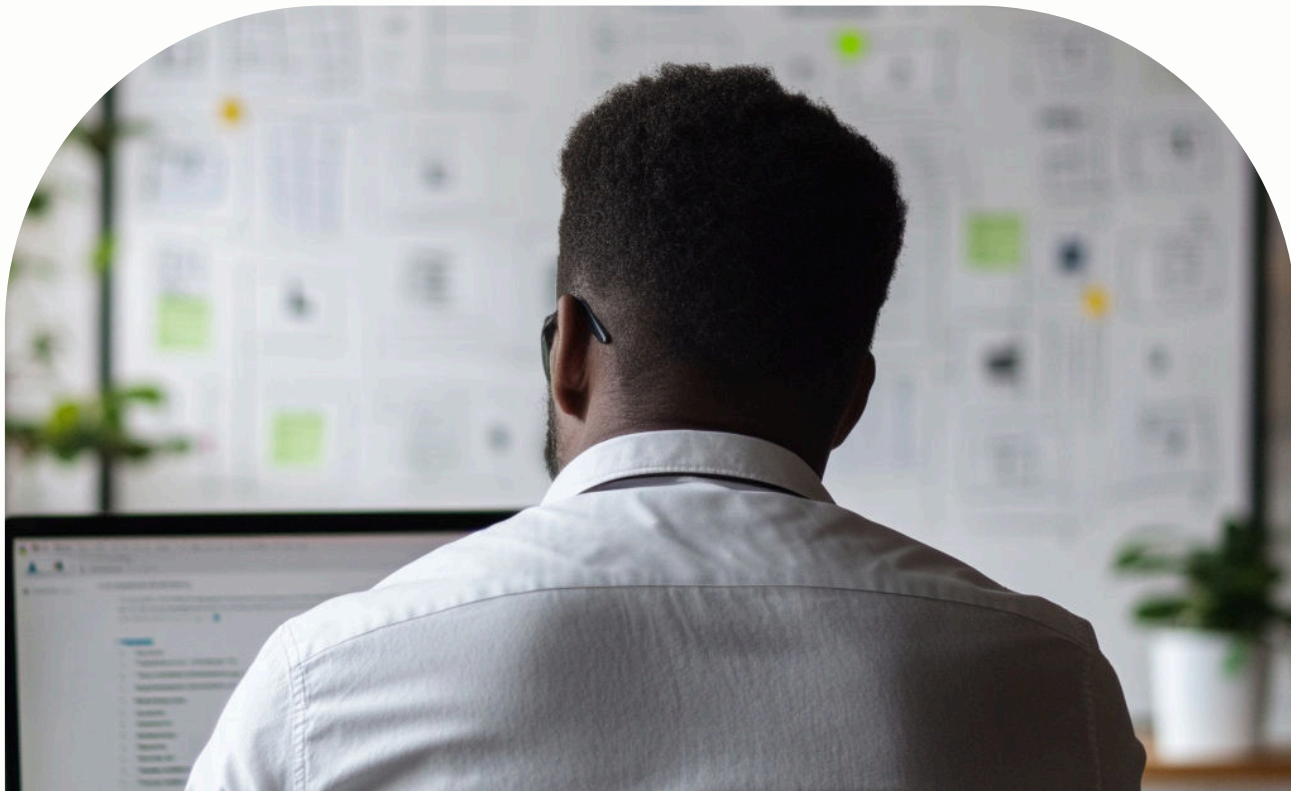
Phase 1: Data Aggregation & Normalization

This phase marks the initial step towards effective Data Center Service Management (DCSM) by aggregating and normalizing data sets for compatibility and seamless communication. The process begins with data import and export, often requiring manual adjustments, though advanced vendors offer sophisticated error-checking software. Proper execution is crucial, as it ensures error correction, de-duplication, and ranking of data fields, impacting ongoing access and future additions.



Phase 2: Process Management & Reporting

Before fully leveraging a Data Center Service Management (DCSM) solution, it is crucial to establish processes for managing changes effectively. This phase involves setting simple rules to define, measure, and evaluate progress, rather than implementing a comprehensive workflow. A critical aspect is the system's reporting capability, as data must be distilled into an actionable format; once processes and reporting are defined, integration can be addressed.



Phase 3: Integration

Selecting enterprise software integrations is a strategic decision crucial for long-term success, impacting business strategy, the DCIM project's success, and IT's total cost of ownership. Evaluating each IT management system and deciding between custom code integrations or off-the-shelf connectors is essential, as integrating multiple systems from different vendors is a complex task that requires careful attention.



Phase 4: Workflow Modeling

Workflow is a structured process that defines how data center changes should be managed, offering flexibility while maintaining control. It is essential for perfecting Data Center Service Management (DCSM) as companies grow more complex and their workforce becomes more distributed. A well-defined workflow provides transparency, visibility, and accountability, serving as the backbone for integrating complex IT Service Management (ITSM) solutions and determining the extent of benefits derived from DCSM.

