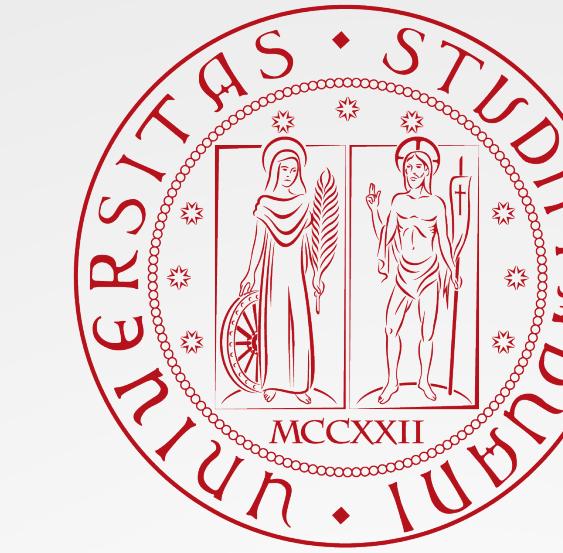


Dipartimento di Matematica "Tullio-Levi Civita"  
Laurea Magistrale in Informatica



Corso di Amm.ne di Sistema - A.A. 2017-2018  
31 agosto 2018

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# CONTINUITY, SLA, ROLLOUT

## PER L'ISTITUTO GAETANO PINI

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Docente: Francesco Clabot

Giulia Petenazzi 1180066 - Jordan Gottardo 1179739 - Marco Casagrande 1185137

# SOLUZIONE PER L'ISTITUTO

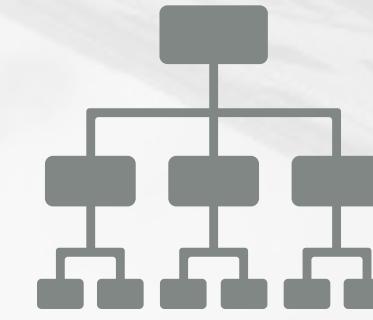
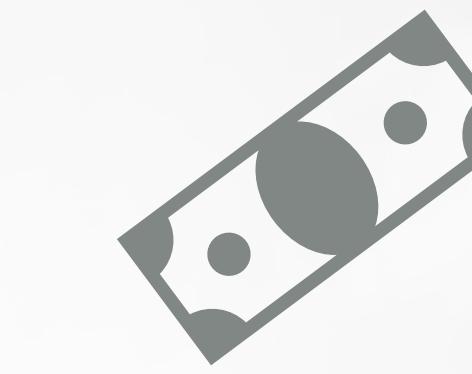
Ambienti  
produzione  
test  
disaster recovery

Processi  
ospedalieri  
ITIL

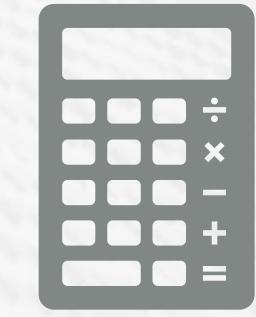
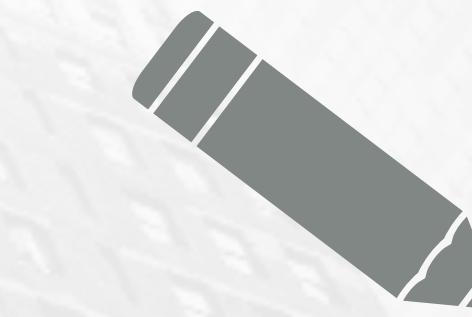
Sistemi e  
applicativi

Servizi

Contratti  
sole provider



ERP



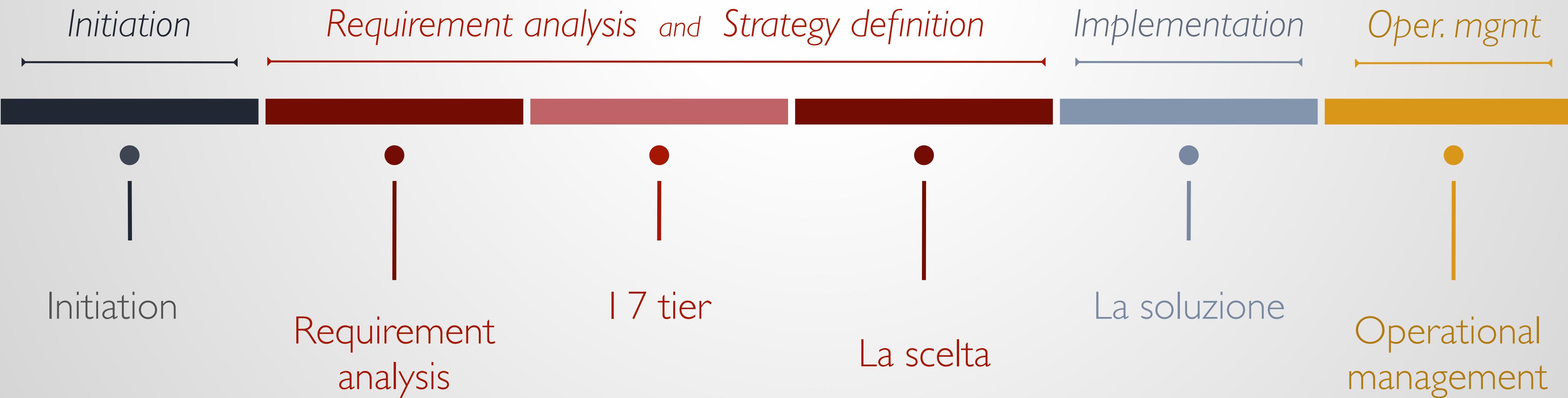
# CONTINUITY PLAN

## PER L'ISTITUTO GAETANO PINI

*a cura di*  
Giulia Petenazzi



# STRUTTURA DEL DOCUMENTO



# INITIATION

Service  
Continuity Team

Attuali misure di  
continuità

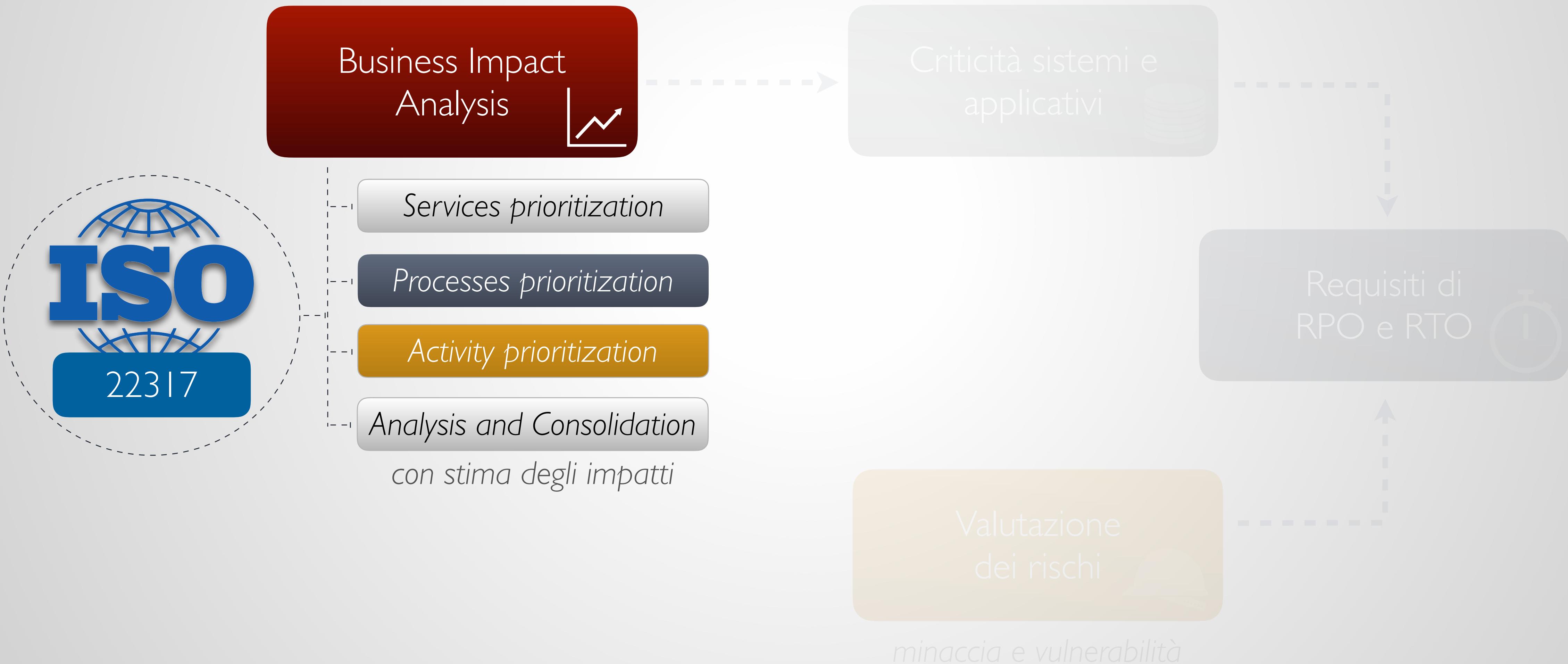
Metriche

Dichiarazione  
emergenza

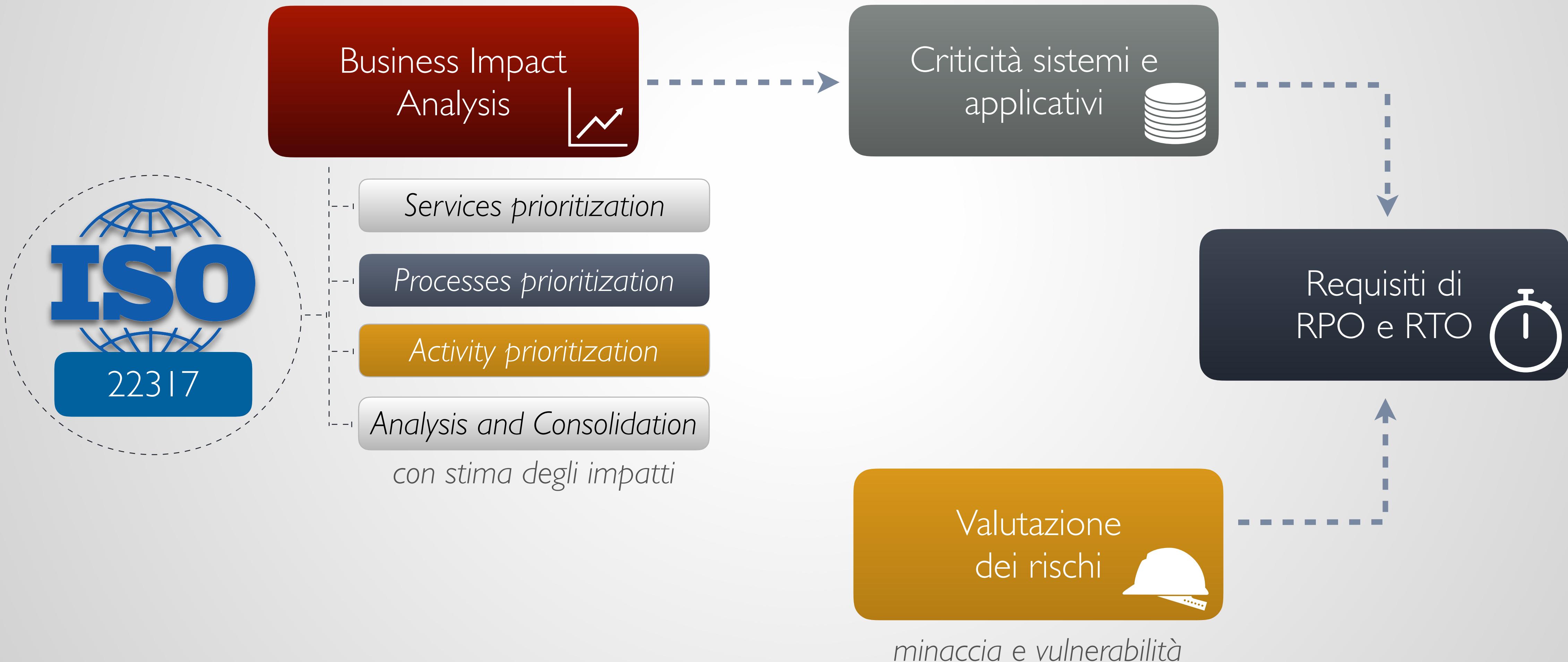
Scenari  
applicabili



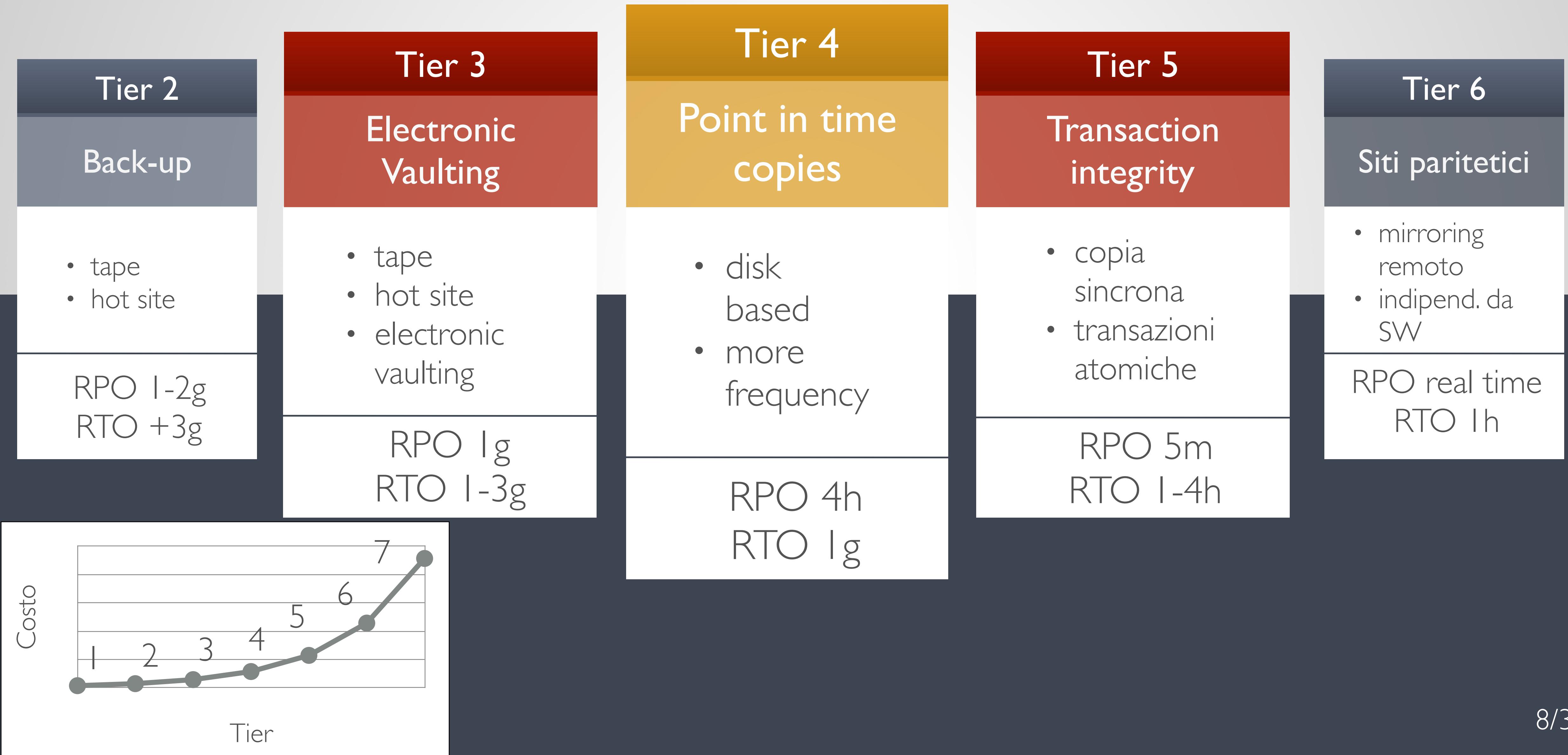
# REQUIREMENT ANALYSIS



# REQUIREMENT ANALYSIS



# STRATEGY DEFINITION - I 7 TIER



# STRATEGY DEFINITION - LA SOLUZIONE



Trasferimento  
dati



Tempi di  
realizzazione



Risorse nel sito  
secondario

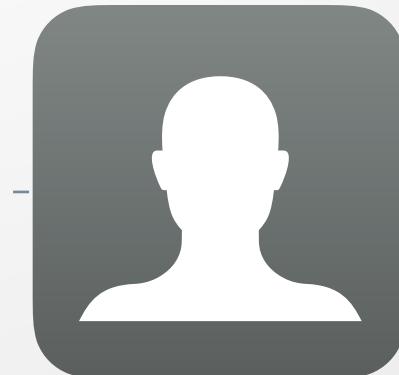
Storage  
Connettività e PdL



Localizzazione  
Accessi

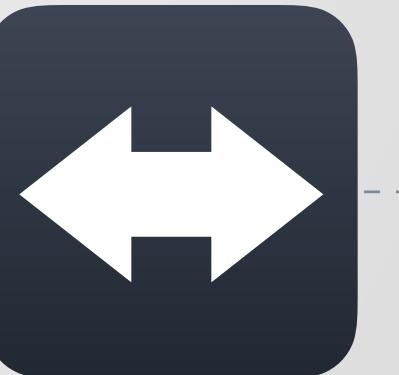


Personale



Work-around  
manuali

Doppiaggi



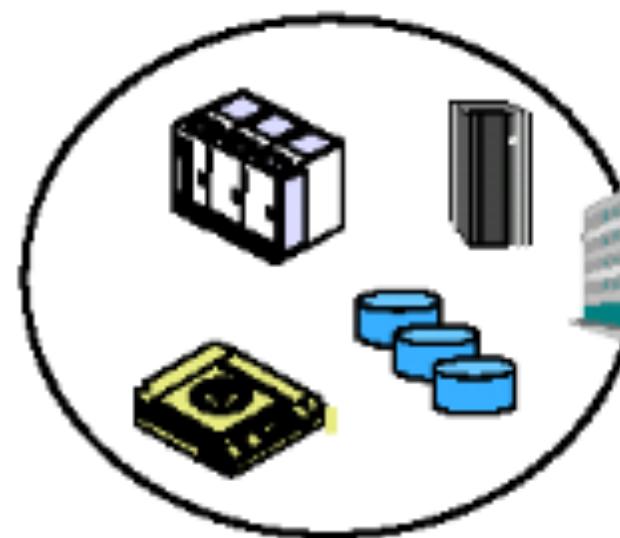
Variazioni nei  
processi

# IMPLEMENTATION

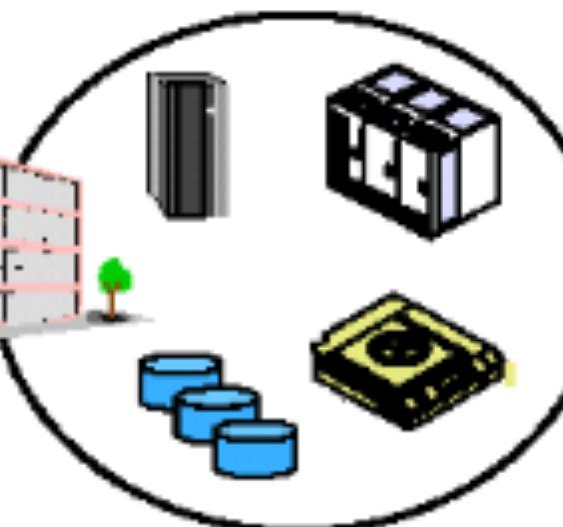
## Aurora e PowerLab

Tier 5: Transactional Integrity

Datacenter A



Datacenter B  
(hotsite)



High Bandwidth  
Connections

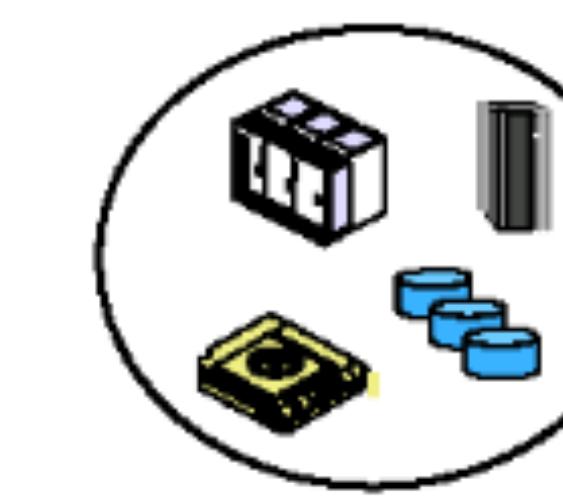
- I. High BW Connession
- 2. back-up
- 3. hot-site
- 4. SW di gestione DR

- A. Reazione
- B. Gestione
- C. Rientro

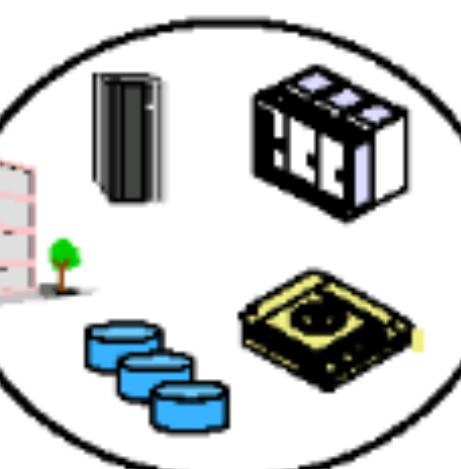
## SAP

Tier 4: Point in Time copies

Datacenter A



Datacenter B  
(hotsite)



SAN Connected  
hardware

- I. SAN
- 2. back-up
- 3. hot-site
- 4. SW di gestione DR

# OPERATIONAL MANAGEMENT



# SLA MANAGEMENT

## PER L'ISTITUTO GAETANO PINI

*a cura di*  
Marco Casagrande



# INDICE E FONTI

1.

Indice e fonti

2.

Obiettivi e sfide

3.

Pianificazione

4.

Attività di avviamento

5.

Attività di conduzione

6.

Uptrends

7.

SAP Solman - ITSM

8.

Sistema informativo

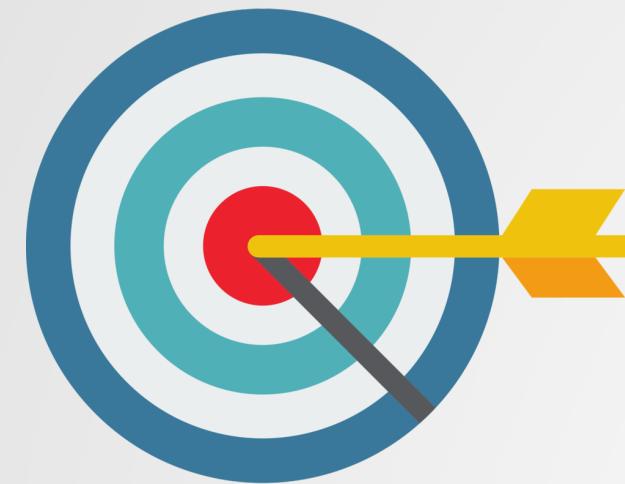
9.

Template documenti

Fonti

- Amm.ne di Sistema 2017/18
- IT Process Wiki
- TeamQuest
- Pink Elephant
- HCI-ITIL
- SAP Community Wiki
- SAP Support / Help Portal
- Uptrends
- George Mason University
- UC Santa Cruz

# OBIETTIVI E SFIDE



- 👍 Gestione degli aspetti organizzativi e temporali
- 👍 Definizione ed implementazione dello SLA Management
- 👍 Scelta degli strumenti informatici
- 👍 Sistema inf.vo SLA Manager SW
- 👍 Template dei documenti



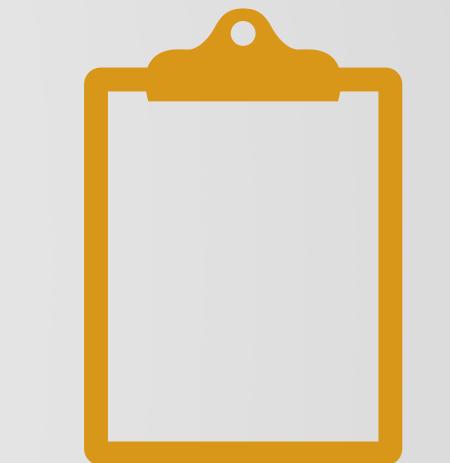
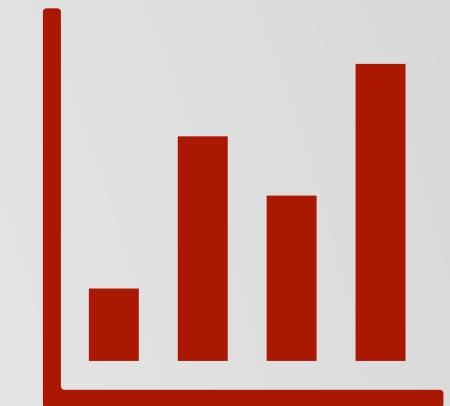
- 👍 Affinità tra SLA mgmt ed ITIL
- 👍 Riorganizzazione dei processi di business secondo ITIL
- 👉 Rispetto delle scadenze strette
- 👉 Rispetto immediato degli SL
- 👍 Coesione ed interoperabilità dello SLA Manager SW

# PIANIFICAZIONE



# ATTIVITÀ DI AVVIAMENTO

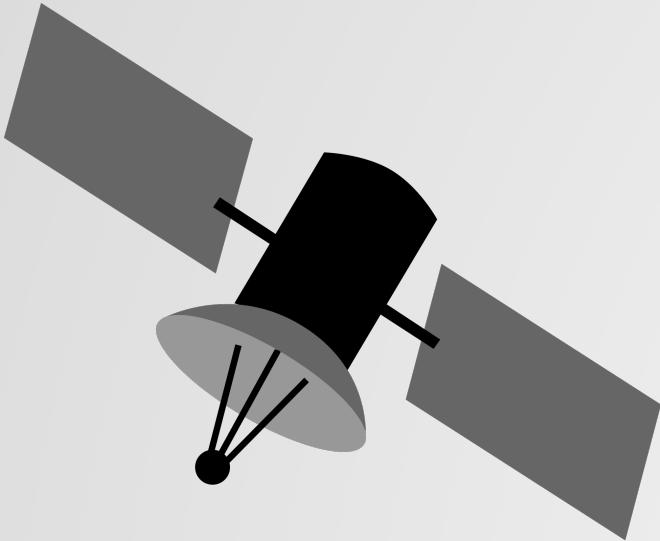
- Formazione
- Identificazione dei requisiti di business
- Analisi dello stato attuale
- Scelta dei responsabili del processo di SLA Management
- **Implementazione del processo di SLA Management per il CGI**
- Gap analysis
- Creazione del Service Catalogue
- **Valutazione degli SLAs, OLAs ed UCs preesistenti**
- Definizione di metriche e KPIs
- **Definizione delle modalità di monitoraggio**
- Valutazione degli SLAs, OLAs ed UCs preesistenti
- Implementazione del nuovo processo di SLA Management
- Inserimento di sperimentazioni e innovazioni nello SLA Mgmt



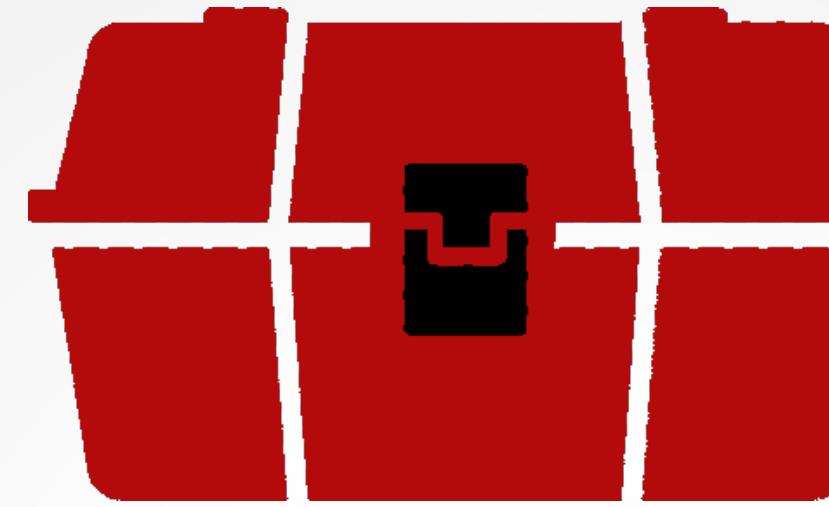
# ATTIVITÀ DI CONDUZIONE



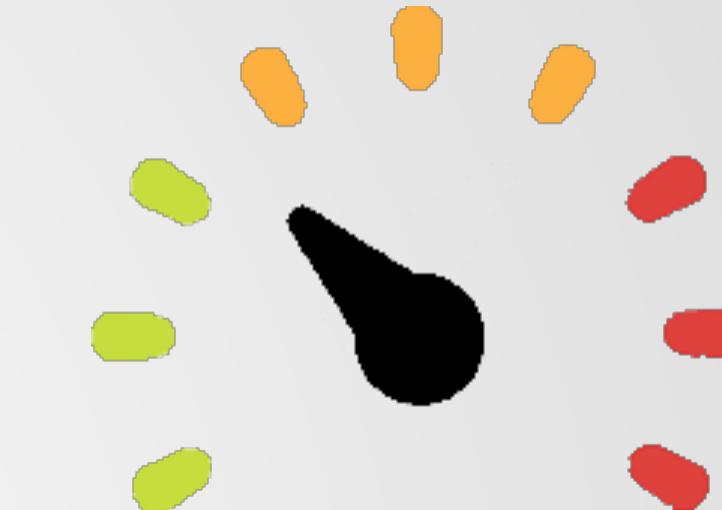
# UPTRENDS



Indipendenza dai  
target monitorati



Rapidità di installazione  
e configurazione



Dati di monitoraggio  
sufficienti

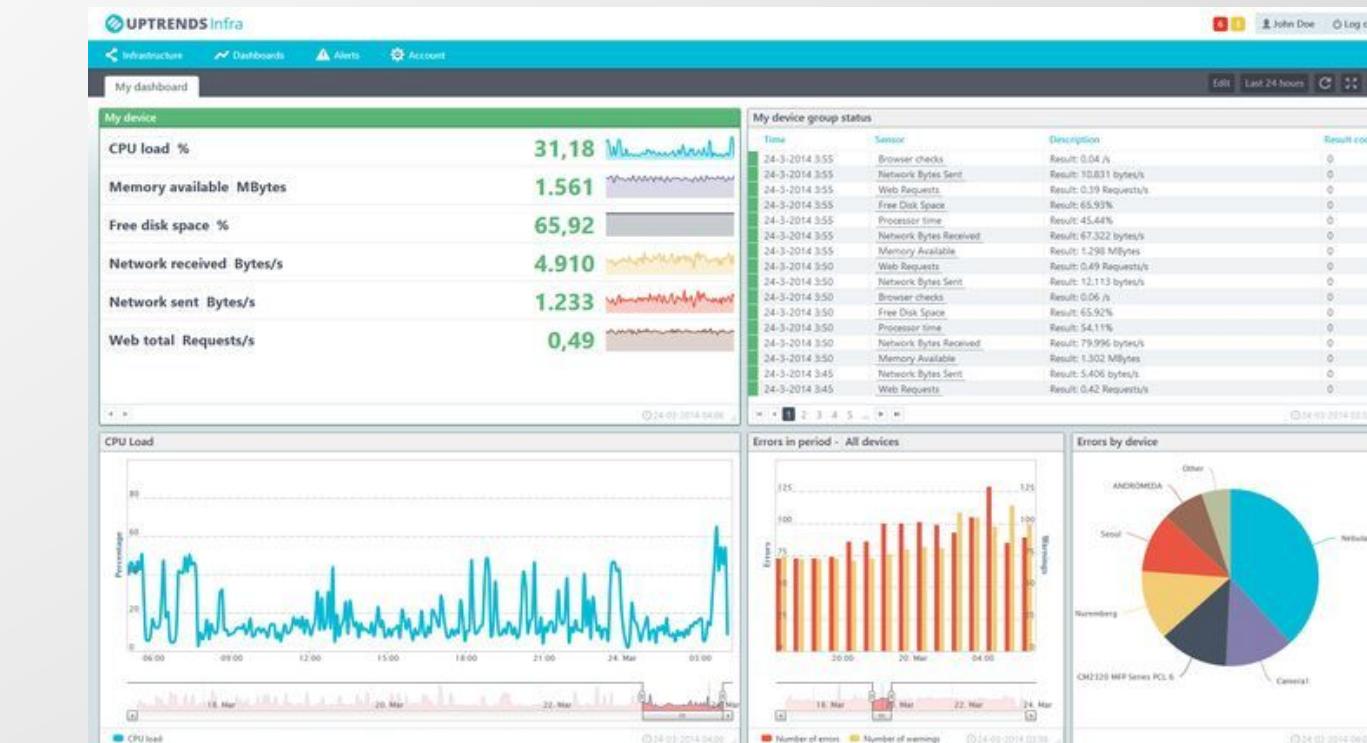
## Website Uptime

The screenshot shows the Uptrends website monitoring interface. At the top, there's a navigation bar with links like 'Monitors', 'Dashboards', 'Alerts', 'SLA', 'Account', 'Tools', and 'Support'. Below the navigation is a section titled 'Account overview' with a table of monitors. One monitor for 'GalacticResorts.com' is shown as 'OK' with a green checkmark. The main area features a chart titled 'Uptime & confirmed errors - All monitors' showing a stable green line at 100% uptime. Below it is a 'Performance - All monitors' chart showing network latency over time. At the bottom, there's a 'User check' section for 'GalacticResorts.com' with details like date/time (12/5/2017 5:45:39 AM), result (0 - OK), location (Boston), and total time (455 ms).

## API

The screenshot shows the Uptrends API monitoring tool. It displays a sequence of five steps for monitoring a travel reservation API. Step 1: GET https://galacticresorts.com/api/Destinations. Step 2: GET https://galacticresorts.com/api/Destinations/{ProductId}. Step 3: GET https://galacticresorts.com/api/Pricing/{ProductId}. Step 4: GET https://galacticresorts.com/api/Auth. Step 5: POST https://galacticresorts.com/api/Reservation. Each step includes fields for 'Request', 'Response', 'Method and URL', 'Request headers', and 'Step description'.

## External Server



# SAP SOLUTION MANAGER - ITSM

**SAP Solution Manager Configuration: IT Service Management**

Technical System OSD-ABAP-001 User Name BERGWIELERB

Personalize Create Support Message Help

Overview System Preparation Basic Configuration Managed Systems Configuration EarlyWatch Alert Management Technical Monitoring Business Process Monitoring **IT Service Management** Change Request Management Business Process Change An... Measurement Platform Set Up Data Volume Management Custom Code Management Job Management Service Availability Manag... IT Task Management Further Configuration Related Links Create/Update User SoMan Administrator Configuration

1 Check Prerequisites 2 Perform Standard Configuration 2.1 Configure Manually 2.2 Maintain Transaction Ty... 2.3 Configure Automatically 2.4 Perform Additional Configuration 2.5 Create Template Users

Edit Previous Next Save Reset Help

This optional step creates standard Template/Demo Users in the SAP Solution Manager system.

If you use BI Reporting, you need additional standard template users in the BW system/client. If your BW system is in the same client as SAP Solution Manager, the relevant roles are assigned to the standard user in the SAP Solution Manager system.

You have the following options:

- You can create a new user. The system creates the new user, the corresponding business partner, if necessary, and assigns the relevant copied and SAP roles.
- You can Update or Provide Existing User. If you update an existing user, the system assigns the relevant copied roles and SAP roles to an existing user.

**Users**

Users									
Create all Users Advanced Mode		Status	Update Needed	Current ID	Standard ID	User Type	System	Last Refreshed On	Documentation
IM_PROC_OSD	IM_CREAT_OSD	IM_DIS_OSD	IM_ADMIN_OSD	IM_DSPT_OSD	Dialog	OSD	27.01.2015 04:15:44	Display	
IM_CREAT_OSD	IM_DIS_OSD	IM_ADMIN_OSD	IM_DSPT_OSD	IM_DSPT_OSD	Dialog	OSD	27.01.2015 04:15:44	Display	
IM_DIS_OSD	IM_ADMIN_OSD	IM_DSPT_OSD	IM_DSPT_OSD	IM_DSPT_OSD	Dialog	OSD	27.01.2015 04:15:44	Display	
IM_ADMIN_OSD	IM_DSPT_OSD	IM_DSPT_OSD	IM_DSPT_OSD	IM_DSPT_OSD	Dialog	OSD	27.01.2015 04:15:44	Display	
IM_DSPT_OSD									

Monitoring:

System, Connection, BI, PI, End-User Experience

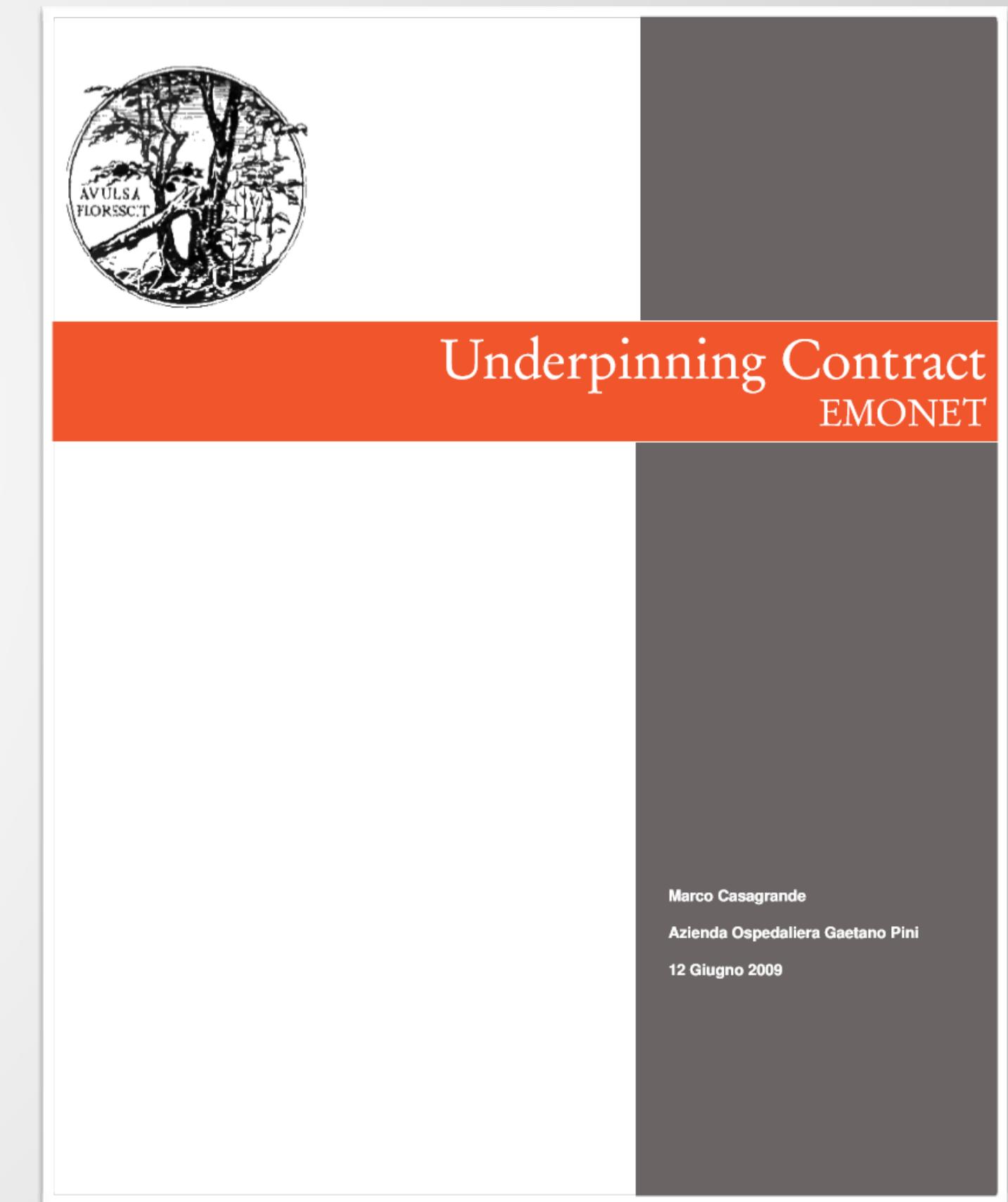
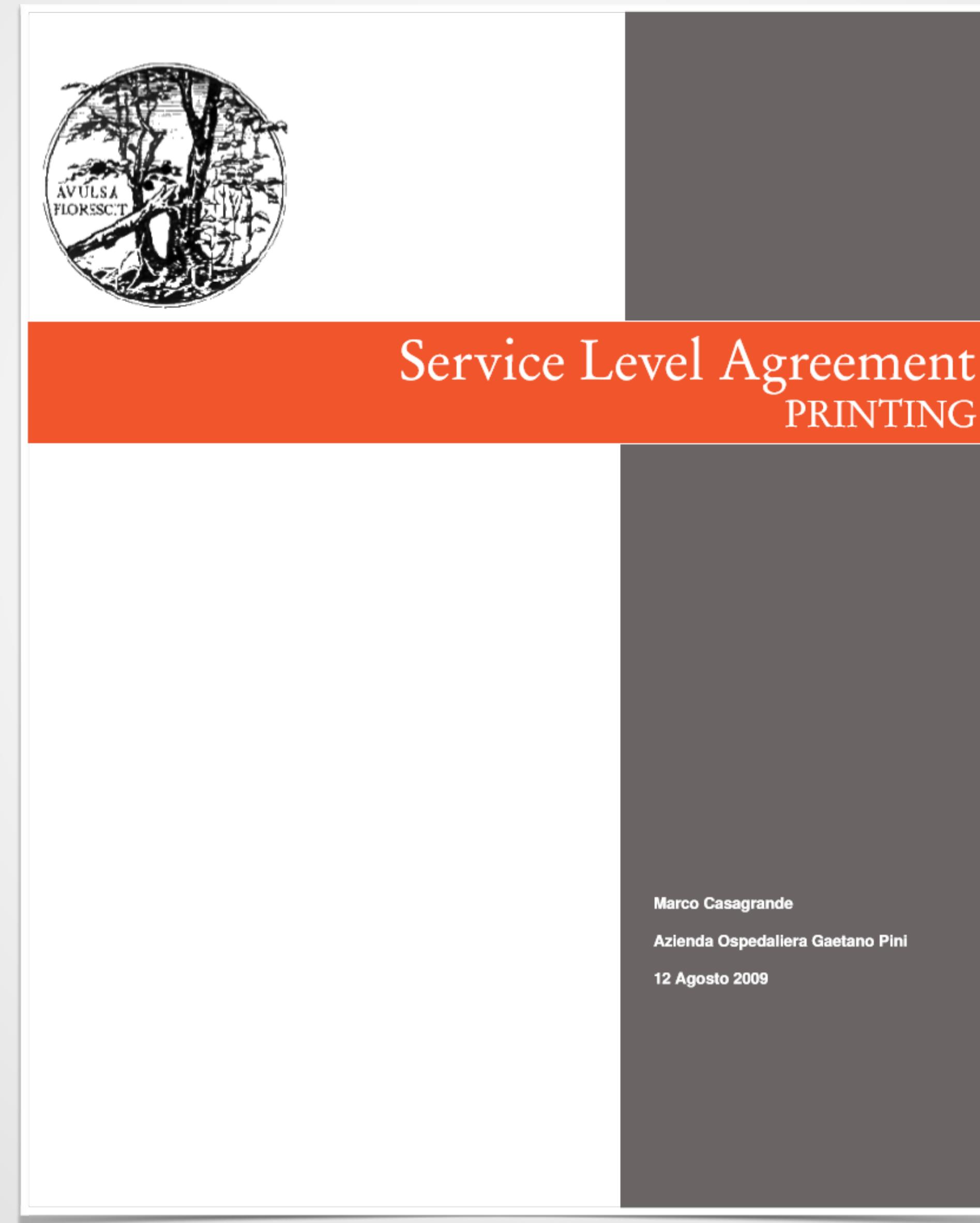
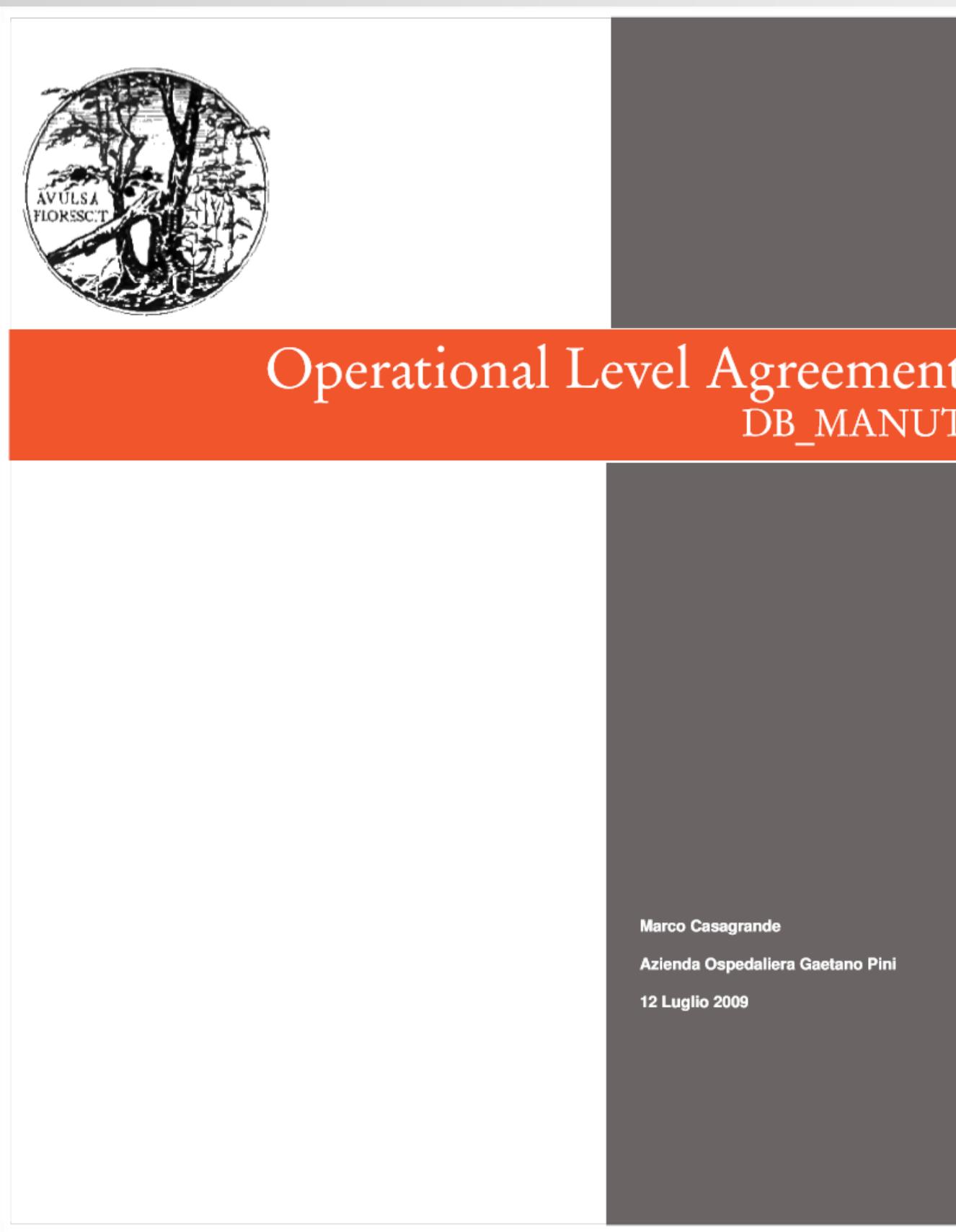
Reporting:

Report automatizzati, SAP EasyWatch Alert

# SISTEMA INFORMATIVO



# TEMPLATE DOCUMENTI



# ROLLOUT PLAN

## PER L'ISTITUTO GAETANO PINI

*a cura di*  
Jordan Gottardo



MCCXXII

# STRUTTURA DEL DOCUMENTO



## Basato su vari template

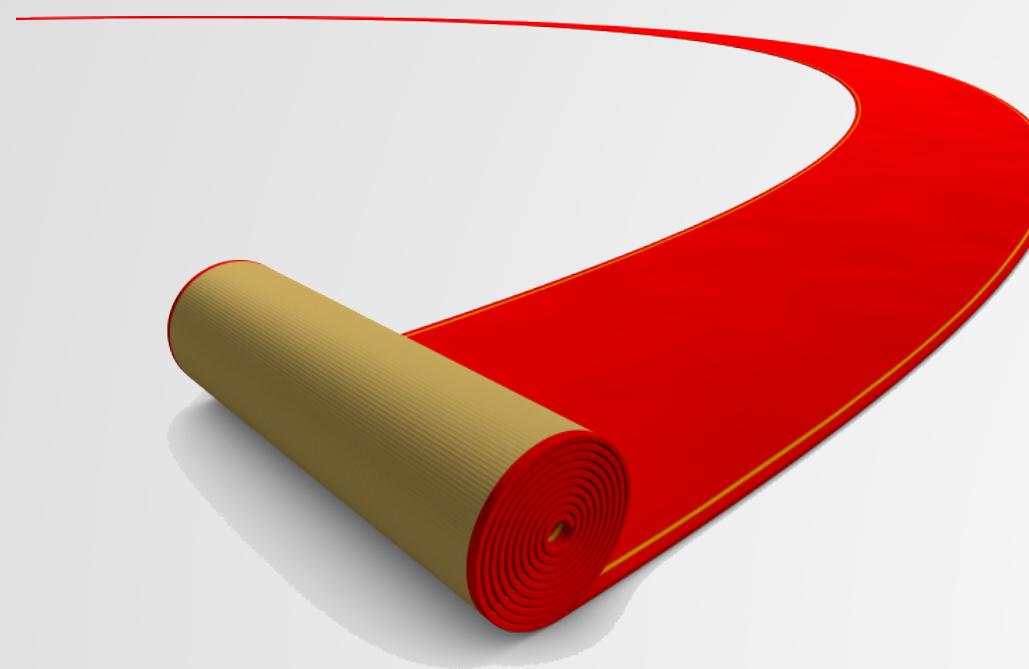
- Project Implementation Plan  
<https://goo.gl/LSGktb>
- Rollout Plan, Frank Bergmann  
<https://goo.gl/WwY7o4>

## Capitoli:

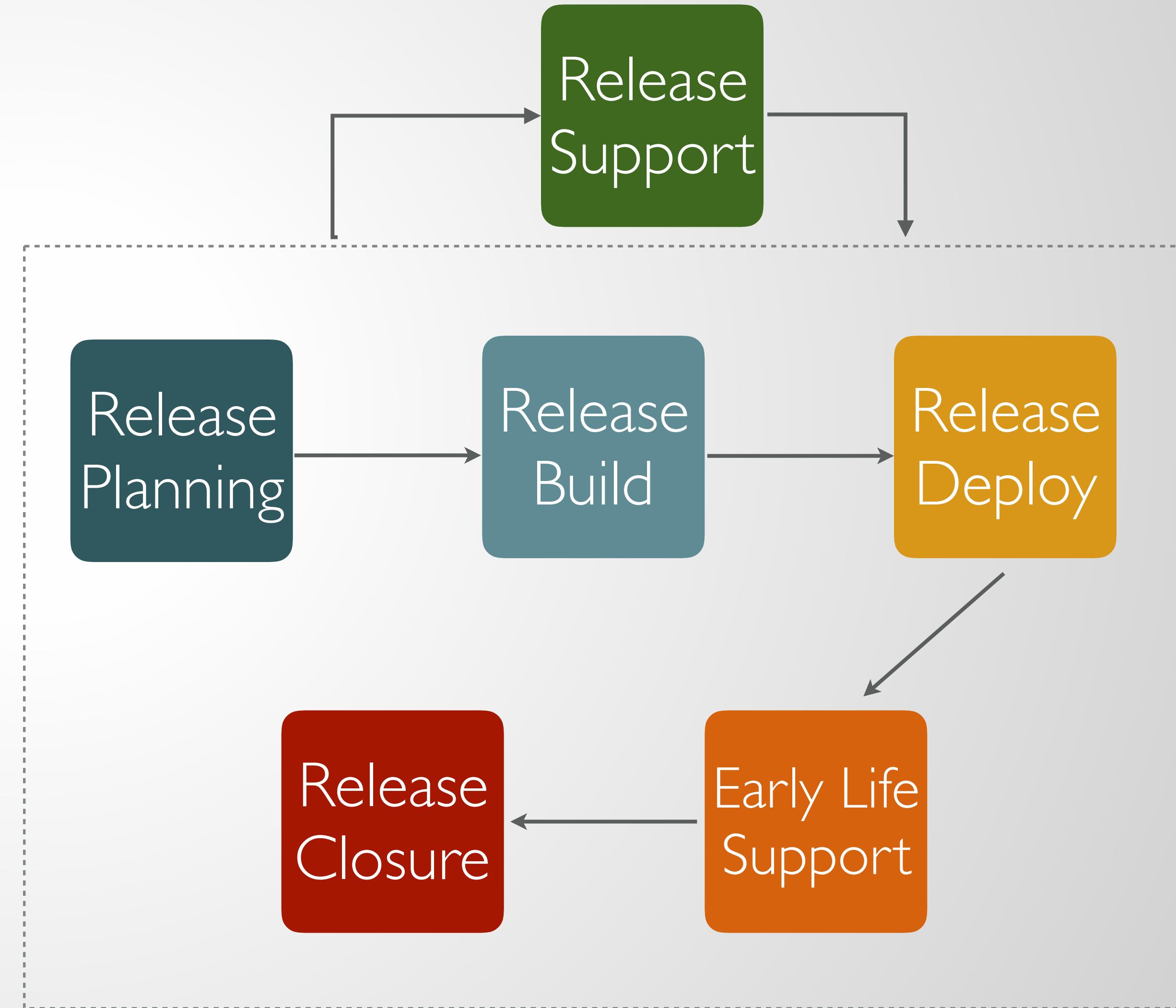
- Panoramica di Gestione
- Supporto all'Implementazione



# ROLLOUT ALL'INTERNO DI ITIL



- Fase finale dell'implementazione di un progetto
- Ambito Service Transition  
*Processo Release and Deployment Management*



# FASI DELL'IMPLEMENTAZIONE



# TIPOLOGIE DI ROLLOUT

## Orizzontale / BigBang

Adozione istantanea per tutta l'azienda (go-live)

- 👍 Minor tempo di implementazione
- 👍 Maggiore concentrazione degli sforzi
- 👍 Possibilità di creare hype
- 👎 Maggiore difficoltà nei test
- 👎 No fall-back nel lungo periodo
- 👎 Cambiamento improvviso

## Verticale / Phased

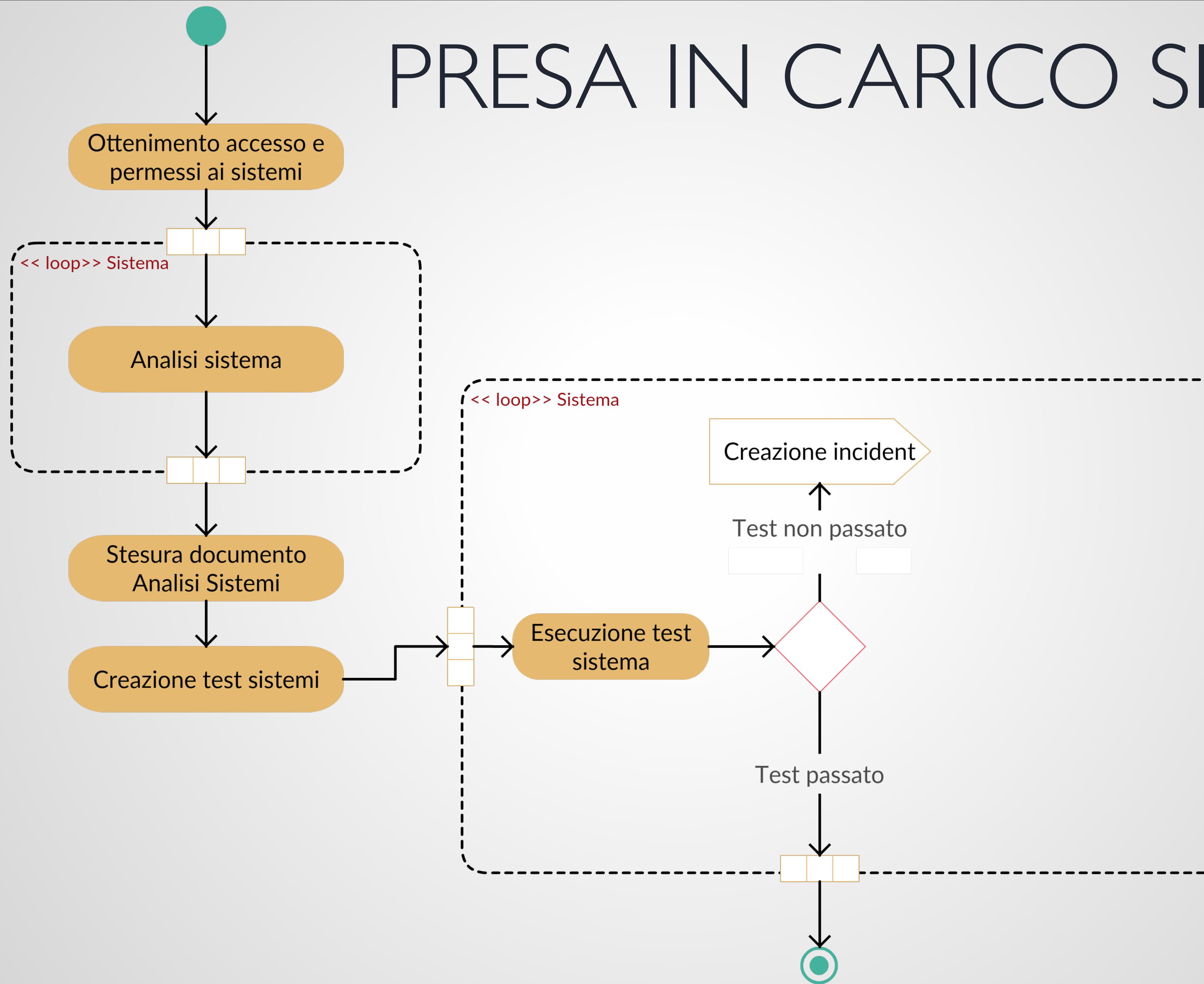
Adozione graduale per modulo, business unit o area geografica

- 👍 Maggior tempo di adattamento
- 👍 Risoluzione graduale dei problemi
- 👍 Maggior tempo per formazione
- 👎 Costi più alti
- 👎 Possibilità di non conformità
- 👎 Difficoltà di integrazione

# IDENTIFICAZIONE DELLE ATTIVITÀ



# PRESA IN CARICO SISTEMI



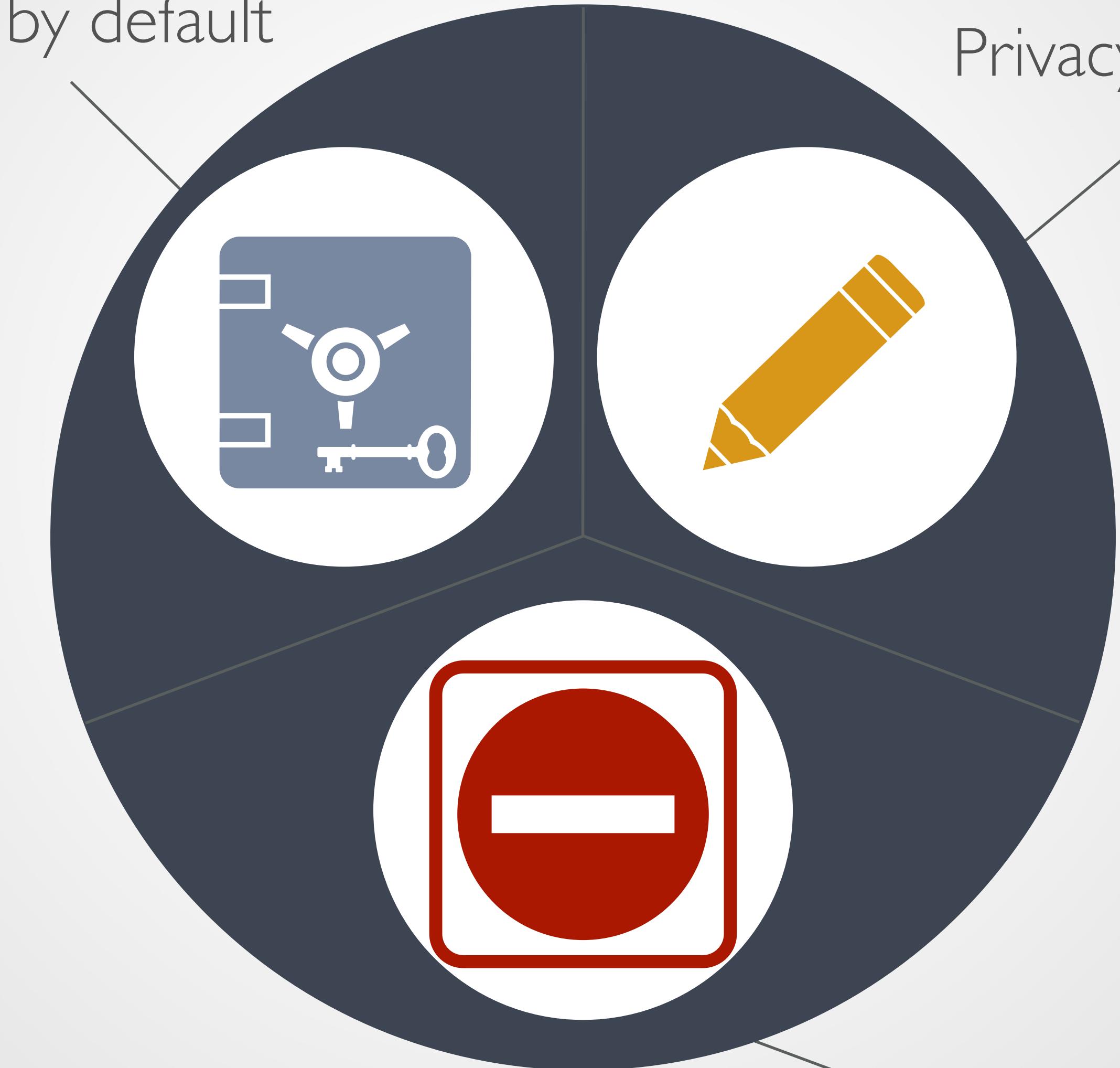
# PIANIFICAZIONE DELLE ATTIVITÀ

- Diagramma Gantt
  - Durata in giorni
  - Periodo di investimento
  - Milestones

# PRIVACY E SICUREZZA

**GDPR**

Privacy by default



Privacy by design



Need to know

# CONTROLLO DELLE PERFORMANCE



- Misurazioni e metriche
- Tre possibili range:
  - non accettabilità
  - accettabilità
  - ottimalità

..... Soddisfazione del proponente

..... Tempismo esecuzione lavori

..... Rispetto del budget

..... Rispetto degli SLA

..... Risolvimento incidenti al 1° livello



# CONTINUITY SLA ROLLOUT

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