ROI

IT Infrastructure Change
Survey Results

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Introduction

Virtualisation is being implemented by many organisations and the IT Support Network Manager of Red Opal Innovations, Terrence Stewart, is interested in exploring the possibility of introducing virtualised servers at Red Opal Innovations.

As a preliminary measure before any further work is done, a survey was undertaken by the IT Support department. The IT Governance Group and other relevant staff members were surveyed to obtain their opinions and to determine the perceived positives and negatives of an infrastructure change and virtualised servers. This report presents the results of that survey.

The benefits of virtualisation

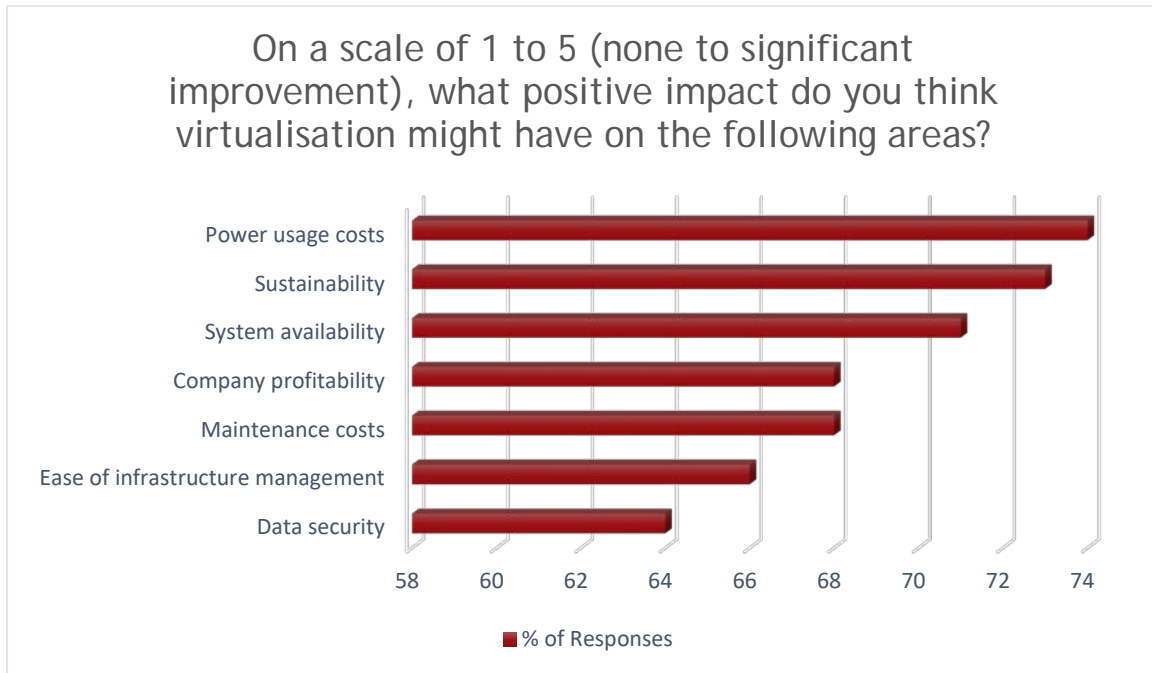## Chart 1: Positive impact of virtualisation on costs, availability, security and sustainability

On a scale of 1 to 5 (none to significant improvement), what positive impact do you think virtualisation might have on the following areas?

Power usage costs	
Sustainability	
System availability	
Company profitability	
Maintenance costs	
Ease of infrastructure management	
Data security	

58 60 62 64 66 68 70 72 74

■ % of Responses

Chart 2: Relationship between virtualisation and ROI Strategic plan

Do you think the implementation of virtualised servers would support the strategic plan of ROI?
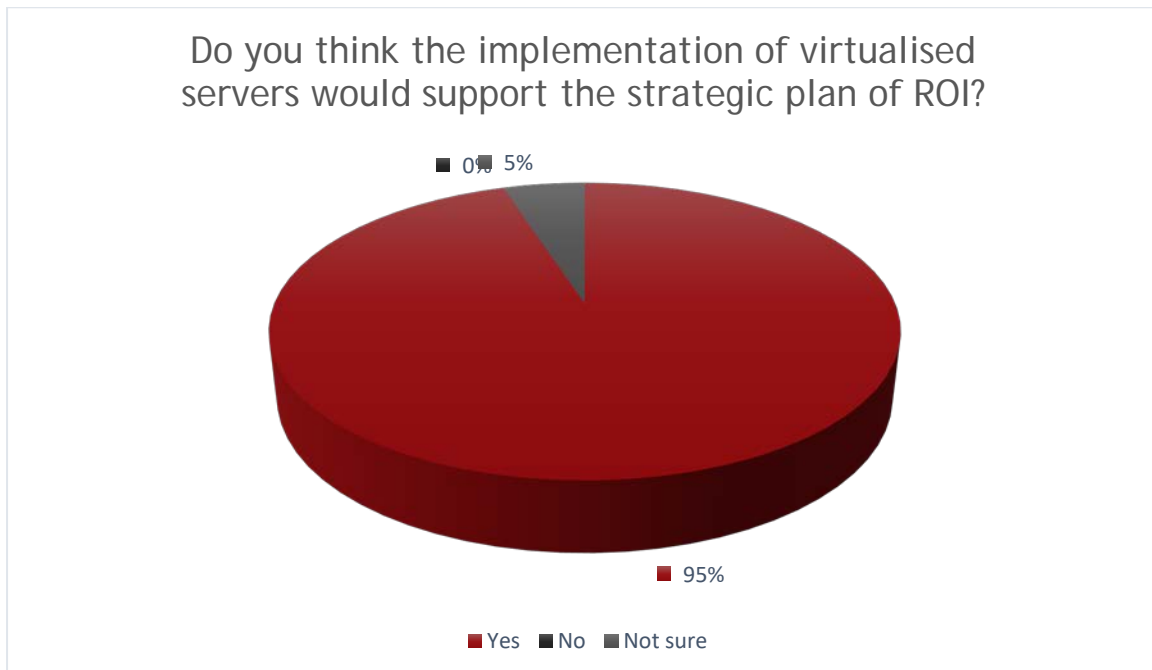
■ 0% ■ 5%

■ 95%

■ Yes ■ No ■ Not sure

Chart 3: Perceived benefits of implementing virtualisation

Do you believe the implementation of virtualised servers would be of benefit to ROI?

■ 5%

■ 12%

■ 83%

■ Yes   ■ No   ■ Not sure
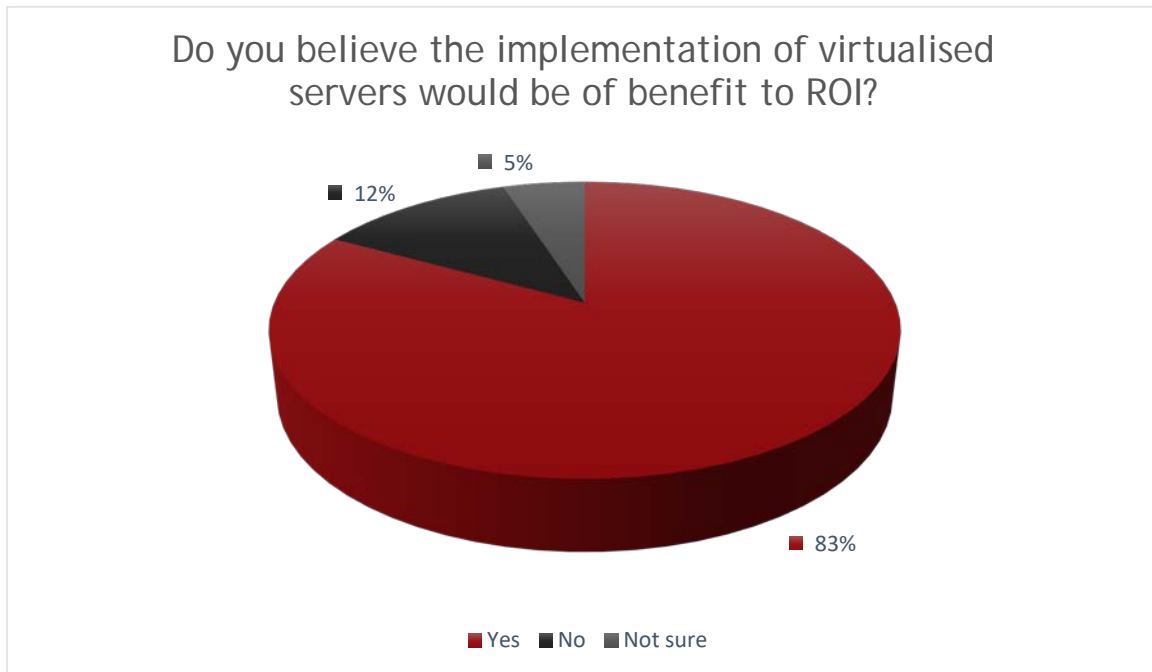
Chart 4: Stakeholder support of virtualisation

Do you support the implementation of virtualised servers in ROI?

■ 0% ■ 5%

■ 95%

■ Yes   ■ No   ■ Not sure
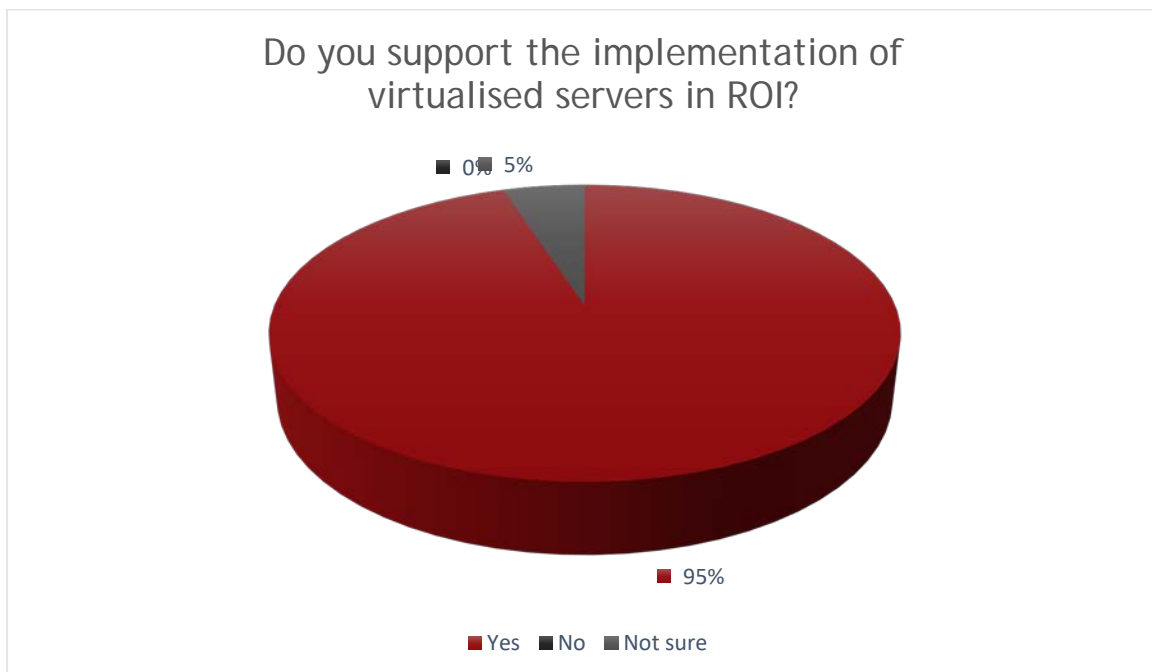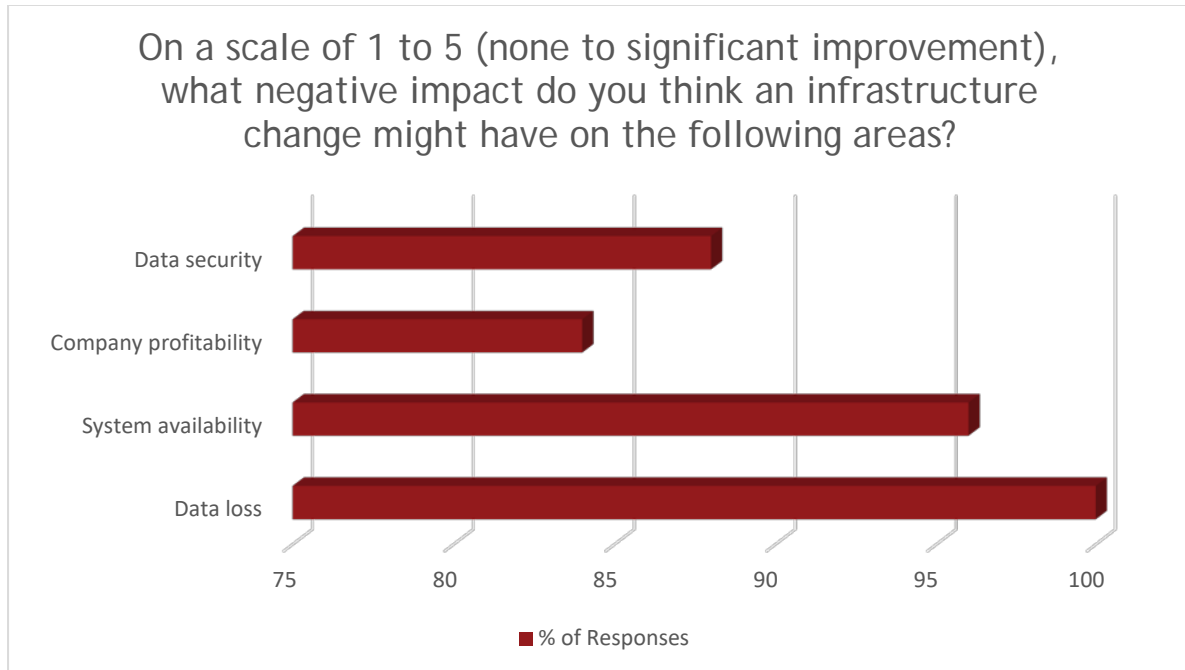
Changing infrastructure

Chart 5: Negative impact of change on data, availability and profits

On a scale of 1 to 5 (none to significant improvement), what negative impact do you think an infrastructure change might have on the following areas?

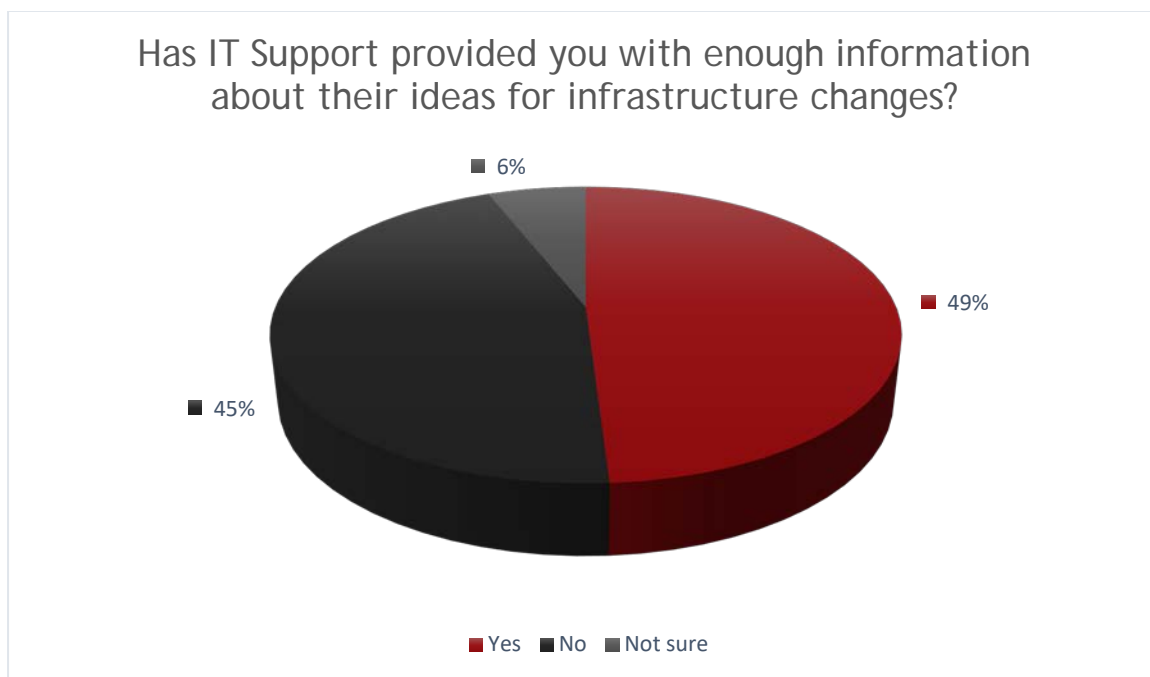■ % of Responses

Additional responses

"The servers contain a lot of important data and files. If these were lost, Red Opal would have to close down."

"The HR system stored on the servers contains ALL of the data about employees, including personal details, contract start and end dates, annual and long service leave entitlements, as well as our policies to name a few. This is all mission critical data."

"If project files and media assets are lost, these will have to be recreated from scratch. This would waste a lot of time and money."

"If the finance system goes down, ROI won't be able to do transactions and critical data could be lost."

Chart 6: Information provided by IT Support

Has IT Support provided you with enough information about their ideas for infrastructure changes?

■ 6%

■ 49%

■ 45%

■ Yes ■ No ■ Not sure

Additional questions

What critical business processes are undertaken by your business area?

The Human Resources system covers the following processes:

- Recruitment
- Managing leave
- Calculating hours worked for payroll
- Managing leave requests, etc.

The Multimedia department produces and completes projects for clients.

The Accounts system covers the following processes:

- Paying invoices
- Sending invoices
- Reconciling payments
- Employee payroll.

Do you have any questions, comments, concerns or recommendations for this idea?

"As usual a proper plan is needed to ensure the smooth transition to virtual servers."

"If the HR server is to be upgraded, this needs to be done as a Pilot so that we have access to the existing system and can smoothly cutover to the new one without any downtime."

"What plans are in place to ensure that data/files on the server aren't lost?"

"Any upgrades to the finance system need to be done carefully. These changes also need to be done over the weekend as the finance system is in use Monday to Friday."