



Managing Change in Critical IT Infrastructure – London 12th April 2011

The impact of changes to complex IT infrastructure is not easy to manage - cost, confidence, project timescales, dependencies, communication and risks are all involved. In our informal half day seminar we have speakers talking about new techniques and support systems used for the management of critical systems. When you have many thousands of servers and desktops linked by tens of thousands of connecting wires, the costs and risk of changes multiply, so why not understand how others meet the challenges with infrastructure configuration management principles?

1. Implementing and Maintaining a Successful CMDB.

Anthony Brimacombe, Head of Configuration Management, Lloyds Banking Group.

Maintaining a knowledge system that maps over 15000 hosts to the systems and services that keep a major bank running is not easy. The ITIL framework emphasises the value of configuration management as a supporting system for change, incident and problem management, but doing it is another matter. As one of the few organisations that have successfully run a production CMDB for many years, Anthony will cover how his team continues to evolve techniques and the recent use of AssetGen technology to improve service impact and dependency understanding.

2. Enhancing the Support Service Experience.

Barry Horgan. Director, Excel-IT.

Ashraff Khan. Head of Professional Services, Excel-IT.

Excel-IT provide UK and European managed IT services covering adds/moves/changes, physical infrastructure management, networks and data centre services for large and medium companies. Managing large numbers of engineers, covering multiple projects and tasks every day, requires specialist systems to help manage workflow, customer communication and the knowledge of constantly changing infrastructure. Barry and Ashraff will cover how AssetGen fits into their company support service strategy along with other supporting systems.

3. Reducing Spreadsheet Chaos and Visio Overload.

David Cuthbertson, Director, Square Mile Systems.

Maintaining a consistent, shared view of infrastructure space, power, inventory, connectivity, networks, virtual systems, applications and services is typically beyond the capabilities of Excel and Visio. The AssetGen approach uses a shared infrastructure application to automate the production of the Excel and Visio diagrams needed for projects and operations teams. It also enables management controls and reporting in areas such as capacity planning, change audit trails, shared risk identification and recovery planning.

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Registration details:

12th April 2011 Managing Change In Critical IT Infrastructure 9:00am - 1:00pm

As places are limited to 30, registration is required for this free event by email (events@squaremilesystems.com), fax (08707 519268) or telephone Helen Kennedy (08709 504651). The seminar venue is close to Liverpool Street station

Please note Square Mile Systems reserves the right to limit attendance.

Please fill in the following so we can contact you with venue details.

Name :
Position :
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