

## UKCMG Newsletter – November 2007

### MARK YOUR DIARY

#### UKCMG Forum

**26 November 2007 - Hilton Hotel, Olympia, London**

*Virtualisation, Performance Testing, Service Management & Exhibition*

For full agenda and to register now, visit [www.ukcmg.org.uk](http://www.ukcmg.org.uk)

#### UKCMG Annual Conference & Exhibition - 19-21 May 2008 Whittlebury Hall Hotel, Whittlebury, Northampton

*Multi-track Agenda, Workshops & Exhibition, HP High Performance Simulation*

#### The Three Laws of Capacity Management

**Adam Grummitt - UKCMG Chairman**

Several years ago I attended a workshop where I was asked to define the goal of capacity management.

I came up with a phrase something along the lines of "The primary goal of Capacity Management is the optimisation of infrastructure costs whilst ensuring that service level targets continue to be met".

It was welcomed and immediately adopted by the workshop, but it is WRONG...your immediate management is unlikely to see resource optimisation as the primary goal of capacity management.

The problem is that inefficiency implies having more spare capacity than you need to do the work. While this is bad from a cost viewpoint it provides a greater cushion should a problem occur. Thus, greater efficiency implies greater susceptibility to a problem.

And most Managers are risk averse; they will do anything to avoid having a problem.

Yes, everyone says that cost-efficiency is their primary goal but this is a tomorrow problem. Give a manager a choice that entails saving a little money tomorrow but increasing risk today and it will be rejected nine times out of ten, usually with the phrase "it's just not worth the effort".

Recognising this reality I have added the following codicil to my definition of Capacity Management's primary objective, leading to the following "Three Laws of Capacity Management":

1. Always make sure you have enough capacity for today
2. Make sure you have sufficient capacity for tomorrow, but only after satisfying law 1
3. Only optimise the costs of the infrastructure after satisfying laws 1 & 2.

(With apologies to Isaac Asimov)

## CMG ANNOUNCEMENTS

### UKCMG Forum - 26 November 2007 - Hilton Hotel, Olympia, London

The one-day conference will keep you abreast of developments and in touch with key IT people and covers the core areas of:

**Virtualisation**  
**Performance Testing**  
**Service Management**

This event will also have a full table top exhibition running alongside the conference allowing you the opportunity to network with the following companies:

Capacitas, Compuware, Metron, Reflective Solutions, SAS, Sysload, Systar, TeamQuest and Itheon Networks.

For more details and full agenda, please visit [www.ukcmg.org.uk](http://www.ukcmg.org.uk)



**IT business journal VitAL Magazine is offering UKCMG members a 50% discount on subscriptions.** Published by 31 Media on a bi-monthly basis **VitAL Magazine** is distributed to senior level professionals who are concerned with the impact IT is having on the business.

Each issue of **VitAL Magazine** is packed with thought leadership articles, opinion pieces, case studies, dynamic news stories, research findings, and witty columns, that cover pressing topics that include helpdesk systems, asset management, ITIL, configuration management database (CMBD), general IT & Business Service management; right the way through to corporate social responsibility. If you would like to subscribe to **VitAL Magazine** please visit [www.vital-mag.net](http://www.vital-mag.net) and click on the subscriptions tab.

#### Contact details

Grant Farrell

Tel: +44 (0) 208 316 7433

Email: [grant.farrell@31media.net](mailto:grant.farrell@31media.net)

#### Annual Conference 2008

Sponsor and Exhibition packages will be published on Thursday 15th November.

**Book before 31st December to receive your Early Bird Discount of £250!**

## VENDOR ANNOUNCEMENTS



ExpeTune DB is an established solution, which has been highly successful at some of the world's largest and most complex DB2™ installations and is the latest exciting new solution from Macro 4. Designed to help users make the very most of their mainframe DB2 environments. DB2 is the cornerstone of virtually every organization which uses mainframe servers. It is increasingly the repository for the most critical business data. Making the very best use of this is therefore vital to the health of not only the application environments which make use of the data but the whole organization which relies on them. ExpeTune DB is

designed for use by DB2 performance analysts on z/OS platforms and provides a wide range of facilities to help them be more productive and effective in managing DB2. If you would like to know more, please contact us at: [APA.team@macro4.com](mailto:APA.team@macro4.com), or see our website <http://www.macro4.com/>.



**Systar's OmniVision: reduce the risks in virtualisation**

Virtualisation solves many problems associated with distributed infrastructure – but it needs careful management to avoid creating new problems, some having more deadly consequences than server sprawl and low utilisation. Because one misbehaving VM can impact the others on the same host, using an alerting approach to problem management is not enough to avoid problem propagation. Systar's OmniVision understands the interaction between the VMs and the host and, by building a detailed picture of trends of behaviour, can predict where problems will emerge before an incident can spread out of control. Over 60,000 servers are monitored by OmniVision, including many under VMware and Power5. It is used by the world's largest companies, including Coca-Cola, Orange, Toyota, AIB, Volkswagen and Renault. Interested? Systar will be at the UKCMG Forum on November 26<sup>th</sup>. Come along and see us there. Or call +44 1494 774083. Email: [jcheetham@systar.com](mailto:jcheetham@systar.com). [www.systar.com](http://www.systar.com)



**NEW ITIL CAPACITY MANAGEMENT PRACTITIONER COURSE**

Metron, one of the world's leading performance management specialists, reports that its portfolio of ITIL training programmes is proving increasingly popular. The company's recently launched ITIL Capacity Management Practitioners Course, which is ISEB-accredited, is unique in that it is delivered by capacity management experts with hands-on experience of the technology, rather than general training providers. The Practitioner course is aimed at those who are new to capacity management, as well as those with more experience who are keen to understand how their current processes fit into the ITIL guidelines. It concludes with an ISEB (Information Systems Examination Board, part of the British Computer Society) examination that provides the delegate attending the course with the ITIL Practitioner Certificate in Capacity Management. Metron operates a 'Pass Guarantee Scheme'. In the unlikely event that a candidate does not pass the ISEB examination first time (Metron has a 90% pass rate), delegates are welcome to re-attend the course either in full or simply to re-sit the exam, free of any tuition charge. More information from [www.metron.co.uk](http://www.metron.co.uk) or +44 1823 259231