

- Proven process model
- Cost and planning certainty
- Quality assurance
- Reliable project management



## // FNT ValuePack Data Acquisition

A Customized Service for Faster Introduction of FNT Command and High-Quality Data Acquisition

The availability of reliable information is a key factor in determining the acceptance of an IT system within any organization. The added value for the user is dependent on the quality and timeliness of business-critical data. This value can only be achieved through rigorous data maintenance in the various IT service management processes. In addition to this challenge, the acquisition of accurate data describing existing physical resources is a fundamental requirement for the successful introduction and implementation of IT infrastructure management.

FNT ValuePack Data Acquisition is a standardized service package that enables organizations to create this crucial foundation in FNT Command. Using proven methodology, all important aspects are gathered, structured, and evaluated in the form of a basic acquisition concept. All process steps – from situation analysis and conceptual groundwork through structured data acquisition to quality assurance – are expertly managed and executed to ensure the fastest possible return on investment from FNT Command.

While FNT specialists conduct a fast, cost-efficient, and best practice-based inventory of your IT assets, your staff can focus on their own areas of responsibility.



Using a standardized and transparent cost model based on clear categorization of recorded infrastructure components, FNT guarantees full cost control for the entire duration of the project. It has also developed a Fast-Track-to-Value process model that ensures smooth delivery of the service.

### Structured Approach to Data Acquisition

As a basis for the entire project, FNT holds a structured on-site workshop during which basic definitions, assumptions, and constraints are identified and agreed with the client. During the current-state analysis, FNT specialists visit a representative data center to gain a more detailed overview of the infrastructure to be documented. Other sources of required information are then identified and classified. This can take the form of visual acquisition in data centers or exports from other source systems. The information content and data quality are then checked and modified where necessary to ensure compatibility when transferred to FNT Command. This process ensures that all sources required for the acquisition concept are properly identified and classified. In addition, any existing data acquisition rules are reviewed and incorporated when creating the acquisition concept. All objects that do not have to be recorded are included with all other information in a checklist that accurately documents all expected results.

### Proven Data Acquisition Concept

The next stage is to create an acquisition concept, with a detailed project plan and schedule, that provides a reliable framework and planning certainty for both parties. For this first project milestone, the previous results are used to quantify and evaluate the number of components to be documented. Next, the objects and the level of detail required are specified. In addition to naming rules, the modalities for visual data acquisition and/or the transfer of information from other client-owned systems are defined.

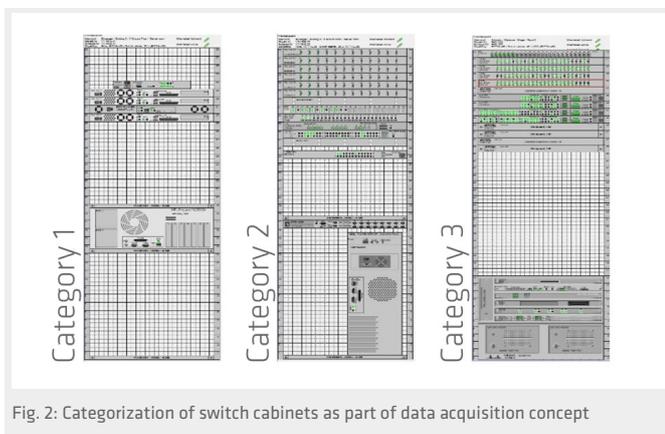


Fig. 2: Categorization of switch cabinets as part of data acquisition concept

Additional measures that may be required for the acquisition of outstanding components are agreed with the client separately. All objects are documented in relation to a realistic zone structure in FNT Command. This structure is defined in consultation with the client and specified in the acquisition concept.

### Piloting

Prior to the productive acquisition phase, FNT conducts a pilot acquisition of a predefined range of data at a selected location. At this time, the zone structure specified in the acquisition concept is created in FNT Command. This is an important

stage in the project, which provides practical validation of the acquisition concept. The pilot results are then used to identify ways of improving the efficiency of the process. The larger the infrastructure to be documented, the more important this stage becomes. In addition, this process enables FNT to check the impact of the conceptual groundwork directly in the system using realistic data and to implement corrections if necessary. The ability to adapt the acquisition concept to meet specific client requirements ensures high quality standards during the acquisition process.

### Acquisition of Infrastructure Data

Once the acquisition concept has been tested by FNT and approved by the client, the full acquisition process can begin. The specifications set down in the acquisition concept are strictly adhered to throughout. Regular reports ensure that the client has a complete overview of project progress at all times. The transparent evaluation system for switch cabinets also enables continuous cost control, thanks to fully traceable categorization of each documented cabinet based on clearly defined criteria.

### Quality Guaranteed

The quality of the documented components is checked at regular intervals during performance of the service. The client has the opportunity to review and accept all aspects of the service, either through random samples or as a whole. The service is completed when all tasks agreed in the acquisition concept have been performed and the client has confirmed the scope and quality of the results. FNT guarantees the highest quality standards and provides clearly defined service levels. In addition, each FNT ValuePack is formally concluded with a detailed report. This report contains notes on the project provided by the FNT specialists as well as important instructions on subsequent management of data in FNT Command. As a result, the client continues to benefit from the results and experience acquired in the course of the project.