

# PROCESS ENGINEERING

More often than not, your core operational storage and backup challenges lie in a failure of process, not technology.



If you are searching for a wider assessment than the traditional storage health check, our operational storage service delivery includes not only technology review, but also process, organization and governance. In our experience, more than 60% of our assessments show process failures as the top issue being addressed by our clients.

## You need an ITIL-based process model

If process failure is an issue you face, you might benefit from an Information Technology Infrastructure Library (ITIL) – based process model. ITIL is one of the most widely accepted approaches to IT service management; by leveraging a process reference model or an interrelated model, you can tie together methodologies from the Project Management Institute (PMI), ISACA (COBIT) and ITUP (IBM). This can provide your IT organization with a more complete process framework.

## One option is to work with the experts at Mainline

By starting with up to ten processes, we can then share the complete process model framework, develop IDEF0 charts for each process, define each process and build a swim lane diagram that defines your interactions with that process.

### Service Features

- ITIL compliant
- Interconnected process framework
- Customizable to address your top ten missing processes
- Develop useable and auditable storage and backup operational processes
- Final process deliverable can be used to train new and existing employees

### Service Benefits

- Reduce human error
- Enhance and reduce to execute the root cause analysis process
- Adopt auditable processes
- Link IT processes via a larger interconnected process model to enable concurrent process development
- Enable delivery process training for your team

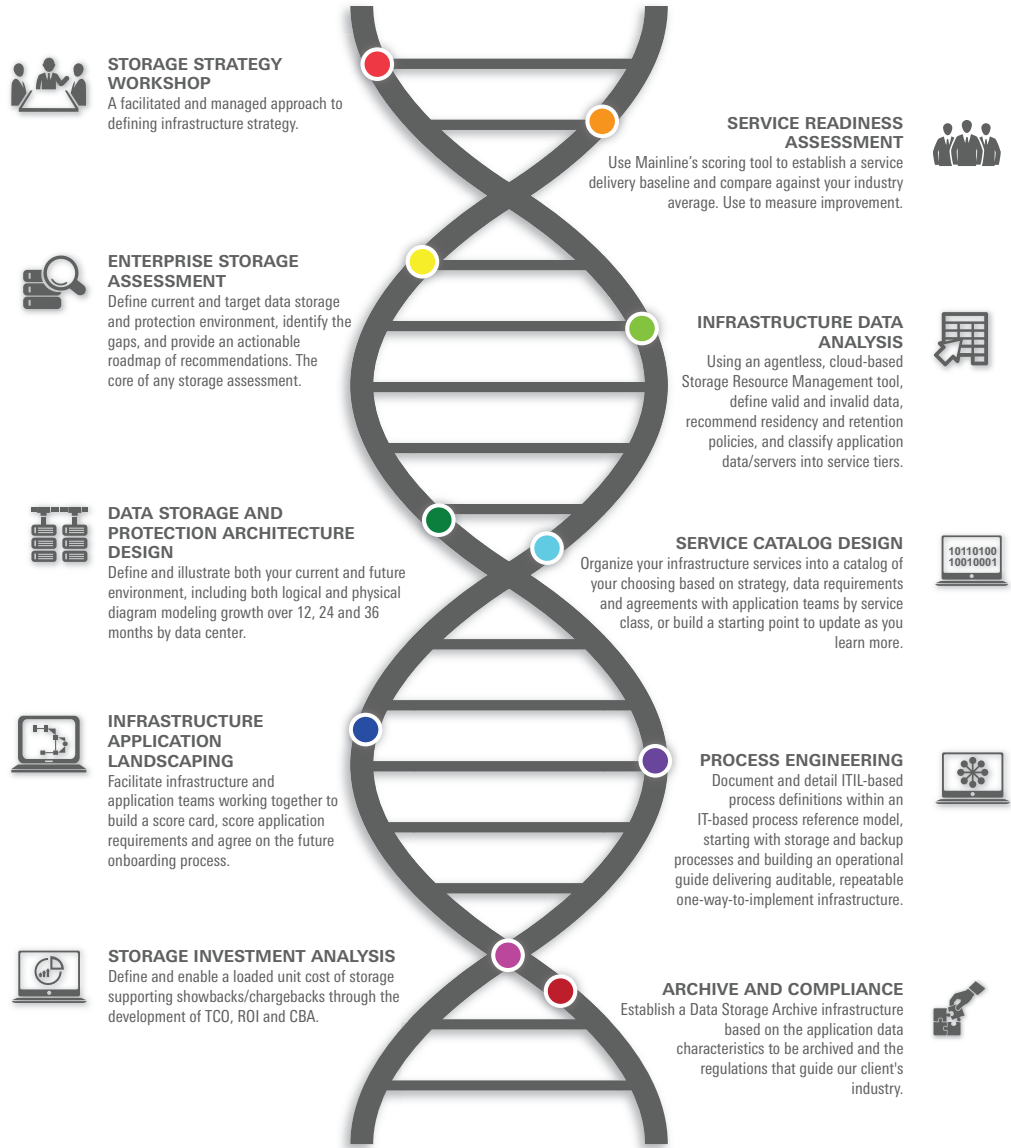


## Process Engineering is part of Mainline's larger storage assessment methodology

Mainline's Storage Assessment methodology consists of ten service areas that can be delivered as a whole to exploit the inherent synergy, or they can be delivered as stand-alone services, depending on where you are in the storage transformation journey.

### Process Engineering provides additional value when delivered with the following services within the methodology...

- **Enterprise Storage Assessment** with a defined storage strategy reduces up-front data gathering and time spent defining a target environment and provides excellent content in the prioritization of identified gaps. Also see service components synergistic with Enterprise Storage Assessment.
- **Infrastructure Application Landscaping** is for most a missing part of the storage strategy - to work closely with application teams to specifically address their wants and needs.
- **Infrastructure Data Analysis** provides an objective measure of the needs of applications through the analysis of metadata, offering a starting point for application landscaping.



## EXPERTISE YOU CAN TRUST

- Eighty-five storage experts skilled in storage solutions from every major vendor
- Decades of industry expertise in designing, implementing and optimizing storage solutions for environments of all sizes
- Services covering product implementations, complex data migrations, information lifecycle management, storage assessments, and advanced archiving and protection strategies
- Residencies and managed storage services to improve storage operations and reduce operating cost

## Next Steps:

Contact your Account Executive, or you can reach us at [StorageServices@mainline.com](mailto:StorageServices@mainline.com).

For more information on our storage services, go to <http://mainline.com/storage-transformation>.