

The Essential CIO

Insights from the
Global Chief Information
Officer Study

IBM

Creating a Development and Test cloud

Hardware utilization
up 75%

and end-user IT support costs
cut up to 40 percent

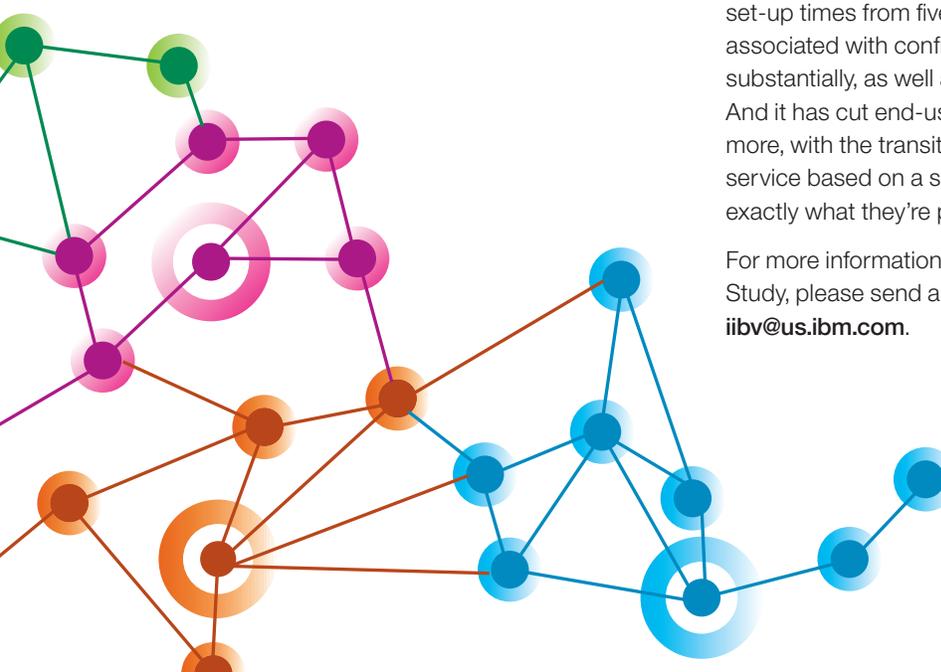
Like any enterprise, IBM uses an assortment of applications to run its business, and many are developed internally. The development team responsible for creating and maintaining those applications needs servers on which to build and test during pre-production. Previously, a global support team provided and maintained those servers using a skilled staff and IT optimization techniques like virtualization. Recently, the team realized that leveraging cloud computing would be more effective.

Before the CIO Development and Test cloud was established, developers had to follow a lengthy, skill-intensive process to obtain a new development or test environment. Now, “under the cloud,” developers simply log into a self-service portal to select what they need from a catalog of available images and services. The requested middleware, operating system and storage services are then provisioned rapidly by the cloud’s automation and process workflows.

Using a cloud to automate this process saves significant time and effort. Developers can get needed resources on demand and store images of customized environments for future use. As a result, developers are far more willing to release servers when they are no longer needed.

In all, the new Development and Test cloud has chopped average server set-up times from five days to one hour. It has also reduced the IT costs associated with configuration, operations, management and monitoring substantially, as well as improved hardware utilization rates by 75 percent. And it has cut end-user IT support costs by up to 40 percent. What’s more, with the transition from a flat monthly fee to a flexible metered service based on a smaller increment of usage, project teams know exactly what they’re paying for.

For more information about this case study or the IBM Global CIO Study, please send an email to the IBM Institute for Business Value at iibv@us.ibm.com.





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