DIY VS getting in the tradesmen

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Agenda

- Firstly...let’s break ourselves into evenly mixed groups of vendors, customers, techie and non-techie people
- An opening thought; why do we do things differently at home?
- What are the options for getting things done?
- Why do I need help/where should I be identifying my customer needs help?
- Know your area of expertise – how good are you at DIY?
- Summary
Why do we do things differently at home?

- Question: How do you explain what you do to your mum or your friends?
- Enterprise Software sales video
  - Have you ever thought about what IT negotiations would look like to a normal consumer?
  - [https://www.youtube.com/watch?v=R2a8TRSgZYY](https://www.youtube.com/watch?v=R2a8TRSgZYY)
Taking away the jargon

- Why is SAM similar to any other trade?

<table>
<thead>
<tr>
<th>They have…</th>
<th>We have…</th>
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<tbody>
<tr>
<td>Building regulations</td>
<td>Licensing rules</td>
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<td>Working methods for construction &amp; testing</td>
<td>Processes for procurement, deployment, operation etc.</td>
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<tr>
<td>Tools</td>
<td>Erm… Tools 😊</td>
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- When I explain it to people who aren’t familiar with it, I tend to resort to metaphors
  - Shopping being the easiest one to use!
    - What SAM is generally
    - Agentless VS Agent Based auditing
So what are the options for getting things done?

- **DIY**
  - If you’ve got the skills (or most of them) and you’ve got the know how, then do it yourself
    - At home, you might refit an entire kitchen yourself

- **GABI – Get A Body In**
  - Pay someone to fully outsource to and concentrate on other things.
    - At home, you might pay Wren to supply and fit the kitchen so you can take the kids to the zoo

- **A bit of both**
  - If you’re DIY minded, but know that you have some limits, do the bits you can yourself and then get help for the bits that need “the professional finish”
    - You might buy and fit a kitchen but get some design advice from a professional as well as leaving the gas, plastering and tiling to someone who will give it a pro finish and the right certificate

- **So the question is; what’s your preferred approach?**
Name the following tools and what their purpose is:

- **Metal Drill**
- **Core Drill**
- **Wood Drill**
- **Hole Saw**
- **Ground Auger**
- **Tile Drill**
- **Glass Drill**
- **Masonry Drill**
If you are going to DIY…

- Make sure you’ve got the right tools for the job
- If you’re going to use existing tools, know their limitations
However, even if you have the tools…

- Know when it’s a good time to call in some help…
- …preferably before you get to this stage
“I don’t need to know everything, I just need to know where to find it, when I need it”

- Albert Einstein
Now let’s do a few SAM related exercises…

Exercise 1 – making the business case for SAM

- You are a successful financial organisation that has just acquired a competitor and has been restructuring the business to integrate the new firm.
- The organisation is reviewing its current strategy around corporate governance as a new CIO has just been appointed who has expressed this as one of her interest areas.
- The organisation has not been audited by any of the major spend vendors for five years; the last being Adobe where there was a £50k shortfall of licensing.

Key stats about the organisation

- 5,600 employees
- 8,000 WINTEL clients
- 4,000 WINTEL servers
- 2,000 Linux/UNIX servers
- Annual software spend of £2.7m

You have five minutes to structure keys points and an approach for a business case
Another SAM exercise

- Exercise 2 – technical data collection design
  - Considering the following network, what design choices would you make around which tools to implement and what challenges do you foresee with this client’s network?
  - You have 5 mins
Exercise 3 – Licensing Requirements

- A company has a requirement to ensure that they have the right number of licences for their datacentre.
- The technologies in use are all running in virtual machines:
  - Microsoft
    - 100 Windows Server 2012 servers
    - 14 SQL 2012 Servers (400 internal employees & SQL Servers being accessed externally)
  - Oracle
    - 4 servers running Database 11g, each running with Partitioning and Spatial
  - Red Hat
    - 14 Enterprise Linux
- The virtualisation platform is VMware and the technical team has specified that they will use 20 dual processor hosts with 6 cores per processor
- All Oracle products will run on the RHEL OS
- DRS will be used across the VMware hosts for load balancing and HA for physical host redundancy. Two SANs will also be in place to load balance the storage based on performance.

What best practice guidance would you give to contribute to the above design to optimise the licensing requirements against the tech spec?
Summary

- Those on the client side:
  - Although our personal lives and work lives are different, we shouldn’t neglect the principles applied when using our own money when at work
  - DIY is a good thing, but having the right tools for the job is totally key
  - Even with good tools, if you don’t know how to tackle specific areas, get a professional who knows how to use the tools you’ve bought to do the job right

- Those on the service provider side
  - Same as the above; but apply it to how you would want to be treated as a client
  - Help deliver the tricky, value added services to your clients and let them take care of that which is easier/cheaper for them to do themselves
    - You wouldn’t ask a carpenter if you could hang the doors in his house!
  - Like all goods tradespeople; good work will result in recommendations and further work.
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