IT Management Maturity

Phase 3: Moving from Proactive to Aligned
To help IT leaders in mid-sized enterprises advance their IT management maturity, Kaseya created a five-level “Mid-sized Enterprise Maturity Model,” which is described in the Kaseya “Benchmarking Your IT Maturity” eBook. The maturity model eBook outlines how organizations should think about their own IT maturity and how to plan for advancing their capabilities to the desired state. In this companion eBook, we explore the move from level 3 of the maturity model, “Proactive,” to level 4, “Aligned.”

IT organizations that have achieved the “Proactive” level have implemented several important IT management capabilities, including centralized management, strong security and compliance practices, policy-based automation, and formalized IT management processes. These competencies are helping the IT team achieve higher levels of efficiency, security and compliance. With more efficient use of resources, IT is completing more projects, and delivering on time.

At the “Aligned” level, IT organizations add Service Level Agreement (SLA) management to their capabilities. Because their IT management data is integrated across functions, they are able to utilize predictive analytics to better track and deliver on the service levels required by the business, and to improve data-driven decision making. These added competencies also help the IT team further improve efficiency to achieve even more with existing staff.

In the next several pages, we explore the top 3 challenges and Kaseya solutions that can help mid-sized enterprises move from “Proactive” to “Aligned.”
Mid-sized Enterprise Maturity Model

**REACTIVE**
- Responding to user issues
  - Disparate tools and manual reporting
  - Unexpected user downtime
  - Limited visibility of IT assets
  - Limited security
  - Weak IT management processes

**EFFECTIVE**
- Managing systematically
  - Centralized IT management and reporting across functions
  - Consistent discovery and audit of IT inventory
  - Monitoring for IT deviations
  - Basic security and compliance practices
  - Rudimentary IT management processes

**PROACTIVE**
- Preventing problems
  - Policy-based IT automation
  - Automated IT maintenance
  - Documented, automated remediation of IT deviations
  - Strong security and compliance management
  - Formalized IT management processes

**ALIGNED**
- Data driven decisions
  - Documented SLA management
  - Predictive monitoring and analytics
  - Integrated management information and reporting
  - Streamlined IT management processes

**STRATEGIC**
- Valued business partner
  - Providing solutions to business problems
  - Effectively responding to business demands
  - Documented value to the business
  - Partnership in choosing and managing Cloud services

- Providing solutions to business problems
- Effectively responding to business demands
- Documented value to the business
- Partnership in choosing and managing Cloud services
Challenge 1: Keeping the lights on, but still not consistently delivering on business service level expectations

Solution: Track and manage SLAs

Just because systems are up and running doesn’t mean that IT services are meeting the business service level expectations. Measuring the actual service levels from the users’ perspective helps IT teams make sure they are meeting business expectations and needs with the services they deliver.

SLAs can be made up of many IT metrics, from the time it takes to deploy a new machine, to the speed of application updates, to the availability of mission-critical business services. A complete IT management solution should help IT organizations create, track and report SLAs in all of these areas.

With its comprehensive and integrated IT management solution, Kaseya provides the information and reporting you need to establish, continuously improve, and mature SLAs. Kaseya provides real-time visibility into critical IT metrics in a single dashboard so they can easily be compared to your established SLAs or expected service levels. Extensive data collection also allows you to generate the reports needed to track performance against SLAs over time, showing success and demonstrating value to the business.
Challenge 2: Inability to identify and address problems before they impact the business

Solution: Predictive analytics to prevent problems and improve service quality

While it is important to identify and resolve service-impacting problems quickly, it is better to prevent the problems altogether. Predictive analytics provides your IT team with notice of potential issues before they happen, so action can be taken before users are impacted.

Kaseya provides advanced system learning, based on behavioral analytics, to detect normal patterns based on time of day, day of the week and month, and time of year. System behavior is seen in context of these patterns, so that only true anomalies raise an alert, and alerts are raised before services are impacted. Once an alert is raised, Kaseya root cause analysis enables your operations team to quickly identify the problem, whether it is across cloud, on-premise, hybrid cloud, virtualized or distributed IT environments. Your team can spend their time addressing only true issues, and address them before the issues impact the business.
Managing the entire IT environment — hardware and software, cloud and on-premise — can be a daunting task, and one that becomes more difficult as the environment expands and becomes more complex. Poor or inconsistent data from this expanding environment will slow down IT processes and make it more difficult to make good decisions. A single source of data which integrates key sources of information drives speed and effectiveness in IT decision-making.

Kaseya’s solution provides a comprehensive, single source of information, which integrates functional information (e.g., audit, inventory, security, and backup) with service level information (e.g., availability and performance of service) to allow you to make informed decisions. Real-time dashboards along with historical reporting present the information in an effective way to help you address immediate issues, as well as to plan for the long-term.

**Challenge 3: Lack of quality data for decision-making**

**Solution:** Leverage a single source of integrated data
Summary

In this eBook, we discussed the challenges and Kaseya solutions to move from level 3, "Proactive," to level 4, "Aligned."

**Challenge 1:** Keeping the lights on, but still not consistently delivering on business service level expectations
**Solution:** Track and manage SLAs

**Challenge 2:** Inability to identify and address problems before they impact the business
**Solution:** Predictive analytics to prevent problems

**Challenge 3:** Lack of quality data for decision-making
**Solution:** Leverage a single source of integrated data

We invite you to sign up for a **trial** to see how Kaseya can help your organization mature its IT management capabilities.
Kaseya is the leading provider of cloud-based IT management software. Kaseya solutions allow Managed Service Providers (MSPs) and IT organizations to efficiently manage IT in order to drive IT service and business success. Offered as both an industry-leading cloud solution and on-premise software, Kaseya solutions empower MSPs and mid-sized enterprises to command all of IT centrally, manage remote and distributed environments with ease, and automate across IT management functions. Kaseya solutions are in use by more than 10,000 customers worldwide in a wide variety of industries, including retail, manufacturing, healthcare, education, government, media, technology, finance, and more. Kaseya is privately held with a presence in over 20 countries. To learn more, please visit www.kaseya.com

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