Abstract

Control is imperative to effective service delivery. Monitoring the control parameters of IT infrastructure elements thereof is of paramount importance both for IT and IT-enabled businesses. These parameter-values need to be captured from service delivery environment of any IT-enabled business. The new-age IT infrastructure models are promising with cloud and virtualization technology options and web-based service-delivery models. But without effective
control, even these highly efficient solutions will yield below-optima results. By pragmatically monitoring the parameters that define or govern the run-time service delivery environment, IT services supporting businesses will become transparent, predictable, accurate, cost-viable and quality-effective. In this paper, we create a parameters-based control framework of the new-age IT Infrastructure. Operationally, this framework can be used for IT-user organizations as well as service providers, to track their delivery concerns. Strategically, this framework may serve as a baseline template to plan for a minimal set of parameters recoded as operational data-points from the real-time run-time IT infrastructure operations environment.

Reference


Index Terms

Computer Science    Wireless
### Key words

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