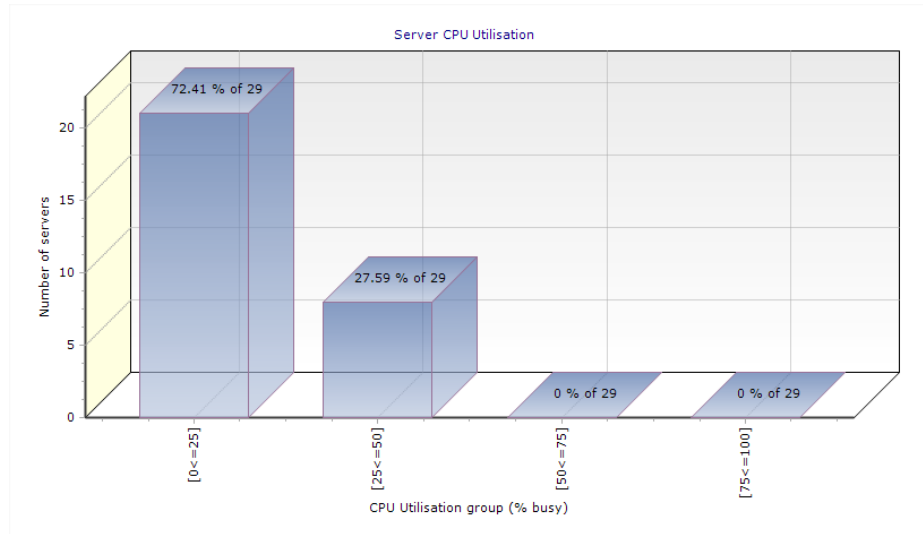


Over 60% of servers running in most organisations are either underutilised or simple not used at all!



Over the past few years, we have been asked by various organisations to conduct an audit on their IT infrastructure. This has usually been initiated with a view to identifying cost savings for the organisation, but quite often ends up with a review of their processes and procedures.

In a “typical” IT organisation, infrastructure is obtained when new projects are initiated or hardware lifecycle management occurs. Over the years this has led many organisations to have more infrastructure than they actually need, which in turn leads to higher expenditure than is required to support their operational business. The audits we conduct identify infrastructure in use and how well that infrastructure is being utilised. In many cases, we find that well over 60% of servers are either underutilised or simply not used at all, while other servers are over utilised causing an adverse impact on the supported business.

For the organisations in question this was a revelation for several reasons:

- because they simply didn’t have a good handle on how much infrastructure they had;
- the cost of running these underutilised resources was a burden they certainly didn’t need in the current financial climate; and
- they realised that their procedures could be improved to enable delivery of better services at a reduced cost to their clients.

What we do

The critical tool in a Captell Audit is our flagship software “Captell”, which allows us to quickly analyse IT infrastructure utilisation and produce the necessary reports. We are able to utilise data from many common monitoring packages, such as CA Unicenter, Microsoft MOM or SCOM, Sitescope, or Tivoli. (If your monitor is not listed, we can still process your data and, if you don’t have sufficient monitoring in place, we can implement data collection utilising operating system supplied tools).

Once sufficient data is obtained we process it with the Captell system to produce the reports, which we then tailor to meet your business requirements. We analyse the report content with a view to reducing your ongoing IT infrastructure costs and improving IT service delivery.

(continued on page 2)

## The audit

- identifies all server resources in use by your organisation;
- reports the utilisation of these resources and, if sufficient data is available a forward projection is made to determine when these resources are likely to be exhausted;
- estimates the CO<sub>2</sub>e generated as a result of any underutilised servers;
- identifies the technical function (SQL Server, Domain controller, file and print etc.) being supported by each server;
- classifies each server as to the supported business function;
- makes suggestions as to consolidation and decommissioning of identified underutilised servers; and
- makes suggestions for any process improvement with a view to avoiding future over expenditure.

## The benefits of a Captell Audit

- an understanding of what your current IT infrastructure is and how it is being utilised;
- an understanding of the near future requirements for your infrastructure;
- a potential reduction in costs associated with running your infrastructure, including hardware costs; software licensing costs; and environmental costs such as power, cooling and CO<sub>2</sub>e; and
- where possible improved procedures, with a view to reusing existing IT infrastructure and reducing future costs.

Medicare Australia has been able to reduce costs, improve IT capacity and enhance the availability of services through the use of the Captell reporting system.

*"We used the system to understand how money can be saved and services improved, resulting in a stream of benefits for all of Medicare Australia stakeholders."*  
Medicare Australia IT Operations Manager

Captell Developments Pty Ltd was established in 2004 to develop and commercialise the Captell system. The system automates data storage and report generation from information collected by proprietary monitoring software packages.

On 23 April 2008 Medicare Australia engaged Captell Developments to audit its storage and application servers to ensure that they were performing at full capacity and were being wholly utilised.

Medicare Australia has a unique relationship with every Australian resident, a large proportion of doctors, pharmacists and other healthcare providers, as well as members of the health IT sector. In order to maintain these relationships, Medicare Australia must collect, store and ensure the protection of a vast amount of sensitive information.

Medicare Australia's fleet of servers support the full range of the Agency's work across Australia and the use of the Captell system allowed the Agency to identify its underutilised servers for redeployment elsewhere. It also allowed the Agency to prepare for the IT services procurement re-tendering.

Using the Captell reporting system, Medicare Australia deployed agents to collect and report data on the utilisation, capacity and performance of the fleet. The data obtained helped Medicare Australia begin making

decisions on the future deployment of the fleet and getting the best value from the IT infrastructure. The audit also allowed Medicare Australia to reduce costs associated with this infrastructure.

A side benefit from the audit has been the implementation of the windows reporting suite, which provides a number of summary documents that identify resources: free disk space, CPU and memory. It also provided application level reports that consolidated all resources in use by a specified application into a single document, fully automating all reports and delivering them through the Medicare intranet.

Medicare Australia IT Operations Manager praised the outcomes of the audit *"The data obtained from the Captell audit provided the basis for future planning, and ensured that best value could be derived from the IT infrastructure and sharper internal processes could be rolled out for capacity management, configuration management and availability management"*.

With the use of the Captell system, the audit took just 32 days to carry out.

*"The use of the Captell technology allowed us to utilise the IT infrastructure to better manage the Agency's changing business needs."*  
Medicare Australia IT Operations Manager.

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19 September 2008