Digital Service Management:
Going from Cloud Woes to Wows

Cloud adoption is at an all-time high. Organizations everywhere are investing in multi-cloud, and hybrid IT strategies in the hope of achieving the many benefits cloud computing enables. Are they succeeding? That is a very different story. Many businesses are still unsure about how to manage their cloud operations. They have not succeeded in optimizing their cloud infrastructure and are therefore missing out on benefits such as cost savings, better resource allocation, and application control.

The raw truth is that "cloud adoption" accomplishes next to nothing without a comprehensive Digital Services Management (DSM) plan in place. Robust DSM keeps your cloud journey on track, avoiding pitfalls such as security risks, employee and stakeholder dissatisfaction, and the loss of time and money.

Five Warning Signs Your Cloud Journey Is Off Course

It is easy to be too close to a problem to see it. To help you objectively evaluate your hybrid IT environment, here are five distinct warning signs that you need to modernize Service Management.

1. **Workload Worries:** Business operations are complicated, no doubt about it. But there is a difference between well-ordered complexity and an out-of-control muddle. If your cloud workloads feel more like the latter than the former, you are undoubtedly leaking time and money. To unlock digital value across your cloud value chain, you need complete visibility and control over your hybrid cloud environment. Streamlining your IT operations in the cloud is a vital step toward improving the quality and consistency of IT services.

2. **Budget Busters:** Are your cloud costs skyrocketing? If so, you are not alone. The inability to assign and invoice cloud charges to relevant business units due to a lack of visibility into your cloud spend can result in overprovisioning and wasted budget dollars.

3. **Resource Wrinkles:** To have your cloud environment functioning at optimal levels, you need to identify redundant resources and modify their allocation as needed. Not only that, your IT resources need to comply with varied security policies from different cloud providers while deploying applications or workloads in the cloud as post-provisioning activities. Not adding cloud providers in your ecosystems could lead to ineffective use of your resources and losing track of key systems and applications.

4. **ITIL Ailments:** Let's be honest – keeping up to speed with compliance regulations is probably not your favorite activity. But if you have been falling behind in your compliance with the latest Information Technology Infrastructure Library (ITIL) standards, you are in trouble. Lack of vendor aggregation in your cloud ecosystem and a dearth of cohesive cross-vendor knowledge of relationships could not only cost you cloud dollars but could result in irreparable business and reputational damage caused by cloud outages.

5. **Data Dangers:** As your data moves to the cloud, your organization may lose sight of where your data is stored. This lack of visibility could expose your corporate data to a variety of security threats and vulnerabilities and put you at risk of failing to meet regulatory requirements. To secure your cloud, you need security solutions that span all cloud and data center environments, including centralized policies, monitoring, and management of resources.

Getting Back on Track With DSM

DSM resolves workload, budget, resource, ITIL, and data issues, as well as a host of other concerns. As such, it is a powerful tool in your cloud arsenal for navigating your cloud journey and maximizing your cloud's business value, with a focus on financial and operational metrics.

Unlike other service management frameworks, DSM incorporates all of the principles and strategies of IT Service Management (ITSM) and enterprise service management, *plus* adds a layer of visibility and control that digital businesses require to be competitive. This new framework is in line with ITIL 4, the most recent version of ITIL, which focuses on continuous improvement through IT service design, implementation, benchmarking, and service value system alignment.

With DSM, Your Organization Can:

- Bring agility, flexibility, and responsiveness into your cloud ecosystem, allowing you to integrate various hybrid infrastructures and application workloads to enable a seamless digital experience.

- Gain better visibility and control of your hybrid cloud environment by creating a more holistic picture of your IT services, cloud partners, business applications, and core infrastructure.

- Improve the customer experience and make the most of new value streams by incorporating the latest innovations such as DevOps, cloud computing, machine learning, and AIOPS into your management workflows.

- Introduce an extra automation layer and pave the way for intelligent hyper-automation (end-to-end automation across the value chain).

Streamline Workloads	Keep Budget In Check	Get ITIL Right	Vouchsafe Data
• Gain visibility • Better control over workloads • Improve quality of services	• Identify redundant resources • Modify allocation • Deploy workloads	• Comply with ITIL standards • Meet regulatory requirements	• Protect your data • Centralized policy management/ monitoring

Journey's End

As we said at the outset, cloud adoption is at an all-time high. You want to be sure your organization can also boast that your cloud benefits are at an all-time high. With DSM bringing you much-needed rigor and greater control over your hybrid cloud environment, you can make that claim. You will have the financial and operational metrics to prove that you are optimizing resources, reducing costs, and advancing your organization. That, after all, is why you embarked on this cloud journey in the first place. Sustainable success is your journey's end.

To explore how Unisys can help your organization drive value through DSM, please visit us online or contact us

For more information visit www.unisys.com