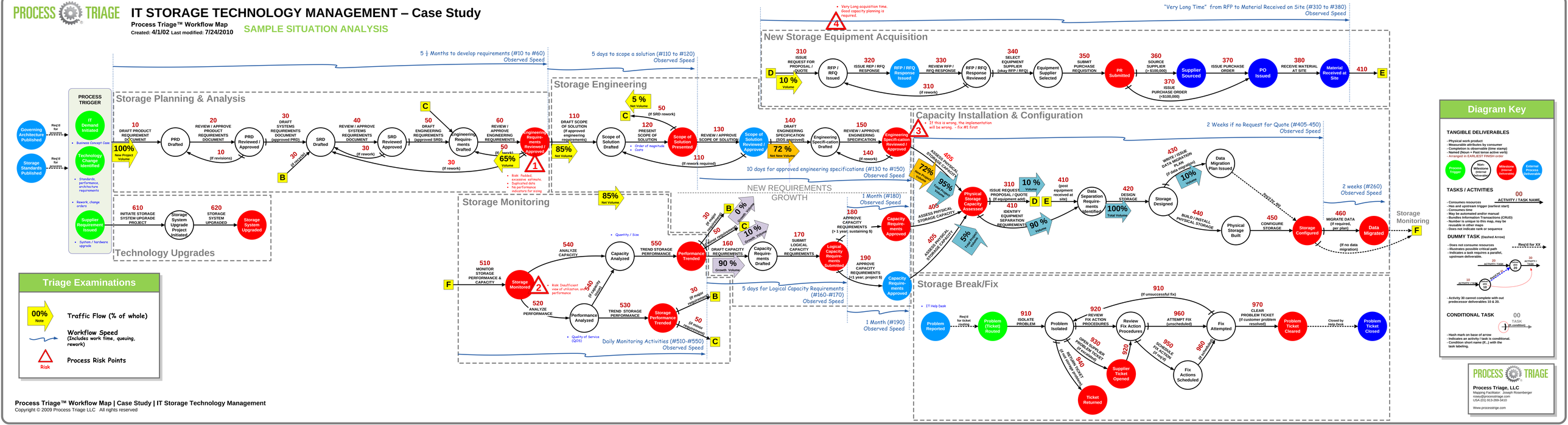
PROCESS TRIAGE

IT STORAGE TECHNOLOGY MANAGEMENT – Case Study

Process Triage™ Workflow Map
Created: **4/1/02** Last modified: **7/24/2010**

SAMPLE SITUATION ANALYSIS



PROCESS TRIAGE
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SAMPLE POINTS-OF-PAIN

- Poor market forecasts
- Little or no capacity projections
- Business needs late in definition
- Low quality; engaged late

10 - 60 (ENTIRE SEGMENT PAIN)
- Extremely constrained by upstream deliverables
- No Business - IT bridge for requirements translations
- No requirements management in place
- Not always involved at the appropriate point in the process

- No enterprise architecture influence / data strategy
- Lack of interoperability standards for multi-supplier support

- No governance & standards published

- Lacks detail
- Late delivery
- Engineering orgs not included in review

- Engineering's not involved in architecture dicing
- Capacity Planning (org) not involved in data growth modeling
- Supplier interpretation of request changes
- Delay as customer requirements get generated
- Inaccurate capacity forecasts

- Users change requirements (fixed schedule)
- Long duration and inconsistency
- Incomplete database analysis, performance etc.

- Project's not budgeted for required storage.

- Limited time to properly procure

- File system rework

- Lack of database analysis before this step does not feel well in this document

- PO Tracking is sometimes difficult

- Lack of communication for disk layout with all technical areas
- Too many redundant data

- No central tool

- App. Devel. duration too long to get here
- Lacks clear ownership; ?

- Vendor specific tools used

- Lack of understanding of true performance cause

- DBA's designing physical lay-out.
- Incomplete specification, e.g. purging criteria.

- Insufficient information for accurate estimates
- Insufficient requirements
- Poor I/O requirements

- Wide distribution of knowledge of trends and how to use them is poor

- Possible new and untested technology / production introduced

MONITORING SEGMENT WIDE
- DR Strategy needed
- No central tools
- No multi-platform tool available
- No report to AD for planning, etc.

- No single performance / capacity scale (Insufficient view of utilization and performance)

- Too late to discover space shortage
- Tier 3 and 4 applications not monitored
- Not all environments / applications storage are monitored (ORT, PT, PROD)

GROWTH DRIVEN ENGINEERING
- Not widely understood process; multiple options
- No AD feedback
- Too many redundant data
- No method of controlling unnecessary data growth

SUSTAINING vs. PROJECT FUNDING
- Difficult administration

Triage Examinations

Point-of-Pain (Under / Over Investment Symptom)

These become the focus of Small & Big Now's.

Diagram Key

TANGIBLE DELIVERABLES
- Physical work product
- Measurable attributes by consumer
- Completion is observable (time stamp)
- Named (Noun + Past tense active verb)
- Arranged in EARLIEST FINISH order

Process Trigger | Non-Milestone Internal Deliverable | Milestone Internal Deliverable | External Process Deliverable

TASKS / ACTIVITIES
- Consumes resources
- Has and upstream trigger (earliest start)
- Has duration
- May be automated and/or manual
- Bundles information Transactions (CRUD)
- Number is unique to this map, may be reusable in other maps
- Does not indicate rank or sequence

DUMMY TASK (dashed Arrow)
- Does not consume resources
- Illustrates possible critical path
- Indicates a task requires a parallel, upstream deliverable.
- Activity 30 cannot complete with out predecessor deliverables 10 & 20.

CONDITIONAL TASK
- Hash mark on base of arrow
- Indicates an activity / task is conditional.
- Condition short name (if...) with the task labeling.

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