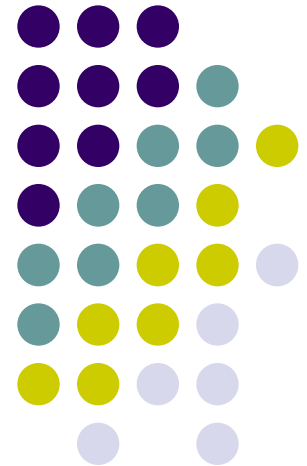


# Where, Oh Where, Has My Data Gone?

Presented by Robert C. Bogusch  
IT Business Systems Analyst  
GuideWell/Florida Blue  
Jacksonville, Florida



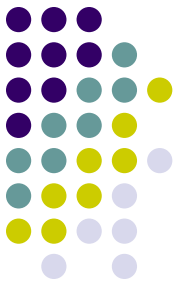
# Introduction

(about why I want to talk about data)

We have been practicing IT Financial Management at GuideWell/Florida Blue since 2018.

The last year has seen a marked increase in interest in IT Financial data both inside IT and from the Enterprise due to inflation and budget pressure.

We have collected lots of data about IT, but we still have issues finding the correct data to support Planning and Cost Transparency.



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# The Data Connection

## (sung to the tune of Rainbow Connection)



Why are there so many problems with data, and trying to find where it hides?

Data is nothing more than some numbers; data won't try to take sides.

Yet every time I go and talk to I. T. , they tell me they cannot help.

Someday we'll find it, the data we're needing, the an'lysts, the dreamers and me.

Mainframe's a black hole with no real reporting, storage continues to grow.

Virtual servers just wander through our hosts and no one ever sees them go.

Project plans multiply just like they're bunnies and standard names seem optional.

Finding good data will make you go crazy, as we talk, you'll see what I mean.

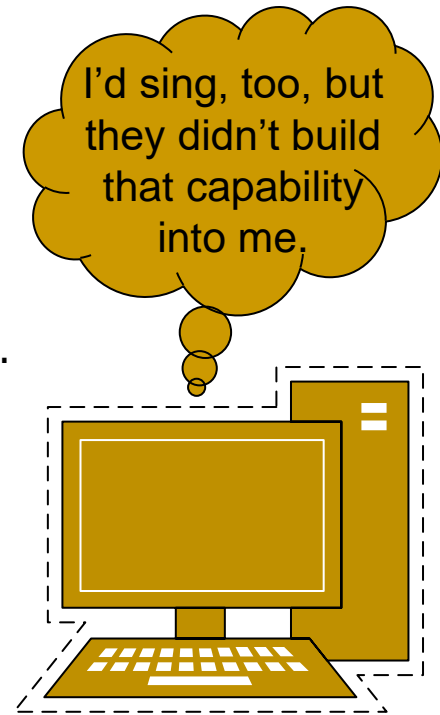
I don't know how I.T. can manage.

A CMDB helps, if people maintain it and make sure connections are right.

Even poor data can be very useful, if it's looked at in the right light.

This search will really, never be finished. There's always more you can find.

Someday we'll find it, the data that's useful, the an'lysts, the dreamers and me.



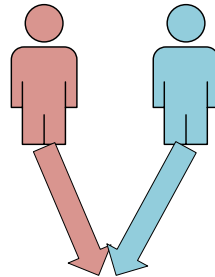
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# The CMDB is Your Friend

(if it is kept up-to-date)



## IT Business Management Office and CMDB Teams



### IT BMO and CMDB Teams Went out to Beat the Buses:

- ~750 Applications Identified and modeled
- Discovery Tool to Identify Configuration Items
- Developed process to manage application infrastructure requests



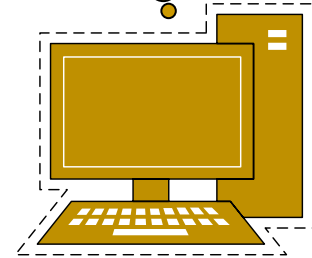
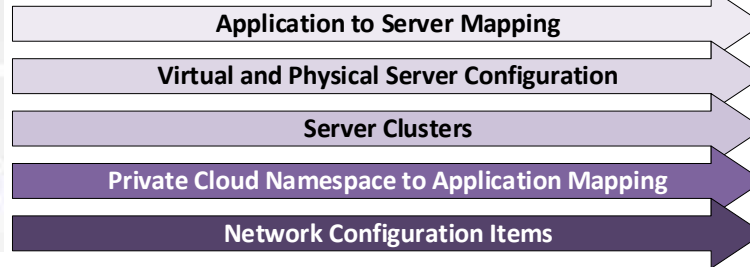
### 4 Legacy Configuration Management Databases (CMDB)



### Current CMDB

### CMDB Conversion:

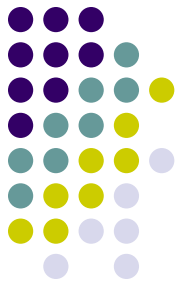
- ~550 Applications Identified and moved to new CMDB



### IT Financial Management Tool

# Mainframe and Distributed Compute

(let's not make this harder than it needs to be)

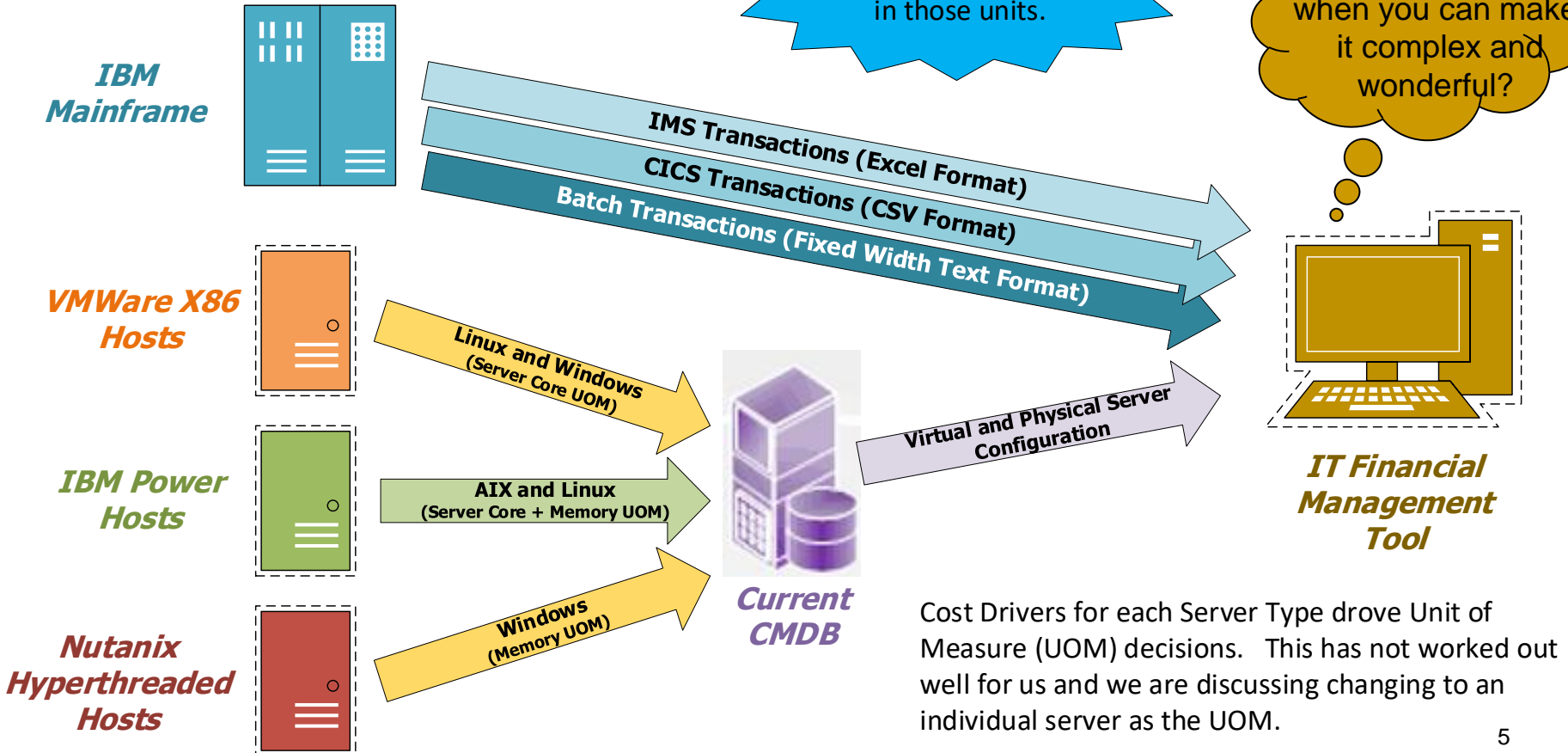


We are always asked why we don't use one of the following Units of Measure for Mainframe utilization:

- MOPS – Million Operations per Second
- FLOPS – Floating Point Operations per Second
- MIPS – Million Instructions per Second
- MSU – Mainframe Service Units

The reason is simple; we cannot get reports by Application in those units.

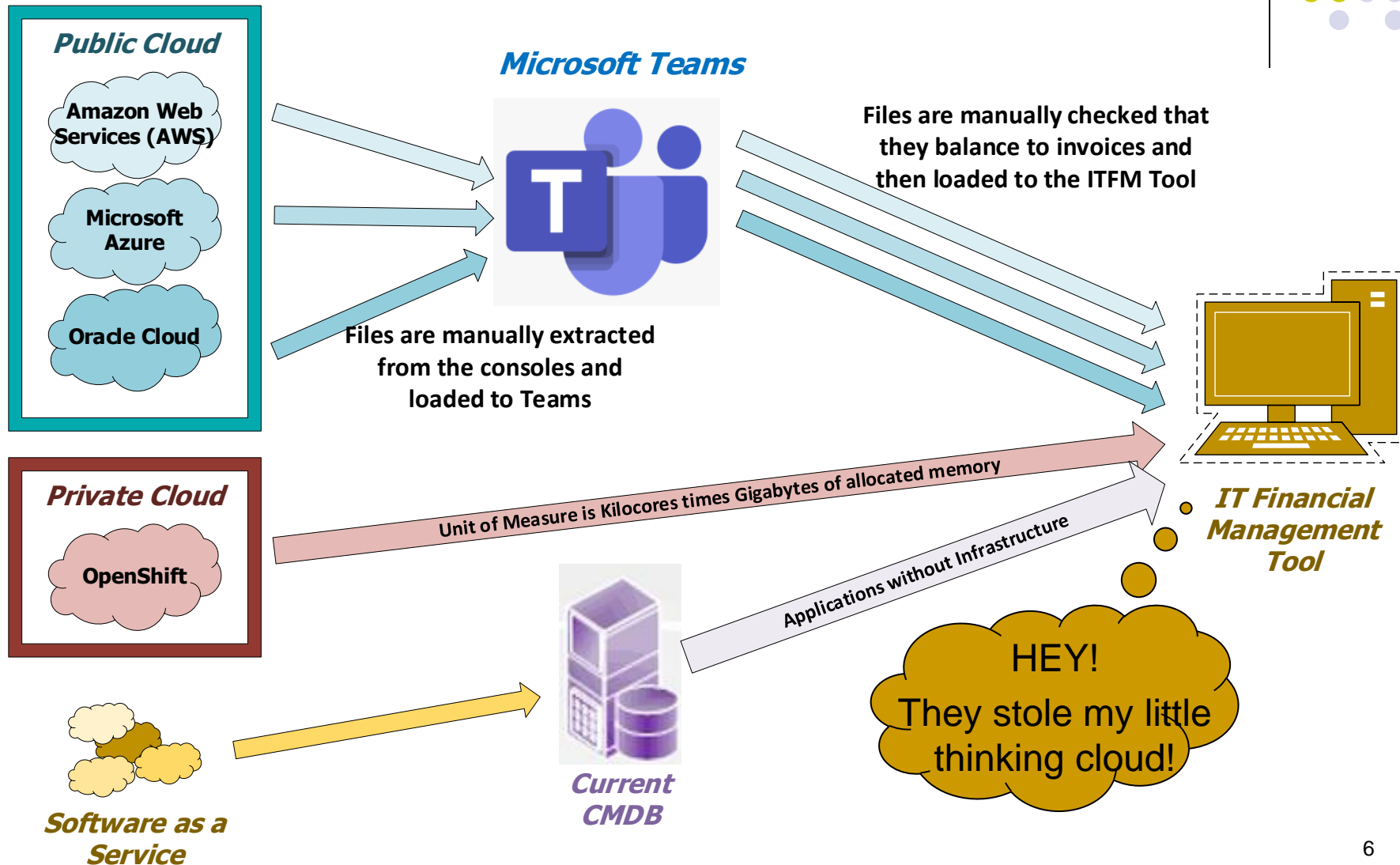
Why make it simple when you can make it complex and wonderful?



Cost Drivers for each Server Type drove Unit of Measure (UOM) decisions. This has not worked out well for us and we are discussing changing to an individual server as the UOM.

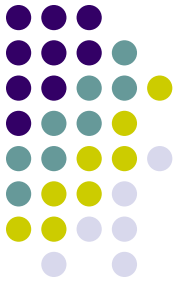
# Cloud Compute

(a rose by any other name is called FinOps)



# Storage

(finding new ways to make me crazy)

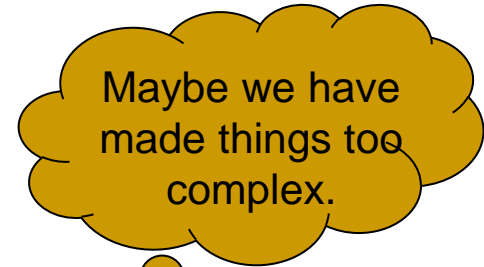


## Mainframe Storage



**I can hear the question:**  
Why is the mainframe storage allocated by transaction?

**Answer:**  
Because the Mainframe and Storage teams have told me there is no way they can produce a report that shows how much mainframe storage is allocated to an application.

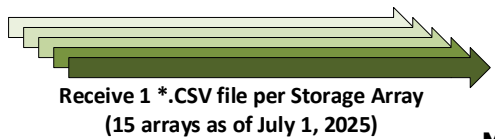
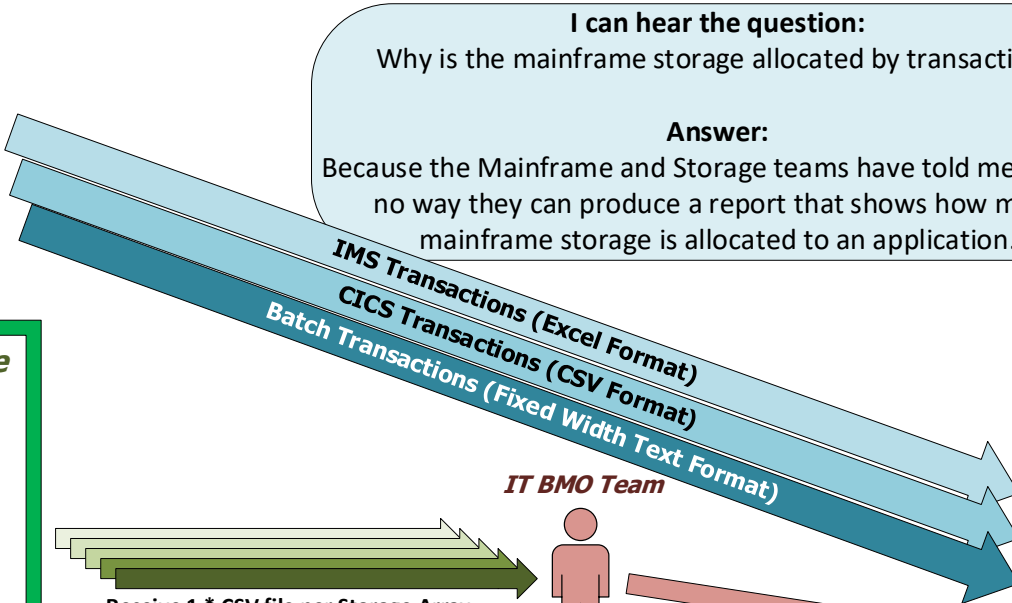


### SAN Storage

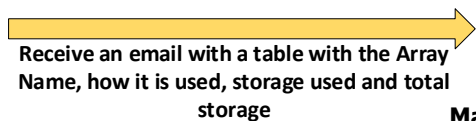
- PowerMax Arrays
- Pure Storage Arrays

### NAS Storage

- Tier 2 Storage
- Backup Storage



**IT BMO Team**  
Manually combine into one spreadsheet

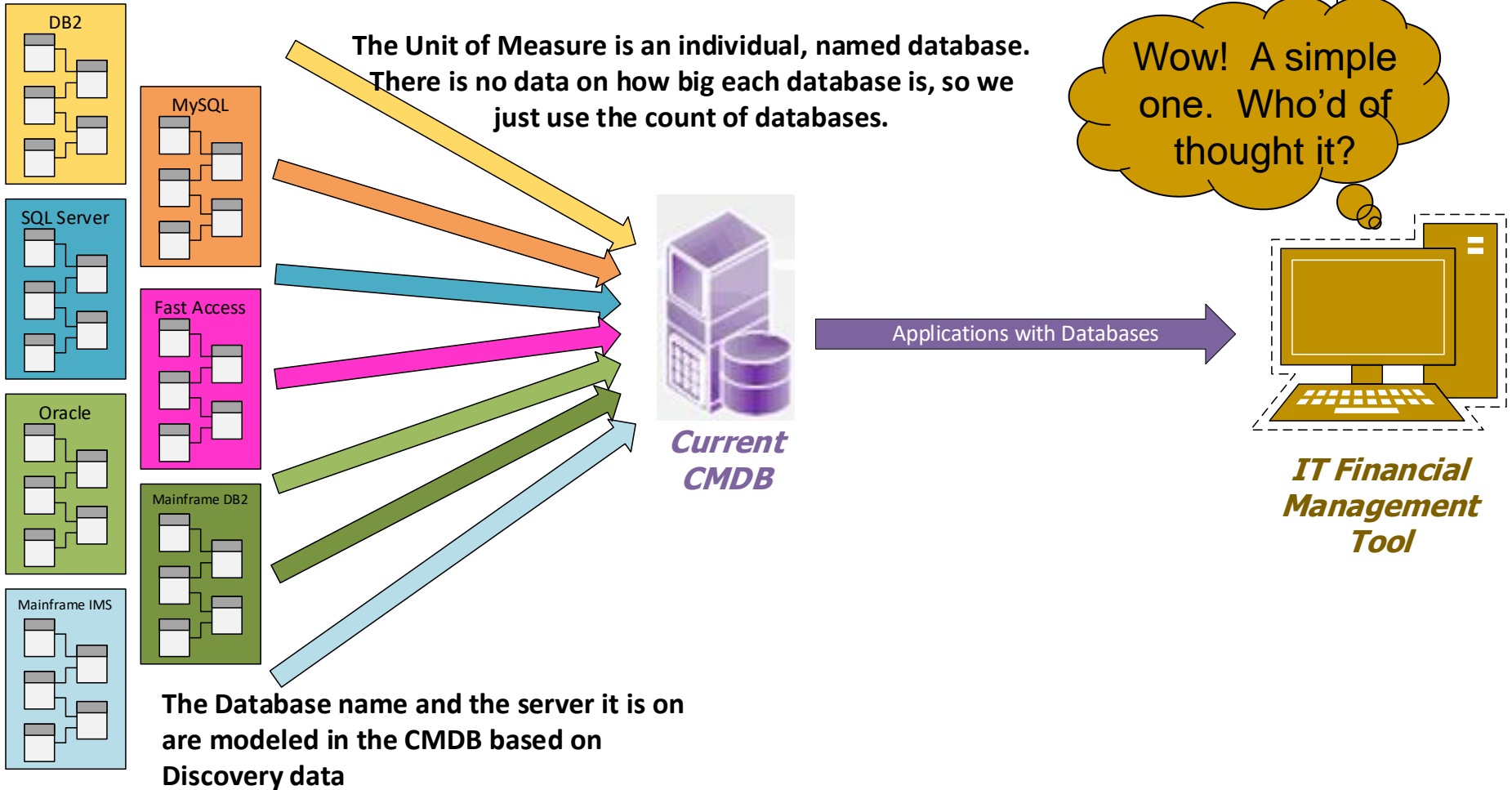
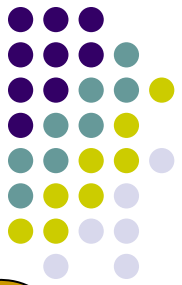


**IT BMO Team**  
Manually copy table into spreadsheet



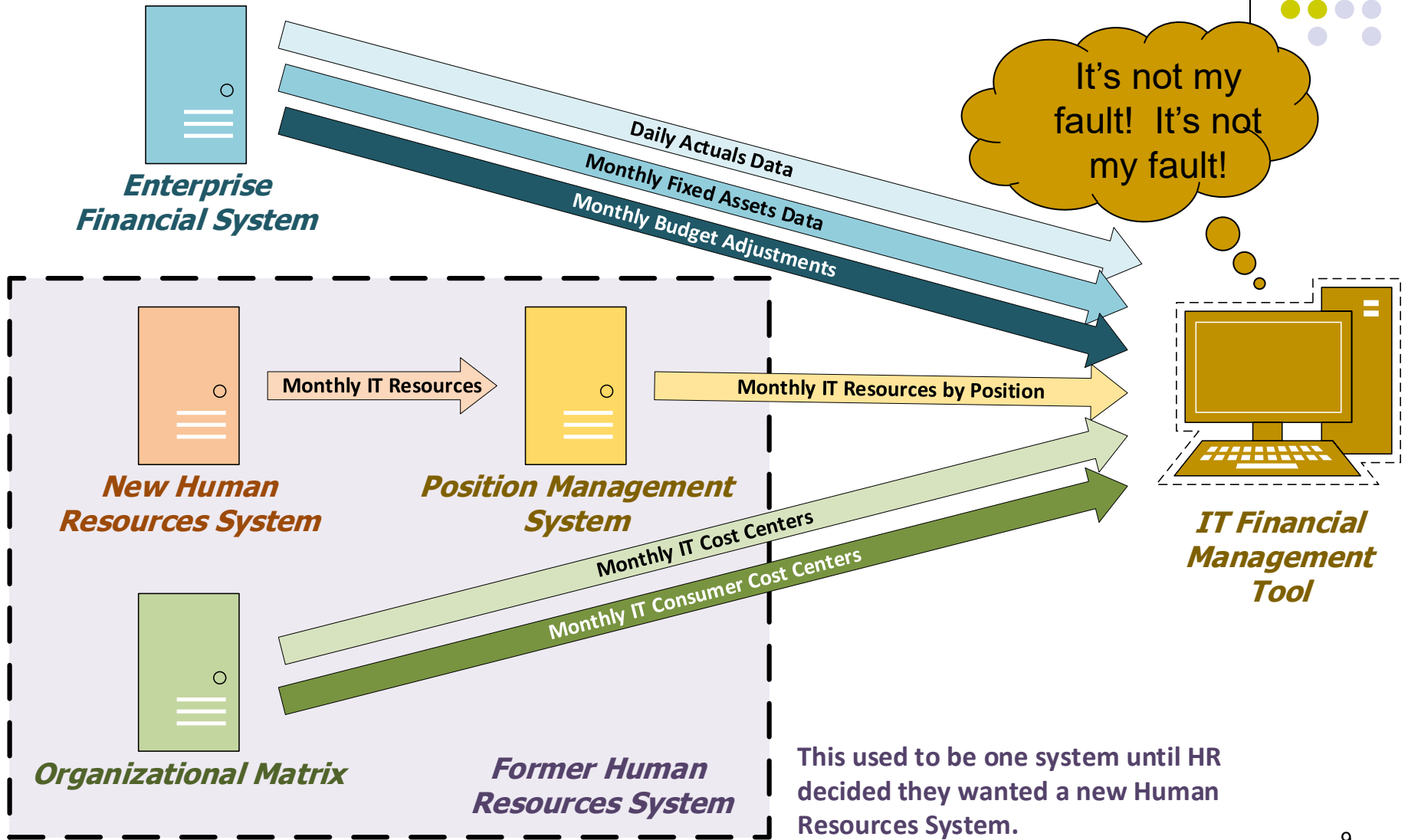
# Databases

(it's not the amount of data, it's the number of databases)



# Budget and Planning

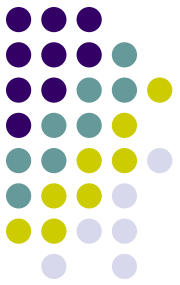
(keep a watchful eye on your data sources)



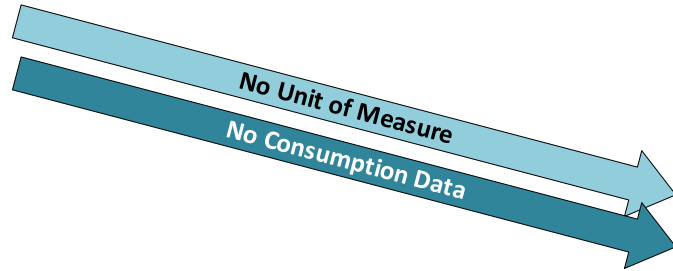
This used to be one system until HR decided they wanted a new Human Resources System.

# No Data

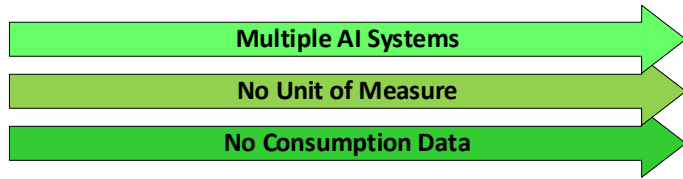
(sometimes you just need to let it go)



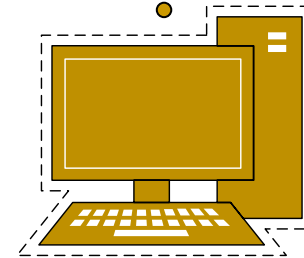
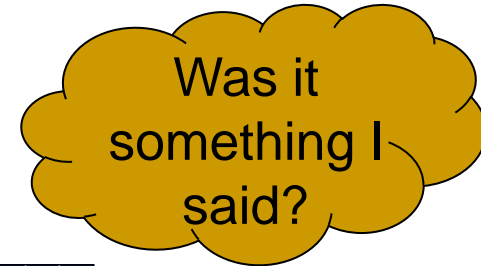
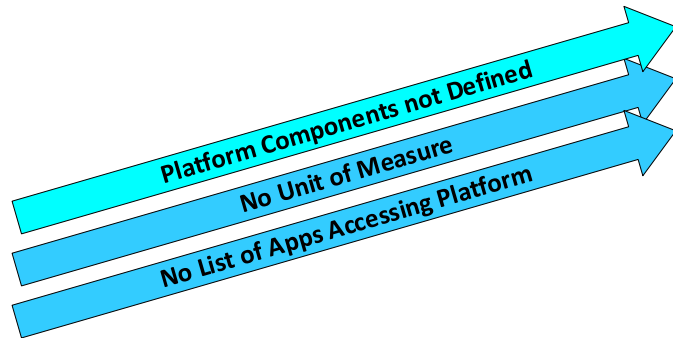
**Information Security**



**Artificial Intelligence**



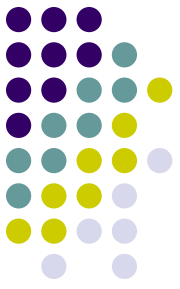
**Corporate Data Platform**



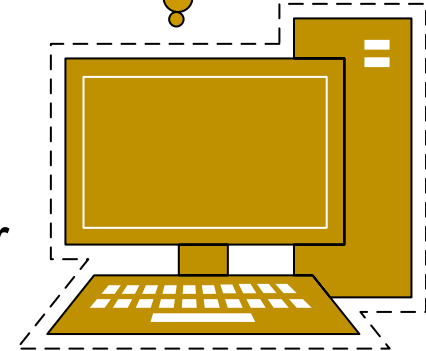
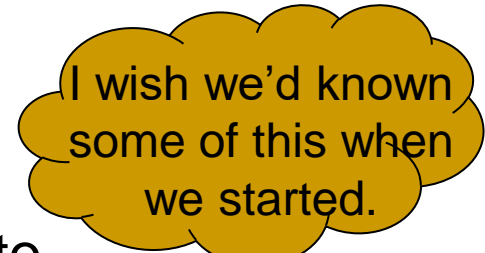
**IT Financial Management Tool**

# A Brief Recap

(these are things that may help you in the future)



- A Configuration Management Database (CMDB) is invaluable but needs to be kept up to date.
- Keep your units of measure consistent.
- Even bad data is better than no data.
- Minimize the amount of manual work you need to do.
- First get the data, then work to refine it.
- Keep an eye on your data sources. An improvement for that team or area may make your life more complex.
- Where there is no data, identify what is preventing you from getting data. That tells you what needs to be worked on.



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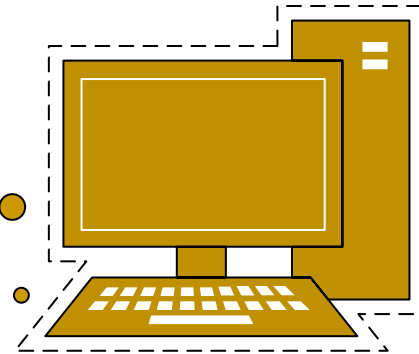
# Questions?

(are there things you want to know more about)



Thank you! Feel free to ask me or Robert any questions you might have.

Robert's contact info is right down here.



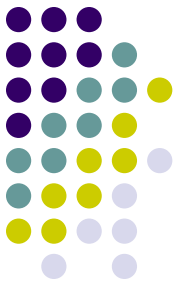
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***Robert C. Bogusch***

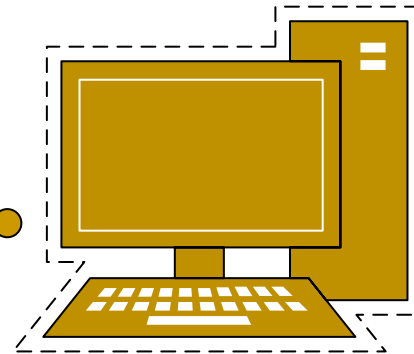
Robert.Bogusch@bcbsfl.com

# Slide Notes

(stuff I talked about)



These are some of the things Robert talked about but were not written on the slides.



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# Slide Notes

## (stuff I talked about)



### Slide 4:

- The more you can get from your CMDB, the better off you are.
- You want the CMDB to be the source of truth, not the IT Finance Management Tool.
- If you need to prioritize what data is added to the CMDB, go for the expensive stuff first.

### Slide 5:

- For some data, you need take it how your can get it. Don't try to get all the data in the same file format if it is going to slow you down.
- When working with the same type of item (like virtual servers), try to use the same unit of measure so that they can be compared.

# Slide Notes

## (stuff I talked about)



### Slide 6:

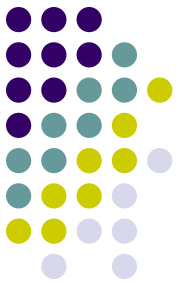
- Cloud involves more than just the public stuff like AWS. I can include a private, on-prem cloud like OpenShift. Some even include Virtual servers as part of the cloud.
- Our AWS data has between 750,000 to 1.25 million rows of data for a bill that totals maybe \$10,000 per month. Try to get your data in a rational format.
- Software as a Service (SaaS) is still cloud computing. We flag those items as not having infrastructure so that we don't spread Security and Disaster Recovery costs to those applications.

### Slide 7:

- As you refine your IT Financial Management reporting, don't be surprised when people want to dive deeper. Storage started reasonably simple and is now getting more complex.
- Mainframe is still a black hole.

# Slide Notes

## (stuff I talked about)



### Slide 8:

- Unit of Measure is going to depend on what data you can get. Would it be nice to weight the cost of the database based on the size? Yes. But since we can't get data on the size of the database, the point is moot.
- On the other hand, the cost of a database license is not based on the size. Make the best financial decision you can.

### Slide 9:

- We knew HR was replacing their system, but it wasn't until we were called into a meeting about what data needed to be sent to the IT Financial Management system that we learned that the Position ID was being dropped.
- If your data sources are being updated to new software, get involved in the discussion as early as possible. HR had already decided to drop position management since they didn't need it. When all the finance areas learned this, it was too late to change their minds.

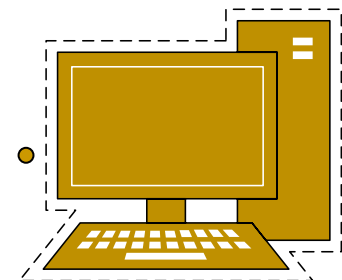
# Slide Notes

## (stuff I talked about)



### Slide 10:

- There are areas in IT where we just do not have data, even after 7 years of practicing IT Financial Management.
- In this case, we spread the cost across all the applications. This is done evenly, which can weight the cost of some of the smaller applications.
- AI is new and everyone (except those of us who need to figure out the finances) is very excited about it. This can be a danger when you cannot show how expensive AI can be. All we can do right now is try not to panic and keep talking to the AI development teams to remind them we need a unit of measure and utilization data from them.



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