

ISC's HARTS Team

(HARmonization of Technology Strategy)

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What is HARTS?

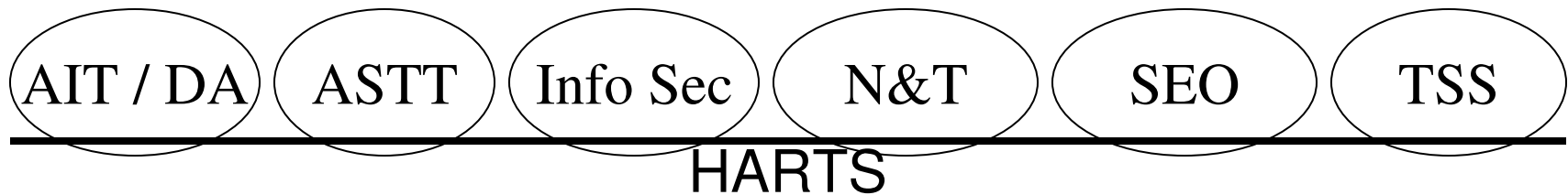
- A regular working group meeting of senior ISC technologists
- An ISC internal mailing list and a public web site for collaboration
- An opportunity to coordinate on technology direction

Why do we need HARTS?

- ISC is a large organization
 - Many groups
 - Many locations
 - Many different focus areas
- Technology strategy happens within most or all of these groups
- This team helps to get the technologists using the same language and aligning on strategic elements.
- Harmonization (not necessarily unison)

Why do we need HARTS?

- ISC is a large organization, and technology strategy happens within most or all of these groups



- HARTS serves as one of the cross-organizational communications and coordination channels

What has HARTS done so far?

- Work on **standardizing terminology** and techniques for measuring and reporting on **service availability**
- A high-level "**Architecture on a page**" description of Information Technology at Penn
- A basic study on **Mobile Computing** at Penn
- Discussion on *Supported Products Evaluation Team* work and implications for today's services and planned services
- Development of strategy for Penn **Identity Management**

Standard terms and metrics

- **Always Available**
 - Continous operation
 - Mitigate risks
 - Provide for maintenance
- **Highly Available**
 - Defined service window
 - Mitigated risks
- **Basic Availability**
 - Primary risks not enumerated or addressed
 - Minimum notice of outage
- **Measure and report on availability**

Examples

- **Always Available**
DNS – redundant servers and hardware, geographic separation, no single point of failure
- **Highly Available**
PennCommunity – redundant hardware, defined availability
- **Basic Availability**
Internal LAN – minimum notification of outages, unmitigated risks
- **Measure and report on availability**

Challenges

- Applying standard terminology
- Measurement
- Reporting

Harmonization

- Collaboration between ISC units
- Measuring and reporting on key services
- Building blocks for future