



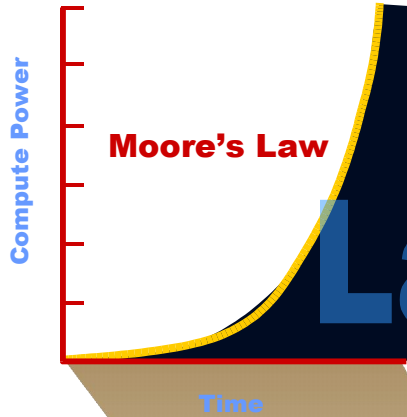
Next Generation Service Level Management

René J. Aerdt, Ph.D.

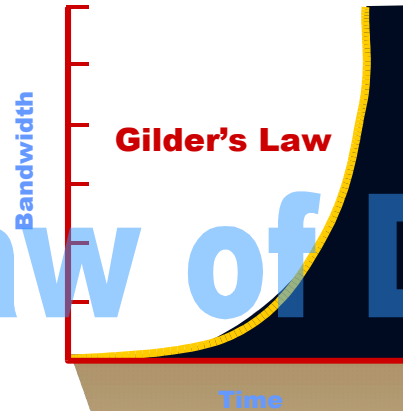
EDS Fellow

Technology Advances...

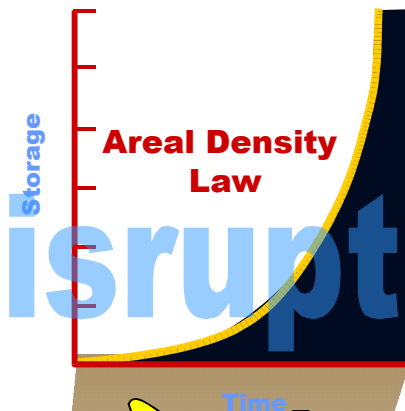
Compute power
doubles every 18 months



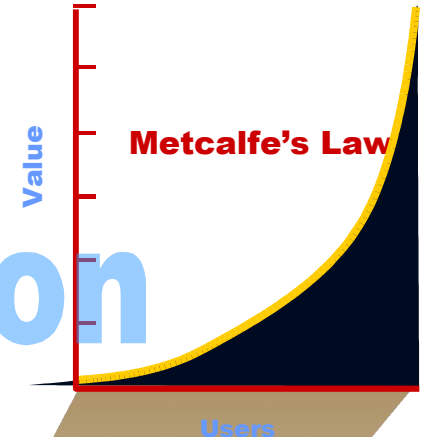
Fiber bandwidth
triples every year



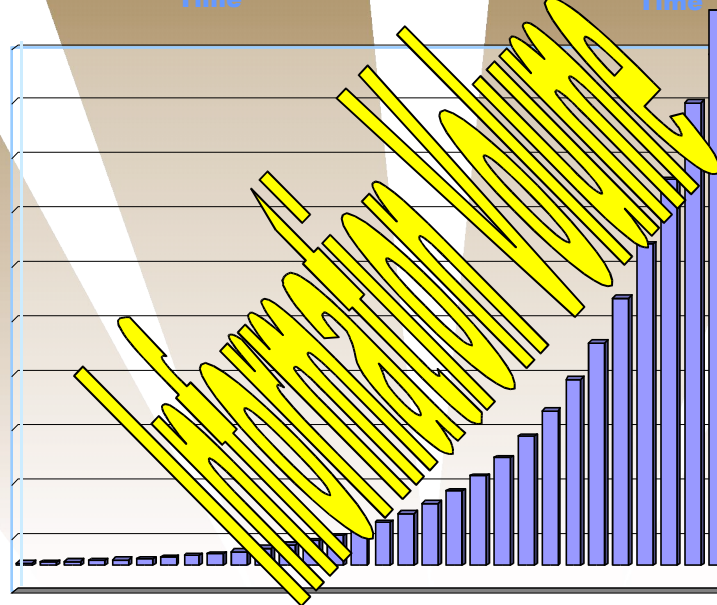
Storage Capacity
doubles every year



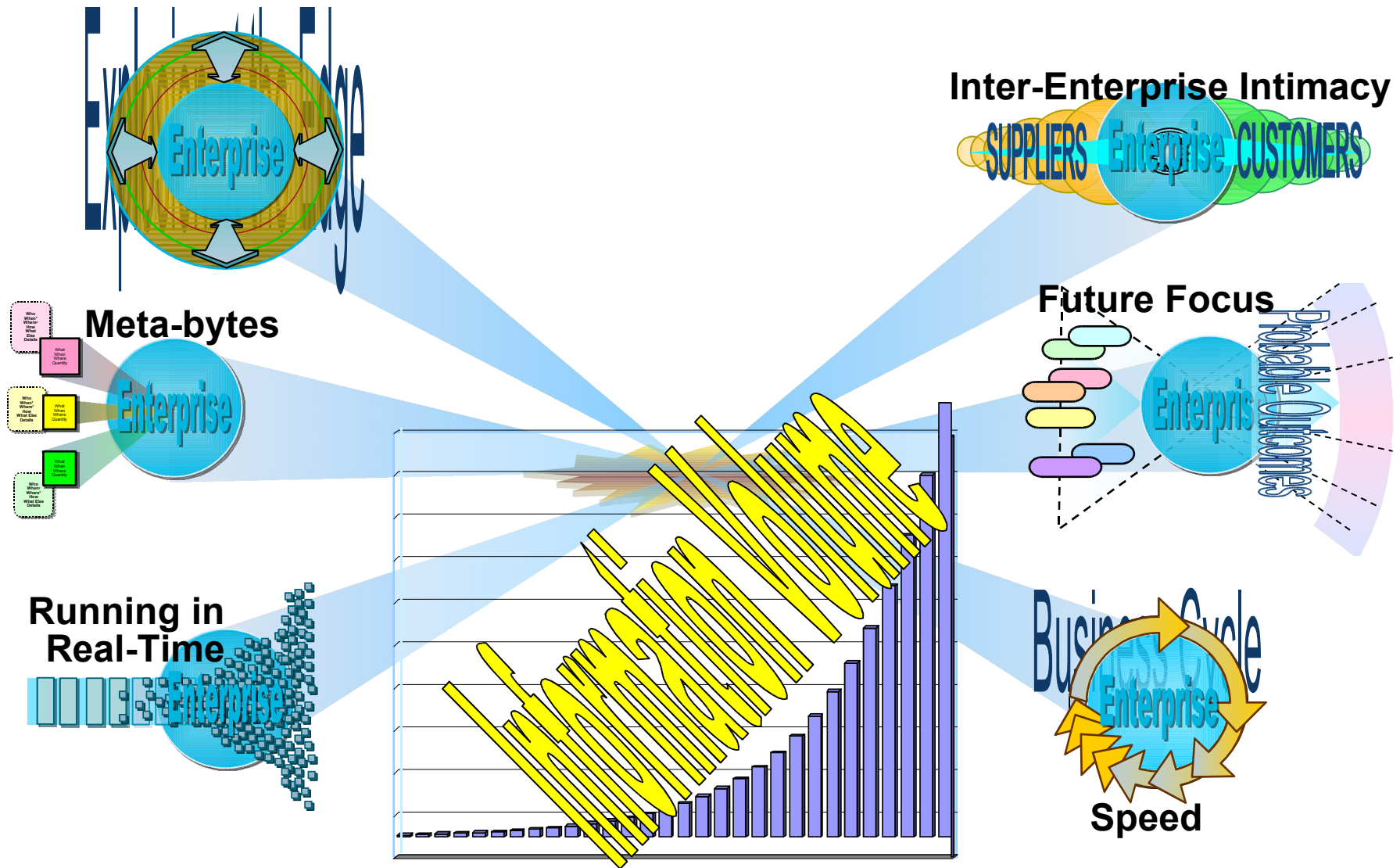
Value of a network
is the square of the
number of users



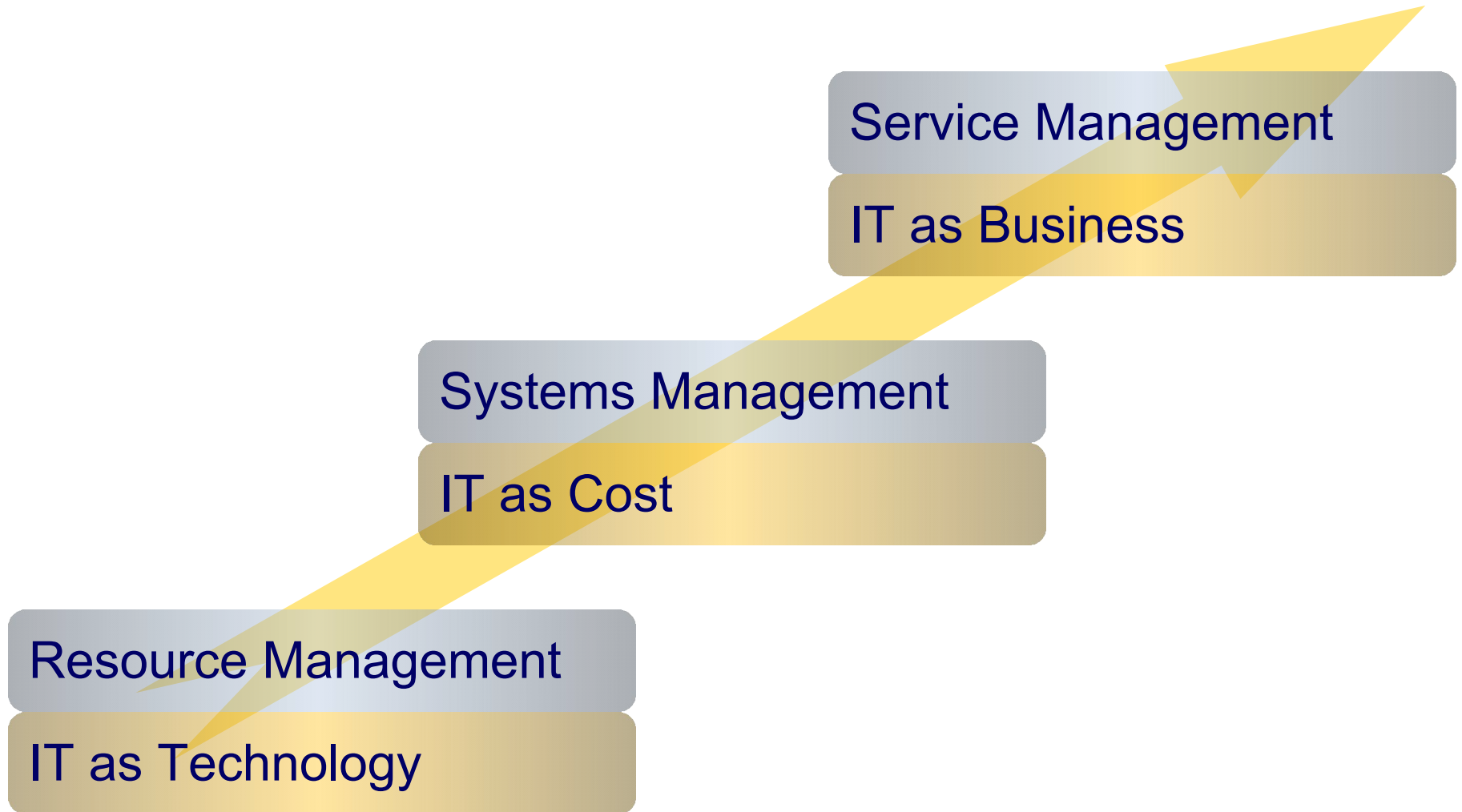
Law of Disruption



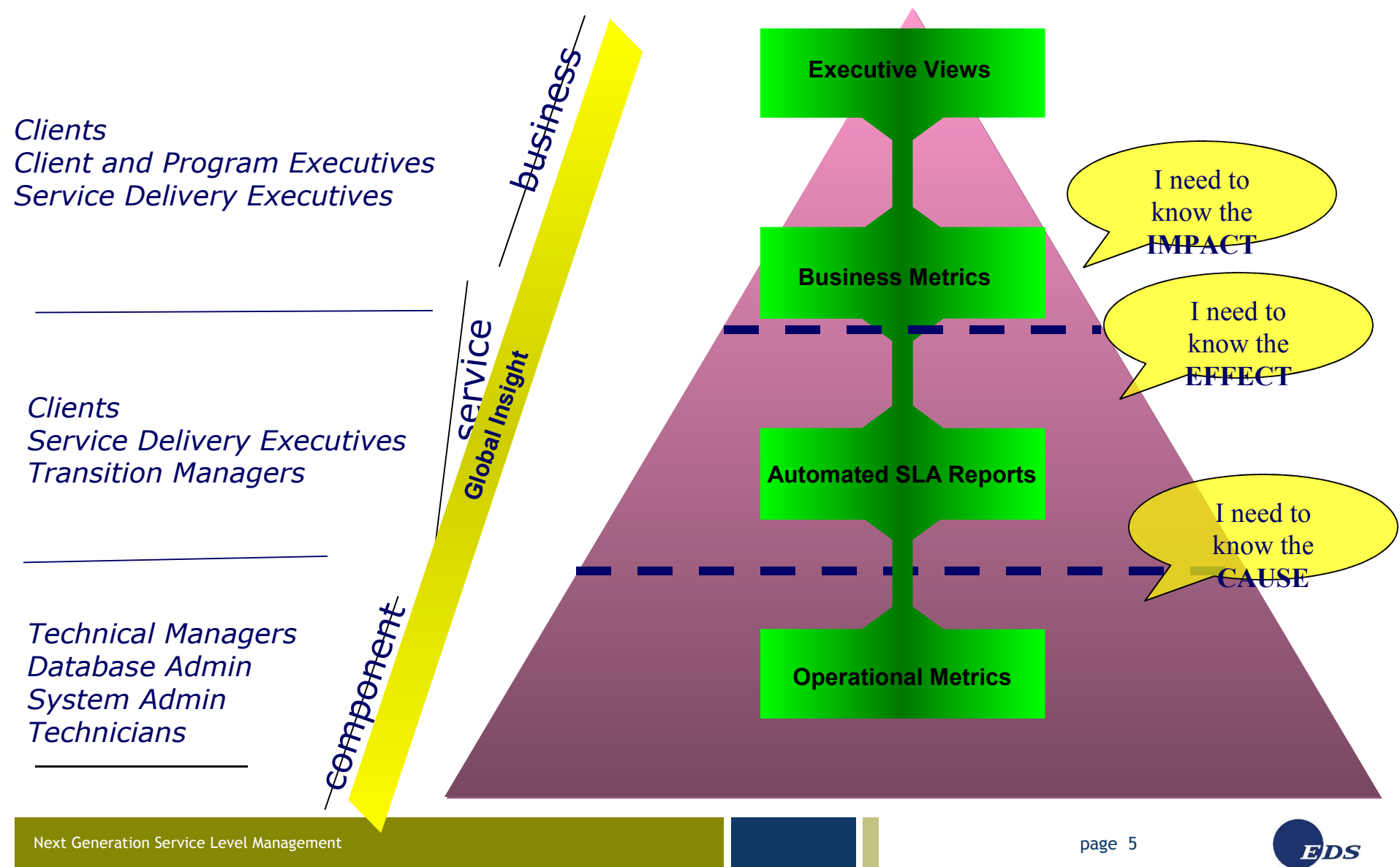
...Leading to Information Overload



From Technology to Services...



... and Service Visualization



Global Insight



Scalability



Availability



Performance



Heterogeneity



Manageability



Security



René J. Aerdt, Ph.D., EDS Fellow, Production Engineering

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