



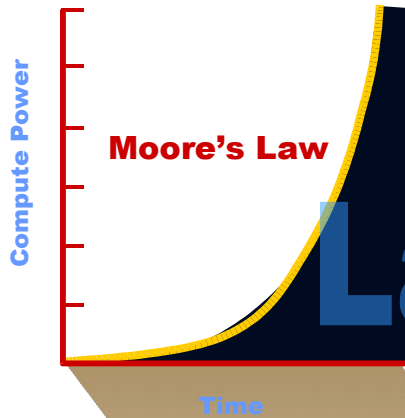
# Next Generation Service Level Management

René J. Aerdt, Ph.D.

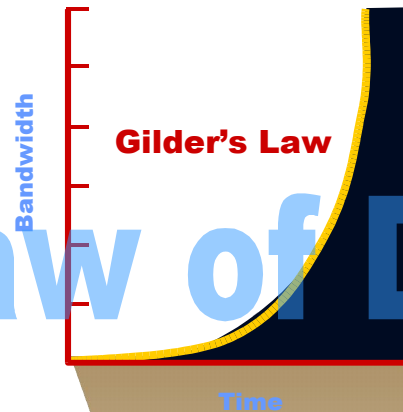
EDS Fellow

# Technology Advances...

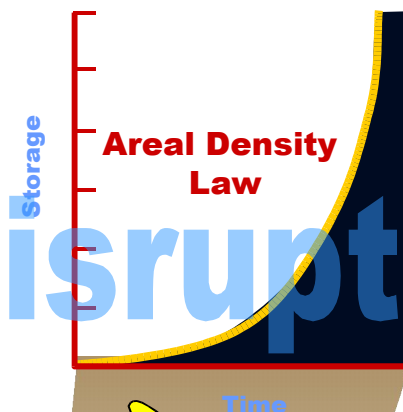
Compute power  
doubles every 18 months



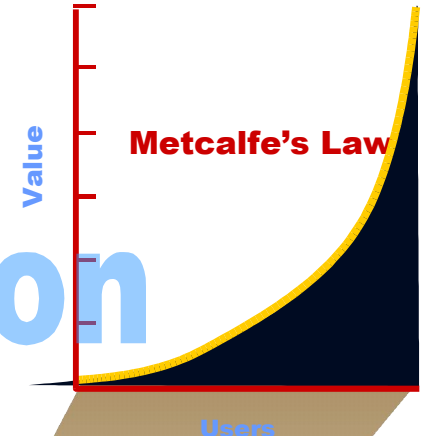
Fiber bandwidth  
triples every year



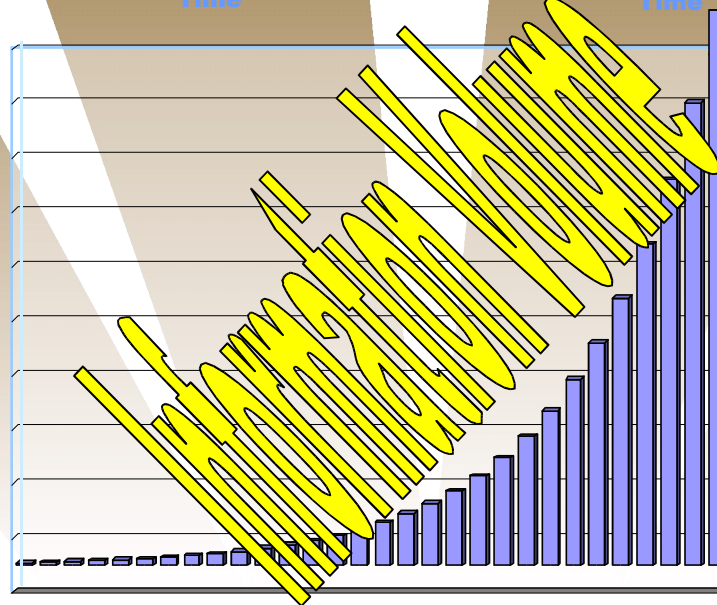
Storage Capacity  
doubles every year



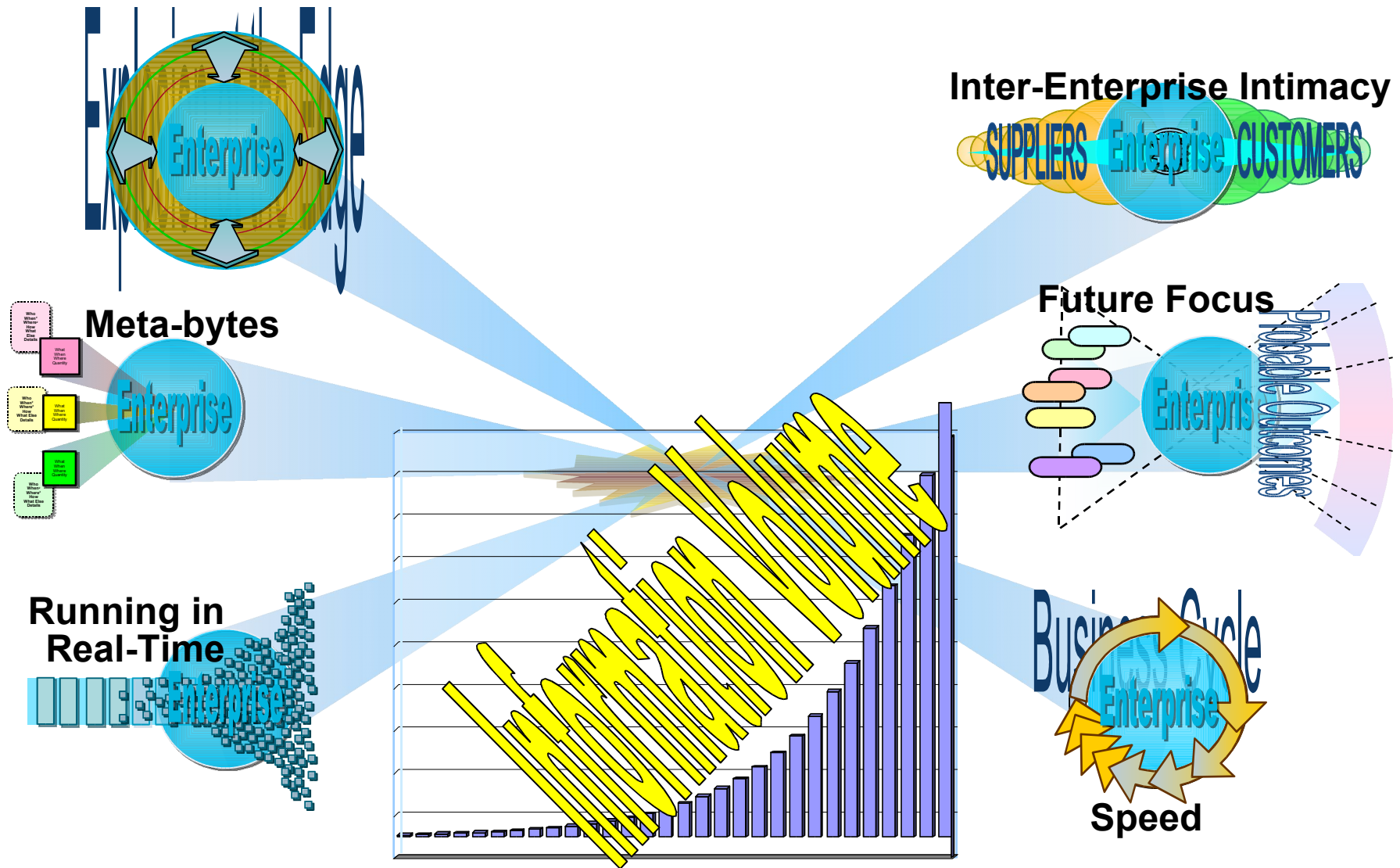
Value of a network  
is the square of the  
number of users



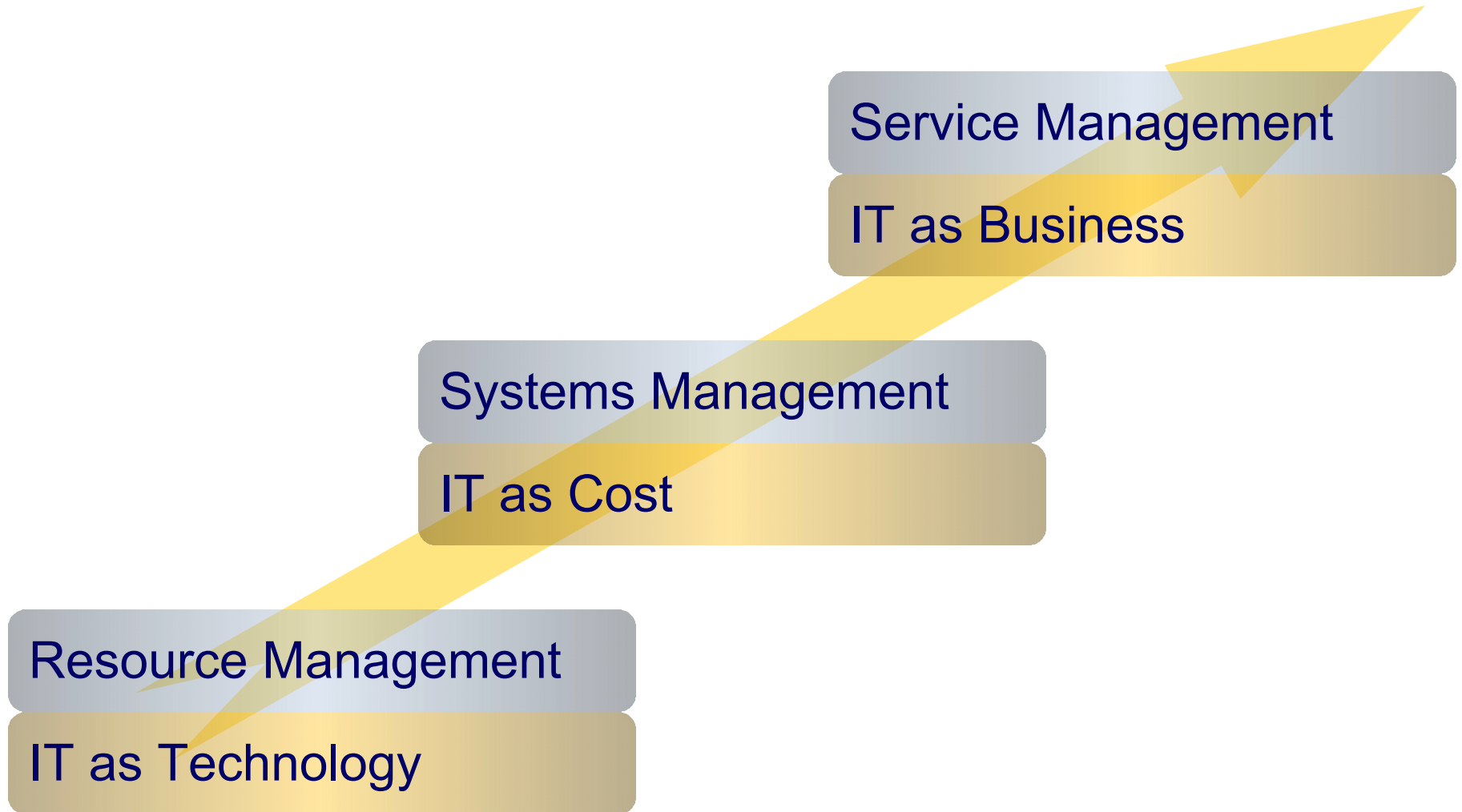
# Law of Disruption



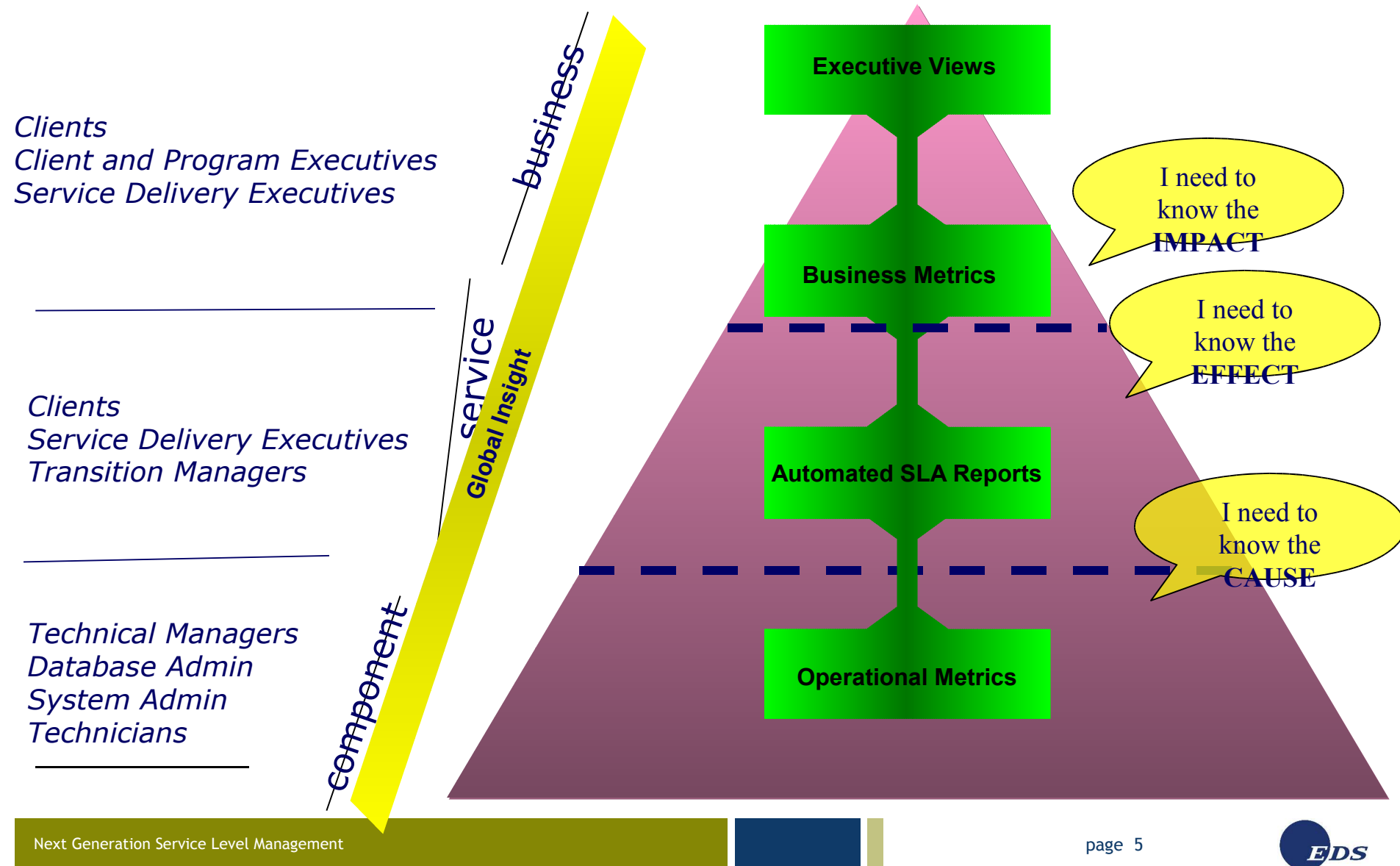
# ...Leading to Information Overload



# From Technology to Services...



# ... and Service Visualization



# Global Insight



**Scalability**



**Availability**



**Performance**



**Heterogeneity**



**Manageability**



**Security**



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