



Tivoli software

IBM Service Management



Business Service Management – Real-Time Service Visibility and Intelligence to Maximize Performance

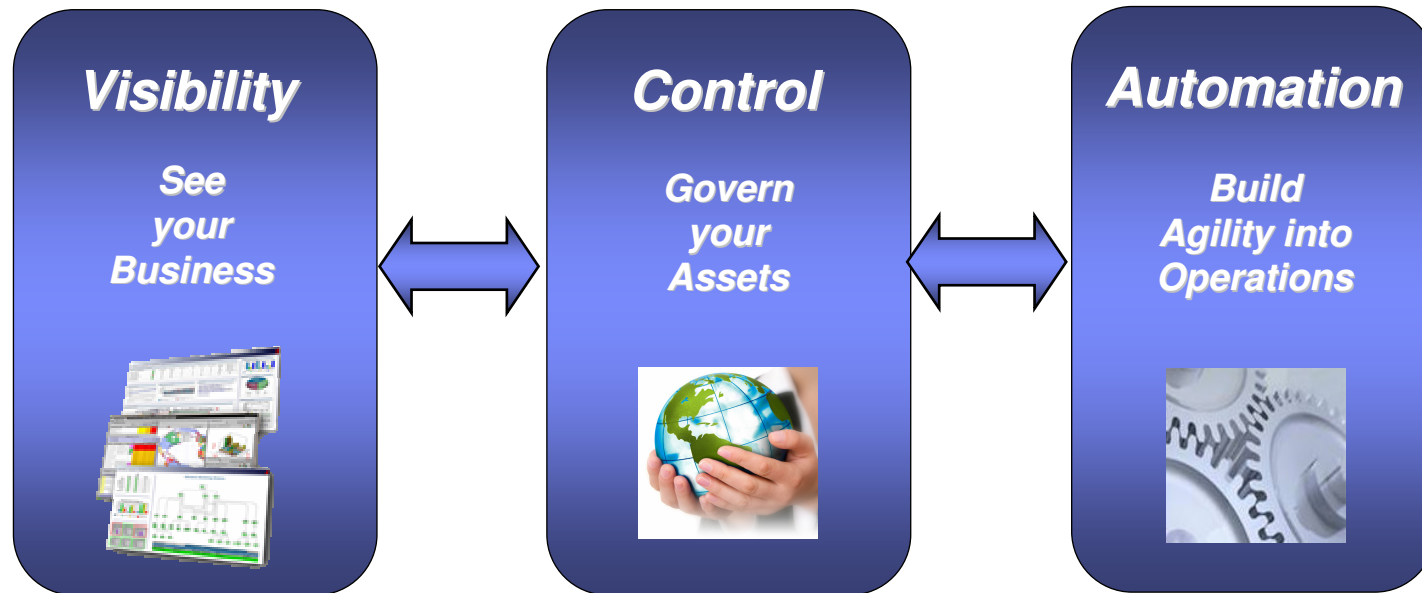
Rémy Zuelle
Sales Manager – IBM Service Management

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IBM Service Management

An Integrated Approach to Getting Business Results



Only IBM delivers integrated visibility across Business and IT Audiences

e.g. Contextual LoB, Compliance, Security, Service, Domain Dashboards

Only IBM delivers integrated control across Business and IT Assets

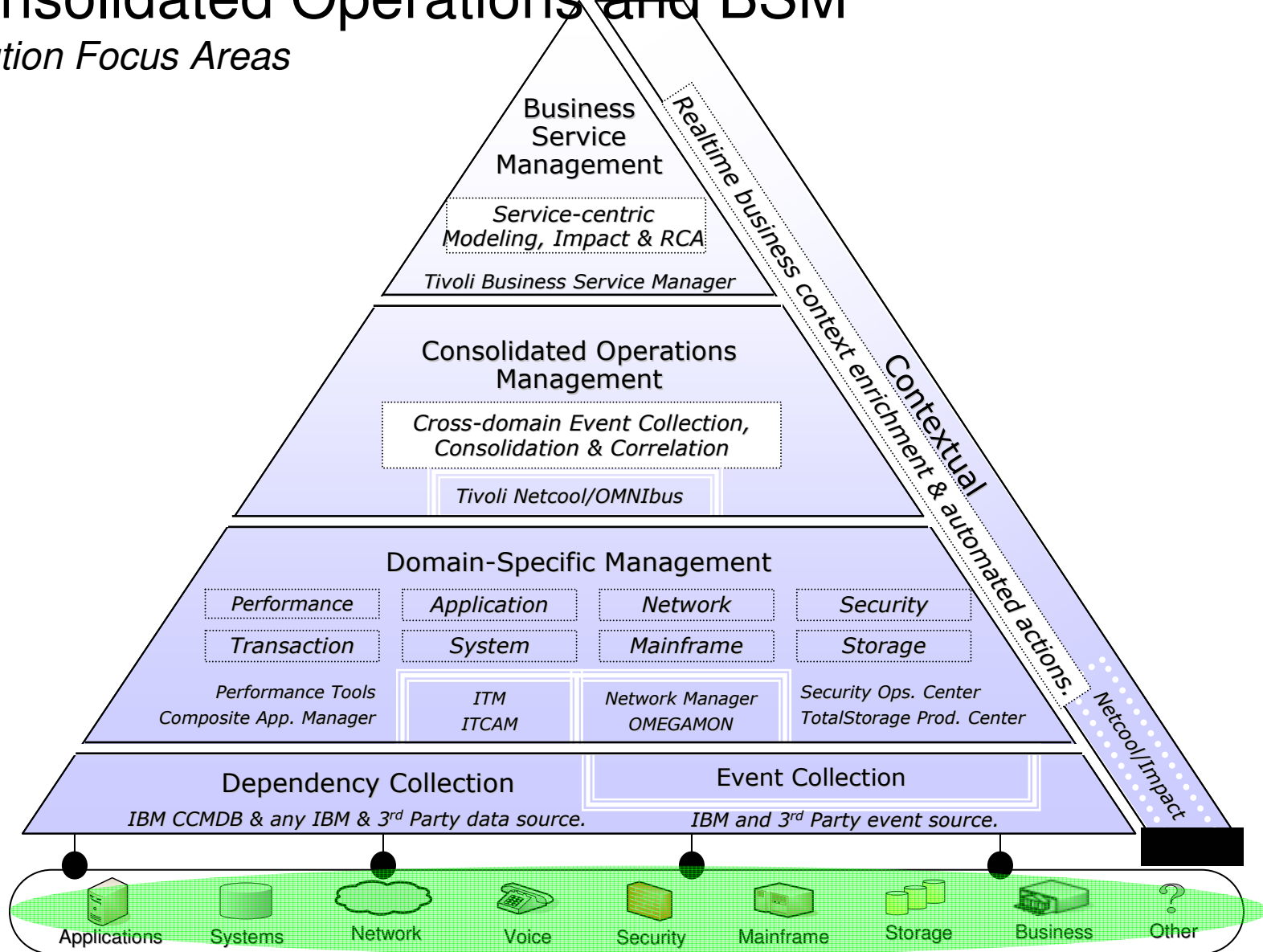
e.g. EAM, IT Asset Management, Change and Configuration, Access and Identity, Data Management

Only IBM delivers integrated automation across Business and IT Operations

e.g. Enterprise Operations, IT Operations, Service Providers Security and Storage

Consolidated Operations and BSM

Solution Focus Areas



Note: All layers are inclusive of distributed and mainframe.

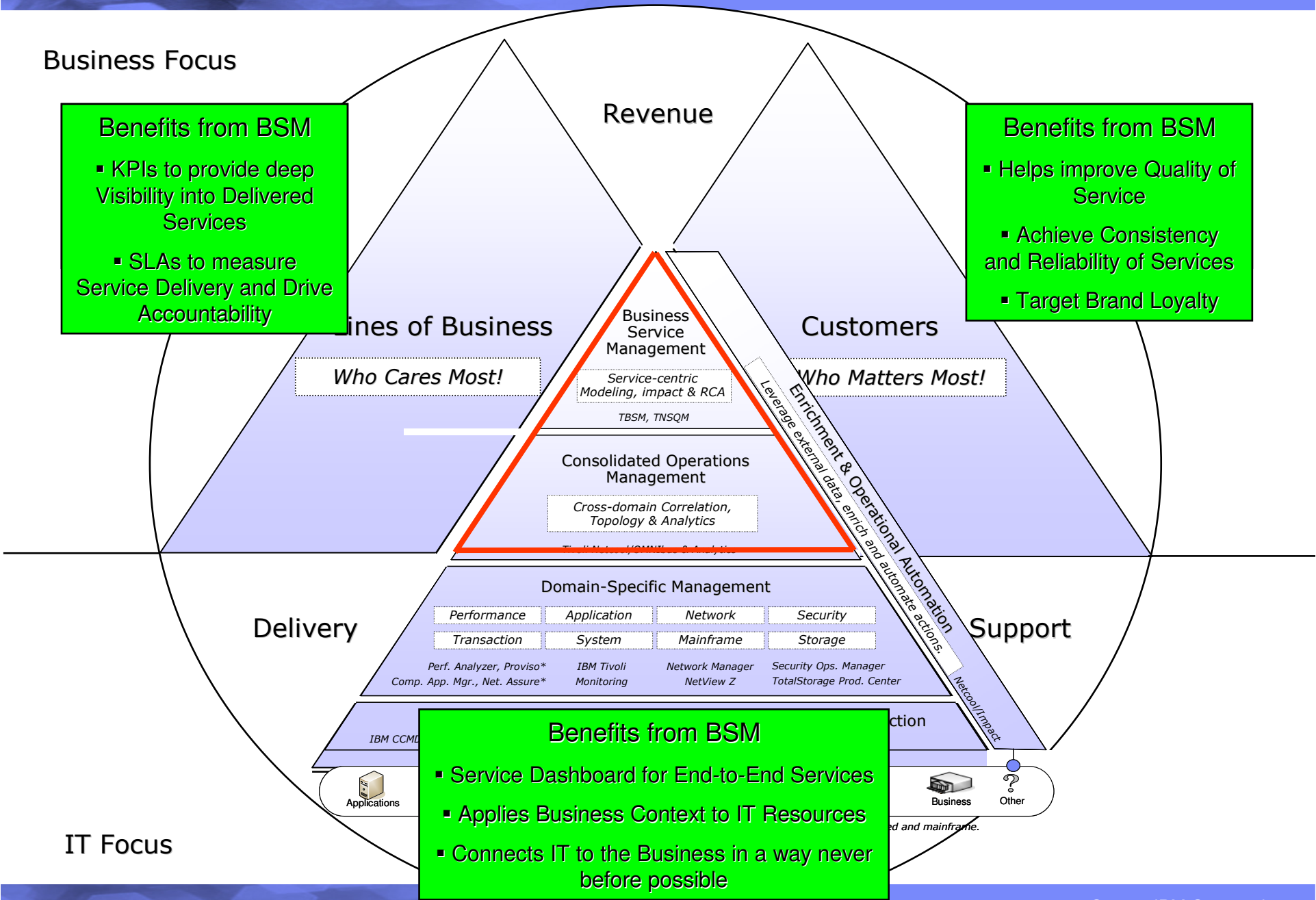
Business Focus

Benefits from BSM

- KPIs to provide deep Visibility into Delivered Services
- SLAs to measure Service Delivery and Drive Accountability

Benefits from BSM

- Helps improve Quality of Service
- Achieve Consistency and Reliability of Services
- Target Brand Loyalty



Benefits from BSM

- Service Dashboard for End-to-End Services
- Applies Business Context to IT Resources
- Connects IT to the Business in a way never before possible

IT Focus

ISM is a Complete and Integrated Solution

Addressing the needs of all customer audiences and challenges

IBM Service Management

Service Management Solutions

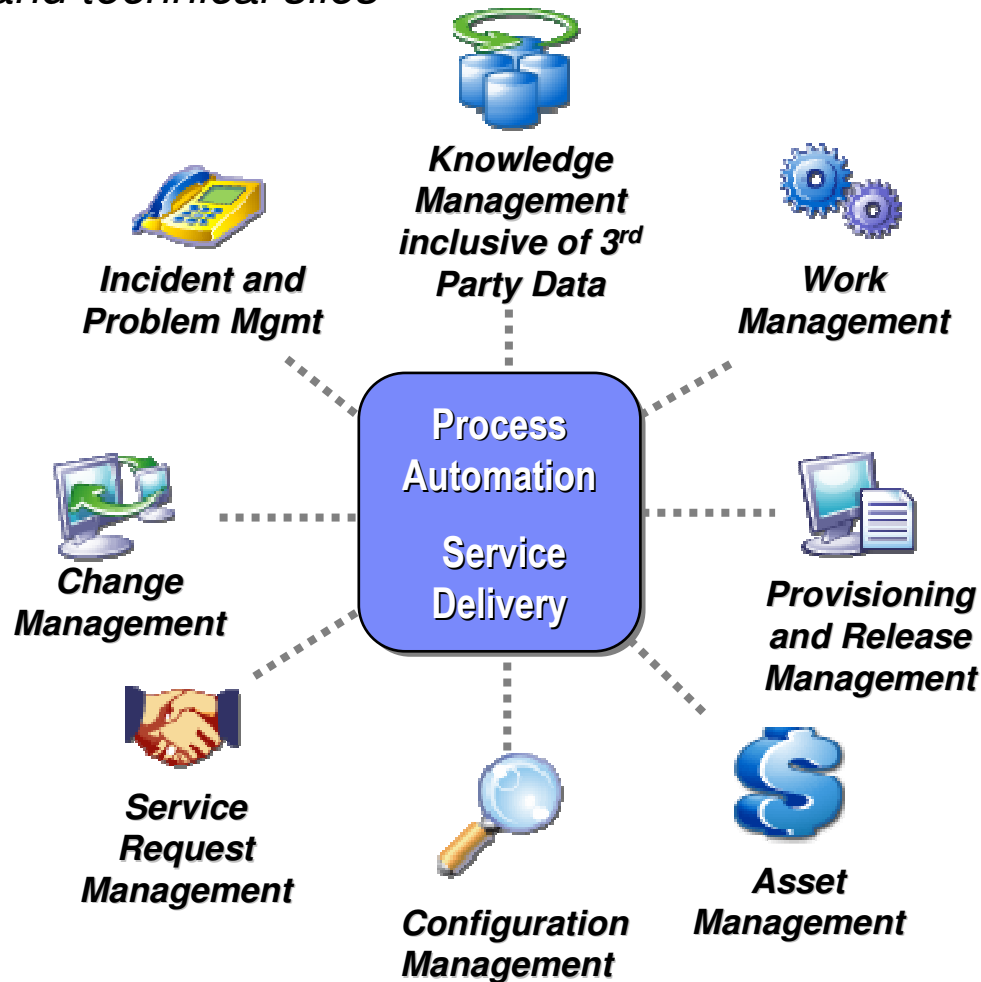
Service Delivery and Process Automation	Service Availability and Performance Management	Storage Management	Security, Risk and Compliance	Datacenter Management and Transformation	Asset and Financial Management	Next Generation Network Management
<ul style="list-style-type: none"> • Task Automation • Process Automation • Configuration Management • GTS Service 	<ul style="list-style-type: none"> • Business Service Management • Performance Management • GTS Service 	<ul style="list-style-type: none"> • Storage Management • GTS Service 	<ul style="list-style-type: none"> • Security Management • GTS Service • GBS Consulting 	<ul style="list-style-type: none"> • Green • Virtualization • GTS Service • GBS Consulting 	<ul style="list-style-type: none"> • Asset Management • IT Financial Management • GTS Service • GBS Consulting 	<ul style="list-style-type: none"> • Network Infrastructure Management • Service Quality Management • GTS Service

Service Management Platform

Dashboards and Visualization	Service Quality Management	Application Management	Workflow Automation and Integration
Data Collection and Analytics	Configuration and Dependency Mapping	Event Management and Automation	

Service Delivery and Process Automation

Tivoli overcomes the pain of disjointed views and tooling across all levels of process and technical silos



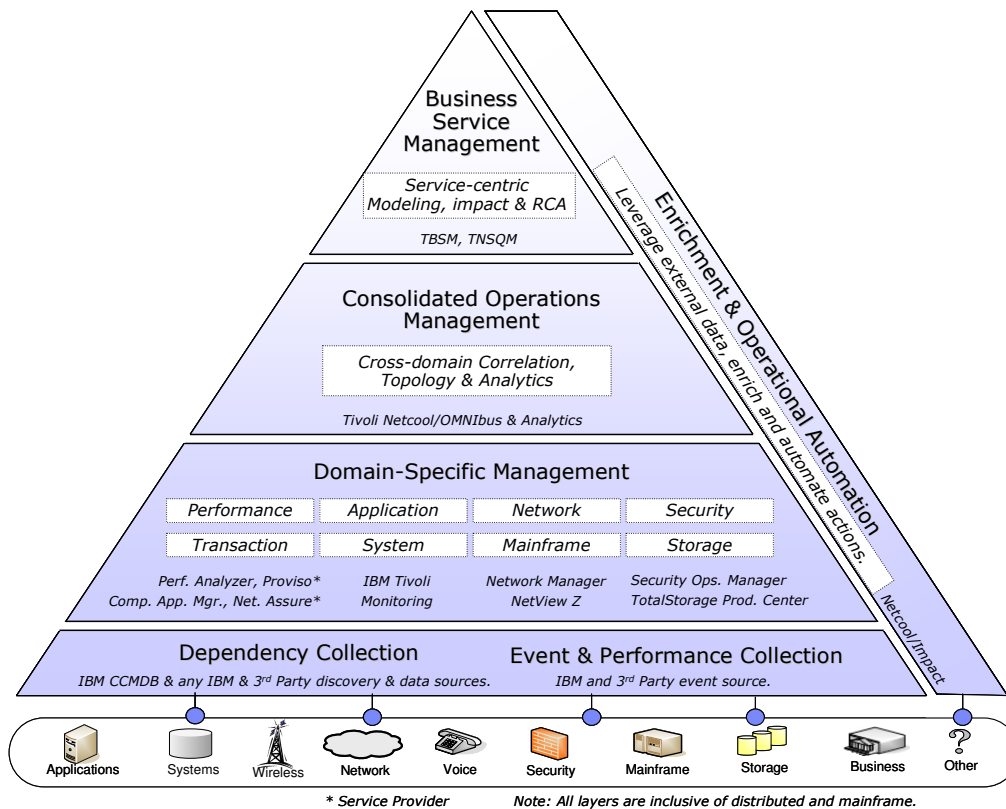
Visibility
Optimize customer, end-user and service management personnel effectiveness through a common customizable portal.

Control
Enforce process standards and controls through defined, managed, workflows and auditable approvals and escalations.

Automation
Eliminate cost and error by automating change, configuration, provisioning, release and asset management tasks.

Service Availability and Performance Management

Tivoli manages all aspects of performance and availability from infrastructure to applications



Visibility

Ensure high levels of service performance and availability through visualization of health indicators and critical KPIs.

Control

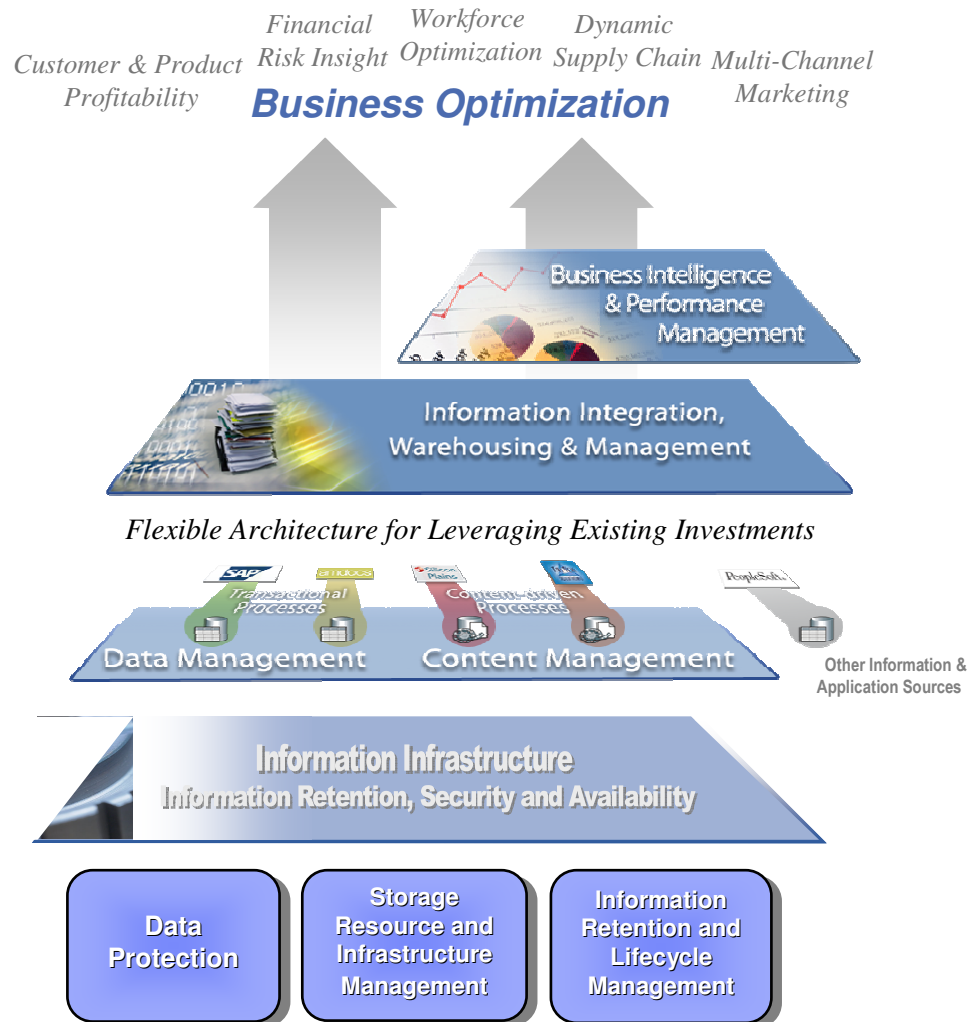
Reduce errors and increase the effectiveness of IT operations staff, resulting in improved availability of services.

Automation

Keep costs under control by removing manual tasks and helping prioritize limited resources.

Storage Management

Optimizing storage infrastructure for business continuity and compliance



Visibility
Up-to-date view of enterprise storage capacity and utilization optimizes information availability for business processes.

Control
Policy-based management of information access, retention, archiving and disposal of data aligned to business controls.

Automation
Increase productivity of personnel through integrated management of heterogeneous storage and improve utilization via storage virtualization.

Security, Risk and Compliance Management

On Demand Protection to Stay Ahead of Insider and Outsider Threats



Visibility

Timely insight into business continuity risks and compliance posture across infrastructure, data and applications.

Control

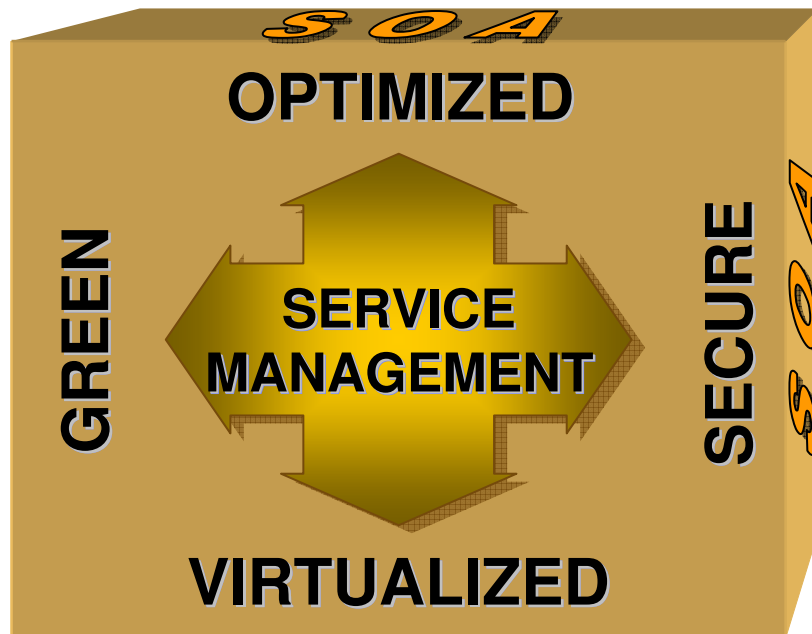
Effective control of the configuration, protection, access and utilization of information, applications, networks, servers and end-points.

Automation

Efficient automation of the identification and remediation of vulnerabilities and addressing compliance mandates.

Datacenter Management and Transformation

Creating a dynamic, cost-effective and more efficient datacenter



Visibility

Eliminate silo views of infrastructure and applications and monitor workloads across physical, logical and grid/cloud infrastructure.

Control

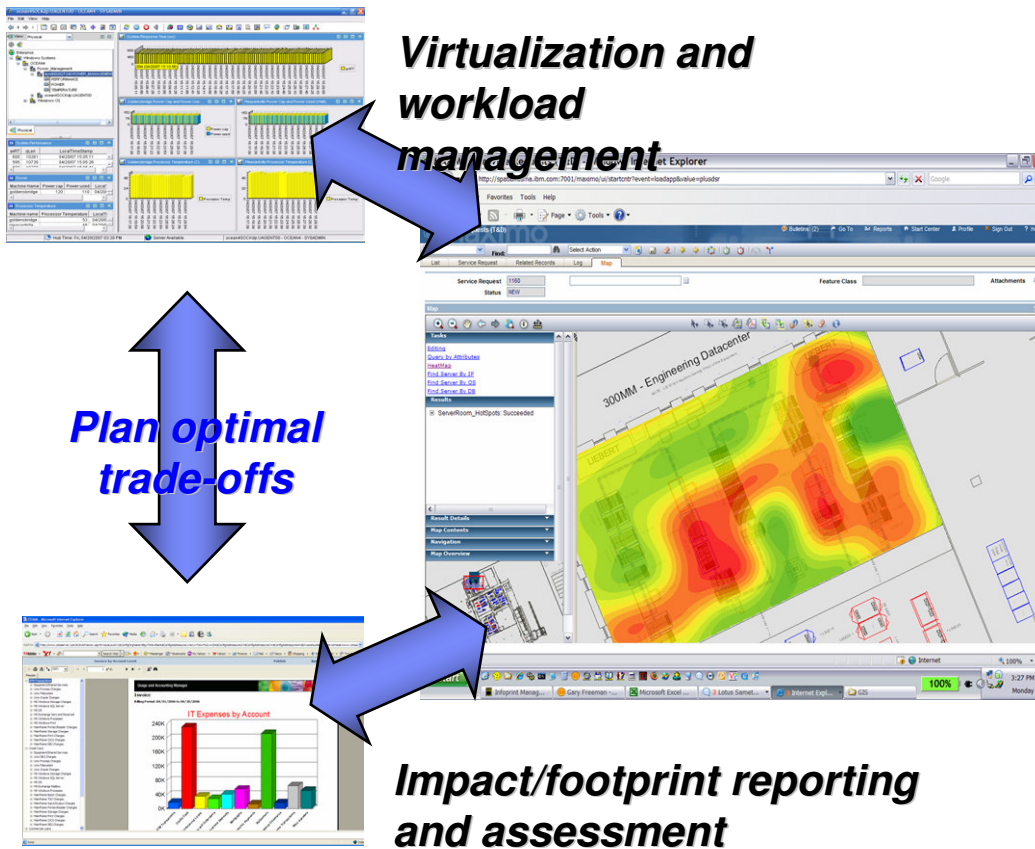
Transform provisioning and change management to create a dynamic computing, middleware and application environment.

Automation

Increase agility and responsiveness to business demands by creating a flexible, self-managing computing and data infrastructure.

Transformation – The Green Datacenter

Delivering energy efficiency and reducing environmental impact



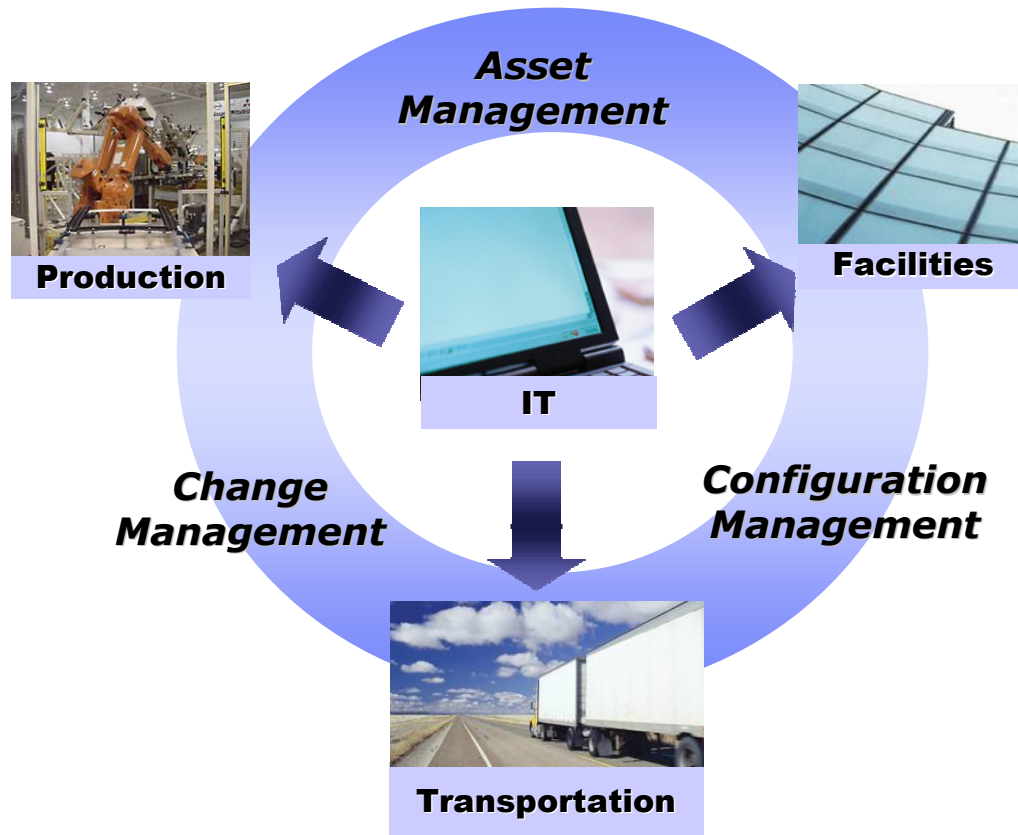
Visibility
Combine workload, service level, power and cooling information to optimize power consumption while maintaining service levels.

Control
Establish policy-based provisioning and change management to ensure continuing best use of available resources and capabilities.

Automation
Implement closed-loop monitoring and management to ensure optimal power consumption as workloads vary across business cycles.

Asset and Financial Management

Exploiting asset and workflow management in industry specific solutions



Visibility

Enable access to all aspects of asset description, configuration and financial information in a service context.

Control

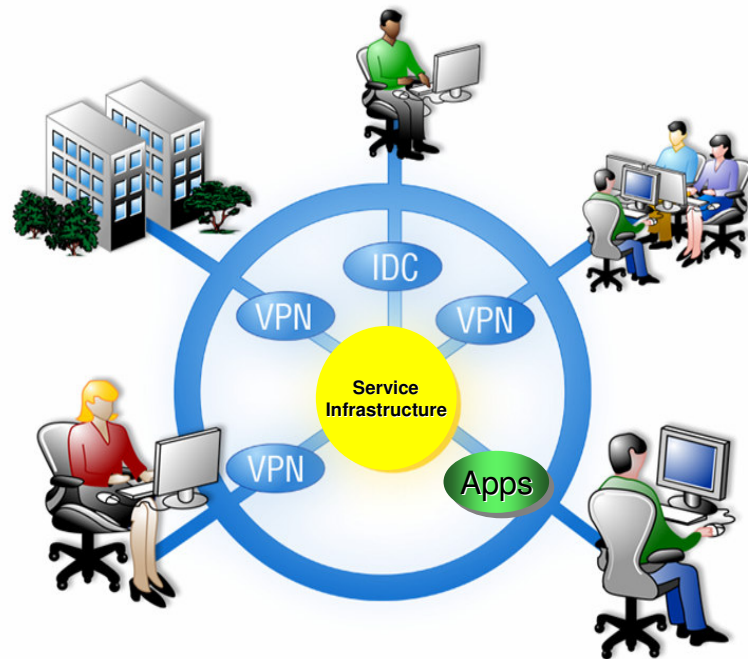
Improve quality and reduce risks across the asset management lifecycle through integrated management tools.

Automation

Create integrated workflows to speed delivery and service times, increase efficiency and reduce re-work costs and quality problems.

Next Generation Network Management

Integrating and partnering in response to significant customer opportunities



***Integrated Service Quality Assurance
for converged (triple-play) voice,
video and data networks***

Visibility

Deliver a single point of monitoring for all network traffic, event/fault and service quality management across converged infrastructures.

Control

Enforce policies for service quality and traffic prioritization to deliver optimized service within agreed service levels.

Automation

Speed problem resolution times and reduce diagnostic errors through automated root cause analysis.

Recap - ISM is the Most Complete Solution

Addressing the needs of all customer audiences and challenges

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