

Increase your service availability and performance with IBM Service Management.





The challenges are clear for today's operations

If you're in operations — or manage those who are — you know that the pressures have never been greater to ensure high service availability and performance.

Operations teams have to keep pace with a growing array of service demands while still dealing with soaring costs, the rapid evolution of technology and an increasingly competitive marketplace.

Unfortunately, many organizations still suffer from an obscured view into key business services and supporting technology. They try to govern their service infrastructure with existing point management tools, but they lack the closed-loop, cross-domain management needed to effectively deliver the high levels of service availability and performance required in today's business world.

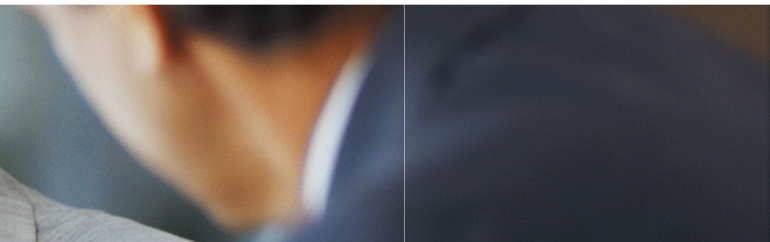
Integrate visibility, control and automation across the service life cycle

To address these challenges, IBM offers an unparalleled selection of integrated offerings designed to help organizations like yours properly align operational and business objectives.

IBM service availability and performance solutions provide:

- **Visibility to enable organizations to “see the business.”**
- **Control to help organizations “govern the business.”**
- **Automation to enable organizations to “optimize the business.”**

IBM was selected a “Leader” in Forrester’s 2007 Business Service Management Wave report.



Transform IT operations from silo management to service-centric operations

IBM solutions for service availability and performance are designed to leverage and improve return on your existing management tools while providing greater visibility, control and automation across the entire service life cycle.

Dependency collection, event and performance collection

End-to-end visibility of service infrastructure dependencies and health is essential for assuring high service availability and performance. IBM provides the broadest, out-of-the-box discovery and monitoring capabilities across applications, systems, networks, mainframes, storage, security and more, as well as hundreds of out-of-the-box integrations with third-party tools.

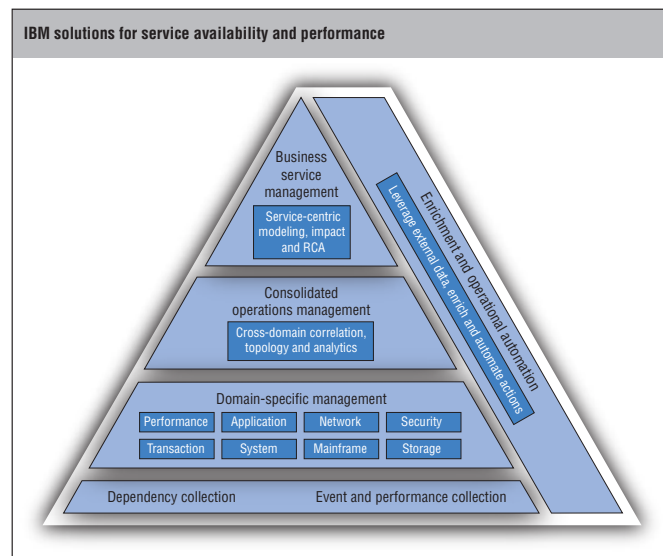
Domain-specific management

Today's complex IT environments require targeted, in-depth visibility and intelligence by domain. IBM offers the widest selection of targeted domain management solutions now available — for both mainframe and distributed environments.

IBM domain-specific management solutions also share a common user interface, data warehousing, reporting and security that promote interoperability for simplified management and reduced total cost of ownership (TCO) across domains.

Key domain-specific management capabilities support the following:

Transaction and end-user experience — Provides end-to-end transaction and end-user experience monitoring, including isolating, visualizing and resolving transaction



IBM solutions for service availability and performance provide the necessary monitoring, consolidation, service-contextual analysis and automation needed to help assure high service quality and deliver against SLA commitments.

problems across Internet services, service oriented architecture (SOA) environments, IBM WebSphere® MQ and more.

Application and system — Analyzes and monitors the health of composite applications, operating systems, databases and servers across distributed and host environments, including e-mail systems, databases, enterprise resource planning (ERP), virtual servers and many more.

Mainframe — Monitors and analyzes IBM System z™ Parallel Sysplex,® IBM z/OS® and IBM OS/390® systems, providing comprehensive information about components such as IBM Workload Manager, Coupling Facility, Cross-System Coupling Facility (XCF), Global Enqueue and shared direct access storage device (DASD).

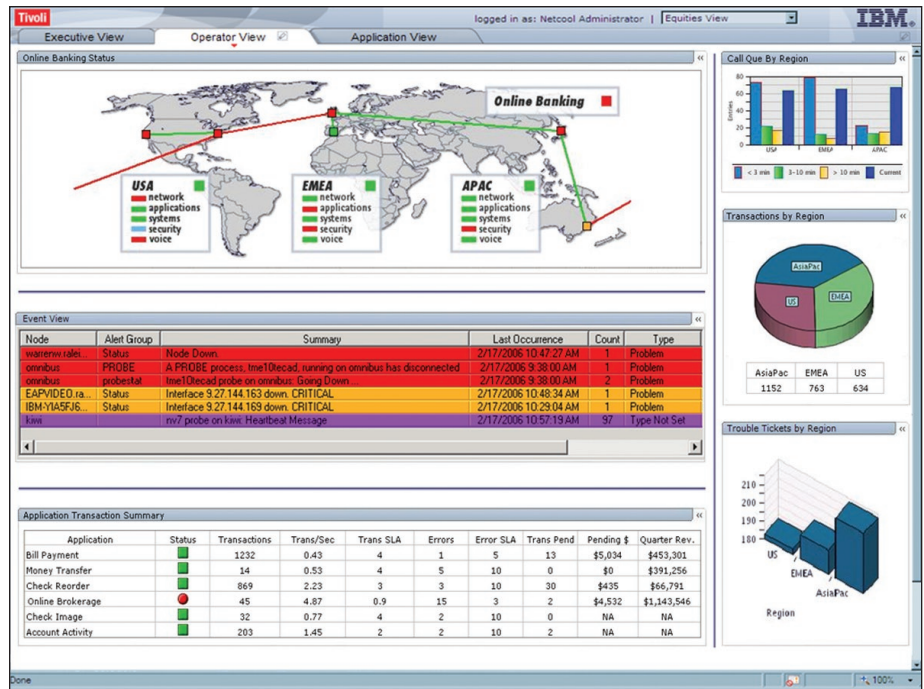
Network — Discovers, monitors and uniquely analyzes layer 1–3 networks, including logical and physical connectivity across all major hardware vendors to determine the root cause and symptoms of network problems.

Storage — Provides direct monitoring of storage environments, collecting all relevant information on the availability, performance and integrity of storage-related configuration items.

Security — Collects and analyzes security-specific event data from more than 100 different products. Solutions also leverage and analyze security-related events collected by Tivoli consolidated operations management solutions, using a shared collection point.

Performance — Monitors and analyzes performance across the domains mentioned above, offering advanced baselining and trending to proactively identify developing problems.

Consolidated operations management
As your service infrastructure management demands and event volumes ramp up, IBM consolidated operations management solutions can help keep expenses under control and operations running smoothly. At the heart of these solutions is the primary IBM engine for ultrascaleable, cross-domain event collection, consolidation and correlation.



IBM consolidated operations management solutions provide a single pane of glass for ultrascaleable event and performance consolidation, correlation and analysis across existing silo and third-party tools for improved mean time to resolution and operational efficiency.

Key components and capabilities include:

Ultrascaleable event engine — Highly scalable and highly resilient, IBM consolidated operations management solutions offer the only event engine on the market that not only deploys quickly and easily but also scales to manage over 100 million events per day. In addition to high scalability, the engine provides seamless failover to assure that no data is lost and that even complex environments are continuously managed and delivering against committed objectives.

Manager of managers — As an event manager of managers, this component consolidates events from end to end and achieves a single-pane-of-glass view across operational silos and tools. Consolidation includes existing monitoring; element, event, performance and inventory management systems; Security Information and Event Management (SIEM); service desks; and other tools already used by operations teams.

Cross-domain management — In addition to built-in direct monitoring capabilities, IBM consolidated operations management capabilities offer

out-of-the-box integration with Tivoli domain-specific management tools to provide seamless and contextual drill-down to detailed domain metrics and intelligence — all from a single pane of glass for faster mean time to repair (MTTR). Event and performance information collected by IBM and third-party monitoring tools can be stored in our common data warehouse for advanced event and performance trending, visualization and reporting via our common portal interface. This can dramatically reduce the complexity normally associated with managing across operational domains, tools and roles.

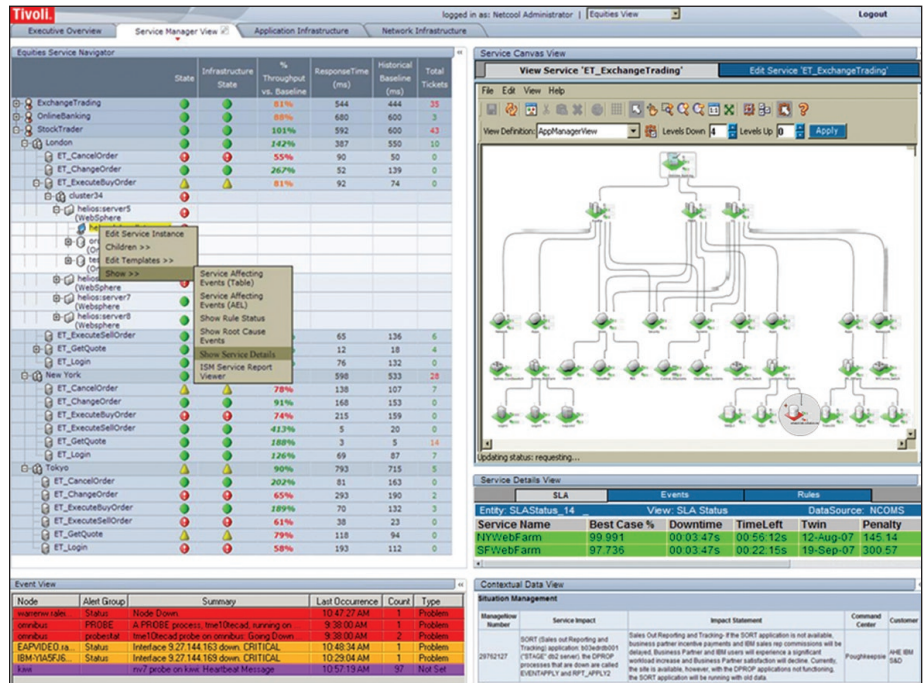
Advanced correlation — This capability provides automated, state-based monitoring, filtering and correlation that dramatically reduce event volumes as much as 10,000 to one. Enrichment capabilities further enhance correlation by collecting important business information from distributed data sources and adding it to events. This helps identify the service impact, problem owner, device location and other important details for prioritized response and improved MTTR across technology silos. Correlation also provides a set of formally tested, ready-to-run monitoring rules that help identify the root cause and enable rapid repair without the distraction of symptomatic or informational events.

Business service management

IBM solutions for business service management provide automated service modeling, service impact and root-cause analysis, and tracking of service level agreements (SLAs) and other key performance indicators (KPIs) in targeted business and operational dashboards.

Business and operational dashboards — IBM dashboards can be customized to provide highly granular intelligence across both business and operational audiences with a broad mix

IBM was selected a “Leader” by Gartner in their Event Correlation and Analysis Magic Quadrant for “Completeness of Vision” and “Ability to Execute.”



Business service management dashboards provide real-time, actionable information, including service impact and root-cause analysis, balanced scorecards, event and data views, and SLA tracking for prioritized response according to true business impact.

Solutions	Products
Dependency collection, event and performance collection	IBM Tivoli® Application Dependency Discovery Manager IBM Tivoli Change and Configuration Management Database (CCMDB) IBM and third-party discovery, monitoring, event management and other data sources
Domain-specific management	IBM Tivoli Performance Analyzer IBM Tivoli Composite Application Manager IBM Tivoli Monitoring IBM Tivoli OMEGAMON® IBM Tivoli Network Manager IBM Tivoli NetView® for z/OS IBM Tivoli Security Operations Manager IBM TotalStorage® Productivity Center
Consolidated operations management	IBM Tivoli Netcool®/OMNIBus™ IBM Tivoli Performance Analyzer
Business service management	IBM Tivoli Business Service Manager IBM Tivoli Netcool Service Quality Manager
Enrichment and operational automation	IBM Tivoli Netcool/Impact IBM Tivoli System Automation family IBM Tivoli Workload Automation family IBM Tivoli Provisioning Manager IBM Tivoli Storage Manager

of KPIs, event, dependency, reports and custom service views.

Views are customized by audience and can include any mix of:

- **Real-time and historical indicators.**
- **Balanced scorecards.**
- **Service dependency views.**
- **Process workflow diagrams.**
- **Custom gauges, charts and graphs.**

- **Geographic and location maps, including floor plans.**
- **Topological views.**
- **Image files or other multimedia representations.**

Service modeling and analysis —

Only IBM Business Service Management solutions can collect and analyze events and dependencies from virtually any IBM or third-party tools. Events can include service status events, business events and

KPIs. Dependency data is gathered from discovery, inventory, assets, a configuration management database, other databases and custom data stores. Data is collected in real time, automatically maintaining the service model. This information is then used to automatically determine the service impact for prioritized response based on the greatest impact to the business and the root cause of service problems for improved mean time to resolution across operational silos.

Balanced scorecards — Only IBM Business Service Management solutions have the ability to not only track but also calculate and maintain custom real-time and historical KPIs and balanced scorecards. Common scorecard indicators can include transactional volumes, profit and loss indicators, SLA status, downtime, penalties, change requests, incident and problem records, Six Sigma or COBIT.

SLA tracking — Comprehensive real-time and historical SLA reporting capabilities allow staff to watch SLA compliance for all services, processes, transactions and the supporting service infrastructure. Staff can receive early warnings on potential SLA breaches, leverage trend data for SLA planning and automate delivery of SLA reports to executives, operations staff and customers.

Enrichment and operational automation

IBM solutions enable the definition of custom management policies and triggering of automated actions. They also enable organizations to automatically respond to disruptions and eliminate the need for error-prone manual intervention, thereby helping to improve availability, lower costs and speed time to recovery. These solutions help ensure every aspect of service availability and performance, from workload scheduling to provisioning. Unlike point solutions, IBM Tivoli software provides out-of-the-box integration across operations management products for greater return on investment.

Enrichment — IBM solutions can help simplify real-time access to IBM and third-party data sources across organizational silos and tools for enrichment of events in any tool and with service context (for example, problem owner, service affected, maintenance status, SLA, device location and more), or for display in interactive dashboard views. Actions can be prioritized and directly triggered according to business impact, helping further improve operational efficiency and service continuity.

System automation — IBM solutions help reduce the frequency and

duration of service disruptions with policy-based automation to deliver high availability of critical applications and middleware that span heterogeneous IT environments. The solutions provide operators with a single point of control for managing different cluster technologies and sysplex environments and a complete view of cluster dependencies to enable advanced automation of complex composite applications.

Workload automation — IBM solutions help manage composite business and IT workloads that have complex dependencies and can dynamically trigger and dispatch workloads to the best available resources so you respond in real time to changing business demands.

Provisioning — Automation replaces the manual tasks associated with provisioning and configuring servers, operating systems, middleware, software applications, storage and network devices. IBM solutions help improve resource utilization and service delivery by helping organizations dynamically respond to changes in the environment.

Automated backup and recovery —

This capability is designed to automate critical activities for backup and

recovery. In particular, it helps increase application availability by bringing together management of the SAN, storage devices and host resources (including databases and file systems) into a single control point.

Why choose IBM?

IBM service availability and performance solutions:

- **Offer the broadest and deepest discovery and monitoring available.**
- **Provide the most scalable and resilient event management engine.**
- **Leverage investments in existing IBM and third-party tools.**
- **Provide complete service visibility for business and operational audiences.**
- **Deliver greater relational value through common visualization, reporting, data model and process automation.**
- **Deploy quickly and deliver rapid value through high visibility, control and automation.**



For more information

IBM solutions for enhanced service availability and performance are based on a solid foundation of automated service life-cycle management that helps integrate service delivery and support, and end-to-end operations management. What's more, these powerful capabilities are backed by an array of best practices and services, including an IT Infrastructure Library® (ITIL®)-based service management reference model to maximize investments and make service management actionable.

With IBM solutions, organizations can improve visibility, control and automation to help ensure that business services are available at agreed-upon service levels throughout the service life cycle. For more information, contact your IBM representative or IBM Business Partner, or visit ibm.com/itsolutions/servicemanagement

About IBM Service Management

IBM Service Management helps organizations deliver quality service that is effectively managed, continuous and secure for users, customers and partners. Organizations of every size can leverage IBM services, software and hardware to plan, execute and manage initiatives for service and asset management, security and business resilience. Flexible, modular offerings span business management, IT development and IT operations and draw on extensive customer experience, best practices and open standards-based technology. IBM acts as a strategic partner to help customers implement the right solutions to achieve rapid business results and accelerate business growth.

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Produced in the United States of America
March 2008
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