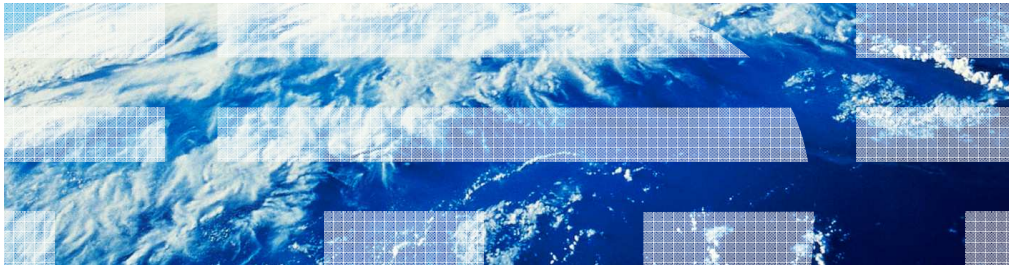


IBM Tivoli Service Automation Manager V7.2.2

Quiesce mode



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In this training module, personnel learn what quiesce mode is, how to put the system into quiesce mode, and quiesce mode impacts on service requests and escalation processing.

Objectives

After you have completed this training module, you can accomplish these tasks:

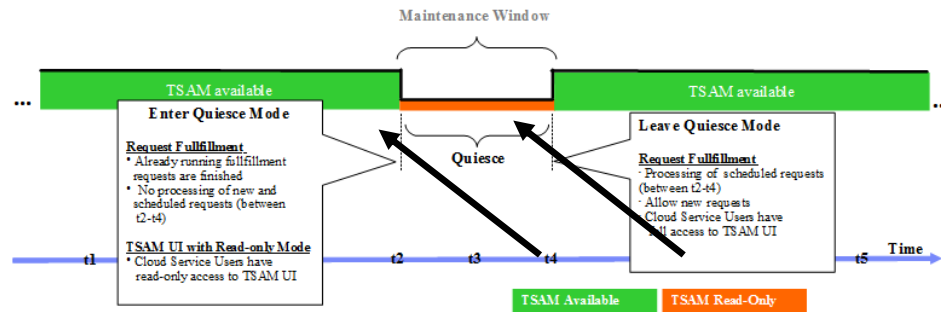
- Explain what quiesce mode is
- Name the six quiesce mode statuses
- Describe the impact of quiesce mode on service requests and escalations
- Issue requests to place a system into and take it out of quiesce mode
- Monitor the system during quiesce mode

After you have completed this training module, you can accomplish these tasks:

- Explain quiesce mode to others
- Name all of the quiesce mode statuses
- Describe quiesce mode service request impacts
- Describe quiesce mode's impact on escalations
- Issue requests to both place a system into and remove a system from quiesce mode
- Monitor the system during quiesce mode

Explaining what quiesce mode is

What is quiesce mode?



3

Quiesce mode

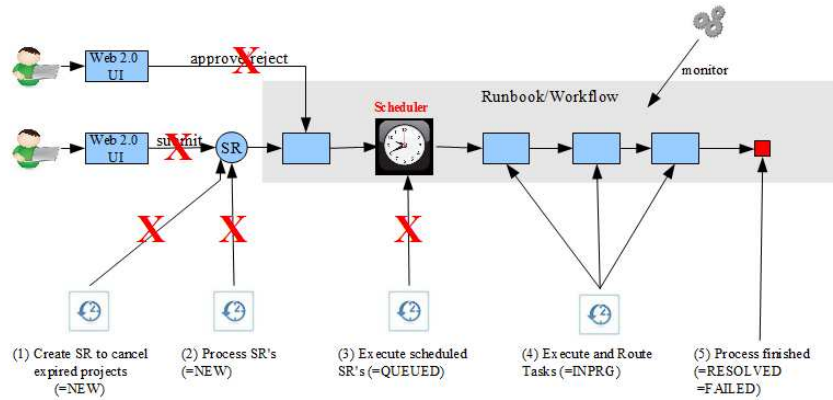
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Quiesce mode is the time when maintenance can be performed on a IBM Tivoli® Service Automation Manager server. At t2 on the timeline, conditions are right for quiesce mode. The first quiesce mode requirement calls for all running requests to be completed. The second quiesce mode requirement calls for no processing of either new or scheduled requests. Third, all cloud service users are automatically limited to read-only access from Tivoli Service Automation Manager user interfaces. These three conditions continue until the end of the quiesce mode maintenance window.

The quiesce mode or maintenance mode is designed to make Tivoli Service Automation Manager quiet. Quiesce mode allows running fulfillment requests to be completed while preventing the submission of any new requests. Once all fulfillment requests already started are completed, Tivoli Service Automation Manager does not start new requests.

Quiesce mode service request process flow

Service Request (SR) process flow



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Quiesce mode

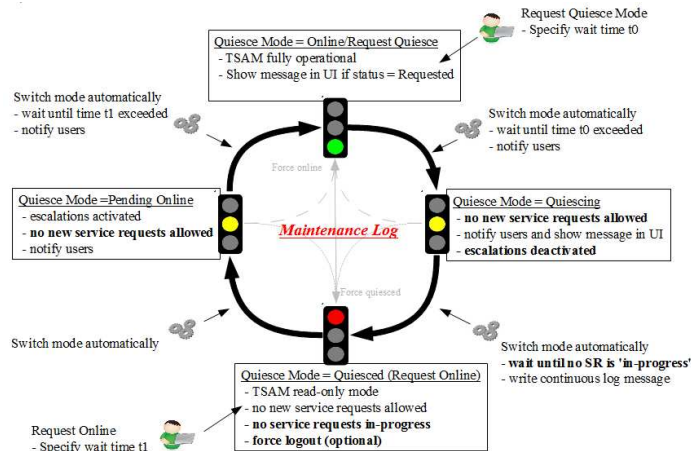
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Service request submittal, approval, rejection, creation, and scheduled execution are all halted while the IBM Tivoli Service Automation Manager is in quiesce mode.

This slide shows the overall run book and the flow of a service request.

Quiesce mode state model

State model



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Quiesce mode

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Start from the top of the slide and move clock-wise.

The system is fully operational, the administrator logs in and requests or plans a quiesce mode for a proper maintenance window. The administrator specifies a time where the system enters into quiesce mode status. When the time is reached, Tivoli Service Automation Manager enters the status quiesce. This is when users are no longer able to submit any new service request (this is the yellow status in the picture). Escalation is stopped. At this point the system is still not yet in quiesce. There are still Service Requests running and the system automatically waits until the last service request gets resolved. When there are no service requests in progress, the status automatically switches from quiescing to quiesced. Planned maintenance tasks can be performed when the color is red (referring to the slide). Once maintenance operation has been accomplished, and Tivoli Service Automation Manager is up and running again, the administrator requests the system to come online. Online status is accomplished by specifying the time (t_1 in the picture) to come online. Immediately after requesting the online status, the system switches to status Pending Online. Pending Online means that it activates the escalations but it still does not allow any submissions of new requests. End users are still impacted during this phase. During Pending Online status service requests that are in the queued status are started and fulfilled. Users are able to log in and submit new service requests after time t_1 is reached.

Quiesce mode self-service user interface (read only)

Quiesce mode self-service user interface (read only)

Show message to notify users about quiesce mode (status=Request_Quiesce)

Show message box in top pane

Show message that no writes are allowed (status=Quiescing, Quiesced)

Show message box in top pane

Deactivate offerings via data restriction or filterdomain (status=Quiescing, Quiesced)

No offerings selectable during quiesce mode

Deactivate Submit of Service Requests

6

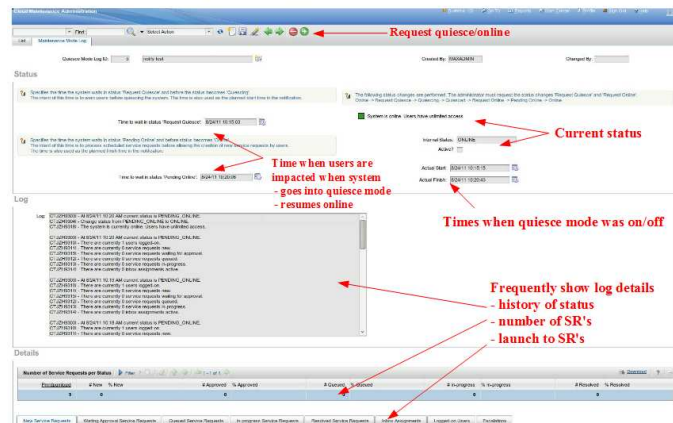
Quiesce mode

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This slide shows the messages that users see when the system is either entering or in quiesce mode. Specific functions are deactivated during quiesce mode. No service requests can be created or submitted during the quiesce mode maintenance window. The self-service user interface warns users with a message. All users are notified that the maintenance window is enabled in a specific amount of minutes. Once the message opens, the offerings are disabled. Service request submissions are prevented at this time.

Quiesce mode management application

Quiesce mode management application



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Quiesce mode

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The Cloud Maintenance Administration application is used to configure and monitor quiesce mode. This window can be reached from the administration user interface. Click **GoTo > Service Automation > Configuration > Cloud Maintenance Administration**. Each quiesce mode record is identified by the **Quiesce Mode Log ID**. The ID contains these dates and times:

- Date and time when the system will enter the Quiescing or Request Quiesce mode (users are not able to submit new requests)
- Date and time when the system will enter the Pending Online mode (Queued service requests are still processed) ...

The Maintenance Mode Log tab contains details of what occurred during the request of quiesce status. Use the Maintenance Mode Log to monitor pending service requests, inbox assignments, and queued service requests. The Maintenance Mode Log also shows the current status of the system. At the bottom of the screen is a graphical view of the service requests in the different statuses. To track the status of ongoing requests see the Number of Service Requests per Status section. The IBM Tivoli Service Automation Manager system goes through these six statuses: Online, Request Quiesce, Quiescing, Quiesced, Request Online, and Online.

Summary

Now that you have completed this module, you can accomplish these tasks:

- Explain what quiesce mode is
- Name the six quiesce mode statuses
- Describe the impact of quiesce mode on service requests and escalations
- Issue requests to place a system into and take it out of quiesce mode
- Monitor the system during quiesce mode

Now that you have completed this training module, you can accomplish these tasks:

Explain quiesce mode to others

- Name all of the quiesce mode statuses
- Describe quiesce mode service request impacts
- Describe quiesce mode's impact on escalations
- Issue requests to both place a system into and remove a system from quiesce mode
- Monitor the system during quiesce mode

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