IBM Tivoli Monitoring

Highlights

- Proactively monitor critical components of your on demand infrastructure, helping you quickly isolate and prevent performance problems

- Visualize real-time and historical performance metrics in both table and chart formats, along with expert advice and automated actions in the IBM Tivoli Enterprise Portal

- Consolidate monitoring and management of both distributed and host-based systems through a single, customizable workspace console

- Put highly customizable and powerful monitoring tools in the hands of more operators; significantly less programmer skills and training are required to deploy the product

- Help reduce total IT operational costs with simplified installation, configuration and lightweight agent rule deployment with self-monitoring capabilities

- Automatically track the status of what matters most in your complex IT environment, and receive alerts only when a problem occurs

- Help optimize IT service delivery by integrating management products and IT processes to drive performance and meet service level agreements

- Help maximize time to value through simplified installation and monitoring, as well as management capabilities through point-and-click technologies

IBM Tivoli® Monitoring solutions are designed to help manage critical online business applications by proactively monitoring essential system resources, efficiently detecting bottlenecks and potential problems, and automatically responding to events. By leveraging best practices for identifying and resolving infrastructure problems, Tivoli Monitoring solutions can help optimize efficiency in your information technology (IT) department. Proactive system monitoring often identifies problems early, enabling rapid fixes before end users experience significant impact to their performance.

**Stay on top of key availability and performance problems**
In today's IT-driven business environment, it's more important than ever to identify and fix outages and bottlenecks that threaten mission-critical applications — before they impact customer satisfaction and user productivity. But monitoring and managing geographically dispersed systems with disparate

operating systems can be labor-intensive and costly. Often there is limited information available to help administrators understand current problems and predict system failures. As a result, they may have difficulty meeting service levels required by the business.

Give your operators powerful, customized monitoring tools

The answer for many businesses — large and small — is Tivoli Monitoring. The next generation of the Tivoli suite of monitoring products, it is designed to help operators monitor and manage critical hardware and software — including operating systems, databases and applications in distributed environments. In addition to Tivoli Monitoring, the suite includes:

- *IBM Tivoli Monitoring for Messaging and Collaboration* — monitors the status of Microsoft® Exchange and Lotus® Domino® servers, identifies server and system problems in real time, notifies administrators and takes automated actions to resolve server problems.
- *IBM Tivoli Monitoring Active Directory® Option* — provides a central point of management for your Microsoft Active Directory service, allowing early problem detection and prevention. Multiple servers can be monitored from a single console, and information is standardized across the system.
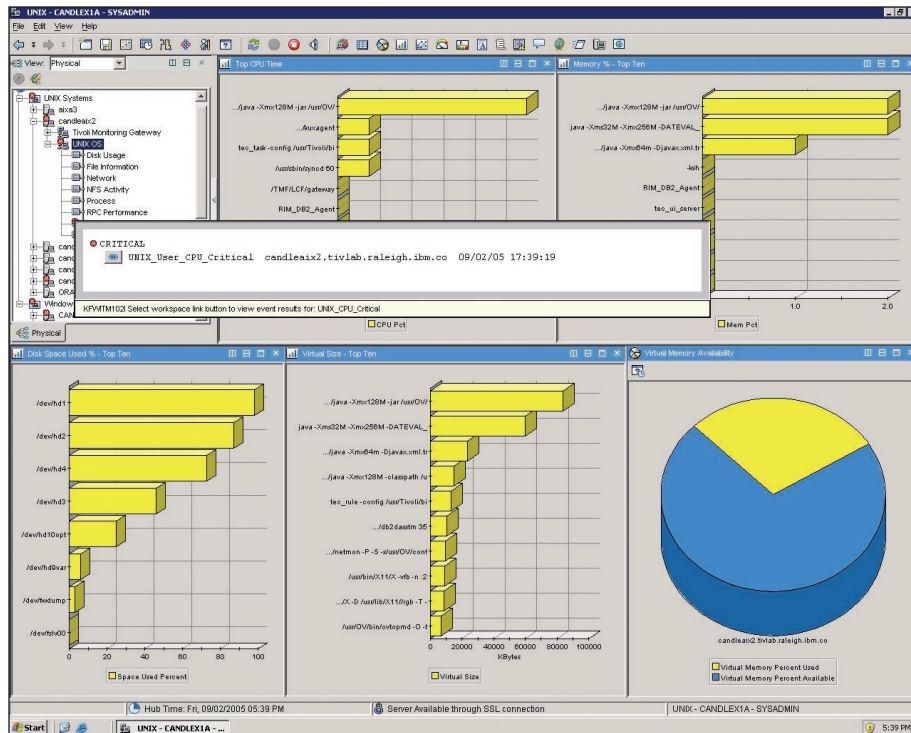
Tivoli Monitoring system overview of UNIX® operating system, including situation fly-over

- *IBM Tivoli Monitoring for Databases for DB2®, Oracle, Microsoft SQL Server and Sybase* — helps simplify the management of your back-end database infrastructure by monitoring multiple types of database software.
- *IBM Tivoli Monitoring for Applications* — monitors and manages SAP application performance and availability. It includes best-practice situations and expert advice for quick problem identification, notification and correction.
- *IBM Tivoli Monitoring for Cluster Managers* — monitors cluster manager resource performance and availability and extends the monitoring and

management capabilities of Tivoli Monitoring to include Microsoft Cluster Server.

- *IBM Tivoli Monitoring for Virtual Servers* — centrally monitors server virtualization, consolidation, resource performance and availability for Citrix Access Suite, VMware ESX and Microsoft Virtual Server for efficient and cost-effective IT operations.

By taking advantage of the Tivoli Monitoring solutions, you can stay on top of key performance and resource allocation problems and automate repairs as appropriate. Additionally,

you can derive substantial value by helping maximize the efficiency of IT staff and facilitate compliance with service level objectives, which will help minimize the cost of system administration and deployment.

Obtain an end-to-end view of system performance

At the core of Tivoli Monitoring is the Tivoli Enterprise Portal, a highly customizable desktop or browser client for viewing and monitoring the end-to-end enterprise. It collects monitoring data about applications and resources of systems and subsystems from the monitoring agents and other sources, then passes the data on to the management server for data collection, filtering, correlation and root-cause analysis.

This central point of management allows you to proactively monitor and help optimize the availability and performance of the entire IT infrastructure, across host and distributed environments.

Because information is standardized across all systems, you can monitor all your resources from a single workstation. Then you can easily collect and analyze specific information using the Tivoli Enterprise Portal.
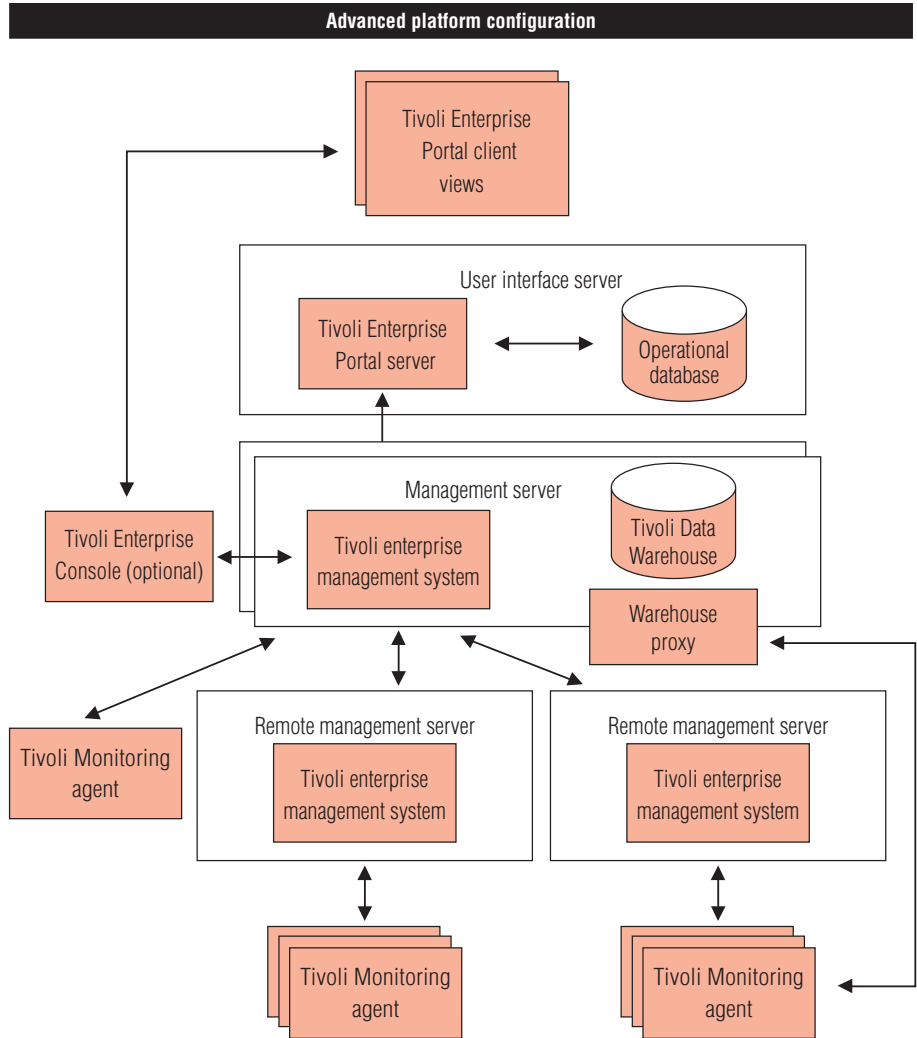
This diagram shows an advanced platform configuration schematic for organizations deploying Tivoli Monitoring that have high scalability demands.

Tighter integration with IBM Tivoli Enterprise Console® brings advanced event management capabilities such as filtering and correlation to quickly isolate failing components, and diagnose and resolve the incident more efficiently and effectively.

Visualize data in user-relevant, customizable ways

Tivoli Monitoring software lets you see at a glance how well your entire enterprise is performing by delivering the data that's important to you in an easy-to-use, customizable interface. You can compile and analyze information from disparate operating systems, applications and other underlying resources on which the applications depend and make management decisions quickly, efficiently and proactively.

The software's portal workspaces also enable you to customize monitoring functions — without writing a single line of code. You can set a simple threshold, or create complex thresholds, situations and alerts. By graphically combining numerous metrics, you can use Tivoli Monitoring to help minimize false alerts and intelligently manage your distributed environment. Operators can customize their workspaces with dynamic

graphical charts and tables that instantly place the situation in perspective.

Leverage real-time and historic reports to direct future growth

The new Tivoli Data Warehouse — based on a simplified database structure with configuration and collection improvements — provides data for analysis and reporting through the Tivoli Enterprise Portal. It also eases the management of long-term data by aggregating, summarizing and pruning historical data.

Advanced real-time and historical reporting capabilities can also be customized according to user preferences — so users see only the data that is important to them. The combination of real-time and historical reporting helps you identify trends, predict system behavior and make informed management decisions to guide future growth.

Receive situation-based alerts to facilitate problem resolution

You can take advantage of both supplied and customizable situations in Tivoli Monitoring software to detect and repair incidents as they occur. The out-of-the-box supplied situations include a combination of metrics and

thresholds to trigger, identify, notify and solve problems. Based on industry best practices, they allow for a superior and robust management system. You can also tailor these alerts to your environment to facilitate automatic resolution of recurring problems.

The built-in situation editor allows you to set up your own intelligent alerts and thresholds based on detailed logic that gives you the power to create granular notification and eliminate false alarms. Since Tivoli Enterprise Console is integrated into the Tivoli Enterprise Portal, situations can send events directly to the console.

Consistently execute and automate best practices

Automation and advice functions in Tivoli Monitoring software help you resolve problems when they occur, and consistently execute repetitive tasks:

Expert advice — Tivoli Monitoring enables users to obtain detailed explanations of incidents and problems, and makes recommendations for resolving them — simply by moving the mouse over an alert. You can use this knowledge out of the box or edit it to preserve solutions specific to your environment.

Take action — Additionally, you can automatically resolve recurring problems by running existing scripts or utilizing scripts created from provided templates, enabling you to focus on other critical areas. You can use this capability to detect runaway processes and view resource consumption by workload, network and disk information, and system logs — all in real time.

Workflow automation — Tivoli Monitoring software also allows you to automate detailed system processes, called policies. Using the included workflow editor, you can design policies to perform actions, schedule work to be done by users or automate manual tasks. For example, Tivoli Monitoring for Databases includes best practices for typical situations that database administrators face — determining what to monitor, when to monitor, and how to interpret and act on the monitor results. With the software guiding and automating these tasks, database administrators have more time to focus on complex, less repetitive tasks.

Simplify deployment and help minimize burden on resources

Tivoli Monitoring software is easy to install, thanks to automatic agent and patch deployment throughout your distributed enterprise, its intuitive interface with point-and-click functions, and simplified monitoring and management capabilities.

Additionally, the lightweight infrastructure and minimized footprint help control the cost of ownership. Efficient data collection results in low memory usage and CPU utilization on managed systems.

About Tivoli software from IBM

Tivoli software from IBM helps organizations efficiently and effectively manage IT resources, tasks and processes to meet ever-shifting business requirements and deliver flexible and responsive IT service management, while helping to reduce costs. The Tivoli portfolio spans software for security, compliance, storage, performance, availability, configuration, operations and IT lifecycle management, and is backed by world-class IBM services, support and research.

For more information

To learn more about how Tivoli Monitoring can enable you to efficiently monitor and manage your critical resources, contact your IBM representative or IBM Business Partner, or visit **ibm.com**/tivoli

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Tivoli Monitoring family at a glance

Tivoli Monitoring

Tivoli Enterprise Management Server
- IBM AIX®
- Sun Solaris
- Microsoft Windows®
- Linux® (Red Hat, SUSE) — Intel®, IBM System z™

Tivoli Enterprise Portal Server
- Windows
- Linux (Red Hat, SUSE) — Intel, System z

Tivoli Enterprise Portal
- Windows
- Linux (Red Hat, SUSE) — Intel, System z

Database support:
- DB2
- Microsoft SQL Server

Tivoli Data Warehouse

Database support:
- DB2
- SQL Server
- Oracle

Monitoring agent support:
- AIX
- Solaris
- HP-UX
- Windows
- Linux (Red Hat, SUSE) — Intel, System z, IBM System p™
- IBM i5/OS™

Tivoli Monitoring is a prerequisite for the following agents:

Tivoli Monitoring Active Directory Option

Tivoli prerequisites:
- Tivoli Monitoring Active Directory Agent: Windows

Tivoli Monitoring for Databases

Tivoli Monitoring for Databases: DB2 monitoring agent support:
- Windows
- AIX
- HP-UX
- Solaris
- Linux (Red Hat, SUSE)

Tivoli Monitoring for Databases: Oracle monitoring agent support:
- Windows
- AIX
- HP-UX
- Solaris
- Linux (Red Hat, SUSE)

Tivoli Monitoring for Databases: Sybase Server monitoring agent support:
- Windows
- AIX
- Solaris
- Linux (Red Hat, SUSE)

Tivoli Monitoring for Databases: Microsoft SQL Server monitoring agent support:
- Windows

Tivoli Monitoring for Messaging and Collaboration

Tivoli Monitoring for Messaging and Collaboration: Microsoft Exchange and Lotus Domino monitoring agent support:
- Windows

Tivoli Monitoring for Virtual Servers

Tivoli Monitoring for Virtual Servers: Citrix monitoring agent support:
- Windows

Tivoli Monitoring for Virtual Servers: VMware ESX monitoring agent support:
- Windows
- Linux (Red Hat, SUSE)

Tivoli Monitoring for Virtual Servers: Microsoft Virtual Server monitoring agent support:
- Windows

Tivoli Monitoring for Cluster Managers

Tivoli Monitoring for Cluster Managers: Microsoft Cluster Server monitoring agent support:
- Windows

Tivoli Monitoring for Applications

Tivoli Monitoring for Applications: SAP monitoring agent support:
- AIX
- HP-UX
- Solaris
- Windows
- Linux (Red Hat, SUSE)

TAKE BACK CONTROL WITH **Tivoli**®