

Workload Automation

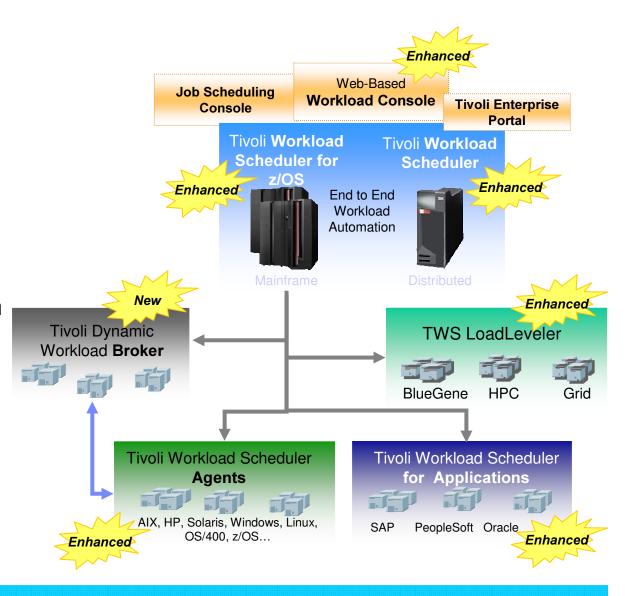
Tivoli Workload Automation: A corporate backbone for service execution

Xavier Giannakopoulos TWA Product manager



Tivoli Workload Automation: themes and portfolio

- Evolve towards a simple Workload Automation backbone
- Be the most flexible Workload Automation solution in the market
- Expand scheduling space to popular applications
- Summarize all information in a synthetic GUI on Web
- Create a foundation for On Demand Enterprise scheduling





TWA Total Cost of Ownership: Key Performance Indicators

From a real customer:

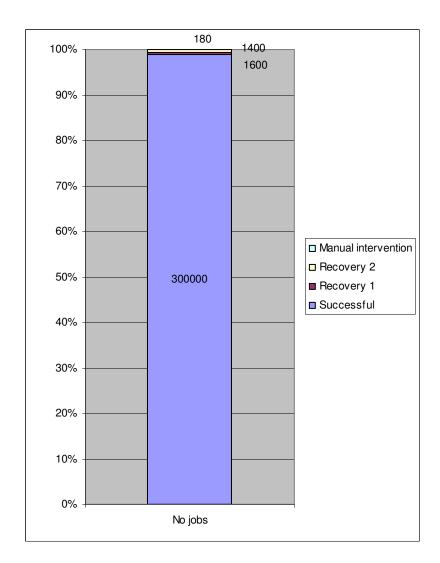
When automated recovery has been considered, 99.xx% of jobs were addressed without manual intervention.

98.9% of jobs were adequately triggered and successful.

KPI for TWA:

• Proportion of manual intervention Improvement factors:

- Add new mechanisms of automated recovery.
- Provide better availability with dynamical solutions

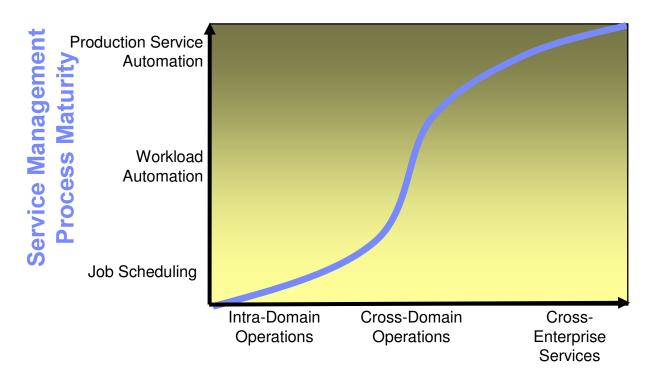




IBM Tivoli Workload Automation is Breaking Traditional Boundaries

- Create a foundation for on demand workload automation
- Enhance end-to-end workload automation
- Establish a workload and workflow integration backbone

Managing the Delivery of Services



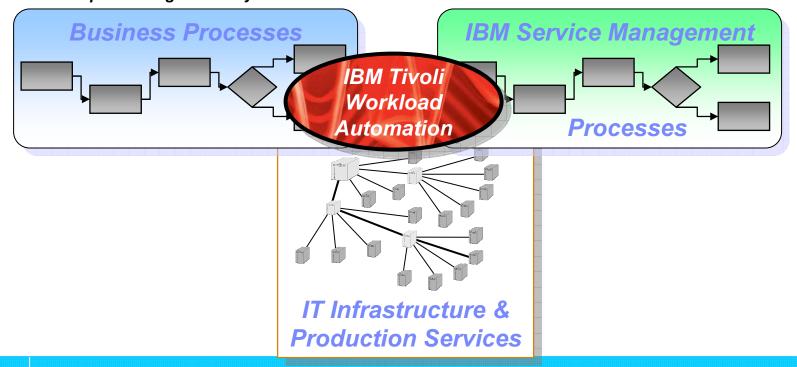
Business Service Delivery Maturity



Align Business and IT Objectives, and Execution of Services with Workload Automation

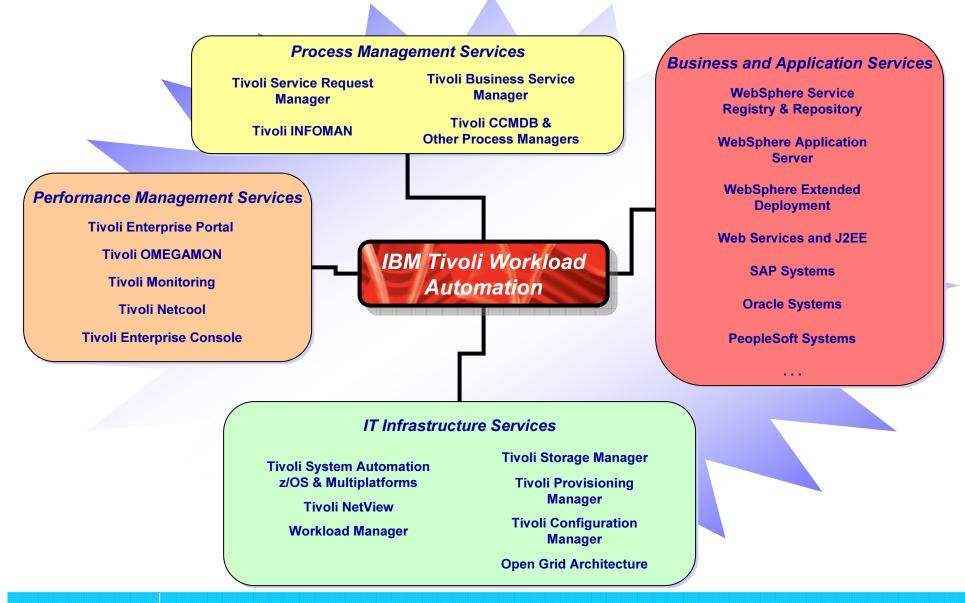
- Financial consolidation and reporting
- Supply chain management
- Customer support
- Online banking, pharmacy benefits, . . .
- File transfers, data backup. . .
- Data processing and analysis

- Service catalog and delivery management
- Change and configuration management
- Release management
- Incident and availability management
- Business continuity management





Tivoli Workload Automation Integration Points





Customer connect and other drivers

Customer projects

Discussions with Customer over the past 3 years indicate they need careful planning to deploy successful Workload Automation projects

IBM collaboration

Direct interaction of Lab with Customers, Customer advocacy program, events and user groups provide the needed channel to know customer needs and offer technical expertise and involvement

Success stories

Project success generates feedback from Customer and enhances collaboration

Validation/review

Innovative delivery methods provide early feedback:

Customer involvement in whole development lifecycle

Customer Advisory Council

Design validation, early code verification

Report quality feedback

Market analysis

Emerging market needs combine with immediate customer desires and enriches the strategic perspective