



IBM SMB Software Group

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# Maintain Hardware Platform Health

An IT Services Management  
Infrastructure Solution



# Agenda

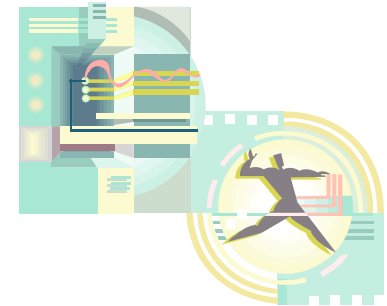
-  Business Pains
-  Solution Overview
-  Solution Architecture
-  Solution Software
-  Summary

# Business Pains

Many companies face similar challenges and pains:

| Challenges                | Pains  |
|---------------------------|--|
| Remaining In Control      | <ul style="list-style-type: none"> <li>▪ Not making the right decisions on IT infrastructure investments</li> <li>▪ Not applying or utilizing all available IT resources for production</li> <li>▪ Not updating IT resources (firmware) for reliability and intended use</li> <li>▪ Not keeping track of valuable IT assets (for security and asset management)</li> </ul>   |
| Being Informed & Alerted  | <ul style="list-style-type: none"> <li>▪ Not being alerted to situations and hardware problems that if left unattended become bigger problems and affect business operations</li> <li>▪ Not able to schedule use of IT resources for production</li> <li>▪ Not knowing the health status of systems which the business relies on</li> <li>▪ Not recognizing security threats such as theft or unauthorized use, removal, or addition of IT resources</li> </ul>  |
| Being Able to take Action | <ul style="list-style-type: none"> <li>▪ Not taking timely action on situations or problems that later become bigger problems</li> <li>▪ Not taking action situations that may be security threats or may cause outages if not addressed in a timely fashion</li> <li>▪ Not provisioning or not taking preventive action on plans and tasks that cause unnecessary and unplanned disruption to business</li> <li>▪ Not being able to plan ahead for production</li> <li>▪ Not maintaining system management tools to be useful and valuable</li> </ul> |

## What's Needed



Address these business challenges by deploying an easy to use hardware management solution which will provide:

- Accurate and readily available inventory information of hardware assets to make the right IT decisions for the business.
- Timely event notification of inventory and hardware status changes that can become a bigger problem if left unattended.
- Automated responses to handle whenever possible, situations and problems that can be resolved with established problem resolution best practices and standard operating procedures.
- Not just centralized management but also centralized first response and focus.



## Solution Overview

**Utilize IBM Director to perform:**

**Hardware Status Monitoring**

**Asset Inventory & Monitor for Changes**

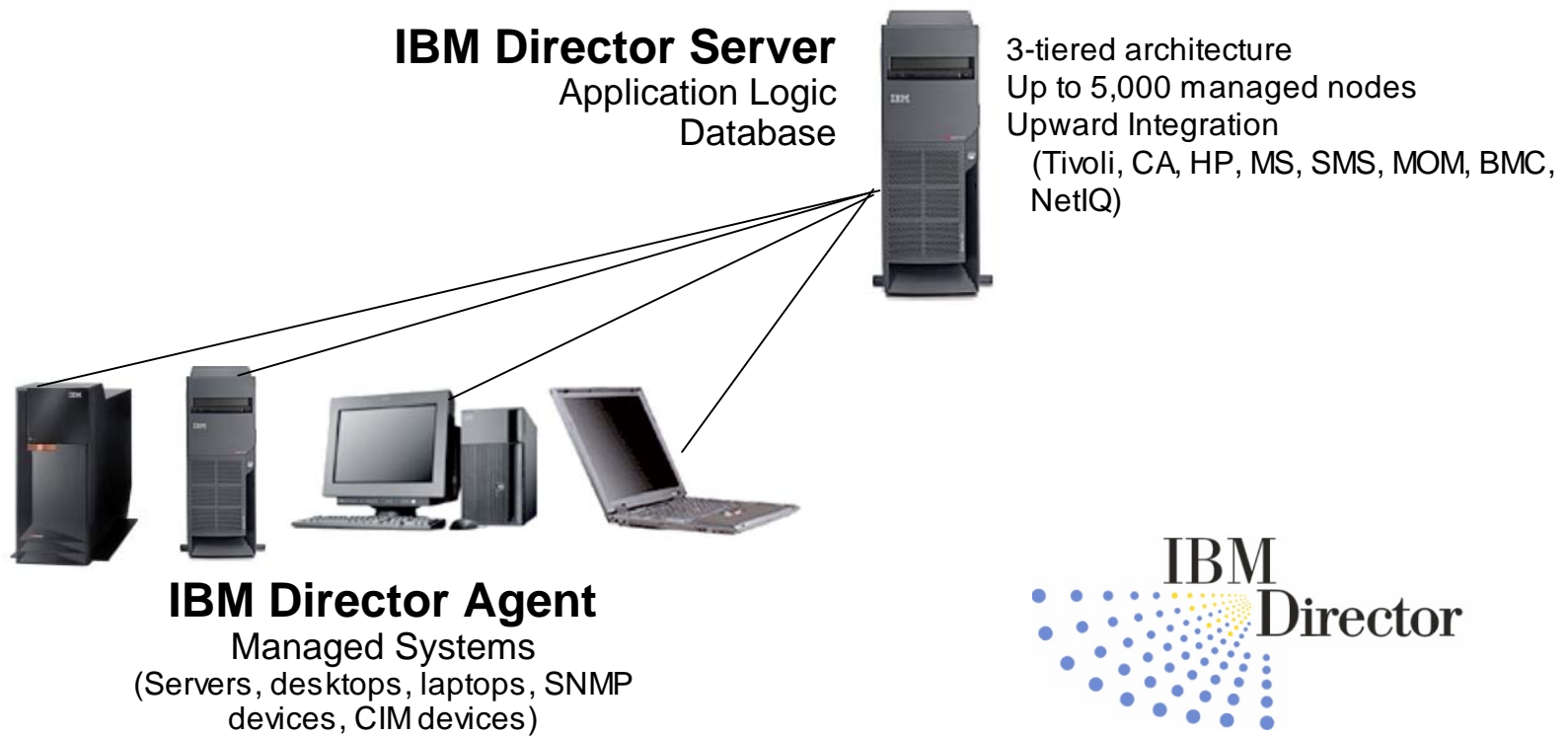
**Event Management & Action Plans**

**...and achieve these benefits:**

- **Determine which systems are problematic and which require immediate attention.**
- **Secure assets from unauthorized removal, addition or replacement.**
- **Redeploy IT resources as needed.**
- **Monitor hardware and inventory status changes without having to use and view a console 24x7.**
- **Execute standard operating procedures and best practices where possible.**

# Solution Architecture

## IBM Director topology:



# IBM Director Solution

## IBM Director user interface

**Standard menus include all tasks**

**Customizable toolbar for common tasks**

**Current location indicator/selector**

**Columns can be sorted and reordered**

**Navigation pane, can be hidden**

**Customizable columns show details about each object**

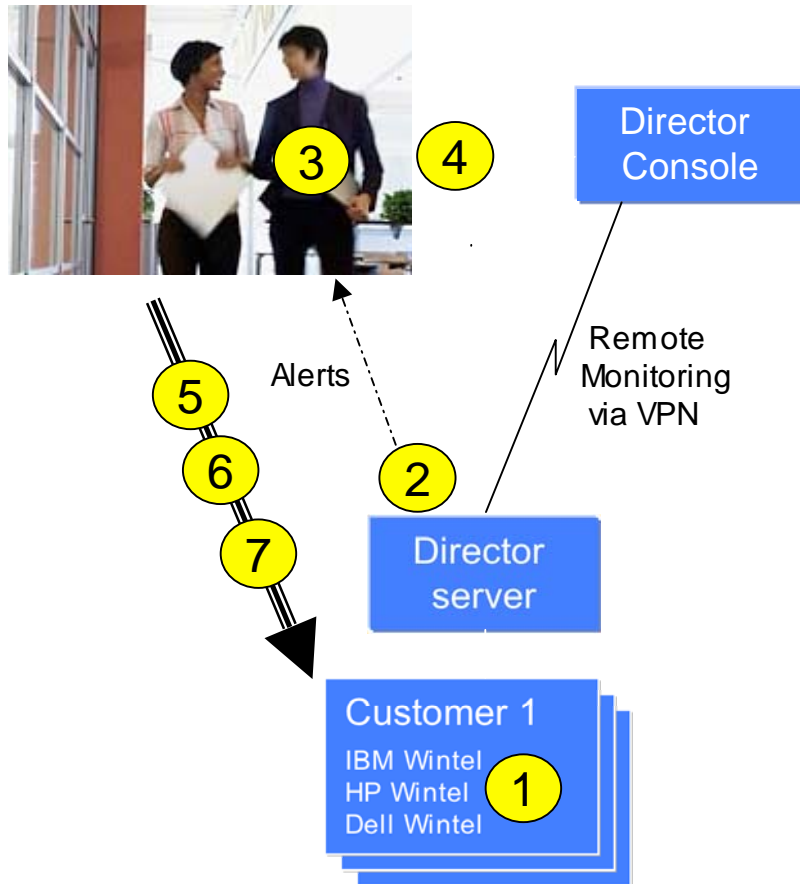
**Right-click menus for objects and container**

| Status and Name      | TCP/IP       | Operating System            |
|----------------------|--------------|-----------------------------|
| gulag                | 9.44.169.25  | Linux 2.4                   |
| nkvd.raleigh.ibm.com | 9.44.169.26  | Linux 2.4                   |
| DYN944169208         | 9.44.169.208 | Linux 2.6                   |
| ENFSERVER            | 9.44.169.130 | Microsoft Windows 2000™ 5.0 |
| HWITDSRV             | 9.44.169.129 | Microsoft Windows 2000™ 5.0 |
| IBMHV                | 9.44.169.147 | Microsoft Windows 2000™ 5.0 |
| PURPLERAIN           | 9.44.169.207 | Microsoft Windows 2000™ 5.0 |
| PZHENG1              | 9.44.169.33  | Microsoft Windows 2000™ 5.0 |
| PZHENG5              | 9.44.169.31  | Microsoft Windows 2000™ 5.0 |



# Solution Architecture

## Example of Basic Platform Services Delivery



1. IBM Director Agent recognizes a component failure or condition as an "event".
2. IBM Director sends an alert to a designated Support Specialist via mobile phone text message and / or email.
3. Support Specialist receives text message and email.
4. Support Specialist logs on to IBM Director via his/her mobile remote console to determine problem.
5. Support Specialist reports the problem to customer and recommends action to take.
6. Support Specialist orders replacement or parts to resolve the problem.
7. Support Specialist orders installation of fix and reports resolution of problem to customer.



# IBM Director Solution

## What can IBM Director manage?

### IBM Systems

- System x, System p, System i, System z

### HP, Dell, and other Intel-compatible servers

### SNMP-based devices

- Network, storage, power distribution units, etc.

### CIM-based devices

- CIM = Common Information Model

### Personal computers

### Retail Store Systems (Point of Sale – POS)

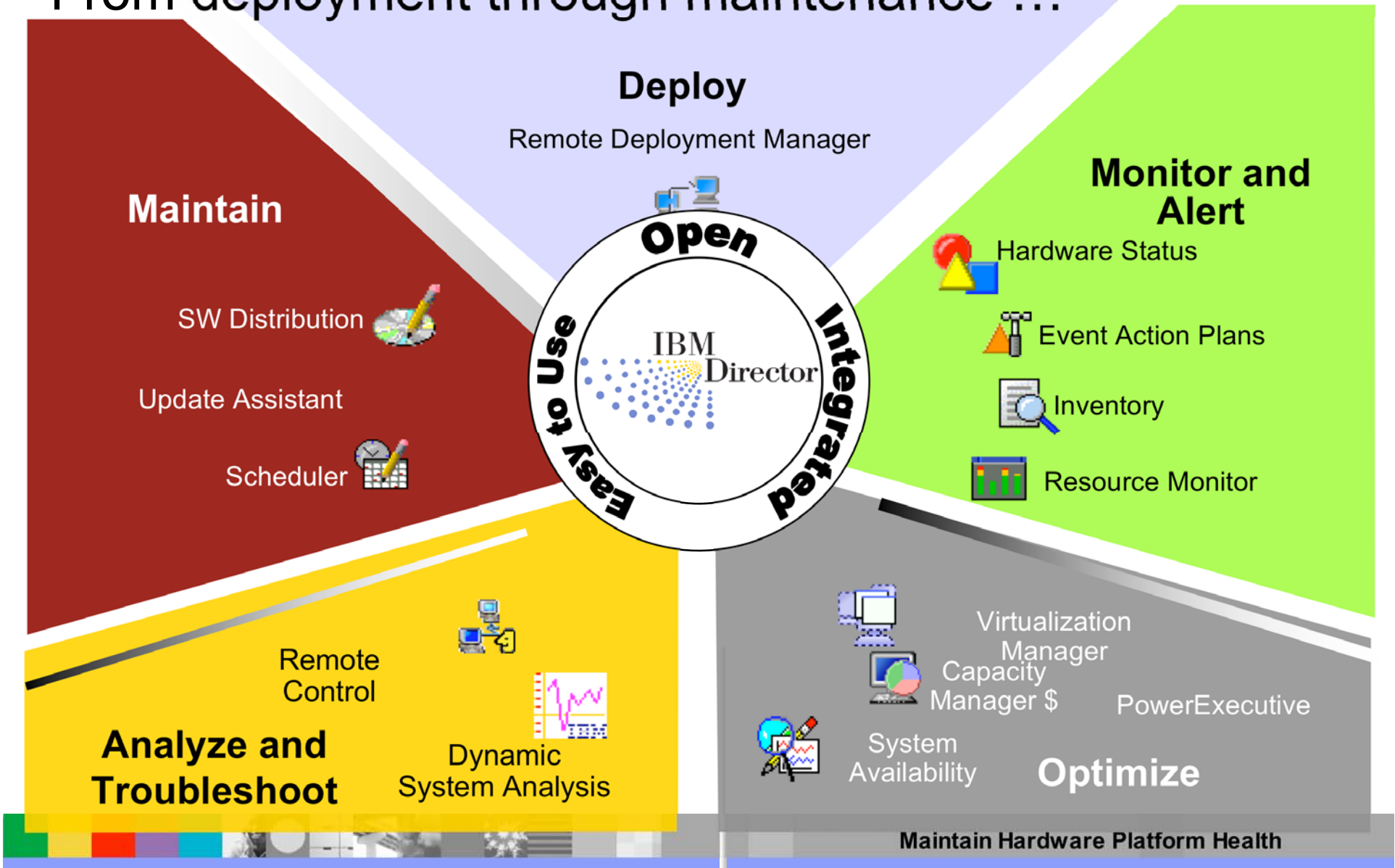
### Selected storage

- DS4000, ServeRAID – expanding to more
- SMIS-compatible devices



# IBM Director Software

## From deployment through maintenance ...



# IBM Director Solution Summary

## IBM Director

- ❑ An easy-to-use, integrated suite of tools with consistent look-and-feel and single point of management simplifies IT tasks
- ❑ Automated, task oriented features which help reduce IT costs and maximize system availability
- ❑ Streamlined, intuitive user interface to get started faster and accomplish more in a shorter period of time
- ❑ Open, standards-based design and broad platform and operating support enable customers to manage heterogeneous environments from a central point
- ❑ Can be extended to provide more choice of tools from the same user interface
- ❑ IBM Director is provided at no additional charge for use on IBM Systems



## Solution Summary

**With an IT Services Management solution you can ...**

**... Manage and control hardware inventory**

**... Respond to hardware status changes quickly**

**... Utilize hardware resources and plan for upgrades proactively**

