



***The Modern Mainframe...
At the Heart of Your Business***

IT Service Management



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**Service Oriented Finance Needs to Satisfy
Service Levels For Their Critical Applications**

I must make sure to meet my service levels. With these new applications, it's more important than ever, but the CEO won't increase my budget for operations



**Service Oriented Finance
Data Center Manager**

**IBM Tivoli can help,
without adding staff**



IBM

Let's Focus on Some Products for Mainframe Management

- **Manage Resources**
 - ▶ Monitor health of the mainframe components and middleware such as DB2 and CICS
 - *IBM Tivoli OMEGAMON XE Family*
- **Manage Web Services**
 - ▶ Monitor web services to identify the source of bottlenecks or failures in services
 - *IBM Tivoli Composite Application Manager for SOA*
- **Manage Traditional Batch Workloads**
 - ▶ Monitor, plan and control the processing of batch workload
 - *IBM Tivoli Workload Scheduler for z/OS*
- **Manage Changes**
 - ▶ Discover and visualize application topology to track changes and compliance
 - *IBM Tivoli Application Dependency Discovery Manager*

Monitoring Solutions for the Mainframe

Operating Systems:

IBM Tivoli
OMEGAMON
XE on z/OS

IBM Tivoli
OMEGAMON
XE on z/VM
and Linux

Networking:

IBM Tivoli
OMEGAMON
XE for MF
Networks

Data Management:

IBM Tivoli
OMEGAMON
XE for DB2
PE on z/OS

IBM Tivoli
OMEGAMON
XE for DB2
PM on z/OS

IBM Tivoli
OMEGAMON
XE for IMS
on z/OS

Host Transaction Processing:

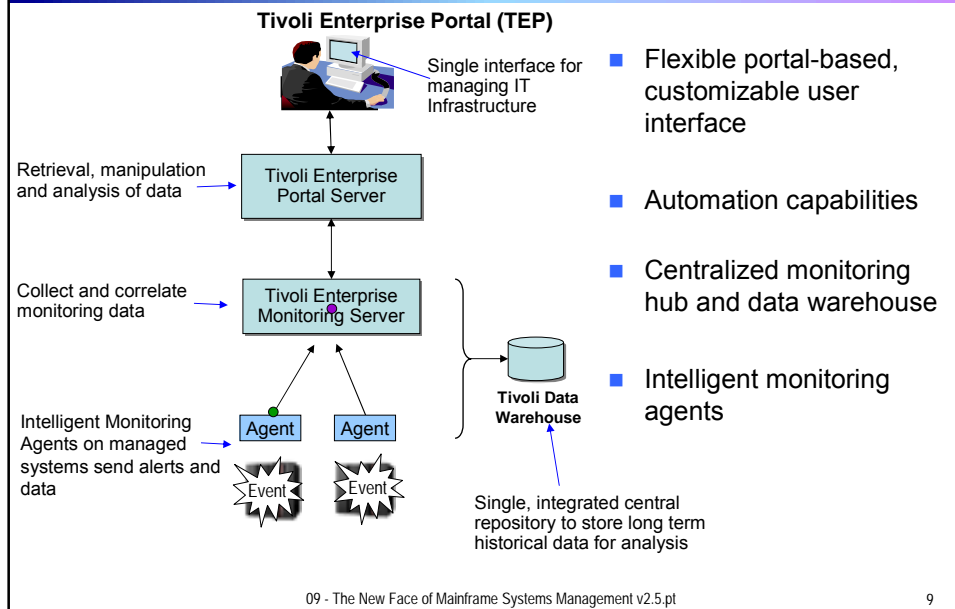
IBM Tivoli
OMEGAMON
XE for CICS
on z/OS

Storage Management:

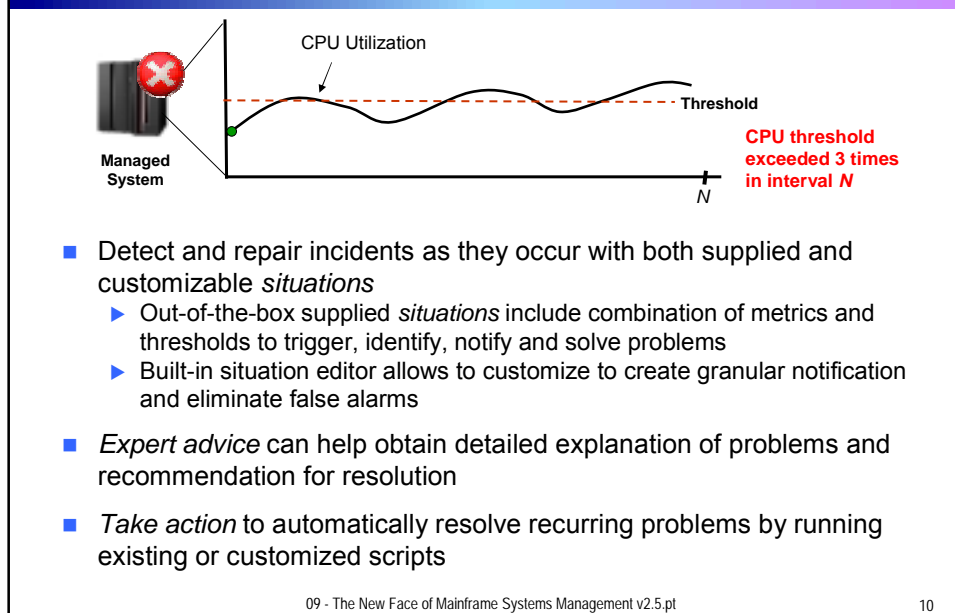
IBM Tivoli
OMEGAMON
XE for
Storage on
z/OS

- **Common monitoring services**
 - ▶ Robust, centralized monitoring hub and data warehouse
 - ▶ Intelligent monitoring agents
 - ▶ Common portal-based user interface
 - Tivoli Enterprise Portal (TEP)
 - Runs on Linux on the mainframe
- **Language globalization**
 - ▶ French, German, Italian, Spanish, Portuguese, Chinese (simple & traditional), Japanese, Korean

Common Monitoring Services Complete and Easy to Deploy



Intelligent Monitoring with Situations and Automation



IBM Tivoli OMEGAMON XE Monitoring Solutions

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**We will see one of
these monitors in
action!**

Host Transaction Processing:

IBM Tivoli
OMEGAMON
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z/OS

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Monitor z/OS with IBM Tivoli OMEGAMON XE on z/OS

- Monitor key mainframe resources to diagnose bottlenecks
 - ▶ CPU, LPARs, I/O, enqueue, paging, coupling facility, DASD, and more
 - ▶ Manage and tune Workload Manager service classes
 - ▶ zIIP and zAAP processor usage and reporting
- Quickly resolve problems with increased productivity
 - ▶ *Customizable workspaces* help pinpoint performance issues
 - Dynamic workspace linking to other OMEGAMON XE monitors to improve problem resolution
 - ▶ *Situations* - Predefined, customizable out-of-the-box automation situations to respond promptly to problems
 - ▶ *Expert advice* – View advice about an alert. Advice customizable to provide site-specific information
 - ▶ *Take action* - Resolve problems by running built-in scripts or easily create new scripts

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Monitoring Web Services

How about monitoring applications based on Web services/SOA?



Data Center Manager

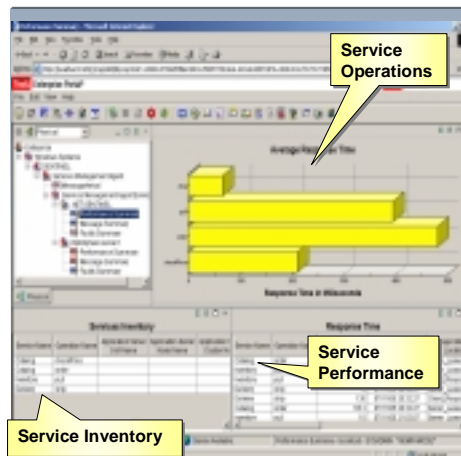
You can do this with IBM Tivoli Composite Application Manager (ITCAM) for SOA!



IBM

Manage Your Services Using IBM Tivoli Composite Application Manager (ITCAM) for SOA

- Isolate web service performance problems
 - ▶ Track key service metrics such as response time, number of messages, message size, faults
- Automation to resolve issues
 - ▶ Built-in and extensible alerts, situations enable powerful automation scenarios
- Integration with WebSphere Service Registry and Repository (WSRR)
 - ▶ Allows for reconciliation of services registered in WSRR with those monitored in target systems by ITCAM for SOA
 - ▶ Forwards status information to WSRR to allow users to select services based on performance and other metrics



Managing Batch Workloads

What about managing batch workloads ?



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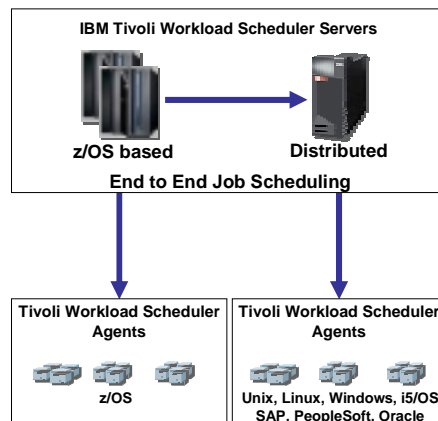
Let me tell you about **IBM Tivoli Workload Scheduler for z/OS!**



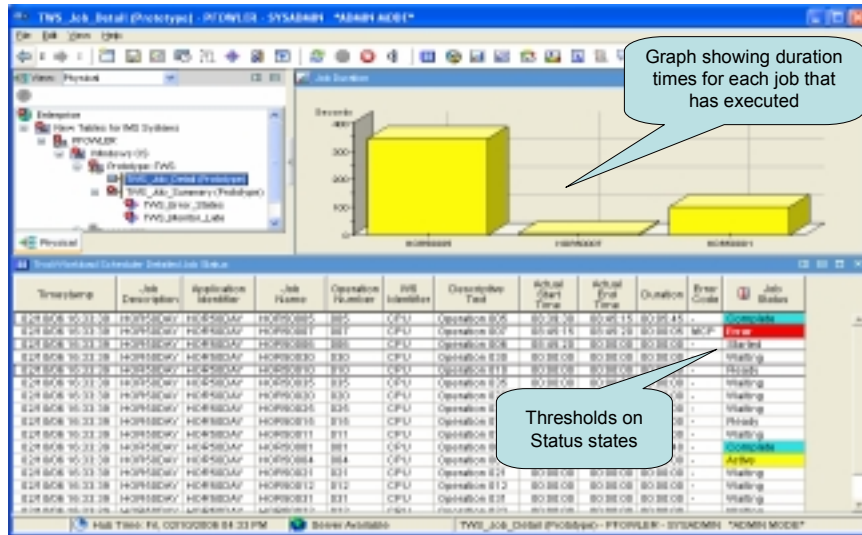
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Workload Management with IBM Tivoli Workload Scheduler for z/OS

- Automates, plans and controls the processing of production workload across your environment
 - ▶ Drives workload performance according to business objectives
 - ▶ Dynamic real-time workload automation in addition to calendar and event-based scheduling
 - ▶ Critical path monitoring and integration with System z Workload Manager to reduce delay in a critical batch workload
- Integrates with IBM Tivoli Workload Scheduler (for distributed platforms) to provide a true end-to-end Job Scheduler solution



Details for a Job Description Example – IBM Tivoli Workload Scheduler for z/OS



Manage Change

How can we track changes to our systems to make sure everything is at it should be?



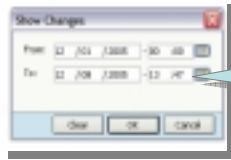
Data Center Manager

Let me show you how IBM Tivoli Application Dependency Discovery Manager can help you achieve this!



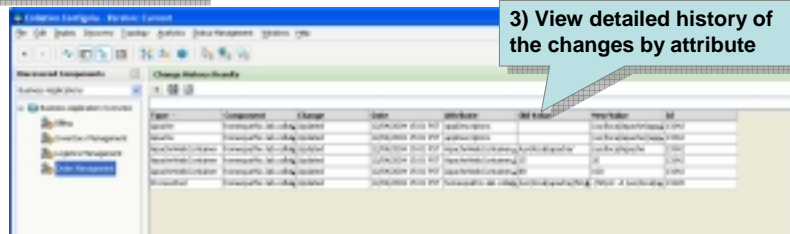
IBM

IBM Tivoli Application Dependency Discovery Manager – Identify Changes



1) Select change history window to identify changed components in any application

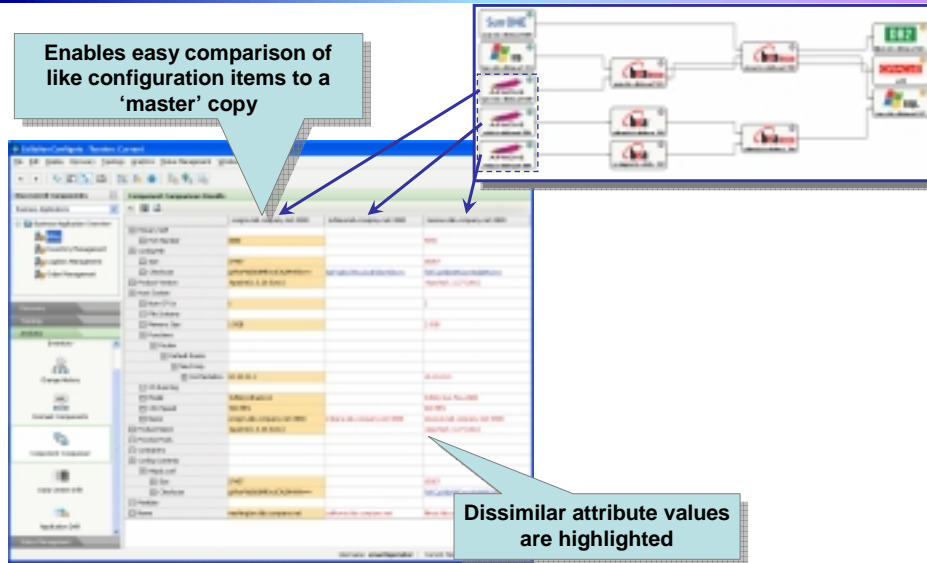
2) Changed configuration items are easily identified



3) View detailed history of the changes by attribute

IBM Tivoli Application Dependency Discovery Manager - Audit via Comparison

Enables easy comparison of like configuration items to a 'master' copy



Dissimilar attribute values are highlighted

Summary

With IBM Tivoli solutions, you can keep your business up and running efficiently without adding staff!



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