Tivoli® software

IBM Tivoli Business Service Manager

Highlights

- ***Improve service visibility and intelligence for operations and business with real-time dashboards, including KPIs, balanced scorecards and SLA tracking***
- ***Leverage existing Tivoli and third-party management tools and improve return on investment***
- ***Improve operational efficiency with integrated visualization, navigation, security and reporting across Tivoli and third-party tools***
- ***Streamline problem resolution with real-time service modeling and automated impact and root-cause analysis***
- ***Achieve integrated end-to-end management across distributed and System z environments***

Today's business services are more complex than ever, composed of an ever-changing mix of legacy and next-generation technologies. When service problems occur, operations staff must frequently rely on point management tools and manual correlation to identify the cross-domain service impact and root cause. These tools do not offer the level of integration needed to provide holistic service visibility and track service level agreements (SLAs), key performance indicators (KPIs) and other metrics in real time that operations staff, business users and customers increasingly require.

To effectively streamline problem resolution and optimize service performance, your operations staff needs an automated way to maintain accurate service models, identify service failures and degradations, and track critical business and operational indicators. Further, they need a way to prioritize response based on business impact.

IBM Tivoli® Business Service Manager helps business and operations staff understand the complex relationships between business services and supporting technology. It provides organizations with advanced, real-time visualization of services and processes, as well as targeted service dashboards.

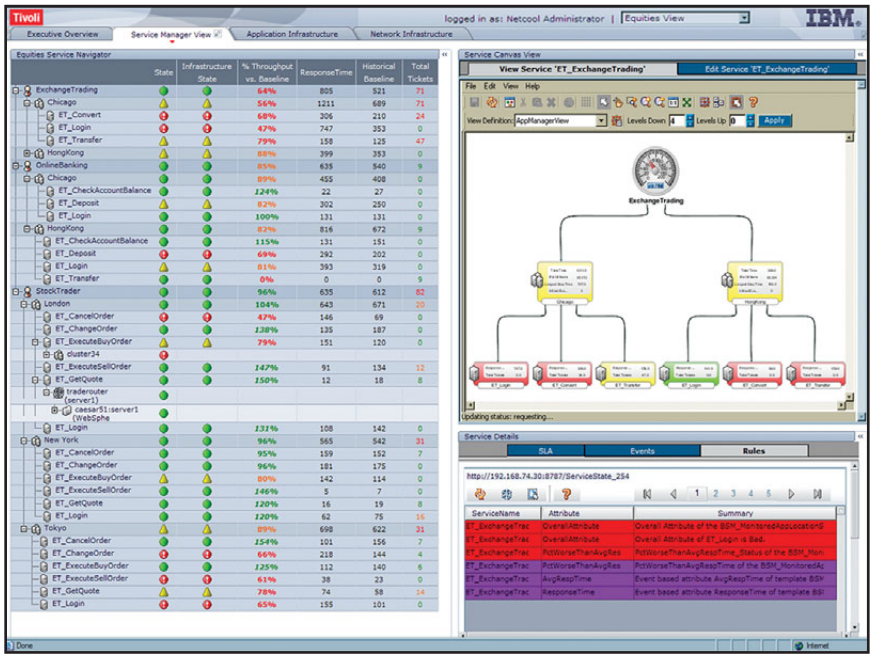
Tivoli Business Service Manager incorporates data from a broad array of IT resources and business support systems, including applications, systems, networks, and business-related assets to track business activity, revenue or operational indicators. It leverages existing investments in IBM and third-party products, helping streamline mean time to resolution and improve productivity. A real-time, federated service model enables automated service impact analysis, root-cause analysis and real-time tracking of SLAs and KPIs to help improve service visibility and responsiveness.

Access real-time event, relationship and transactional data from across the business

Unlike traditional tools that leverage static data, Tivoli Business Service Manager offers real-time data access—collecting event data, configuration item (CI) interdependencies and business transactional information wherever they reside, from virtually any data source. In this way, it extends far beyond traditional service modeling and measurement products that only integrate with same-vendor management products or a subset of third-party monitoring or event tools. Beyond its broad Tivoli product integration, some of the supported additional data sources include:

- ***Web services***–*service oriented architecture (SOA), Java™ EE and Microsoft® .NET.*
- ***Mainframe***–*IBM and third-party mainframe event and data sources.*
- ***Databases***–*Oracle, IBM DB2®, Microsoft SQL Server, Sybase and more.*
- ***Message middleware***–*IBM MQSeries®, Extensible Markup Language (XML).*

By collecting and analyzing across a broad mix of availability, performance, security and business event and data sources, the software helps you see and manage potential threats to your critical business services and processes more easily and effectively than ever before.



Customizable Service Manager and Operator dashboards provide real-time visibility into service health, dependencies, root-cause and impact views—linked in context—alongside related scorecards, events, SLAs, charts and graphs, historical reports and more.

Out-of-the-box integrations deliver immediate value

Tivoli Business Service Manager enables you to realize faster time to value with easy integrations to existing IBM and third-party event and data sources, such as:

- ***IBM and third-party event management and monitoring products***–*including all Tivoli monitoring products, as well as hundreds of out-of-the-box integrations with third-party domain, event and performance management tools, and operational support systems to support automated analysis and track service health.*
- ***IBM and third-party dependency sources***–*including IBM Tivoli Application Dependency Discovery Manager, IBM Tivoli Change and Configuration Management Database (CCMDB) and IBM Tivoli Network Manager, as well as third-party configuration management databases (CMDBs), asset sources, inventory tools and other dependency sources.*

Understand the impact of IT and business events on services

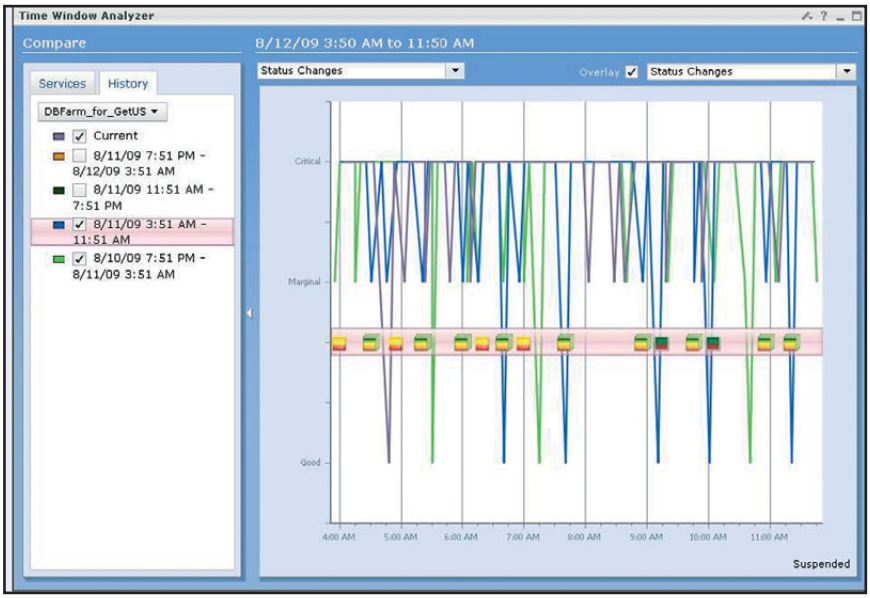
Unlike other business service management software, Tivoli Business Service Manager provides complete visibility into business services and processes, enabling organizations to visualize cross-domain dependencies, as well as

automatically identify the impact of availability, performance, security and business events on service health. As organizations look to improve alignment with the business, the ability to understand non-IT events—such as business activity on service performance—will become increasingly important to help mitigate business risk.

Tivoli Business Service Manager provides a key feature called the Time Window Analyzer which can be used to show service trends over time. It can compare trends between different services or compare trends for a service against recent historical data for the same service. The Time Window Analyzer can also show service effecting events in relation to the service trends.

Compare a Service to Itself

This capability allows a user to plot a key performance indicator, such as response time, on a line graph over a period of time, for example, one week, for a service. The user can then see the same performance indicator for a different week for the same service, on the same graph. This allows a visual comparison of the service across two different, but equivalent periods of time.



Time Window Analyzer provides comparative graphs for user specified KPIs over time

Compare a Service to Another

This capability allows a user to plot a key performance indicator, such as response time, on a line graph over a period of time, for example, one week, for a service. The user can then see the same performance indicator for a different service for the same period of time. This provides a visual comparison of the two services for the same key performance indicator across a single period of time.

To further KPI analysis, the user can "Overlay Events" directly onto the aforementioned graphs, allowing for the visual comparison of events with key performance indicators or status changes.

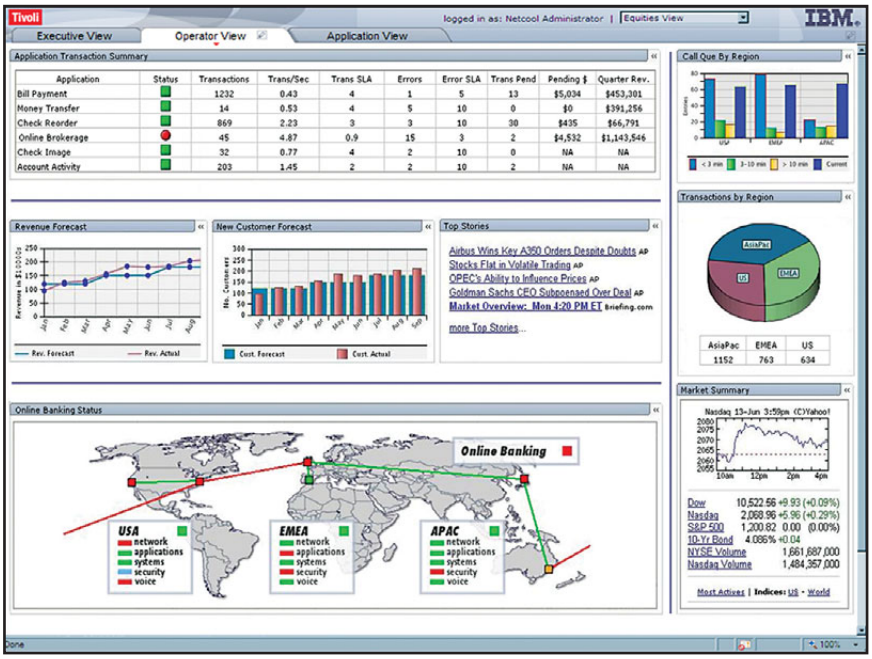
Streamline operations with integrated visualization, navigation, security and reporting

As the service visibility dashboard for Tivoli software, views and data from other Tivoli offerings can be displayed in context within Tivoli Business Service Manager. Unlike other business service management offerings, Tivoli Business Service Manager leverages the common visualization, navigation and security architecture of Tivoli software, enabling single sign-on (SSO), a consistent look and feel, and common tooling across Tivoli products to provide operations teams with end-to-end service views and integrated drill-down

capabilities. Through this common visualization, navigation and security architecture, your organization can gain a consistent user experience and centralized access to data across operational and business support systems, tools and processes that before were difficult or impossible to achieve without compromising the integrity of the data itself.

In addition to providing real-time data views, Tivoli Business Service Manager leverages the Tivoli Common Reporting and the Tivoli Data Warehouse, to provide a robust set of historical reports for effective service planning. These reports can include any data managed by Tivoli Business Service Manager, as well as other Tivoli and third-party products. You can easily schedule reports, generate PDFs and distribute reports across your organization, enabling you to reach a much larger audience with rich performance information.

Fully customizable, Tivoli Business Service Manager dashboards give users the freedom to control screen layout, mix and match real-time and historical views, and move views to the location and placement they choose. Staff can quickly and easily tailor dashboards to include any mix of gauges, charts and graphs, topological views, image files and more. Integrating



Easily customized through drag-and-drop features, Executive and Line of Business dashboards provide a mix of business and operational KPIs, including revenue figures, transactions by type, inbound call volumes, service health, customer experience metrics and more, in a variety of formats.

geographic information system (GIS) maps helps show service status and the location of service impact by specific geographic location.

Enhance problem resolution with real-time service intelligence

Tivoli Business Service Manager goes beyond traditional offerings that focus primarily on IT dependencies and do not reflect service status based on the specific variables and events that are unique to your business. A federated information model enables you to actively and dynamically collect and map dependency information into a common data model, to measure service impact and perform accurate service quality analysis. As a result, you can:

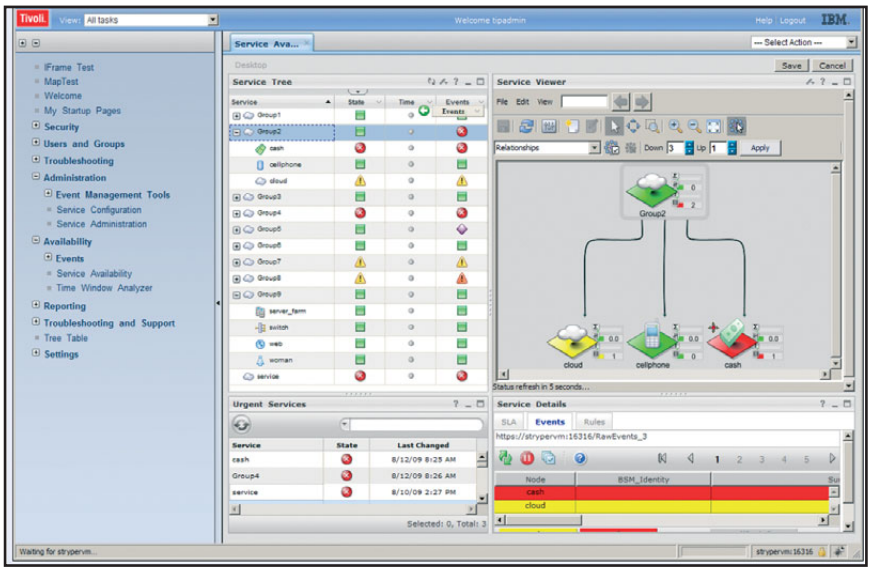
- *Help maximize ROI on Tivoli CCMDB or other CMDBs through direct, out-of-the-box integration and dynamic modeling support.*
- *Integrate existing application and network discovery tools to synchronize service models with dynamically changing environments.*
- *Provide complete, end-to-end service definitions incorporating distributed and host-based resources.*

Track real-time KPIs in balanced scorecards

Tivoli Business Service Manager leverages business and operational support data across distributed and mainframe environments. It can leverage these sources for both real-time and historical information when calculating KPIs, so you can track operational and business activity in real time. Examples of trackable business metrics include:

- *Transactional volume and availability.*
- *Service revenue totals, levels and SLA penalties by customer.*
- *Change requests that may affect the service.*
- *Incident and problem records.*
- *Process improvements like Six Sigma or Control Objectives for Information and related Technology (COBIT).*

Drawing on event and service activity information throughout the business, Tivoli Business Service Manager generates a dynamically updated "balanced scorecard" that includes the KPIs of service health and business and operational performance. As indicators are updated, Tivoli Business Service Manager automatically tracks and updates relational impact. Users can easily switch between their own integrated, contextual views and add, remove and tailor the content of the scorecard view. Detailed service dependency views provide rapid visibility into the service impact and the root cause of service problems. Consequently, users have precise, role-specific views to support services, manage profit and loss, visualize specific SLAs and more. These balanced scorecards have all the key "spreadsheet"-like manipulation capability you would expect such as search, sort, locking header providing key analysis capability in real time.



Providing greater control and flexibility for business service analysis with Balanced Scorecard

Automate service root-cause and impact analysis

Tivoli Business Service Manager automatically processes IT events or business health metrics against the service model to determine service impact and root cause of problems and to prioritize responses across services and operational silos. Event types include availability, performance, integrity (including security and storage), business health metrics (transaction volume, orders, calls) and more.

By analyzing information drawn from virtually any operational and business data source in the context of your specific service health criteria, Tivoli Business Service Manager provides the actionable intelligence needed to automate root-cause analysis and service impact analysis, identify transaction and process bottlenecks, track business, compliance and risk indicators, and more.

Track SLA compliance

The service level tracking functionality of Tivoli Business Service Manager enables administrators to define and track compliance with service levels in real time. You can monitor and measure SLA compliance for any and all service components, such as transactions, applications, systems, networks, applications and processes. Use it to track SLA states, total downtime, downtime costs and more.

Easily scale to accommodate growing business service demands

Tivoli Business Service Manager is specially designed to support both "split" front- and back-end and single-server deployments, enabling it to scale visualization and analysis to hundreds of simultaneous users and the largest environments as business needs dictate. The software offers a management platform for large growth that enables you to stipulate how you wish to deploy services—across the globe. In addition to its superior scalability, Tivoli Business Service Manager is designed for high resilience, with clustering technology on the front end and high availability and failover capabilities on the back end.

Tivoli Business Service Manager can also be installed on—and fully leverage—VMware, Solaris Zones and other virtualization technologies, for improved leverage of existing hardware resources.

Improve visibility and value from existing System z investments

Tivoli Business Service Manager improves your ability to manage within environments such as Linux® for IBM System z® by supporting and extending the value of your existing investment in IBM z/OS® and System z discovery and monitoring products—enabling you to analyze data from your applications, networks and mainframes for a true, end-to-end business services view. For example, Tivoli Business Service Manager can leverage the discovery capabilities of Tivoli Application Dependency Discovery Manager or Tivoli discovery library adapters for z/OS as the source of z/OS dependencies.

Information from event management and monitoring tools can be used to feed events from both z/OS—including DB2, IBM IMS™, IBM CICS®, and

IBM WebSphere®—and other interdependent application, system, network, security and storage resources, to provide a complete picture of z/OS system status, as well as end-to-end transaction and full service status.

For more information

To learn more about how Tivoli Business Service Manager helps you analyze the business impact of events in real time, contact your IBM representative or IBM Business Partner, or visit **ibm.com**/tivoli

About IBM Tivoli service management software

Tivoli software offers a service management platform for organizations to deliver quality service by providing visibility, control and automation—visibility to see and understand the workings of their business; control to effectively manage their business, minimize risk and protect their brand; and automation to optimize their business, reduce the cost of operations and deliver new services more rapidly. Unlike IT-centric service management, Tivoli software delivers a common foundation for managing, integrating and aligning both business and technology requirements. Tivoli software is designed to quickly address an organization's most pressing service management needs and help proactively respond to changing business demands. The Tivoli portfolio is backed by world-class IBM Services, IBM Support and an active ecosystem of IBM Business Partners. Tivoli clients and Business Partners can also leverage each other's best practices by participating in independently run IBM Tivoli User Groups around the world—visit www.tivoli-ug.org

Tivoli Business Service Manager at a glance

System requirements:

- Two CPUs or more (minimum 1 GHz SPARC or 2 GHz Intel® speed)
- 2 GB minimum RAM (4 GB or more preferred)
- 40 GB of local drive space

Supported platforms:

- Sun Solaris 9 (SPARC 32-bit)
- Sun Solaris 10 (SPARC 32/64-bit)
- AIX 5L™ 5.3 (PA-RISC 32/64-bit)
- AIX 6L 6.1 (PA-RISC 32/64-bit)
- Linux 4 and 5 AS (Intel x86/IA/PPC 32-bit)
- Linux 5 AS (System z 31/64-bit)
- SUSE Linux 9 and 10 (Intel x86/IA/PPC 32-bit)
- SUSE Linux 10 (System z 31/64-bit)
- Windows® 2003 Server, Windows Vista (client only), Windows XP Professional (Intel x86 32-bit client only)
- Windows 2008 Server (Intel x86 32/64-bit)

*Note: 64-bit runs on 32-bit emulation mode

Browsers:

- Microsoft Internet Explorer 6.x and 7.x
- Mozilla Firefox 3.0x

Disclaimer: The customer is responsible for ensuring compliance with legal requirements. It is the customer's sole responsibility to obtain advice of competent legal counsel as to the identification and interpretation of any relevant laws and regulatory requirements that may affect the customer's business and any actions the reader may have to take to comply with such laws. IBM does not provide legal advice or represent or warrant that its services or products will ensure that the customer is in compliance with any law or regulation.

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