



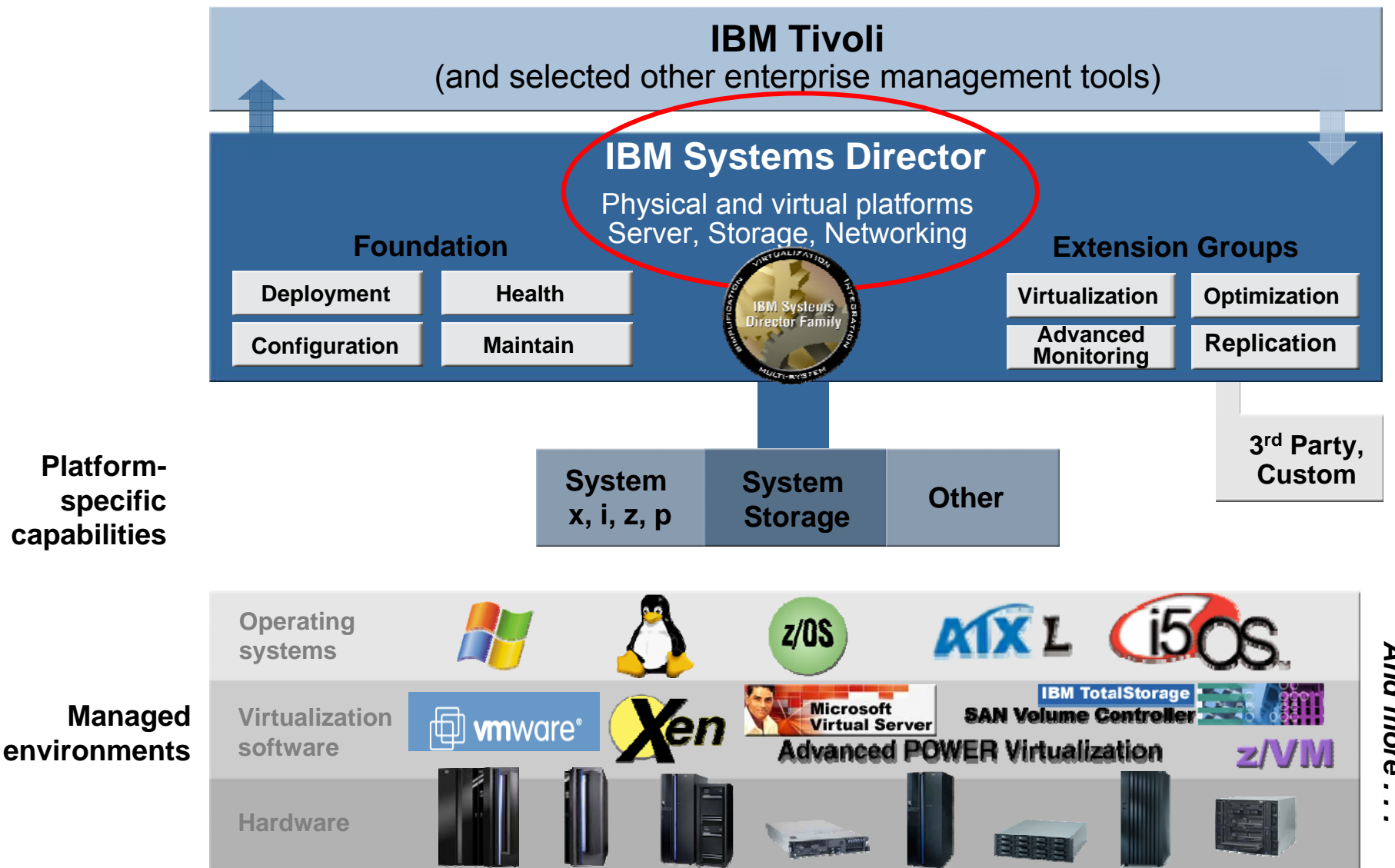
# IBM Director for Linux on System z

Andreas Maier

October 16, 2007

# Overall Picture

Announcement  
November 2, 2006



## IBM Systems Director family - Virtualize more, manage less

- IBM's unified family of **platform management** tools for managing:
  - ▶ Physical and virtual resources together
  - ▶ Servers, storage, and networking
  - ▶ IBM and compatible non-IBM resources
- Seamless integration with IBM Service Management offerings from Tivoli®
- **Helps lower operational costs and increase productivity:**
  - ▶ Simplified management of physical and virtual infrastructure
  - ▶ Rapid deployment of IT resources
  - ▶ Reduction in time consuming management tasks



# IBM Director for Linux on System z

**IBM Director for Linux on System** is a full member of the IBM Systems Director family, delivering:

- IBM Director Server, Console and Agent to run on Linux on System z
- **Free of charge core / base functions:** discovery, inventory, monitor, alert, etc. - common to all IBM systems
- **Extensions:** z/VM Center, Software Distribution Premium Edition
- Upgrade options to Service Management solutions from Tivoli



## IBM Director for Linux on System z – Value

### **Simplified administration of enterprise wide IT, including z/VM Linux systems**

- Consistent tool set across IBM platforms can reduce need for system specific administration skill
- Administration of z/VM virtual guests is like for any other server

### **Automation of z/VM Linux guest system deployment**

- Template-based deployment of test and development systems, managed via IBM Director console GUI
- Flexible management of z/VM virtual servers based on industry CIM (Common Information Model) standard

### **Platform management with upgrade path to IBM Tivoli solutions on System z**

- Easy start – start with one product only to get the basic systems management functions
- Grow into comprehensive IBM Service Management solutions like IBM Tivoli Monitoring (ITM) and OMEGAMON®

# Product Overview

## IBM Director base functions for Linux on System z

- Discovery
- Group Management
- Inventory
- Basic Resource Monitor
- Event Action Plan
- Process Management
- Remote Session
- File Transfer
- Network Configuration
- Software Distribution
- SNMP Browser

## z/VM Center

- Utility Service Configuration Manager
- z/VM Virtual Server Deployment
- z/VM Server Complexes

## Software Distribution Premium Edition

- SW package distribution

## IBM Director for Linux on System z, Version 5.2 - PID: 5648-DR1

Base	<b>IBM Director</b>
Feature	<b>IBM Director z/VM Center</b>
Feature	<b>IBM Director Software Distribution Premium Edition</b>

**Ordering:** [www14.software.ibm.com/webapp/ShopzSeries/ShopzSeries.jsp](http://www14.software.ibm.com/webapp/ShopzSeries/ShopzSeries.jsp)

ShopzSeries >

### Product catalog

Catalog view (Products in this view: 23)

Package type:

Group:

#### VM: System Support

◆ ◆			
◆	<a href="#">[5648-DR1]</a> IBM Director on System z	5.20.00	English (US)
◆	<a href="#">[5648-DR1]</a> IBM Director z/VM Center	5.20.00	English (US)
◆	<a href="#">[5648-DR1]</a> IBM Dir. Soft. Dist. Prem.	5.20.00	English (US)
◆	<del><a href="#">[5648-F08]</a></del> IBM Director with Console	2.01.00	English (US)
◆	<del><a href="#">[5648-F08]</a></del> IBM Director Extensions	2.01.00	English (US)

Old release

# IBM Director - Console

The screenshot displays the IBM Director Console interface. The window title is "IBM Director Console". The menu bar includes "Console", "Tasks", "Associations", "View", "Options", "Window", and "Help". The toolbar contains various icons for navigation and actions.

The main area is divided into two panes:

- Left Pane (Level 2: IBM Director Agents):** A table listing agents with their names and TCP/IP addresses.
- Right Pane (Tasks):** A tree view of available tasks, including "z/VM Center" which is currently selected.

The status bar at the bottom shows the IBM logo, the word "Ready", the host address "9.152.24.178", the user ID "root", and the number of objects "24 objects".

Name	TCP/IP Address
BLD03-05	9.152.27.110
boeid101.boeblingen.de...	9.152.24.141
boeid102.boeblingen.de...	9.152.24.142
boeid104.boeblingen.de...	9.152.24.144
boeid107	9.152.24.88
boeid112.boeblingen.de...	9.152.24.152
boeid117.boeblingen.de...	9.152.24.157
boeid120.boeblingen.de...	9.152.24.160
boeid202.boeblingen.de...	9.152.24.162
boeid206.boeblingen.de...	9.152.24.166
boeid208.boeblingen.de...	9.152.24.168
boeid212.boeblingen.de.ib...	10.3.172.254
boeid217.boeblingen.de...	9.152.24.177
boeid218.boeblingen.de.ib...	9.152.24.178
boeid219.boeblingen.de.ib...	9.152.24.179
boeid220.boeblingen.de...	9.152.24.180
boerfc18.boeblingen.de...	
boerfc19	9.152.24.129
boerfc22	9.152.24.132
boerfe16.boeblingen.de...	9.152.24.95
boerfe28.boeblingen.de...	9.152.24.107
ID1HDE01	9.152.24.153

- Asset ID
- CIM Browser
- Configure SNMP Agent
- Event Action Plans
- Event Log
- External Application Launch
- File Transfer
- Hardware Status
- Inventory
- Microsoft Cluster Browser
- Network Configuration
- Process Management
- Remote Control
- Remote Session
- Resource Monitors
- Scheduler
- SNMP Browser
- Software Distribution
- System Accounts
- Update Manager
- z/VM Center**
  - Utility Service Configuration Manager
  - z/VM Server Complexes
  - z/VM Virtual Server Deployment

# Base Management – Linux on System z

## Supported Operating System

Linux on zSeries

Red Hat Enterprise Linux AS, Version 4.0  
Novell SUSE Linux Enterprise Server 9 (Service Pack 2) & 10

## Supported Task

Discovery

Discovery of managed systems (agent-less system [level 0]), systems with core services (level 1), IBM Director agents (level 2) (incl. z/VM), SNMP agents, and more – [see topology overview](#)

Group Management

Create and manage dynamic and static groups of systems in order to get control over discovered systems (e.g., to apply IBM Director task to groups) - z/VM Systems and z/VM Server Complexes groups are provided

Inventory

Inventory ([SW, HW fixes,...](#)) of discovered systems

Resource Monitors

Define / view [resource monitors](#) for systems/ groups and set thresholds (e.g., disk, memory usage, CPU usage)

Event Action Plan/Log

Define event filters and associated actions for resource monitors and process monitors

Process Management

View/ start/ stop/ monitor processes (e.g. CPU or memory utilization); execute commands and create schedulable tasks (e.g. cleanup or backup process)

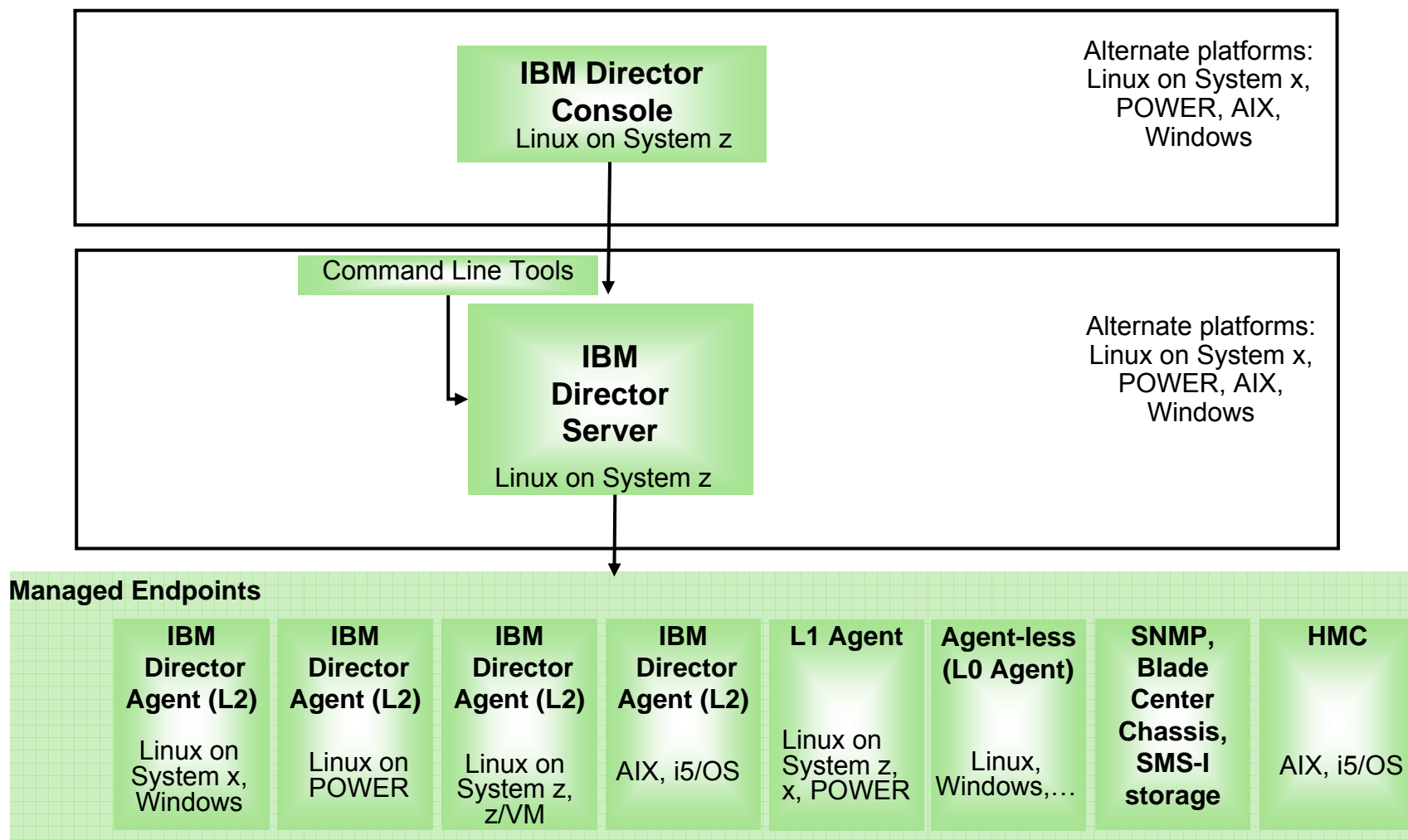


# Base Management – Linux on System z

## Supported Task

Remote Session	Establish command line sessions (ssh/telnet) with remote system
File Transfer	Transfer files between management server and managed systems (e.g., to synchronize files, directories, configurations)
CIM Browser	Plain browsing through CIMOM of CIM instrumentation on managed system
SNMP Browser	View SNMP information and set SNMP attributes
Scheduler	Schedule and monitor non-interactive management tasks (e.g. Backup process)
Network Configuration	Information about the network configuration
System Accounts	Management of Linux User IDs on managed systems (create / change User IDs and passwords, manage groups, expiration settings....)
Software Distribution	Deployment of RPMs for IBM Director agents into Linux systems or groups  - New with V5.20: <a href="#">Software Distribution Premium Edition</a>

# IBM Director - Topology



# Overview of Inventory Collected by System

Director Inventory Query	Linux/Windows, System x	Linux System i, p	Linux System z	AIX, I5/OS
<b>Base Inventory via operating system:</b> •Disk and Logical Drive •Installed Memory, Processor •Installed Patches and Packages •Network Adapter & IP Address •Operating System/System Information •Physical Enclosure	Yes	Yes	Yes	Yes
<b>SNMP Agent Configuration</b>	Yes	Yes	No	No
<b>Serial Number Information</b>	Yes	Yes	Yes	Yes
<b>Asset ID/Personalized Data</b>	Yes	Yes	No	Yes (no AssetID)
<b>Lease/Warranty Information</b>	Yes	N/A	N/A	N/A
<b>FRU Service Numbers</b>	Yes	Yes	N/A	Yes
<b>Memory Modules</b>	Yes	No	No	No
<b>Firmware</b>	Yes	Yes	N/A	No
<b>BIOS Details</b>	Yes	N/A	N/A	N/A
<b>Processor Details</b>	Yes	Yes	Yes	No
<b>System Board Configuration</b>	Yes	Yes	N/A	Yes
<b>Cache</b>	Yes	No	No	No
<b>Port Connectors</b>	Yes	Yes	No	No
<b>Partition, Geographic Information</b>	Yes	Yes	No	Yes

The screenshot displays the IBM Director Console interface. The main window shows a tree view of 'All Managed Objects' under the group 'Linux on System z9 and zSeries Platform Membership'. A pop-up window titled 'demo\_mon: tmcc-123-182, tmcc-123-184, tmcc-123-185, tmcc-123-183' is open, showing a table of 'Selected Resources'.

Selected Resources	tmcc-123-182	tmcc-123-183	tmcc-123-184	tmcc-123-185
CPU Utilization	0%	0%	0%	0%
Process Count	234	91	327	205
CPU Utilization [Percentage Space Available]	26%	36%	10%	47%
Process Count [Used Non-Cached (MBytes)]	433	121	1082	256
Disk Monitors [I/O operations/second]	no data available	no data available	no data available	no data available
Memory Monitors [Packets/second]	187	32	0	0

The pop-up window also shows a tree view of 'Available Resources' on the left, with 'CPU Monitors' and 'Process Count' circled in red. The status bar at the bottom indicates 'Host: tmcc-123-151.boeblingen.de.ibm.com User ID: veadmim 72 objects' and 'Last updated: 11:32:03 AM'.

# Product Overview

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- Process Management
- Remote Session
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- z/VM Server Complexes

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ShopzSeries >

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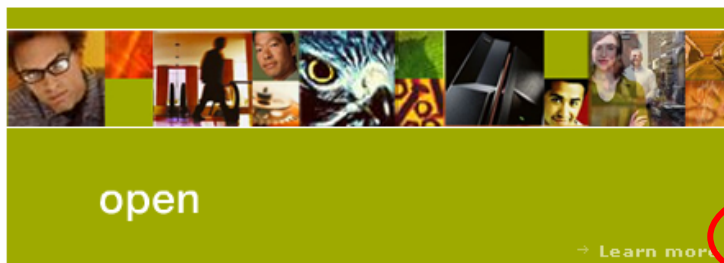
Old release

# IBM Director Extension - z/VM Center

- **Virtual Server Deployment (VSD) - Easy deployment of Linux virtual servers under z/VM**
  - ▶ Creation of templates for virtual server and Linux operating system provisioning
  - ▶ Creation of virtual server from template
  - ▶ Applying Linux into a virtual server from template

Systems management >

## IBM Director

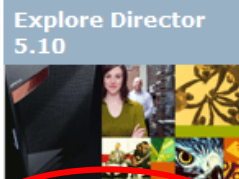


### Why IBM Director

IBM Director is an integrated, easy-to-use suite of tools that provide customers with flexible systems management capabilities to help realize maximum systems availability and lower IT costs.

### Director extensions

- Deploy**
  - Remote Deployment Manager
- Monitor and alert**
  - Capacity Manager

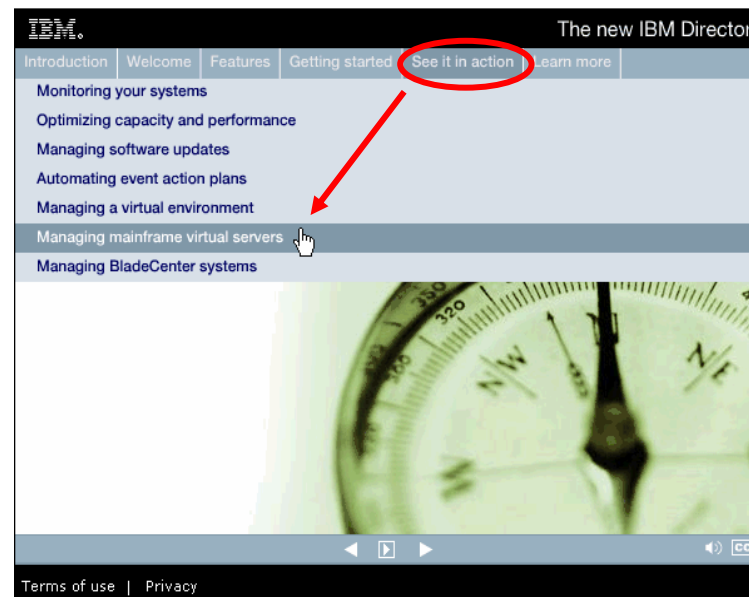


IBM Director 5.10 interactive demo

Download demo

Get Flash Media Player

### User support



[www-03.ibm.com/servers/eserver/xseries/systems\\_management/ibm\\_director/](http://www-03.ibm.com/servers/eserver/xseries/systems_management/ibm_director/)

- **Server Complexes – On-going management of Linux virtual servers**
- **Utility Service Configuration Manager – Ease-of-use application configuration (via HTTP or CIM)**

# z/VM Center – Task ‘Virtual Server Deployment’

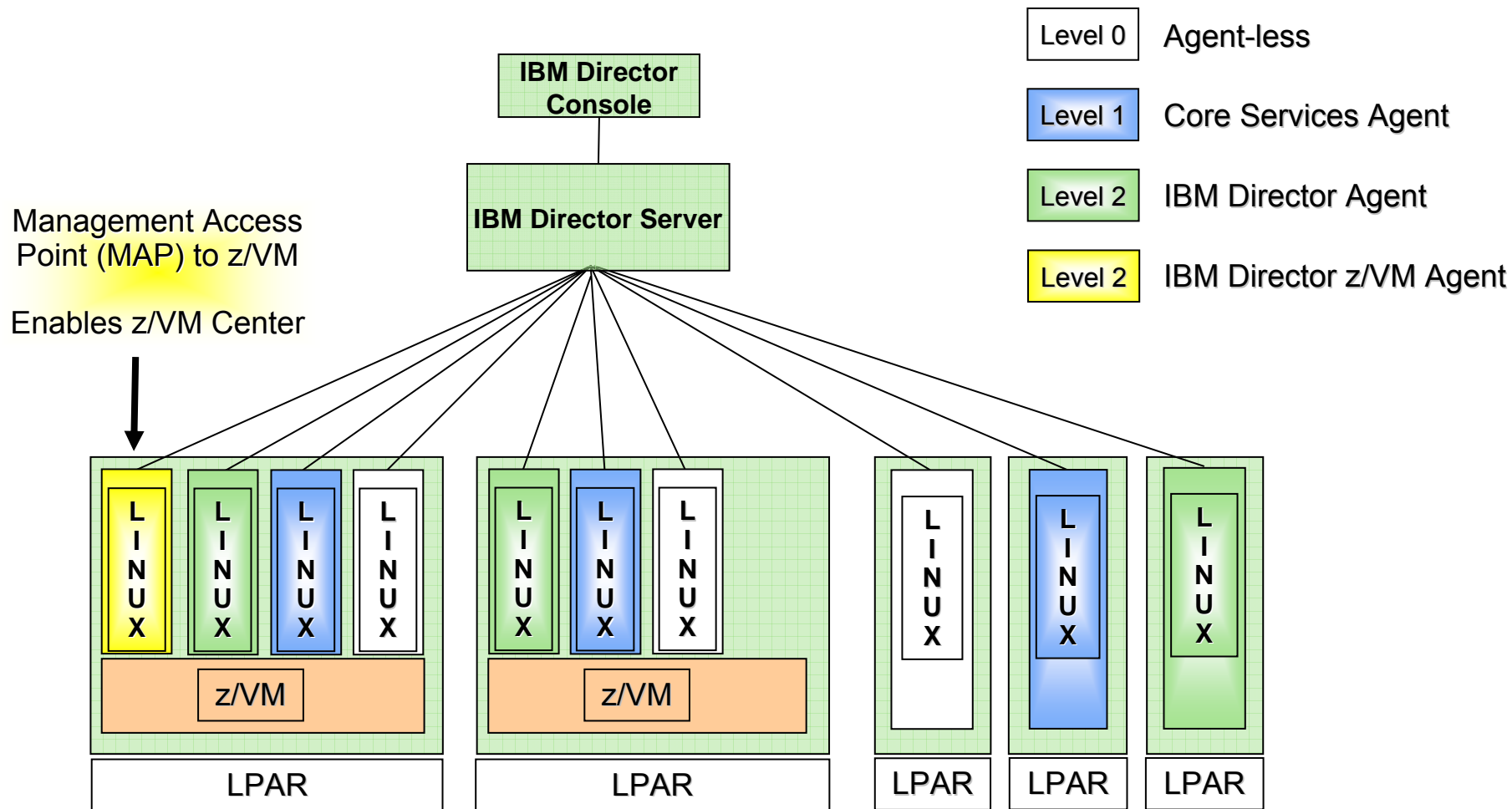
## Supported Operating System

Linux on zSeries	Red Hat Enterprise Linux AS, Version 4.0 Novell SUSE Linux Enterprise Server 9 (Service Pack 2) & 10
z/VM	z/VM 5.2, requires DirMaint – <a href="#">see z/VM Center set-up</a>

## Virtual Server Deployment - Basic provisioning of virtual guests on z/VM

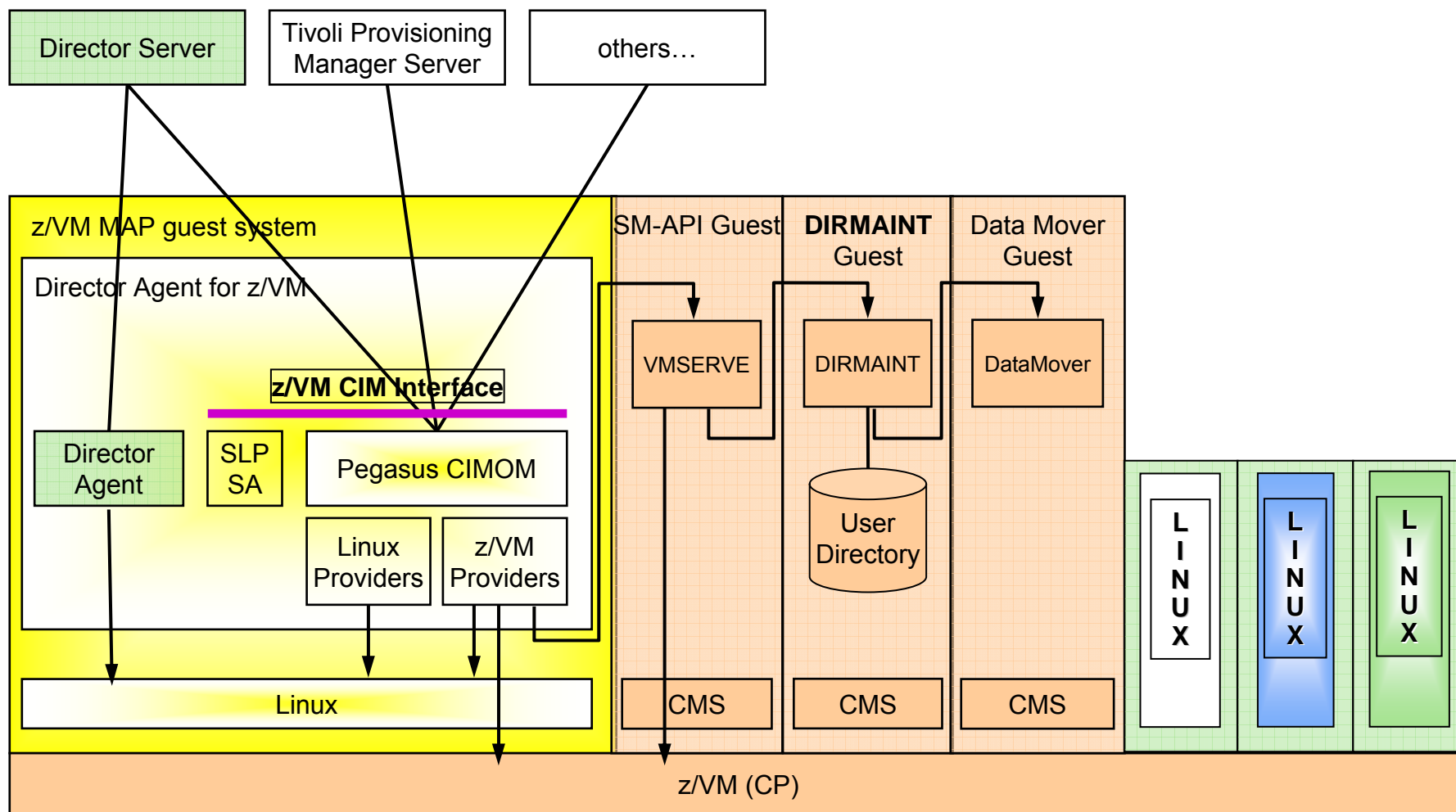
z/VM System Status	List existing virtual servers (virtual guests) running under the selected z/VM system + properties of virtual servers
Templates	Use <a href="#">templates</a> to provision new z/VM virtual server and Linux operating systems Templates can be created as snap-shot of existing virtual servers or Linux systems, or defined new via a wizard
Create virtual server under z/VM	Use virtual server template to provision new virtual server
Deploy Linux operating system	Use operating system template to provision Linux operating system

# IBM Director z/VM Center – System Set-up





# Management Access Point (MAP) - CIM Instrumentation of z/VM



## MAP to z/VM – Assisted Install

**Get the set-up and configuration of the z/VM MAP Linux system right the first time**

**Install the Linux operating system incl. IBM Director Agent and/or Server “out of the box” via delivered:**

- Scripts (REXX and bash) and
- Configuration files (kickstart and autoyast)

**z/VM guest has to be created manually for installation**

**User dialog asks administrator for installation related parameters**

- Linux distribution type (SLES vs. RHEL)
- Network setting of the new guest (IP address, hostname, gateway, virtual network ports etc.)
- Guest user parameters (user ID, minidisk address for the new Linux)
- FTP parameters
  - ▶ (server, path, ftp account) where the Linux distributors CDs are available
  - ▶ (server, path, ftp account) where the IBM Director installation CD is available
  - ▶ (server, path) where the autoinst/kickstart configuration files are available
- Time zone, locale
- Installation timeout



The screenshot shows the IBM z/VM Virtual Server Deployment console. The main window is titled "z/VM Virtual Server: lin139" and displays the configuration for a virtual disk. The left pane shows a tree view of the system, with "Provisioning Resources" circled in red. The right pane lists various tasks available for the system.

**z/VM System Tree:**

- TMCC01
  - z/VM Profile
    - z/VM Virtual Servers
      - lin139
      - TMCC01.40SASF40
      - TMCC01.5684042J
      - TMCC01.5767002P
      - TMCC01.5VMDIR10
      - TMCC01.5VMHCD20
      - TMCC01.5VMPTK20
      - TMCC01.5VMTCP20
      - TMCC01.ADMSEV
      - TMCC01.AMREHN
      - TMCC01.AUDITOR
    - Provisioning Resources
      - Virtual Server Templates
        - LIN13xxx\_server\_template
        - LIN15xxx\_server\_template
      - Operating System Templates
        - rhel4\_s390x\_os\_template
        - sles9\_s390x\_os\_template
        - sles9\_s390x\_os\_template
      - Disk Pools
        - TMCC01.LINGROUP
        - TMCC01.LINUX
        - TMCC01.SAPGROUP
        - TMCC01.USERGRP

**Virtual Disk Configuration (Disk 0350):**

- Name: TMCC01.LIN139.0350
- Virtual Disk: 0350, Access Mode: MR, Boot Disk:
- Owned by: LIN139, as: 0350
- Device Type: 3390, Volume ID: LX6740
- Start: 8401, Range: 300, Units: Cylinder
- Organization: Jed Count Key Data, Blocks: 254907000, Size: 1

**Tasks List:**

- Asset ID
- BladeCenter Management
- CIM Browser
- Configure Alert Standard Format
- Configure SNMP Agent
- Event Action Plans
- Event Log
- External Application Launch
- File Transfer
- Hardware Status
- HMC Manager Tools
- Inventory
- Microsoft Cluster Browser
- Network Configuration
- Process Management
- Rack Manager
- Remote Control
- Remote Session
- Resource Monitors
- Scheduler
- Server Configuration Manager
- SNMP Browser
- Software Distribution
- System Accounts
- z/VM Center
- z/VM Server Complexes
- z/VM Virtual Server Deployment

**Virtual Server List:**

tmcc-123-102.boeblingen.de.ibm.com	9.152.123.102	tmcc-123-102.boeblingen.de.ib.
tmcc-123-103.boeblingen.de.ibm.com	9.152.123.103	tmcc-123-103.boeblingen.de.ib.
tmcc-123-104.boeblingen.de.ibm.com	9.152.123.104	tmcc-123-104.boeblingen.de.ib.
tmcc-123-113.boeblingen.de.ibm.com	9.152.123.113	tmcc-123-113.boeblingen.de.ib.
tmcc-123-141.boeblingen.de.ibm.com	9.152.123.141	tmcc-123-141.boeblingen.de.ib.
tmcc-123-142.boeblingen.de.ibm.com	9.152.123.142	tmcc-123-142.boeblingen.de.ib.
tmcc-123-143.boeblingen.de.ibm.com	9.152.123.143	tmcc-123-143.boeblingen.de.ib.
tmcc-123-144.boeblingen.de.ibm.com	9.152.123.144	tmcc-123-144.boeblingen.de.ib.
tmcc-123-161.boeblingen.de.ibm.com	9.152.123.161	tmcc-123-161.boeblingen.de.ib.
tmcc-123-171.boeblingen.de.ibm.com	9.152.123.171	tmcc-123-171.boeblingen.de.ib.
tmcc-123-179.boeblingen.de.ibm.com	9.152.123.179	tmcc-123-179.boeblingen.de.ib.

**System Status:** IBM Ready, Host: tmcc-123-151.boeblingen.de.ibm.com, User ID: veadmin, 72 objects

# Operating System Template

**z/VM Virtual Server Deployment: BOEVMID2**

Action Edit Help

**z/VM System**

- BOEVMID2.VMUTIL
- BOEVMID2.VMSERVE
- BOEVMID2.VTAM
- BOEVMID2.WBIEG
- BOEVMID2.X25IPI
- BOEVMID2.XCHANGE
- VS for master
  - Operating Systems
  - Edu-Master

**Provisioning Resources**

- Virtual Server Templates
- Operating System Templates
  - Education Linux Template
- Disk Pools

**Operating System Template: Education Linux Template**

Overview Exclusive Disks Shared Disks Network Ports Relationships

Ports: 7000, 7004

Virtual Address: 7000

Adapter Type: Unknown

Protocol: QDIO

Properties:

Name	Value
IN	eth0
IP	10.2.1.3

Device Number:

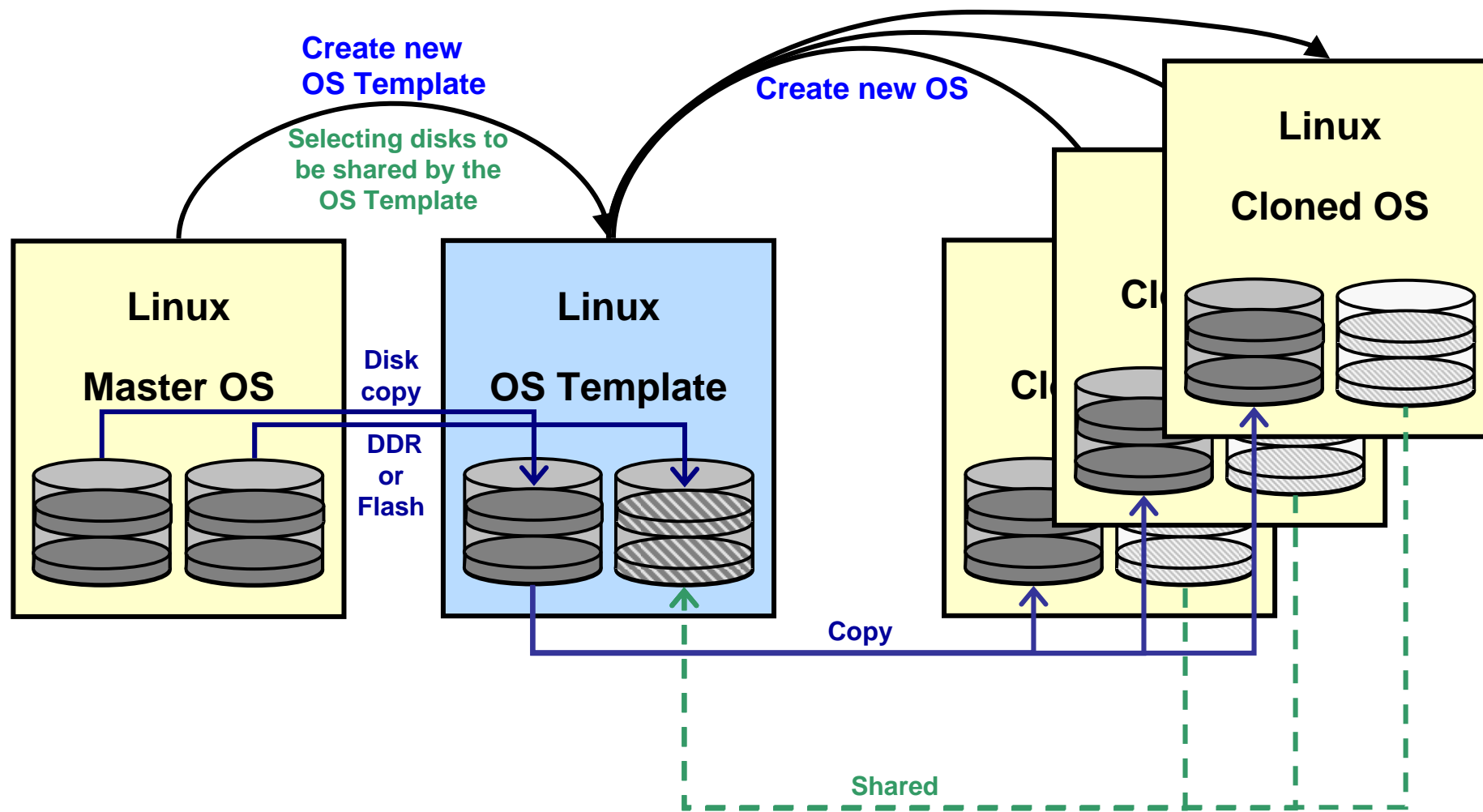
Virtual Device Number	Real Device Number
7000	
7001	
7002	

Description: Primary network port

Save Refresh Help

IBM Ready

# Operating System (OS) Template - Concept



## z/VM Center – Task ‘Server Complexes’

### Server Complexes – Ease-of-use Virtual Server Deployment

- Automates configuration of z/VM Linux guests
- Configuration settings can be predefined via the properties of a server complex
- Every Linux guest which is added/cloned to a server complex, is configured according to these properties
  - ▶ taking care of the underlying z/VM as well as Linux configuration

### Fast cloning

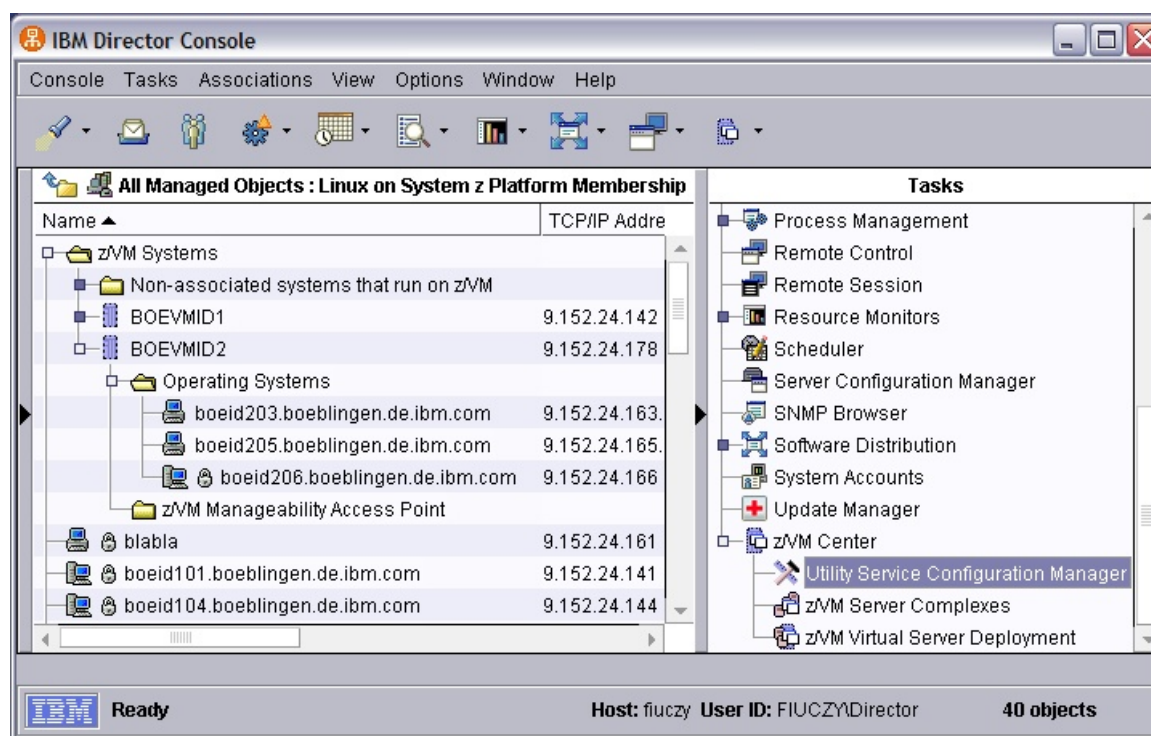
- Virtual Server Deployment with predefined configuration settings
- z/VM Linux guest systems creation with minimal manual interaction

### Customization

- Personalization of clones via scripts

### Reduced failures

- Configuration consistency (z/VM and Linux) is controlled:
  - ▶ Deviations are listed
  - ▶ Consistent configuration is applied



# z/VM Center – Server Complexes

## Supported Operating System

Linux on zSeries	Red Hat Enterprise Linux AS, Version 4.0 Novell SUSE Linux Enterprise Server 9 (Service Pack 2) & 10
z/VM	z/VM 5.2, requires DirMaint

## Server Complexes - Ease-of-use Virtual Server Deployment

Tiers/Guests in a Server Complex	Server Complexes are defined per z/VM; they predefine the configuration settings of multiple Linux virtual servers – every tier in a Server Complex might represent its own different configuration settings
Configuration Properties	Allows predefinition of network settings (LAN, VSwitch, OSA), minidisks and z/VM resource allocations to tiers within a Server Complex
Cloning	Multiple instances of Linux operating systems can be deployed without interaction for configuration specification

## z/VM Center – Task ‘Utility Service Configuration Manager’ & Software Distribution Premium Edition

### Utility Service – Ease-of-use application deployment and configuration

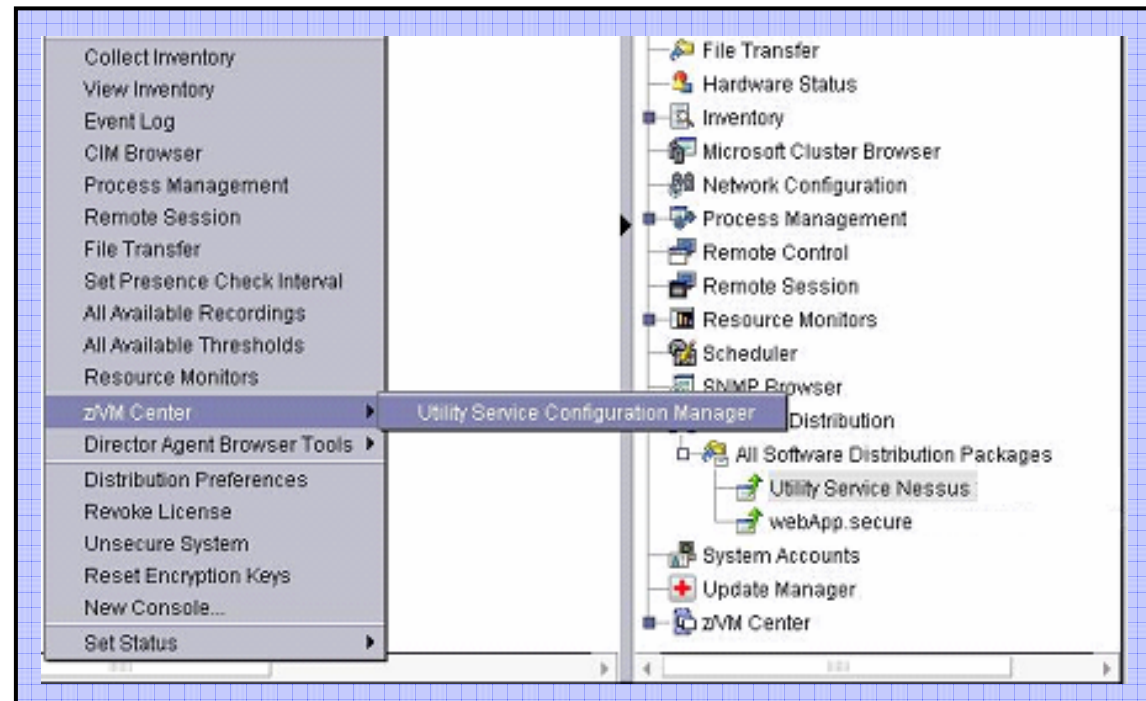
- Application installation and customization steps are prepared
- User can do application installation and configuration without specific knowledge of underlying operating system

### Fast, easy deployment of applications

- Prepared application installation and customization instructions/software packages
- Deployment via Software Distribution Premium Edition

### Easy customization of application configuration

- Configuration settings can be changed from remote
- Configuration menu in IBM Director Console (CIM based) or in launched browser





# IBM Director Extension - 'Software Distribution Premium Edition'

## Keep IT Environment up-to-date

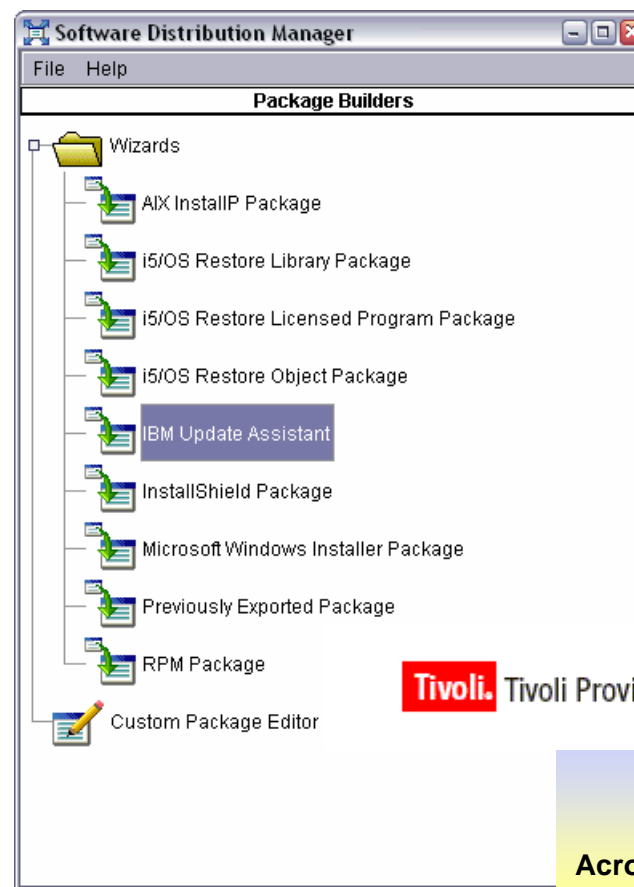
- 'Software distribution' – part of the base management functions of IBM Director allows to distribute IBM-provided software packages
- Premium Edition enables to both build and distribute own software packages

## Easy creation and distribution of software packages

- Wizards support the build of different software distribution packages
- Rich set of supported software distribution packages – see screen shot
- Flexible distribution options
  - ▶ to individual systems or groups of systems
  - ▶ at a scheduled date and time
- Streaming and redirection methods of distributing software

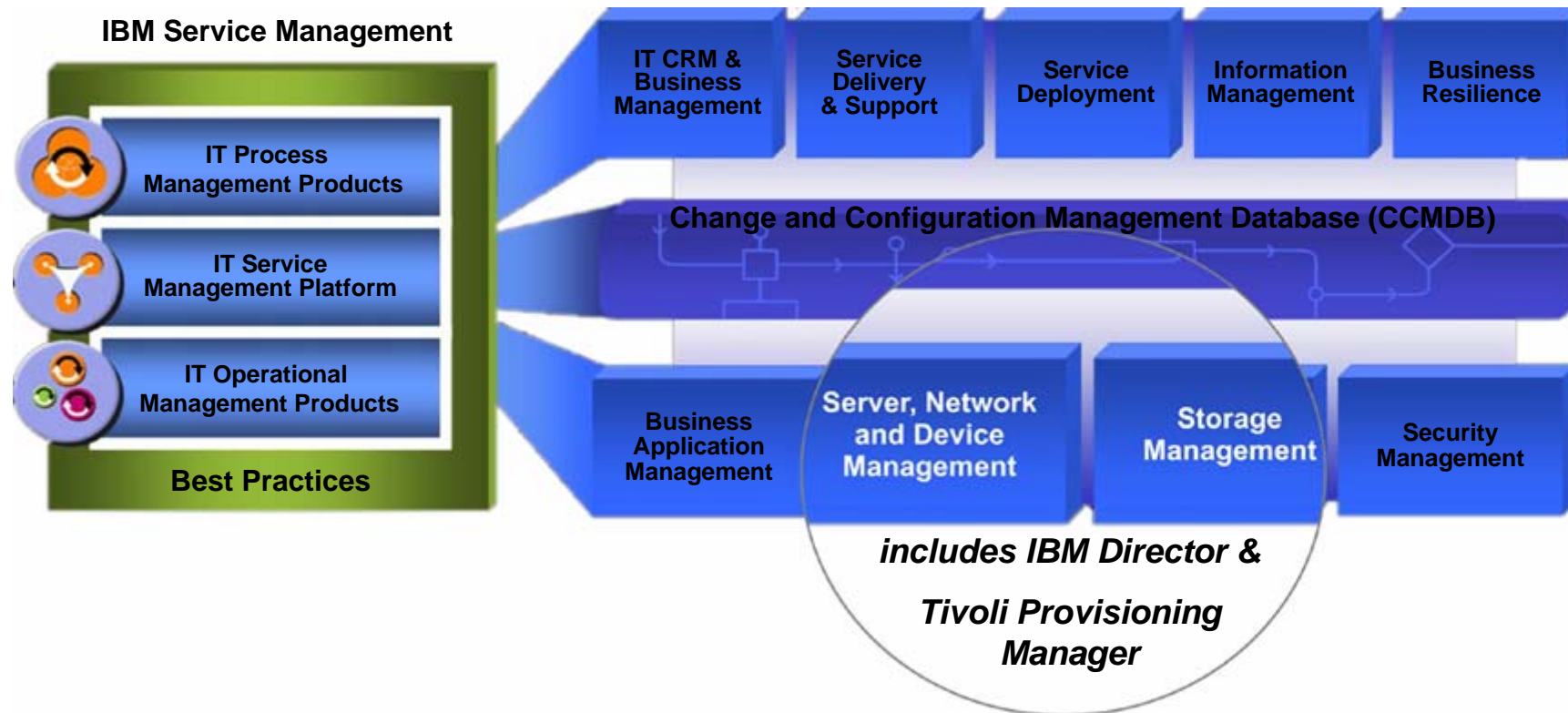
## Re-use of software packages

- Exported software package can be imported to Tivoli Provisioning Manager for Software

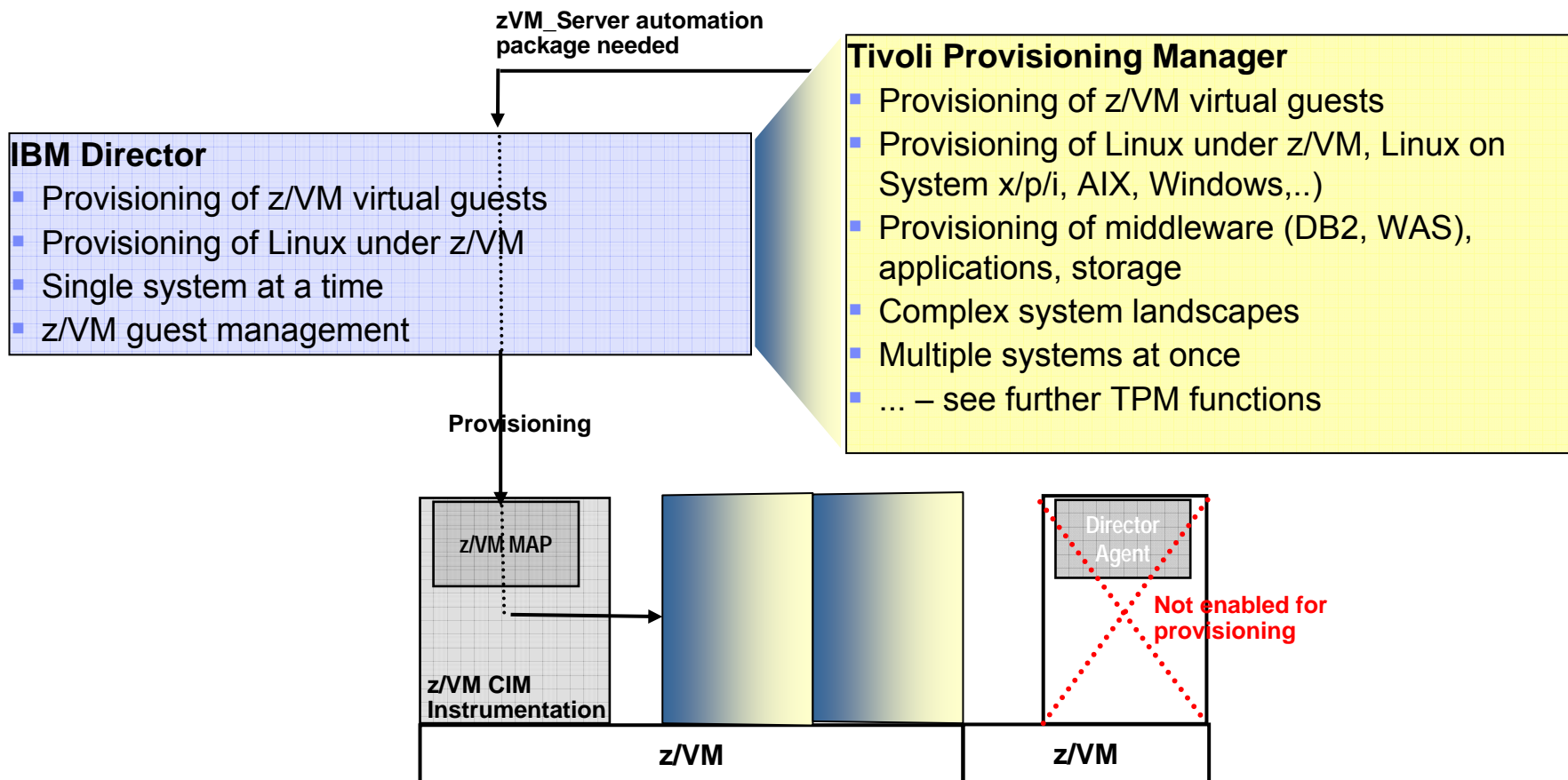


# IBM Director and IBM Service Management

A better way to manage the business of IT



# IBM Director + TPM – Integration Architecture



z/VM Manageability Access Point (MAP) = z/VM set-up needed for provisioning of z/VM Linux

- Set-up only once
- Leveraged by IBM Director and Tivoli Provisioning Manager (TPM)

## Learning Points

### **IBM Director for Linux on System z**

- Is part of IBM Systems Director family – the unified family of platform management tools for managing
  - ▶ Physical and virtual resources together, servers, storage, networking, IBM and compatible non-IBM resources
  - ▶ With seamless integration into IBM Service Management offerings from Tivoli
- Supports System z virtualization leadership with z/VM
  - ▶ Attractive GUI reduces skill requirement for z/VM administration
  - ▶ Enables an easy start – start with one product only to get the basic systems management functions
  - ▶ Enables fast and easy provisioning of new z/VM Linux systems

# Appendix

- **Additional Information**
- **Redbook with z/VM MAP installation instruction**

## Additional Information and Documentation

**IBM Director for Linux on System z website:** <http://www.vm.ibm.com/sysman/director/>

**Announcement - IBM Director V5.20 for Linux on System z:**

[http://www-306.ibm.com/common/ssi/rep\\_ca/4/897/ENUS206-294/ENUS206-294.PDF](http://www-306.ibm.com/common/ssi/rep_ca/4/897/ENUS206-294/ENUS206-294.PDF)

**IBM Director (cross platform) website:** <http://www-03.ibm.com/systems/management/director/index.html>

**IBM Director extension – z/VM Center**

Overview: <http://www-03.ibm.com/systems/management/director/extensions/zvm.html>

Concepts: [http://publib.boulder.ibm.com/infocenter/eserver/v1r2/index.jsp?topic=/diricinfo/vsd0\\_c\\_concepts.html](http://publib.boulder.ibm.com/infocenter/eserver/v1r2/index.jsp?topic=/diricinfo/vsd0_c_concepts.html)

**IBM Director extension – Software Distribution Premium Edition**

<http://www-03.ibm.com/systems/management/director/extensions/sdpe.html>

**IBM Director Information Center – see IBM Director V5.20**

[http://publib.boulder.ibm.com/infocenter/eserver/v1r2/index.jsp?topic=/diricinfo/fqm0\\_main.html](http://publib.boulder.ibm.com/infocenter/eserver/v1r2/index.jsp?topic=/diricinfo/fqm0_main.html)

**IBM Director Documentation and Resources – see z/VM Center v5.10 and v5.20:**

[http://www-03.ibm.com/systems/management/director/resources/index.html#director\\_extensions](http://www-03.ibm.com/systems/management/director/resources/index.html#director_extensions)

**IBM Director – download page:** <https://www14.software.ibm.com/webapp/ShopzSeries/ShopzSeries.jsp>

Specify Package type 'z/VM – VM SDO version 5' and Group 'VM – System Support (20 Products)

**IBM Director V5.10 updates – download**

[pagehttp://www-304.ibm.com/jct01004c/systems/support/supportsite.wss/docdisplay?Indocid=MIGR-65094&brandind=5000016](http://www-304.ibm.com/jct01004c/systems/support/supportsite.wss/docdisplay?Indocid=MIGR-65094&brandind=5000016)

**IBM Director 5.10 Interactive demo:**

Select 'See it in action – Managing mainframe virtual servers': [www-03.ibm.com/servers/eserver/xseries/systems\\_management/ibm\\_director](http://www-03.ibm.com/servers/eserver/xseries/systems_management/ibm_director)

**z/VM Center scenario – Provisioning Linux to students:**

[http://publib.boulder.ibm.com/infocenter/eserver/v1r2/index.jsp?topic=/diricinfo/vsd0\\_t\\_zvm\\_scenarios.html](http://publib.boulder.ibm.com/infocenter/eserver/v1r2/index.jsp?topic=/diricinfo/vsd0_t_zvm_scenarios.html)

## Additional Information and Documentation cont.

**Redpiece 'Managing Linux Guests Using IBM Director and z/VM Center':**

<http://www.redbooks.ibm.com/redpieces/abstracts/redp4312.html>

**Redbook 'Implementing IBM Director V5.20':** <http://www.redbooks.ibm.com/abstracts/sg246188.html>

**Redbook 'Virtualization Engine Version 2.1'** <http://www.redbooks.ibm.com/redbooks/pdfs/sg247276.pdf>

**System management Guide:** [ftp://ftp.software.ibm.com/pc/pccbbs/pc\\_servers\\_pdf/dir4.20\\_docs\\_sysmgt.pdf](ftp://ftp.software.ibm.com/pc/pccbbs/pc_servers_pdf/dir4.20_docs_sysmgt.pdf)

**CIM:** <http://www.dmtf.org/standards/cim>

**IBM Service Management (Tivoli):** <http://www-306.ibm.com/software/tivoli/solutions/it-service-management/>

**Tivoli Provisioning Manager:** <http://tivoli.torolab.ibm.com:7070/display/tpmvirtcomm/Home>

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