

# Siemens Enterprise Communications improves the integration between Availability and Business Service Management with IBM Tivoli Netcool according to ITIL.



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## Overview

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### ■ **The Challenge**

Siemens Enterprise Networks wanted to integrate and combine their network and event management together with the existing CMDB and incident management solution GSI.flow. The IBM Tivoli Netcool solution also addresses a Siemens worldwide centralized global services infrastructure.

### ■ **The Solution**

Together with the support of IBM Tivoli Services know-how combined with the experience of the IBM Business Partner

*Serima Consulting, Siemens Enterprise Networks implemented this highly integrated solution. The IBM solution addresses a centralized event management solution with IBM Tivoli Netcool/OMNibus, a network management solution for discovering and monitoring customer networks and equipment with IBM Tivoli Network Manager IP Edition. Moreover it addresses IBM Tivoli Netcool/Impact for centralized event enrichment via the SEN CMDB and generating incidents in SEN's own incident system GSI.flow.*

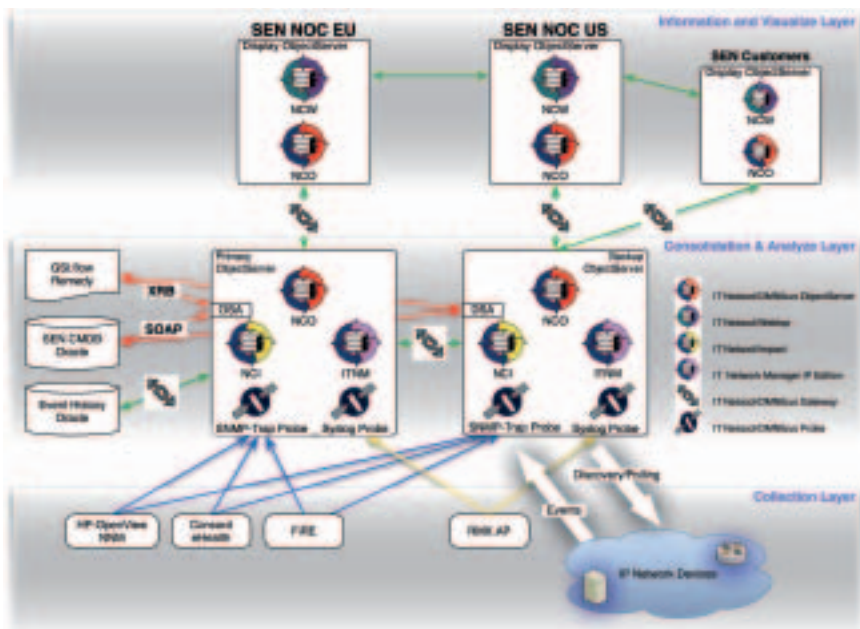
### **About Siemens Enterprise Communications**

Siemens Enterprise Communications GmbH & Co. KG, Munich, founded in October 2006 as a wholly owned subsidiary of Siemens AG, provides communication and collaboration solutions to private and public sector organisations with high levels of commitment, professionalism and service.

With more than 15,000 employees in 80 countries Siemens Enterprise Communications develops existing product lines and releases new innovative offerings to the market. Siemens Enterprise Communications develops and implements a portfolio of products, solutions and services for the optimization of business processes. Innovative solutions, secured and flexible focused on customer needs are offered. Innovative solutions, secured and flexible, focused on customer needs are offered, starting from the Terminal Device up to Managed Services. All based on open standards and suitable for seamless integration in existing infrastructure.

### **Technical Description of the Architecture**

The collection layer considers syslog events and SNMP traps from several sources and SEN's element manager FiRe (Filter and Reaction). Syslog messages and SNMP traps are sent directly to the IBM Tivoli Netcool OMNibus Syslog and SNMP Trap Probe. SNMP traps and events from all HiPath products in the customer network are pre-correlated and filtered via SEN's FiRe system and then forwarded to the IBM Tivoli Netcool/OMNibus SNMP Trap Probe.



The figure shows the Siemens Enterprise Communications IBM Tivoli Netcool architecture regarding the requirements and technical interfaces.

An automated discovery or manual import of network devices using IBM Tivoli Network Manager for IP Edition displays the customer environment.

The consolidation and analyze layer holds the function for centralized correlation of all syslog events and SNMP traps received. Across the SOAP interface with an SSL-based connection between IBM Tivoli Netcool/Impact WebServices DSA and the SEN CMDB, all received events will be enriched with data, for example Customer, Location, Serial number, etc. The enrichment policy of IBM Tivoli Netcool/Impact also includes monitoring and maintenance schedules in relation to the Service Level Agreement.

Finally, if the criterion is met the enriched event will be sent out as a request to the SEN XRB Message Broker. The XRB Message Broker forwards this request to the incident system GSI.flow. Within GSI.flow, an incident will be generated based on this request. This interface is also implemented via the IBM Tivoli Netcool/Impact WebServices DSA and over an SSL connection.

Events already received and enriched will be displayed in the information and visualize layer. Within IBM Tivoli Netcool/Webtop, defined views and

filters split up the information into defined maps. Display ObjectServers provides defined filtered views to operators, administrators and customers.

***“The IBM Tivoli Netcool Solution provides Siemens Enterprise Networks with a global integrated solution. It integrates the SEN CMDB solution already implemented together with the SEN incident management system regarding ITIL processes.”***

– Kurt Stainer, IT Services and Enterprise Communications

#### Products

- **IBM Tivoli Netcool/OMNIBus**
- **IBM Tivoli Netcool/Impact**
- **IBM Tivoli Netcool/Webtop**
- **IBM Tivoli Network Manager IP Edition.**

#### Solution Advantages

- **Considering globalization and worldwide centralized highly integrated solution**

- **Considering follow the sun operating Network Operations Center**
- **Combining CMDB and incident management working together with event and network management**
- **SOAP and XML interfaces based on SSL connection between related components.**



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