



IBM Software Group

Business Service Management and IT Cost Management



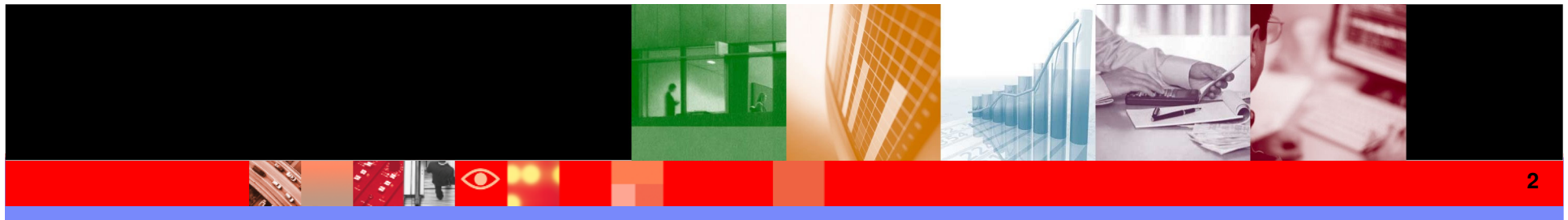
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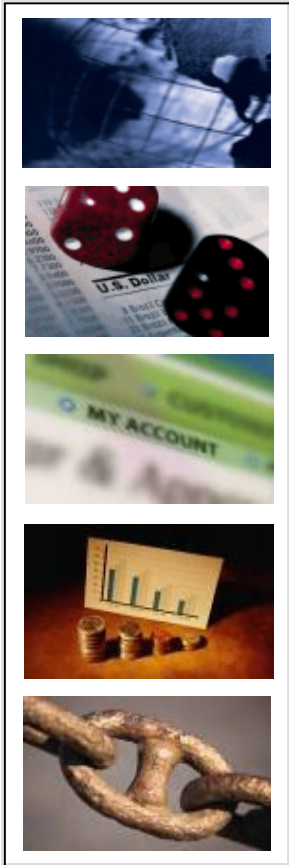
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Agenda

- Part I – Business Service Management for the Enterprise
- Part II – IT Cost Management for the Enterprise
- Summary



Global Trends Driving BSM Adoption



- Industry **consolidation** via mergers and acquisitions
- Increased legislation requires greater visibility into **operational risk**
- Increased customer expectation of high **service quality** & **convenience**
- **Cost reduction** initiatives across business & IT operations
- Limited **alignment** between IT and business objectives

“Most of the information a manager will need to run a business will reside on a computer screen in a ‘digital cockpit’. It will contain every piece of real-time data, with automatic alerts spotlighting the trends requiring immediate attention.”

- Jack Welch

What the Experts are Saying...

“IS organizations are searching for ways to demonstrate alignment with the business and manage support priorities in a business context.

You need tools that document and correlate IT components to business services, enabling more productive communication between the organization that delivers the services and the business users who consume them.”

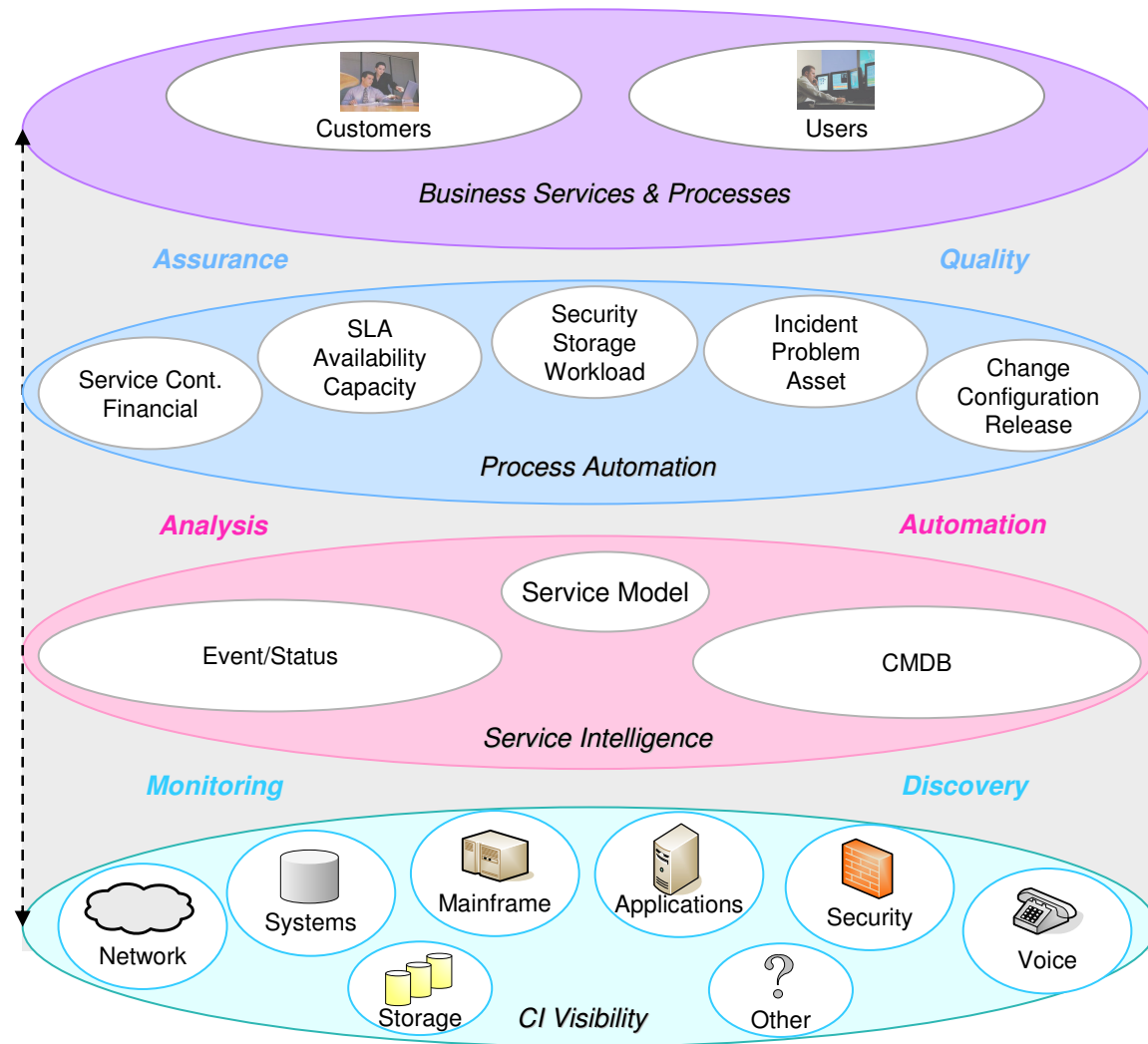
- Gartner

“Users are being driven by business requirements to improve the ROI from technology investment. Although major trends will continue, service management as a strategy will dominate project prioritization and budget capture as a way to show IT’s impact on the business and customer satisfaction.”

- IDC

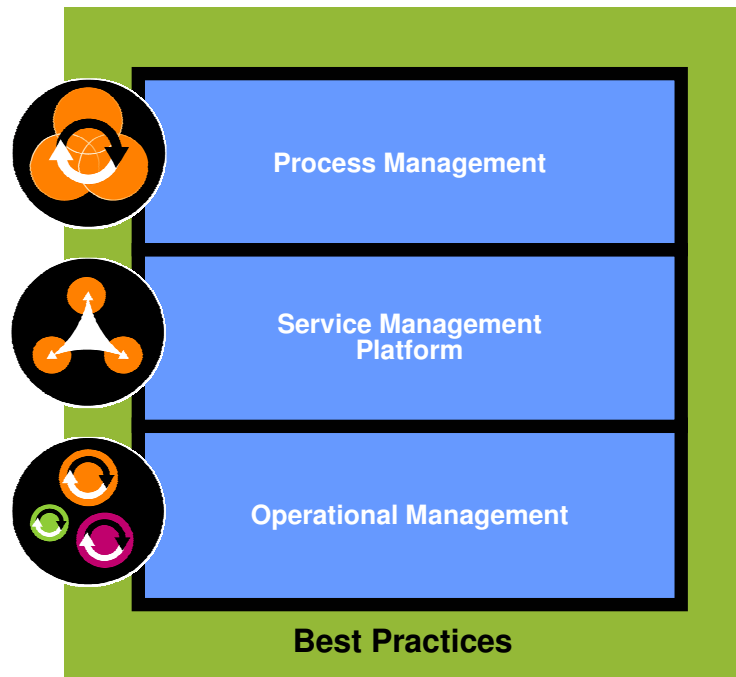


The Enterprise Service Management Challenge



IBM Service Management Software

IBM Service Management Software provides the means to bridge the service visibility gap and align operational and business objectives for improved service quality and performance.



IBM Service Management Software enables significant improvements in:

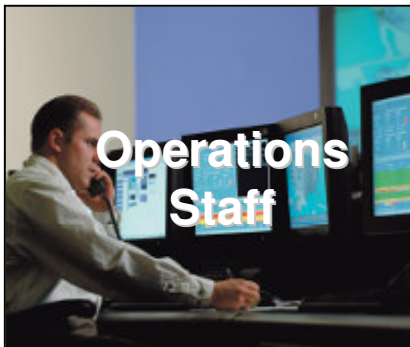
- Revenue growth
- Competitive advantage
- Customer experience
- Return on opex and capex
- Internal process efficiencies
- Risk management
- Regulatory compliance

BSM in the Enterprise...

Vital to both business and IT operations:

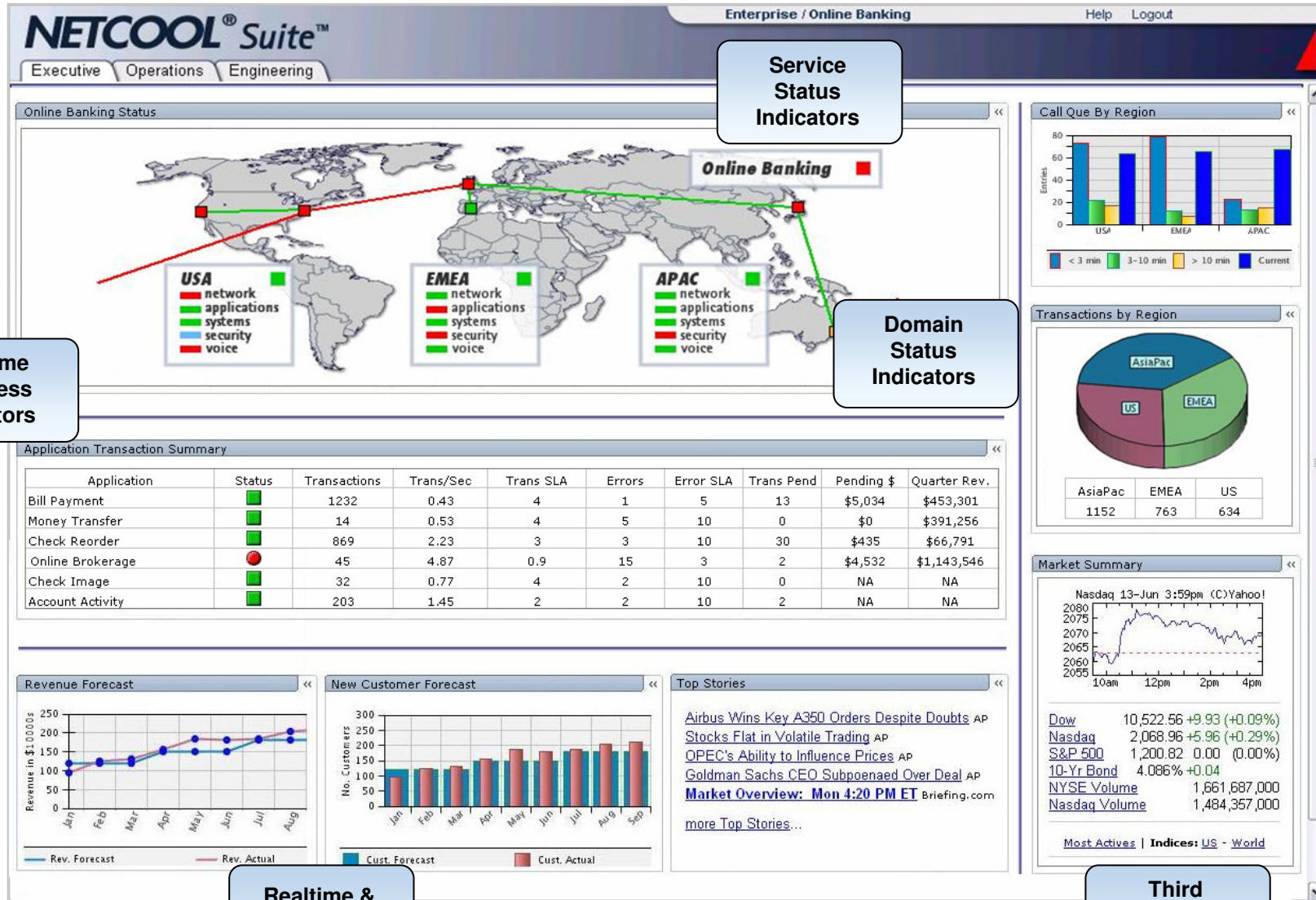


- ☑ **Manage day-to-day business performance**
- ☑ **Gain insight into the operational health of services**
- ☑ **Track ongoing customer experience**
- ☑ **Make strategic business decisions & investments**



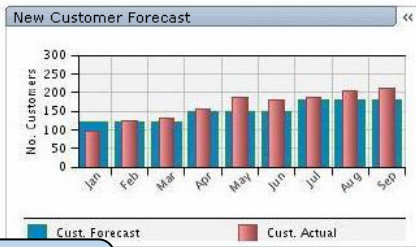
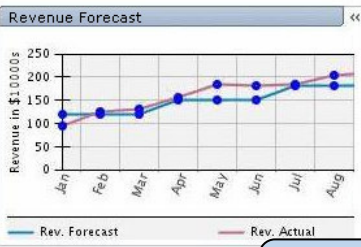
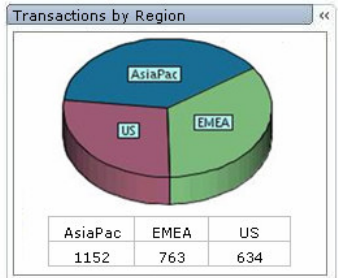
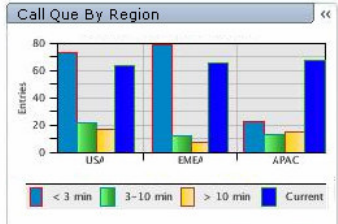
- ☑ **Assure high service availability and performance**
- ☑ **Reduce costs & improve operational efficiency**
- ☑ **Deliver against line of business requirements**
- ☑ **Make long-term IT investment decisions**

Single Effective Interface: Line of Business Views



Application Transaction Summary

Application	Status	Transactions	Trans/Sec	Trans SLA	Errors	Error SLA	Trans Pend	Pending \$	Quarter Rev.
Bill Payment	■	1232	0.43	4	1	5	13	\$5,034	\$453,301
Money Transfer	■	14	0.53	4	5	10	0	\$0	\$391,256
Check Reorder	■	869	2.23	3	3	10	30	\$435	\$66,791
Online Brokerage	●	45	4.87	0.9	15	3	2	\$4,532	\$1,143,546
Check Image	■	32	0.77	4	2	10	0	NA	NA
Account Activity	■	203	1.45	2	2	10	2	NA	NA



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Single Effective Interface: Operational Service Views

Enterprise / Online Banking
Help Logout

Executive
Operations
Engineering

US

Apps	Status	Events	Tickets
Apps	●	●	40
Network	●	●	50
Security	●	●	23
Voice	●	●	50
Systems	●	●	20

Working Tickets By Region

All Events

25.0
12.5
0

Last 30 Min

5.0
2.5
0

Assigned

25.0
12.5
0

Maint.

5.0
2.5
0

Chronics

5.0
2.5
0

Escalated

5.0
2.5
0

Online Banking Status

Auto-Service Dependency Mapping

Root Cause & Service Impact Analysis

SLA		Events		Rules	
Entity: SLAStatus_14	View: SLAStatus				DataSource: NCOMS
ServiceName	Best Case %	Downtime	TimeLeft	TWin	Penalty
BigBluxWebFarm	99.991%	00:03:47s	00:56:12s	Apr-2004	3.15
BigBluxWebFarm	99.736%	00:03:47s	00:26:12s	12-Apr-2004	3.15

Realtime Operational Indicators

Event Summary Indicators

Realtime SLA Tracking

9

Single Effective Interface: Service Intelligence

Details - Microsoft Internet Explorer

CHANGE HISTORY REPORT

Type	Component	Change	Date	Attribute	Old	New
ProcessPool	brutus.lab.collation.net:3000	Created	Tue Sep 07 22:21:18 EDT 2004			
Apache	brutus.lab.collation.net:3000	Created	Tue Sep 07 22:21:18 EDT 2004			
ApacheWebContainer	brutus.lab.collation.net:3000:ApacheWebContainer	Updated	Mon Oct 04 23:34:35 EDT 2004	ApacheWebContainer.maxKeepAliveRequests	100	300
ApacheWebContainer	brutus.lab.collation.net:3000:ApacheWebContainer	Updated	Mon Oct 04 23:34:35 EDT 2004	ApacheWebContainer.timeout	300	200
ApacheWebContainer	brutus.lab.collation.net:3000:ApacheWebContainer	Updated	Mon Oct 04 23:54:02 EDT 2004	ApacheWebContainer.maxKeepAliveRequests	300	400
ApacheWebContainer	brutus.lab.collation.net:3000:ApacheWebContainer	Updated	Mon Oct 04 23:54:02 EDT 2004	ApacheWebContainer.timeout	200	100

Details - Microsoft Internet Explorer

CONFIGURATION DETAILS

Expand All Collapse All

General Information

Name:	brutus.lab.collation.net
Type:	sys.sun.SunSPARCUnaryComputerSystem
Manufacturer:	Sun_Microsystems
Model:	SUNW_UltraX+2
CPU Speed:	500000000 Hz

Operation System Info

Name:	SunOS
Version:	5.8
Kernel Architecture:	sun4u
Kernel Version:	SunOS 5.8 Generic_108528-27

File Systems

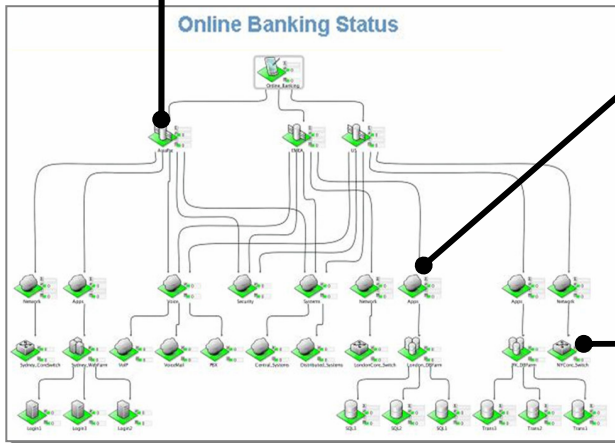
BLAName	Type	Mount Point	Capacity	Available
brutus.lab.collation.net:/usr/home/jwyang		/usr/home/jwyang		
brutus.lab.collation.net:/	ufs	/	14986	13080
brutus.lab.collation.net:/home/jwyang		/home/jwyang		
brutus.lab.collation.net:/home/coll		/home/coll		
brutus.lab.collation.net:/home/frish		/home/frish		

IP Interfaces

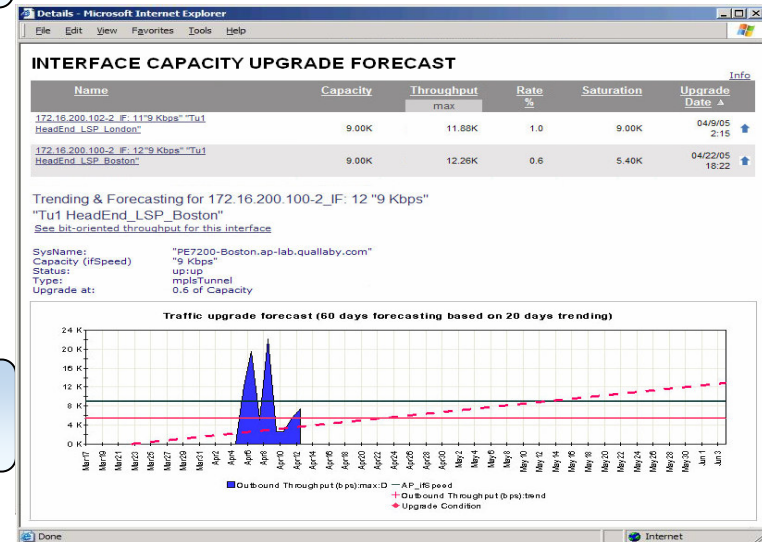
Name	FQDN	Network	NetMask	Status
127.0.0.1				0
10.10.50.9	brutus.lab.collation.net			0
192.168.253.2				0

Change History Report

Configuration Details Report



Performance & Capacity Reports



Single Effective Interface: Service Intelligence

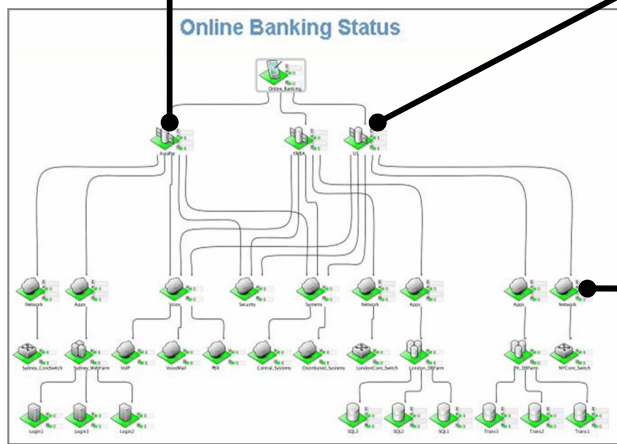
Servers Performance- 14 Sep 2004

Instance	WorkLoad	Avail (BH)	Saturation (BH)
ivussrv01 192.168.210.201:1161	5.9	100%	1h
ivusherts1 192.168.210.131:1161	5.5	100%	1h
ivuscolcn1 192.168.210.210:1161	5.5	100%	1h
ivuscoliv1 192.168.210.205:1161	5.3	100%	1h
ivuscolcn2 192.168.210.211:1161	5.3	100%	1h
IVUSCOLIV2 192.168.210.136:11	5.1	100%	1h
america-prod 10.1.13.25:161	4.4	100%	1h
bilbo 10.1.12.98:161	4.2	100%	1h
ivuscolftp1 192.168.211.152:116	4.1	100%	1h

Full Screen

3rd Party Management & Reporting

Advanced Service Desk Integration



CMDB Views

Matching Cases

Case ID	Category	Type	Item	Status	Individual	Priority
00000000000008	Hardware	System	Server	Assigned	Bob Backline	Urgent
00000000000016	Software	Workstation	Finance Applica	Assigned	Bob Backline	Urgent
00000000000023	Software	Workstation	Email	Assigned	France Fromi	High
00000000000025	Hardware	System	Server	Assigned	Bob Backline	High

Modify Case #00000000000003

Category: Software, Type: Workstation, Item: Email, Status: Assigned

Summary: My email is broken!

General | Requester Information | Activity | Duplicates | Solutions | SLAs | Related Items

Login Name: Erica Engineer, Name: Erica Engineer, Assets Owned by Requester table below.

IBM Tivoli CMDB

Change History: Results

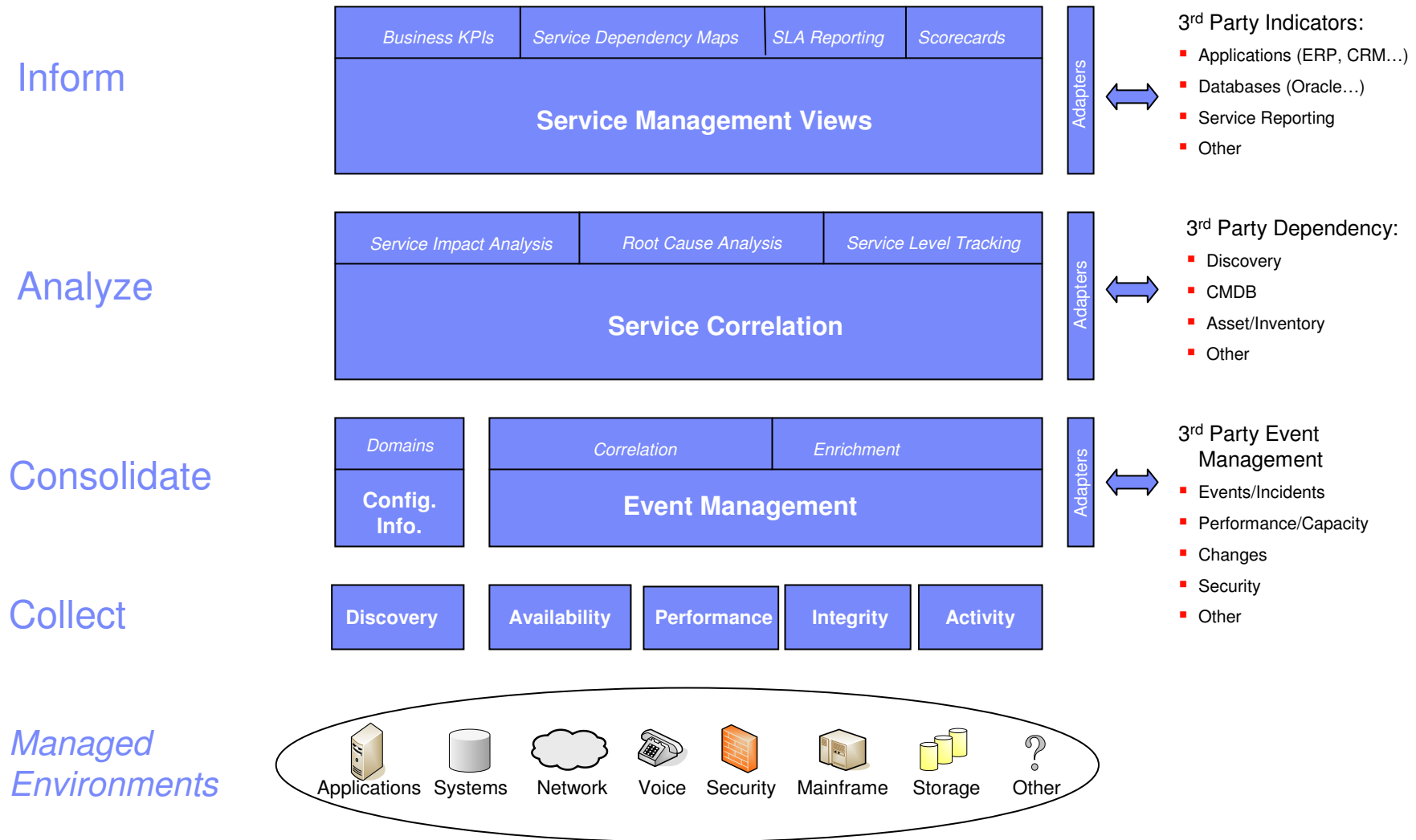
Type	Component	Change	Date	Attribute	Old Value	New Value
Apache	utah.lab.collation.net:4880	Created	04/09/2004 18:30 PDT			
ApacheWebContainer	ApacheWebContainer	Updated	04/15/2004 19:26 PDT	ApacheWebContainer:mac	68	90
ApacheWebContainer	ApacheWebContainer	Updated	04/15/2004 19:26 PDT	ApacheWebContainer:mac	9	20
ApacheWebContainer	ApacheWebContainer	Updated	04/15/2004 19:26 PDT	ApacheWebContainer:min	5	10
ApacheWebContainer	ApacheWebContainer	Updated	04/15/2004 19:26 PDT	ApacheWebContainer:start	5	8
ProcessPool	spartakis.lab.collation.net:	Created	04/09/2004 18:30 PDT			

spartakis.lab.collation.net:4880

General

Username: smartoperator | Current View: 05/17/2004 19:15 PDT

IBM Tivoli Netcool Logical Architecture



Certification, Standards, Recognition & Compliance

CERTIFICATION



ISO9001:2000 Certified



BS15000 Compliant



BS ISO/IEC 17799,
BS 7799 Compliant

STANDARDS



Enabler: US Federal
Enterprise Architecture



Enabler: ITIL



Enabler: Six Sigma



Enabler: COBIT

RECOGNITION



Event Correlation & Analysis
Magic Quadrant 'Leader'

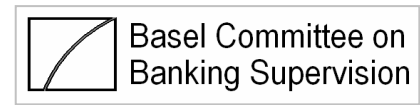


Organic IT
'Strong Performer'



Security Management
Magic Quadrant 'Leader'

COMPLIANCE



Enabler: Basel II Capital
Accord Compliance



Enabler: Capital Adequacy
Directive Compliance



Enabler: Solvency II
Compliance



Enabler: Sarbanes-Oxley
Compliance

Tivoli Netcool Suite Key Differentiators



- **BREADTH:** *From business to service infrastructure.*
Netcool offers the *only* industry solution to provide real-time, end-to-end management for Layers 1 – 7, as well as critical business events.
- **SCALE:** *Scalability to cover business growth.*
Netcool offers the industry's fastest, most scalable engine for event collection, consolidation, and correlation.
- **SPEED:** *More value, faster.*
Netcool solutions deploy quickly for immediate ROI and enable true realtime response to service-affecting problems.
- **LEVERAGE:** *Leverage your existing investments.*
Netcool solutions integrate and add value to your existing platforms, tools, and applications ... *without* disruptive changes to architecture or workflow.
- **FLEXIBILITY:** *Fit the tool to the business.*
Customizable and configurable, Netcool solutions adapt to your organization's unique requirements ... *not* the other way around.

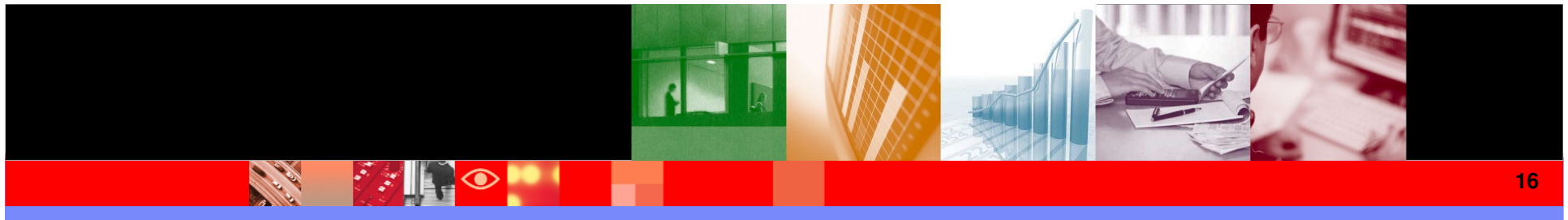
Service Visibility and Availability Management



- Pioneers in alignment of IT with business services
- Only single effective interface for service management
- Broadest access to realtime business indicators
- Only self-maintaining realtime service model (FIM)
- Broadest discovery across management domains
- Market leading COM solution as foundation for BSM

Agenda

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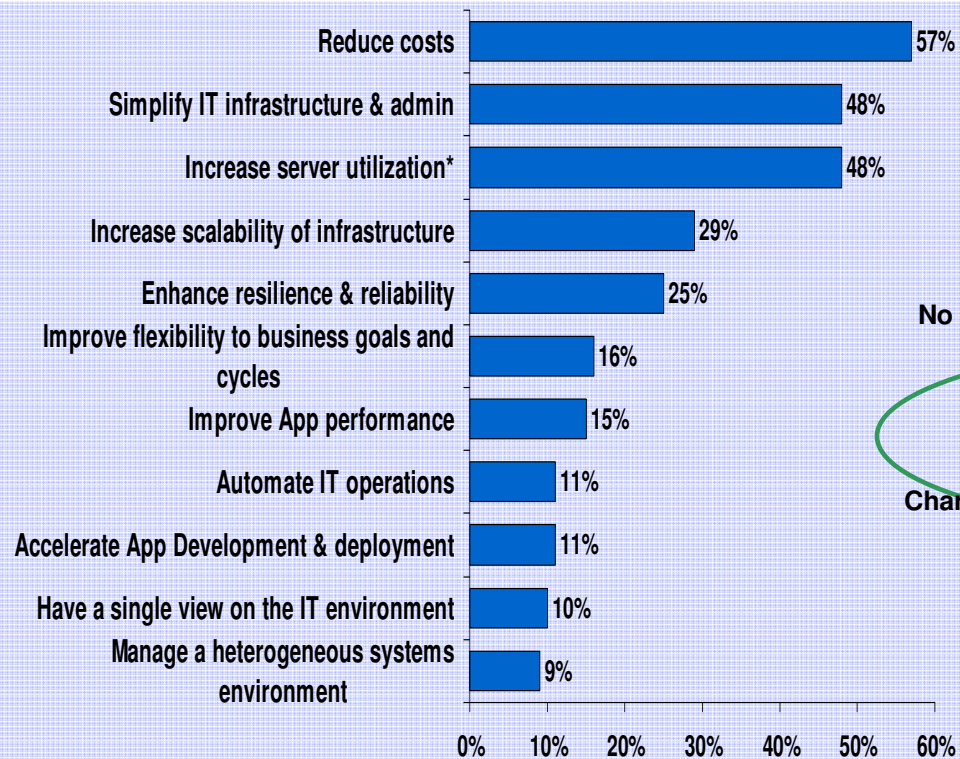
What problem does it help solve?

IT Departments contain many different platforms, environments, sub-system, and users:

- Costly to own, maintain, and operate
- With unique record formats and metrics
- Ill equipped to discuss services delivered in a business context

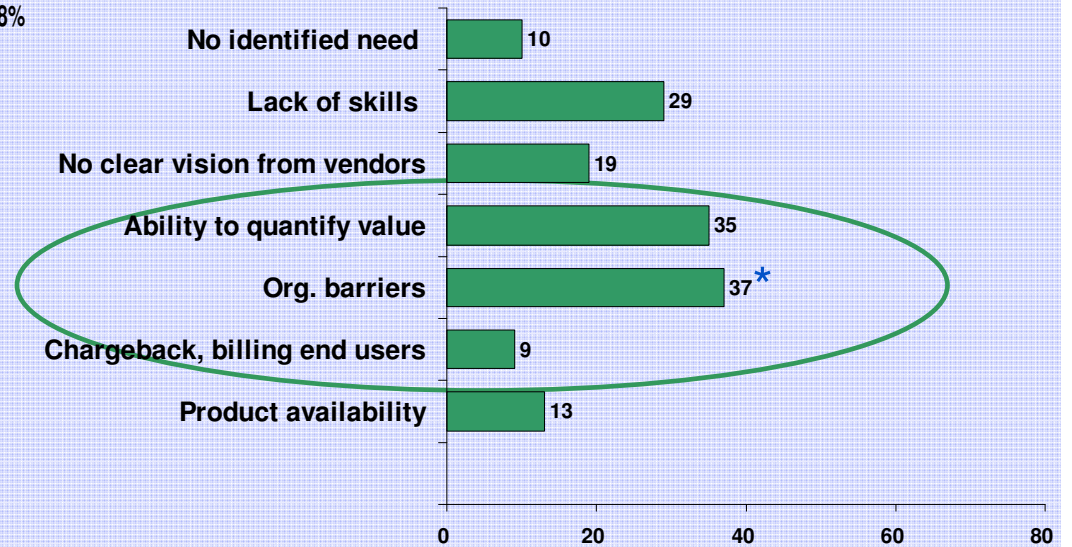
Virtualization needs and challenges amongst those implementing

Motivators



Source: IBM Systems Directions 1Q 2006

Inhibitors amongst Implementing



Source: IBM Systems Directions 1Q 2006

** 'People worry they might not get enough resources. They believe they will get less than they need.'*

(Mgr. IT Germany)

'It's a matter of convincing people at the beginning because they won't have their own hardware. For us, virtualization worked so long as it was on one platform, but then platforms were assigned to different departments and those departments now had to work together.'

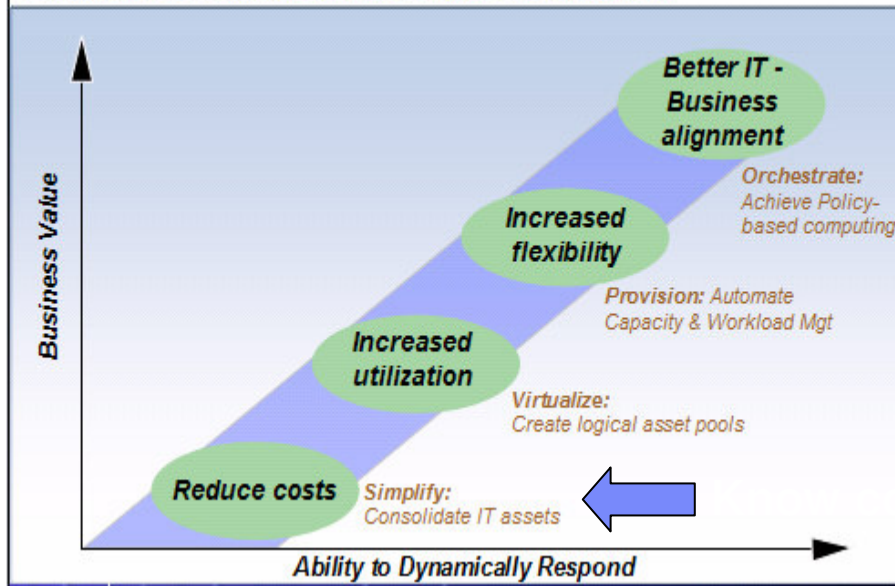
(Dir. IT Germany)

'It involves trying to convince people not to order servers but to allow resources to be pooled into a virtual environment...trying to convince the business stakeholders to do this. The first moment someone has a problem, they will blame the virtualization.' (VP IT; US)

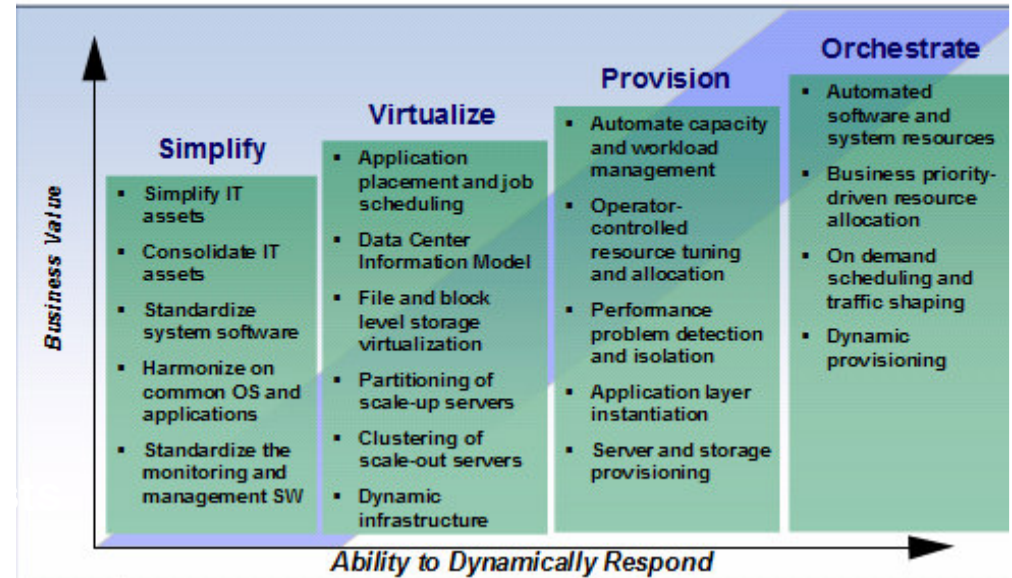
Source: ITS Virtualization Research Feb 2006



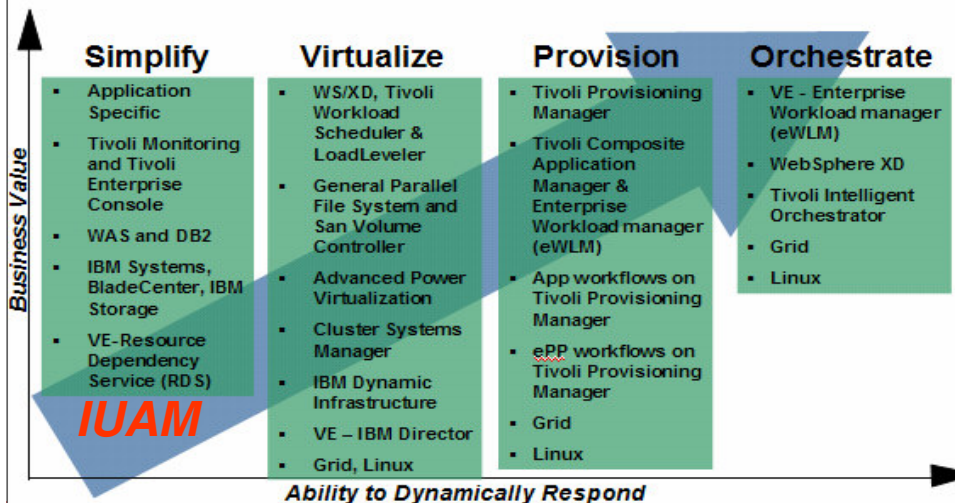
IT Resource Optimization: stages of adoption



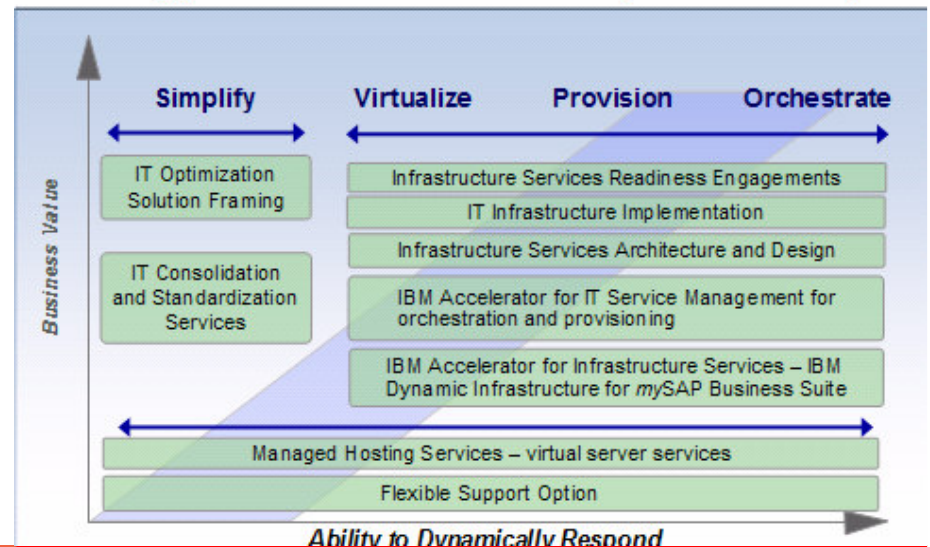
Where does your organization want to start?



The ITRO Solution highlights these Products

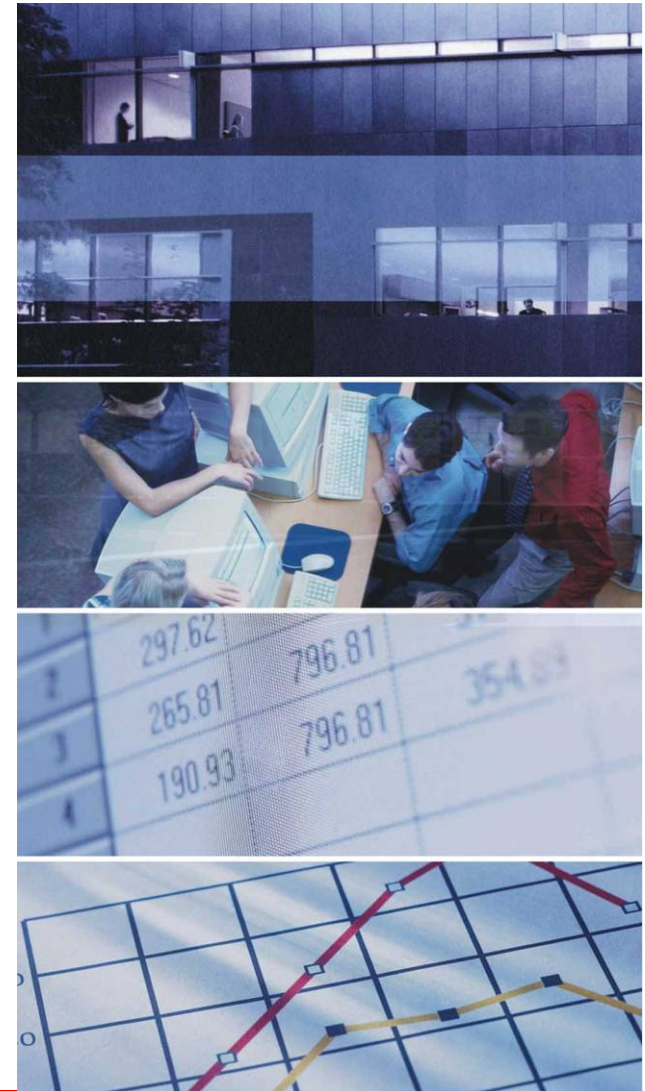


Technology services assist IT Resource Optimization adoption

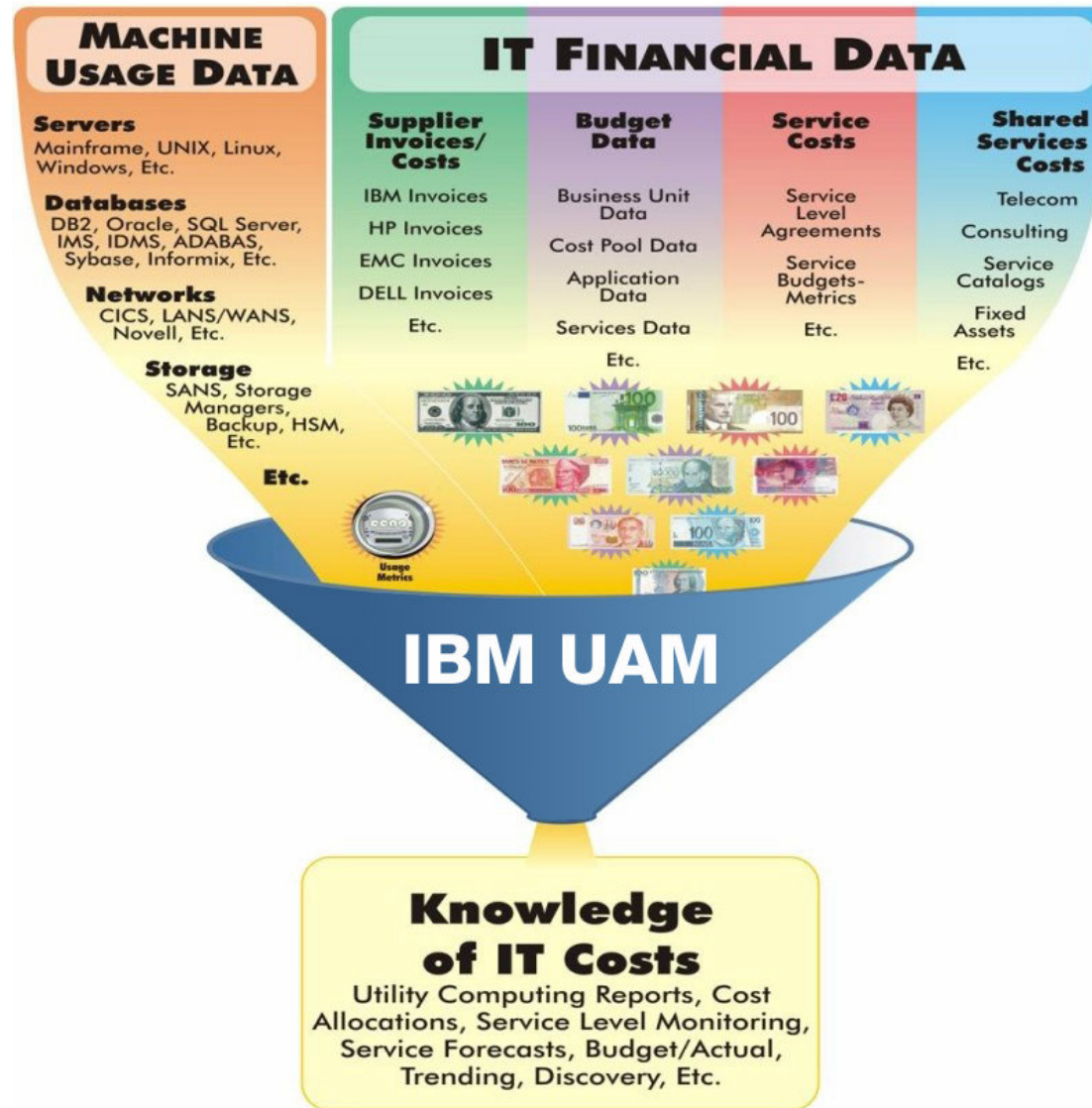


IBM Usage and Accounting Manager is . . .

- **An integral part of an organization's financial reporting systems**
(Shared Services, Invoicing, Product Profitability, ERP Integration, Cost Allocations, Activity Based Costing, Resource & Cost Trending, etc.)
- **Used across multiple platforms**
(Including Mainframe, Unix, Linux, Windows, etc.)
- **Supporting multiple sub-systems**
(DB2, Oracle, SQL Server, CICS, Virtualization, Web, E-Mail, Networks, Storage, Print Servers, etc.)
- **Internet enabled**
(Web-Based Reporting & Drill-Down and multiple outputs)

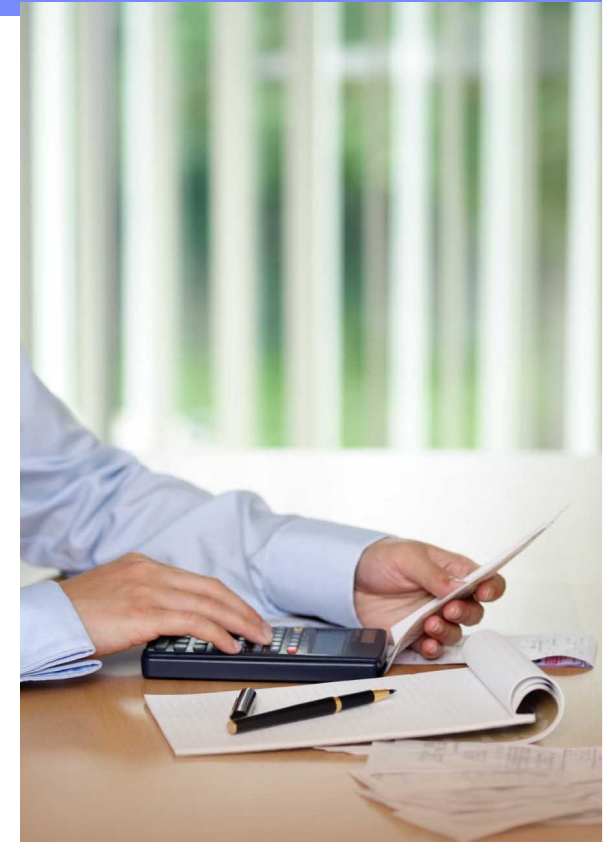


Know what it costs – The IBM UAM funnel



Usage and accounting capabilities can help realize immediate benefits

- Increase Client (Business Units) Satisfaction
 - ▶ **Real Usage = Accurate Billing**
 - ▶ **Accountability = Improved services**
 - ▶ **Alignment between Business and IT costs**
- Lower Infrastructure Cost
 - ▶ **Reduced server sprawl**
 - ▶ **Higher utilization**
 - ▶ **Rationalization of resources**
- Continued Infrastructure Improvement
 - ▶ **Understanding costs can lead to managing costs**
 - ▶ **Usage comparisons can lead to more effective investments**



When running a business,
nothing matters more
than knowing how much
something costs.

*You can't manage what
you don't measure!*



Objectives of an IT usage and accounting management system

...

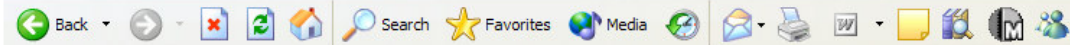
- Allocate/Distribute or Charge IT Costs to the Users, Cost Centers, Applications and other organizations that consumed them in a . . .
 - ▶ Fair
 - ▶ Understandable
 - ▶ Auditable/Reproducible, and
 - ▶ Easy to administer manner

- Optimize IT costs through . . .
 - ▶ Costs trend identification
 - ▶ Real time analysis



ITUAM - Microsoft Internet Explorer

File Edit View Favorites Tools Help



Address http://www.cimserver.com/ActiveXViewer.asp?InvoiceLevel=1&ConfigOrgName=Big+Time+Bank&ConfigAddressLine1=Any+Town%2c+USA&ConfigAddressLine2=&ConfigAddressLine3=&ConfigAddressLine4=&InvoiceNumber=1&ServerNode=www.cimss

Adobe Y Search Web Messenger Bookmarks My Yahoo! Yahoo! Finance Mail News Shopping Entertainment Travel

Invoice by Account Level

Publish

Return

Help

100% 1 of 41

Preview

- ATM Transactions
 - Equipment/Shared Services
 - Unix Process Charges
 - Unix Filesystem
 - Unix Oracle Charges
 - MS Windows Storage Charges
 - MS Windows SQL Server
 - MS IIS
 - MS Exchange Sent and Received
 - MS Windows Processes
 - MS Windows Print
 - Mainframe Printer/Reader Charges
 - Mainframe Storage Charges
 - Mainframe Print Charges
 - Mainframe CICS Charges
 - Mainframe DB2 Charges
- Credit Card
 - Equipment/Shared Services
 - Unix DB2 Charges
 - Unix Process Charges
 - Unix Filesystem
 - Unix Oracle Charges
 - MS Windows Storage Charges
 - MS Windows SQL Server
 - MS IIS
 - MS Exchange Mailbox
 - MS Windows Processes
 - Mainframe Batch Charges
 - Mainframe TSO Charges
 - Mainframe Input/Output Charges
 - Mainframe Printer/Reader Charges
 - Mainframe Storage Charges
 - Mainframe Print Charges
 - Mainframe CICS Charges
 - Mainframe DB2 Charges
- Commercial Loans

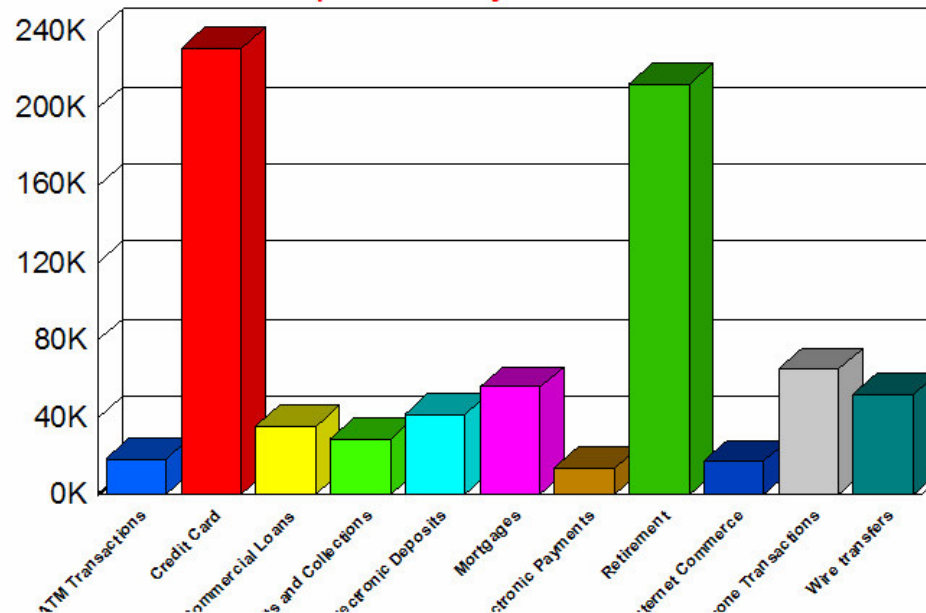
Usage and Accounting Manager



Invoice

Billing Period: 04/01/2006 to 04/30/2006

IT Expenses by Account




Done

Inter



Usage and Accounting Manager



Application View

Application	Charges
ATM - ATM Transactions	18,851.48
CCX - Credit Card	230,738.81
COM - Commercial Loans	35,078.06
DAC - Drafts and Collections	29,164.41
DEP - Electronic Deposits	41,420.42
MTG - Mortgages	55,540.55
ONE - Online Electronic Payments	13,637.31
RTM - Retirement	212,260.46
SSI - Secure Sales - Internet Commerce	17,449.11
TEL - Telephone Transactions	64,925.96
WTX - Wire transfers	51,639.48
Total	770,706.13

Application View

Application	Charges
Resource Group	
COM - Commercial Loans	
COM Database	8,306.59
COM Email	2,318.80
COM Equipment	399.00
COM Print	0.30
COM Servers	1,534.31
COM Storage	22,185.45
COM Web	333.61
COM - Commercial Loans	35,078.06

Application View

Resource Group	Platform	Charges
COM Database		
COM Database	Mainframe	3,639.90
COM Database	Unix	1,395.66
COM Database	Windows	3,270.93
COM Database		8,306.59

ITUAM - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites Media Messenger Bookmarks My Yahoo! Yahoo! Finance Mail News Shopping

Address <http://www.cimserver.com/ActiveXViewer.asp?AccountLength1=4&AccountLength2=20&AccountLength3=36&AccountLength4=56&AccountLength5=0&AccountName1=Application&AccountName2=Resource+Grou>

Application Cost Publish

100% 1 of 1

Preview COM COM Database

- COM Database
 - COM Database Mainframe
 - COM Database Unix
 - COM Database Windows

Usage and Accounting Manager

Application View

Resource Group	Platform	Charges
COM Database		
COM Database	Mainframe	3,639.90
COM Database	Unix	1,395.66
COM Database	Windows	3,271.03
COM Database		8,306.59

COM Database	Unix	
+ COM Database	Unix	eddie
+ COM Database	Unix	eddie EDDIE10
+ COM Database	Unix	eddie EDDIE920
+ COM Database	Unix	garfield
+ COM Database	Unix	roxie

Usage and Accounting Manager

Application View

Platform			Charges
Server			
COM Database	Unix		
COM Database	Unix	eddie	0.00
COM Database	Unix	eddie I	554.96
COM Database	Unix	eddie I	840.70
COM Database	Unix	garfield	0.00
COM Database	Unix	roxie	0.00
COM Database Unix			1,395.66

Application View

Server	Rate Group	Charges
COM Database Unix eddie EDDIE9:		
Unix Oracle Charges		840.70
COM Database Unix eddie EDDIE9:		840.70

Application View

Rate Group	Rate	Units	Charges
COM Database Unix eddie EDDIE9:			
Unix Oracle Charges			
Unix Oracle		23	0.04
Unix Oracle Session CPU (Minutes)		411.36	40.81
Unix Oracle Connect (Hours)		3,562.49	160.31
Unix Oracle UGA Memory (MB Days)		9,266.99	0.00
Unix Oracle PGA Memory (MB Days)		86,747.06	0.19
Unix Oracle Rec CPU (Minutes)		0.02	0.02
Unix Oracle User Commits		1	0.00
Unix Oracle Physical Reads		273,677	41.04
Unix Oracle Physical Writes		52,944	18.51
Unix Oracle DB Block Gets		8,321,411	416.05
Unix Oracle Messages Sent		327,441	147.36
Unix Oracle Messages Received		327,707	16.37
Unix Oracle Charges			840.70

ITUAM - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites Media Messenger Bookmarks My Yahoo! Yahoo! Finance Mail News Shopping

Address <http://www.cimserver.com/ActiveXViewer.asp?AccountLength1=4&AccountLength2=20&AccountLength3=36&AccountLength4=56&AccountLength5=0&AccountName1=Application&AccountName2=Resource+Grou>

Application Cost Publish

100% 1 of 1

Preview COM COM Database

- [-] COM Database
 - [+] COM Database Mainframe
 - [+] COM Database Unix
 - [+] COM Database Windows

Usage and Accounting Manager

Application View

Resource Group	Platform	Charges
COM Database		
COM Database	Mainframe	3,639.90
COM Database	Unix	1,395.66
COM Database	Windows	3,271.03
COM Database		8,306.59

- UWS
- /windows CIMSLAB-C
- /windows ROCA-DEMO
- /windows ROCA-SRV1
- /windows ROCA-SRV1 Common
- /windows ROCA-SRV1 Users
- /windows ROCA-WWW
- /windows WWWFTP



Usage and Accounting Manager

Application View

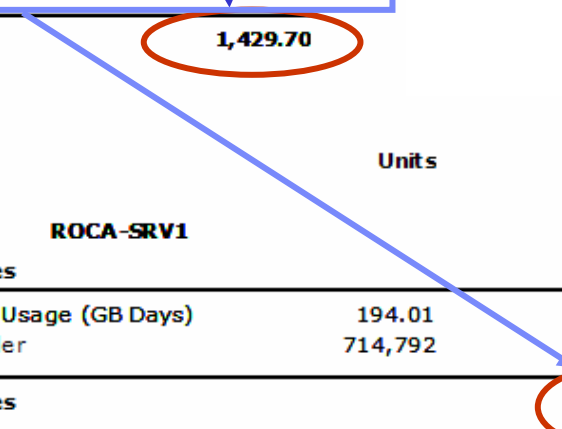
Platform			Charges
Server			
COM Database	Windows		
COM Database	Windows	CIMSL	1.85
COM Database	Windows	ROCA	70.24
COM Database	Windows	ROCA	1.70
COM Database	Windows	ROCA	1,273.13
COM Database	Windows	ROCA	1,429.70
COM Database	Windows	ROCA	3.44
COM Database	Windows	WWW	490.97
COM Database Windows			3,271.03

Application View

Server			Charges
Rate Group			
COM Database	Windows	ROCA-SRV1	
MS Windows Storage Charges			1,429.70
COM Database Windows ROCA-SRV1			1,429.70

Application View

Rate Group		Units	Charges
Rate			
COM Database	Windows	ROCA-SRV1	
MS Windows Storage Charges			
MS Windows Folder Disk Usage (GB Days)		194.01	0.00
MS Windows Files in Folder		714,792	1,429.70
MS Windows Storage Charges			1,429.70



ITUAM - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Media Messenger Bookmarks My Yahoo! Yahoo! Finance Mail News Shopping

Address <http://www.cimserver.com/ActiveXViewer.asp?AccountLength1=4&AccountLength2=20&AccountLength3=36&AccountLength4=56&AccountLength5=0&AccountName1=Application&AccountName2=Resource+Grou>

Application Cost Publish

100% 1 of 1

Preview COM COM Database

- COM Database
 - COM Database Mainframe
 - COM Database Unix
 - COM Database Windows

Usage and Accounting Manager

Application View

Resource Group	Platform	Charges
COM Database		
COM Database	Mainframe	3,639.90
COM Database	Unix	1,395.66
COM Database	Windows	3,271.03
COM Database		8,306.59

COM Database Mainframe

- COM Database Mainframe SIE
 - Mainframe DB2 Charges
 - DB2 Transactions (Records)
 - DB2 Transaction CPU Minutes
 - DB2 Accumulated CPU Minute
 - DB2 Transaction Elapsed Minu
 - DB2 Accumulated Elapsed Mir
 - DB2 Entry/Exit Events
 - DB2 I/O Activity (Get Pages)
 - DB2 Transaction Elapsed Minutes
 - DB2 Accumulated Elapsed Minute
 - DB2 Entry/Exit Events
 - DB2 I/O Activity (Get Pages)
- DB2 Accumulated Elapsed Minutes
- DB2 Entry/Exit Events
- DB2 I/O Activity (Get Pages)

Usage and Accounting Manager

Application View

Platform	Server	Charges
COM Database	Mainframe	3,639.90
COM Database Mainframe		3,639.90

Application View

Server	Rate Group	Charges
COM Database	Mainframe SIE	3,639.90
Mainframe DB2 Charges		3,639.90
COM Database	Mainframe SIE	3,639.90

Application View

Rate Group	Rate	Units	Charges
COM Database Mainframe SIE			
Mainframe DB2 Charges			
	DB2 Transactions (Records)	3,300	49.50
	DB2 Transaction CPU Minutes	263.23	1,316.10
	DB2 Accumulated CPU Minutes	260.82	1,304.10
	DB2 Transaction Elapsed Minutes	8,392.42	126.00
	DB2 Accumulated Elapsed Minutes	3,351.46	502.80
	DB2 Entry/Exit Events	6,427,260	64.20
	DB2 I/O Activity (Get Pages)	277,205,640	277.20
Mainframe DB2 Charges			3,639.90

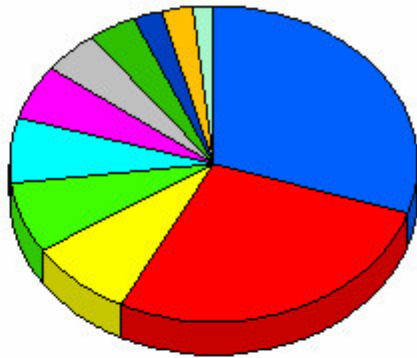
Usage and Accounting Manager



Top 10 Cost Report - Pie Chart

Account Range: All Accounts
Date Range: 4/1/2006 to 4/30/2006

Account Charges



CCX	29.9%
RTM	27.5%
TEL	8.4%
MTG	7.2%
WTX	6.7%
DEP	5.4%
COM	4.6%
DAC	3.8%
ATM	2.4%
SSI	2.3%
Others	1.8%
Total: 100.0%	

Account	%	Charges
CCX-Credit Card	29.94%	230,738.81 Invoics
RTM-Retirement	27.54%	212,260.46 Invoics
TEL-Telephone Transactions	8.42%	64,925.98 Invoics
MTG-Mortgages	7.21%	55,540.55 Invoics
WTX-Wire transfers	6.70%	51,639.48 Invoics
DEP-Electronic Deposits	5.37%	41,420.42 Invoics
COM-Commercial Loans	4.55%	35,078.06 Invoics
DAC-Drafts and Collections	3.78%	29,164.41 Invoics
ATM-ATM Transactions	2.45%	18,851.48 Invoics
SSI-Secure Sales - Internet Commerce	2.26%	17,449.17 Invoics
Other Accounts	1.77%	13,637.31
Total		770,706.13

Usage Trend Graph

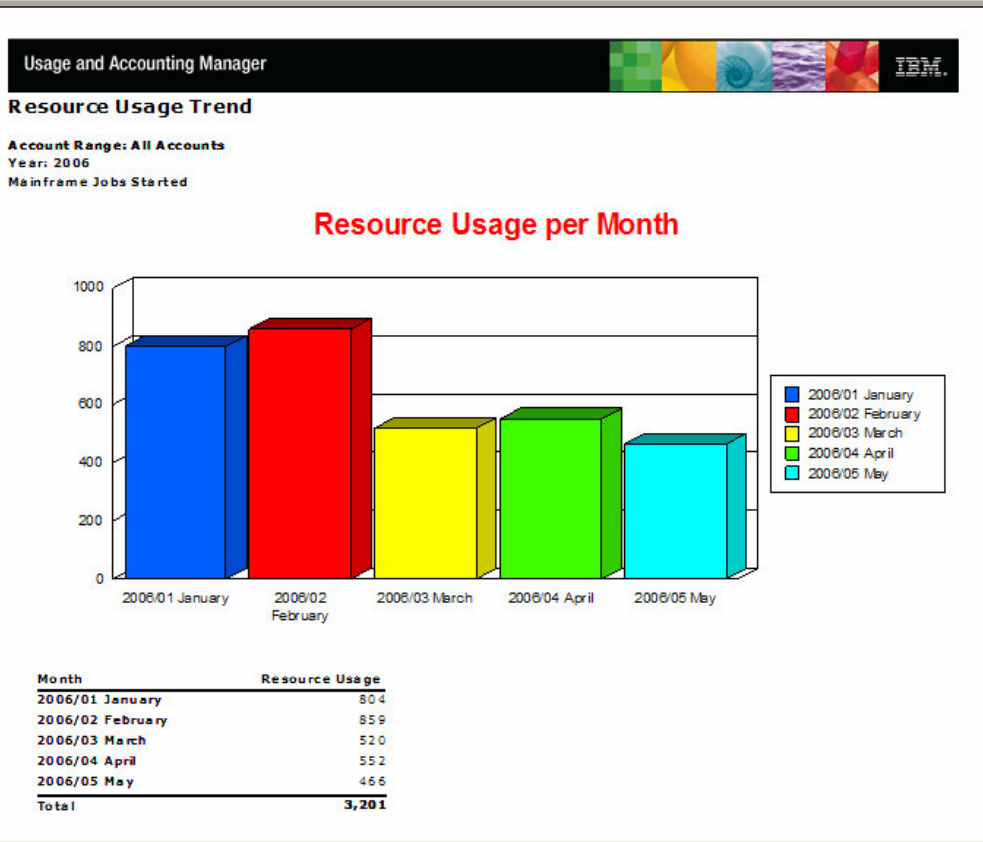
Publish

Return

Help

85% 1 of 127

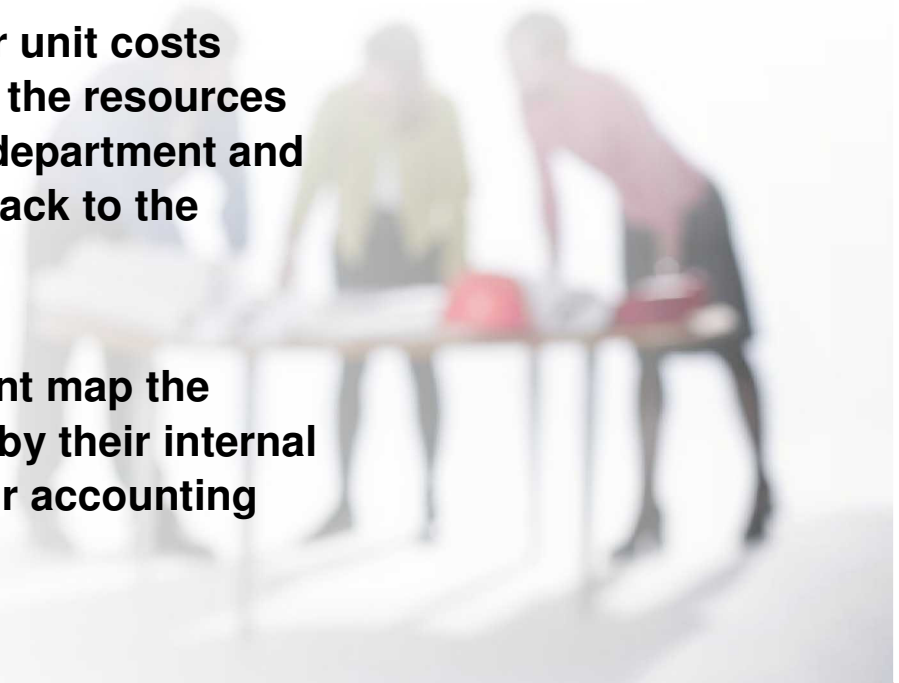
- Preview
- [-] Mainframe Jobs Started
- [-] Mainframe Steps Started
- [-] Mainframe CPU Minutes
- [-] Mainframe CPU Minutes (Initiator)
- [-] Mainframe CPU Minutes (All)
- [-] TSO CPU Minutes
- [-] TSO Connect Minutes
- [-] TSO Inputs
- [-] TSO Outputs
- [-] TSO CPU Minutes (Initiator)
- [-] TSO CPU Minutes (All)
- [-] Total SIOs
- [-] Disk SIOs
- [-] Tape SIOs
- [-] Input Records
- [-] Lines Printed - Local
- [-] Lines Printed - Remote
- [-] Pages Printed - Local
- [-] Pages Printed - Remote
- [-] PSF Number of Lines Printed
- [-] PSF Number of Pages Printed
- [-] PSF Number of Impressions
- [-] PSF Number of Feet of Paper
- [-] Tape Mounts
- [-] Disk Data Sets
- [-] Disk Space Allocated (MB Days)
- [-] Disk Space Used (Non VSAM) (MB Days)
- [-] Secondary Space Allocated (Non VSAM) (MB Days)
- [-] Disk Space Wasted (Non VSAM) (MB Days)
- [-] One Part Forms
- [-] Standard Forms
- [-] Standard Forms Remote
- [-] CICS Transaction Minutes
- [-] CICS CPU Minutes
- [-] CICS Transactions
- [-] CICS Input Messages



IBM Usage and Accounting Manager services

A list of services:

- Allocation planning – **help client decide what resources are to be tracked, what metrics are relevant to their environment and how the costs will be reported by service or department.**
- Cost planning – **help client create the per unit costs based on the expenses associated with the resources that need to be allocated by service or department and build the algorithms to drive that cost back to the specific service or department.**
- Billing System integration – **helps the client map the output of UAM into the format required by their internal billing system to drive the data into their accounting ledgers and create internal billing.**



Report chart

- Budget Analysis Reports
- Database Reports
- E-Mail Reports
- Hog Reports
- Internet Reports
- Invoices
- Network Reports

- Operating System Reports
- Print Reports
- Resource Usage Reports
- Storage Reports
- Top 10 Resource Hogs
- YTD Reports

IBM UAM features

- 
- Account Code Editing
 - Account Code Validation
 - Automatic E-Mail Reporting
 - Automatic Web Reporting
 - Billing Equation
 - Budget / Actual Reporting
 - Business Rules Engine
 - Contract Pricing
 - Conversion Engine
 - Cost & Resource Analysis Reports
 - Creates GL Transactions
 - Disk Space Accounting
 - Discounts
 - Efficient Daily Processing
 - Efficient EOM Processing
 - External Billing
 - Flexible Account Code Generation
 - Flexible Account Code Reporting
 - Full Time Administrator Not Required
 - Integrated Rate Table/Service Catalogue

- Miscellaneous and Recurring Transactions
- Multiple CPU's of Differing Speeds Supported (Normalization)
- Multiple Rate Tables by Acct.
- Multiple Reporting Levels with drilldown
- Paper & Form Chargeback
- Proration
- Rate Modeling
- Sales Tax
- Security Authentication/LDAP
- Server Based Reporting System
- Server Based Stand-Alone System
- Shift, Class, Priority Surcharge
- Tiered Pricing
- Usage Discovery
- Web Enabled & Automatic HTML Creation
- Work Shift Reporting
- Year To Date Reporting
- Zero Based Budget Support

Take a hard-nosed look at IBM UAM!

A Proven Product!

- Windows, Unix/Linux, Mainframe, Internet
- Powerful Server-Based System
- Competitive Prices
- Replaces In-House and Competing Products
- Hundreds of Users
- Excellent Technical Support

Customers

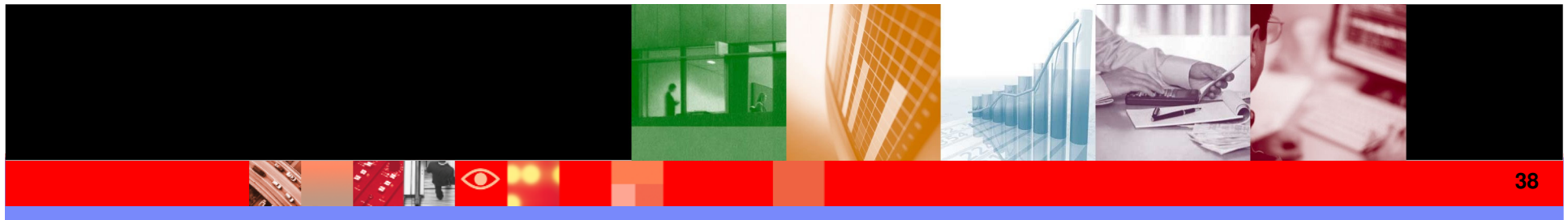
Over 170 customers

- 90% Fortune 500
- 90% also IBM customers

Know What IT Costs!

Agenda

- Part I – Business Service Management for the Enterprise
- Part II – IT Cost Management for the Enterprise
- Summary



Summary – Business Service Management

- Business Service Management (BSM) aligns an organization's IT operations with its business goals by enabling infrastructure management from the service perspective. The Tivoli portfolio provides a rich set of BSM capabilities to help customers achieve service management today.
- Tivoli's BSM products offer organizations a broader and deeper view into the health and status of the critical services upon which they rely for customer satisfaction and business success.
- Customers can gain significant advantage in understanding how the infrastructure and their own management processes impact critical business services.

Know The Impact on Your Business!



Summary – IT Cost Management

- More easily introduce new applications and systems
 - ▶ **IBM Tivoli Usage and Accounting Manager (TUAM) provides insights to current costs and usages**
 - ▶ **IBM TUAM easily facilitates IT's usage tracking and cost allocation of new applications and systems**
- Better integrate business processes with IT
 - ▶ **IBM TUAM provides the ability to report usage and service in business versus technical terms**
 - ▶ **Users can see services delivered and costs by line of business**
- Improve IT systems utilization and productivity
 - ▶ **Top 10 reporting quickly identifies heaviest uses and potential abuses**
 - ▶ **IT can focus on service delivery and intelligent tuning versus data gathering and reporting**
- Enable better access to information
 - ▶ **IT Financial Management, operations, and user have easy and flexible access to the resource usage they need when and where they want it**
- Reduce or mitigate business operations risk
 - ▶ **Disparate usage data turned into valuable decision-making information**

Know What IT Costs!



Obrigado

Portugal

Dziękuję

Poland

Dankschen

Austria

Thanks

United States

Takk

Norway

Toda

Israel

Gracias

Spain

Danke

Germany

Bedankt

Netherlands

Tak

Denmark

Dekuju

Czech Republic

Merci

France

Engraziel

Switzerland

Tesekkür ederim

Turkey

Tack

Sweden

Dank u

Belgium

Thank You

United Kingdom

Grazie

Italy

Jag tackar

Finland

Dakujem

Slovakia

Спасибо

Russia





Q & A?

