



IBM Service Management

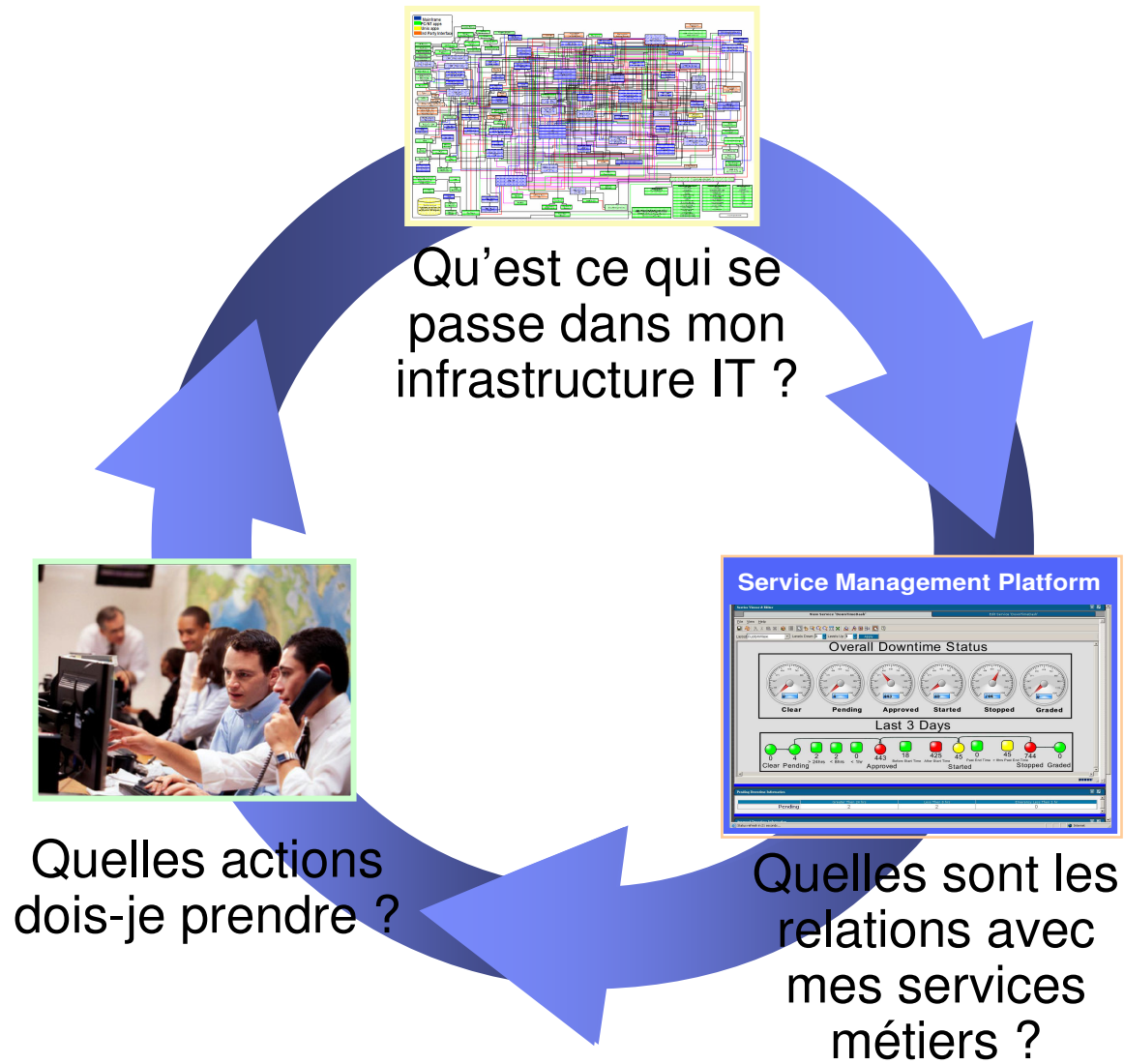
Philippe ASTIER
Tivoli Technical Sales



Tivoli software

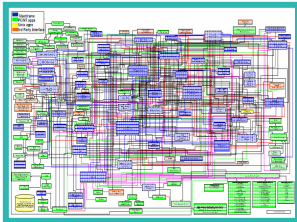
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Qu'est-ce que IBM Service Management ?

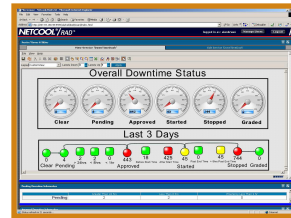


IBM Service Management – Les possibilités

Qu'est ce qui se passe dans mon infrastructure IT ?



Quelles sont les relations avec mes services métiers ?



Quelles actions devons-nous prendre ?



- Server monitoring
- Storage monitoring
- Network monitoring
- Data monitoring
- Application monitoring

- Dashboard
- Business service management
- Service level management
- Infrastructure and application discovery and mapping

- System reconfiguration
- Data restore
- User identity provisioning
- System and application restart
- Infrastructure deployment



IBM : Un Positionnement Unique

IBM Maximo

IBM Maximo EAM

- IBM Maximo for Life Sciences
- IBM Maximo for Nuclear Power
- IBM Maximo For Oil and Gas
- IBM Maximo For Transportation
- IBM Maximo For Utilities

IBM Service Management

- IBM Tivoli Service Request Mgt
- IBM Tivoli Asset Mgt for IT

Fonctionnalités (E.A.M)



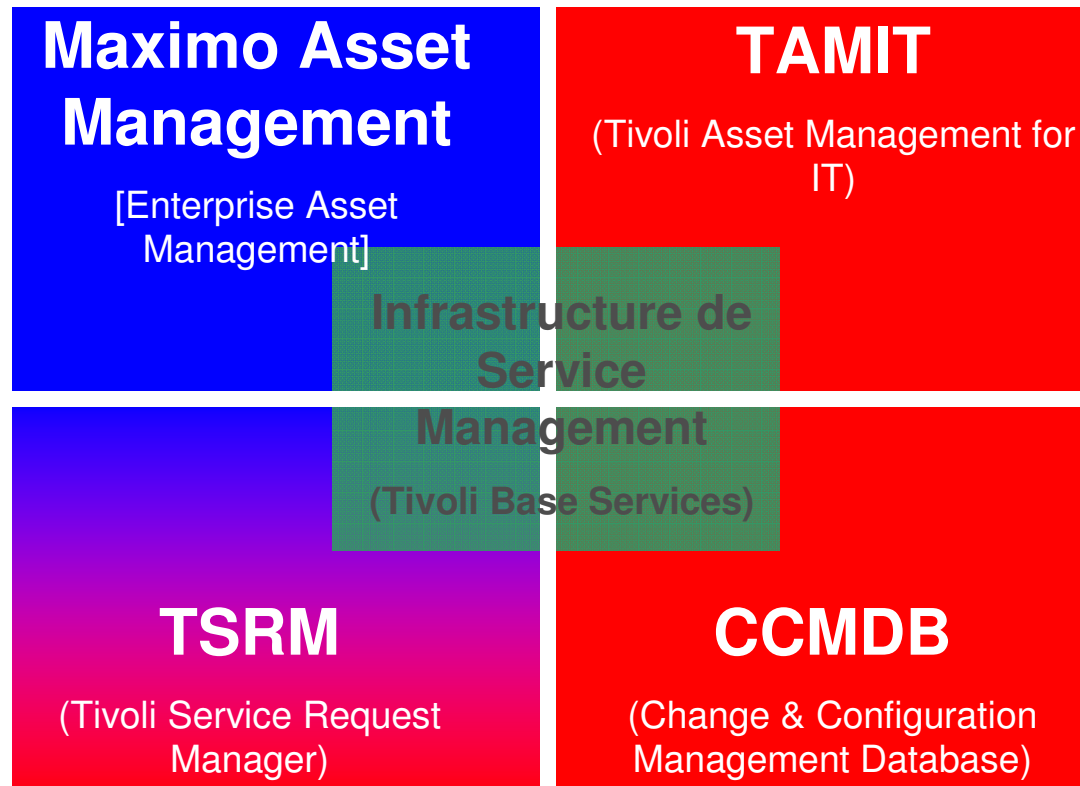
Maincontrol (ITAM)





ITIL



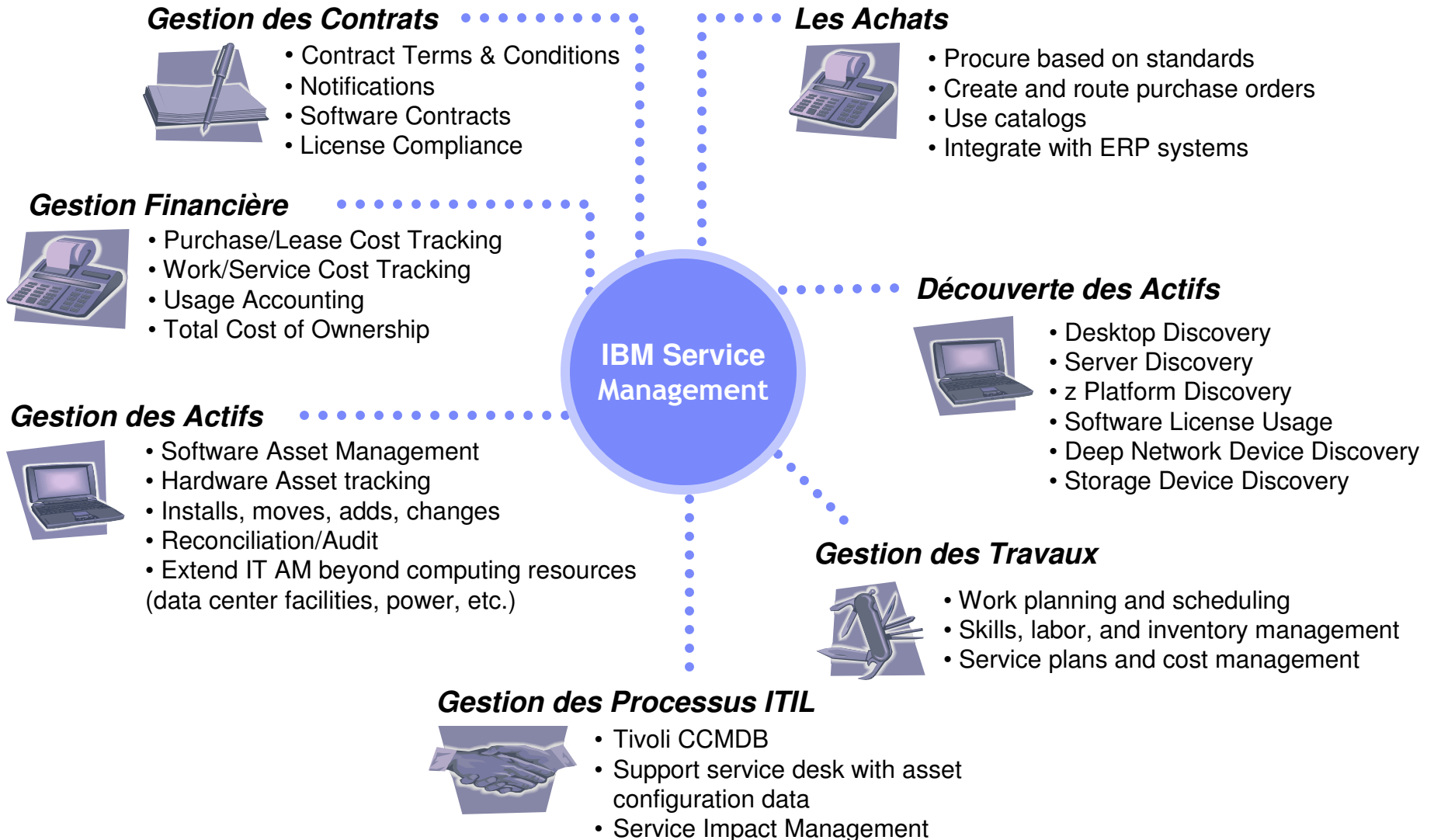
Intégration des composants



-  Solutions dédiées à la gestion des actifs IT
-  Solutions dédiées à la gestion des actifs Industriels, Bâtiments, Flotte d'engins



L'Étendue IBM Service Management



Le lien entre tous les acteurs de l'entreprise

IT Managers can see how to streamline inventory and resources across the organization

Software Asset Managers can see how to optimize licensing to avoid over/under-purchasing and mitigate compliance risk

Financial Managers can see the entire inventory and analyze return on assets for financial reporting

Risk Managers can see asset detail to ensure regulatory compliance and mitigate risk

Contract Managers can see asset related contracts; negotiate vendor T&Cs and monitor supplier performance

Maintenance Managers can see job plans enabled by availability of information to increase asset capacity

Hardware Asset Managers can see lease and maintenance status and when to plan for upgrades

Purchasing Managers can see costs and orders enterprise-wide for price comparisons, discounting, standardization and order tracking

Facilities Managers can see assets in the Data Center to optimize power consumption and reduce unplanned outages

Service Desk Technicians can see asset data to streamline service request handling and expedite incident & problem resolution

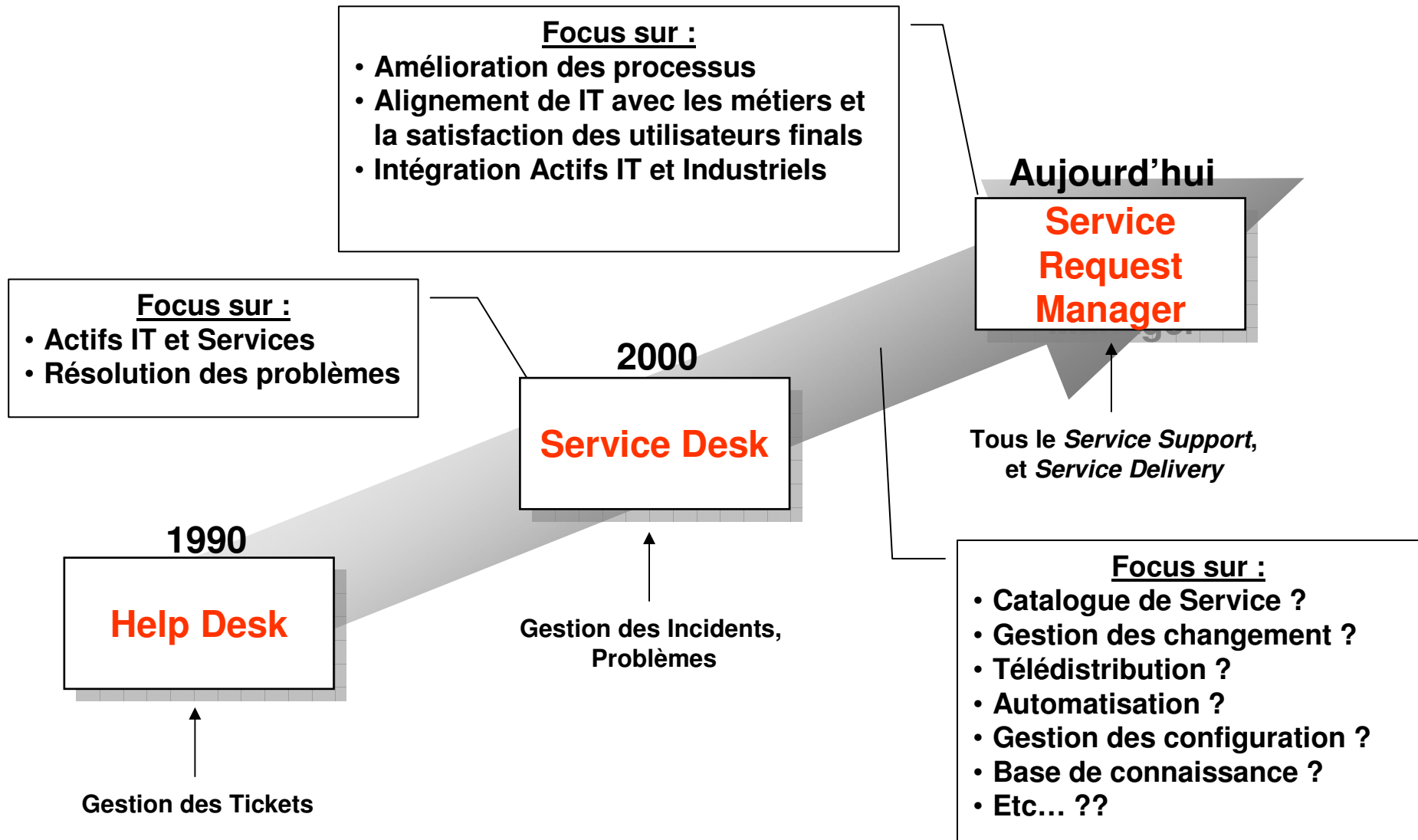
Operations Managers can see asset conditions in sufficient detail to improve asset utilization & performance



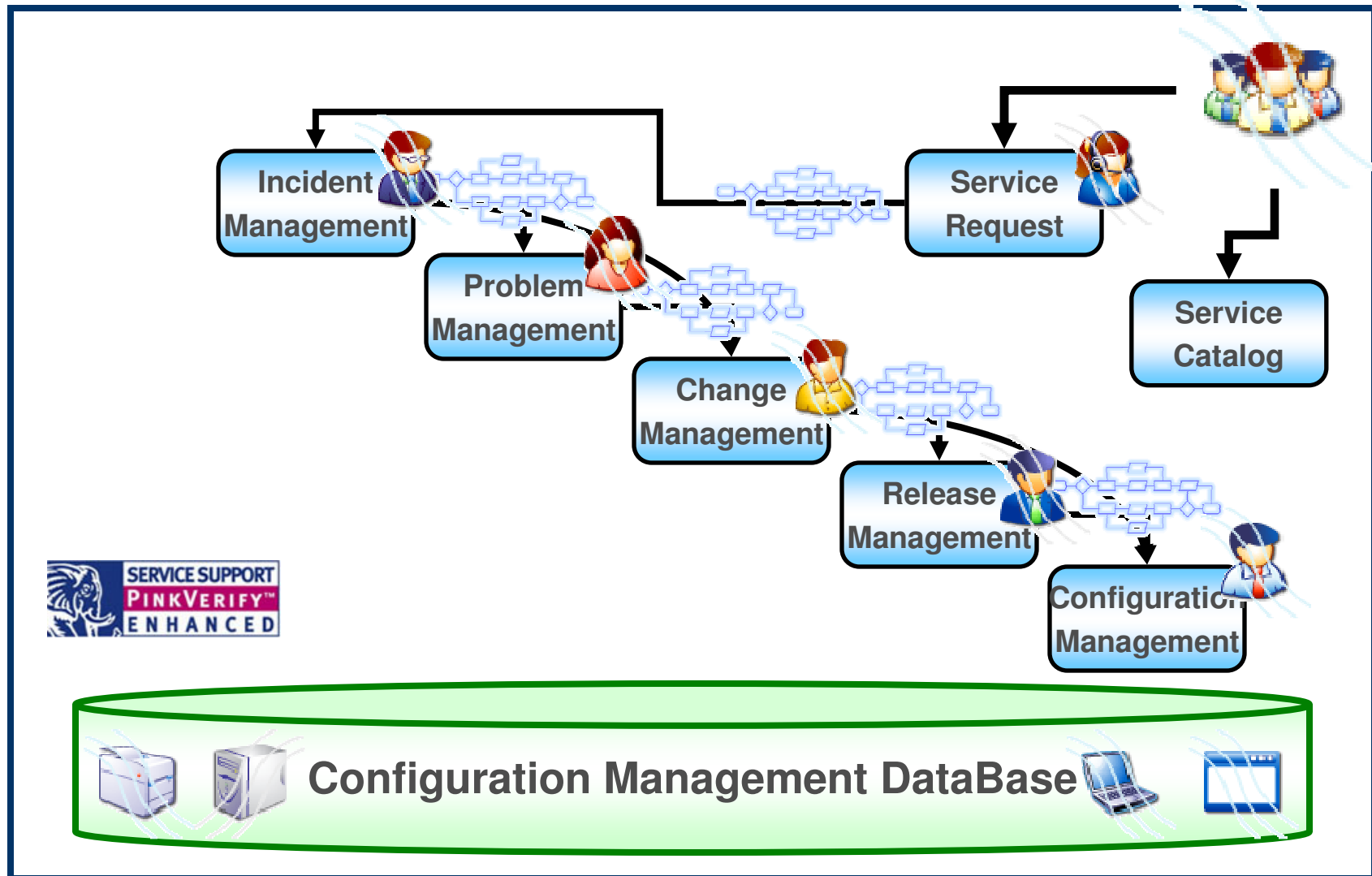


Gestion des Événements, Demandes, Incidents, Problèmes

Service Request Management – L'étape prochaine



Configuration Management - ITIL Best Practice



Le Catalogue de Service

- Gestion des services
- Intégration des processus
- Automatisation
- Flexible
- Interface avec la Messagerie d'Entreprise



Le Catalogue de Service



Service Catalog
My Requisitions | Bulletins: (2) | Go To | Reports | Start Center | Profile | Sign Out

NorthCatalog | SouthCatalog | NorthEast

Banner Area & Message area

Organization Specific display – go to <http://w3.ibm.com>

Welcome to the IT Service Shopping

Reminder: All orders must be input by Dec-15th

[Shopping Cart](#)

[You have 3 items](#)

[Security](#) → [Accounts](#) → [User](#)

Browse

- [Data center](#)
- [Security](#)
- [Accounts](#)
- [System](#)
- [Application](#)
- [User](#)
- [Server configuration](#)
- [Physical Security](#)
- [Application Systems](#)
- [Development](#)
- [Maintenance](#)
- [Printing](#)
- [Software](#)
- [Infrastructure](#)

Advanced Search | Save Query | Bookmarks

Services | Filter | 1 - 7 of 7

Service Item	Description	
IDVALIDATION	Validation of User IDs	Display
PASSWORD	Change Password	Execute
QUOTAS	Establish User Quotas	Order
SETUP	Setup of new account	Order
MAILFRWD	Authorization for e-mail forwarding	Order
CHGNAMEs	Change login names	Order
SHAREDACC	Secure shared account space	Order

Favorite Items:

- Host reboot
- New DB2 instance
- New CMVC release

Add to Cart

[View All](#) | [Pg 1 2 >>](#)

Quick Order:

Service Name

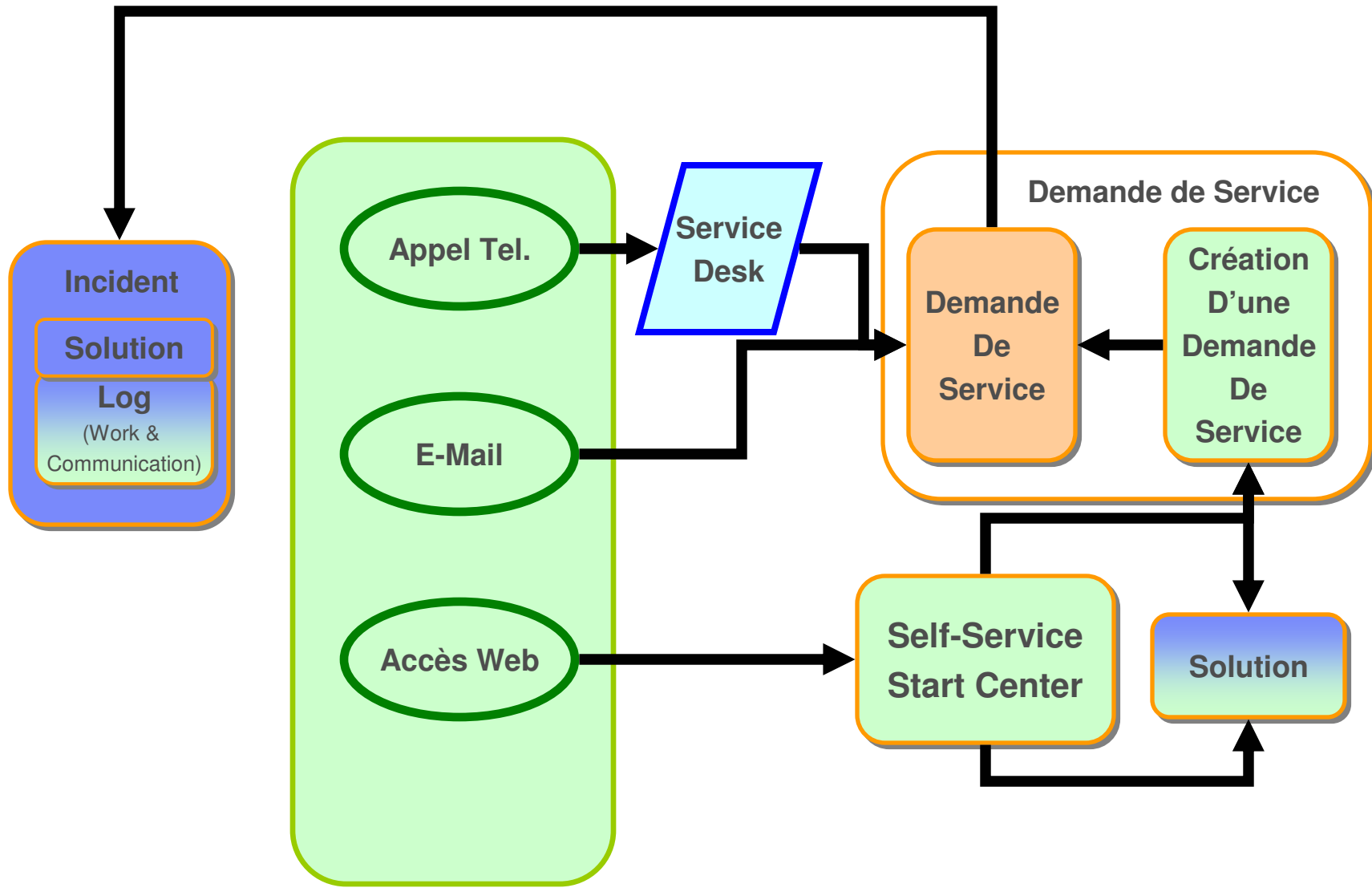


Le Centre de Services

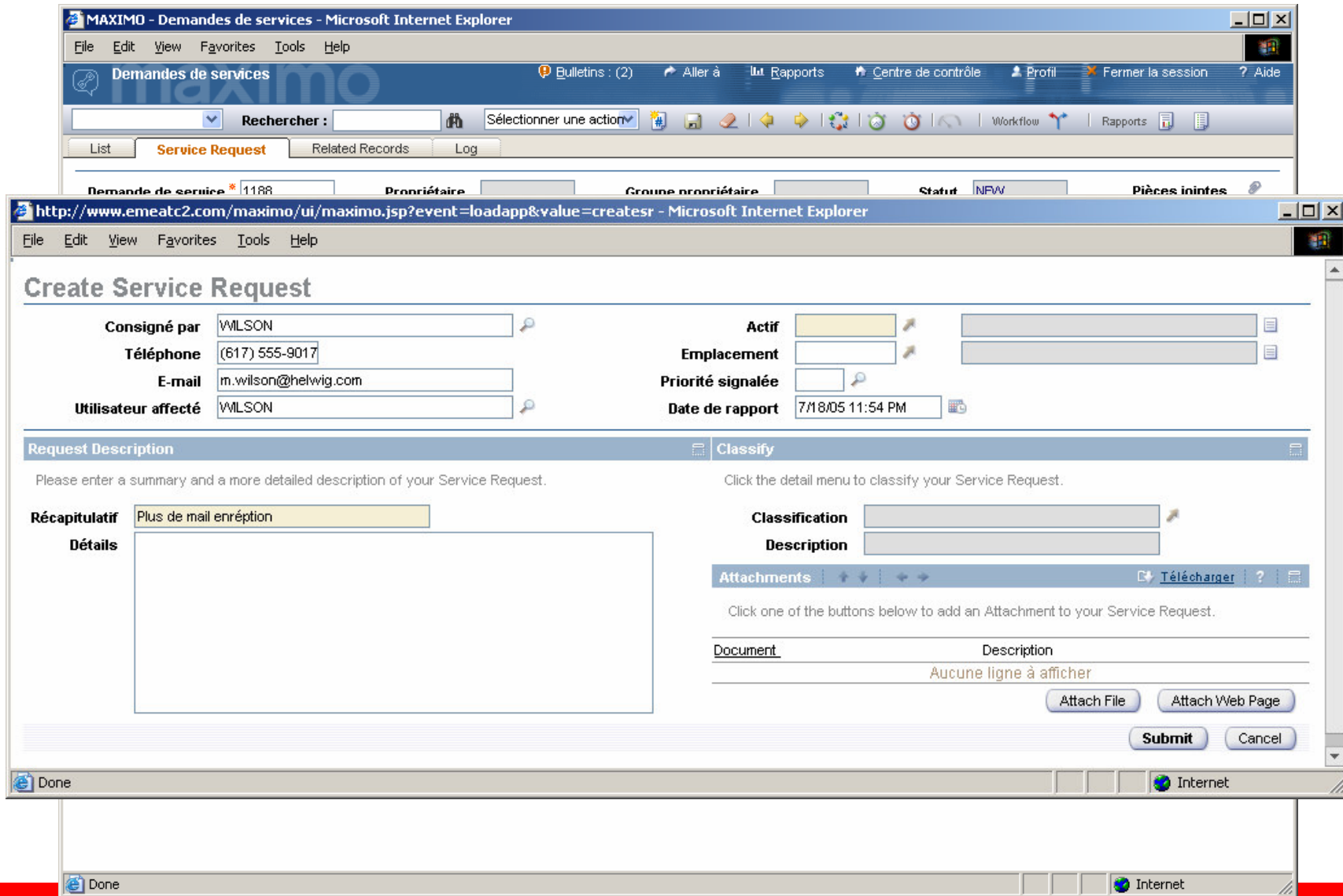
- Le “Self Service”
- Recherche de Solutions / Les FAQs
- Création d’une Demande de Service
- Voir le Statut de la Demande de Service
- Interface Simplifié pour l’Utilisateur Final
- Interface avec la Messagerie d’Entreprise



Gestion de la Demande de Service



Demande de Service



Gestion des Incidents

- Application des Incidents
- Identifier et Classer les Incidents
- Fonction de Gestion du Service Support
- Recherche des Solutions
- Répartition de la charge



Gestion des Incidents

MAXIMO - Incidents - Microsoft Internet Explorer

Incidents

Rechercher : [] Sélectionner une action []

List Incident Activities Related Records Solution Details Log Failure Reporting

Incident 1189 Propriétaire [] Groupe propriétaire [] Statut NEW Pièces jointes []

User Information

Consigné par REDDING Personne affectée WILSON
 Nom Tony Redding Nom Mike Wilson
 Téléphone 781-335-9667 Téléphone (617) 555-9017
 E-mail tony.redding@mrodemo.com E-mail m.wilson@helwig.com

Incident Details

Récapitulatif []
 Détails Pas de mail en réception !
 Actif A7805 Standard Desktop Computer
 Emplacement OFF401 Office #401
 Compte GLG 6220-300-???
 Site de l'actif BEDFORD

Classification 1 \ 102 \ 10202 \ 1020201
 Description End User Issue \ Software \ Email \ Cant Rec.
 Priorité signalée []
 Priorité interne []
 Groupe de services []
 Service []
 Fournisseur []
 Site []
 Accord SLA appliqué? []

Dates

Date de rapport 7/18/05 11:53 PM Contact cible [] Contact réel []
 Affecté le 7/18/05 11:53 PM Objectif début [] Début réel []
 Objectif fin [] Fin réelle []

Global Issues

Problème général? []
 Associé à l'ID global []
 Catégorie globale []

Related Assets [] Filtre [] Télécharger []

Demandes de services

Done Internet

Gestion des Problèmes

- Application Problème
- Identifier et Classer les Problèmes
- Transition entre Problèmes et Erreurs Connues
- Recherches et Diagnostic
- Création de Solutions Lorsque la Cause et la Résolution sont Identifiées

Gestion de la Base de Connaissances

- Application Solution
- Identifier et Classer les Solutions
- Gestion des Erreurs Connues
- Solution de Contournement
- Création de la Solution lorsque la Cause et la Résolution sont Identifiées



The screenshot shows the MAXIMO Solutions web interface. The browser title is 'MAXIMO - Solutions - Microsoft Internet Explorer'. The address bar shows the URL: <http://www.emestc2.com/maximo/ui/maximo.jsp?event=loadapp&value=solution>. The page content includes a search bar, a list of solutions, and a detailed view of a specific solution.

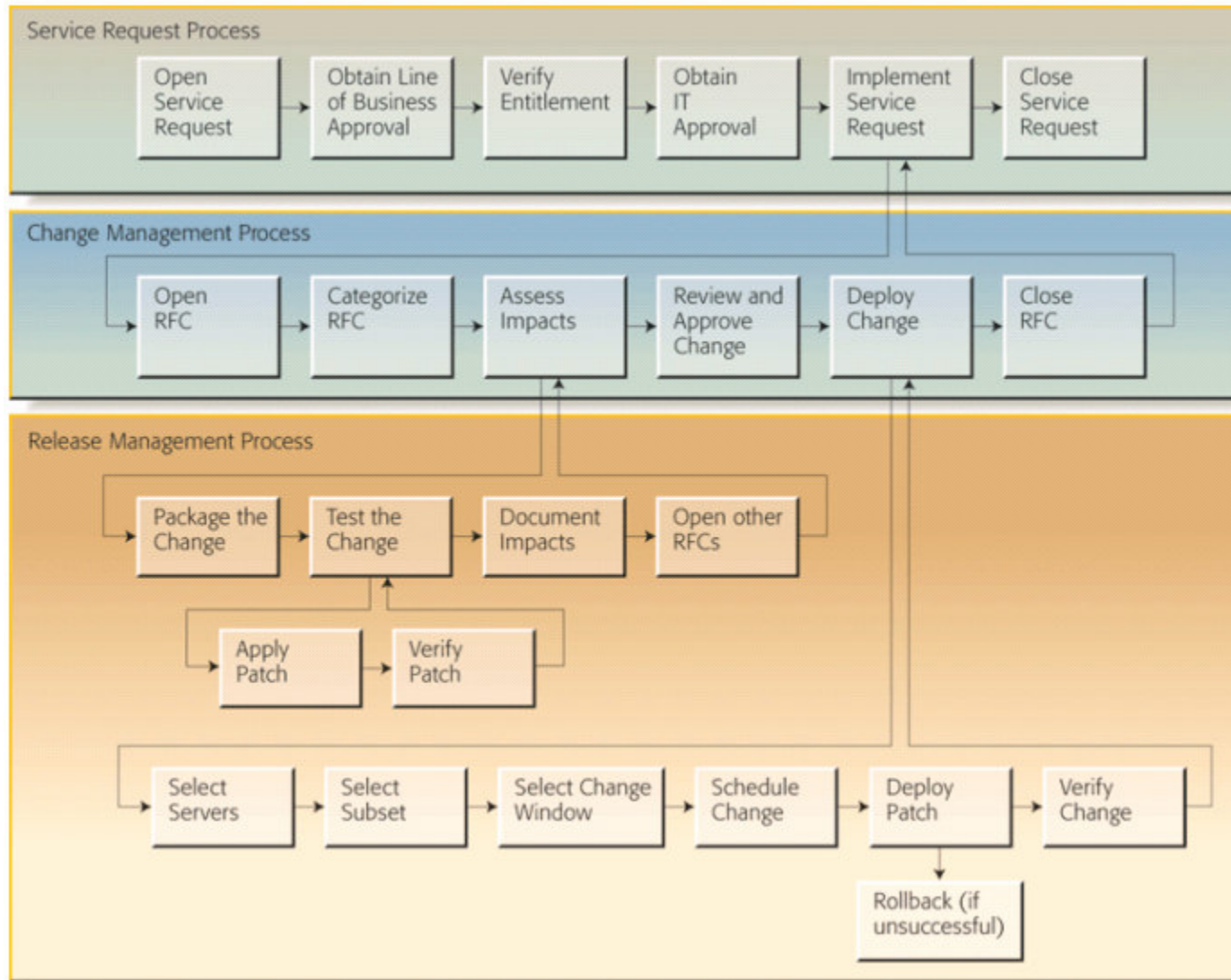
Solution	1002	Error When Adding Visio Template to Document	Accès en libre-service?	<input checked="" type="checkbox"/>	Type
Classification					Statut
Description					ACTIVE
Pièces jointes					
Symptôme					
After you add a Microsoft Office Visio 2003 template to a Microsoft Office SharePoint Portal Server 2003 Document Library, when you click New Document in the Document Library you receive the following error message: The document could not be created.					
Cause					
The required application may not be installed properly, or the template for this Document Library cannot be opened. This problem occurs because Visio 2003 does not support the New Document feature of the Document Library on a SharePoint Portal server.					
Résolution					
Please try the following: 1. Check the General Settings for this Document Library for the name of the template, and install the application necessary for opening the template. If the application was set to install on first use, run the application and then try creating a new document again. 2. If you have permission to modify this Document Library, go to General Settings for the library and configure a new template. WORKAROUND To work around this problem, you can post a Visio 2003 template to the Document Library as a typical document. Users can create new documents from the template document and upload them to the Document Library. To do this, follow these steps: Click the Document Library folder that you want to use. Click Upload Document. Click Browse, and then locate the Visio 2003 template. Click Save and Close. Users can check out the document, save a copy to their hard disk, and then make changes to the document or upload the document to the Document Library before editing the document. STATUS Microsoft has confirmed that this is a problem in the Microsoft products that are listed at the beginning of this article.					



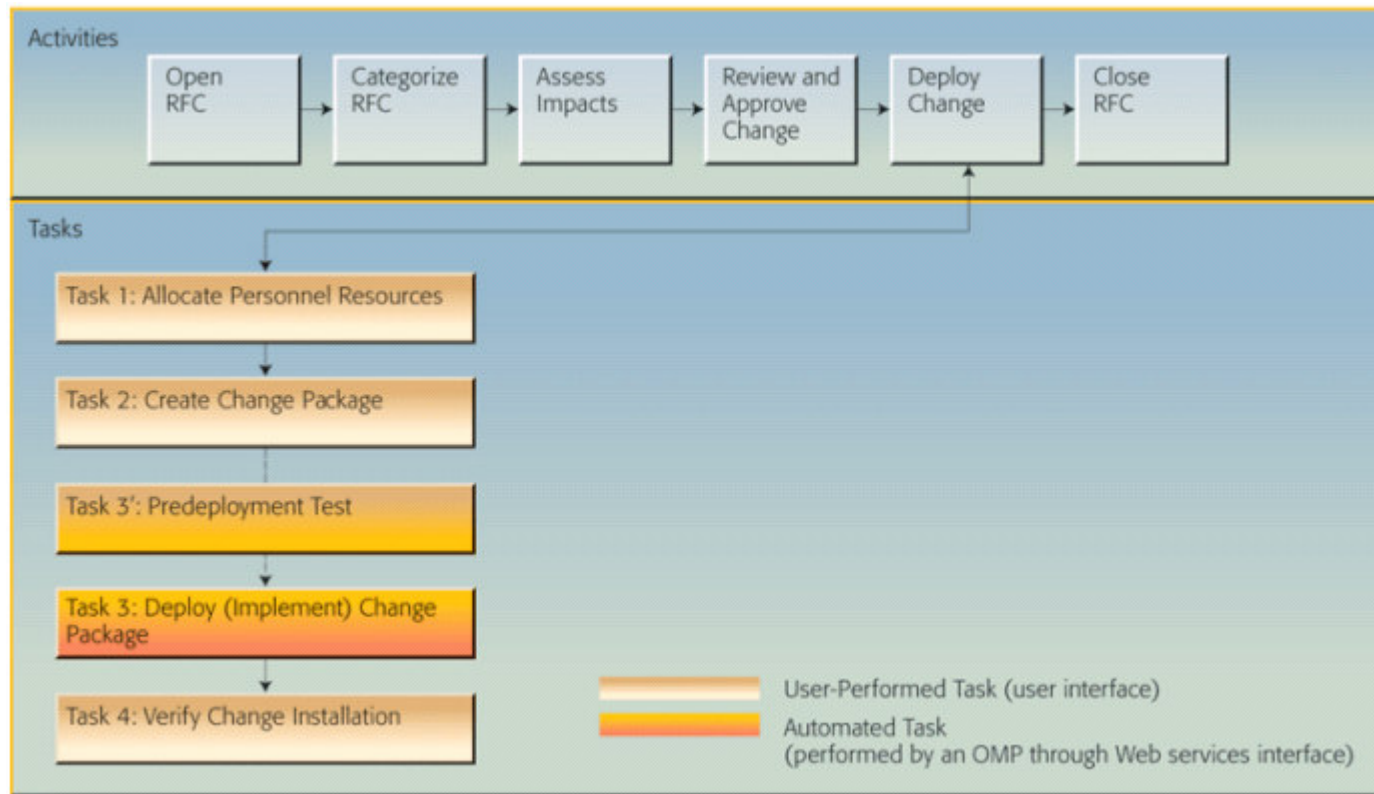
Gestion Configuration, Changement, Release



La Gestion des Changements et des Releases



La Gestion des Changements et des Releases



Gestion des Changements

- Application Changement
- Identifier et Classer les Demandes de Changement
- Coordination et Planification
- Déplacement des Actifs et Modifications
- Circuit de Validation



MAXIMO - Changements - Microsoft Internet Explorer

Changements

Rechercher : Sélectionner une action

List Change Plans Related Records Actuals Log

Changement C1010 Propriétaire Groupe propriétaire Statut APPR Pièces jointes

User Information

Consigné par RAMSDALE Au nom de RAMSDALE

Nom George Ramsdale Nom George Ramsdale

Téléphone 781-335-8211 Changement effectué pour

Change Details

Récapitulatif Upgrade Memory Classification 4 1401 140103 14010304

Parent 9002 Description Changes \Hardware \Server \Configure

Actif 9002 Server, Email Priorité 1

Emplacement COMP310 Main Office 3rd Floor Computer Room Justification de priorité

Compte GLG 6820-???-??? Groupe de service IT

Priorité actif/emplacement 1 Service EMAIL

Type de changement SIG Fournisseur

Raison du changement OUTAGES Site BEDFORD

Vérification Accord SLA appliqué?

Evaluation des risques

Plan de soutien Back-up server available

Dates

Objetif début 5/7/05 8:00 AM Date de début prévu 5/7/05 8:00 AM Début réel

Objetif fin 5/7/05 12:00 PM Fin prévue 5/7/05 12:00 PM Fin réelle

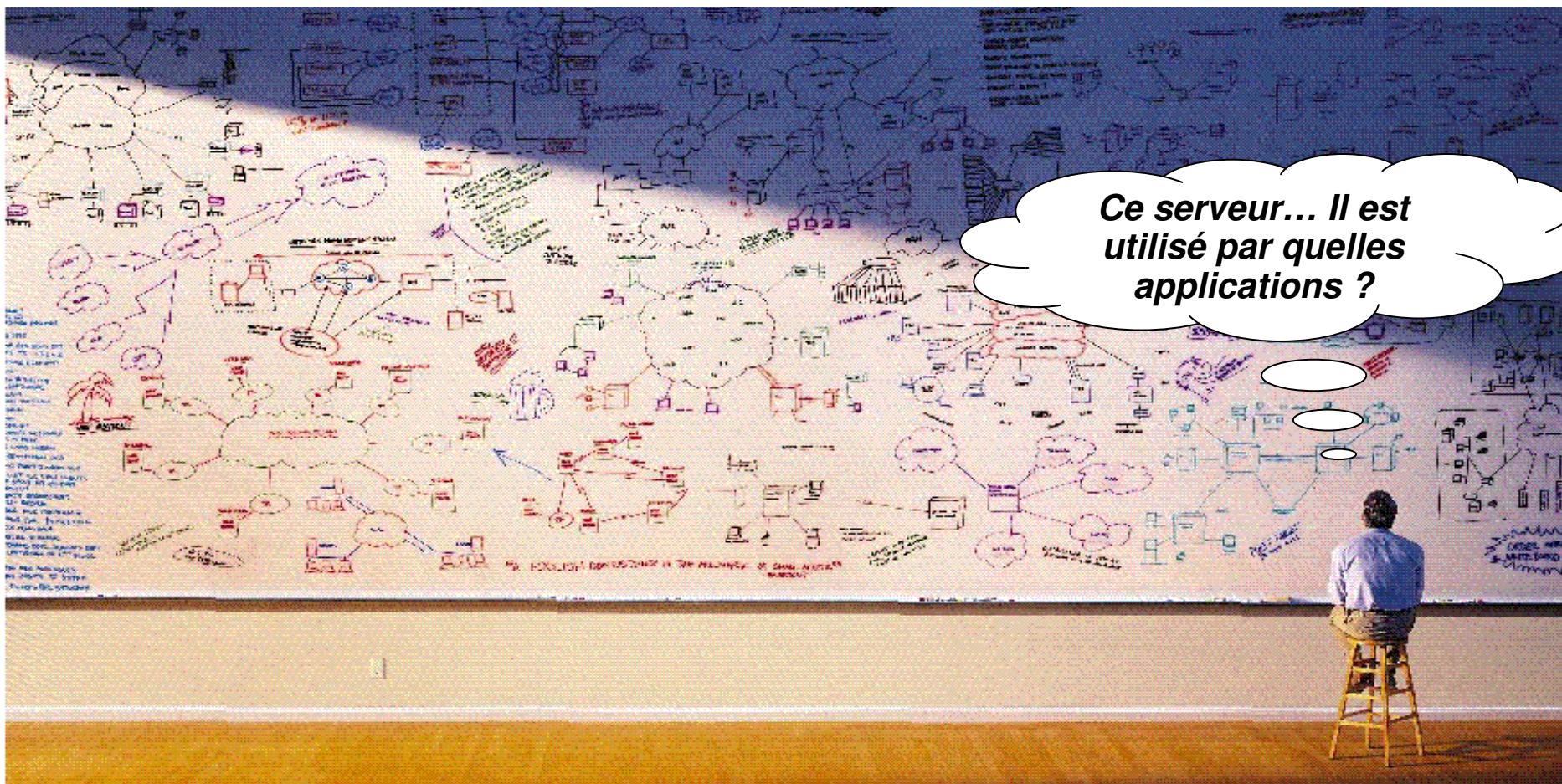
Durée prévue 0.00 Temps restant Date de rapport 2/2/05 9:40 AM

Areas Affected for Change C1010

Gestion des Releases

- Application Release
- Identifier et Classer les Mises en Production
- Coordination et Planification
- Lancements Importants de Logiciels
- Gestion des DSL et DHL

Comment je peux modifier mon service métier ?



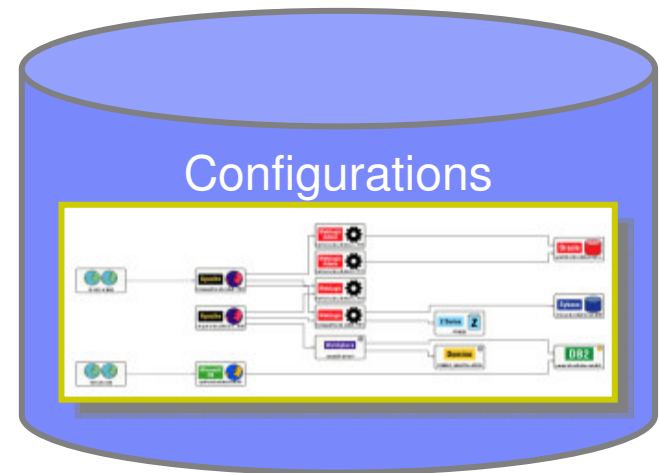
Découverte et cartographie des éléments IT

- Points clés
 - Comprendre ce que vous avez
 - TADDM effectue une découverte complète et classe l'information :
 - Sur les applications incluant leurs dépendances
 - Sur les serveurs qui hébergent les applications
 - Sur les réseaux (routers, switches, etc)
 - Comprendre comment cela a changé
 - TADDM suit les changements dans les applications
 - Les représentent sur des cartes
 - Fournit les informations dans des rapports à la demande
 - Comprendre ce qui a été impacté
 - TADDM peut vous décrire quels groupes ou quelles applications ont été concernés.
 - TADDM a des interfaces d'intégration avec les autres outils de gestion de la production.



Avec TADDM vous pouvez :

- Maintenir une vue 'Authorized' des CIs
 - Niveau de détail à gérer
 - Un CI est promu à l'état Authorized
 - Des Standards peuvent être établis
- Reports/Queries
 - Comparer Authorized à Actual
 - Comparer Standard à Actual
 - Cibler le software maquant (où dois-je installer tel agents...)
 - Cibler les écarts de configuration (quelqu'un a modifié quelque chose en dehors du processus de changement / RFC)
- Service Desk, Process Managers, etc.
 - Interactions avec les CIs autorisés
- Lancement contextuel de vues de configuration



Discovery Sensors

Web Servers

- Apache 1.x, 2.x
- iPlanet 4.x
- iPlanet/SunOne 6.x
- IIS 5.x, 6.x
- IBM HTTP Server 6.x

Application Servers

- WebSphere 4.x 5.x 6.x (Incl. SOA)
- WebLogic 5.x, 6.x, 7.x, 8.x
- JBoss 4.x
- Apache Tomcat 4.x, 5.x
- Lotus Domino 6.0, 6.5
- Oracle Application Server 10.1.3+

Messaging Servers

- MQ Series 5.3/6.0

Databases

- Oracle 8.x, 9.x, 10g/l
- Sybase ASE 12.x
- Sybase IQ 12.x
- DB2 7.x, 8.x
- MS SQL 2000
- PostGRES SQL 7.x, 8.x
- MySQL 4.x

Windows Custom Server Templates

- Remote Registry Service
- Print Spooler Service
- Compaq Insight Mgr Service
- Other Compaq Agents
- Dell OpenManage Agents
- Symantec Anti-virus
- Windows Built-in Servers

Routers and Switches

- Cisco Routers IOS10.3+
- Cisco Switches IOS 10.3+, CAT OS
- CiscoWorks 2000 and version 405
- Extreme Switches Summit 48/48i (vlan)
- HP Procurve Switches (SNMP supported)

Firewalls

- Cisco PIX 6.x
- Netscreen (Juniper) Firewall (5 and 20)
- Checkpoint Firewall (Nokia and Solaris installs)

Load Balancers

- Alteon Load Balancer 3.0+ (SNMP, port, vlan)
- F5 Big IP Load Balancer (SNMP, port, vlan)

Storage Devices

- HBAs (Storage Volumes and File Systems on the Host)
- Emulex HBAs
- Qlogic HBA (Linux)
- Brocade Switches (SNMP supported)
- Disk Arrays, SAN switches (via TPC)

Supported Hosts/OS

- System P HMC 5.2.1, 6.1/VIOS 1.2.1,1.3
- Solaris 2.6, 2.7, 2.8, 2.9
- Red Hat Linux, Suse Linux
- AIX 4.x, 5.x
- HPUX 11.0, 11i
- Windows NT 4.0, 2000, 2003
- OpenVMS
- zOS

Applications

- Citrix 3.0/4.0 Enterprise Edition
- VMware ESX Server 3.x
- PeopleSoft
- SAP 4.6C+
- Siebel
- Netegrity

Virtualized Environment

- VMware ESX Server 3.x
- System P HMC 5.2.1, 6.1/VIOS 1.2.1, 1.3
- zOS LPARs

zOS Applications

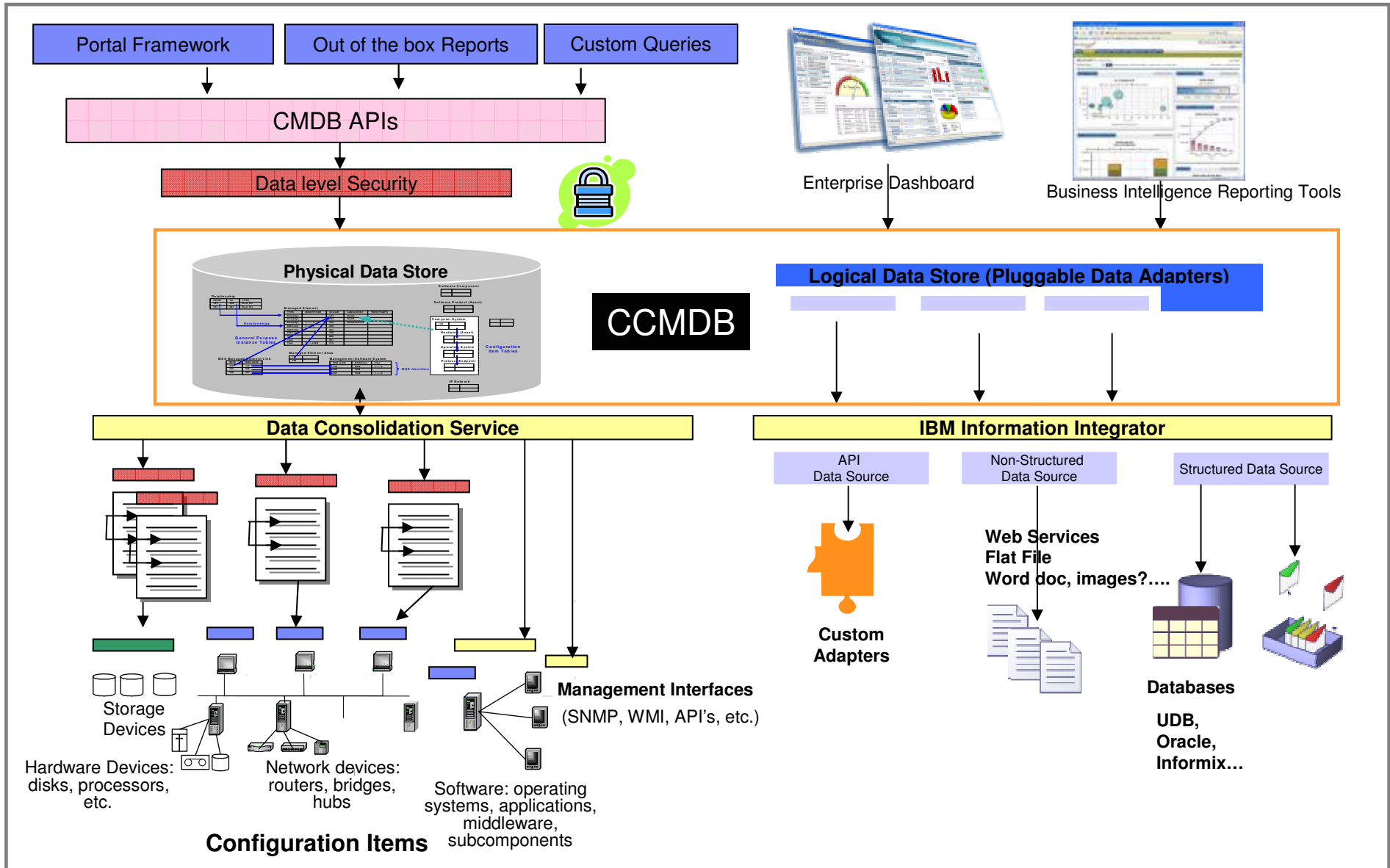
- CICS, IMS, DB2 for z/OS, MQ for z/OS, WebSphere for z/OS

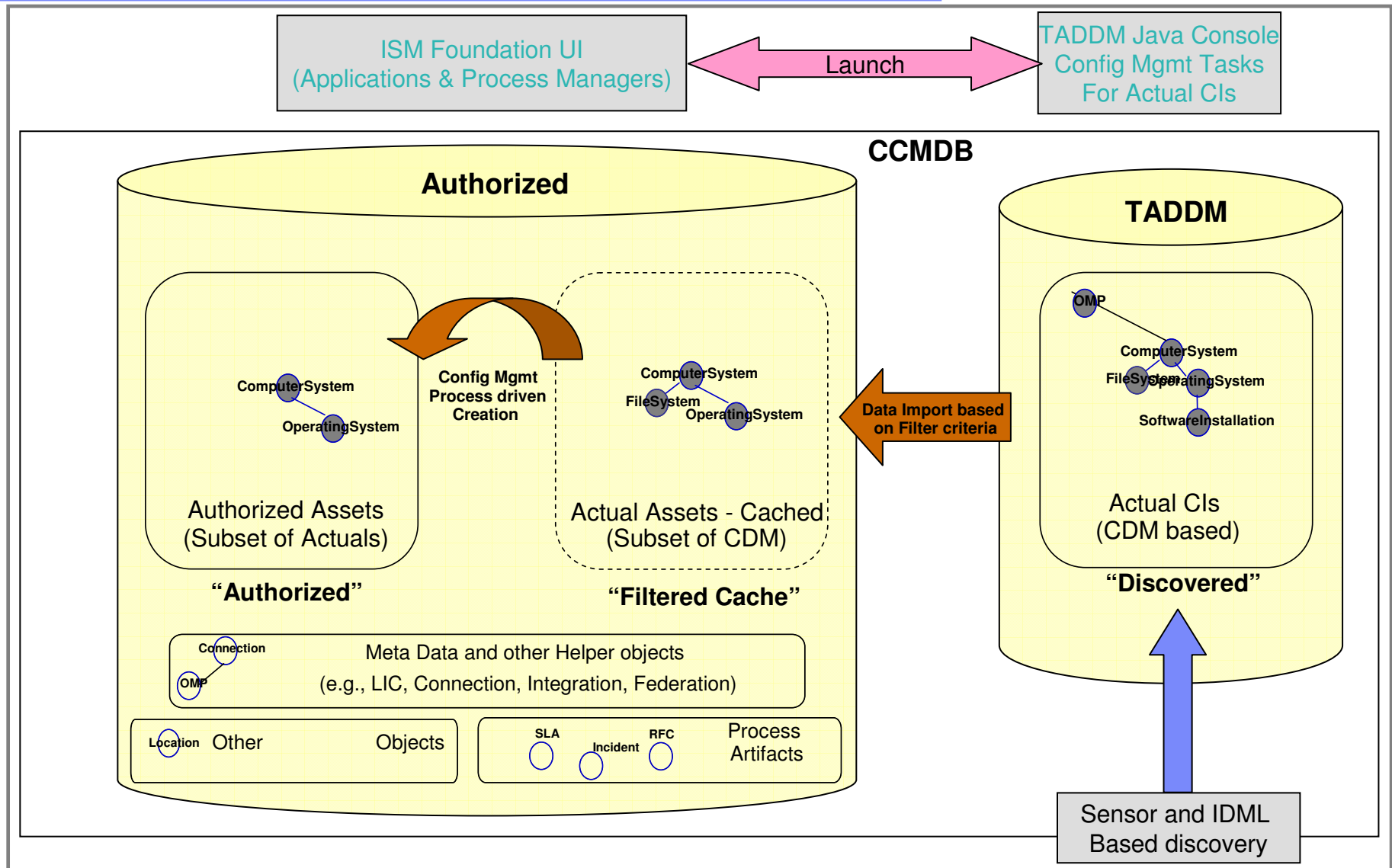
Services

- MS Active Directory 2000, 2003
- SunOne Directory Server 5.x
- WFS (Samba) 3.x
- DNS
- LDAP

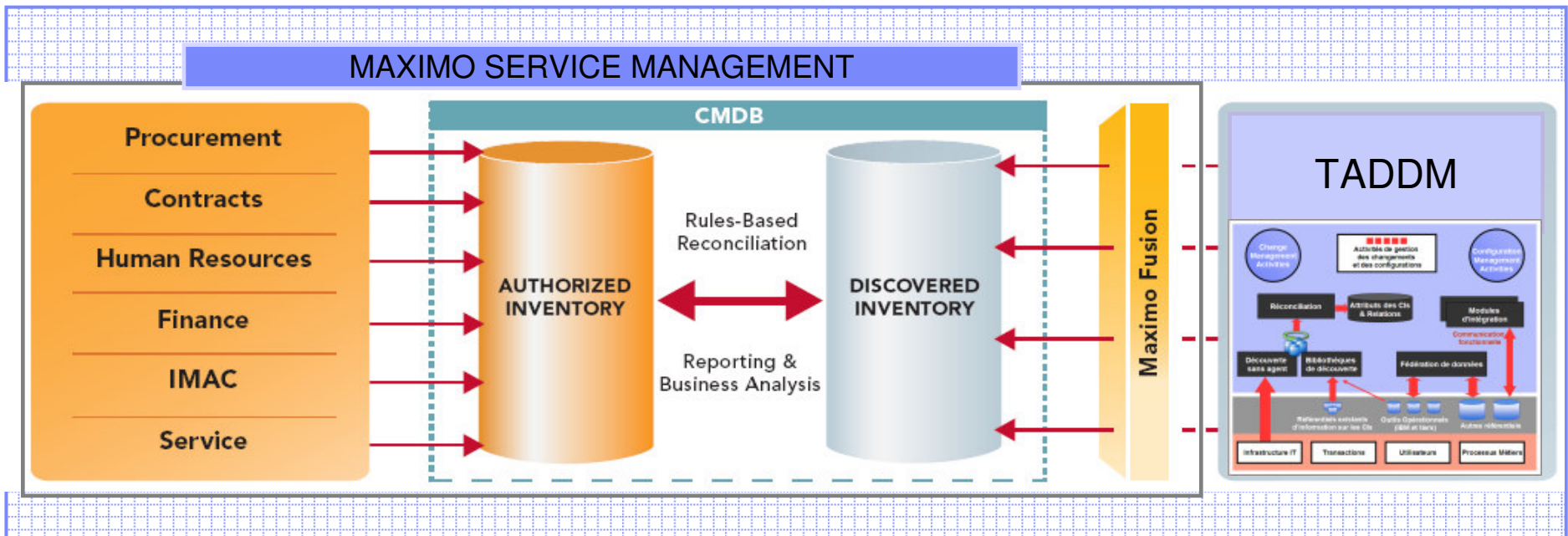
Custom Server Templates

- Collation
- 10 Anti-spyware, 12 Firewalls, 11 Antivirus
- InetDaemon
- Tideway
- CA Unicenter / BMC Patrol / Openview
- IBM Director
- JavaServer
- Oracle stray processes
- MS BizTalk
- IBM HTTP server
- Unix Built-in Servers





Réconciliation dans des CI dans Maximo



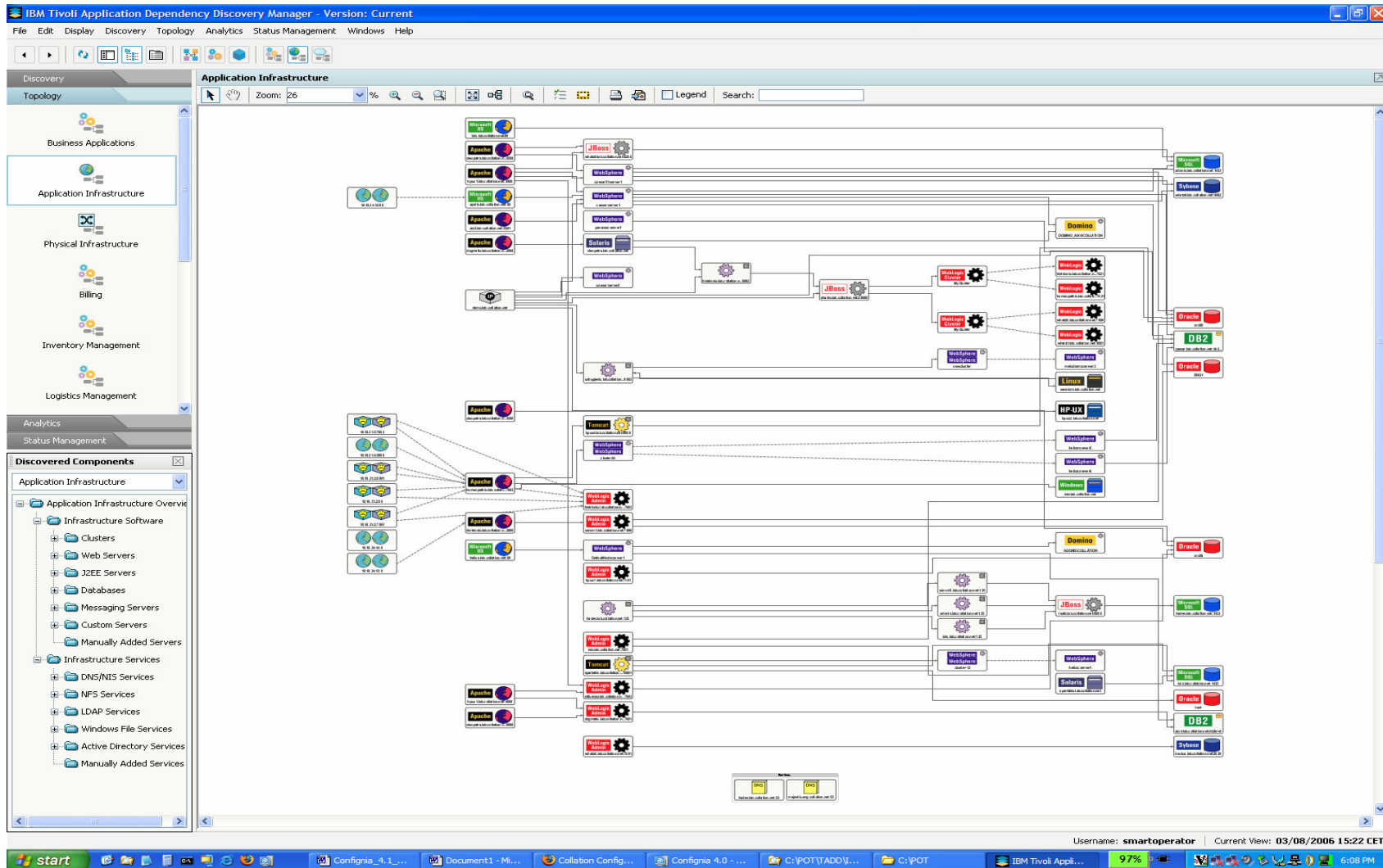
Définition de l'infrastructure à visualiser

The screenshot displays the IBM Tivoli Application Dependency Discovery Manager interface. The main window is titled "IBM Tivoli Application Dependency Discovery Manager - Version: Current". The interface includes a menu bar (File, Edit, Display, Discovery, Topology, Analytics, Status Management, Windows, Help) and a toolbar. On the left, there is a navigation pane with icons for Overview, Scope, Access List, Custom Servers, Computer Systems, Application Templates, Anchors and Gateways, Schedule, History, and Versions. The "Scope" section is active, showing a table of Scope Sets.

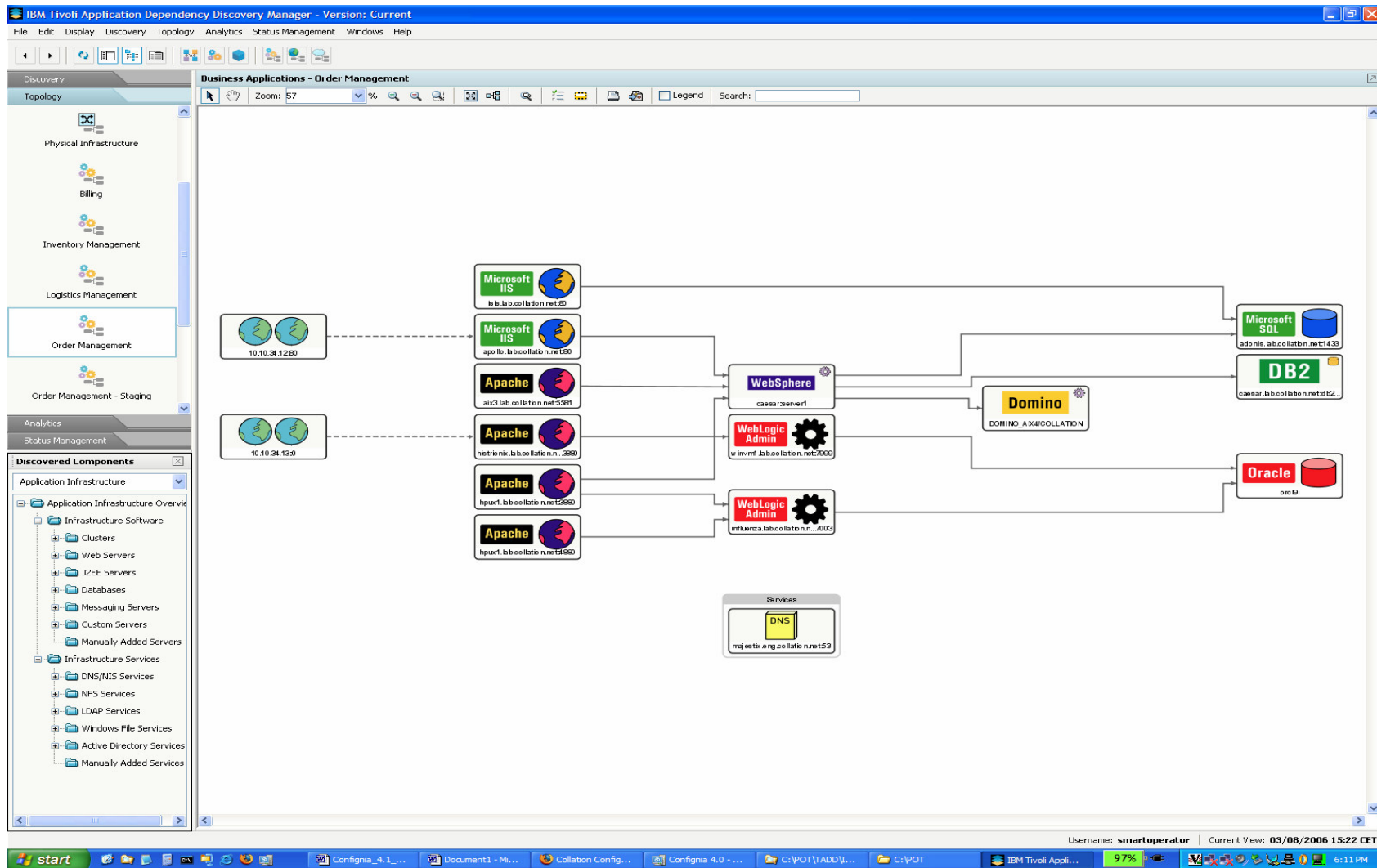
Scope Sets	Method	Type	Value	Description/HostName
Windows	Include	Range	10.10.10.70-10.10.10.74	10.10.10.70-10.10.10.74
Entire Lab	Include	Host	10.10.10.77	nt4vm.lab.collation.net
Vinu Test	Include	Host	10.10.10.79	hades.lab.collation.net
Initial Scope	Include	Range	10.10.10.81-10.10.10.85	10.10.10.81-10.10.10.85

At the bottom of the window, there are buttons for "Add Set", "Delete Set", "Add", "Edit", and "Delete". The system tray at the bottom shows the username "smartoperator", the current view "03/08/2006 18:30 CET", and the system clock "6:35 PM".

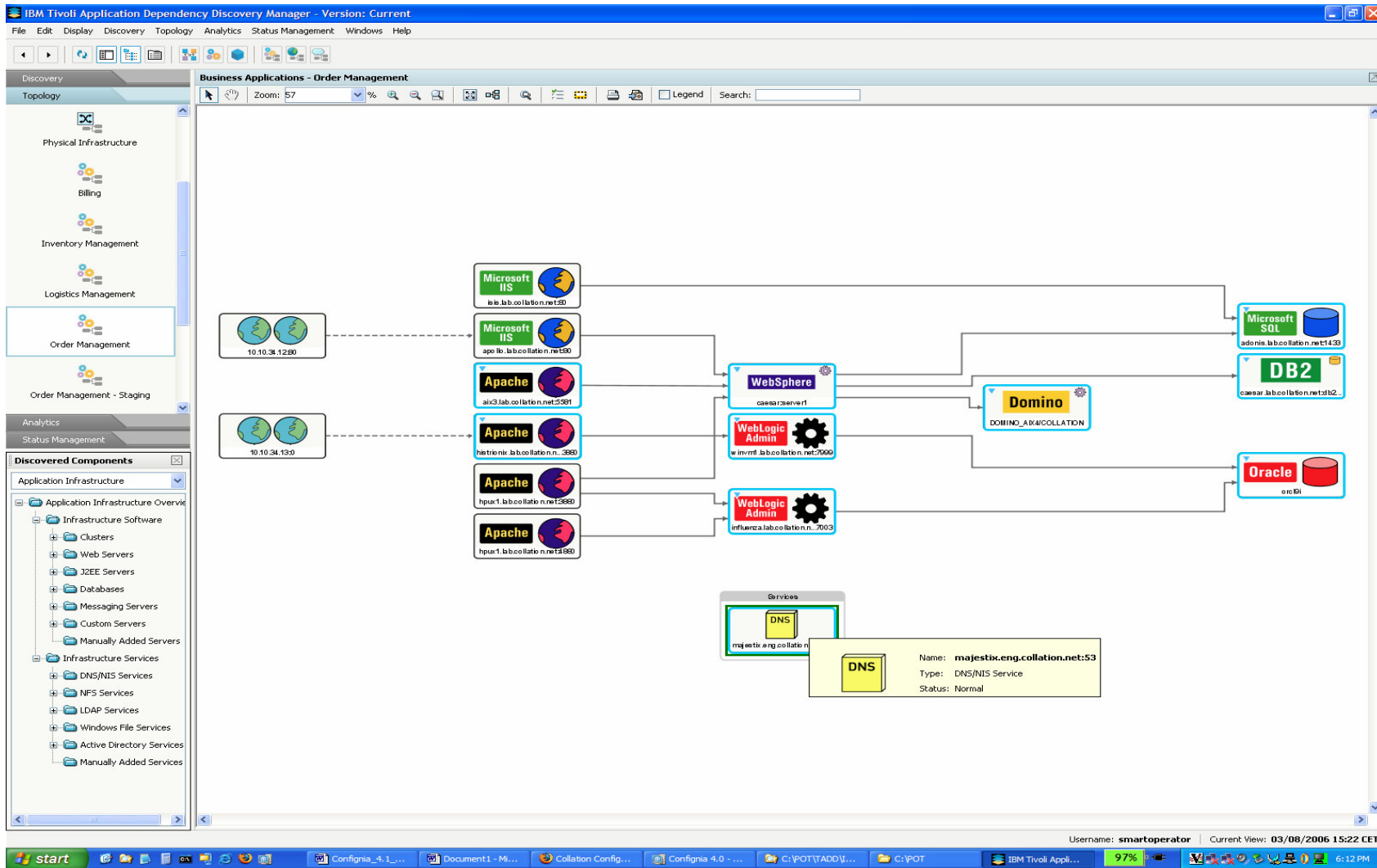
Visualisation et création automatique de l'infrastructure



Visualisation d'une topologie particulière



Cartographie des dépendances applicatives



Visualisation d'une configuration SAP

Configuration Discovery and Tracking - Version : En cours

Fichier Edition Affichage Reconnaissance Topologie Analyse Windows Aide

Reconnaissance

Topologie

Applications métier

Infrastructure de l'application

Infrastructure physique

Analyse

Composants reconnus

Infrastructure de l'applica...

Présentation de l'infra

- Logiciel d'infrastr
- Clusters
- Serveurs We
- Serveurs J2E
- Bases de dor
- Serveurs de
- Autres serve
- Serveurs per

Applications métier

mySAP GS6:amsaix64

mySAP GS6:amsaix21

mySAP GS7:amsaix04a

mySAP GS6:amsaix04

Postgres

Oracle

mySAP Oracle

mySAP Oracle

mySAP Oracle

Caractéristiques

Eléments : mySAP GS6:amsaix64

Général mySAP Composants Descripteurs d'application Dépendances Informations d'administration

Général

SID du système SAP: GS6

Type de système:

Accueil du système: amsaix64

Version de base: 640

Composants déployés

Nom	Edition	Niveau de correctif	Module de support le plus élevé
PI_BASIS	2004_1_640		
SAP_ABA	640		
SAP_BASIS	640		

Nom utilisateur : administrator Serveur : 9.212.143.114:9433

start

Address Go 97%

17:09 mercredi 07/02/2007

Visualisation d'une configuration

The screenshot displays the IBM Tivoli Application Dependency Discovery Manager interface. The main window shows a dependency graph for a 'Business Applications - Order Management' system. The graph consists of several interconnected components:

- Physical Infrastructure:** Two servers with IP addresses 10.10.34.1280 and 10.10.34.130.
- Application Infrastructure:**
 - Two Microsoft IIS servers (caesar.lab.collation.net:80 and apo16.lab.collation.net:80).
 - Three Apache servers (aie2.lab.collation.net:8081, heston1.lab.collation.net:8080, and hpur1.lab.collation.net:8080).
 - One WebSphere server (caesar:server1).
 - Two WebLogic Admin servers (wimwml.lab.collation.net:7000 and infurca.lab.collation.net:7003).
 - One Domino server (DOMINO_A04COLLATION).
 - One Microsoft SQL server (adon16.lab.collation.net:1433).
 - One DB2 server (caesar.lab.collation.net:db2).
 - One Oracle server (o1c1a).
 - One DNS service (nsjesfx.eng.collation.net:53).

The 'Details' pane at the bottom shows the configuration for the selected component, 'caesar:server1' (WebSphere):

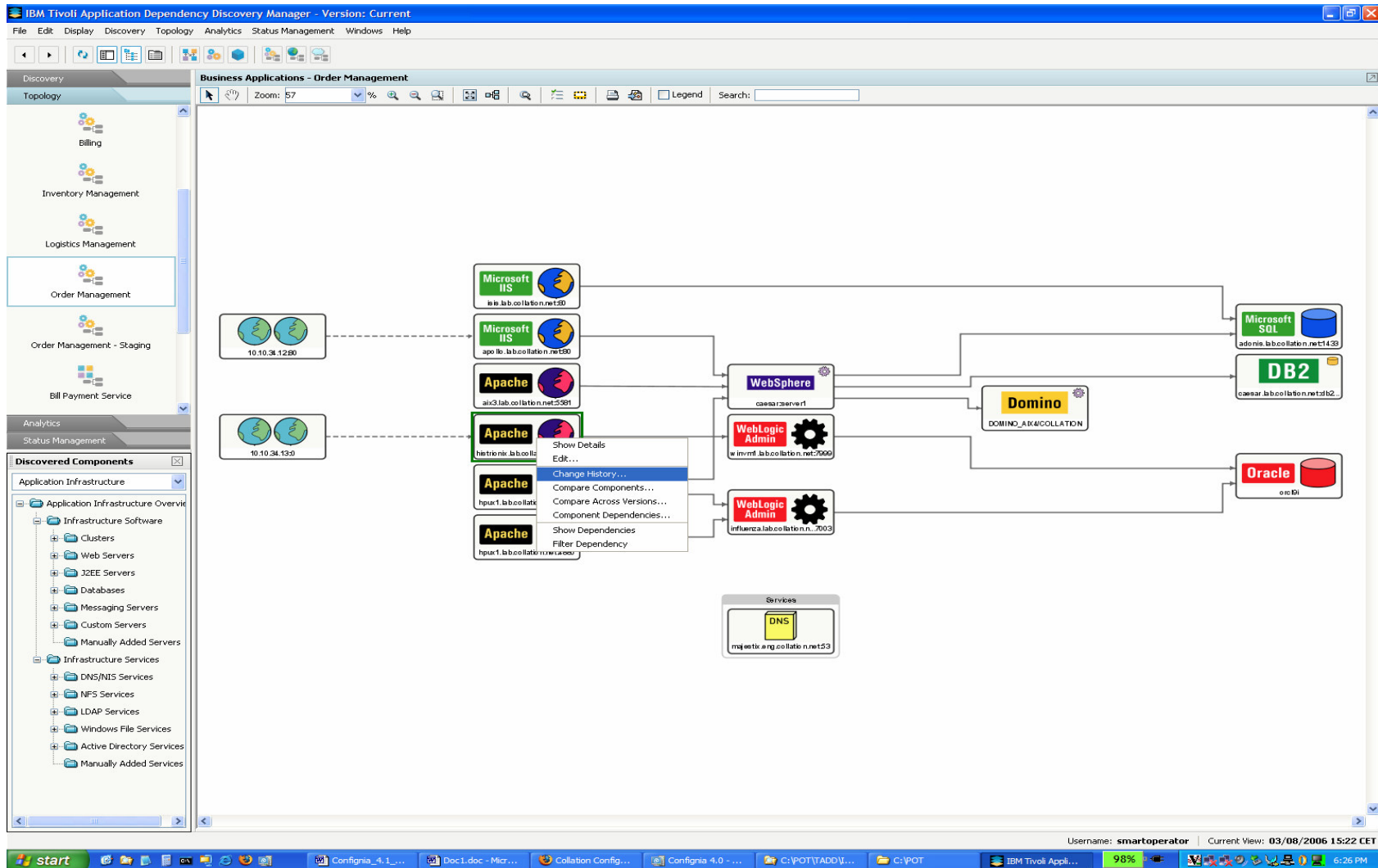
Property	Value
Server:	caesar:server1
Type:	STANDALONE SERVER
Last discovered:	12/23/2005 02:54 CET
Vendor Name:	IBM
Product Name:	IBM WebSphere Application Server
Product Version:	5.0.0
JVM Log File Names:	\${SERVER_LOG_ROOT}/SystemErr.log,\${SERVER_LOG_ROOT}/SystemOut.log
Computer System:	caesar.lab.collation.net
Node Name:	caesar
Call:	caesar:server1.lab.collation.net

The 'EFixes' table below the details pane shows a single entry:

Efix id	Description	Build version	Build date	Component Name
PQ77264	New default certificates not recommended for production use.	*	01/15/2003	

The interface also includes a sidebar with navigation options like 'Topology', 'Application Infrastructure', 'Physical Infrastructure', and 'Discovered Components'. The bottom status bar shows the user 'smartoperator' and the current view date '03/08/2006 18:30 CET'.

Visualisation de l'historique d'une configuration



Visualisation de l'historique d'une configuration

The screenshot displays the 'Change History: Results' window in the IBM Tivoli Application Dependency Discovery Manager. The main area shows a table of configuration changes for the component 'ApacheWebContainer'.

Component	Type	Change	Date	Attribute	Old Value	New Value	Id
historionix.lab.collation.net:3880	Apache	Updated	12/24/2005 02:01 PST				17033
ApacheWebContainer	ApacheWebContainer	Updated	12/24/2005 02:01 PST	maxClients	150	100	17036
conf/httpd.conf	ConfigFile	Updated	12/24/2005 02:01 PST				17035
conf/httpd.conf	ConfigFile	Updated	12/24/2005 02:01 PST	checksum	7k+bxNFhymZPKLhb6...	ZggDJYAI1uJAR221qu...	17035
conf/httpd.conf	ConfigFile	Updated	12/24/2005 02:01 PST	content	#### httpd.conf -- A...	#### httpd.conf -- A...	17035
conf/httpd.conf	ConfigFile	Updated	12/24/2005 02:01 PST	size	36277	36313	17035
conf/httpd.conf	ConfigFile	Updated	12/24/2005 02:01 PST	lastModified	1096390809000	1135383001000	17035
ApacheWebContainer	ApacheWebContainer	Updated	12/24/2005 02:01 PST	keepAliveTimeout	15	5	17036

The interface also includes a left-hand navigation pane with options like 'Change History', 'Dormant Components', 'Component Comparison', 'Data Center Drift', 'Application Drift', and 'Switch Topology'. A 'Discovered Components' tree is visible at the bottom left, showing a hierarchy of infrastructure services. The bottom status bar indicates the user is 'smartoperator' and the current view is from '03/08/2006 15:22 CET'.

Comparaison de configuration pour des CIs identiques

Collation Configia - Version: Current

File Edit Display Discovery Topology Analytics Status Management Windows Help

Discovered Components

Business Applications

- Business Application Overview
 - Billing
 - Inventory Management
 - Logistics Management
 - Order Management

Discovery

Topology

Analytics

Inventory

Change History

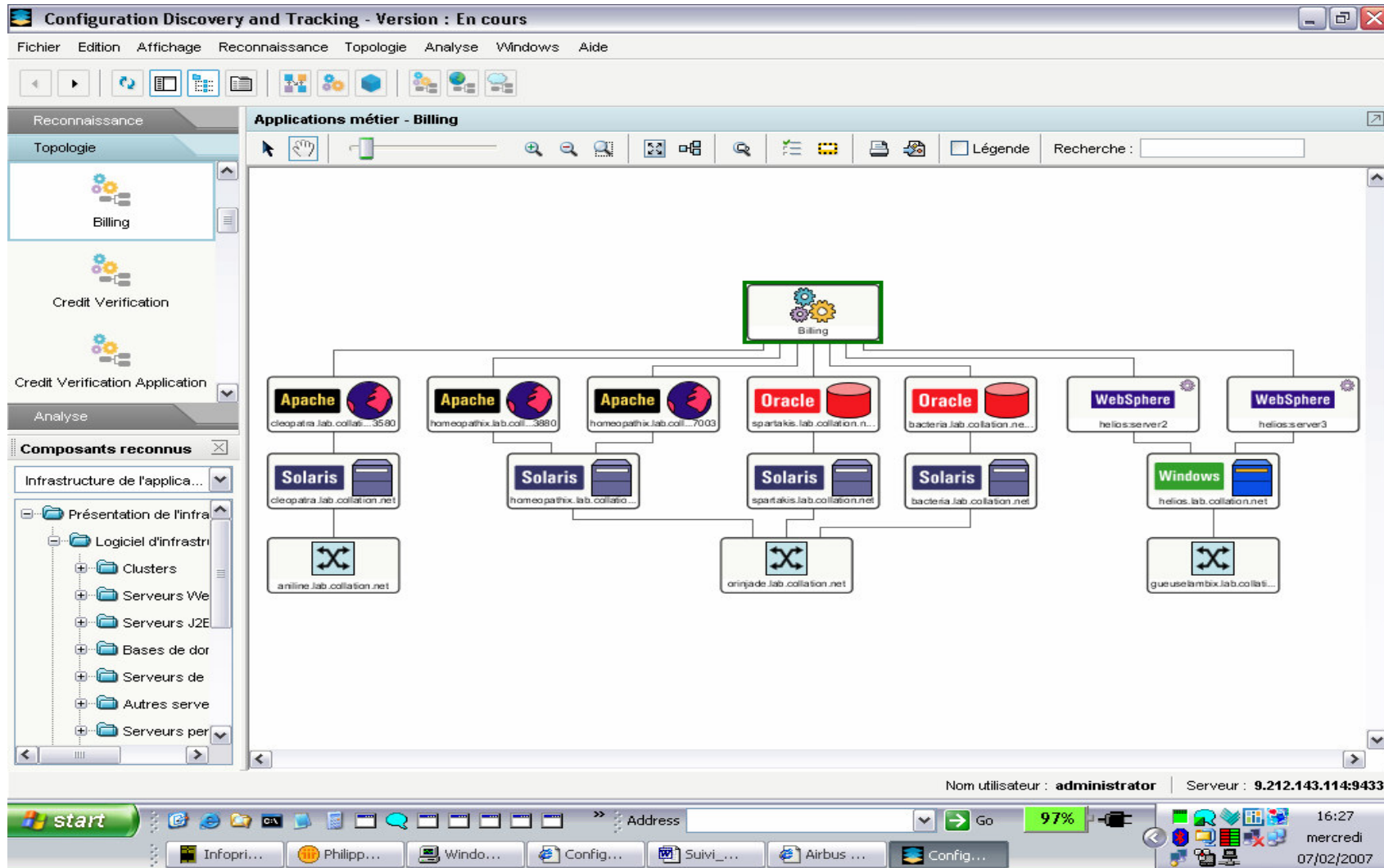
Dormant Components

Component Comparison: Results

	oregon.lab.company.net:3880	indiana.lab.company.net:3880	missouri.lab.company.net:3880
Primary SAP			
Port Number	3880		9090
Config File			
Size	37457		35057
Checksum	gXRmPNd368MI0oICA2MwKA==	BpFYqBQ7Mxc3yqF58sr45A==	fWfCqXNhiAMJsa+NqIjeMQ==
Product Version	Apache/1.3.26 (Unix)		Apache/1.3.27 (Unix)
Host System			
Num CP Us	1		2
File Systems			
Memory Size	1.5GB		2.0GB
Functions			
Router			
Default Route			
Next Hop			
Dot Notation	10.10.31.1		10.10.10.1
OS Running			
Model	SUNW,UltraAXi2		SUNW,Sun-Fire-280R
CPU Speed	500 MHz		900 MHz
Name	oregon.lab.company.net:3880	indiana.lab.company.net:3880	missouri.lab.company.net:3880
Product Name	Apache/1.3.26 (Unix)		Apache/1.3.27 (Unix)

Username: **smartoperator** | Current View: **01/25/2005 13:06 PST**

Vue applicative



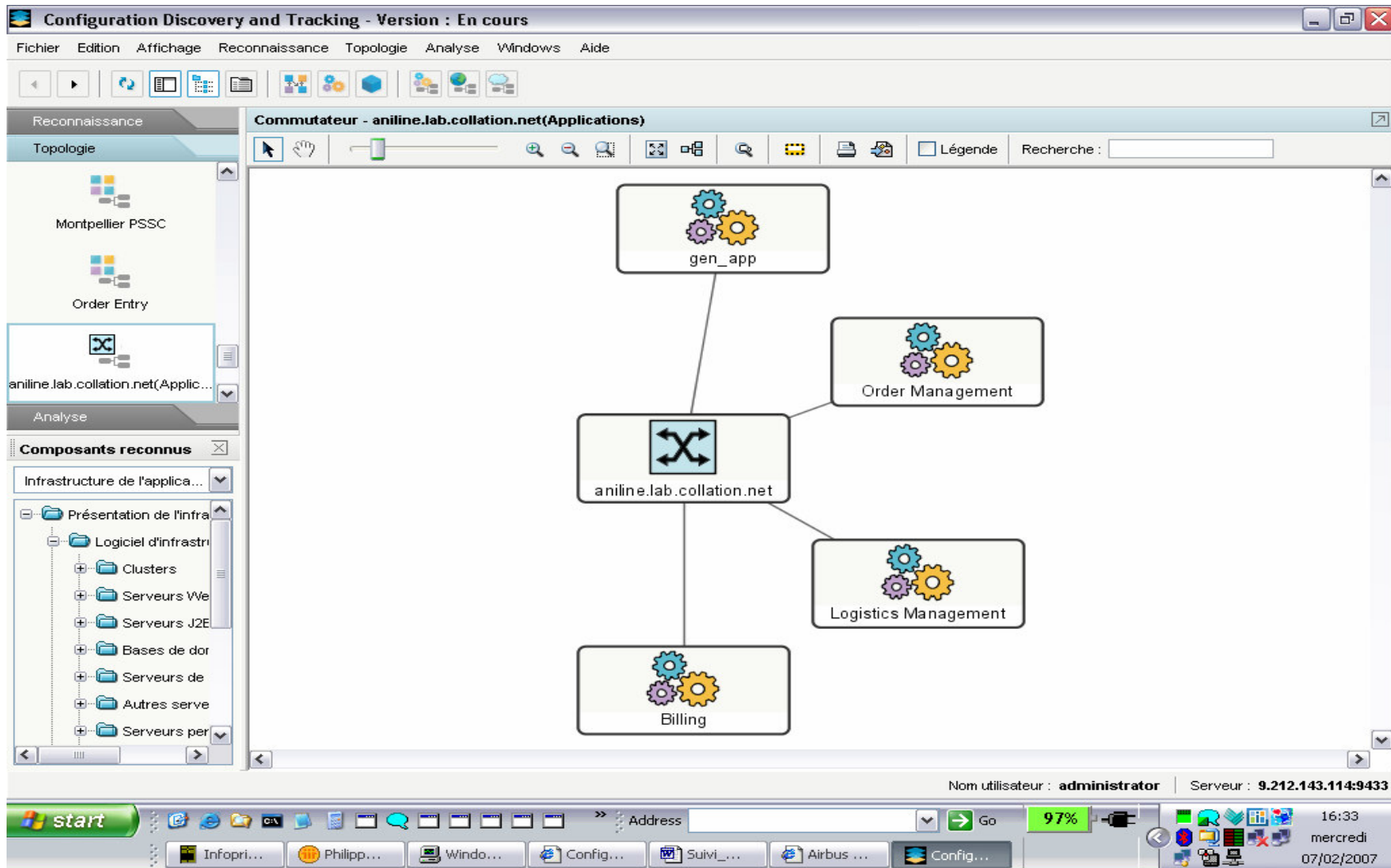
Dépendances physiques d'un routeur

The screenshot displays the 'Configuration Discovery and Tracking' application interface. The main window shows a network topology diagram titled 'Commutateur - aniline.lab.collation.net(Périphériques IP)'. The central node is a router icon labeled 'aniline.lab.collation.net'. It is connected to several peripheral devices:

- Four Linux servers: 'ducks.lab.collation.net', 'nyxlab.lab.collation.net', 'justforlab.lab.collation.net', and 'peranorx.lab.collation.net'.
- Four Solaris servers: 'wharzi6.lab.collation.net', 'menkin.lab.collation.net', 'demo.lab.collation.net', and 'claspainx.lab.collation.net'.
- One Solaris server: 'cavesx.lab.collation.net'.
- Two storage devices: '10.10.10.40/0004...1752' and '003BA18F122'.
- One other router: 'ortiqdx.lab.collation.net'.

The left sidebar shows a tree view of the infrastructure, including 'Montpellier PSSC', 'Order Entry', and 'aniline.lab.collation.net(Périph...'. The bottom status bar indicates the user is 'administrator' on server '9.212.143.114:9433'. The taskbar at the bottom shows the Windows XP desktop with various open applications and the system clock showing '16:31 mercredi 07/02/2007'.

Dépendances logiques d'un routeur



Visualisation d'une configuration z/OS

Configuration Discovery and Tracking - Version : En cours

Fichier Edition Affichage Reconnaissance Topologie Analyse Windows Aide

Reconnaissance
Topologie

J2EE Sample Biz App
Logistics Management
Order Management
Analyse

Composants reconnus
Infrastructure de l'applica...
Présentation de l'infra...
Logiciel d'infrastru...
Clusters
Serveurs We...
Serveurs J2E...
Bases de dor...
Serveurs de...
Autres serve...
Serveurs per...

Applications métier - Order Management

WebLogic Admin
WebLogic Admin
WebLogic
WebSphere
Oracle
Sybase
Z Series PTHES5
Domino
DB2

Caractéristiques
Eléments : Z PTHES5

Général Partitions logiques IOS Dépendances Informations d'administration Informations relatives à MSS

Partitions logiques

Etiquette	Nom	ID LPAR	Capacité de traitement	Heure de la dernière modification
ES53-PTHE5	ES53	3	27.0	6/29/06 17:37 EST
ES5C-PTHE5	ES5C	12	81.0	6/29/06 17:01 EST

Invités VM

ID LPAR	Etiquette	Nom	Capacité de traitement	Heure de la dernière modification
12	PTHOMO1-VMGuest	PTHOMO1	27.0	6/29/06 16:51 EST
12	PTHOMO2-VMGuest	PTHOMO2	27.0	6/29/06 16:54 EST

Nom utilisateur : administrator | Serveur : 9.212.143.114:9433

start
Address Go 97%
17:07 mercredi 07/02/2007

IBM®

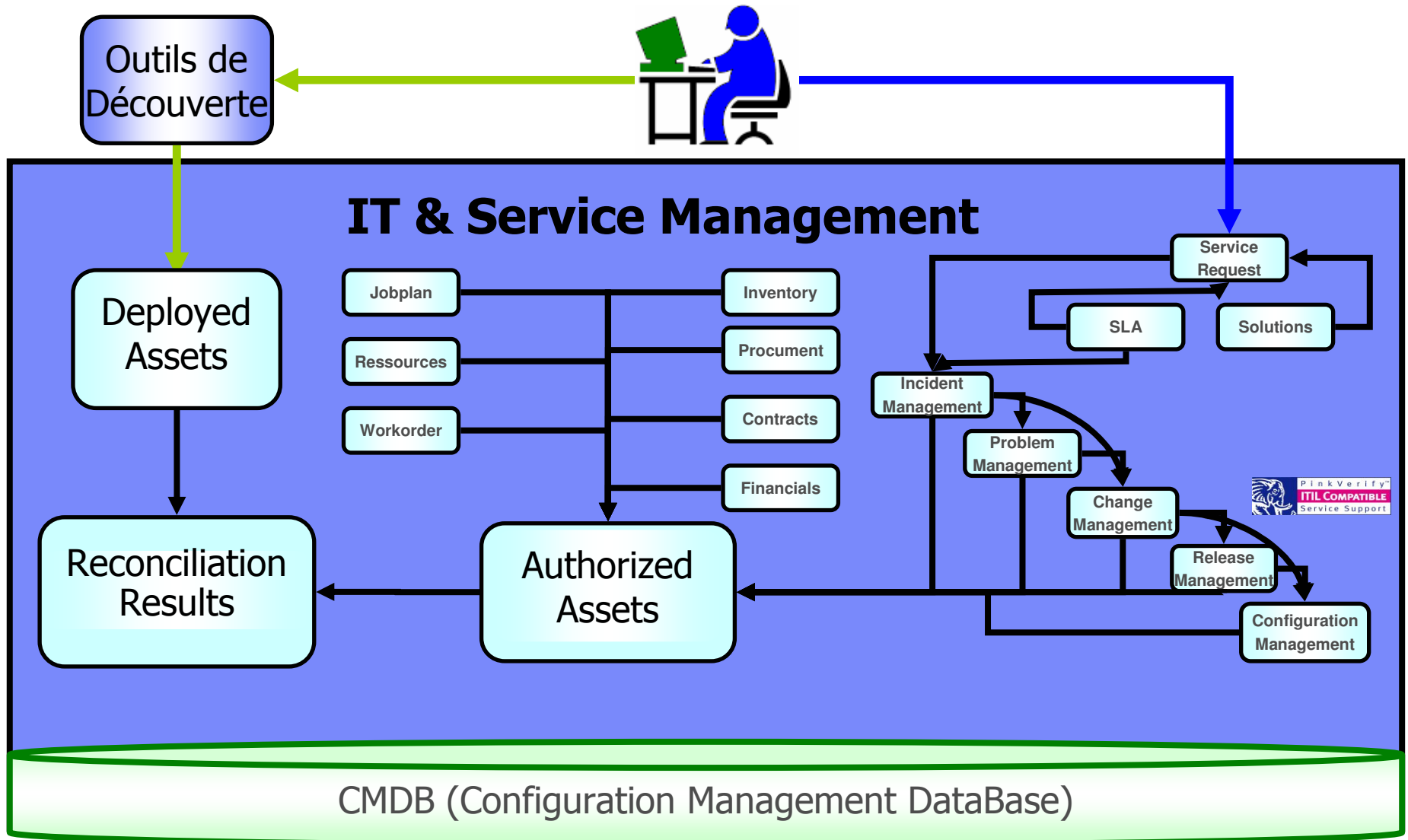


La Gestion des Actifs

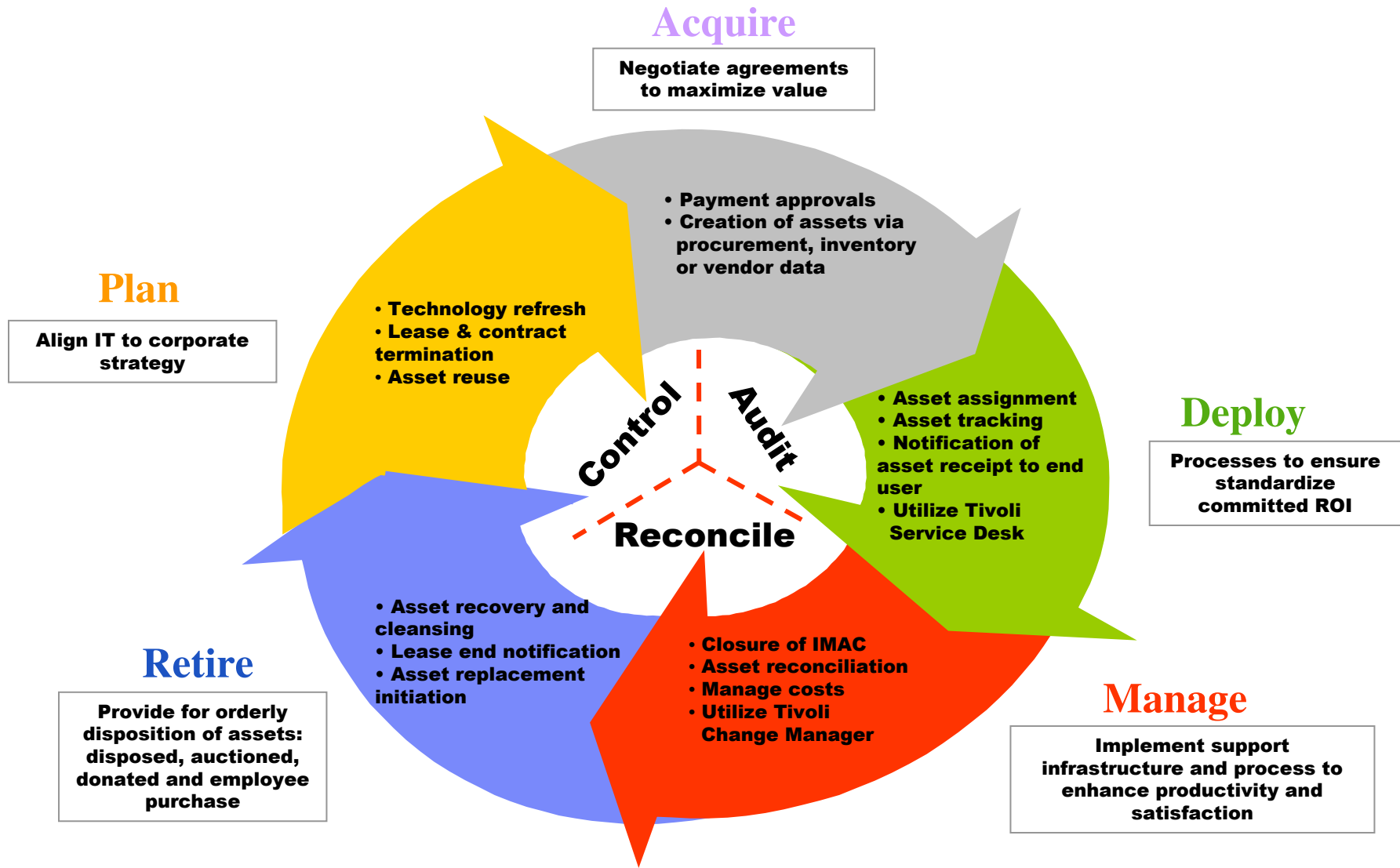
Tivoli software

© 2008 IBM Corporation

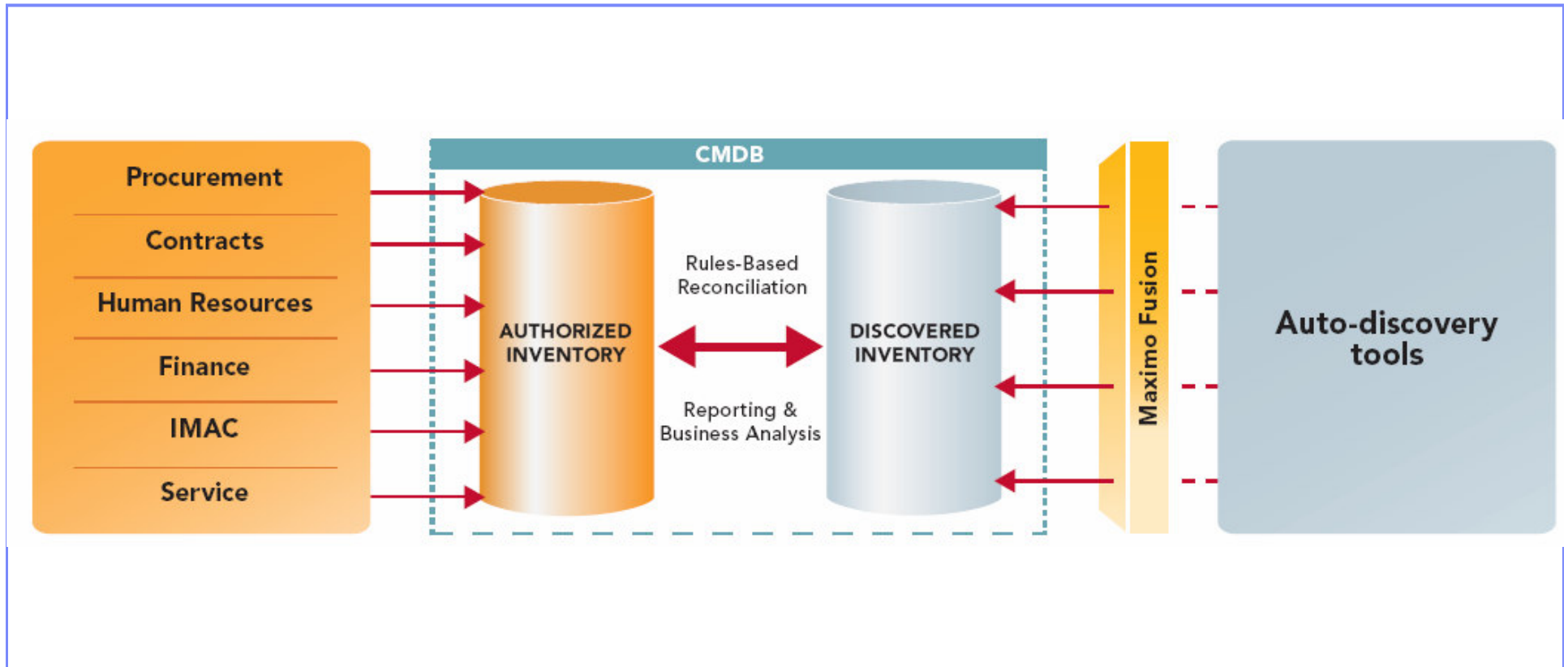
Gestion des Actifs



Gestion du Cycle de Vie des Actifs

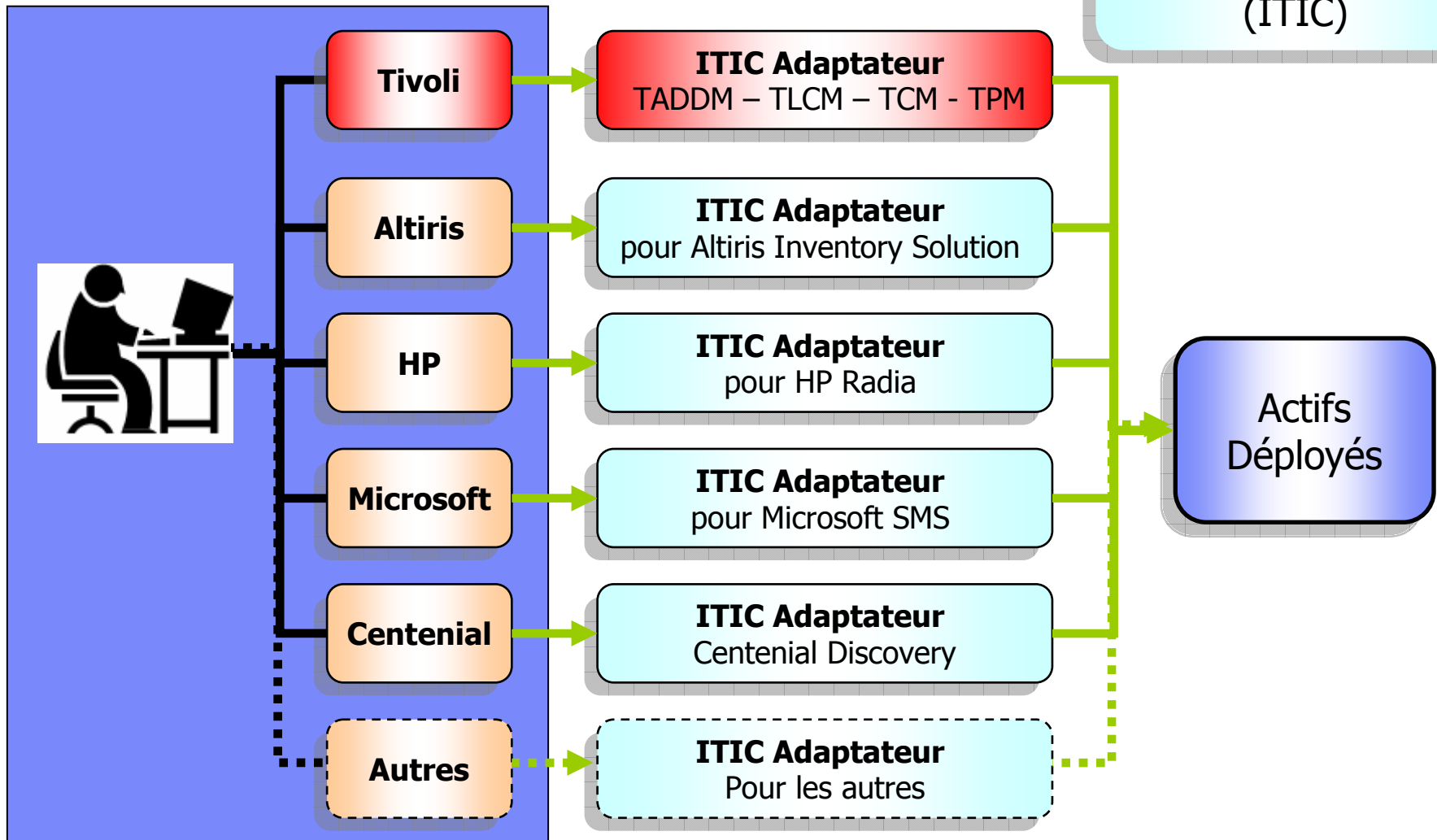


IBM Tivoli Asset Management for IT – Les Actifs



Les Solutions de Découverte Automatique

IBM Tivoli Integrator
Composer
(ITIC)



Actifs Déployés – Caractéristiques Matérielles

Computers Start Center Go To Sign Out Help

Hidden Frame - Debug(1)

Query: Find: Select Action

List **Computer** Processors Storage Software Network Communication Media Adapters Displays Image Devices Users

Computer: 0-MRO-0000-001 Site: BEDFORD
 Computer Description: Support WMI=No/DMI=Yes/DMPnP=Yes Role: DESKTOP

Computer Details

Serial Number: 23NT261 Logon: adm001
 Asset Tag: AT-23NT261 Domain: FIG100
 Manufacturer*: IBM
 Make/Model: IBM 657447U

RAM Information **BIOS Information**

RAM Type: DDR-SDRAM BIOS: Phoenix BIOS 2/4Mbit Flash ROM
 RAM Description: DDR memory BIOS Version: 5
 RAM Size: 4.00 GB BIOS Date: 1/1/04 12:00 AM
 RAM Total Slots: 2 PNP:
 RAM Unused Slots: 1 SMBIOS:

Motherboard Information **Detection Information**

Motherboard Description: Tiger MPX (S2466N-4M) AMD Athlon MP Dual-F Software Detection Tool: ICOLLECT
 Serial Number: 935435AS Software Last Scan Date: 1/1/04 12:00 AM
 Asset Tag: 321587PO Hardware Detection Tool: ICOLLECT
 Manufacturer: TYAN Computer Hardware Last Scan Date: 1/1/04 12:00 AM
 Make/Model: Tiger MPX (S2466N-4M) AMD Athlon MP Dual-F Supports SNMP:
 Chipset: AMD-760 MPX Supports WMI:



Inventaire des Actifs Autorisés

MAXIMO - Assets - Microsoft Internet Explorer

Address: <http://www.emeatc2.com/maximo/ui/maximo.jsp?event=loadapp&value=asset>

Assets

Find: Select Action:

Asset: Description: Site:

Parent:

Subassemblies | Filter | 1 - 3 of 3 | Download

Asset	Description	Location	Description
V1001	MS Visio	HWSTOCK	IT Hardware Cage
2044	Windows XP Operating System	HWSTOCK	IT Hardware Cage
2046	Hard Drive	HWSTOCK	IT Hardware Cage

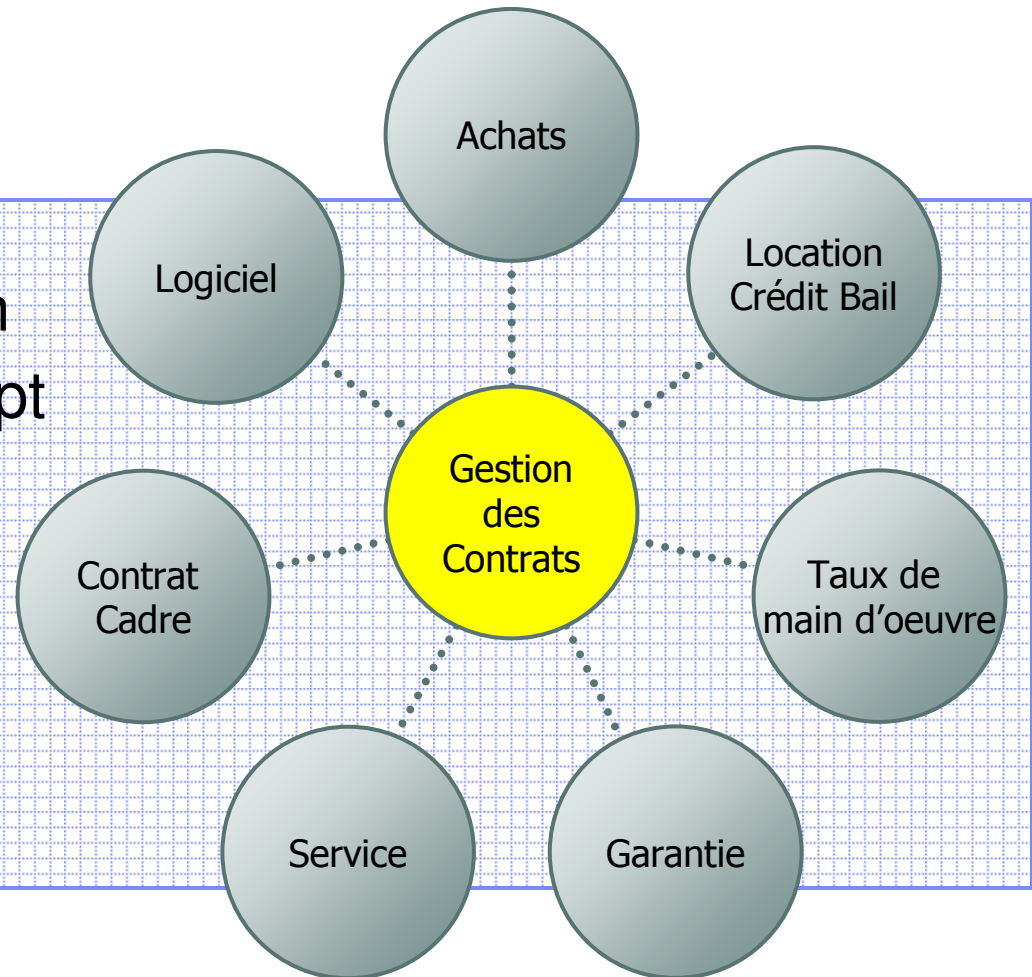
Spare Parts | Filter | Download

Item	Description	Quantity	Remarks
...No rows to display...			

Select Spare Parts | New Row

Gestion des contrats

TAMIT intègre une gestion des contrats basée sur sept applications



Gestion des contrats

- Permet de faire l'inventaire de tous types de contrat
- Alerte sur les dates d'échéances
- Archivage numérique des contrats papiers
- Association des actifs et des contrats
- Historisation des contrats



Écran de saisie des contrats

MAXIMO - Software Contracts - Microsoft Internet Explorer

Address: http://max62:9080/maximo/ui/maximo.jsp?event=loadapp&value=contsw

Software Contracts

Find: [] Select Action []

Contract * 1027 Status DRAFT Draft

Revision 0 Fully Licensed? []

Type SWCONTRACT Total Cost 0,00

License Type []

General

Requires PO? [] Maintain Hierarchy? [] Extendable? [] Vendor Term Allowed?

Create Release? [] Global Usage? [] Condition for Extension [] Vendor Notify Period []

Can Exceed Amount? [] License Key? [] Automatically Extend Period [] Customer Termination Allowed?

Payment Schedule? [] Transferable? [] Acceptance? [] Customer Notify Period []

Add Lines On Use? [] Acceptance Period (Days) []

Terms & Conditions

Perpetuity? [] Disaster Recovery? [] Additional Training Discounts (%) []

Automated Renewal? [] Divestiture Rights? [] Late Payment Penalty []

Confidentiality? [] Divestiture Period [] Portability? []

Warranty Period [] Additional Product Discounts (%) [] Assignability? []

Updates & Maintenance

Maintenance? [] New Releases? [] Additional Server Cost [] Cancellation Notice []

Maintenance Fee [] New Versions? [] Additional Site Cost [] Reinstatement Date []

Enhancements? [] Updates? [] Cap(%) [] End Date []

Fixes? []

Support

Support Servers [] Production Coverage []

Support Sites [] General Coverage []

Support Levels [] Web Support? []

Service Coverage []

Dedicated Support Team? []

Support Team []

Version Support []

Done Local intranet

Start MAXIMO - Software C... 10:34

Gestion des contrats logiciels

The screenshot displays the MAXIMO Software Contracts application in a Microsoft Internet Explorer browser window. The main interface shows contract details for Contract ID 1037, Revision 0, Type SWCONTRACT, and Status APPR (Approved). The Total Cost is 0.00. Below this, the 'Contract Lines' section shows a table with one line item: Line 1, ITEM type, Item 11R22 5X-12, Description GoodYear G362 11R22.5 tire, Capacity 1.00, Order Unit, Unit Cost 0.00, Line Cost 0.00, and Licensed? checked. The 'Associated Licenses' section shows one license: EZE license 25, Vendor IBM, Platform, License Type PSLC, and Scope CPU. An 'Associate Licenses to Contract Line' dialog box is open, displaying a list of 22 licenses with columns for License Description, Vendor License Type, and Associated? status.

License Description	Vendor License Type	Associated?
<input type="checkbox"/> 1 EZE License 2	IBM FWLC	N
<input type="checkbox"/> 7 EZE License 27	IBM IPLA z/OS-based Full Capacity	N
<input type="checkbox"/> 8 EZE License 6	IBM VWLC Full Capacity	N
<input type="checkbox"/> 11 DB2 for z/OS - VWLC	IBM VWLC Full Capacity	N
<input type="checkbox"/> 12 EZE License 17	IBM PSLC	N
<input type="checkbox"/> 13 EZE License 5	IBM VWLC Full Capacity	N
<input type="checkbox"/> 14 EZE License 32	IBM IPLA Reference-based Full Capacity	N
<input type="checkbox"/> 15 EZE License 29	IBM IPLA z/OS-based Sub-Capacity	N
<input type="checkbox"/> 16 EZE License 9	IBM EVLC Full Capacity	N
<input type="checkbox"/> 17 EZE License 35	IBM IPLA Reference-based Sub-Capacity	N
<input type="checkbox"/> 18 EZE License 14	IBM TWLC	N
<input type="checkbox"/> 19 EZE License 23	IBM IPLA Execution Based Sub-Capacity	N
<input type="checkbox"/> 20 File Manager for z/OS V6 - IPLA Sub Cap Ex...	IBM IPLA Execution Based Sub-Capacity	N
<input type="checkbox"/> 21 EZE License 26	IBM IPLA z/OS-based Full Capacity	N
<input type="checkbox"/> 22 EZE License 33	IBM IPLA Reference-based Full Capacity	N

Gestion des Niveaux de Service

- Application SLA
- Active à Tous les Niveaux de la Solution
- Extrêmement Flexible et Efficace
- Gestion des Escalades



MAXIMO - Accords de niveau de service - Microsoft Internet Explorer

Accords de niveau de service

Rechercher: Sélectionner une action

Service Level Agreement Related SLAs Assets and Locations KPIs Escalation

Accorde SLA 1002 IT Generic P2 - Respond 4 hrs., Resolve 8 hrs. Site BEDFORD Type CUSTOMER
 Applicable à INCIDENT Organisation EAGLENA Organisation EAGLENA Statut ACTIVE

Details

Classement 80 Classification
 Administrateur SLA NEWTON James Newton Description
 Fournisseur Groupe de service IT
 Contact client fournisseur Service

Dates Applies To Calendar Calculation Calendar

Date de début 8/6/04 8:45 PM Organisation
 Date de fin 8/12/05 8:45 PM Calendrier
 Date de révision 8/12/05 8:46 PM Equipe
 Date du statut 1/13/05 1:54 PM Equipe

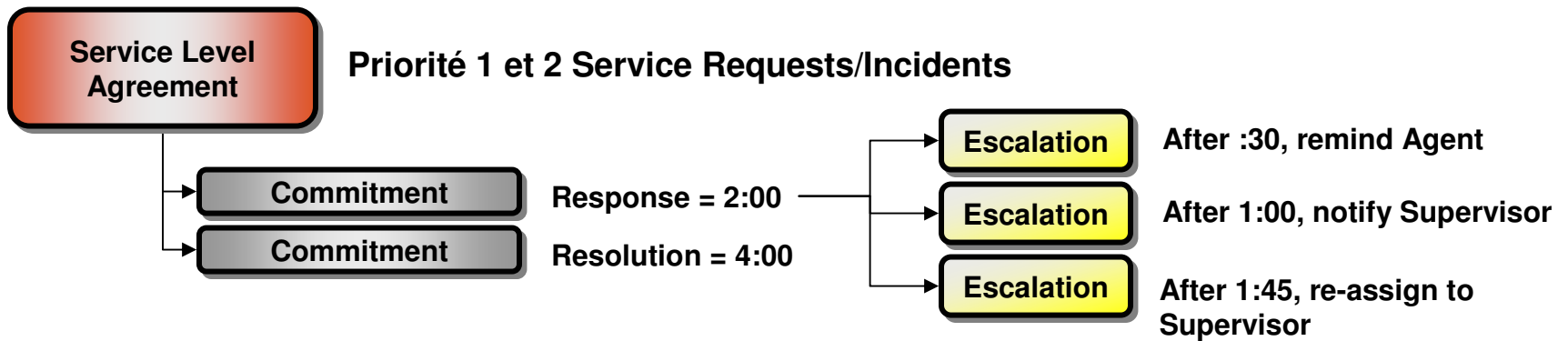
Additional SLA Criteria

Engagement	Description	Type	Value	Unité de mesure
1003	Respond within 4 hrs.	RESPONSE	4.00	HOURS
1004	Resolve within 8 hrs.	RESOLUTION	8.00	HOURS

New Row

La Gestion des Escalades

Une Réponse Proactive



La Gestion des Escalades

MAXIMO - Accords de niveau de service - Microsoft Internet Explorer

File Edit View Favorites Tools Help Links MXES Local MXES Demo Server

Accords de niveau de service

Bulletins : (2) Aller à Rapports Centre de contrôle Profil Fermer la session ? Aide

Rechercher : Sélectionner une action

List Service Level Agreement Related SLAs Assets and Locations KPIs **Escalation**

Accords SLA: 1002 IT Generic P2 - Respond 4 hrs., Resolve 8 hrs. Site: BEDFORD Statut: ACTIVE
 Applicable à: INCIDENT Organisation: EAGLENA Type: CUSTOMER

Escalation

Escalade: 1004 IT Generic - 4 Hr Response, 8 Hr Resolution Actif?
 Applicable à: INCIDENT Site:
 Condition: historyflag=0 and ticketuid in (select ownerid from slarecords where ownertable='TICKET' and slanum='1002') Organisation:
 Planification*: 1h*0,***** Heure dernière exécution:

Validation Results

Escalation Points

Point d'escalade	Attribut de temps écoulé	Intervalle de temps écoulé	Unité de mesure d'intervalle
1	TARGETFINISH	-1.00	HOURS
2	TARGETSTART	-1.00	HOURS

Actions Notifications

Select Action Group or add individual actions by clicking New Row. Action Group:

Actions

Action	Description	Type	Séquence
Aucune ligne à afficher			

Done Internet

Gestion des Indicateurs de Performance

- Actifs, Contrats, Ressources, Coordination et Planification, etc.
- “Key Performance Indicators” ou KPI

KPI Manager | Bulletins: (2) | Go To | List Reports | Start Center | Profile | Sign Out | ? Help

Find: [] Select Action []

List | **KPI** | Historical Trends

KPI Name: Mean Time to Fail - Priority 1 and 2 Assets | Calculation Type: DECIMAL

Query Details

Select * `select avg(m) from (select (max(reportdate)-min(reportdate))/count(wonum) m from asset,workorder where workorder.assetnum=asset.assetnum and workorder.failurecode is not null and asset.priority in ('1','2') group by asset.assetnum)` | Where []

KPI Parameters

Target * | Make Public? | Created By [] | Created Date: 8/3/04 3:05 PM

Caution At * | Alert At * | Links: []

Graph Details

Last Run: 8/3/04 3:05 PM | Update

Status	Actual	Last Reading	Target	Variance
Down	39.03	76.45	100	-60.97

Mean Time to Fail - Priority 1 and 2 Assets

Link to KPI [] | Link to Report []

Le Workflow

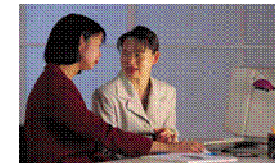
- Le Workflow permet de Surveiller tous les objets de la Plate-Forme
 - Les Escalades
 - Surveillance et Escalade
 - Le Circuit de Validation
 - Process workflow
 - Approbation multi niveau
 - L'Interactivité
 - interactions Contextuelles
 - Écran de Confirmation



Enter SR

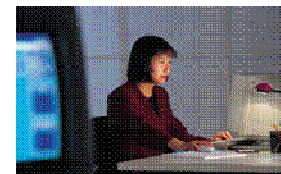


Create Incident



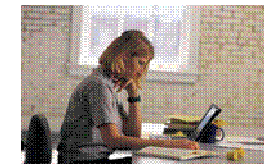
Workflow creates a new incident and navigates to it.

Resolved



Workflow runs a status change action and returns user to the Start Center for another task.

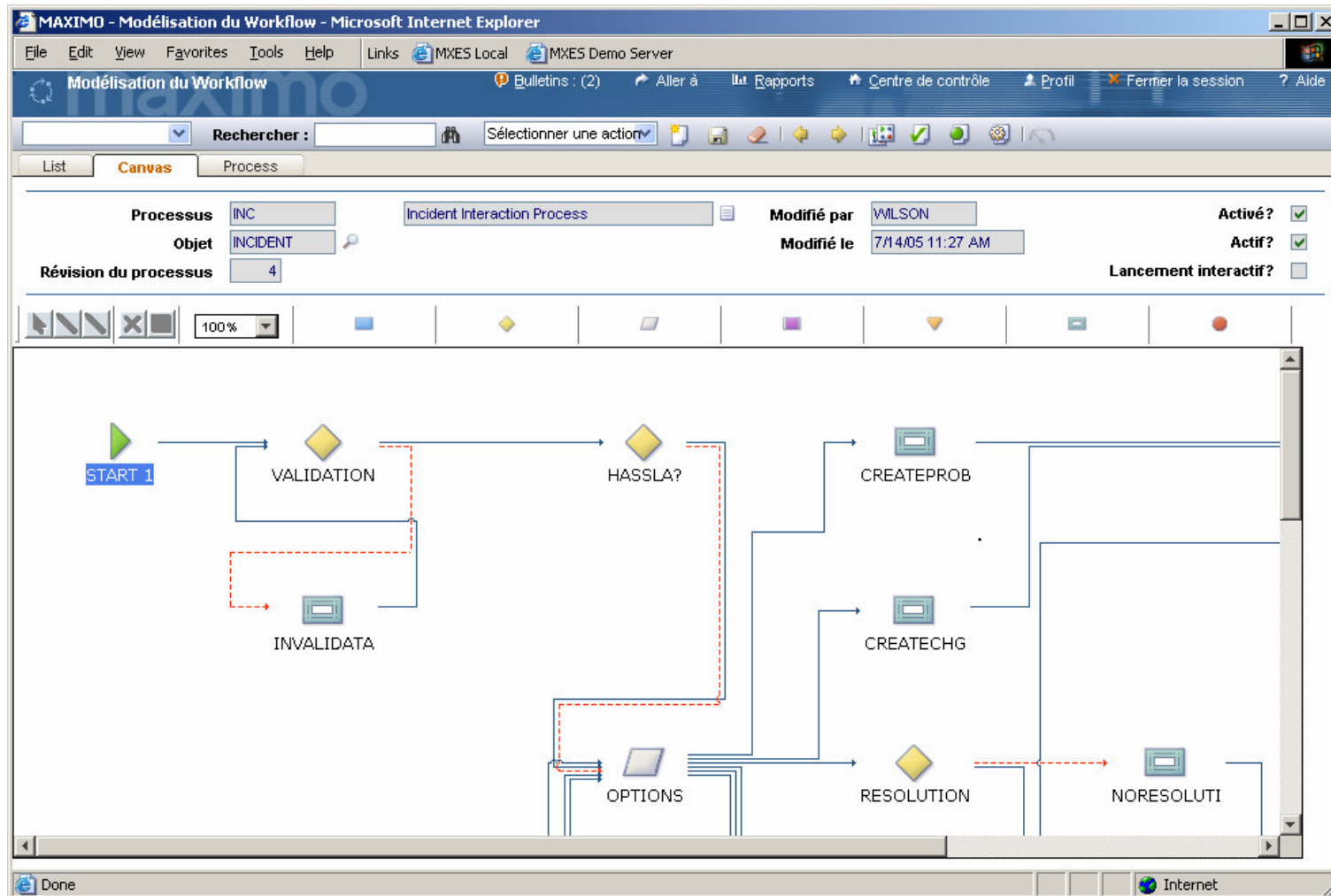
Set Ownership



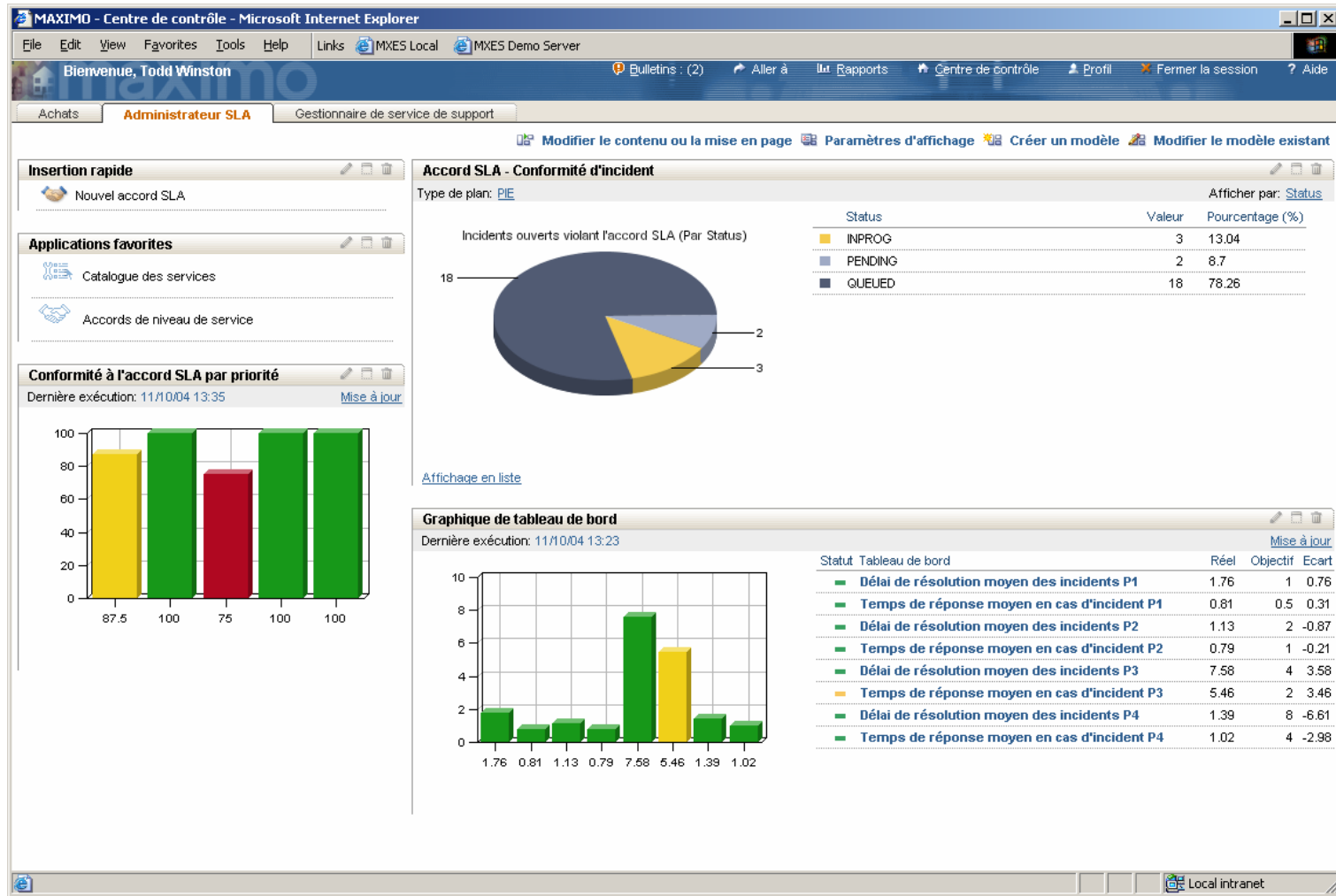
Workflow runs the SR's *Select Owner* action to assign ownership to another agent.



L'Outil de Création du Workflow



Le Portail – KPI & Tableau de Bord



Le Portail – KPI & Tableau de Bord

Service Desk Actions

- Rechercher des solutions
- Afficher les demandes de service
- Créer une demande de service

Requisition Actions

- Créer une demande
- Afficher les modèles
- Afficher les brouillons
- Afficher les demandes

Bulletins (2)

- >> East Stairwell Painting 10/08/04 21:15
- >> Email server upgrade ADVISORY 10/08/04 21:10

Frequently Asked Questions

SOLUTION	DESCRIPTION
1021	Configuration de l'archivage du courrier électronique
1022	Comment partager mon calendrier ?
1024	Comment effectuer un mappage sur une imprimante réseau ?
1028	Comment améliorer les performances du système ?
1029	Comment personnaliser la barre de lancement rapide ?
1030	Comment rendre les pages Web disponibles hors connexion ?
1031	Comment configurer IE 5.x pour bloquer l'accès à tous les sites Internet sauf les sites aut. ?
1032	Comment empêcher l'infection par un virus ?
1033	Comment définir des règles pour le courrier indésirable ?
1034	Qu'est-ce qu'un logiciel espion ?

Affichage en graphique 1 vers 10 de 12 Page suivante >>

Reporting

- Rapports
 - Ensemble complet de rapports prédéfinis
 - Les utilisateurs ont également la possibilité de créer ou paramétrer selon leurs besoins des rapports en utilisant des modèles ou des bibliothèques.
- Indicateurs de Performance clés (KPIs)
 - Les KPIs fournissent un instantané des performances des équipements comparées aux références définies par l'utilisateur.
 - Visualisation des performances des actifs via des indicateurs graphiques.
- Analyse
 - La base de connaissances de MAXIMO permet d'améliorer la maintenance de tous les secteurs fonctionnels. Les KPIs et les rapports de MAXIMO identifient les domaines qui nécessitent des améliorations.



Générateur de Reporting

Détails des pannes

Actif : 11430
 Description : Centrifu
 Emplacement : BR430
 Description : Conden
 Centrifu
 Site : BEDFOR

Code problème

LEAK
 STOPPED
 LOWVOL
 LOWPRES

Arborescence des pannes par

Code problème : LEAK
 Description : Leaking
 Actif : 11430
 Description : Centrifugal Pump
 HD
 Emplacement : BR430
 Description : Condensate Ret
 Centrifugal/100G
 Site : BEDFORD

Date de la panne

Date de la panne	B
26/09/2001	148
12/04/2001	163
21/02/2001	127
05/01/2001	383
02/07/2000	303
30/06/2000	523
03/11/1999	238
10/03/1999	674
24/07/1998	168
31/07/1996	774

Work Order Details // 1488 - Fuite de la pompe de condensation

BT : 1488 Date de début : 28/09/2001 06:54:12 Date de fin : 01/10/2001 01:23:00
 Site : BEDFORD Objectif début : 28/09/2001 06:54:12 Objectif fin : 01/10/2001 01:23:00
 Statut : CLOSE Début réel : 27/09/2001 13:46:14 Fin réelle : 29/09/2001 20:57:12
 Parent : Date du rapport : 27/09/2001 11:44:00 Demandeur : Doug
 Type de travail : EM Priorité : 2 Compte GLG : 6210-300-???

Fournisseur : Contrat :
 Classification : Catégorie de PUMPS Code problème : LEAK
 Responsable : Responsable : Groupe de
 Propriétaire : Groupe
 Service : Groupe de

Gamme Actif : 11430 Centrifugal Pump
 100GPM/60FT HD Emplacement : BR430 Condensate Return Pump-
 Centrifugal/100GPM/60FT HD

Compte rendu des articles

ID Tâche	Article	Description	Magasin	Qté	Coût unitaire	Coût ligne
	11453	Seal, Mechanical, Self Aligning- 1 In ID	BR430	1	£129.00	£129.00
Articles totaux effectifs :						£129.00

Pourquoi IBM Tivoli Asset Management ?

Upgradeability

Configuration information is stored in meta data to readily upgrade from one version to the next.

Unified Platform

The MRO / Maximo platform combines asset management and service desk function in one environment.

Ease of Configuration

Built-in configuration tools allow for easy, on the fly changes to UI, workflows, processes, reports.

IT and Corporate Service Desk

All critical assets that drive the business – IT and non-IT – are managed through the same service desk.

Leading, standards-based technology

Web-architected platform built on J2EE with advanced business process management; based on SOA, web services and XML.

Breadth of IT Service Management offering

IBM offers full breadth of end-to-end asset and service management solutions that operate on a common web services infrastructure.



En Conclusion

- La Plate-forme IBM Service Management répond aux besoins ITIL
 - Service Support
 - Service Delivery
- Est un environnement parfaitement homogène
 - Pour la gestion du Centre de Services
 - Et la gestion des actifs
- S'appuie sur les dernières technologies
- Flexible et facilement paramétrable
- S'adapte aussi bien aux petites et grandes entreprises
- Kit de démarrage délivré par nos équipes Services



Questions

