

Capitalize On The Power Of An IBM Solution

Leverage Tivoli Solutions For Chargeback Practices In A Dynamic Infrastructure

IT Accounting In A Dynamic Infrastructure

How do we charge back for IT service in a virtualized environment?



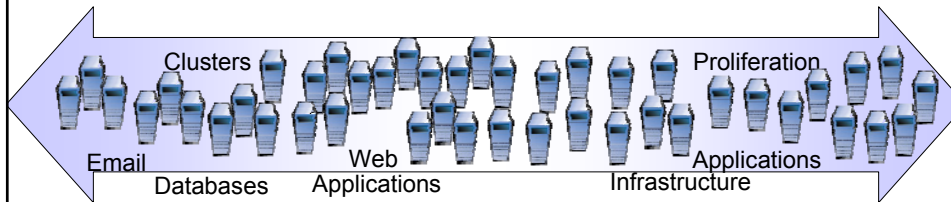
Data Center Manager

Tivoli Usage and Accounting Manager can track actual costs and charge departments.



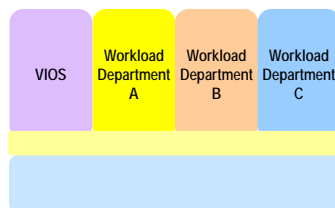
IBM

Traditional Accounting For Dedicated Servers



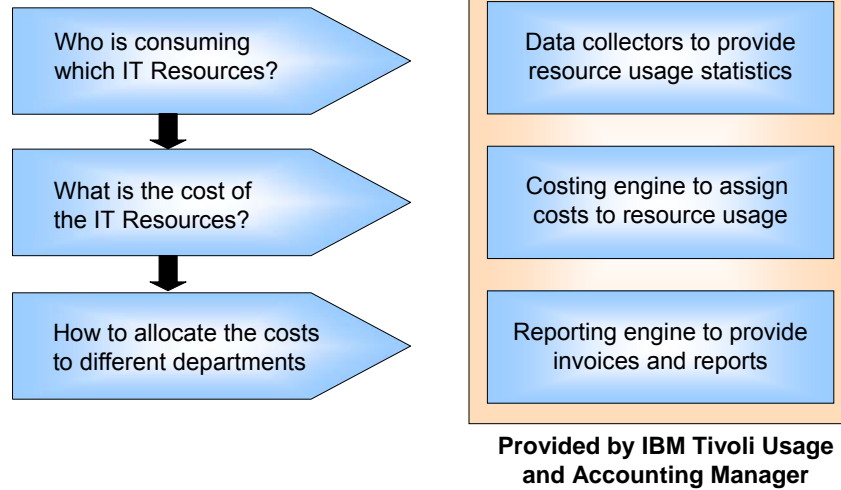
- Accounting is simplistic
 - ▶ One application = one server = one client that pays
- Systems are underutilized
 - ▶ Hidden costs are difficult to track
 - Excess hardware, software, labor, power, etc.

Accounting In A Virtualized Environment



- How to allocate costs fairly?
- How to prove that the resources were used?
- Need actual usage data for accurate accounting!
 - ▶ Virtualized resources

The Department That Uses The Resources Should Pay The Allocated Costs

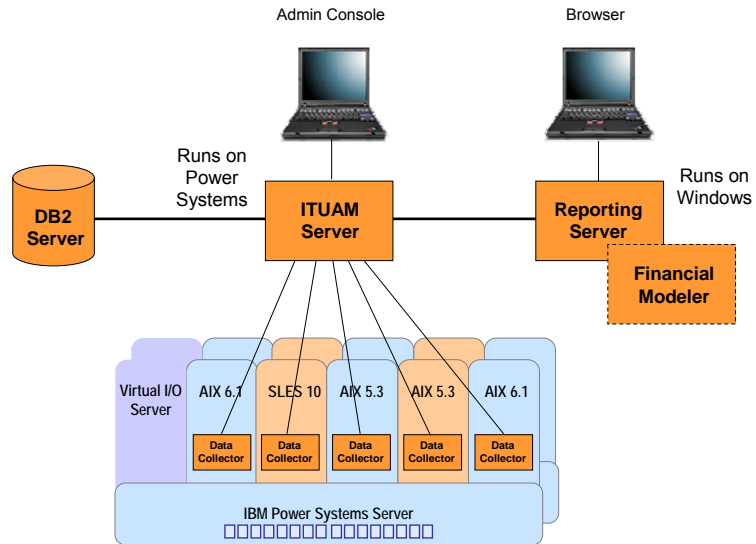


IBM Tivoli Usage And Accounting Manager (TUAM)

- Resource usage data collectors
 - ▶ Collectors are available for operating systems, middleware and applications
 - ▶ Uses native utilities to collect and forward usage information
 - ▶ Physical or virtual resources
- Costing engine
 - ▶ Assigns cost equal to usage multiplied by the calculated rate
- Reporting engine
 - ▶ Creates invoices and reports

Neither Oracle, Hewlett Packard, nor Microsoft have this capability.

IBM Tivoli Usage And Accounting Manager



IBM Has A Comprehensive Set Of Collectors

Collectors for ITUAM			
ITUAM Base Collector Pack	<ul style="list-style-type: none"> Windows Server Linux AIX Solaris HP-UX 	<ul style="list-style-type: none"> RedHat SuSE IBM i z/VM 	<ul style="list-style-type: none"> VMware Citrix Storage AIX Advanced Accounting Virtual I/O Server
TDS for z/OS Base	<ul style="list-style-type: none"> Mainframe Storage 	<ul style="list-style-type: none"> CICS Print 	<ul style="list-style-type: none"> DB2
ITUAM Enterprise Collector Pack	<ul style="list-style-type: none"> SAP WebSphere DB2 Lotus Notes Cisco Netflow Proxy Servers 	<ul style="list-style-type: none"> Tivoli Storage Manager Apache Oracle Microsoft Exchange Print Veritas Netbackup 	<ul style="list-style-type: none"> TPC for Data IIS SQL Server Sendmail File Transfer Sybase (Windows)
ITUAM Service Offering Extensions	<ul style="list-style-type: none"> ERP Systems Network External Services Internet/Telecom 	<ul style="list-style-type: none"> other Databases Human Resources Operating Systems 	<ul style="list-style-type: none"> 3rd Party Systems Output Devices Storage Sub-systems

Model For IT Accounting In A Consolidated Data Center

- Identify data center monthly costs (fixed and variable) in budget categories and create a charge-back model
- For each budget category:
 1. Measure usage of resources by each business unit
 2. Calculate a rate such that
rate = monthly cost / total usage
 3. Assign costs to each business unit
assigned cost = client usage X rate
- Generate an invoice by totaling assigned costs for each budget category

Example: Determining Monthly Costs

Acquisition (Purchase Costs Recovered over 5 Years)		Environmentals		Maintenance		Staff	
Server	\$145,116	Power	\$4,214	Server	\$33,564	Admins	\$82,889
Network	\$7,664	Space	\$10,271	Network ¹	\$15,357		
Storage	\$19,744			Storage	\$3,949		
Software	\$16,140			Software	\$1,499		
Services	\$67,399						

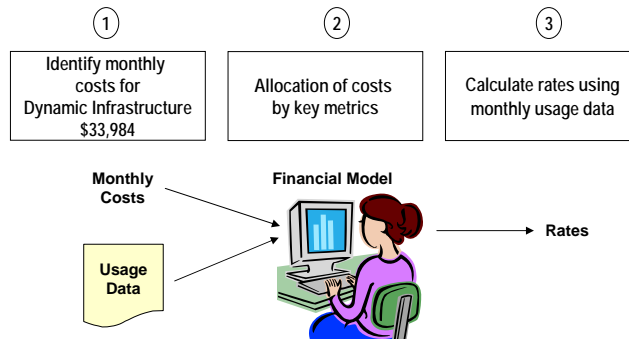
Total Annual Costs = \$407,806

Total Monthly Costs that need to be Charged Back = \$33,984

1. Combined Annual Connectivity Maintenance and Annual Ethernet Network Charges

DEMO: TUAM Financial Modeler Example

Use the "Financial Modeler" tool to calculate the rates required to recover the monthly costs

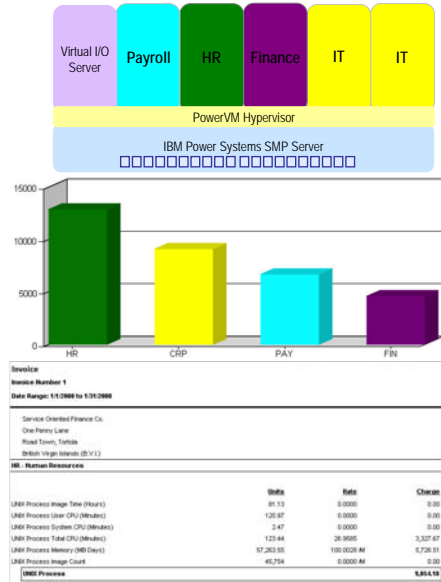


TUAM Reporting Server

- Creates Charge Back reports for departments
 - ▶ View invoices online
 - Drill down for additional detail without assistance
 - ▶ A wide range of reports are provided standard with the product
 - Custom reports can easily be created for specific needs
 - ▶ Export reports to a file
 - Spreadsheets, pdf files, email
 - ▶ Publish reports to the web
 - Report format, spreadsheet, pdf files

DEMO: TUAM Reporting Server Example

- The demonstration system is shared by multiple clients
- The usage report shows how the costs are distributed for the month
- Each invoice shows a breakdown of charges for the month
- The drill-down capability shows specific resource consumption for the month



Summary

Now we have a way to charge for the services we provide!



**Service Oriented Finance
Data Center Manager**

Tivoli Usage and Accounting Manager !



IBM

