



Enhance service delivery and process automation with IBM solutions.



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Overview

The cost and complexity of managing today's IT infrastructures and organizations continue to soar. IT organizations have to find innovative ways to automate and integrate their management solutions, so they can support increasingly complex environments and better align IT with business goals.

To address these challenges, IBM offers a set of process automation solutions, each sharing the IBM Tivoli® Process Automation Platform, an open standards-based, Web-architected Java™ platform that supports an incremental adoption of IBM solutions. With IBM solutions leveraging this platform, organizations can help improve the efficiency and cost-effectiveness of their IT operations, maximize uptime, demonstrate compliance and enhance customer satisfaction through better support and delivery.

Understand today's need for process automation

Doing more with less has become a mantra for today's businesses, and this is especially true for their IT organizations.

On the one hand, IT is constantly being asked to deliver new services and develop innovative service management solutions to help the business meet their goals for revenue and growth. At the same time, IT environments have become increasingly large, complex and diverse. This means that managing what is already in production can consume more IT skills, budget and headcount. In fact, recent surveys report that 70 percent of a company's IT budget is often spent on keeping the lights on for existing operations.*

In many cases, innovation can be realized through process automation across diverse workgroups, departments, environments and platforms. Unfortunately, many organizations are limited by a loosely bundled, poorly automated infrastructure of traditional, labor-intensive point solutions for different critical

Highlights

The Tivoli Process Automation Platform helps IT organizations “do more with less”

activities. Having pursued a “best of breed” approach to point solutions, these organizations can often find themselves with one solution for the service desk, another solution developed in-house for change management, yet another solution for asset management and a separate set of technologies for data center automation. No wonder, then, that IT organizations lack the ability to route work to the right people at the right time, provide proper access to information, improve productivity and reduce costly errors in managing workflow and data integrations.

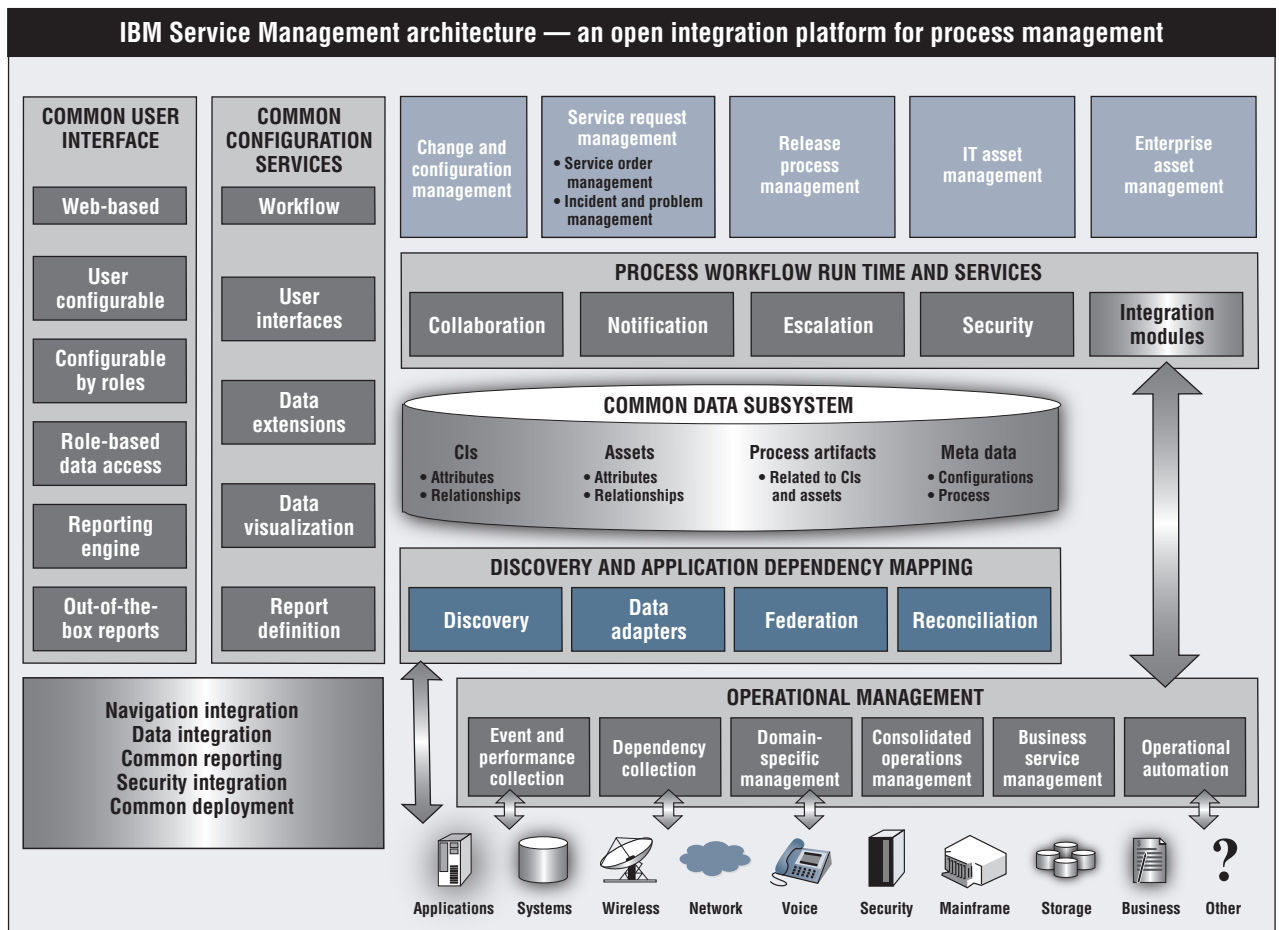
The result? Overhead continues to climb, and innovation is forced to take a backseat to simply running the business.

Discover the Tivoli Process Automation Platform

To help IT organizations “do more with less” through process automation, IBM has built a common process automation platform. The Tivoli Process Automation Platform is not a separately available IBM product. Rather, it is the common aspect of IBM Tivoli Service Request Manager, IBM Tivoli Change and Configuration Management Database (CCMDB), IBM Tivoli Asset Management for IT, IBM Maximo® Asset Management and other IBM solutions. Enabling seamless integration and scalability, this platform provides the ability to:

- Combine asset management and service management in one environment.
- Deliver highly configurable user interfaces, workflow activities and tasks, and data model extensibility.
- Offer a platform with advanced business process management and integration with other Web-based tools.
- Support upgradeability and ease of configuration through simple configuration tools for fast, on-the-fly customizations.
- Offer full, end-to-end management views of all assets that contribute to the delivery of business services, from enterprise assets and facilities to business applications, network components and third-party application environments.

With the incremental implementation of IBM solutions across the Tivoli Process Automation Platform, organizations can avoid the problems and issues often found with poorly integrated, multivendor solutions. Instead, these organizations can develop integrated solutions across diverse environments to help improve the efficiency and effectiveness of service delivery, lower costs, streamline operations and support their IT objectives and business goals in a strategic manner.



Service and asset management share a common platform and set of capabilities.

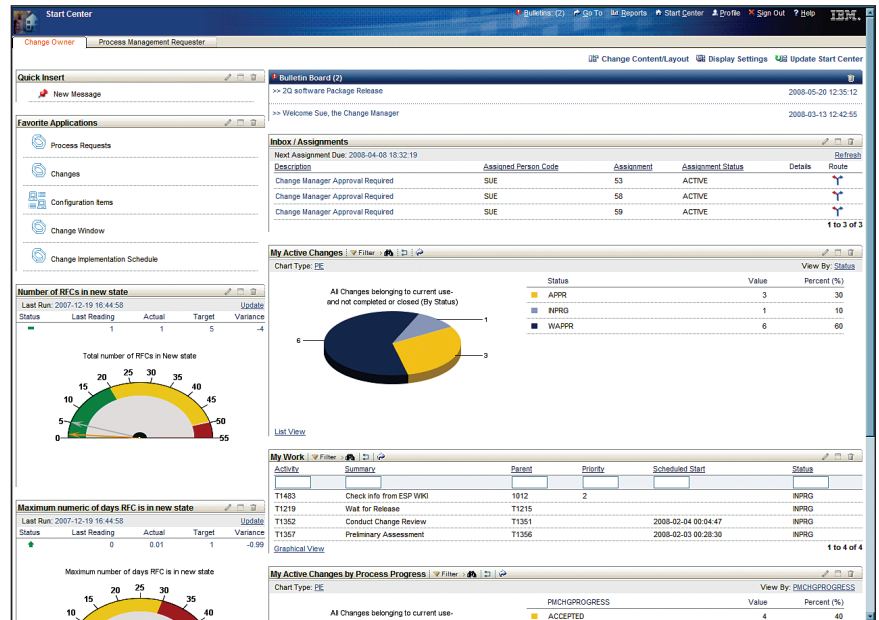
Explore the range of platform components

Let's take a closer look at the Tivoli Process Automation Platform, exploring in greater detail its major components.

User interface

The user interface is Web-architected and user-configurable, helping enhance user productivity and satisfaction by displaying data according to individual needs. Configuration of an individual user's start center can be granted by administrators. If a user is granted this capability, it is simply a matter of a few selections to modify what is displayed on the start center and how it is displayed.

Screens can also be configured by role, enabling business or process owners to help ensure that sensitive data and functions are only available when appropriate. Role-based data access blocks specific data elements or attributes from access, according to the role of the person who is logged on to the tool.



Start center of a change manager

Highlights

Reporting engine

The IBM Tivoli Common Reporting product allows customers to use out-of-the-box reports, customize these reports or create new reports from scratch. Reports can utilize data from several sources, combine the data and produce reports that mix graphics and textual data.

Configuration services

System tailoring performed with the configuration toolset is stored as metadata, allowing a programmed utility to upgrade the user-defined configurations from version to version and from release to release.

Configuration services include:

- Rapid development of new solutions using built-in “code free” tools such as Application Designer, Workflow Designer and Data Configurator.
- Workflows that can be created from scratch or configured to an existing workflow.
- Data extensions that extend the data model with configuration items (CIs) and attributes that are specific to each customer environment.
- Report definition, helping to ensure that reports are upgraded from one release of the product to the next release.

Data subsystem

The data subsystem is a Common Information Model (CIM)-based data model extended to support additional object types and attributes. For example, the data model supports assets and their attributes, CIs and their attributes, and – most importantly – the relationships between all of them. It also maintains relationships among CIs, assets and process artifacts.

A CIM-based data model, the data subsystem extends to support additional object types and attributes

Highlights

A sample of how the data subsystem provides added value might include:

- Generating a history of events that can be used in a number of ways, such as incident analysis, change assessment and audit reporting.
- Performing analytics against the process itself to identify areas where improvements need to be made.
- Quickly analyzing the impact of a CI and whether other items are impacted.

Process workflow run time and services

This capability drives the workflow without the need for special skill sets or extensive IT resources. It starts a workflow template and assigns tasks to the appropriate person or role when it is time to start that task, all the while capturing what is done, who is doing it and when it is being done.

Security is managed from start to finish, helping to ensure that people only see data that is relevant to their role and only perform activities approved for their role.

Integrate Tivoli Change and Configuration Management Database

Working with other IBM solutions that leverage the Tivoli Process Automation Platform, Tivoli CCMDB delivers process workflows and applications for both change and configuration management, along with CI discovery, configuration drift and relationships mapping among the CIs – up to the business services those CIs support.

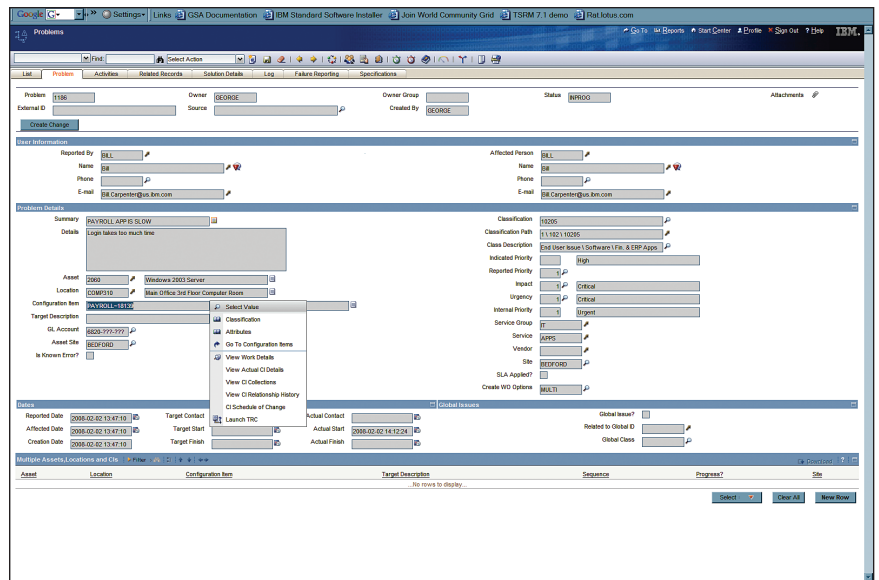
Leverage IBM service request and asset management solutions

Supported by the Tivoli Process Automation Platform, IBM solutions provide full service desk incident and problem management capabilities, as well as asset management.

IBM solutions provide full service desk incident and problem management capabilities

Tivoli Service Request Manager provides:

- Incident and problem management that prioritizes fixing an end user’s problem over performing root-cause analysis. This helps to both increase service levels and improve employee productivity.
 - Service request fulfillment capabilities through service catalog.
 - End-user self-service that includes an easy-to-access, browser-based user interface to the service desk.
 - E-mail listener capabilities that efficiently process inbound e-mails into service requests.
 - Ticket templates that save time by prepopulating with information found in the service request.
 - Searchable solutions for providing quick access to solutions for specific service requests.
- These requests are automatically added to the internal service desk knowledge base.



Resolving a server problem by launching into Tivoli CCMDB from Tivoli Service Request Manager

To effectively manage IT asset life cycles, Tivoli Asset Management for IT can help:

- Control the cost of IT assets with a single solution that tracks and manages hardware, software and related information throughout their life cycle.
- Optimize IT asset utilization and IT service levels.
- Closely align IT with business requirements through IT asset cost and usage information.
- Reduce IT asset costs by redeploying underutilized assets and avoiding software overlicensing.

The benefits of all these solutions can be multiplied by their integration through the Tivoli Process Automation Platform. When Tivoli Asset Management for IT draws on service desk information collected by Tivoli Service Request Manager, organizations can gain greater visibility into the frequency and nature of IT asset incidents and failures. IT can streamline operation of the service desk and reduce the costs associated with service request handling and incident/problem resolution.

In addition, Maximo Asset Management provides asset life-cycle management for enterprise assets such as production equipment, fleets and facilities. This enables the development of end-to-end programs for preventive, predictive, routine and unplanned maintenance. The solution can also help organizations effectively manage vendor contracts and plan their inventory to meet maintenance demand in a cost-effective manner.

Conclusion

Supporting a range of IBM solutions, the Tivoli Process Automation Platform can deliver:

- Improved visibility across organizational disciplines through a shared view of the infrastructure and the activities required to deliver or restore services.
- Reduced total cost of ownership associated with installation, integration, daily operation and automation to other operational management products.
- Faster time to value through reduced training costs.
- A consolidated platform to manage all asset classes throughout their life cycle.
- Rapid development of new solutions through the use of powerful development tools.
- Configurability of workflows, data and user interfaces based on specific needs.
- Ease of database configuration and extension to meet custom requirements.
- Out-of-the-box integration of service management and asset management functions to seamlessly execute cross-domain process activities.

With the Tivoli Process Automation Platform, organizations can leverage and multiply the benefits from a range of IBM offerings. The result can be a powerful solution designed to help automate, integrate and enhance service delivery across the enterprise, now and in the years ahead.

For more information

To learn more about IBM Service Management solutions for service delivery and process automation, contact your IBM representative or IBM Business Partner, or visit ibm.com/itsolutions/servicemanagement

About IBM Service Management

IBM Service Management helps organizations deliver quality service that is effectively managed, continuous and secure for users, customers and partners. Organizations of every size can leverage IBM services, software and hardware to plan, execute and manage initiatives for service and asset management, security and business resilience. Flexible, modular offerings span business management, IT development and IT operations and draw on extensive customer experience, best practices and open standards-based technology. IBM acts as a strategic partner to help customers implement the right solutions to achieve rapid business results and accelerate business growth.



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*Gartner Research, "U.S. IT Spending and Staffing Survey," March 5, 2007.