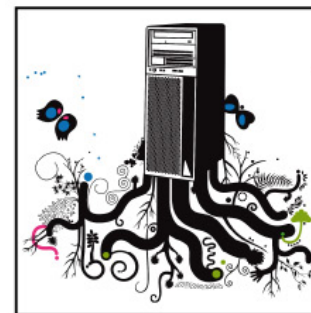
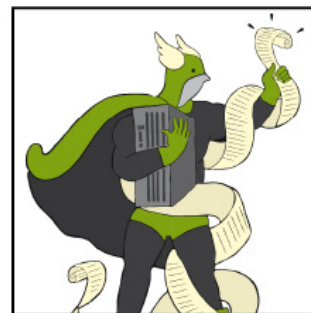
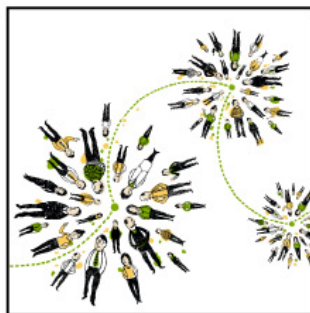
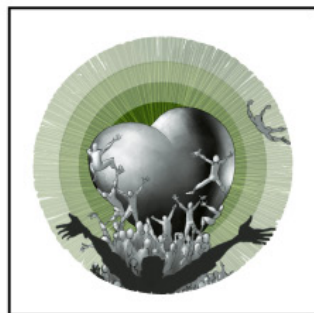




**IBM SOFTWARELAND 2009.  
SOLUZIONI INTELLIGENTI  
PER PROSPETTIVE  
CHE CAMBIANO.**

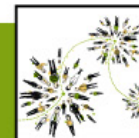


Marco Celon

Incrementare il valore di business focalizzando il Service Management e l'IT su "Cosa importa di più"

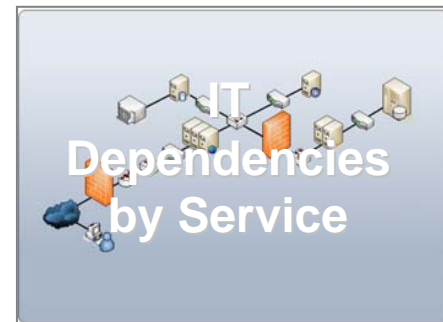
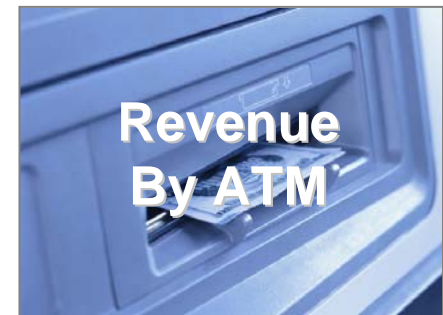
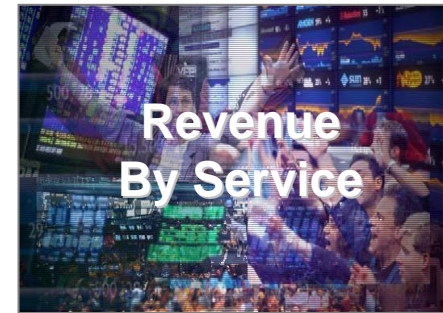
## AGENDA

- Il Contesto del Service Management
- Il ruolo del BSM
- L'integrazione delle informazione nel BSM
- Le soluzioni Tivoli
- Domande



## Contesto: Ricavi & Qualità

- Quali sono i miei servizi di business top, processi & transazioni intermini di ricavi o produttività?
  - Collegamento al cliente ed ai ricavi
  - Produttività per l'utente finale
- Quali sono le aspettative e gli impegni in relazione alla qualità del servizio?
  - Disponibilità, Performance , Integrità
  - SLA interni ed esterni
  - Collegamento dell'infrastruttura ai problemi di qualità del servizio
  - Investimenti richiesti per garantire la qualità del servizio



## Contesto: Costi & Compliance

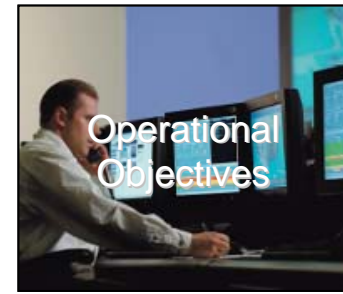
- Quanto costa fornirli?
  - Tecnologia – hardware, software, servizi
  - Personale – deploying & manutenzione
  - Utilizzo – LoB, clienti, etc
  - Power – energia, condizionamento, etc.
- Sono presenti dei vincoli legislativi o di compliance che devono guidare la prioritizzazione?
  - Possono i problemi, sulla qualità dei servizi di business, impattare gli azionisti?
    - SOX
    - Basilea II
  - Impatti della sicurezza sugli azionisti, investitori, utenti



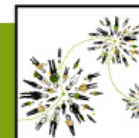
## Il Ruolo del Business Service Management

Il Bsm è un approccio top down all'IT service management che inizia e si focalizza intorno all'abilità delle Operations IT di misurare e migliorare in continuazione l'erogazione a fronte di obiettivi operazionali e di business, allo scopo di prioritizzare e massimizzare l'impatto positivo degli investimenti IT sul business stesso.

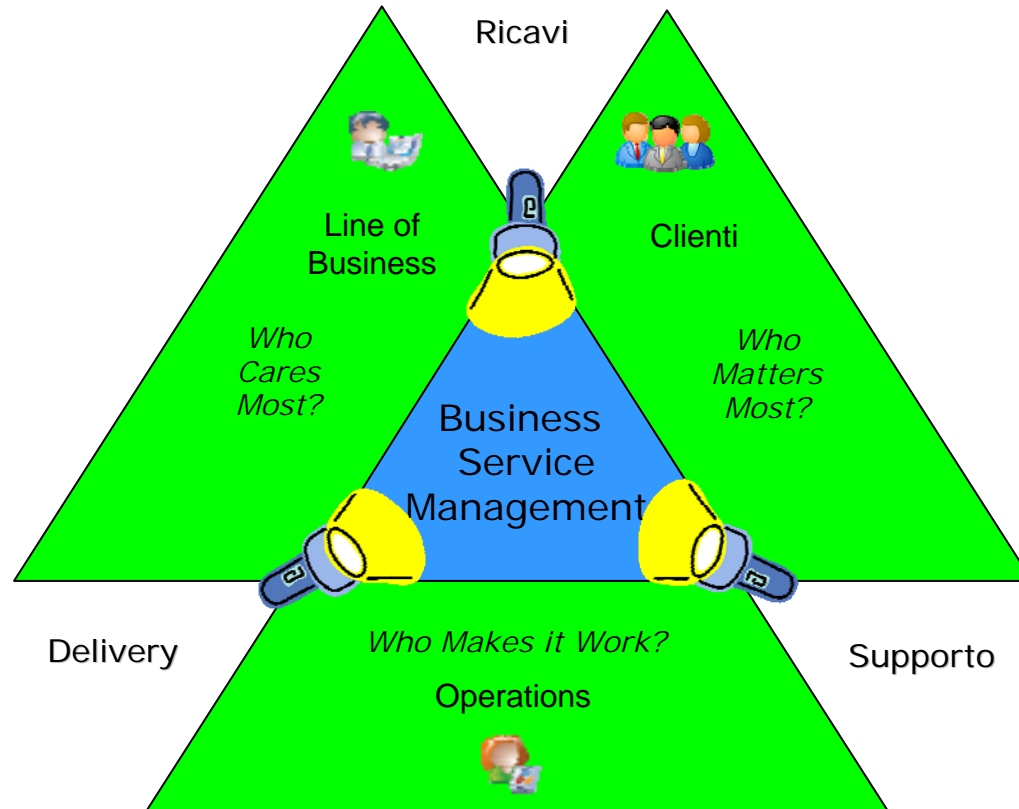
Incrementare la Visibilità ed il valore dell'IT



Supportare l'allineamento al business



## Capire “Cosa importa di più”



## Business Service Dashboard: Visibilità e contesto integrati

Dashboards basate su ruolo/utente

- LoB, Operations Mgmt, Operatori.
- Condivisione e customizzazione di contenuto comune
- Launch in context views & automazioni.
- Realtime & Historical reporting basato su KPIs, eventi e performance.
- Supporto Web & Mobile

Visibilità su:

- Servizi, Processi, Transazioni
- Distribuito, Mainframe
- SOA & Virtualization

The screenshot shows the Tivoli Business Service Dashboard interface. It features several key components:

- Service Tree:** A hierarchical view of services and their status. It includes a table with columns for State, Time, and Events.
- Service Maps:** A map of the United States showing service locations and connections.
- Urgent Services:** A list of services with critical status indicators (red exclamation marks) and their last changed times.
- Service Model:** A diagram showing the relationships between different services and components.
- Event Summary:** A summary of events categorized by status (All Events, Assigned, Escalated, Unack'd, Maintenance, Tickets) with associated counts and bar charts.
- Mobile Access:** A mobile phone icon indicating that the dashboard is accessible via mobile devices.

Callouts in blue speech bubbles identify these components: Service Tree, Service Maps, Urgent Services, Service Model, Event Summary, and Mobile Access.



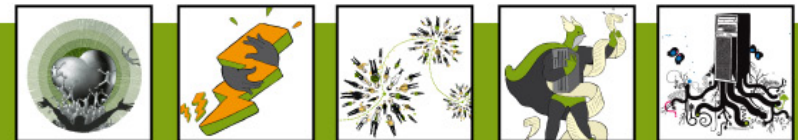
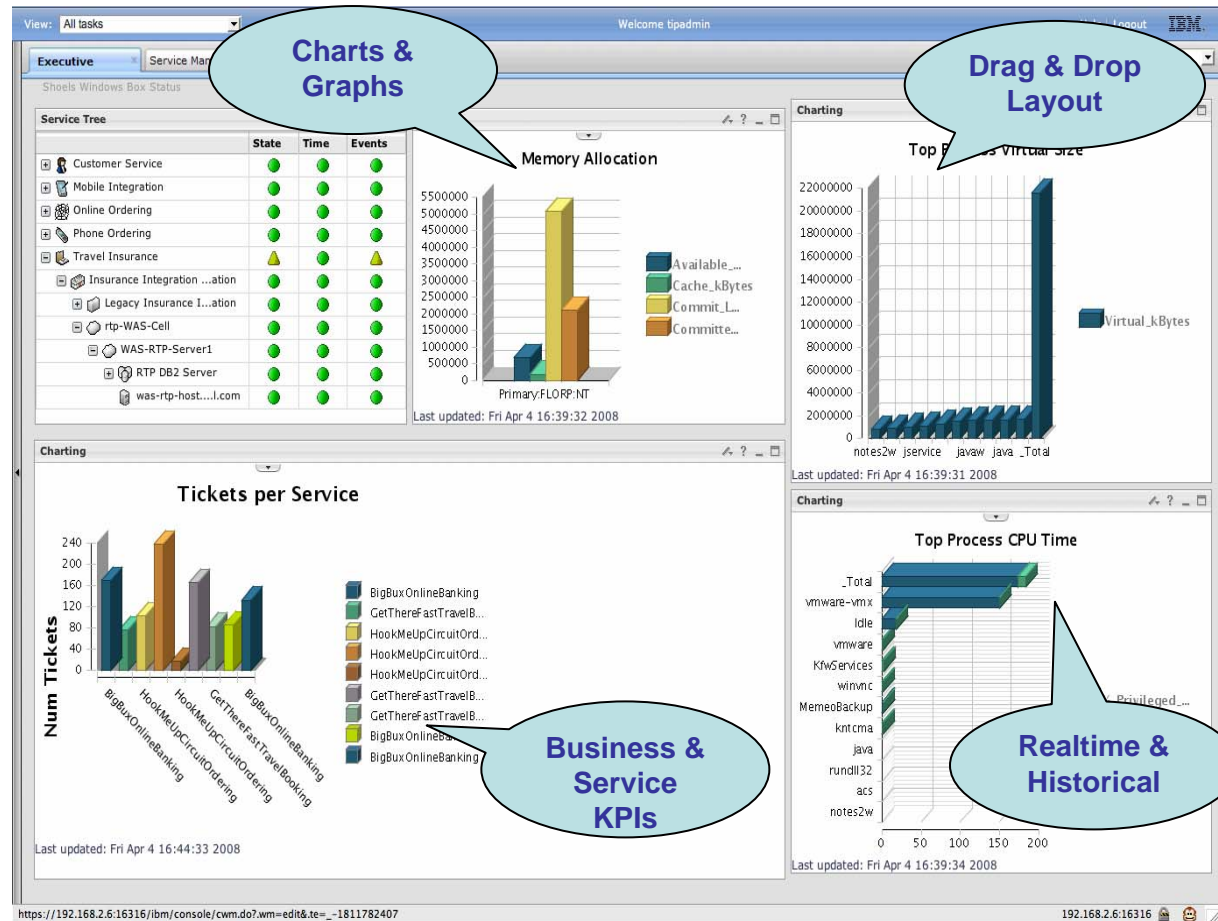
## Business Service Dashboard: Visibilità e contesto integrati

Tools comuni per

- Visualizzazione
- Navigazione
- Autenticazione
- Automazione
- Data warehouse

Reportistica Real-time & Historical

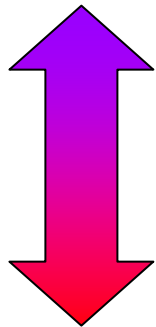
- Out of the box reports
- Costi
- Serie Temporal
- SLAs
- Launch in-context dalla dashboard





## Integrando business ed IT management

Tivoli. software



WebSphere

Application Transaction Summary

Application	Status	Transactions	Trans/Sec	Trans SLA	Errors	Error SLA	Pending \$	Pending SLA
Bill Payment	■	1232	0.43	4	1	5	\$5,034	\$43,912
Money Transfer	■	14	0.53	4	5	10	\$0	\$0
Check Reorder	■	869	2.23	3	3	10	\$435	\$1,435
Online Brokerage	▲	45	1.9	0.9	3	3	\$4,532	\$3,750
Check Image	■	32	0.77	4	2	10	NA	NA
Account Activity	■	203	1.45	2	2	10	NA	NA

Transaction Health	Status	Trend	Value	Target
<a href="#">Transactions - Daily Total</a>	■	⬆️	45	<.30
<a href="#">Transactions per Sec</a>	■	⬆️	1.9	>.9
<a href="#">Transaction Errors</a>	■	⬆️	3	< 3
<a href="#">Transactions Pending</a>	■	⬆️	4.532	> 3.750



## Integrando Ambienti SOA

The screenshot displays the Tivoli Service Manager interface. On the left, the 'Service Tree' shows a hierarchy starting with 'StockTrader', which includes 'OnlineTrade', 'Databases', 'TradeApp', and 'TradeApp Servlet'. Below this are 'Recent Performance History' and 'Revenue by City' charts. The 'Recent Performance History' chart shows 'Quality' over time for 'StockTrader'. The 'Revenue by City' chart shows 'Finance' (Dollars, Growth, Profit) for 'Boston', 'New York', 'Chicago', 'Miami', and 'Los Angeles'. The main 'Service View' shows a tree of services with a red star indicating an issue. The 'Operation Flow' diagram shows a sequence: 'lookupCustomerclient' (0/-1) -> 'lookupCustomer' (0/-1) -> 'getFromCICSService' (0/-1) -> 'lookupCustomerices'.

Identificazione rapida degli impatti di business basata su regole di processo e di transazione SOA

Segnalazione della Root-Cause impattante

Visualizzazione dei dettagli e dei flussi operazionali



## Integrando Ambienti Virtualizzati

The screenshot displays the Tivoli Service Manager interface. On the left, there are three 'Service Tree' panels. The top panel shows a hierarchy of services including Custom, Customers, EHR Systems, Home Banking, Seibel, Data Utility, Oracle, SQLServer, and various LPARs on pSers. The middle panel shows a detailed view of pServer P455-1 and its LPARs. The bottom panel shows a view of x86 3950-1 and its VMs. The main 'Service View' area shows a diagram with nodes for 'WAM Intel Utility', 'WAM\_Intel\_Utility\_Frame', and 'WAM\_VMWare\_Image', connected to physical servers (x86 3950-1, x86 3950-2) and virtual machines (VM 1 on x86 3950-1, VM 2 on x86 3950-1, VM 1 on x86 3950-2, VM 2 on x86 3950-2). At the bottom, the 'Service Details' table is visible.

Node	Summary	AlertKey	Class	Manager
EHR1 SQL	Average SQL Query time Huge	WAM_SQLServer	Default Class	
EHR1 SQL	Average SQL Query time accceptabl	WAM_SQLServer	Default Class	
EHR1 SQL	Average SQL Query time accceptabl	WAM_SQLServer	Default Class	

Visualizzazione delle partizioni logiche e fisiche su Unix, incluse LPARs su Mainframe

Visualizzazione di macchine fisiche e virtuali incluso lo stato da VMWare

Priorizzazione operativa basata su politiche di Root-Cause



# IBM SOFTWARELAND 2009.



## Integrando le informazioni distribuite

Collezionamento Dati da ogni fonte IBM & 3rd Party: Databases, Flat Files, Message Busses, SOA, CMDBs...

**Dettagli Configuration**

**Dettagli Change**

**Dettagli Contatto**

Launch in context ed automazioni/triggers in context.

**Knowledge Library**

Accesso a Knowledge Libraries, Trouble Tickets, Config, Details ed altro.

**Eventi od Incidenti**

The screenshot shows the IBM SoftwareLand 2009 interface with the following panels and data:

- Configuration Management:** Table with columns Server, Type, Purpose, Application. Row: d02rdb108, Pseries, DB2, CCE.
- Change Management:** Table with columns Recent Changes, Risk, Status. Rows: 848981 (Medium), 848324 (High).
- Knowledge Library:** Table with columns ManageNow Number, Service Impact, Command Center, Customer. Row: 29762127, SORT (Sales out Reporting and Tracking) application: b03edrdb001 ("STAGE" db2 server). the DPROP processes that are down are called EVENTAPPLY and RPT\_APPLY2, Poughkeepsie, AHE IBM S&D.
- Events:** Table with columns Node, Summary, Tally, Severity, Customer, LastOccurrence. Rows include: d02rdb108.southbury.ibm.com (DVC Failed - Pings Complete: Timed out), Application:DB2:d02rdb108.southbury.ibm.com (Event based service down), Application:DB2:d02rdb108.southbury.ibm.com (Host child (d02rdb108.southbury.ibm.com) is Bad), Application:DB2:d02rdb108.southbury.ibm.com (Overall Attribute of DB2:d02rdb108.southbury.ibm.com is Bad).

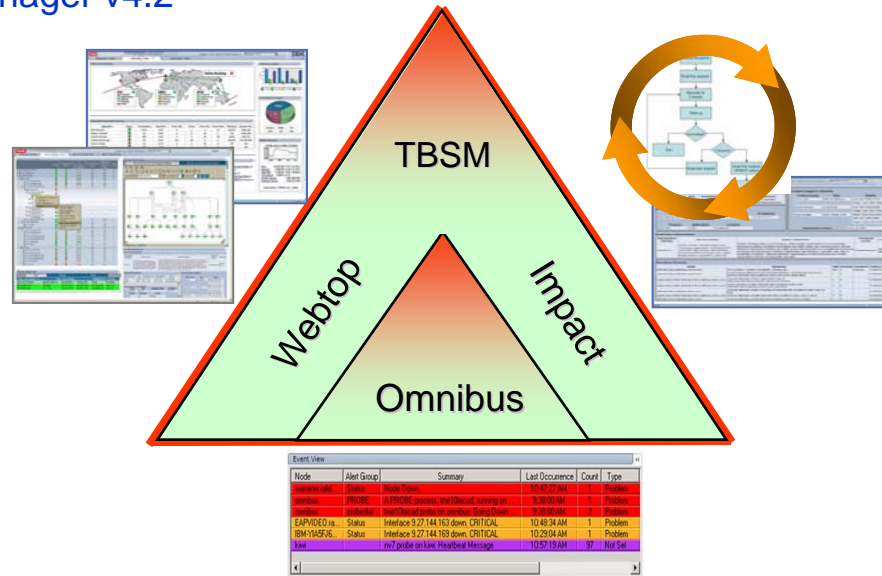


## Business Service Management con IBM Tivoli

### Ottimizzazione IT ed Analisi Impatto Servizio

Tivoli Business Service Manager v4.2

- ✓ Scalability +144%
- ✓ Nuova architettura modulare
- ✓ Valore aggiunto Systemi Z
- ✓ Unica interfaccia Tivoli con TIP e TCR



### Automazioni IT e Service Correlation

Tivoli Netcool/Impact v5.1

- ✓ Plug-in engine per gli altri prodotti Tivoli
- ✓ Capacità di processo migliorate: +350% stesso hardware!
- ✓ Riduzione dei costi IT tramite una "RunBook" di automazioni già presenti.

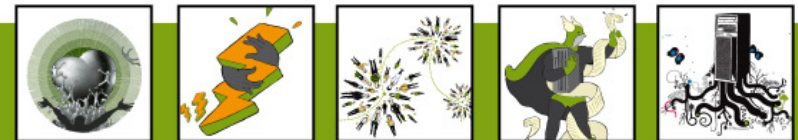
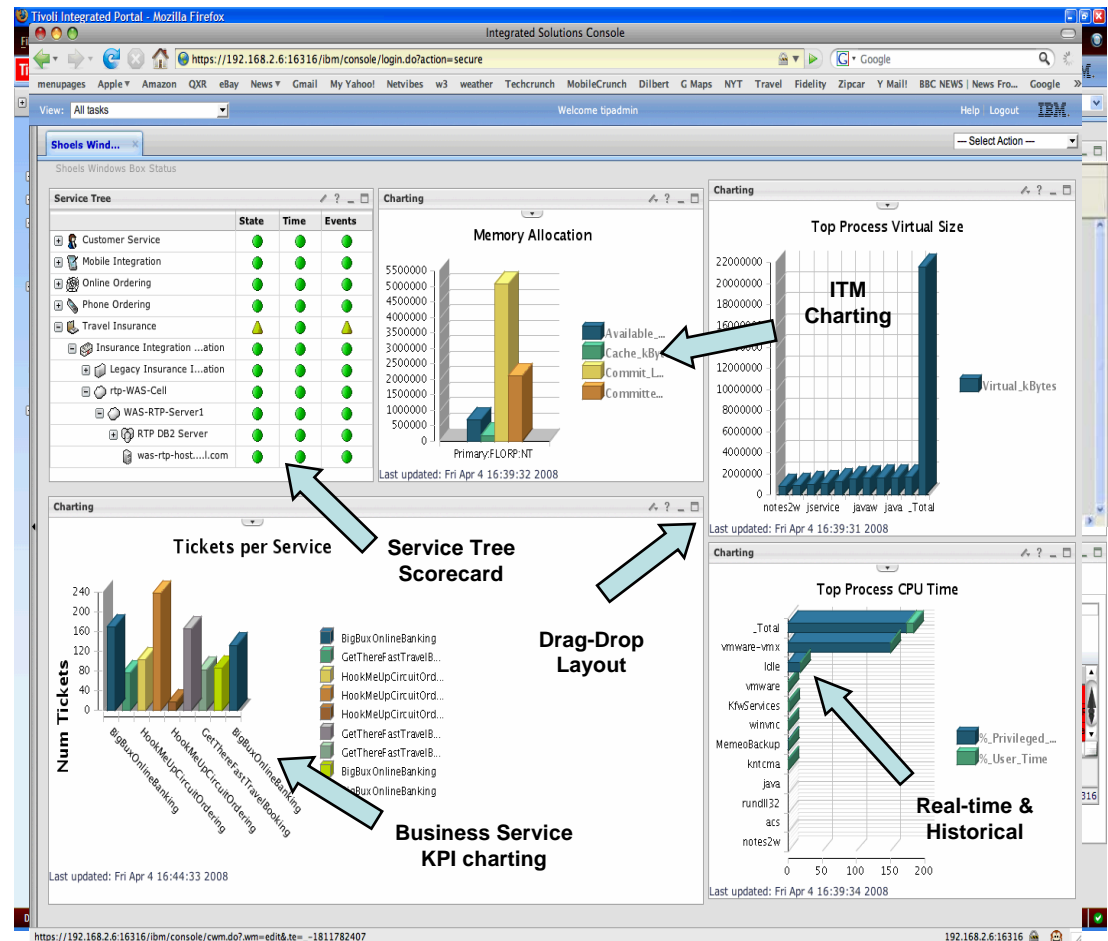
### Semplificazione IT - Manager of Managers: Tivoli Netcool/OMNibus v7.2.1

- ✓ Riduzione del TCO, Ampio supporto di tecnologie ed integrazioni
- ✓ Unico strumento Tivoli con TIP e TCR per l'Event Management
- ✓ Espansione alle piattaforme z/Linux and 32-bit/64-bit



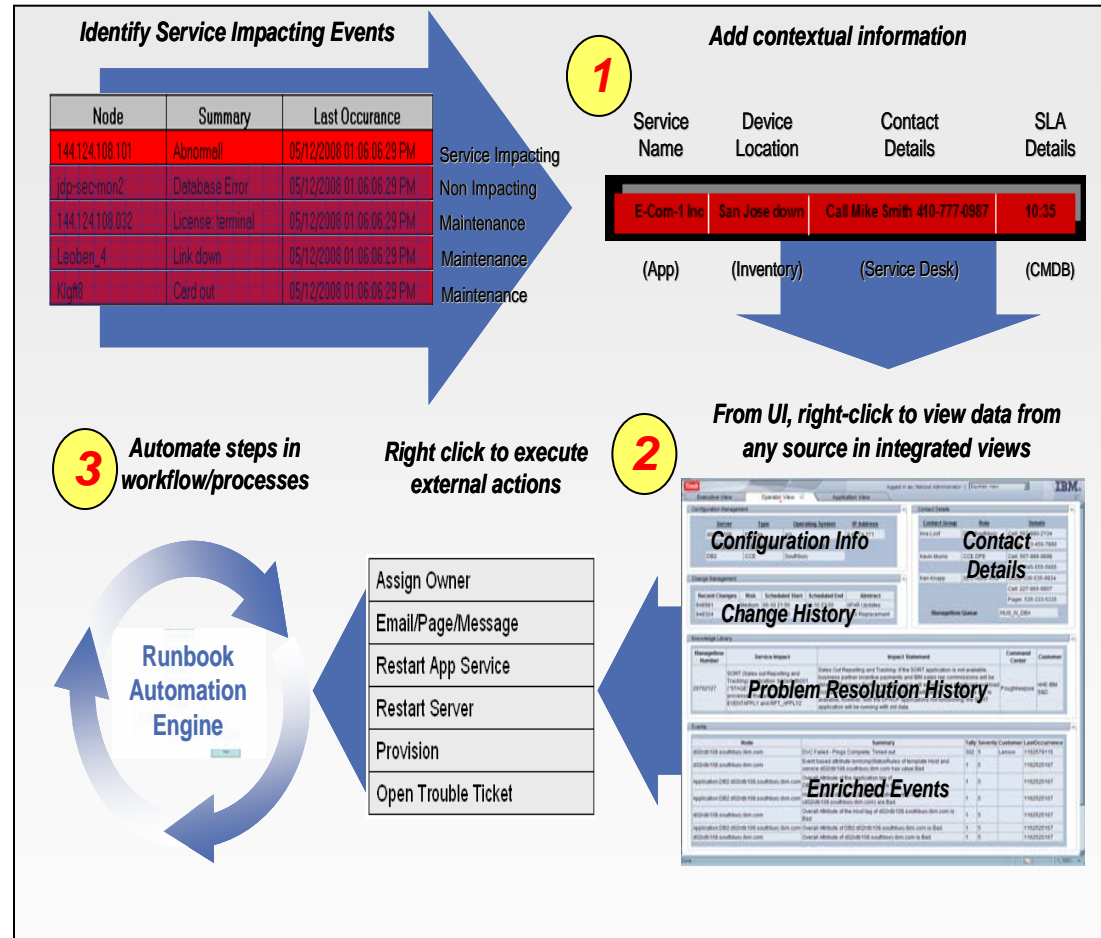
## Tivoli Business Service Manager 4.2

- **Unified visibility and control for end-to-end service mgmt.**
  - Same look, Same access, Same service – different resources
- **Aligns business owner and IT staff priorities**
  - Service Intelligence – KPI analytics, SLA tracking, Real-time and Historical services
- **Optimizes IT costs through simplicity, relevance, usability**
  - Service affecting events prioritized by business severity
  - Drag/drop interface to assemble data to derive new meaning
- **TBSM v4.2 - Highlights:**
  - TIP-based UI provides Web 2.0 interface across many data sets
  - Advanced scalability, security compliance, and architecture deployment options (server split)
  - Deep System Z management, discovery, and transaction support.



## Tivoli Netcool/Impact 5.1

- 1 Speeds mean-time-to-resolution**
    - Context-driven Correlation: across applications and equipment
  - 2 Improves decision-making, staff effectiveness**
    - Context-driven Intelligence - disparate information in single, interactive view
  - 3 Maximizes operational staff productivity**
    - Context-driven Automation: trigger or automate workflow actions
- **Netcool/Impact v5.1 - Highlights:**
    - AJAX UI providing faster “time to action”, staff effectiveness
    - Easy automated actions and integrations with Web Services
    - Automatic self-tuning providing 3.5x faster with same hardware and increased ROI



## Tivoli Netcool Omnibus 7.2.1

### Maximize Service Availability

- Leverage hundreds of out-of-the-box integrations, with included domain intelligent event reduction rules, to monitor end-to-end infrastructure status and health.

### Reduce Operational Costs.

- Consolidate NOCs, tools and management sources into a single pane-of-glass and integrated management infrastructure.

### Improve Staff Productivity.

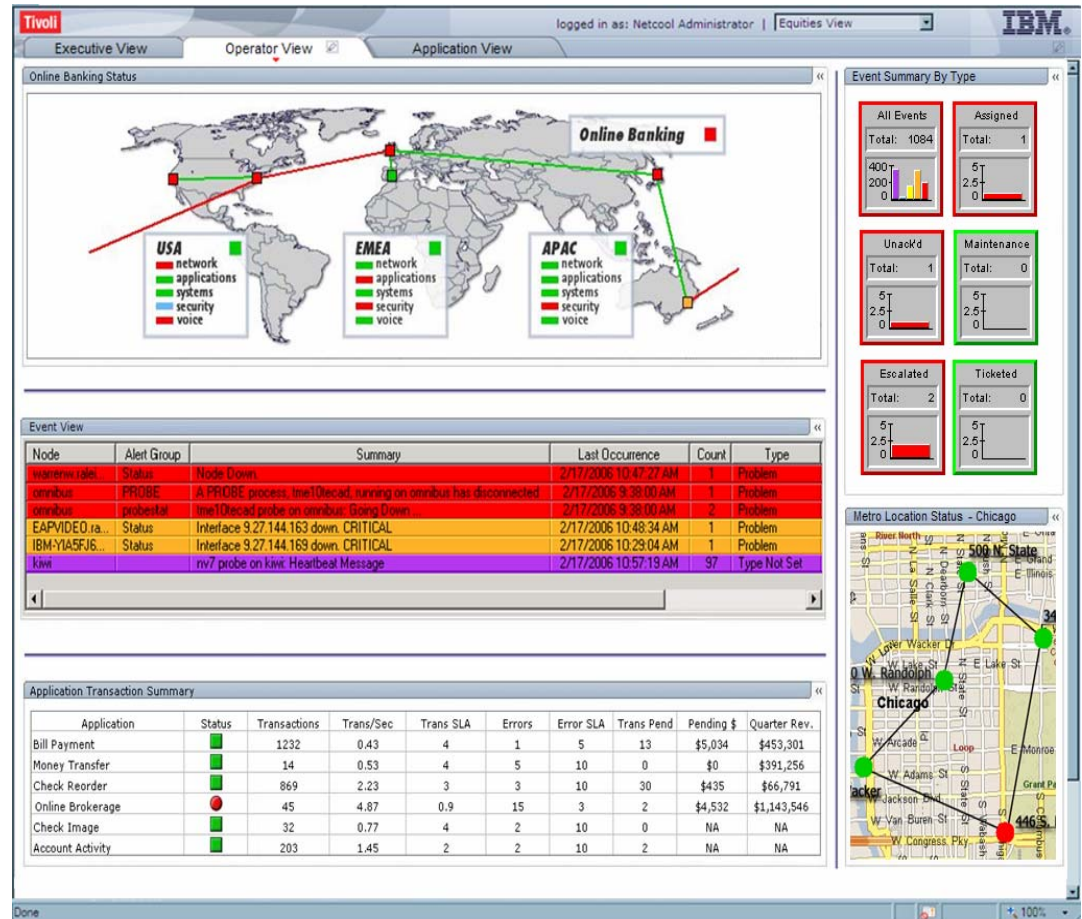
- Utilize normalization, de-duplication, aggregation, correlation capabilities, as well as time, device, and service based event reductions.

### Minimize human intervention.

- Exchange information between peer systems and automate maintenance actions and procedures.

### Increase Confidence.

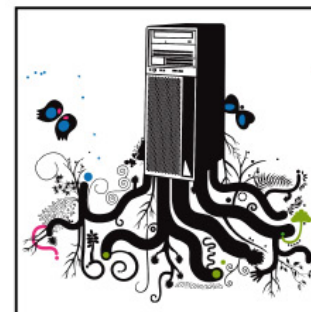
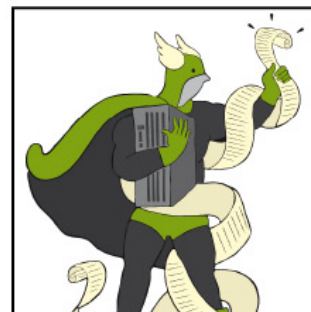
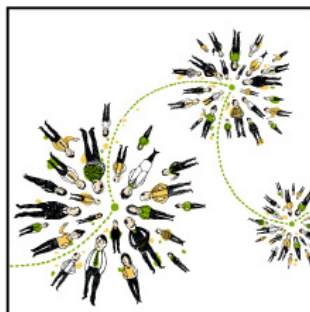
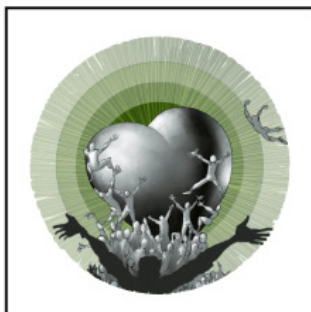
- Leverage proven availability and reliability, with trusted system redundancy, failover and security.







**IBM SOFTWARELAND 2009.  
SOLUZIONI INTELLIGENTI  
PER PROSPETTIVE  
CHE CAMBIANO.**



Domande ?

GRAZIE!