

**2002 Tivoli Spring Product Launch/Consolidation  
Announcement Channel Questions and Answers  
Master List**

April 9, 2002

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## General Announcement

**Note: For more information about the Tivoli product family, please visit**  
<http://www.tivoli.com/products/>

### **Could you summarize the announcement for me?**

Tivoli is changing the game of Systems Management to deliver Business Impact Management

This launch demonstrates 3 things:

- 1) That we're delivering on the original promise of IT management. That we're delivering products that focus on customer ROI and rapid time to value and that align IT with business priorities.
- 2) That we're providing a clear and measurable path to the efficient business management of IT.
- 3) And that we are a viable partner with whom to do business. We've re-gained our market momentum and that momentum will enable us to further deliver meaningful value to our customers.

### **What products is Tivoli announcing?**

We're announcing 4 new products, 32 enhanced products and 1 new technology.

The new products are

- IBM Tivoli Identity Manager
- IBM Tivoli Configuration Manager
- IBM Tivoli Switch Analyzer
- IBM Tivoli Service Level Advisor

The new technology is

Tivoli Enterprise Data Warehouse

### **Why is this product consolidation good for Business Partners?**

The Portfolio consolidation results in materially fewer part numbers without a reduction in product function available. In addition, prices have been set to offer access to more accounts.

### **What are the benefits to Business Partners of the new pricing model?**

The new model is simpler in that a transition to Tivoli Management Points is no longer required for most products, and the fact that the per-processor pricing is the same for WinTel and UNIX/RISC for all products announced and for z-Series for many of the products.

### **Is certification still required to sell Tivoli software in the various Tivoli software categories?**

With the exception of storage products, all Tivoli software is now in open distribution. This statement means that there remains only one Tivoli software category--Tivoli Storage (TST). There are no certification requirements for those products in open distribution.

**Do the changes affect the way Business Partners quote and write proposals?**

Yes, since licensing is based on the number of processors installed in a server for most products, rather than tiered servers via Tivoli Management Points. The price levels and models established with the new portfolio are designed to work well in both the SMB and Enterprise spaces. We will however still be using the same process for quotations and proposals using the Worldwide Price Book and Quick Quoter (replaced with the IBM Tivoli Price Estimator). For queries concerning specific quotations please contact your local BPSM.

**How long are current proposals going to be honoured?**

The offerings under the Value-Based Pricing offering which have been replaced with this announcement will no longer be available for sale after 9th May 2002 for most products, and 23rd May for the Storage offerings.

**What is Business Impact Management?**

Business Impact Management is the alignment of IT management with business process & priorities to allow for proactive management based on business applications and policies rather than simply pieces of technology.

To a CEO, that delivers greater return on investment and ultimately greater net profit because IT processes are better aligned with business objectives.

To a CIO, that means delivering on their promise of business continuity and applications availability that reduces costs due to unplanned downtime or lost customers due to an application failure. Business Impact Management means that IT is focused on ensuring that the right people and applications, achieve the right access, to the right business support systems, in an appropriate and timely manner.

**Example 1 – Line-of-business service management for reduced cost from downtime of critical applications**

- To be responsive to the business' priorities, you need to view and manage your IT resources in the same way your organization is run, rather than the way it's technically assembled. What used to be server, network and application horizontal views, can now be seen and managed from a line of business vertical view as well as across an employee's life cycle (identity management). This vertical view and life cycle view, allow you to manage the "service" offered rather than your individual point resources.

**Example 2 – Proactive Management yields higher ROI from IT investments due to fewer unplanned outages that would impact your business operations**

- Rather than just the traditional IT operation of reacting to a problem after it happens, Tivoli's new data warehousing core services can help you predict problems before they happen. It allows you to track and analyze the data around these events enabling you to make sound business decisions about your future technology needs. The science of autonomic computing makes your systems more self-healing, self-protecting, self-optimizing, and self-configuring, enabling you to focus on the big picture. Autonomic computing is enabling Tivoli to deliver on the promise of Business Impact Management, which in turn gives you the opportunity to finally leverage your resources to drive your business to greater heights

**What's your position on Autonomic Computing?**

Many of our products deliver capabilities using the science of Autonomic Computing. For example, Risk Manager, or Tivoli Monitoring (with automated cure capability). In fact, our analysis shows that a huge amount of our solution already provides key self-aware, self-managing capabilities. Autonomic Computing and Business Impact Management are the two areas where we are setting the pace. By the way, autonomic not only supports BIM, it also strengthens our current management solutions against the competition

**What does autonomic computing (self managing), best practices and auto-cures mean? Can you give me an example?**

If a database cannot write a record, a best practice is to check to see if the database management system is up and also to see if the disk is full. If the disk is full, then a cure would be to delete temp files to free up space on the disk to solve the problem.

**What is your position on Eliza?**

eLiza is an IBM hardware, software and services initiative with the goal of reducing the cost and complexity of e-business infrastructure management. IBM will achieve this vision through the delivery of technologies that provide self-configuring, self-optimizing, self-protecting and self-healing capabilities across its portfolio.

Tivoli software provides the systems management component of the eLiza initiative. Tivoli software enables customers to manage IT investments in the context of their business processes, thereby increasing the value of the e-business infrastructure as a whole. Tivoli software manages all the components of an e-business - including web and host applications, and other elements of a complex, heterogeneous hardware and software environment.

**Where does Tivoli stand on adoption of the IT Infrastructure Library?**

The capabilities provided by Tivoli products continue to support key aspects of the best practices prescribed by IT Infrastructure Library.

Since ITIL is a process-based methodology, there is no formal standards body to test any tools that can be used to support ITIL processes. Any tool that works with an ITIL process can be said to be "ITIL compliant".

Some Tivoli examples:

1. Tivoli Enterprise Data Warehouse holds information needed by all 10 IT Service Management processes.
2. Our Performance and Availability products automate the identification, diagnosis, resolution and recovery of well know incidents by incorporating best practices into Resource Models. This functionality is key to the ITIL Incident Management process. The goal of this process is to: "to restore normal service operation as quickly as possible with minimum disruption to the business, thus ensuring that the best achievable levels of availability and services are maintained."
3. IBM Tivoli Storage Manager delivers functionality that cuts across several of the ITIL disciplines where it has a direct influence, specifically Business Continuity, Availability Management and Capacity Management.

## Global Systems Integrators (GSIs)

### **If I already have a Tivoli product(s) integrated into my solutions:**

#### **a. How does the repackaging affect my solution?**

The repackaging serves you favorably. You can take advantage of more function with fewer individual offerings with the portfolio simplification.

#### **b. What do I have to do?**

Each solution should be looked at individually and evaluated accordingly. Talk with your Tivoli Sales or Alliance Manager to evaluate the changes to your particular solution.

#### **c. If I have problems, where do I go for help with general information and, or technical support?**

Please use your normal support communication processes.

### **Will there be an updated configuration tool available to GSI's for sales planning?**

Yes. An update to the Quick Quoter will be available on or before the announcement date. This will be available on the PartnerWorld for Software site, under the Tivoli Highlights section.

### **When will product collateral/documentation be changed to reflect the new product structure?**

Product collateral and documentation will be changed to reflect the new structure at the respective product's general availability date.

### **Since the GSI's are not PartnerWorld members, how will the material/support/activities available through PartnerWorld be made available to the GSI's?**

A new IBM Software Group process is under development. In the interim, GSI's will receive these through their Alliance Managers.

### **Where will education on the offerings be available?**

For education on the offerings, please visit: <http://www.tivoli.com/services/education>

If you need further assistance, please contact your Tivoli Alliance Manager.

## Developer Business Partners

**Note: For more information about PartnerWorld for Developers, please visit**

<http://www.developer.ibm.com/tivoli>

### **What has changed in the Tivoli Ready program as a result of the product consolidations?**

On the Tivoli section of the PartnerWorld for Developers web site, product names have been updated to reflect the product consolidation. Additionally, Tivoli Ready integration standards have been redefined to coincide with the product consolidations. The Foundation integration level has been eliminated, and there is now only one level of integration, which is called Tivoli Ready. This may change your integration status (see question and answer directly below).

**What happens to my existing Tivoli integration – is it still valid with the new products?**

If your integration still meets current Tivoli Ready integration standards, your integration will still be valid. However, if your integration does not meet these updated standards, it will be marked as discontinued and no longer listed in the Tivoli Business Partner listing.

If your integration status has changed in any way you will receive an email from PartnerWorld for Developers in April alerting you to this change. If you have any questions, please send an email to [developers@tivoli.com](mailto:developers@tivoli.com).

## Pricing and Licensing

**Note:** For more information about PartnerWorld for Software, please visit

<http://www.ibm.com/partnerworld/software>

**How will the Portfolio Consolidation effect maintenance renewals?**

Customers who migrate their licenses to the new offerings will see more detail about the environment they have licensed when their maintenance is due for renewal because there are separate part numbers in passport advantage for the processors and the clients. The new pricing model is not intended to have a material effect on the current maintenance renewal costs for the customer.

**How will upgrades be provided to customers who have not purchased their licenses through or migrated their licenses to Passport Advantage?**

All customers that are current on their maintenance or support contracts will have access to the applicable new offerings under the terms of their maintenance or support contracts.

**Why is the pricing different in Passport Advantage and AAS (e.g., between PID numbers and part numbers) for products that are available through Passport Advantage and outside of passport advantage?**

The pricing is based on pricing parity to distributors for the two offering types, not the SRP (Suggested Retail or “list” price). Because of the different Business Partner margins in the two programs, the resulting SRPs are different.

**Why are some products available outside of the Passport Advantage Program?**

Selected products are available outside of Passport Advantage to enable system resellers who are not entitled to order through Passport Advantage to have access to those products that are often part of a system solution.

**Why do some products still have Tivoli Management Points?**

For products with pricing based on MSUs or users, where the price per MSU varies based on either the number of MSUs or number of users, Tivoli Management Points continue to offer the most simple, most flexible vehicle for implementing that model. Some products have not been re-packaged and re-priced for the April announcement and continue to remain available under their current model until they are replaced.

**When a customer is ordering a license for a product that runs on a z-Series server, how do they get the code through the Custom Build process?**

In Passport Advantage, there is a no-charge part number called “<Product> Custom Build Registration”. When an order is placed for this part number, an internal process is kicked off whereby an IBM representative contacts the customer to get the machine-specific information to enable the code to be built. As long as the customer continues to renew maintenance, they will continue to be eligible for custom-built code for that product.

**If a customer only has the base Tivoli Storage Manager product and a Tape Library feature, do they have to migrate their licenses to IBM Tivoli Storage Manager Enterprise Edition?**

No. They can migrate their license to IBM Tivoli Storage Manager. However, any new customers requiring support for Tape Libraries greater than 2 drives and 40 slots would be required to purchase licenses for IBM Tivoli Storage Manager Enterprise Edition.

**How is LINUX priced?**

For products where there is a different price for the Host based on the number of MSUs (like IBM Tivoli Workload Scheduler or IBM Tivoli Business Systems Manager), there is an MSU-rating for LINUX running on either an IFL (Integrated Facility for LINUX) or for z-Series systems designed for LINUX (e.g., the z800 series). The MSU values are listed in the Portfolio Consolidation Tutorial PowerPoint presentation. If LINUX is running on a non-z-Series server, then the price is per processor as it is for any other operating system running on a non-z-Series server.

Where there is NOT differentiated pricing such that a processor is priced the same for all servers, distributed and z-Series (e.g., IBM Tivoli Storage Manager or IBM Tivoli Configuration Manager), then the pricing is the same per processor regardless of where LINUX is the operating system.

**If a customer is running z/VM on an LPAR with 2 processors, but will create 20 LINUX instances, how many processor entitlements are required?**

LINUX pricing is based on the number of processors or MSUs in the IFL. In the case of this example, that would mean 2 processor entitlements are required. The licensing for LINUX is to the engines, not the number of instances.

**How do I price z-Series Multiprise systems?**

Multiprise systems have an MSU value as follows: H70-37 MSUs, H50-20 MSUs, H30-11 MSUs. For LINUX on a Multiprise system, where the pricing is based per MSU, use the MSU ratings above. When the pricing is the same from Intel to z-Series (e.g., IBM Tivoli Storage Manager or IBM Tivoli Configuration Manager), then the price is based on the number of processors installed.

**If a customer is already a PA customer must they migrate to the new pricing model?**

Customers are not required to migrate to the new offering until the maintenance renewals are withdrawn for the current offerings. However, new licenses for the pre-consolidation offerings will not be available after they are withdrawn from marketing.



**If a customer puts MQ and MQSI on the same machine, do they pay once (for the "IBM Tivoli Monitoring for Business Integration") or twice (once for each for MQ PAC and MQSI PAC)?**

The pricing is per chargeable component (server processors installed, clients, etc.), not per technology component. By example, for a 4-processor server with BOTH MQ and MQSI would require licensing for 4 Processors of IBM Tivoli Monitoring for Business Integration.

**When ordering licenses outside of Passport Advantage, what do I need to order?**

Orders require both a license PID number with relevant feature codes AND either the 1-year or 3-year PID number with relevant feature codes. The quantities ordered for the relevant feature codes (e.g., processors, clients, Tivoli Management Points, etc.) must be the same for the license PID number and either the 1-year or 3-year PID number. For example, if a customer wants to order 10 processors of Tivoli Storage Manager, the order would be for PID number 5698-ISM for 10 processors and EITHER 5698-SM1 OR 5698-SM3 for 10 processors.

**When renewing maintenance outside of Passport Advantage, do I have to renew for the same number of years as was originally ordered?**

No. For example, if the customer acquired the license with 1 year of maintenance, when the renewal is due, the order can be for either the 1-year or the 3-year maintenance renewal. This is true if the initial order was for the license with 3 years of maintenance as well.

**If a customer has license entitlements greater than what they have deployed for a given product, how is this "excess" capacity migrated?**

A customer will be entitled to migrate all of their entitlements to the new licensing model. For example, if a customer is entitled to 10% more Tivoli Management Points than deployed, we would entitle them to 10% more of the pricing metric for the new offering (processors, clients, etc.)

## Security Products

**Note: For more information about Tivoli Security products, please visit <http://www.tivoli.com/security>**

**What is new in this announcement for Tivoli Security products?**

This announcement includes a simplified structure for the IBM Tivoli security management portfolio and the realignment under Passport Advantage ensures a flexible and cost-effective way for organizations to take advantage of IBM software business solutions. The focus solutions are Access Manager for: e-business, Business Integration, and Operating Systems, Identity Manager and Risk Manager.

**With the name change of Policy Director to IBM Tivoli Access Manager for e-business, does this mean that an upgrade is needed?**

If your customer is running a version earlier than Policy Director 3.8, we recommend an upgrade.

**How does this new “bundling” affect existing licenses?**

There is no bundle. The name re-branding has no effect on existing licenses that your customers may have purchased.

**Do I need to buy anything in addition to my current Policy Director?**

To maintain current entitlements, there is no need to buy more because there is no change in licensing.

**IBM Tivoli Access Manager Family****What does Access Manager do?**

IBM Tivoli Access Manager family focuses on securing the e-business, MQSeries and Operating Systems. Access Manager for e-business introduces new J2EE integration component for WebSphere Application Server. This enables customers to migrate from legacy CORBA applications secured using Tivoli Policy Director for Application Servers to the new J2EE Security model.

**Should my customers consider buying any other products to complement Access Manager?**

IBM Tivoli Access Manager highly complements IBM Tivoli Identity Director and these two solutions can be used together to:

- Unify identity and access management across the e-business infrastructure with integrated Web single-sign-on and access control
- Customize a view of the e-business based on a user’s identity and role

**Does Access Manager cost more?**

No. On the contrary IBM Tivoli Access Manager for e-business has reduced prices for user tiers for fewer than 150,000 users. IBM Tivoli Access Manager for Business Integration and Access Manager for Operating Systems have switched to a per-CPU model, providing more aggressive pricing options for the customer.

**What are the components of Access Manager for e-Business?**

IBM Tivoli Access Manager for e-Business includes Policy Management Server, Directory Server and components for securing e-business infrastructure. These components include WebSEAL proxy, Web Server agents for securing Web Applications and BEA WebLogic Server and J2EE component for securing WebSphere Application Server and WebSphere Portal Server. Java, C and C++ APIs are available for securing custom applications. A common Web management portal called Web Portal Manager enables unified administration of users, security policies and e-business application resources.

**What are the components of Access Manager for Business Integration?**

IBM Tivoli Access Manager for Business Integration includes Policy Management Server, Directory Server and components for securing MQSeries infrastructure on Distributed UNIX, Windows and Mainframe OS/390 and z/OS platforms. A common Web management portal called Web Portal Manager enables unified administration of users, security policies and MQSeries application resources.

**What are the components of Access Manager for Operating Systems?**

IBM Tivoli Access Manager for Operating Systems includes Policy Management Server, Directory Server and components for securing Distributed UNIX and Linux Servers. A common Web management portal called Web Portal Manager enables unified administration of users, security policies and UNIX and Linux server resources.

**Is there an upgrade path to the new Access Manager?**

Yes. Migration tools are available for customers to upgrade from previous releases of the product.

**What versions of UNIX does Access Manager support?**

Core platforms for the Access Manager family are Solaris, AIX, Windows and Linux

**Does Access Manager support anything in addition to z/LINUX & Active Directory?**

Access Manager extends access security coverage to the z/LINUX platform, Microsoft Active Directory, IBM Directory, iPlanet Directory, Domino Directory, BEA WebLogic Server, mySAP.com, Siebel Version 7, Plumtree, Broadvision and WebSphere Portal Server, Interwoven, and Epicentric.

**Tivoli claims Access Manager will reduce customer costs by 60%, how?**

By consolidating administration across the e-business into a single management console, automating administration activities and off-loading productivity inhibitors like password resets from administrators and help desk personnel. Customer studies and in house evaluations have led us to this conservative number.

**Tivoli claims Access Manager can secure an application in less than 4 hours. Do you have any proof?**

We've worked extensively with the ISV community on this new release of Access Manager. The 4-hour claim came from their average experiences.

**Does Access Manager have any fail-over features?**

New fail-over capabilities include manual LDAP fail over, Policy Management Server hot sparing capability and Disaster Recovery procedures for Site Fail over.

**Access Manager integrates with 100+ vendors. Can you give me an example?**

Examples include: Microsoft, Netscape/iPlanet, BEA, SAP, Siebel, Plumtree, Vignette, Broadvision, Interwoven, Epicentric, Ariba, I2, KANA, ATG, nCipher, Rainbow, BMC, Bristol Technologies, Entrust, VeriSign, Baltimore and Valicert.

**How is Access Manager's WebSphere integration better than other vendor's?**

Access Manager delivers a J2EE Container level integration with WebSphere. J2EE Container level integration directly integrates into the e-business platform thereby delivering secure, superior, scalable and deployable security solution for J2EE resources. The container level integration is the only practical approach for enterprise customers deploying mission critical applications on their WebSphere platform because the container handles all the security decisions before access is allowed. The J2EE container-level integration is fully compliant with the J2EE programming model enabling programmers to leverage a common security model when deploying J2EE applications on the WebSphere platform. It also enables ISV applications that run on the WebSphere platform can leverage the container security services thereby extending Access Manager's capability to secure a wide variety of resources deployed on the platform.

Furthermore when you deploy WebSphere with Microsoft solutions using Active Directory, Siebel CRM, SAP mySAP.com, Access Manager for e-business delivers a common security model across J2EE and non-J2EE resources with Web single sign-on across these heterogeneous e-business platforms. That means you do not have to define security policies in each application but can leverage Access Manager to deliver an integrated security model across the e-business and enterprise applications. When the e-business needs to be integrated with enterprise applications (by leveraging MQSeries, for example), Access Manager can deliver an integrated security model across WebSphere resources and WebSphere MQ—from the same central security administration point.

**Tivoli claims Access Manager will scale to 15 million users, do you have any proof?**

The Mindcraft independent performance benchmark validated the 15 million number, we have also proven this in our own labs.

**Tell me more about the Mindcraft benchmark?**

Access manager has set a new scalability and performance record that exceeds the results of any competing product previously tested, according to tests conducted by independent test lab Mindcraft, Inc. The tests, which simulate customers or suppliers logging into a Web site and obtaining information they are authorized to get, show that Tivoli Policy Director version 3.8 outperformed all products by at least 52 percent when compared to previous Mindcraft tests. Results confirmed the software's leadership in delivering outstanding authentication and authorization performance with the scalability to support large-scale Internet deployments.

Extranets today are surpassing millions of users, and access management software must have the performance to handle the load. Tivoli Policy Director demonstrates that it is able to meet any reasonable performance requirements to support millions of users.

Independent test results concluded:

- ❑ Access Manager for e-business outperformed all of the other products previously tested by at least 52 percent in any full-cached extranet environment.
- ❑ Access Manager for e-business delivers over 67 percent better per-CPU performance on SUN servers in any full-cached extranet environment than any other product previously tested.
- ❑ Access Manager for e-business continues to deliver outstanding performance as the user directory grows to 4 million or more entries.

## **IBM Tivoli Risk Manager**

**What products does the new Risk Manager product replace?**

IBM Tivoli Risk Manager v3.8 replaces Tivoli Risk Manager v3.8

**Should my customers consider buying any other products that complement Risk Manager?**

IBM Tivoli Risk Manager v3.8 requires the IBM Tivoli Event Console to run. It also manages Policy Director WebSeal and also WebSphere. The product can also use DB2 to store events. There is a natural synergy with IBM Tivoli Monitoring as that can send events to the TEC/Risk Manager console as well.

**What perimeter devices does Risk Manager protect?**

Perimeter devices include Firewalls and Intrusion Detection Systems that monitor and protect e-business assets and send alerts about potential security breaches.

**What threats does Risk Manager know about?**

Known threats, viruses, worms, etc. are coded into Risk Manager signature files. Customers can periodically download updated signature files (to counter known attacks) from the Risk Manager support site. The URL for the Tivoli support site is:

[http://www-internal.tivoli.com/secure/support/downloads/risk\\_mgr/risk\\_mgr\\_support\\_adapters.html](http://www-internal.tivoli.com/secure/support/downloads/risk_mgr/risk_mgr_support_adapters.html)

**Tivoli claims Risk Manager is 10 times faster, can you prove it?**

Internal lab tests on the latest release give us confidence that we are more than 10 times faster than our previous releases.

**How has Risk Manager deployment time decreased by so much?**

From Risk Manager 3.7 deployment time has decreased through the use of an easy-to-use adapter wizard for installing adapters that was added in IBM Tivoli Risk Manager v3.8.

**Risk Manager integrated with 40 vendors, who?**

Cisco Host IDS, V3Net Windows Server 4.0, PitBull.comPack, Cisco® Secure IDS 2.2, entercept G-Server, NeoWatcher@ESM 3.0, WebAgain, NID 5.0, Sidewinder Firewall, ZoneAlarm Pro/TrueVector, IBM SecureWay Firewall, Snort Open Source Network Intrusion Detection System, Tiny Personal Firewall, Cisco Router, Cisco PIX FW, McAfee A/V, Norton A/V, CheckPoint FW-1, CheckPoint VPN-1, Apache 3.1, Lotus Notes Domino, IBM WebSphere, IBM Tivoli Policy Director WebSeal, Microsoft IIS, AIX 5.1, Windows 2K, Windows NT, Solaris, IBM Tivoli Network Intrusion Detection System, ISS Real Secure, IBM System Scanner (aka NSA), IBM Wireless Security Auditor (aka WSA)

**Can you give me an example of Risk Manager's intelligent correlation?**

IBM Tivoli Risk Manager filters events coming from all over the e-business, correlates them to eliminate event notifications that are related to the same security alert, prioritizes them based on how dangerous the threat is and then takes action on the highest priority events first. Without the capability of IBM Tivoli Risk Manager, 'non-intelligent' intrusion detection devices would simply send tens of thousands of alerts for everything from incorrect password attempts to virus alerts, without filtering or prioritizing.

## Additional Security Questions

**I noticed that there we're some products missing off your list. What happened to them?**

There are other products in the solution. We are only highlighting the new ones and ones with new releases. Examples of the other products are:

- ❑ Tivoli Privacy Manager 3.6
- ❑ Tivoli Intrusion Manager 3.7
- ❑ Tivoli Public Key Infrastructure 3.7 – although customers would be better referred to our strategic Business Partner, Verisign.
- ❑ Tivoli Global Sign-On 3.7

**Does “registered user” mean that when a single user has multiple accounts we will charge only once?**

“Registered user” means entries in the Identity Manager, or Access Manager for e-business user registry. For Identity Manager, a single registered user may have multiple operating system and application accounts that are being provisioned – only the entry for the user in the registry is counted. For Access Manager for e-business, there will typically be a single entry in the registry for each person in the organization. If the customer wishes to maintain separate ‘account’s for Access Manager for e-business applications, then these would require separate registry entries. Note that if a customer requires both products, the registry entry is counted per-product.

## Storage Products

**Note: For more information about Tivoli Storage products, please visit**  
<http://www.tivoli.com/products/solutions/storage/news.html>

### **What is new in this announcement for Tivoli Storage products?**

In addition to a new software version of IBM’s highly acclaimed data protection application “Tivoli Storage Manager”, new packaging makes Tivoli Storage Manager easier to buy than ever before. The latest version of Tivoli Storage Manager, 5.1, includes performance enhancements and platform and device support expansions among other improvements. What had previously been one product with more than fifteen optional modules has now been repackaged into two products with only five optional modules. Tivoli Storage Manager V5.1 provides the same centralized, scalable and completely automated data protection as previous versions, including data backup and restore and managed data archive and retrieve. But now Tivoli Storage Manager – Enterprise Edition, contains many of the previously optional modules including LAN-Free data movements over SANs, NDMP interface to NAS devices and large tape library support, among others. What had previously been known as “Tivoli Data Protectors” available as nearly a dozen separate modules are now called “Tivoli Storage Manager for . . .” modules and have been reduced to only five packages for “Tivoli Storage Manager for . . . mail, databases, ERP, applications and hardware”.

At this time the other storage related offerings Tivoli Storage Network Manager and Tivoli SANergy remain unchanged although technology from both those products has now been incorporated into the TSM family of products.



## The New Tivoli Storage Solution

### **What's the difference between IBM Tivoli Storage Manager and IBM Tivoli Storage Manager Enterprise Edition?**

IBM Tivoli Storage Manager is IBM's base centralized data protection application providing data backup and restore and managed data archive and retrieve for more than a dozen computer platforms and networks including hundreds of computers. IBM Tivoli Storage Manager Enterprise Edition adds the additional capabilities of hierarchical storage management (HSM) for Unix, disaster preparation planning and recovery, LAN-free data movements over a SAN, tape library management, NDMP control for NetApps NAS Filers, and added centralized management capabilities to administer data protection for thousands of computers.

### **How does IBM Tivoli Storage Manager differ from the Tivoli storage products purchased in the past?**

The new packaging of IBM Tivoli Storage Manager coincides with a new release of IBM Tivoli Storage Manager v5.1. Version 5.1 continues to expand its core capabilities to more platforms, improve its data movement performance and increase its functionality.

### **What are the components of IBM Tivoli Storage for Enterprise Resource Planning bundle?**

TSM for ERP isn't a "bundle" but is what we previously called "Tivoli Data Protector for R/3". It is an application-specific interface module that allows servers running SAP R/3 to transparently utilize TSM as their centralized data protection application. Licensing for TSM for ERP is determined by the number of processors the module is run on. TSM for ERP also requires a separate license for TSM or TSM-EE to be in use on a separate server to perform its data protection functions.

### **What are the components of IBM Tivoli Storage for Mail bundle?**

TSM for Mail is what we previously called "Tivoli Data Protector for Domino" or "...for Exchange". With this new packaging when you buy the one product, TSM for Mail, you get both of the application-specific interface modules that allows servers running either Lotus Domino or Microsoft Exchange to transparently utilize TSM as their centralized data protection application. Regardless of the simplified packaging, licensing for TSM for Mail is determined by the number of processors either of the modules is run on. TSM for Mail also requires a separate license for TSM or TSM-EE to be in use on a separate server to perform its data protection functions.

### **What are the components of IBM Tivoli Storage for Hardware bundle?**

TSM for Hardware is what we previously called "Tivoli Data Protector for ESS" or "...for Symmetrix". With this new packaging when you buy the one product, TSM for Hardware, you get both of the application-specific interface modules that allows both IBM's Enterprise Storage Server (ESS) and the EMC Symmetrix to transparently utilize TSM as their centralized data protection application. Regardless of the simplified packaging, licensing for TSM for Hardware is determined by the number of processors either of the modules is run on. TSM for Hardware also requires a separate license for TSM or TSM-EE to be in use on a separate server to perform its data protection functions.

**What are the components of IBM Tivoli Storage for Databases bundle?**

TSM for Database is what we previously called “Tivoli Data Protector for Oracle” or “...for SQL-Server” or “...for Informix”. With this new packaging when you buy the one product, TSM for Databases, you get all three of the application-specific interface modules that allows servers running either Oracle, Informix, or Microsoft SQL-Server to transparently utilize TSM as their centralized data protection application. Regardless of the simplified packaging, licensing for TSM for Databases is determined by the number of processors either of the modules is run on. TSM for Databases also requires a separate license for TSM or TSM-EE to be in use on a separate server to perform its data protection functions.

**What are the components of IBM Tivoli Storage for Application Server bundle?**

TSM for Application Servers isn’t a “bundle” but is what we previously called “Tivoli Data Protector for WebSphere. As before, this new packaging contains an application-specific interface module that allows servers running WebSphere to transparently utilize TSM as their centralized data protection application. The number of processors the module is run on determines licensing for TSM for Application Servers. TSM for Application Servers also requires a separate license for TSM or TSM-EE to be in use on a separate server to perform its data protection functions.

## **IBM Tivoli Storage Manager**

**Should my customers consider buying any other products to complement Tivoli Storage Manager?**

In the past, TSM had multiple options and modules that could be bought with it. The new simplified packaging combines all the options into one complete bundle now called IBM Tivoli Storage Manager Enterprise Edition. What had previously been nearly a dozen optional modules have now been combined into just five modules for directly interfacing business-critical 24x365 applications to TSM for use as their centralized data protection application.

**What applications does TSM protect?**

Although TSM provides specific application oriented packages for many critical and widely used applications, TSM can support any application with its advanced backup, recovery and archive capabilities.

**Tivoli claims Tivoli Storage Manager is the industry-leading product, can you prove it?**

TSM is recognized by customers and analysts alike, as one of the most complete and comprehensive data protection applications available. It is particularly noted for its ability to efficiently administer from a centralized web-based console, both large numbers of clients computers numbering well into the thousands, and large amounts of data well into the hundreds of Terabytes.

**What does Tivoli Storage Manager’s guaranteed restore mean?**

This new version of TSM incorporates additional verification functions that help assure that the backup data is a true and accurate copy of the source data thereby assuring that the original data can be restored.



**How is DR restore time reduced by 85%?**

TSM 5.1 incorporates a new technique for a full-image restore that provides this significant improvement in restore time. Not every restore of course is of this nature but those DR situations or catastrophic failures that are most likely to require this type of restore can be accomplished at incredibly faster speeds than previous versions.

**How is Tivoli Storage Manager's restore operation 3 times faster?**

TSM 5.1 can be three times faster than the previous version of TSM because of its new ability to aggregate data from multiple tape drives in parallel to a single disk storage pool before being restored to the requesting client computer.

**What platforms does Tivoli Storage Manager support?**

Five different flavors of Windows, MacOS, Linux, AIX, Solaris, HP/UX, Tru64, OS/400, OS/390, Irix, SCO-Unix, Tandem Guardian, Novell, and NUMA-Q. Any server running on MVS/OS390, VM/ESA, OS400, AIX, Solaris, HP/UX, or Windows NT, 2000 can protect data on any client computer running any of the OS listed above.

**What new devices does Tivoli Storage Manager Support?**

Sony and Hewlett-Packard tape drives, and new or updated tape libraries from ATL, DISC, DSM, GRAU, Hewlett-Packard, NEC, Overland, Plasmon, Seagate, Sony and Tandberg. A comprehensive list can be found at the following link:  
[http://www.tivoli.com/support/storage\\_mgr/devices/all.html](http://www.tivoli.com/support/storage_mgr/devices/all.html)

**How easy is it to deploy Tivoli Storage Manager?**

This new release has simplified the installation and automatic default configuration of TSM server on Windows 2000 to provide a "first backup" in only minutes for very basic configurations. Any fully automated application program like TSM, that interfaces to hundreds of computers running more than a dozen OS, all using a variety of networks to communicate and trying to share any of more than 500 offline storage devices, will require expert configuration and adjustment for maximum efficiency and utilization to each customer's environment. TSM installs in less than an hour but proper configurations can take anywhere from another hour or two to more than a week depending on all the aspects listed above. After a proper configuration, TSM is almost entirely automatic requiring an average of just one person to manage the administration of data protection for well more than a thousand computers.

**I notice that there were some products missing from the list. What happened to them?**

The announcement focuses on TSM and the associated components and essentially represents a repackaging of those items. At this time the storage related offerings Tivoli Storage Network Manager (TSNM) and SANergy remain unchanged although we are incorporating technology from those products into the TSM family offering.

**Does the customer have to purchase entitlements for clients (technical workstations, desktops, laptops, etc.) even if they aren't backing up those clients?**

No. The model is based on systems being backed up and those systems doing the data management. Thus, if a customer does NOT want to use Tivoli Storage Manager for their clients, they do not require licenses for them.

**What if a customer has branch offices that only need the function in IBM Tivoli Storage Manager, but the Headquarters or Home Office wants to use IBM Tivoli Storage Manager Enterprise Edition? Is that allowable?**

The basic rule is that we do not mix licenses for IBM Tivoli Storage Manager and IBM Tivoli Storage Manager Enterprise Edition in an account. However, where there is a situation where there are, in essence, independent components purchasing under a corporate contract, this would be allowable. The branch offices, in this case, would not be entitled to use ANY of the Enterprise Edition functionality if they only had the IBM Tivoli Storage Manager offering. There can be no mixing of the offerings in the headquarters or home office location.

**Does a customer with an instance of DB2 need to purchase IBM Tivoli Storage Manager for Databases in order to manage that data?**

No, support for DB2 data is provided in IBM Tivoli Storage Manager and IBM Tivoli Storage Manager Enterprise Edition. The customer only needs entitlements for the processors on the DB2 servers for one of these offerings.

## Configuration and Operations Products

**Note:** For more information about Tivoli Configuration and Operations products, please visit <http://www.tivoli.com/products/solutions/operations/news.html>

### The New Tivoli Configuration & Operations Solution

**What's the difference between these Schedulers and my current Tivoli product?**

We introduced our latest Workload Scheduler 8.1 in October of last year. In that release we had a tremendous amount of new capabilities. For this specific announcement, we are re-naming it to be consistent with the rest of the Tivoli portfolio.

**Does Configuration Manager work with your customers' existing products?**

Configuration Manager 4.1 includes Tivoli Software Distribution 4.1 and Inventory 4.0. So if your customers are already using these products, there is no change to them. It also works with other Tivoli applications like IBM Tivoli Remote Control, IBM Tivoli Monitoring and IBM Tivoli Enterprise Console.

**Do my customers need to additionally purchase Inventory now?**

If your customers have Software Distribution and are paying maintenance, then they are now entitled to the Inventory product as part of Configuration Manager 4.1. Your customers do not have to buy Inventory.

**If your customers already own SWD & Inventory, how does this affect them?**

If your customers are paying maintenance, then they are entitled to Configuration Manager 4.1 to the limits of their current licensing. If a customer has, for example, 550 Tivoli Management Points for Tivoli Software Distribution and 550 Tivoli Management Points for Tivoli Inventory for managing 10 2-processor Intel servers (Tier 1 under the Value-Based Pricing Model), the customer would be entitled to use IBM Tivoli Configuration Manager for 550 Tivoli Management points (10 Tier 1 servers, 5 Tier 2 servers, etc.). When migrating licenses, the customer would be entitled to 20 processor entitlements for IBM Tivoli Configuration Manager in this example.

**What's new about Remote Control?**

The following improvements are available in 3.7.1 of Remote Control:

- ❑ Start-up time reduction improvements given large numbers of endpoints, from 10 minutes for 10,000 endpoints to 30 seconds. A 95% improvement.
- ❑ Encryption of all keyboard packages sent from Controller to Target
- ❑ Central logging of all remote control sessions, with session information tracked, including data/time, admin, host name target controller, and actions performed
- ❑ No Reboot function allows operational mode after installation, upgrade or a patch to a target

## **IBM Tivoli Configuration Manager**

**What products does Configuration Manager replace?**

This is the packaging of our Software Distribution 4.1 and Inventory 4.0 that we released last spring.

**How integrated are SWD & Inventory in this release of Configuration Manager?**

For this announcement, there is no additional integration code supplied. However it is our intent to further integrate the capabilities in future releases.

**Configuration Manager claims to scan 50% faster, how?**

A combination of API-based hardware & software scanning on UNIX (vs. list/parse commands) and a re-designed software signature matching process leads to overall 50% faster scan times, the time to scan a system and write the data to the central database.

**What software does Configuration Manager recognize?**

We use a signature matching process (among other methods) to recognize what software application is represented by the file(s) found on an endpoint. We doubled the number of signatures in our catalog, and therefore doubled our software recognition. Our signature catalog currently identifies more than 20,000 applications, growing daily. We also enable your customers to instrument their in-house applications to be recognized by the inventory product.

**Can my customers get the full list of software that Configuration Manager recognizes?**

For software, we recognize all PC applications that have headers, as well as all those applications we have in our signature catalog. For UNIX, we recognize all applications that were installed by the UNIX installer in the Operating System, as well as those for which we have a signature in our catalog. The catalog is found on the Tivoli support website. For hardware, you can find the details on what we recognize in our User's guide.

**What is a Configuration Manager reference model?**

A reference model is a 'desired state' of how your customers want their software. Your customers can use it to 'reference' the SW on the target machine. If the target machine has changed from the 'reference model' then we can change the target back to its desired state.

**How do reference models improve deployment by 40%?**

Actual lab results and Beta customers experienced greater percentage savings. The ability to define and compare a target machine and a desired state reference model, dramatically improves the deployment times.

**What mobile support does Configuration Manager offer?**

Configuration Manager 4.2 will extend the essential functions of software download, software and hardware inventory scanning, and device configuration to commonly used enterprise mobile devices. Support includes WinCE/PocketPC-based devices, Palm-based devices, and the Nokia 9210 Communicator.

**How does Configuration Manager work with firewalls?**

We can use the existing HTTP port that is already open in your customers' firewall. We do not open any additional ports in your customers' firewall. We have technologies that set up proxies and 'tunnel' through the existing HTTP port. We also support a dedicated single port if your customers want to funnel all their management traffic through a single port.

## **IBM Tivoli Workload Scheduler**

**What products does Workload Scheduler replace?**

The October release integrated the Host and distributed components into a single offering. This allows IT managers to leverage a single tool to manage all their scheduling needs. No longer will your customers need to have departments of people managing their Host and Distributed workload independently.

**Should my customers consider buying any other products to complement Workload Scheduler Manager?**

Workload Scheduler can stand alone, but it integrates with IBM Tivoli solutions for Storage and Performance and Availability for a complete systems management solution.

**How secure is Workload Scheduler?**

A built-in security module grants or denies access to any scheduling object based on a user's profile.

**How does Workload Scheduler leverage applications?**

By integrating with your customer's applications and major ERP solutions, Workload Scheduler becomes the integration point managing the workflow of e-business applications cross-enterprise. We leverage the built-in capabilities of the application, and do not require your customers to re-write the job flows outside the application itself. Workload Scheduler interfaces directly with many leading ERP applications, as well as other IBM solutions by using certified, published interfaces such as SAP's XBP.

**How does Workload Scheduler improve performance capacity?**

By launching applications only when their needed dependent resources are met, failure of those applications is limited. By running applications immediately, and in the correct order, the workload plan is automated and idle time is practically eliminated.

**What is the Workload Scheduler auto recover feature?**

If a job fails, Workload Scheduler can automatically take immediate action to correct the failure by re-running the job, running an alternate job, or notifying an operator or other application such as Enterprise Console.

**There are some products missing from the list. What happened to them?**

Tivoli Self Service Terminal Manager, Tivoli Point of Sale Manager, and NetView Distribution Manager are still available under their current pricing models. There were no changes made to these offerings as part of this announcement.

**When pricing application extensions for IBM Tivoli Workload Scheduler for Applications, does the customer require licensing for BOTH IBM Tivoli Workload Scheduler and IBM Tivoli Workload Scheduler for Applications?**

Yes. The pricing has been developed with the understanding that an application server being scheduled (R3, Oracle, Peoplesoft, etc.) will require licensing for both the base and the application extensions. For example, scheduling jobs to run on an SAP instance with three (3) 8-way R3 servers would require 24 processor entitlements for IBM Tivoli Workload Scheduler AND 24 processor entitlements for IBM Tivoli Workload Scheduler for Applications.

## Performance and Availability Products

**Note: For more information about Tivoli Performance and Availability products, please visit <http://www.tivoli.com/products/solutions/availability/news.html>**

### The New Tivoli P&A Solution

**What is new in IBM Tivoli Business Systems Manager?**

We have divided Tivoli Business Systems Manager into to 2 separate offerings; IBM Tivoli Business Systems Manager and IBM Tivoli Business Systems Manager for z/OS. The benefit to our customers is that they now have the ability to purchase TBSM to provide management that focuses on a specific area of their IT enterprise, distributed, mainframe or with the purchase of both offerings, end to end. This also allows customers to implement TBSM to quickly provide needed management on those business systems that are most critical, whilst implementing the less critical systems over time. Tivoli Business Systems Manager Release 2.1 will be released later this year. Release 2.1 provides new web browser and topology view user interfaces, as well as support for additional 3rd part software products, improved product installation, ease of implementation features, and more.

**What is new in IBM Tivoli Enterprise Console?**

We've enhanced the integration with NetView for multi-layer root cause determination and ported the product to the Linux platform.

**What happened to the Tivoli Managers for...?**

We are transitioning the TMfs over to new IBM Tivoli Monitoring for ... products that will have improved functionality. We have provided several tools to assist with the migration of existing TMfs to the new monitoring functions.

**What are the components of IBM Tivoli Monitoring for Applications?**

This product will replace the Tivoli Manager for SAP and Siebel. Other applications will be added over time. During the migration, other applications will continue to be supported by the TMfs.

**What are the components of IBM Tivoli Monitoring for Business Integration?**

This product will replace the Tivoli Manager for MQ & MQSI. Other applications will be added over time. During the migration, other applications will continue to be supported by the TMfs.

**What are the components of IBM Tivoli Monitoring for Databases?**

This product will replace the Tivoli Manager for DB2, Informix, and Oracle. Other databases will be added over time. During the migration, other databases will continue to be supported by the TMfs.

**What are the components of IBM Tivoli Monitoring for Message & Collaboration?**

This product will replace the Tivoli Manager for Domino. Other applications will be added over time. During the migration, other applications will continue to be supported by the TMfs.

**What are the components of IBM Tivoli Monitoring for Web Infrastructure?**

This product will replace the Tivoli Manager for WebSphere Application Server, IBM HTTP Server, Apache, BEA WebLogic Server, MS IIS, and iPlanet Web Server. Other servers will be added over time. During the migration, other servers will continue to be supported by the TMfs.

**What are the components of IBM Tivoli Monitoring for Transaction Performance?**

This product will replace Tivoli Web Services Manager and Tivoli Application Performance Monitor.

**What are the components of IBM Tivoli Monitoring for Security & Edge Services?**

This product will initially support the management of Active Directory. Other applications will be added over time. During the migration, other applications will continue to be supported by the TMfs.

**Do my customers need to buy additional software to get these new Monitors For?**

Your customers get credit for what they have as long as they are on current maintenance and support. If they own Tivoli Manager For, the licenses and maintenance apply to the new Monitors For. For example, if they own licenses for Tivoli Manager for Domino they are entitled to the IBM Tivoli Monitoring for Messaging and Collaboration.

**What is new in IBM Tivoli NetView?**

We made enhancements so the Router Fault Isolation (RFI) now handles more event correlation and filtering at the network layer. We've also boosted our integration with TEC to deliver multi-layer root cause determination. With the addition of the new IBM Tivoli Switch Analyzer, we now also deliver tightly integrated layer-2 management capabilities in NetView.

**What is new about IBM Tivoli NetView for z/OS?**

We now have the ability to manage TCP/IP networks from the host server.

**What is new about IBM Tivoli NetView for TCP/IP Performance?**

NetView for TCP/IP Performance v1.4 provides enhancements to the browser based user interface bringing it to parity with the Windows UI including automatically activating Traceroute when predetermined thresholds are exceeded. We have also enabled SysPoint, which is an entry point to display multiple TCP/IP stacks across multiple host systems.

**What's new about IBM Tivoli NetView Performance Monitor?**

We've added new support for RODM.



**What is IBM Tivoli Web Site Analyzer?**

In an ongoing effort to provide a more comprehensive Web analytic solution to customers, we've consolidated IBM WebSphere Site Analyzer and Tivoli Web Services Analyzer into a single Web analytic offering called Tivoli Web Site Analyzer. This product provides comprehensive analysis of their web site, including web visitor traffic and visitor behavior metrics, web server performance, web site content, structure and integrity analysis, all of which are required for IT, marketing and sales decision-making. Until the release of the consolidated product, Tivoli is offering WebSphere Site Analyzer in conjunction with Tivoli Web Services Analyzer as a 'two-in-the-box' version. Tivoli Site Analyzer provides a cost-effective way to understand their web traffic, web structure, web content and web server performance. It allows them to easily explore & discover what their web visitors are actually doing and precisely measure e-business success. Tivoli Web Site Analyzer is available today.

**My customer is currently using Tivoli Decision Support, how do they move to the Data Warehouse?**

Any Tivoli application that currently delivers a Decision Support Guide will deliver a version that supports both Decision Support and the new Data Warehouse technology, providing customers with a transition between the two technologies.

**I notice that there we're some products missing off your list. What happened to them?**

Tivoli Decision Support is our current solution for reporting in the distributed management environment. It has been very successful and provides great value. However, it does have a number of limitations. Today Tivoli is announcing the new Tivoli Enterprise Data Warehouse (see Q&A for TEDW) which provides a much more comprehensive solution. Tivoli Decision Support will continue to be supported through 2003 until Tivoli applications have moved to using the new Tivoli Enterprise Data Warehouse. Also, the Tivoli Managers for... are being replaced over time with the new Tivoli Monitors for as discussed above.

## **IBM Tivoli Monitoring**

**What products does IBM Tivoli Monitoring replace?**

This new monitoring product replaces Tivoli Distributed Monitoring & Tivoli Web Component Manager.

**Should my customer consider buying any other products to compliment Tivoli Monitoring?**

Yes, this product is the foundation for the all of the new applications management solutions as listed about. Its also integrated with other business impact management tools such as IBM Tivoli Enterprise Console, IBM Tivoli Business Systems Manager and IBM Tivoli Service Level Advisor.

**What Operating Systems does Tivoli Monitoring support?**

We currently support Windows, AIX, Solaris, HP-UX, Linux, and OS/400. ITM is the end-to-end server based monitoring solution for the entire enterprise, from browser to host that ensures the availability and performance of the operating systems.

**What middleware & applications does Tivoli Monitoring support?**

For middleware & application support you'll need to add the IBM Tivoli Monitor for support as outlined above.

**What corrective actions can Monitoring automatically take?**

A simple example of auto-cure would be the restarting of a failing or stopped operating service, with out the administrator's intervention.

**Where can I get a complete list of the Monitoring auto-cures?**

The complete list is published in the documentation.

**What are the Monitoring "defaults"?**

Automated Best Practices are pre-packaged ready-to-use out of the box, this is a departure from previous products where we let you set the initial values your organization should use.

**What is the Monitoring GUI workbench?**

It provides a development environment for customers that can be used to change/augment pre-packaged Automated Best Practices or to create new ones.

**How does local correlation determine route cause?**

It applies automated best practices that leverage administration expertise at the fault location. This enables our auto-cure / self-healing system to fix a recognized potential problem without alerting operations staff.

**Q: If a customer is running MQSeries and MQSI on the same box and wants to use IBM Tivoli Monitoring for Business Integration for both, does s/he have to buy entitlements for both applications -- one for MQ Support and one for MQSI Support?**

No. The pricing is to the system, not the individual application. If someone were to have MQ and MQSI both on the same box, processor entitlements for Monitoring for Business Integration would be required for the number of processors installed in the server. For a simple example, assume a 4-processor server. The customer would need entitlements for 4 processors for IBM Tivoli Monitoring + 4 Processors of IBM Tivoli Monitoring for Business Integration. In the case where the customer has a single server, but it is an IBM PowerParallel system with 2 nodes of 8 processors each, where one node had MQ and one had MQSI, the required licensing would be IBM Tivoli Monitoring for 16 processors (8 processors x 2 nodes) and IBM Tivoli Monitoring for Business Integration for 16 processors.

### **IBM Tivoli Switch Analyzer**

**Should my customers consider buying any other products to compliment Switch Analyzer?**

Switch Analyzer requires NetView to function. It requires NetView 7.1.2 or NetView for z/OS 5.1. The Switch Analyzer operates completely through the existing NetView user interface. While it is a standalone product, it operates as an extension of the current NetView capabilities. NetView correlates events from both layer-2 and layer-3 to determine root cause.



**What rules does TEC have that integrate Switch Analyzer?**

TEC 3.7.1 with Fixpack 2 and NetView 7.1.2 will include a prepackaged rule set that provides the intelligence to correlate network and systems events to determine multi-layer root cause. These rules will not impact anything other than events from the NetView interface. All current rules will continue to operate as they do today. Both TEC and NetView have the capability to automate notification, trouble ticket creation and to execute scripts that can initiate actions against system and network devices which can be used to automate various levels of cure.

## IBM Tivoli Enterprise Console

**What products does the Enterprise Console replace?**

Tivoli Enterprise Console V 7.1 and before

**Should my customers consider buying any other products to compliment the Enterprise Console?**

TEC, is the Tivoli console, so all products in our business impact portfolio report up to it. We recommend that your customer consider IBM Tivoli Switch Analyzer.

**What is the TEC / IP integration?**

TEC now includes NetView Distributed in the box for unlimited network management, and provides the foundation for IBM Tivoli Switch Analyzer. Enhanced integration with NetView minimizing traffic flows between the two applications and delivering root cause of events by correlating systems and network events.

**How does TEC ease the burden on operations?**

TEC reduces operational costs and speeds restoration time by quickly identifying the root cause of problems. This allows the appropriate expertise to be dispatched for repairs the first time, saving multiple call-outs and extended outages while root cause is determined.

**Can you simply explain the TEC multi-level filtering?**

Events from the network are correlated and filtered at the network layer so only root cause events are passed up to TEC. TEC can then match network root cause with related systems events or outages. This minimizes the traffic loads between the management applications and delivers a true multi-layer root cause. There is no need to manually correlate a flood of systems events with a network outage to determine if it is a network or systems problem.

**What rules will work with this TEC?**

All current rules, standard or custom, will continue to work as they do today. Plus we have included an enhanced rule set that enables enhanced correlation between Enterprise Console and NetView.

**What operating systems does TEC support?**

All current devices & operating systems are supported plus a new port to Linux. The full list can be found at <http://www.tivoli.com/products/index/tec/>

## **IBM Tivoli Service Level Advisor**

### **Should my customers consider buying any other products to compliment Service Advisor?**

IBM Tivoli Service Level Advisor allows you to leverage your current investment in Tivoli P&A products like Distributed Monitoring, Web Services Manager, and Business Systems Manager [*also Tivoli Enterprise Console and Tivoli Application Performance Management*] and build SLAs based on data available from these applications. You only need one of these applications to start building your SLAs, but depending on your business requirements you may choose to add others for more robust service level management.

### **What does Service Advisor measure?**

IBM Tivoli Service Level Advisor compares your desired customer service levels with metrics from multiple monitoring applications and lets you and your customers know if you have met your service level objectives.

### **How is Service Advisor preemptive?**

IBM Tivoli Service Level Advisor uses trending analysis to review your historical monitoring data and determine if it might be trending toward a violation of the customer service level thresholds you've set. It provides you with a date and time that the violation might occur allowing you to take action and correct the problem before your customer has a service problem. This allows you to avoid or mitigate service level agreement penalties.

### **What are Service Advisor's trending abilities?**

The trending analysis takes advantage of the historical data in the Tivoli Enterprise Data Warehouse. It uses an IBM Research enhanced linear regression methodology that can analyze and predict a date and time when a service level agreement might go out of compliance against the objectives you've agreed to meet for your customers. This includes a level of confidence factor that let's you know if there are sufficient data points in the warehouse for a valid prediction. This is important because you don't want to waste time and resources fixing something that is not really going to be a problem.

### **What reports are available in Service Advisor?**

All of the reporting is web-based, and can be viewed using Netscape or Microsoft Internet Explorer. Reports provide detailed tables and graphs comparing the monitored service level objectives with the thresholds set in the service level agreement. You can get a high-level executive view of SLA status by customer prioritized by those SLAs with the most violations and trends toward violation to quickly identify trouble spots. Customers can view the details of their SLA terms and the results. The IT Administrators can get an operational view of SLA results by resources, violations, trends, customers, and organizations.

### **Can my customer use Service Advisor in a non-Tivoli Environment?**

Yes, Tivoli Service Level Advisor is platform-independent and can be used in non-Tivoli environments. The only requirement is that the non-Tivoli product(s) adheres to the open and published data schema and puts its monitored data in the Tivoli Enterprise Data Warehouse.

## **IBM Directory Server**

### **What products does the Directory Server replace?**

This release replaces SecureWay v3.2.2

### **Directory Server is free, does that mean it is not enterprise class?**

The IBM Directory Server v4.1 is both free and real. IBM believes that customers should always have an open, standards-based directory alternative. This ensures that as many enterprises as possible have the kind of enterprise directory infrastructure in place that will enable the next generation of open, supply-chain-spanning web services.

### **How has Directory Server usability improved?**

IBM Directory Server v4.1 supports a number of features that increase administrator usability. For example, search results can be sorted and viewed as "pages". Groups can be nested, as well as "dynamic", that is, changes in a defined variable can automatically update the group profile.

### **What applications are supported by Directory Server?**

IBM Directory Server v4.1 supports a range of LDAP-compliant applications. The full list is at [www.ibm.com/software/network/directory](http://www.ibm.com/software/network/directory)

### **How much faster is this release of Directory Server?**

IBM Directory Server v4.1 is about 50% faster than our previous generation.

### **Does Directory Server scale?**

Our current offering runs a number of multi-million-entry customer's directory implementations (e.g. T. Rowe Price). IBM's BluePages service supports 20 million directory operations per day. IBM Directory Server v4.1 will support groups as large as hundreds of thousands of entries and is built on DB2, which scales to over a billion database entries.

### **How is Directory Server bundled?**

Besides a standalone offering IBM Directory Server v4.1 is bundled in Tivoli Identity and Access Manager offerings, WebSphere Application and Commerce Servers, and the AIX Operating System.

### **Does the IBM Directory Server support LDAP?**

Yes, it is a fully compliant LDAP. In fact, IBM employees are quite active in driving enhancements to the LDAP open standards as part of our efforts to provide open industry standards on technologies.

## **Tivoli Enterprise Data Warehouse**

### **What products does Data Warehouse replace?**

This technology will replace our Tivoli Decision Support distributed product. However, TDS is still a separately orderable product through 2002.

### **Should my customer consider buying any other products to compliment Data Warehouse?**

Tivoli Enterprise Data Warehouse complements all of our products, by providing the infrastructure for their data analysis, trending, and correlation requirements. Customers should consider buying data analysis tools such as IBM Tivoli Service Level Advisor to get the even more value from the data residing in the warehouse. The Warehouse itself is bundled with other products and is therefore, free.

**Is Data Warehouse “open”?**

Open means that our customers have the ability to load *any* systems management data into the warehouse (Tivoli and non-Tivoli data). We also conform to the Common Warehouse Metadata (CWM) standards. Yes, it’s open.

**Who else is using the Data Warehouse?**

Customers have the ability to use Business Intelligence tools to report off of the data in the warehouse. This includes IBM DB2 tools, Brio, Business Objects, Cognos, Crystal & SAS.

**Does the Data Warehouse scale?**

We have the capability to load on a single NT/2K machine for small implementations, all the way up to 4 separate machines on a variety of platforms for larger, more complex environments.

**What reports does Data Warehouse ship with?**

Applications will deliver free reports via the warehouse reporting interface. We provide 3 classes of reports through our standard reporting tool. An Extreme Cases report (identifies best/worst based on metric), Health Check report (allows you to compare metrics against each other by component) and a Summary Report.

**What is the toolset that ships with the Data Warehouse?**

The warehouse technology delivers with all of the tools you need implement and get value from your Tivoli Enterprise Data Warehouse. These include IBM DB2 Control Center, IBM DB2 Warehouse Manager, Tivoli Enterprise Data Warehouse reporting services (including IBM HTTP webserver) and complete documentation.