

14 Kasım 2012 - Rixos Ankara Oteli



IBM Connected 2012 Ankara

BT Varlık Ve Servis Yönetimi

Ertuğ ER
Yönetici Ortak, EuTek Bilişim Teknolojileri



Ajanda



- Neden Varlık ve Servis Yönetimi ?
- Tivoli Varlık Yönetimi
- Tivoli Servis Talep Yönetimi
- ITUP ve ITIL Process Benzeşimi
- BT Varlık Yönetimi Çözümünde Kısa Bir Tur

The *Smarter Planet* Initiative...



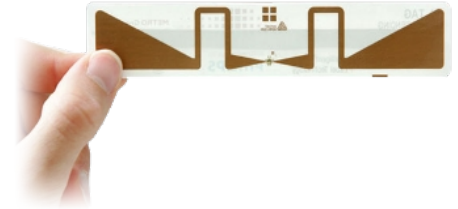
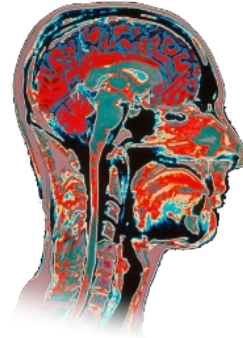
Every human being, company, organization, city, nation, natural system, and man-made system is becoming

**interconnected,
instrumented and
intelligent.**

This is leading to new savings and efficiency—but perhaps as important, new possibilities for progress.

The World's Infrastructure... is increasingly filled with smart assets

Everything is
digitizing...



Boundaries between IT and operational assets are

disappearing...



The **world's infrastructure** needs managing...

So why Asset&Service Management?

Managing IT is a team effort ...more than one person is needed!

Adam is preparing a new version of WebSphere

Laura is tracking down the owner of a CRM server

Paul is updating the sales app database

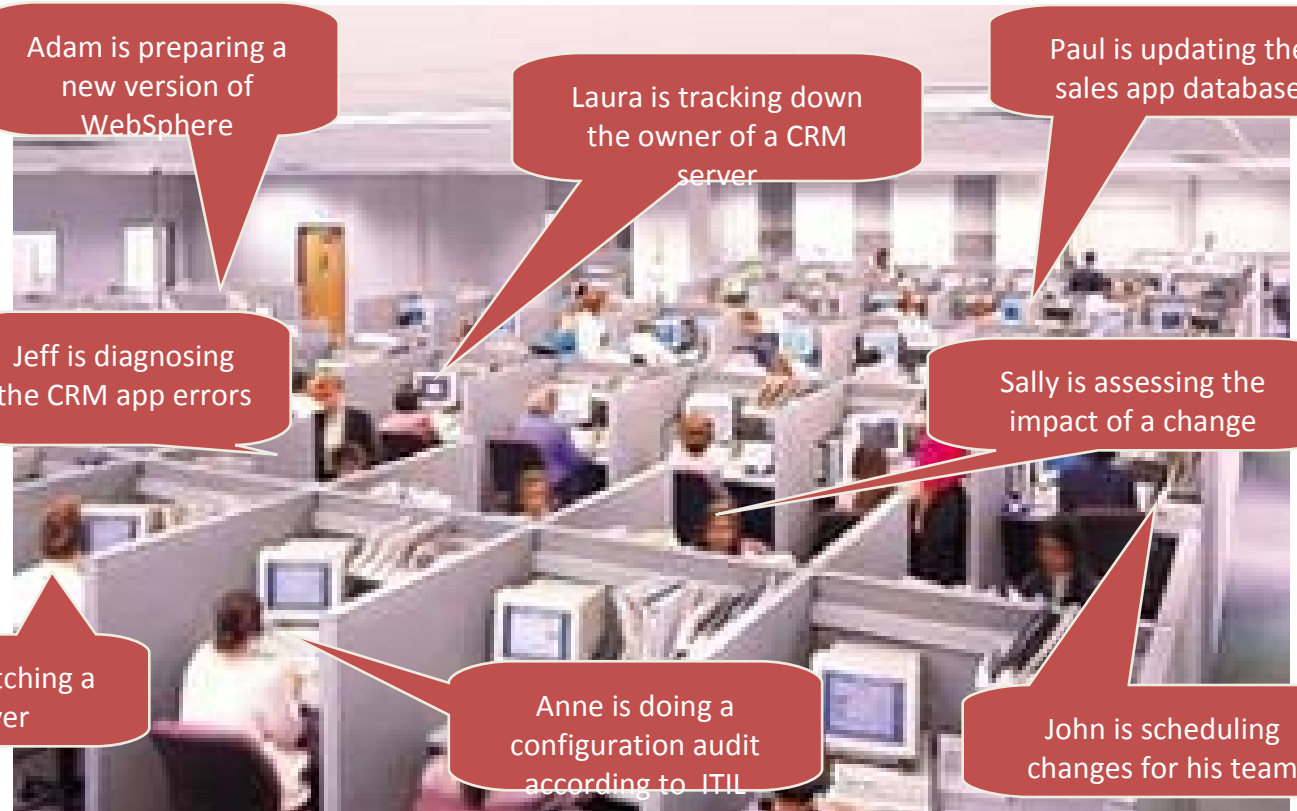
Jeff is diagnosing the CRM app errors

Sally is assessing the impact of a change

Joe is patching a server

Anne is doing a configuration audit according to ITIL

John is scheduling changes for his team



Need Coordination of activities across operations

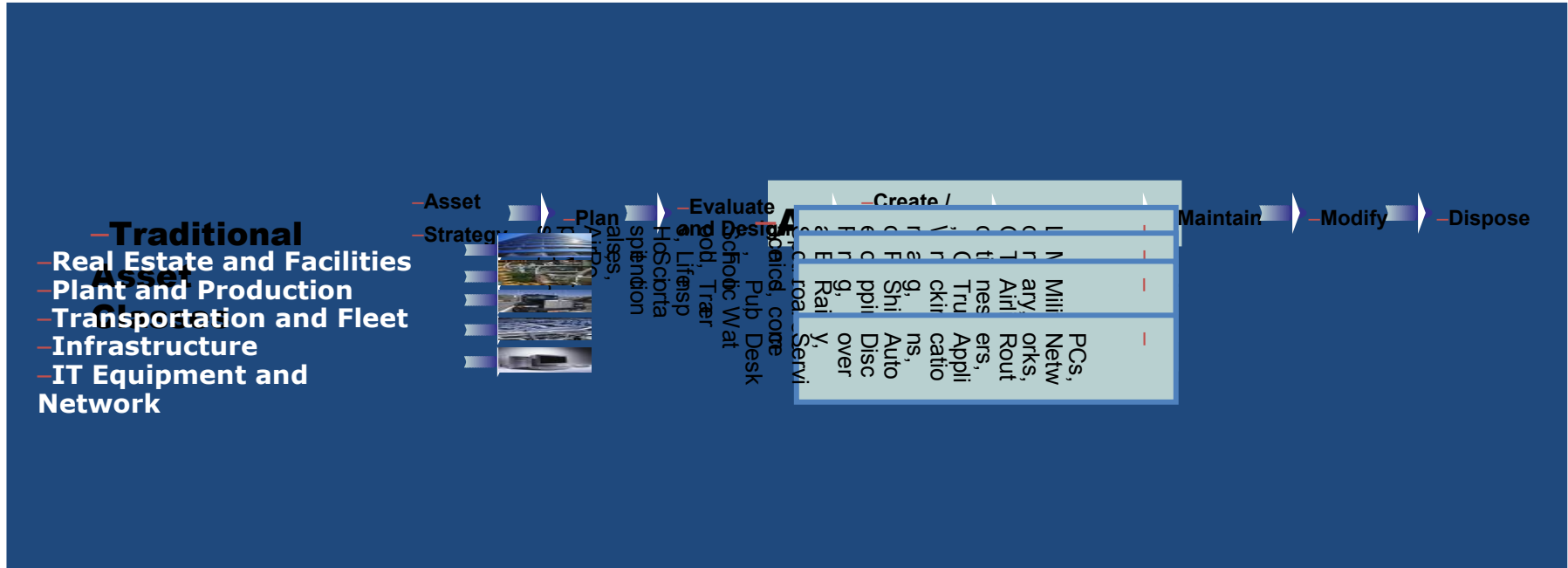
Need Data Driven Decision Making

Need fully integrated automation to eliminate errors

What Process Management does to help

- Route work to the right people at the right time
- Provide quick, easy access to good information (to the right person at the right time)
- Link to the right automation tools directly to improve productivity
- Align with ITIL v2/v3 and other best practice frameworks to provide a standard process framework across IT

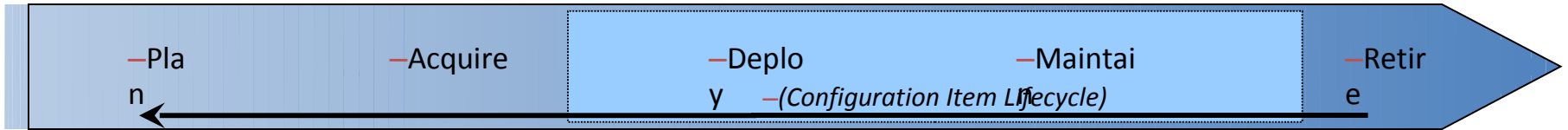
Why clients need comprehensive asset & service management



- Drivers of comprehensive asset service management:
 - Cost inefficiencies and complexity associated with redundant asset management infrastructure
 - Need to measure and manage the availability and use of all strategic assets
 - The emergence of pervasive devices, embedded chips, RFID, sensors, detectors and IP addresses attached to enterprise assets

IT Asset Lifecycle Management

Visibility and Control over Assets and their Impact to the Business



- Align IT to corporate strategy
- Plan technology for new initiatives
- Plan technology refresh
- Plan for asset purchase or lease
- Negotiate vendor contracts
- Check inventory and plan for asset reuse
- Determine asset reliability
- Support IT budgeting

- Negotiate agreements to maximize value
- Manage contracts with vendors
- Procurement
- Approvals of PRs and POs
- Receive assets
- Validate invoices
- Manage hardware leases
- Line of Business support

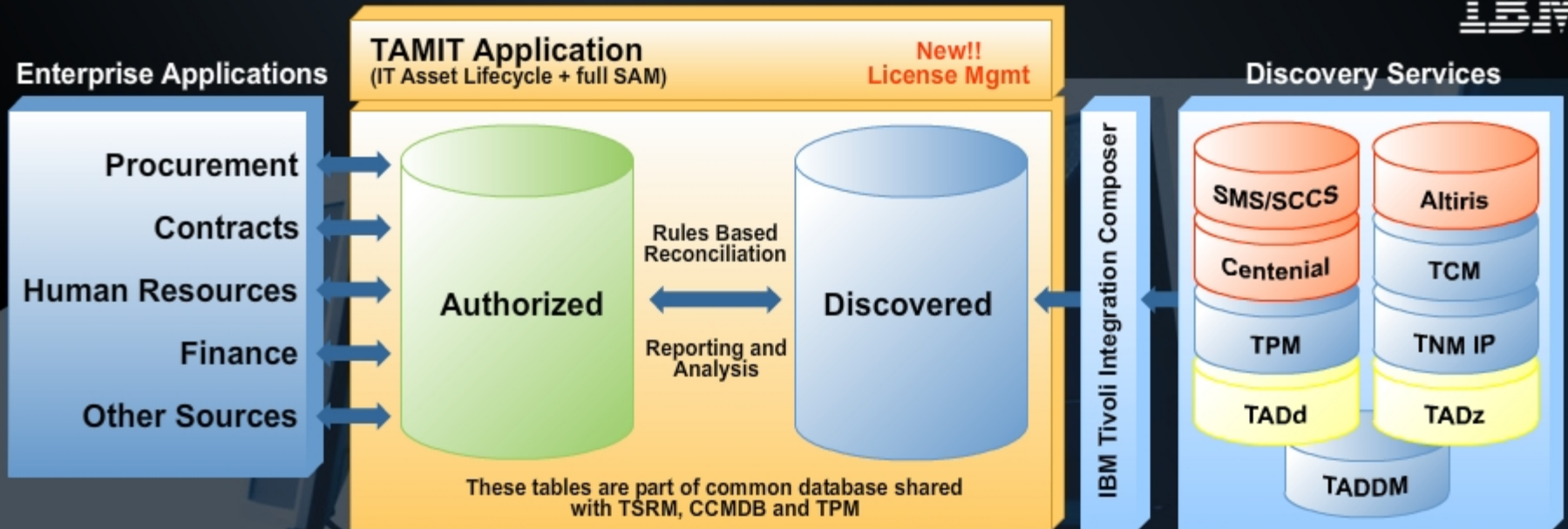
IT Assets in Operational or Productive Use

- Processes to ensure standardize committed ROI
- Creation of assets via procurement, inventory or vendor data
- Asset assignment
- Asset tracking
- Notification of asset receipt to end user
- Built-in tools to add asset attributes based on Asset Type
- Utilize Tivoli Service Request Manager to create deployment service tickets

- Implement support infrastructure and process to enhance productivity and satisfaction
- Standard Install, Move, Add, Change (IMAC)
- Asset reconciliation
- Risk assessment
- Software license compliance
- Govern changes & control configurations
- Track warranty and contract renewals

- Provide for orderly disposition of assets: disposed, auctioned, donated and employee purchase
- Manage end of life
- Track end of life options
- Adhere to regulatory requirements
- Manage disposed assets
- Provide finance with accurate end of life data

IT Asset Consolidation



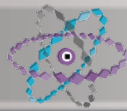
Authorized Asset

- Authorized assets is the inventory of record
- The Assets are populated via the procurement process and other business processes
- Hardware is entered as assets
- Software is entered as entitlements
- Attributes include: asset, software licenses, location, features, assigned to, condition monitoring, etc

Out of the Box Reconciliation

- Linkage based on unique attribute(s), like serial number
- Identification of 'authorized' Assets missing in Deployed Asset Inventory
- Identification of Deployed Assets missing in 'authorized' Asset Inventory
- Comparison of attributes/specifications

Product Overview



Tivoli Endpoint Manager

Microsoft Windows • Mac OSX • IBM AIX • HP-UX • Solaris • VMWare ESX Server •
7 versions of Linux • iOS • Android • Symbian • Windows Mobile

IT Asset Management

- Network discovery
- Managed endpoint hardware inventory
- Managed endpoint software inventory
- Software use Analysis
- PC software license compliance analysis

IT Operations

- Patch management
- Software distribution
- OS deployment
- Remote control
- Server management

IT Security and Compliance

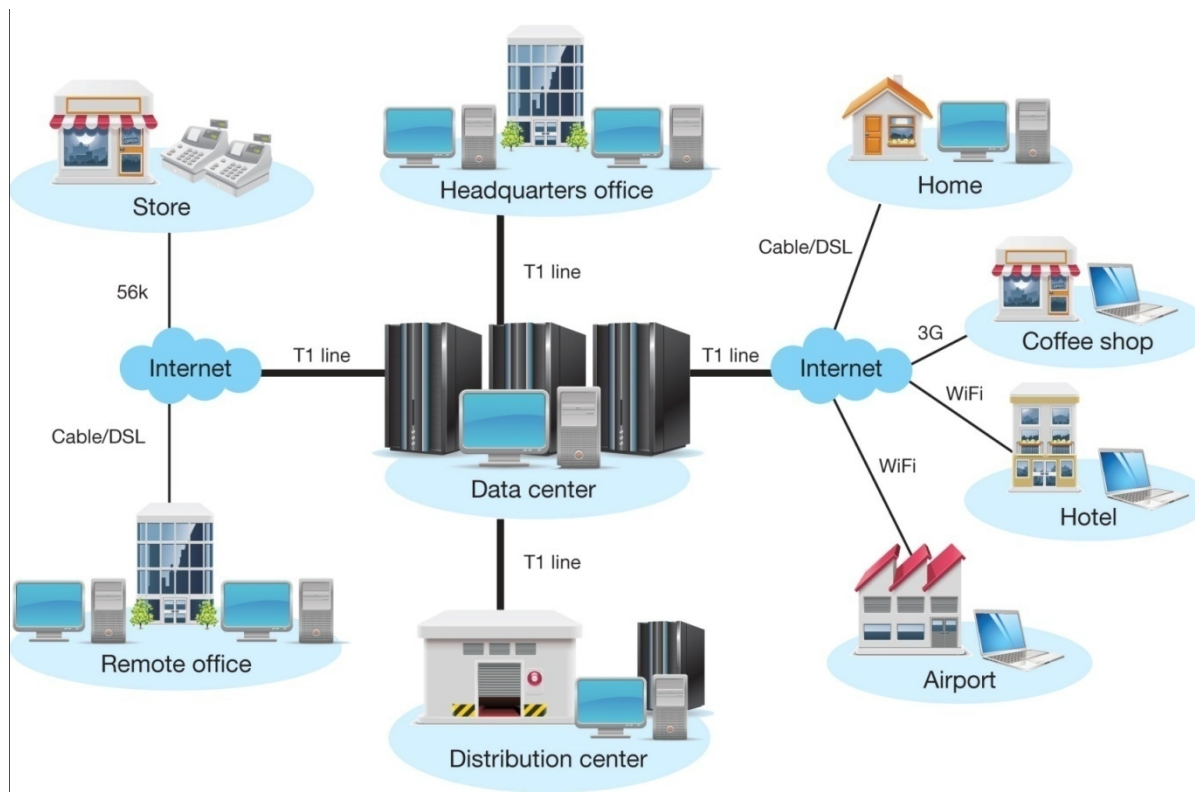
- Security configuration baselines
- Vulnerability assessment
- Network self-quarantine
- Personal firewall
- Multi-vendor anti-malware management
- Endpoint protection

Green IT

- Windows and Mac power management
- Wake-on-LAN
- Current power usage baselines and savings models

1 console, 1 agent, 1 server, many OSs

Tivoli Endpoint Manager: Smarter, Faster

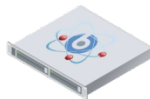


—Whether it's a Mac connecting from hotel wi-fi, or a Windows laptop at 30K feet, or Red Hat Linux Server in your data center, Tivoli Endpoint Manager has it covered. In real-time, at any scale.

PCs and mobile devices have many of the same management needs

Traditional Endpoint Management

- OS provisioning
- Patching
- Power Mgmt
- Anti-Virus Mgmt



Mobile Device Management

- Device inventory
 - Security policy mgmt
 - Application mgmt
 - Device config (VPN/Email/Wifi)
 - Encryption mgmt
 - Roaming device support
 - Integration with internal systems
 - Scalable/Secure solution
 - Easy-to-deploy
 - Multiple OS support
 - Consolidated infrastructure
- Device Wipe
 - Location info
 - Jailbreak/Root detection
 - Enterprise App store
 - Self-service portal



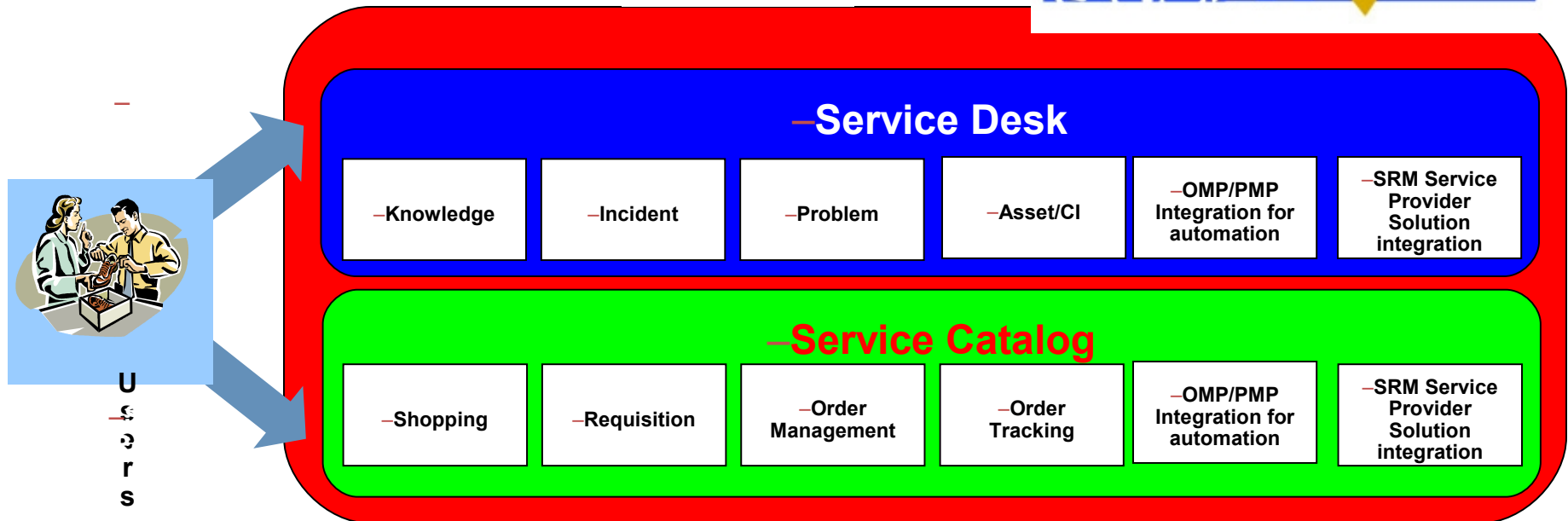
Functionality Overview

Category	Endpoint Manager Capabilities
Platform Support	Apple iOS, Google Android, Nokia Symbian, Windows Phone, Windows Mobile
Management Actions	Selective wipe, full wipe, deny email access, remote lock, user notification, clear passcode
Application Management	Application inventory, enterprise app store, whitelisting, blacklisting, Apple Volume Purchase Program (VPP)
Policy & Security Management	Password policies, device encryption, jailbreak & root detection
Location Services	Track devices and locate on map
Enterprise Access Management	Configuration of Email, VPN, Wi-fi
Expense Management	Enable/disable voice and data roaming

Tivoli Service Request Manager (TSRM)

OCG Gold Level ITIL v3 Certification for Incident Management, Problem Management and Request Fulfillment Management

Pink Verified : Incident, Problem, Service Level, Event, Service Request Fulfillment, Knowledge, Financial & Service Catalog Management



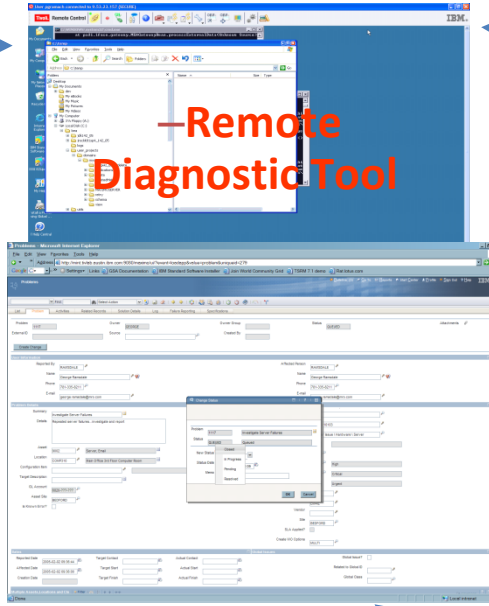
TSRM Service Desk – Key Features / Customer Value

–Reduce help desk call volume

Self Service - Web-based portal that enables end Users to create service requests, find its status, search for solutions from the knowledgebase, view bulletin board messages and access service catalog.

Password reset - Provide password reset capability directly to the end users through integration with Tivoli Identity Manager.

Bulletin board - Provides real-time message display, allowing administrators to broadcast to various groups, including IT Operations and/or end-users.



–Remote Diagnostic Tool

–Process Automation

Powerful **service request, incident and problem** management applications captures all relevant data through ticket templates and provide ITIL V3 aligned visual process workflows to manage it

–Align IT with business

Service Level Management - Compares actual performance with pre-defined expectations, escalations and associated reports.

Escalation Management - Ensures proper management of resources to achieve service levels. Proactively monitor conditions and send notifications from prompt action

–Reduce mean time to repair

Knowledge Management - Built-in, searchable solutions database enables agents to resolve issues faster, improving first call resolution rates.

Remote diagnostics - Embedded remote diagnostics capability that enables remote takeover of workstations for problem resolution. Recording, storing and playback of the remote sessions.

Runbook Infrastructure - Provides the capability to customer to create runbooks for faster ticket resolution and service delivery without requiring a separate runbook automation module.

–Improve Productivity

Computer telephony - Auto pre-population of tickets and call control through integration with computer telephony software from Genesys® and Cisco®

Collaboration - Provides chat capability to service desk agents through Lotus Sametime integration to collaborate with ticket and service owners

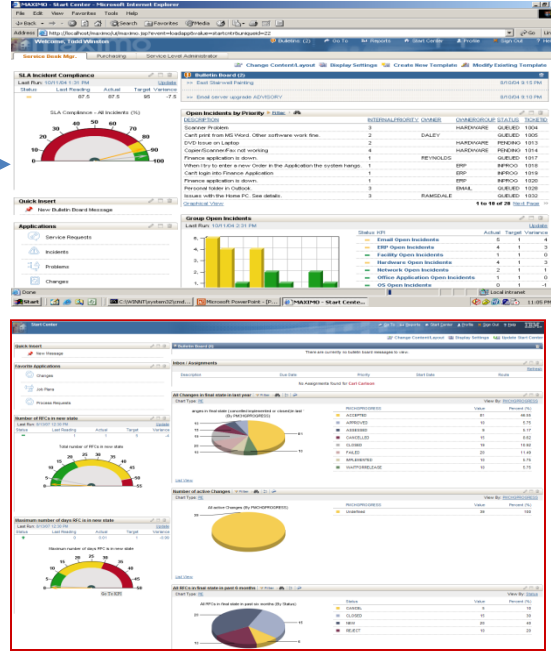
TSRM Service Desk – Key Features / Customer Value

–Operational efficiency

Role-based KPIs - Support staff, managers or executive can monitor role-based KPIs in an easy to configure, intuitive graphical display.

Reporting - Embedded Tivoli Common Reporting tool based on BIRT (Business Intelligence Reporting Tool) provides flexible and powerful reporting capabilities.

Work Management - Enables customers to define and document tasks, activities, and other procedures necessary for ticket resolution. Also ensures right personnel with the right skills are deployed at the right time



–Measure end user satisfaction

Survey - Provides the capability to measure the end users satisfaction on quality of support provided. Reports can be generated based on survey results

–Email ticket submission

Email Listener - Efficiently processes inbound emails into service requests streamlining service desk operations and increasing user satisfaction

Upgrade, customization, configuration flexibility

Configuration Tooling - Flexible, easy to use configuration tools such as Application Designer, and Database Configuration Tool are included for screen customization and database configuration

Workflow Designer Tool - Provides easy to use drag & drop approach to create process workflows. Workflows are easily customized, versioned and replicated using this tool

Upgrade – Scripts to upgrade from version 6.2 to 7.1. Customizations and configurations done using the tools provided upgrades smoothly.

–Better decision making

Dashboards and Start Centers - Real-time Dashboards provide actionable information and identify potential problem areas, enabling support to take appropriate corrective actions before critical services are adversely affected. Dashboards can also be customized.

TSRM Service Catalog Tooling - Main Roles, Activities, and Tools



IT User:

- Searches for services
- Submit requests
- Monitor status

Offering Catalog **Start center**



Service Designer:

- Define Services
- Define Offerings and Catalogs

Service Delivery Manager:

- Determines delivery plan
- Determines providers

Catalogs Application **Offerings Application** **Service Fulfillment Application** **Fulfillment Options Application**



IT Operations Analyst:

- Complete order planning
- Work schedule assignment

IT Operations Specialist:

- Performs work items

Catalog Orders Application **Work Management Applications** **Integrations**
(CCMDB, PMPs, OMPs)

Find What You Need

Current Cart 0: New... Items in Cart: 0 My Orders

Search: Catalog:

View All Offerings | View Favorite Offerings

Offerings Previous 1 - 20 of 22 Next

Offering UI Display

Add Database To Server
Submit this catalog request to add a database to a server.

Build New Server
Submit this catalog request to build a new server.

Build New Server with Middleware
Submit this catalog request to build a new server with middleware. The types of middleware that can be created comprises a Database Management System (DBMS) such as [db2](#)...

Build New Standard Server Image
Submit this catalog request to build a new standard server image. A given image is effective until the next image create or image update request is initiated. Image create requests...

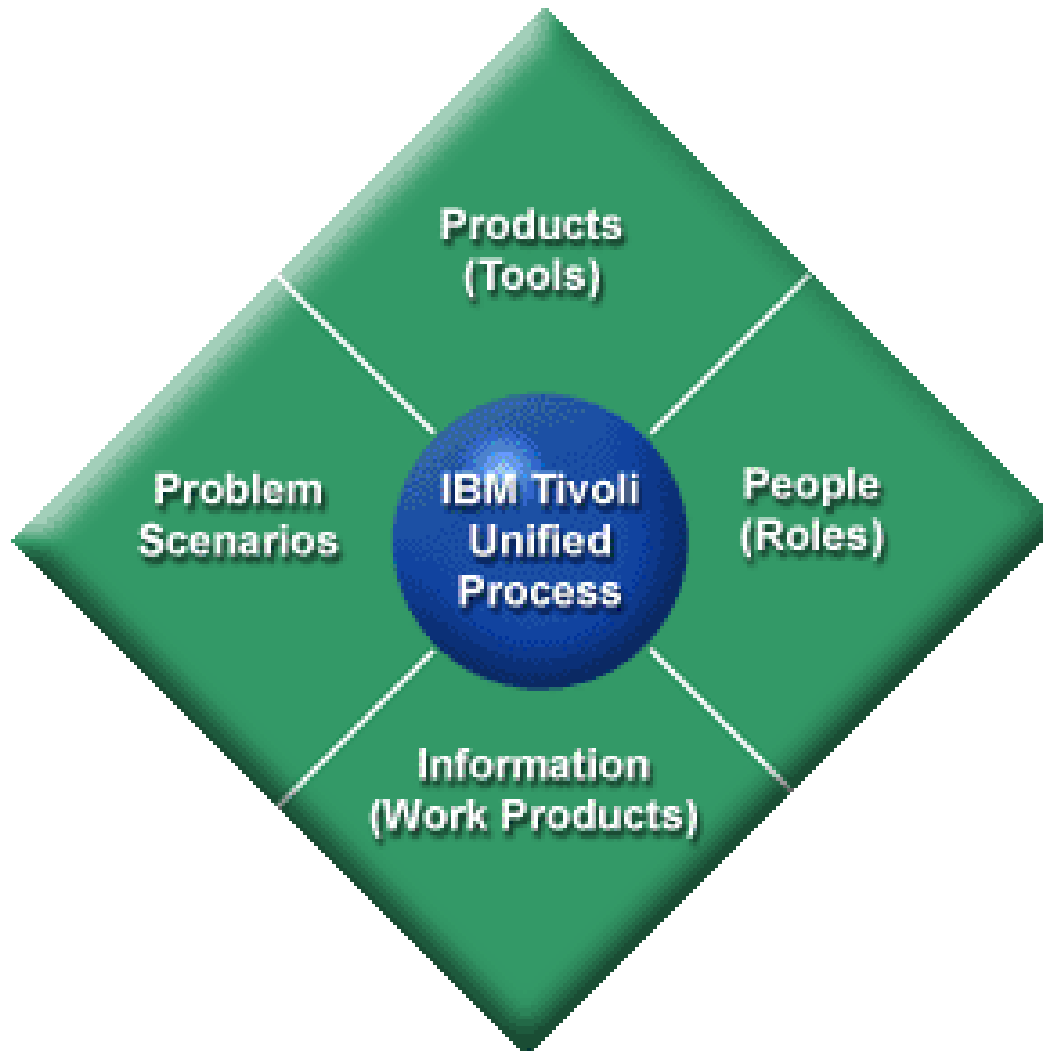
DB Install and Config
Submit this catalog request to install and configure a Database Management System (DBMS).

Deploy Server to Floor
Submit this catalog request to deploy a server to the floor.

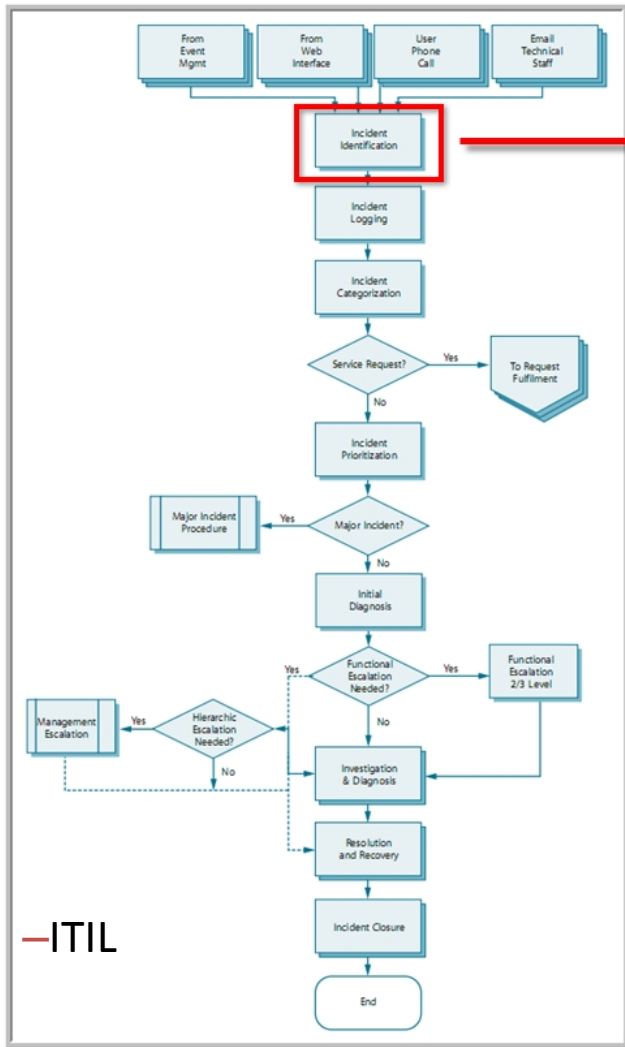
Firewall Change Requests
Submit this catalog request for a network engineering firewall change. Changes to a firewall relate to opening and closing ports to and from particular nodes.

I and S Network Consulting
Submit this catalog request for network consulting services. Network consulting services are required frequently in organizations and therefore standardized procedures are used in...

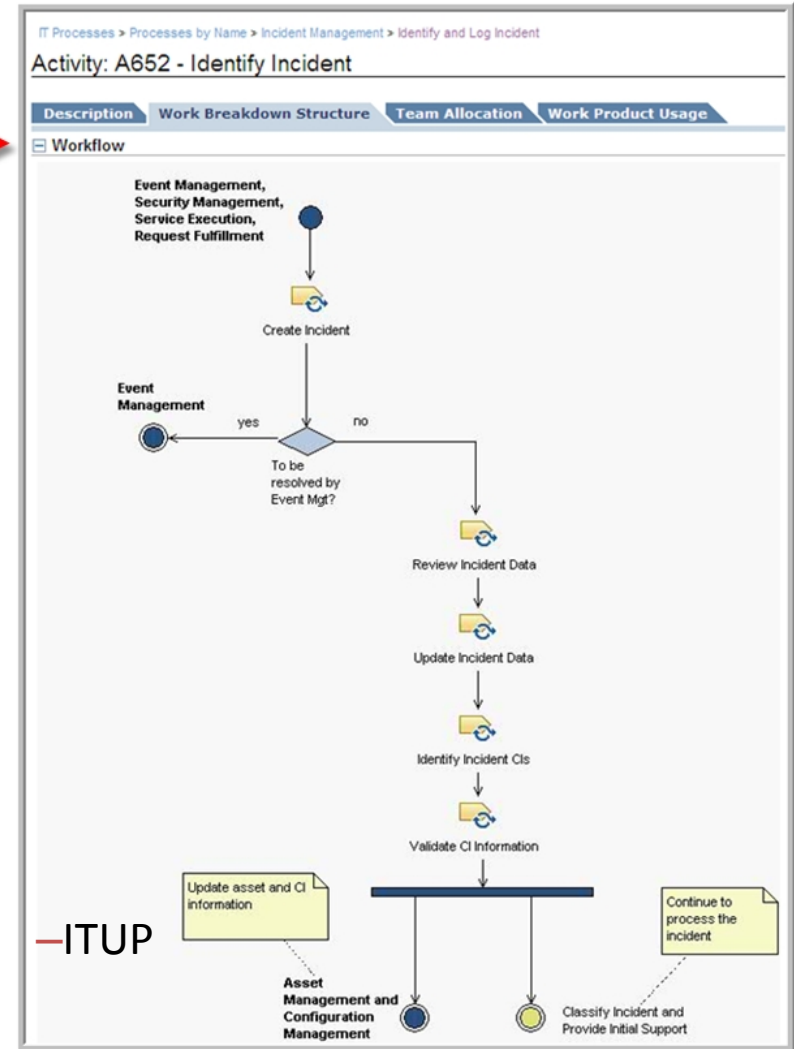
IBM Tivoli Unified Process



ITIL Process Flow Mapped to ITUP Workflow

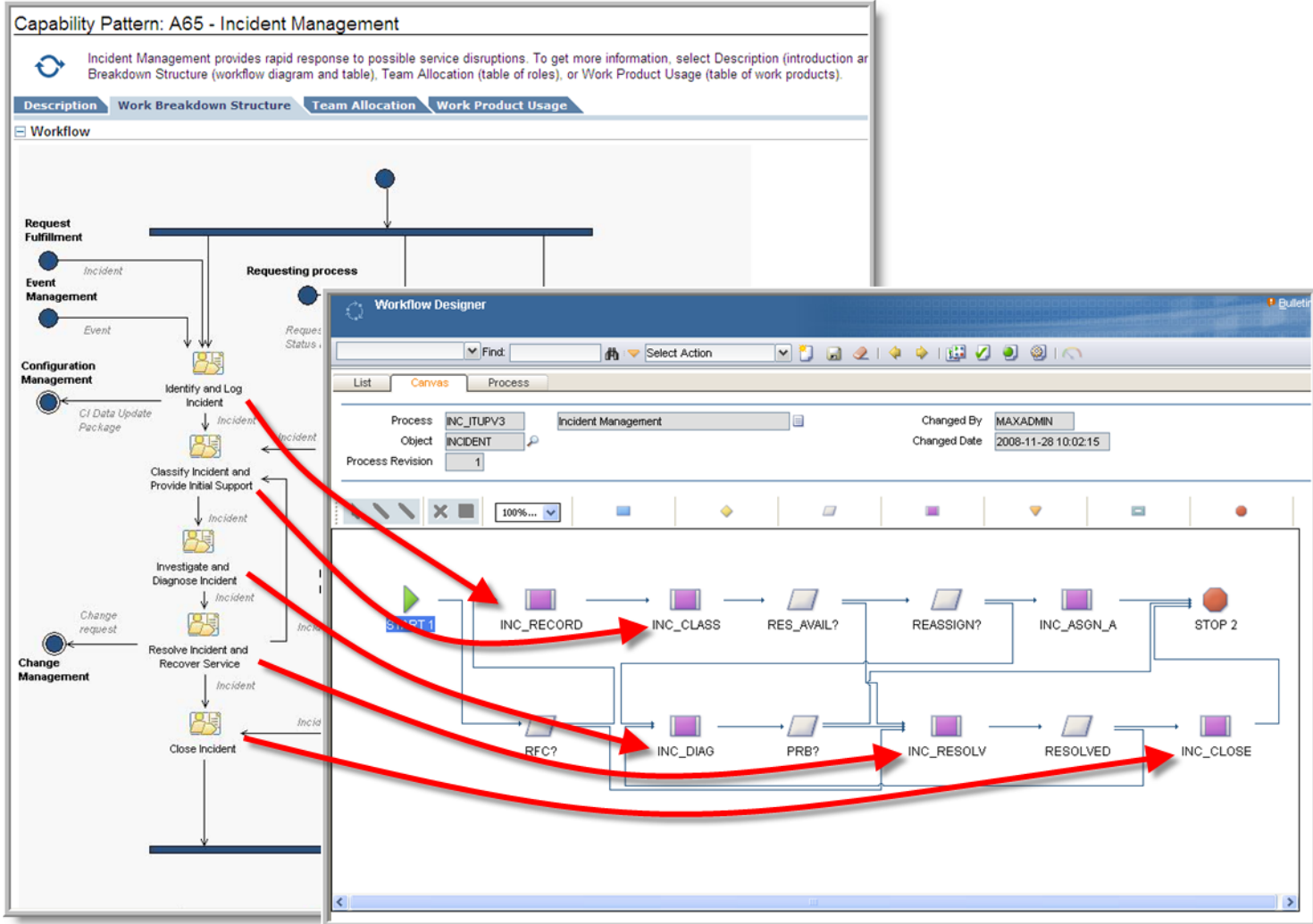


-ITIL



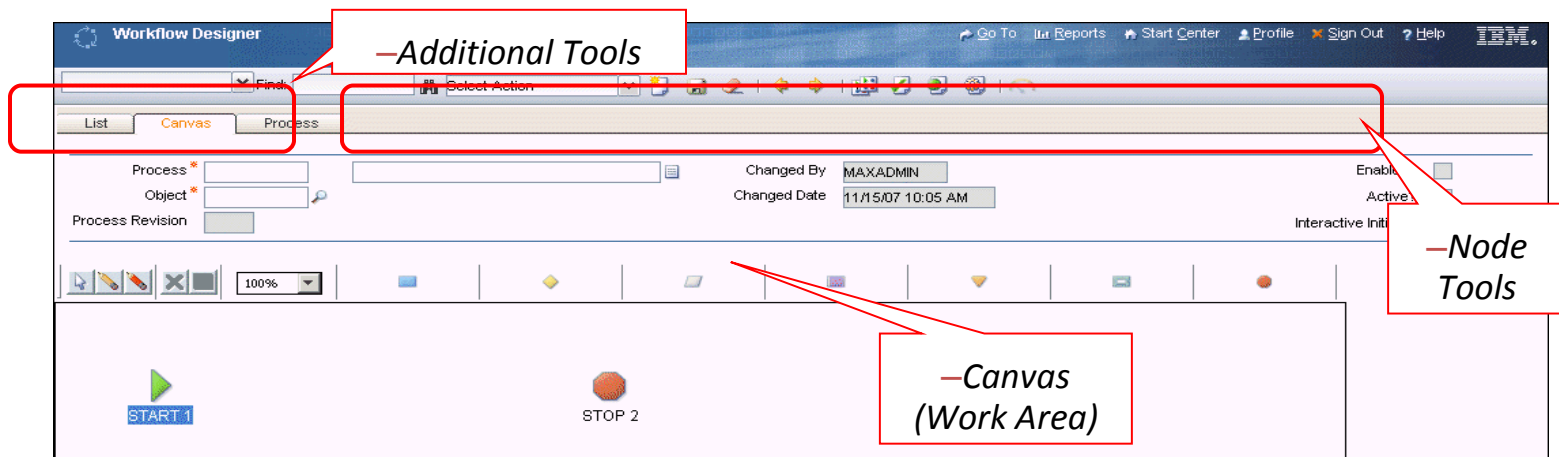
-ITUP

ITUP to IBM Product Workflow Mapping



Uyarlama Kolaylığı : Workflow Designer

- Allows you to graphically modify built-in process workflows or create new ones
- No programming required – Drag and Drop



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- No programming required – Drag and Drop

Uyarlama Kolaylığı : KPI Designer

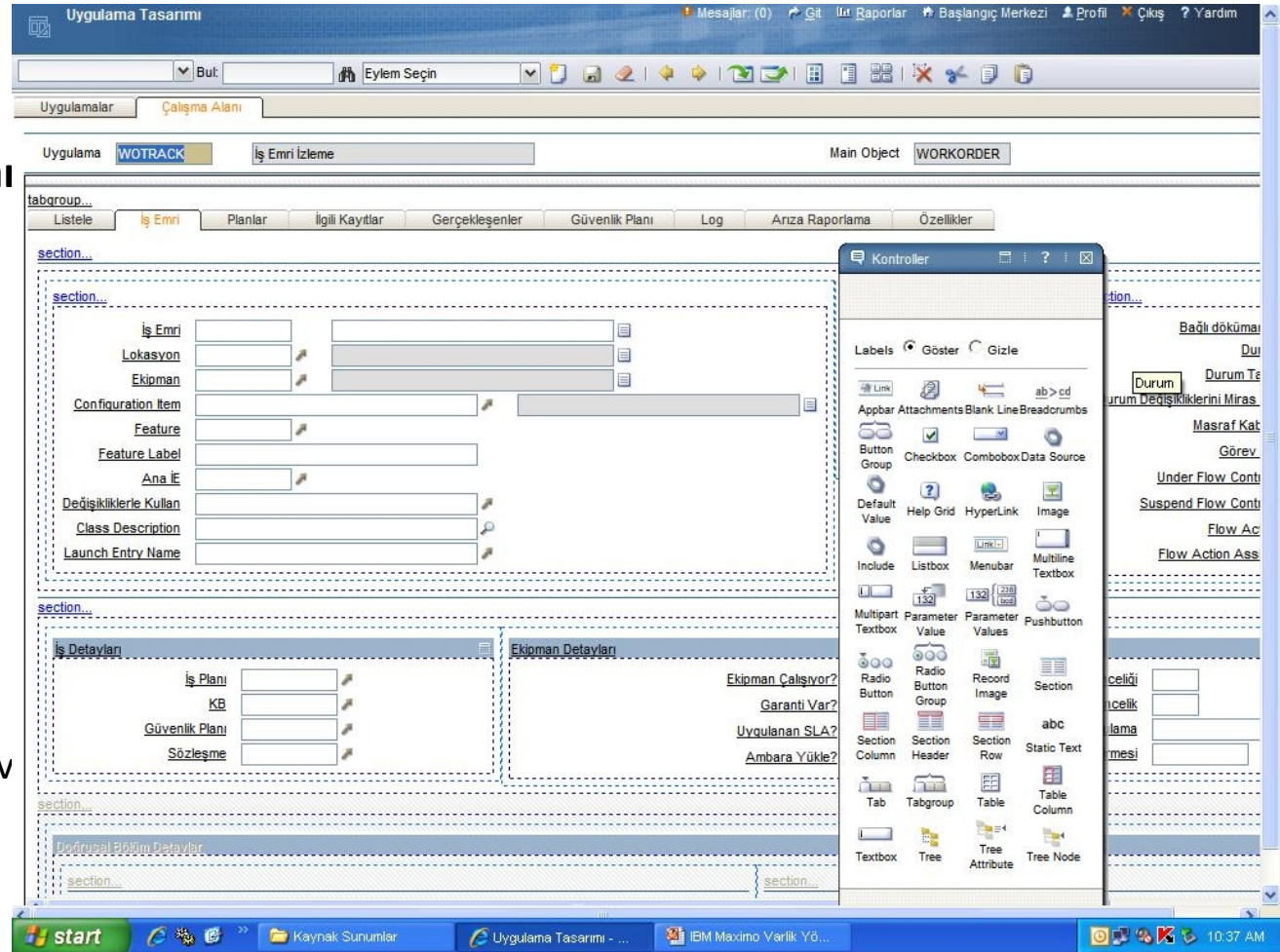
- Sorgular yaparak istediğiniz KPI ölçümlerini oluşturabilme
- KPI'ları karşılaştırabilme
- KPI'ları kullanıcı ekranında görüntüleyebilme
- KPI'ları diğer KPI veya raporlar ile ilişkilendirebilme, link atabilme

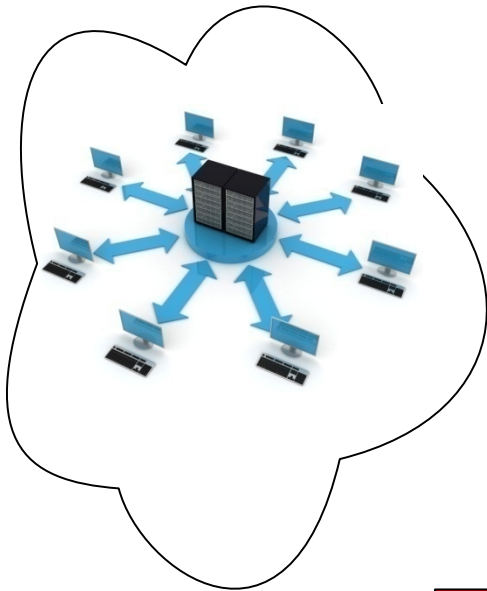
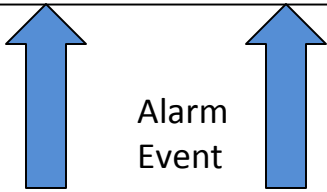
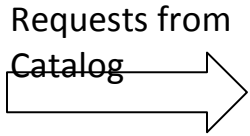
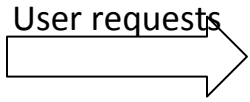
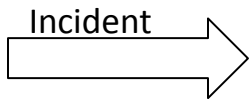
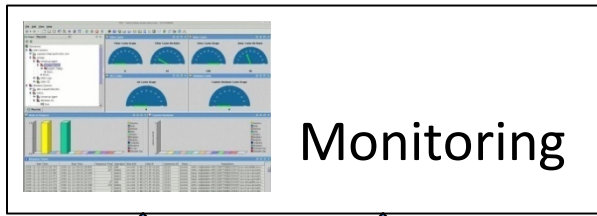


Uyarlama Kolaylığı : Application Designer

Veritabanı Biçimlendirme Uygulama Tasarımı

- Hazır araçlar
- Son kullanıcıya açılabilen kolay ve çabuk uyarlama yeteneği
- Kullanıcı ara yüzü, dashboard, KPI, raporlar, yeni uygulama yaratma, v daha fazlası





Automatic Asset Discovery
 Laptop / PC
 Server
 Mobile (IOS, Android, Windows, Symbian)
 Lunix / Mac / Unix



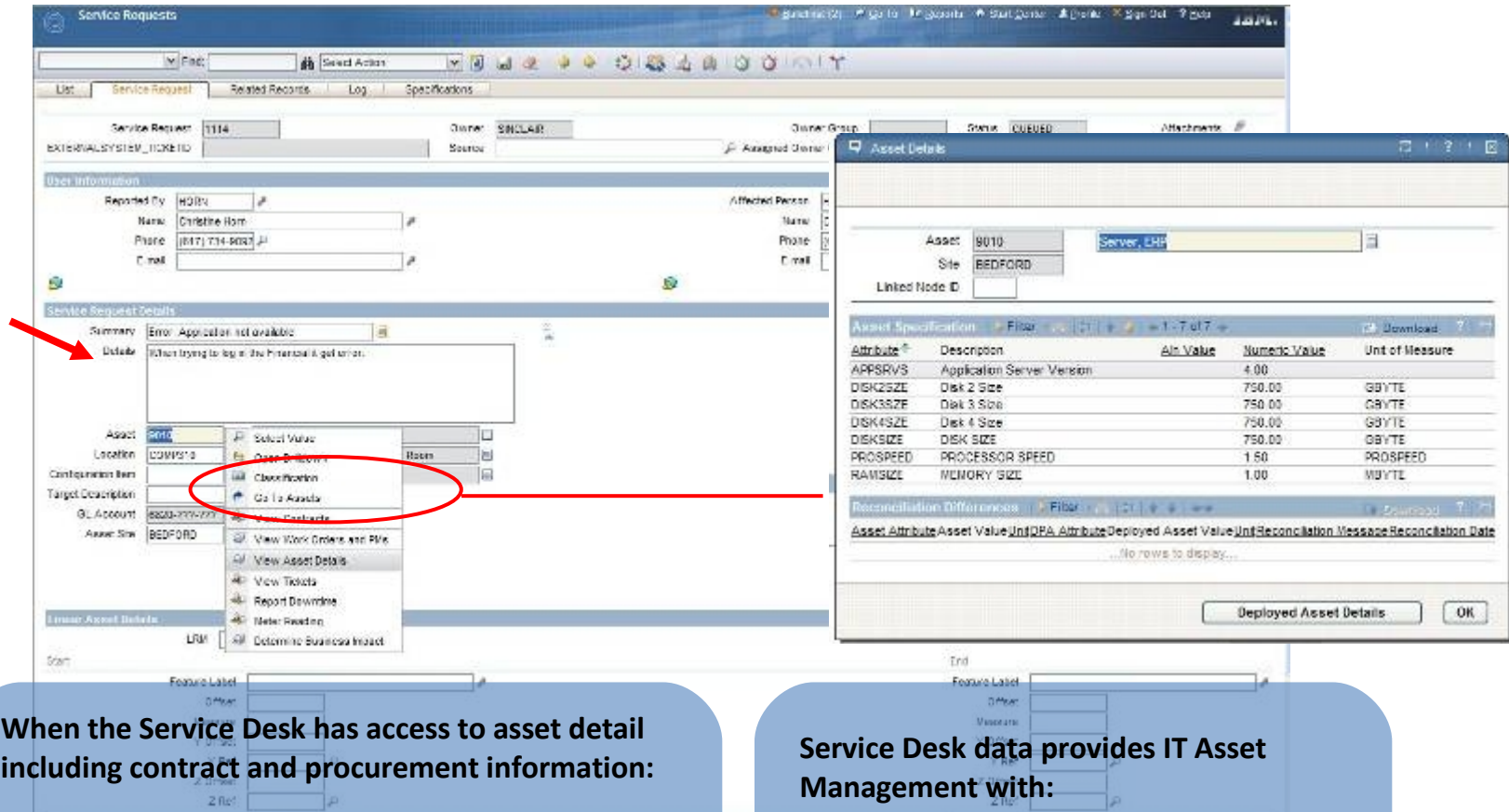
Tivoli Asset and Service Request Mngt. Platform

- Service desk and service catalog
- Incident&Problem Management
- Change Management-Work Management
- IT Asset management
 - Classification and reconciliation of the assets
 - Purchasing
 - Warehouse&Inventory
 - Contract Management
 - Asset lifecycle:From planning to Scrap

Tivoli EndPoint Management

- Discovery
- SW Deployment
- Power Management
- Patch Management
- Security Mngt.
- SW Use Analysis

IT Asset Management and Service Desk go hand-in-hand



When the Service Desk has access to asset detail including contract and procurement information:

- Service request handling is streamlined
- Incident & problem resolution is expedited
- Service levels & customer satisfaction improve

Service Desk data provides IT Asset Management with:

- Information on frequency and nature of issues with IT assets
- Ability to increase efficiency and cost effectiveness

A Quick Tour of Tivoli Asset Management for IT...

Common User Interface - Start Center

Annotations:

- Administration** (circled in red)
- Navigation bar** (points to the top navigation area)
- Bulletin Board** (points to the Bulletin Board section)
- Access to Modules using Go To** (points to the 'Go To' link in the top right)
- Inbox / Assignments provides access to Workflow Assignments** (points to the 'Inbox / Assignments' section)

KPI Graph Data:

Status	KPI	Actual	Target	Variance
■	Current User Sessions	1	500	-499

Approval needed

Welcome, Diane Liberi

Favorite Applications

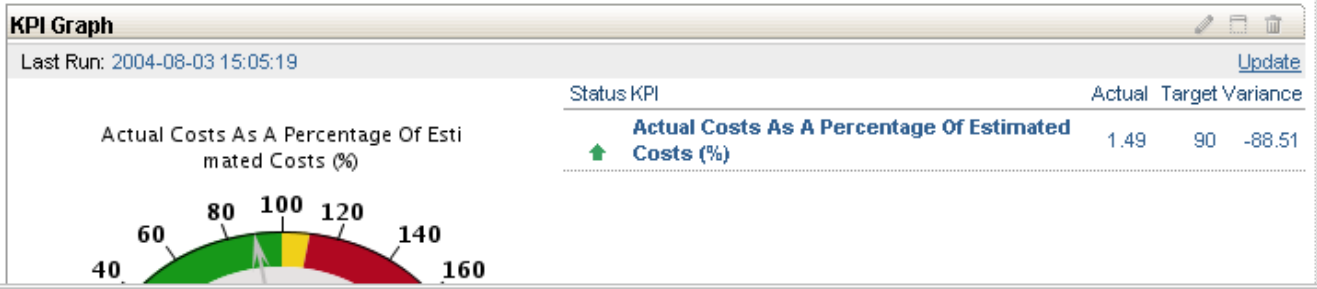
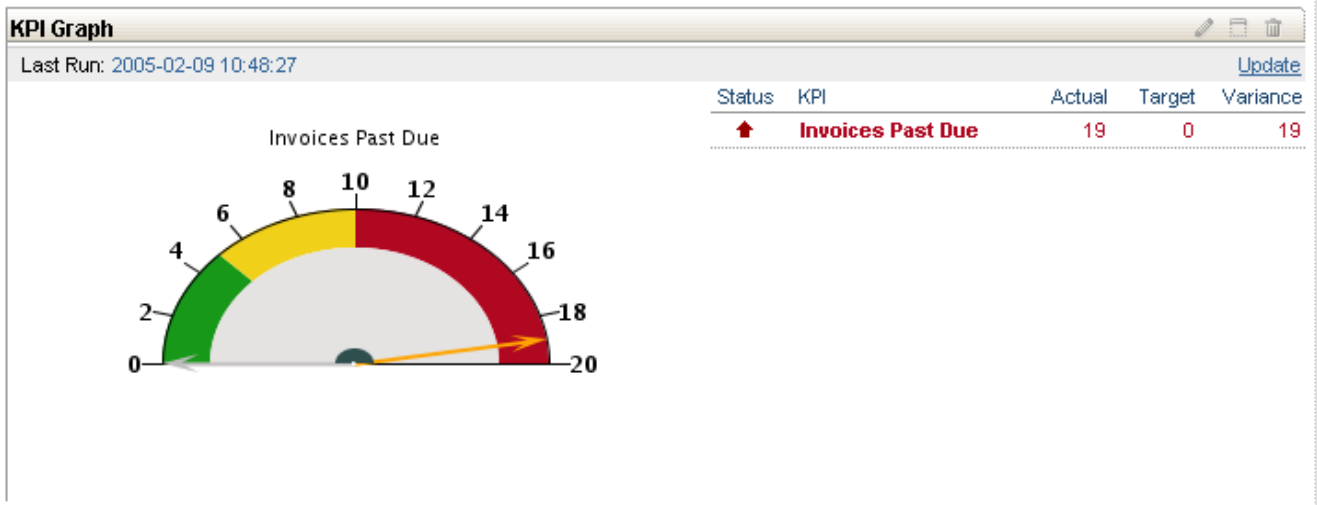
- Chart of Accounts
- Cost Management
- Exchange Rates
- Currency Codes

Inbox / Assignments

Next Assignment Due: 2008-09-24 16:36:53 [Refresh](#)

Description	Application	Assignment	Assignment Status	Description	Due Date	Route
Review PR for Approval	PR	102	ACTIVE	Review PR for Approval	2008-09-24 16:36:53	Route

1 to 1 of 1



Out of the Box Reports – Core, Incident, Problem

Core reports

- Work Order Details
- Work Order List
- Quick Reporting Details
- Quick Reporting List
- Job Plan Detail
- Job Plan List
- Person Group
- Labor Listing
- Location Hierarchy by System
- Classification Detail
- Classification Hierarchy
- Electronic Audit Transactions
- Electronic Signature Transactions
- Maximo Database Tables
- Service Request Details
- Forward Schedule of Changes
- Forward Schedule of Releases
- SLA Details
- SLA List
- SLA Exception
- Problem Details
- Incident Details
- Service Request Details
- CI Detail Report
- Actual CI Detail Report
- CI Attribute History Report
- CI Relationship History Report
- Relationship Rule List Report
- Problem List
- Incident List
- Service Request List
- Change Details
- Change List
- Release Details
- Release List
- Activities Details
- Activities List
- Person Detail Report
- Actual CI History
- Security Group
- Workorder Hierarchy
- Job Plan Hierarchy
- Report Usage Details
- Collection List Report
- Collection Analysis Report
- CI Template Report

Teşekkür Ederiz...

