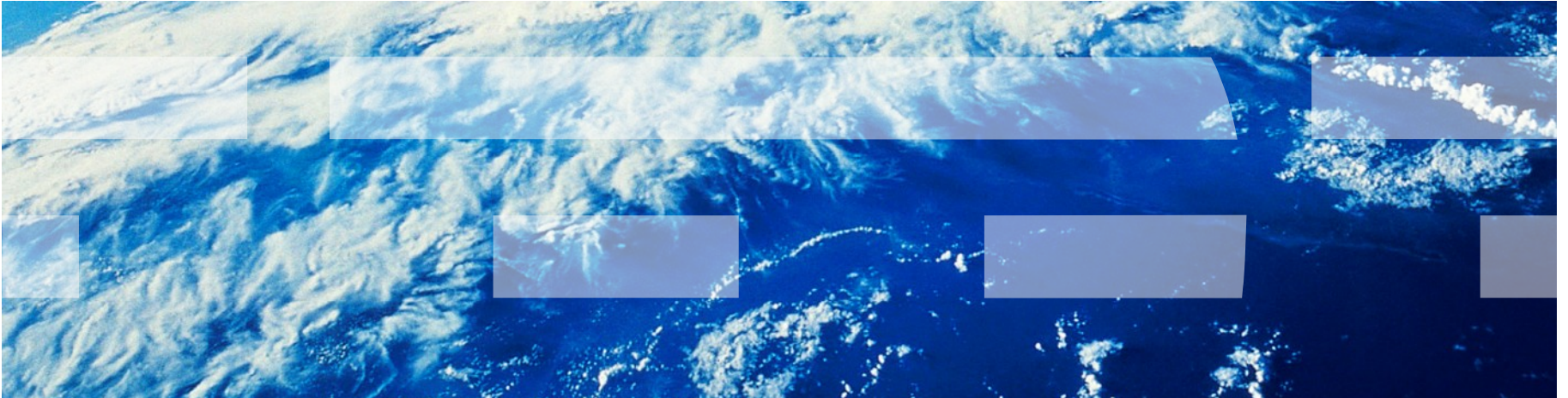




IBM yazılım zirvesi '09



Büyük Kurumlarda Servis Yönetimi için Yol Haritası





KAPSAM

- ITSM Projesi
- Projede Geline Aşama
- Deneyimler
- Demo

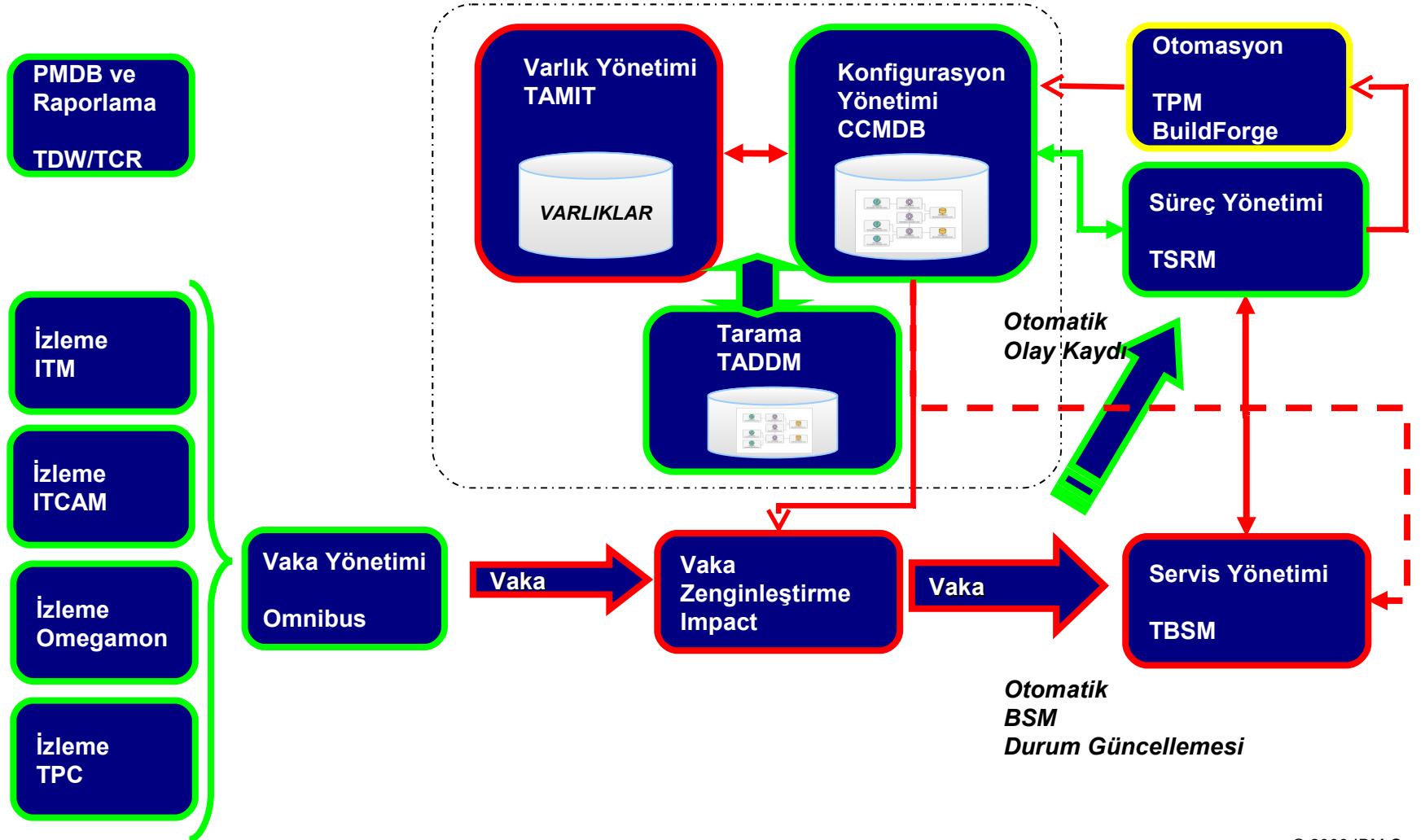
ITSM Projesi

Altyapı	Servis Yönetimi	Sistem Yönetimi	Güvenlik
	BT operasyonlarının ITIL temelinde yönetilebilmesi için gerekli süreç ve araç implemantasyonu	İzleme altyapsının oluşturulması	
	Gelinen Aşama: ITIL süreçlerinin ve TSRM aracının hayata geçirilmesi	Gelinen Aşama: Farklı ortamlar için event consolidation ve servis izleme	

Gelinen Aşama

- İzleme Altyapısı
- Hizmet Talebi Yönetimi
- Olay Yönetimi
- Problem Yönetimi
- Değişiklik Yönetimi
- Konfigurasyon Yönetimi

Projede Geline Aşama



Deneyimler

- Üst Yönetim Desteği
- Fazlandırma, elde edilebilir hedefler
- Görünür kılma
- Farkındalık
- İletişim ve bilgilendirme
- Süreç tasarımı, araç tasarımı değil
- KPI'lar ve raporlama

Deneyimler

- Mevcut altyapı ile entegrasyon
- Doğru organizasyon
- Süreç sahiplerinin katılımı
- Ekip çalışması
- Kararlılık

Demo

- DEMO

Konfigürasyon Yönetimi Nedir?

- ❑ Konfigürasyon Yönetimi, konfigürasyon öğelerinin belirlenmesi, kontrol edilmesi, bakımı, versiyonlarının tutulması ve aralarındaki ilişkilerin altyapı ve servis modeli olarak ifade edilmesini kapsar.
- ❑ Bu süreç, konfigürasyon öğelerinin detaylarının ve temel ilişkilerinin tutulduğu “Konfigürasyon Yönetimi Veritabanı” yardımıyla işletilir.

Konfigürasyon Yönetiminin Amacı

- Konfigürasyon bilgilerini belirleme, toplama ve organize etme
- Diğer süreçlere temel olacak konfigürasyon bilgisi sağlama
- Konfigürasyon öğeleri ve ilgili isteklerin güvenilir kütüphanelerde saklanması
- Altyapı bilgileriyle, diğer süreçlerce yönetilen kayıtların tutarlılığının sağlanması
- Etki ve Problem Analizi
- Konfigürasyon baseline oluşturma ve saklama
- İzinsiz değişiklikleri önlemek, denetim ve kontrollere destek

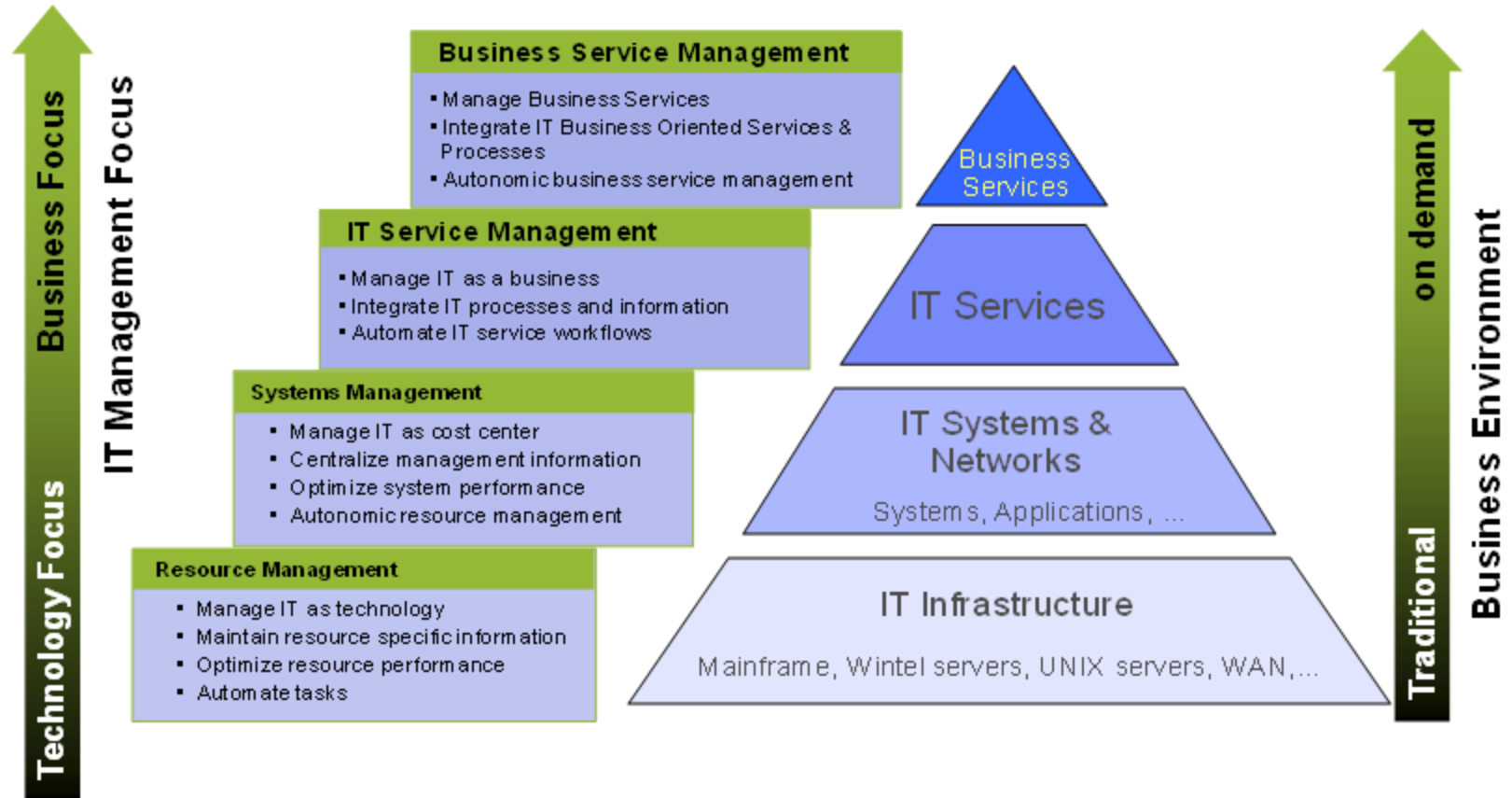
Konfigürasyon Yönetim Araçları

- IBM Tivoli Application Dependency Discovery Manager (TADDM)
- IBM Tivoli Service Request Manager (TSRM - Maximo)
- IBM Tivoli Integration Composer (ITIC)

Konfigürasyon Yönetim Çalışmaları-1

- Kapsamın belirlenmesi
- Araçların kurulumu
- Fiziksel altyapı tanımlarının yapılması, taranarak TADDM ' a aktarılması, otomasyonu
- Standart ve politikaların belirlenmesi ve operasyonel süreçlere dahil edilmesi
- Kapsama dahil uygulamalar ve servislerle ilgili konfigürasyon bilgilerinin oluşturulması
- Farklı süreçlerle birlikte yürütülen BT Servis Kataloğu çalışması
- Fiziksel altyapının TADDM üzerinde Servis Modeli olarak ifade edilmesi

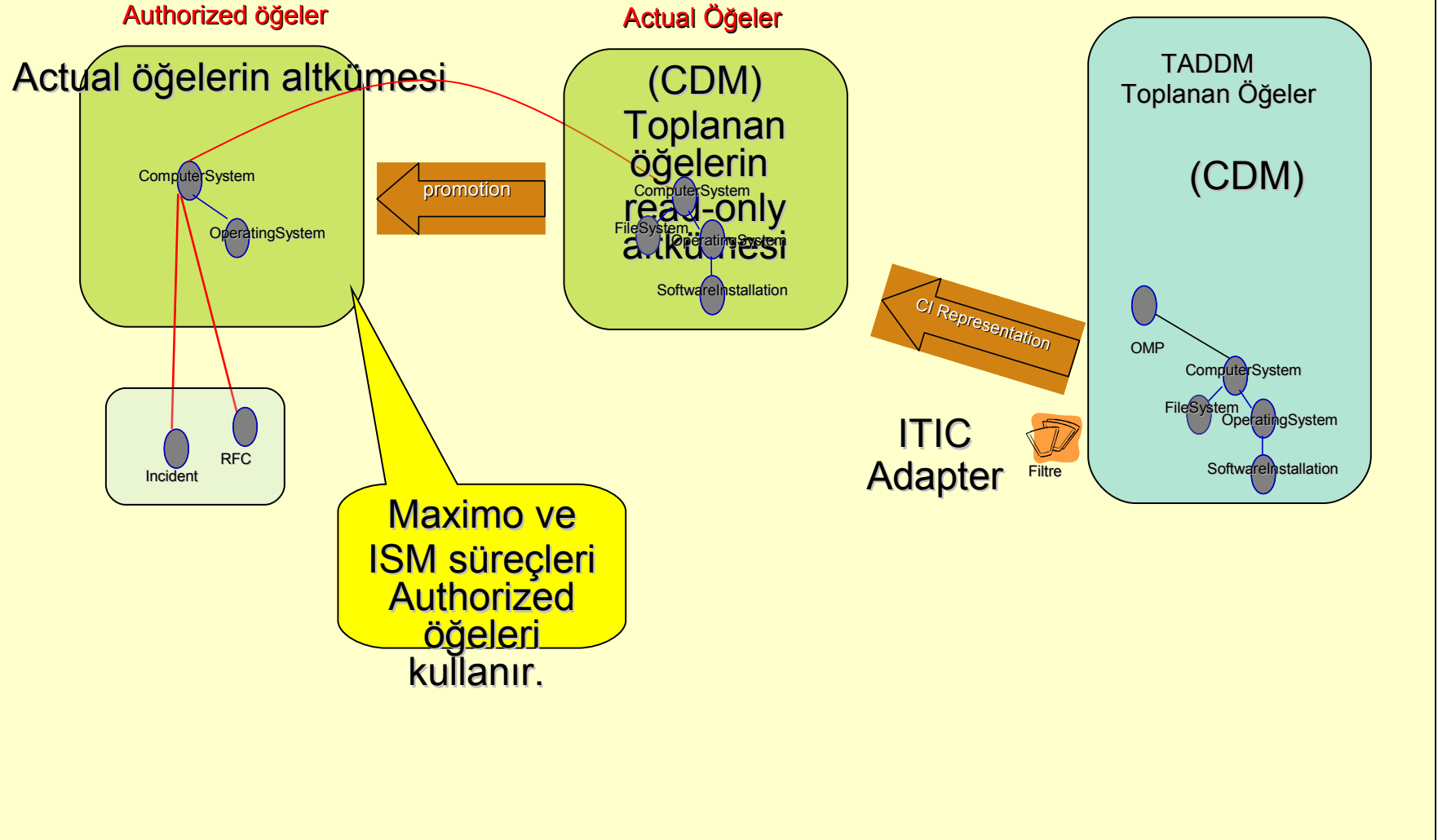
IT services is a key factor on the evolution of IT Management from a Technology to a Business Focus



Konfigürasyon Yönetim Çalışmaları-2

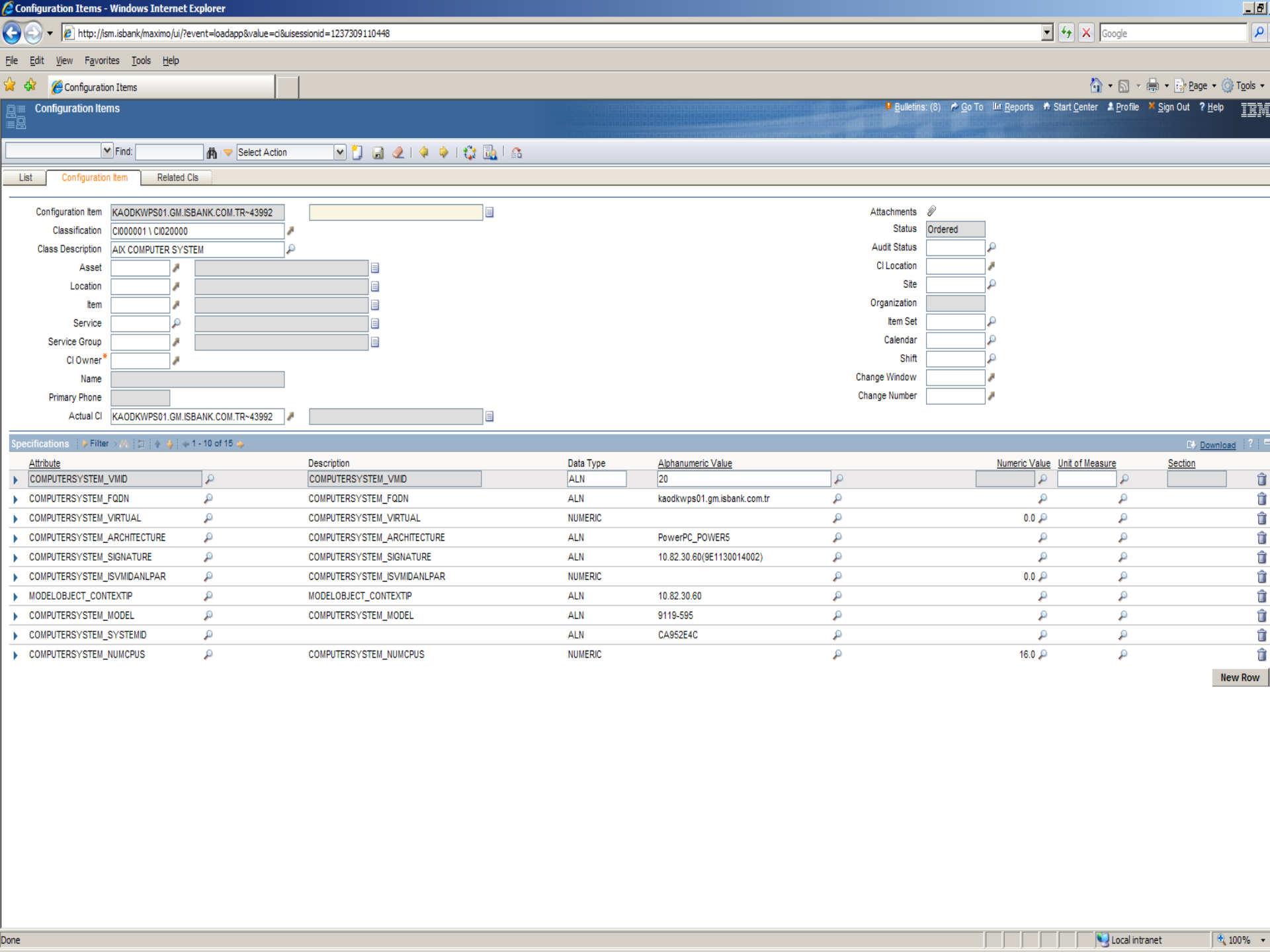
- Süreçlerce yönetilmesi planlanan bilgi sınıflarının ve özelliklerinin belirlenmesi
- Yönetilecek CDM uyumlu sınıf hiyerarşinin Maximo üzerinde oluşturulması
- Yönetilecek datanın Authorized veritabanına aktarılması
- Konfigürasyon Yönetim süreç ve rollerinin belirlenmesi, dökümanların oluşturulması
- Araç üzerinde ilgili süreç adımlarının iş planlarına eklenmesi
- Eğitim ve bilgilendirme çalışmaları
- Sürecin başlatılması ve raporlama çalışmaları
- Konfigürasyon Yönetimi Operasyonu, belirlenen KPI'lara uygun yönetiminin sağlanması

Authorized, Actual ve Toplanan data



Süreç ilişkileri

- Değişiklik yönetimi, yapılacak değişikliğin sonuçlarını öngörmek için konfigürasyon sürecine başvurur.
- Olay yönetimi, olaya hangi konfigürasyon öğelerinin dahil olduğu ile ilgilenir.
- Problem yönetimi, problemin esas nedenini bulmak için konfigürasyon veritabanını kullanır.
- CMDB üzerinde süreçlerin CI'lar ile ilişkilendirilmesi ile tüm süreçler arasında köprü oluşturulur.



Configuration Item: KAODKWPS01.GM.ISBANK.COM.TR-43992

Classification: C000001 \ C020000

Class Description: AIX COMPUTER SYSTEM

Asset: []

Location: []

Item: []

Service: []

Service Group: []

CI Owner: []

Name: []

Primary Phone: []

Actual CI: KAODKWPS01.GM.ISBANK.COM.TR-43992

Attachments

Status: Ordered

Audit Status: []

CI Location: []

Site: []

Organization: []

Item Set: []

Calendar: []

Shift: []

Change Window: []

Change Number: []

Specifications Filter 1 - 10 of 15 Download

Attribute	Description	Data Type	Alphanumeric Value	Numeric Value	Unit of Measure	Section
COMPUTERSYSTEM_VMD	COMPUTERSYSTEM_VMD	ALN	20			
COMPUTERSYSTEM_FQDN	COMPUTERSYSTEM_FQDN	ALN	kaodkwps01.gm.isbank.com.tr			
COMPUTERSYSTEM_VIRTUAL	COMPUTERSYSTEM_VIRTUAL	NUMERIC		0.0		
COMPUTERSYSTEM_ARCHITECTURE	COMPUTERSYSTEM_ARCHITECTURE	ALN	PowerPC_POWER5			
COMPUTERSYSTEM_SIGNATURE	COMPUTERSYSTEM_SIGNATURE	ALN	10.82.30.60(9E1130014002)			
COMPUTERSYSTEM_ISVMIDANLPAR	COMPUTERSYSTEM_ISVMIDANLPAR	NUMERIC		0.0		
MODEBJECT_CONTEXTIP	MODEBJECT_CONTEXTIP	ALN	10.82.30.60			
COMPUTERSYSTEM_MODEL	COMPUTERSYSTEM_MODEL	ALN	9119-595			
COMPUTERSYSTEM_SYSTEMID		ALN	CA952E4C			
COMPUTERSYSTEM_NUMCPUS	COMPUTERSYSTEM_NUMCPUS	NUMERIC		16.0		

New Row

Find: Select Action

- List **Process Request** Related Records Log

Process Request

Owner

Created By

Changed By

Changed Date

Current Queue

Owner Group

Status

Environment

User Information

Requestor

Name

Phone

E-mail

Process Request Details

Description*

Priority*

Process Manager Type*

Site*

Requested Completion*

Asset

Location

Details*

Request Classification Details

Classification*

Class Description

Classification Attributes Filter

Attribute	Description
...No rows to display...	

New Row

Target Cls 1 - 1 of 1

Asset	Location	Configuration Item	Target Description
<input type="text"/>	<input type="text"/>	<input type="text" value="ODAK-COMMON-2415602"/>	<input type="text"/>

Select: Clear All New Row

Find: Select Action

List Change Plans Related Records Log Process Details Impact Analysis

Change: 8915 Owner: 57712 HAKAN GÜREL Current Queue: Status: WAPPR Progress: ACCEPTED

Changed By: MAXADMIN maxadmin Owner Group: Environment:

Changed Date: 2009-10-04 14:19:34 Change Manager: MAXADMIN

Change Details

Summary: ODAK JVM maximum heapsize artışı

Target Description:

Classification: IS100019 \ IS100133 \ IS100136

Change Type: CHANGE

Impact: 2 Significant / Large (Medium)

Urgency: 2 Medium

Priority: 3 Medium

Change Path: EMERGENCY

Reason for Change:

Risk Assessment:

Exception Code:

CAB Meeting Date:

Implementation Plan:

Operation Documentation:

Test and Acceptance Results:

Service Outage Duration(minutes):

Back Out Plan:

Monitoring Report:

Class Description: Yazılım \ Uygulama Sunucuları (Application Ser

Classification Search

Attributes Filter 1 - 5 of 11

Attribute	Description	Section	Search Value
COMPUTERSYSTEM_VMID	COMPUTERSYSTEM_VMID		
COMPUTERSYSTEM_ARCHITECTURE	COMPUTERSYSTEM_ARCHITECTURE		
COMPUTERSYSTEM_SIGNATURE	COMPUTERSYSTEM_SIGNATURE		
COMPUTERSYSTEM_MODEL	COMPUTERSYSTEM_MODEL		
COMPUTERSYSTEM_SYSTEMID			

Clear Refine

CIs Filter 1 - 5 of 21

Configuration Item	Description
kaodkwas01	
<input checked="" type="checkbox"/> KAODKWS01.ISBANK-2372702	
<input type="checkbox"/> KAODKWS01.ISBANK:HDISK0-2374129	
<input type="checkbox"/> KAODKWS01.ISBANK:HDISK1-2374130	
<input type="checkbox"/> KAODKWS01.ISBANK:HDISK2-2374131	
<input type="checkbox"/> KAODKWS01.ISBANK:HDISK3-2374132	

OK Cancel

Source CIs Filter 1 - 5 of 21

CI number	Description	Classification

Target CIs, Assets and Locations Filter 1 - 1 of 1







Asset	Location	Configuration Item
		ODAK-COMMON-2415602

Dates


Required By: 2009-10-04 Target Start: Scheduled Start: Actual Start:

Target Lead Time: 14 Target Finish: Scheduled Finish: Actual Finish:

Estimated Lead Time: 0 Time Remaining: Reported Date: 2009-10-04 14:18:23

Find:  Select Action     

Change 8915

Summary* ODAK JVM maximum heapsize artışı 

Details ODAK JVM'lerinin maximum heapsize değerlerinin 1536'dan 2048'e çıkarılmasını rica ederim.

Owner 57712

Owner Group

Status INPRG

Progress ACCEPTED

Summary Target Analysis Technical Assessment Results Business Assessment Results Implementation Tasks **Impacts**

In order to reduce unplanned outages, it is important to identify CIs or Assets impacted by each implementation task.








Normally, each task will impact the CIs or Assets which are related to the task's targets. On this panel, impacts can be identified in several ways:

by selecting CIs or Assets directly related to a task target, by selecting CIs or Assets directly related to a previously identified impact, or by selecting an unrelated CI or Asset.

Implementation Tasks for Change      1 - 6 of 9  Download  ?








Choose a task from the table, then use the tables below to identify CIs or Assets impacted by the chosen task.

Task	Task Id	Description	Estimated Duration	Scheduled Start	Scheduled Finish	Status
8916	10	Etki Analizi Yapılması	0:00			INPRG
8917	20	Değişiklik Dokümanlarının Güncellenmesi	0:00			WAPPR
8918	30	Değişikliğin Onaylanması	0:00			WAPPR
8919	40	Değişikliğin Zamanlanması	0:00			WAPPR
8920	50	Değişikliğin Gerçekleştirilmesi	0:00			WAPPR
8921	60	Değişikliğin İzlenmesi	0:00			WAPPR

Targets for Task -      1 - 3 of 3  Download  ?



This table contains targets associated with the task selected above. The button below will show the CIs and Assets related to the selected target.

Configuration Item	Asset	Location	Target Description	Outage	Assessment Done?
ODAK-COMMON-2415602					<input type="checkbox"/>
KAODKWAS01.ISBANK-2372702					<input type="checkbox"/>
WASNODE01.ODAKSERVER1-2401336					<input type="checkbox"/>

Select Impact Using Target Relationships Impacts for Task -      1 - 2 of 2  Download  ?

This table contains impacts associated with the task selected above. Use buttons below to identify additional impacts.

Configuration Item	Asset	Location	Outage	Assessment Done?	Approval?	Notify?
RG_ODAK(WAS)-2369251				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
RG_KYP(WAS)-2368897				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Select Impacts Assets CI Impacts Using Relationships 

Find: [] Select Action []

- List
- Activities and Tasks
- Resources
- Plans
- Actuals
- Related Records
- Log

Class: CHANGE

Task: 10 Etki Analizi Yapılması

Details: []

Location: []

Asset: []

CAB Meeting Date: []

Target Description: []

Back Out Plan: []

Verification: []

Operation Documentation: []

Test and Acceptance Results: []

Service Outage Duration(minutes): []

Monitoring report: []

Classification: []

Class Description: []

Parent Process: 8915

Copy CI to Change?

Attachments: []

WO Group: 8915

Scheduled Start: []

Scheduled Finish: []

Reported By: 57712

Status: INPRG

Status Date: 2009-10-04 14:29:19

Attribute Search

Attribute Filter: 1 - 1 of 1

Attribute	Section	Data Type	Alphanumeric(text) value	Numeric value
WEBSPHERE.JVMSETTINGS_MAXIMUMHEAPS		NUMERIC		

New Row Clear Refine

CI's Filter: 1 - 1 of 1

Configuration Item	Description
<input checked="" type="checkbox"/>	WASNODE01:ODAKSERVER1~2401336

OK Cancel

Change Info

Scheduled Start: []

Scheduled Finish: []

Target Description: []

Back Out Plan: []

Verification: []

Test and Acceptance Results: []

Service Outage Duration(minutes): []

Monitoring report: []

Multiple Assets, Locations and CI's Filter: 1 - 1 of 1

Asset	Location	Configuration Item	Target Description
...No rows to display...			

Change's Assets, Locations and CI's Filter: 1 - 2 of 2

Asset	Location	Configuration Item	Target Description
		ODAK-COMMON-2415602	
		KAODKWAS01.ISBANK~2372702	

Find: [] Select Action [] [] [] [] [] []

Change 8915

Summary ODAK JVM maximum heapsize artışı

Details ODAK JVM'lerinin maximum heapsize değerlerinin 1536'dan 2048'e çıkarılmasını rica ederim.

Owner 57712
Owner Group []
Status INPRG
Progress ACCEPTED

- Summary Target Analysis Technical Assessment Results Business Assessment Results Implementation Tasks **Impacts**

In order to reduce unplanned outages, it is important to identify CIs or Assets impacted by each implementation task. Normally, each task will impact the CIs or Assets which are related to the task's targets. On this panel, impacts can be identified in several ways: by selecting CIs or Assets directly related to...

Select impacted CIs

Search CI: RG_ODAK(WAS)-2369251
Relation: []

Filter [] [] [] [] 1 - 3 of 3

Identify CIs impacted by this implementation task by selecting them below.

Relationship Source	Description	Relation	Relationship Target	Description
<input type="checkbox"/>				
<input type="checkbox"/>	RG_ODAK(WAS)-2369251	RELATION.CONTAINS	J2EE TIER~2369252	
<input type="checkbox"/>	ODAK-COMMON-2415602	RELATION.FEDERATES	RG_ODAK(WAS)-2369251	
<input checked="" type="checkbox"/>	ODAK-LOAN-2415572	RELATION.FEDERATES	RG_ODAK(WAS)-2369251	

OK Cancel

Implementation Tasks for Change 8915
Choose a task from the table, then use the table below to identify impacts.

Task
8916
8917
8918
8919
8920
8921

Targets for Task - 8915
This table contains targets associated with the task selected above.

Configuration Item

ODAK-COMMON-2415602
KAODKWAS01.ISBANK-2372702
WASNODE01.ODAKSERVER1-2401336

Impacts for Task - 8915
This table contains impacts associated with the task selected above. Use buttons below to identify additional impacts.

Configuration Item	Asset	Location	Outage	Assessment Done?	Approval?	Notif?
RG_ODAK(WAS)-2369251	[]	[]	[]	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
RG_KYP(WAS)-2368897	[]	[]	[]	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Class: CHANGE

Task: 10 Etki Analizi Yapılması

Details: Tamamlanmıştır. Kritik olarak ODAK-LOAN servisi de etkilenmektedir.

Location:

Asset:

CAB Meeting Date:

Target Description:

Back Out Plan:

Verification:

Operation Documentation:

Test and Acceptance Results:

Service Outage Duration(minutes):

Monitoring report:

Classification:

Class Description:

Parent Process: 8915

Copy CI to Change?

Attachments

WO Group: 8915

Scheduled Start:

Scheduled Finish:

Reported By: 57712

Status: INPRG

Status Date: 2009-10-04 14:29:19

Owner: 57712 HAKAN GÜREL

Owner Group:

Changed By: 57712 HAKAN GÜREL

2009-10-04 14:42:51

2009-10-04 14:29:19

CHANGE

Start Assisted Workflow

Manual Input

GÖREV GERÇEKLEŞTİRİLDİ

GÖREV GERÇEKLEŞTİRİLEMEDİ

Memo:

OK Cancel

Change Info

Scheduled Start:

Scheduled Finish:

Target Description:

Back Out Plan:

Verification:

CAB Meeting Date:

Operation Documentation:

Test and Acceptance Results:

Service Outage Duration(minutes):

Monitoring report:

Multiple Assets, Locations and CIs Filter 1 - 3 of 3

Asset	Location	Configuration Item	Target Description
		ODAK-COMMON-2415602	
		KAODKWAS01.ISBANK-2372702	
		WASNODE01:ODAKSERVER1-2401336	

Select Clear All New Row

Change's Assets, Locations and CIs Filter 1 - 3 of 3

Asset	Location	Configuration Item	Target Description
		WASNODE01:ODAKSERVER1-2401336	

Find: Select Action

List **Activities and Tasks** Resources Plans Actuals Related Records Log

Class: CHANGE

Task: 70 Konfigürasyon Öğelerinin Güncellenmesi

Details:

Location:

Asset:

CAB Meeting Date:

Target Description:

Back Out Plan:

Verification:

Operation Documentation:

Test and Acceptance Results:

Service Outage Duration(minutes):

Monitoring report:

Classification:

Class Description:

Parent Process: 8915

Copy CI to Change?

Attachments:

WO Group: 8915

Scheduled Start:

Scheduled Finish:

Reported By: 57712

Move/Swap/Modify

Move/Swap **Modify** Users and Custodians

Asset Location **Configuration Item**

Configuration Item	Description
WASNODE01:ODAKSERVER1~2401336	
ODAK-COMMON~2415602	
KAODKWAS01.ISBANK~2372702	

New Row

CI Specifications	Filter	Download
<input type="checkbox"/> Attribute	Description	Section Data Type Alphanumeric Value Numeric Value Unit of Measure
<input type="checkbox"/> MODEBJECT_CDMSOURCE	MODEBJECT_CDMSOURCE	ALN
<input type="checkbox"/> MODEBJECT_DISPLAYNAME	MODEBJECT_DISPLAYNAME	ALN wasnode01:odakserver1
<input type="checkbox"/> WEBSHEREJVMSETTINGS_DEBUGARGS	WEBSHEREJVMSETTINGS_DEBUGARGS	ALN -Djava.compiler=NONE -Xdebug -Xnoagent -Xrunjwp:transport=dt_socket,server=y,suspend=n,address=7777

Modify Attribute

Planned Modifications	Filter	Download
Configuration Item	Attribute	Data Type Old Value New Value
WASNODE01:ODAKSERVER1~2401336	WEBSHEREJVMSETTINGS_MAXIMUMHEAPSZ	NUMERIC 1,536.0000000000 2,048,0000000000

Change Info

Scheduled Start: 2009-10-04 17:39:23

Scheduled Finish: 2009-10-04 17:39:29

Target Description:

Back Out Plan:

Verification:

Multiple Assets, Locations and CIs Filter 1 - 3 of 3

Asset	Location
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>

Find: Select Action     

- List
- Activities and Tasks
- Resources
- Plans
- Actuals
- Related Records
- Log

Class: CHANGE

Task: 80 Konfigürasyon Öğelerinin Eklmesi

Details: ODAKSERVER2 Cını bulamadım. Yaratmasını ve eklenmesini rica ederim.

Location:

Asset:

CAB Meeting Date:

Target Description:

Back Out Plan:

Verification:

Operation Documentation:

Test and Acceptance Results:

Service Outage Duration(minutes):


Monitoring report:

Classification:

Class Description:

Parent Process: 8915

Copy CI to Change?

Attachments 

WO Group: 8915

Scheduled Start:

Scheduled Finish:

Reported By: 57712

Status: INPRG

Status Date: 2009-10-04 18:54:53

Owner: 57712 HAKAN GÜREL

Owner Group:

Changed By: 57712 HAKAN GÜREL

Changed Date: 2009-10-04 18:59:56

Actual Start: 2009-10-04 18:54:53

Actual Finish:

Activity Type: CHANGE

Service:

Service Group:

Predecessors: 10,20,30,40,50,60

SLA Applied?

Launch Task Scheduler

Start Assisted Workflow

Change Info

Scheduled Start: 2009-10-04 18:50:10

Scheduled Finish: 2009-10-05 18:50:14

Target Description:

Back Out Plan:

Verification:

CAB Meeting Date: 2009-10-04 18:48:32

Operation Documentation:

Test and Acceptance Results:

Service Outage Duration(minutes):

Monitoring report:

Multiple Assets, Locations and CIs | Filter | 1 - 1 of 1

Asset	Location	Configuration Item	Target Description
<input type="text"/>	<input type="text"/>	WASNODE01:ODAKSERVER1~2369273	<input type="text"/>

Select: Clear All New Row

Change's Assets, Locations and CI's | Filter | 1 - 3 of 3

Asset	Location	Configuration Item	Target Description
		WASNODE01:ODAKSERVER1~2401336	
		ODAK-COMMON-2415602	
		KAODKWAS01.ISBANK~2372702	

Find: Select Action

- List
- Activities and Tasks
- Resources
- Plans
- Actuals
- Related Records
- Log

Class: CHANGE

Task: 90 Konfigurasyon Öğelerinin Silinmesi

Details: Bu sunucu kapatılacaktır. O yüzden bu CI'n silinmesini rica ederim.

Location:

Asset:

CAB Meeting Date:

Target Description:

Back Out Plan:

Verification:

Operation Documentation:

Test and Acceptance Results:

Service Outage Duration(minutes):

Monitoring report:

Classification:

Class Description:

Parent Process: 8915

Copy CI to Change?

Attachments

WO Group: 8915

Scheduled Start:

Scheduled Finish:

Reported By: 57712

Status: INPRG

Status Date: 2009-10-04 18:54:53

Owner: 57712 HAKAN GÜREL

Owner Group:

Changed By: 57712 HAKAN GÜREL

Changed Date: 2009-10-04 18:54:53

Actual Start: 2009-10-04 18:54:53

Actual Finish:

Activity Type: CHANGE

Service:

Service Group:

Predecessors: 10,50,40,30,20,60

SLA Applied?

Launch Task Scheduler

Start Assisted Workflow

Change Info

Scheduled Start: 2009-10-04 18:50:10

Scheduled Finish: 2009-10-05 18:50:14

Target Description:

Back Out Plan:

Verification:

CAB Meeting Date: 2009-10-04 18:48:32

Operation Documentation:

Test and Acceptance Results:

Service Outage Duration(minutes):

Monitoring report:

Multiple Assets, Locations and CIs | Filter | 1 - 1 of 1

Asset	Location	Configuration Item	Target Description
<input type="text"/>	<input type="text"/>	WASNODE01:ODAKSERVER1~2369273	<input type="text"/>

Select | Clear All | New Row

Change's Assets, Locations and CIs | Filter | 1 - 3 of 3

Asset	Location	Configuration Item	Target Description
		WASNODE01:ODAKSERVER1~2401336	
		ODAK-COMMON-2415602	
		KAODKAS01.ISBANK~2372702	

Find: Select Action

List CI Reconciliation Result

Advanced Search Save Query Bookmarks

CI Reconciliation Results Filter 1 - 5 of 5 Download

Reconciliation Task	Message	CI	Actual CI	Created Date	Resolved?
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
ISBANKRECON01	Attribute comparison has failed.	ISCLITE-98734	ISCLITE-98734	2009-03-12 10:22:48	<input type="checkbox"/>
ISBANKRECON01	Attribute comparison has failed.	CHORDIANT~117758	CHORDIANT~117758	2009-03-12 10:22:48	<input type="checkbox"/>
ISBANKRECON01	Attribute comparison has failed.	CHORDIANT~117758	CHORDIANT~117758	2009-03-12 10:22:48	<input type="checkbox"/>
ISBANKRECON01	Attribute comparison has failed.	CHORDIANT~117758	CHORDIANT~117758	2009-03-12 10:22:48	<input type="checkbox"/>
ISBANKRECON01	Attribute comparison has failed.	KACRMAPLT1NODE01:CHORDIANTAPPSERVER~117622	KACRMAPLT1NODE01:CHORDIANTAPPSERVER~117622	2009-03-12 10:22:48	<input type="checkbox"/>

Select Records

CI Reconciliation Results

Find: Select Action

List CI Reconciliation Result

Reconciliation Task	<input type="text" value="ISBANKRECON01"/>	Top Level CI	<input type="text" value="CHORDIANT~117758"/>
Result Type	<input type="text" value="COMPARISON"/>	Top Level Actual CI	<input type="text" value="CHORDIANT~117758"/>
Rule Name	<input type="text" value="ISBANKCR01"/>		
Created Date	<input type="text" value="2009-03-12 10:22:48"/>		
Message	<input type="text" value="Attribute comparison has failed."/>		
Resolved?	<input type="checkbox"/>		
Comments	<input type="text"/>		

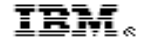
Authorized CI Information

Actual CI Information

CI Object	<input type="text" value="CI"/>
CI Attribute	<input type="text" value="WEBSPHEREJ2EEAPPLICATION_ENABLEDISTR"/>
CI Value	<input type="text" value="2.0000000000"/>
CI Unit of Measure	<input type="text"/>
Top Level Site	<input type="text"/>
CI	<input type="text" value="CHORDIANT~117758"/>

Actual CI Object	<input type="text" value="ACTCI"/>
Actual CI Attribute	<input type="text" value="WEBSPHEREJ2EEAPPLICATION_ENABLEDISTR"/>
Actual CI Value	<input type="text" value="0.0000000000"/>
Actual CI Unit of Measure	<input type="text"/>
Actual CI Key Field	<input type="text" value="ACTCINUM"/>
Actual CI Key Value	<input type="text" value="CHORDIANT~117758"/>

Reconciliation Raporları



CI Reconciliation Result Details

1488014

Reconciliation Task: RTWAS
Result Type: COMPARISON
Rule Name: CRFULL
Created Date: Jun 16, 2009 12:04 AM
Message: Attribute comparison has failed.
Resolved? N
Comments:

Top Level CI: WPSNODE02:EVENTSERVER02~1931058

Actual CI: WPSNODE02:EVENTSERVER02~1931058

Authorized CI Information

CI Object: CI
CI Attribute: WEBSHEREJVMSETTINGS_MAXIMUMHEAPSIZEMB
CI Value: 0.0000000000
CI Unit of Measure:
Top Level Site:
CI: WPSNODE02:EVENTSERVER02~1931058

Actual CI Information

Actual CI Object: ACTCI
Actual CI Attribute: WEBSHEREJVMSETTINGS_MAXIMUMHEAPSIZEMB
Actual CI Value: 1,024.0000000000
Actual CI Unit of Measure:
Actual CI Key Field: ACTCINUM
Actual CI Key Value: 1931058

TEŞEKKÜRLER

Bu sunum 22 Ekim 2009 tarihinde İstanbul Swisotel the Bosphorus'da yapılan Yazılım Zirvesi 2009 için hazırlanmıştır.

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