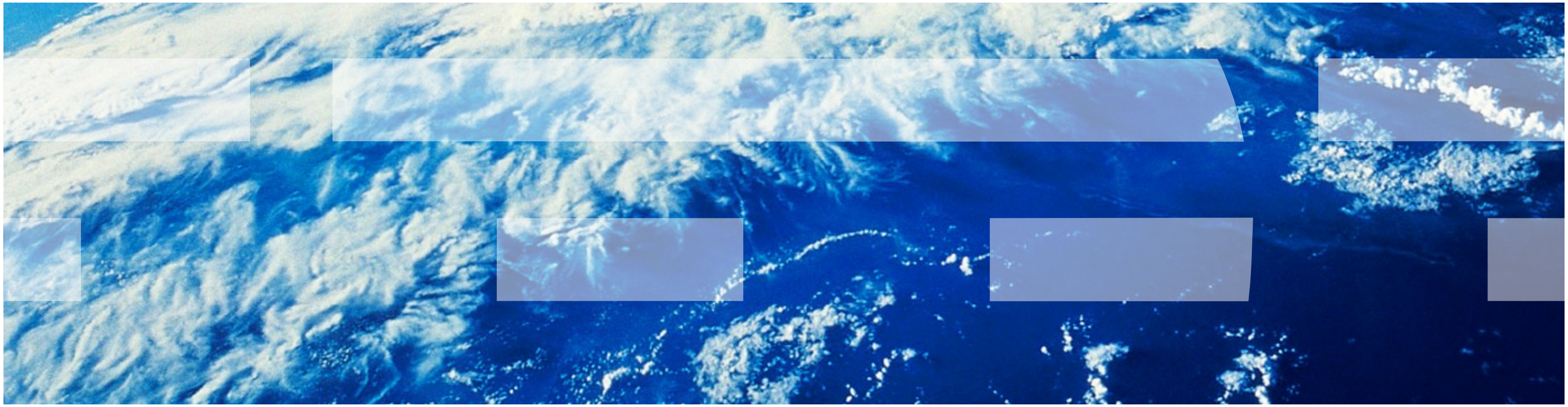
Taylan Öklü – IBM Türkiye SWG

22/10/2009

IBM yazılım zirvesi '09

Tivoli's New Foundations Appliance Solutions

It's all about.. '*consumability*'



Agenda

- The Marketplace & Demand
- Tivoli Appliances Overview
  - TFAM
  - TFSM
- Q & A

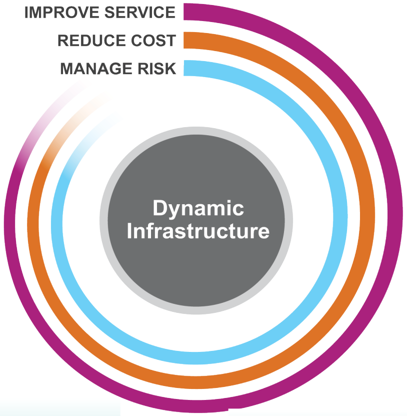
Business Process Problems Faced by Mid Market Customers

Optimize and Automate

How can I optimize and automate my IT and service processes and quickly resolve an incident and restore the service?

Troublesome Equipment

How can I identify equipment that is hindering my business?



IMPROVE SERVICE

REDUCE COST

MANAGE RISK

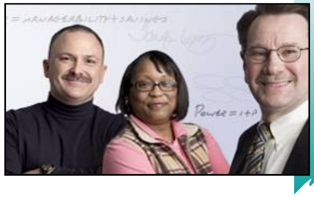
Dynamic Infrastructure

Prioritization on Impact

How can I prioritize incidents according to their urgency and business impact?

Improve Service

How can I improve service levels while keeping cost down?



Measure Satisfaction

How can I see how satisfied my users are?

Business Impact

How can I assess the business impact of the tickets?

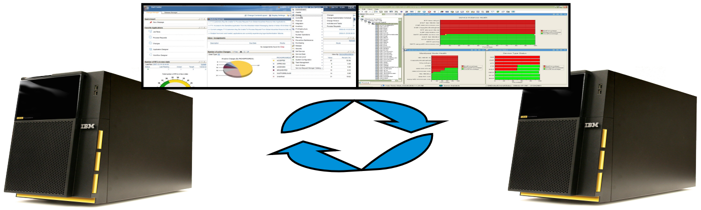
Offerings Designed and Priced for Mid-sized Organizations

Enable visibility, control and automation across all Business and IT assets

IBM Tivoli Foundations Solutions:

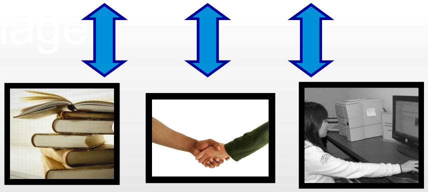
Entry Points into IBM Service Management for availability and help desk

Increased Return on Investment
Easy Deployment – Plug & Play
Easy to Use Solutions
Integrated Disaster Recovery



Closed loop service management processes operational in under one hour!

IBM Tivoli Foundations Service Manage



Turn-key Service Request, Incident, Problem Management for the Mid-market

- “Service Desk in a Box”
- Requests for service
- Remote Diagnostics Tooling
- Self Service Knowledge Base
- Intuitive Reporting
- Best Practice Workflows
- Extends beyond IT services
- Operational in minutes

IBM Tivoli Foundations Application Manager

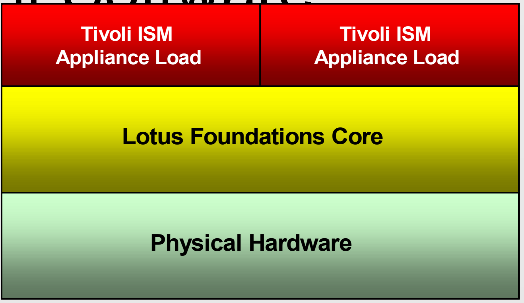
Turn-key Application Monitoring for the Mid-market

- “Application Monitoring in a Box”
- Asset Discovery
- Operating Systems, Email Servers, Databases, Virtual Servers, and Network
- Intuitive Reporting for both Real-time and Historical Data
- Automatic Problem Resolution
- Out of the Box Best Practices
- Operational in minutes

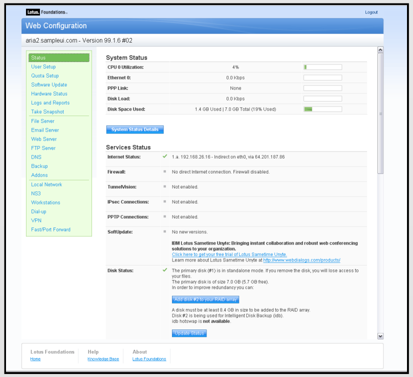
Partnering Across IBM to Delivery Tivoli Foundations

Tivoli is using Lotus Foundations as the delivery platform for its new SMB and GB Service Management Software Applian

Lotus Foundations



Tivoli ISM Appliance Load	Tivoli ISM Appliance Load
Lotus Foundations Core	
Physical Hardware	



Lotus. Foundations
Logout

Web Configuration

aria2.sampleui.com - Version 99.1.6 #02

- Status
- User Setup
- Quota Setup
- Software Update
- Hardware Status
- Logs and Reports
- Take Snapshot
- File Server
- Email Server
- Web Server
- FTP Server
- DNS
- Backup
- Addons
- Local Network
- NS3
- Workstations
- Dial-up
- VPN
- Fast/Port Forward

System Status

CPU 0 Utilization:	4%	
Ethernet 0:	0.0 Kbps	
PPP Link:	None	
Disk Load:	0.0 Kbps	
Disk Space Used:	1.4 GB Used | 7.0 GB Total (19% Used)	

System Status Details

Services Status

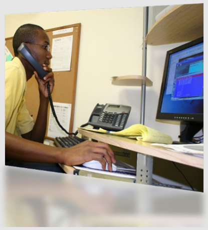
Internet Status:	✓	1.a. 192.168.26.16 - Indirect on eth0, via 64.201.187.86
Firewall:	■	No direct Internet connection. Firewall disabled.
TunnelVision:	■	Not enabled.
IPsec Connections:	■	Not enabled.
PPTP Connections:	■	Not enabled.
SoftUpdate:	■	No new versions. **IBM Lotus Sametime Unyte: Bringing instant collaboration and robust web conferencing solutions to your organization.** Click here to get your free trial of Lotus Sametime Unyte. Learn more about Lotus Sametime Unyte at http://www.webdialogs.com/products/
Disk Status:	✓	The primary disk (#1) is in standalone mode. If you remove the disk, you will lose access to your files. The primary disk is of size 7.0 GB (5.7 GB free). In order to improve redundancy you can: Add disk #2 to your RAID array A disk must be at least 8.4 GB in size to be added to the RAID array. Disk #2 is being used for Intelligent Disk Backup (idb). idb hotswap is **not available**. Update Status

Lotus Foundations
Home
Help
Knowledge Base
About
Lotus Foundations

Standardized Server Configuration

Software and Firmware Patch Management

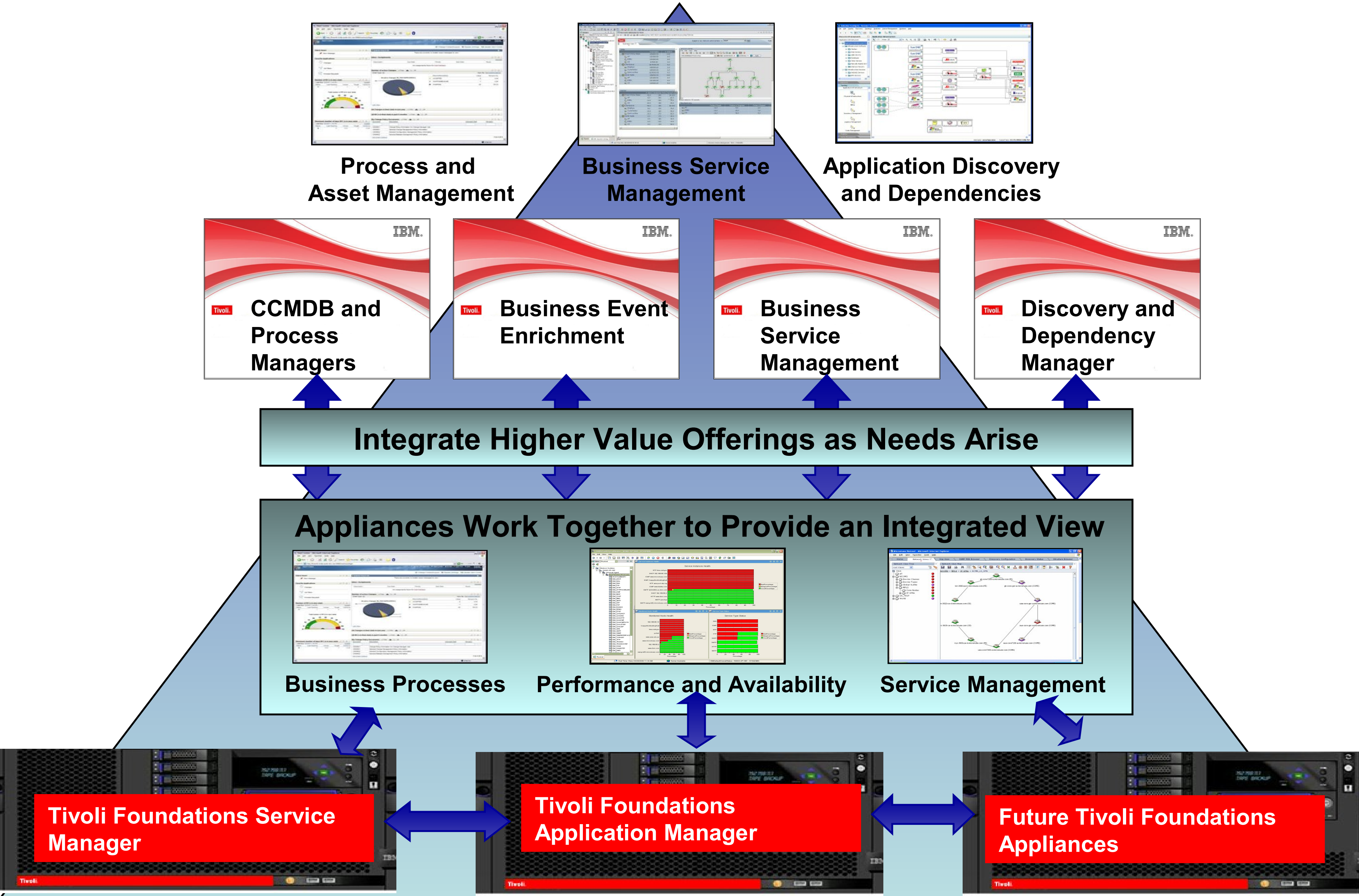
User and Group Access Controls



Remote Access

License Management

Appliances Combine to Provide Integrated ISM Value



Process and Asset Management

Business Service Management

Application Discovery and Dependencies

CCMDB and Process Managers

Business Event Enrichment

Business Service Management

Discovery and Dependency Manager

Integrate Higher Value Offerings as Needs Arise

Appliances Work Together to Provide an Integrated View

Business Processes

Performance and Availability

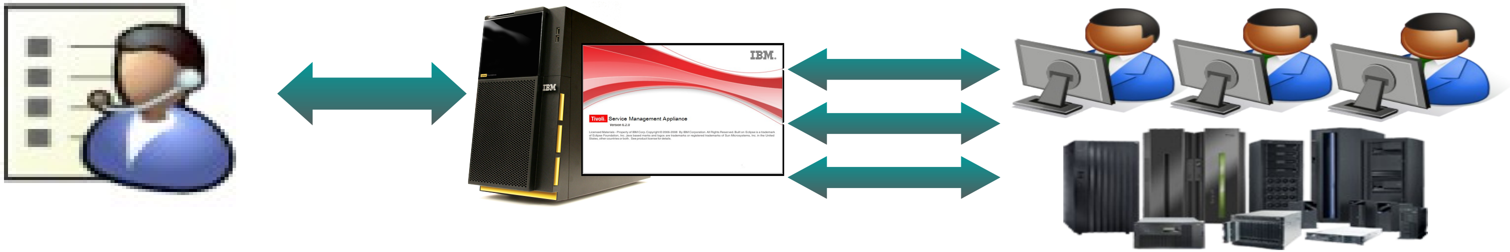
Service Management

Tivoli Foundations Service Manager

Tivoli Foundations Application Manager

Future Tivoli Foundations Appliances

IBM Tivoli Foundations Application Manager



Tivoli Foundations Application Manager
(Software PID 5724-Y07)

Tivoli

Tivoli Foundations Application Manager

150 Managed Servers Max
25 Managed Network Devices Max

LOTUS

Lotus Foundations Start for TFAM

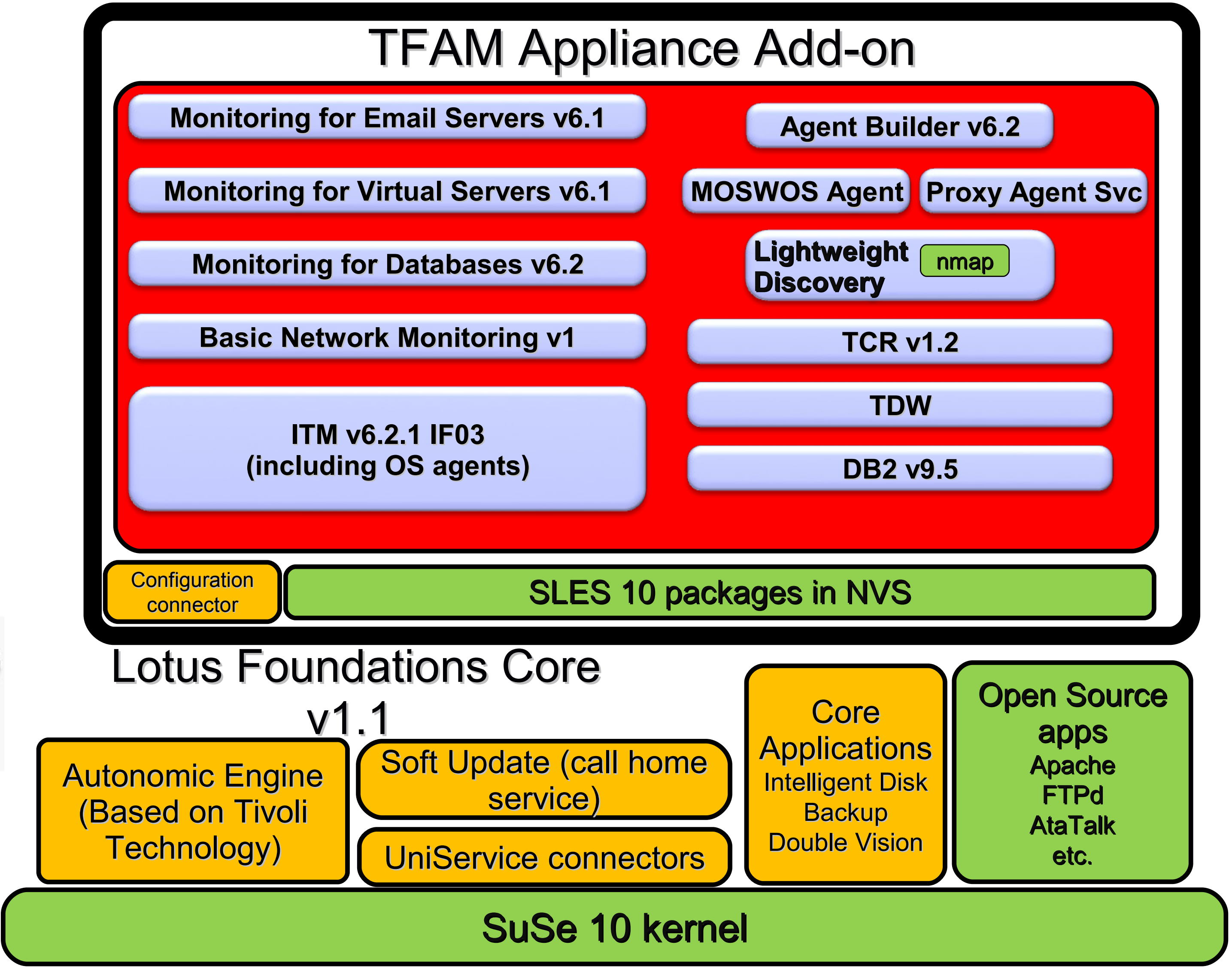
Included Functionality
- OS Monitoring
- Virtual Server Monitoring (VMware, Microsoft)
- Database Monitoring
- Email Monitoring
- Network Monitoring
- Automated Discovery
- Reporting & Alerting
- Data Warehousing
- Integration to TFSM Appliance

Included Functionality
- Server Configuration
- Server and Firmware Management
- System Users & Security
- Remote Service Accessibility
- Firewall License Management

Hardware Ordered Separately

Under the hood: Software Stack

OR



TFAM Appliance Add-on

- Monitoring for Email Servers v6.1
- Monitoring for Virtual Servers v6.1
- Monitoring for Databases v6.2
- Basic Network Monitoring v1
- ITM v6.2.1 IF03 (including OS agents)
- Agent Builder v6.2
- MOSWOS Agent
- Proxy Agent Svc
- Lightweight Discovery
  - nmap
- TCR v1.2
- TDW
- DB2 v9.5

Configuration connector

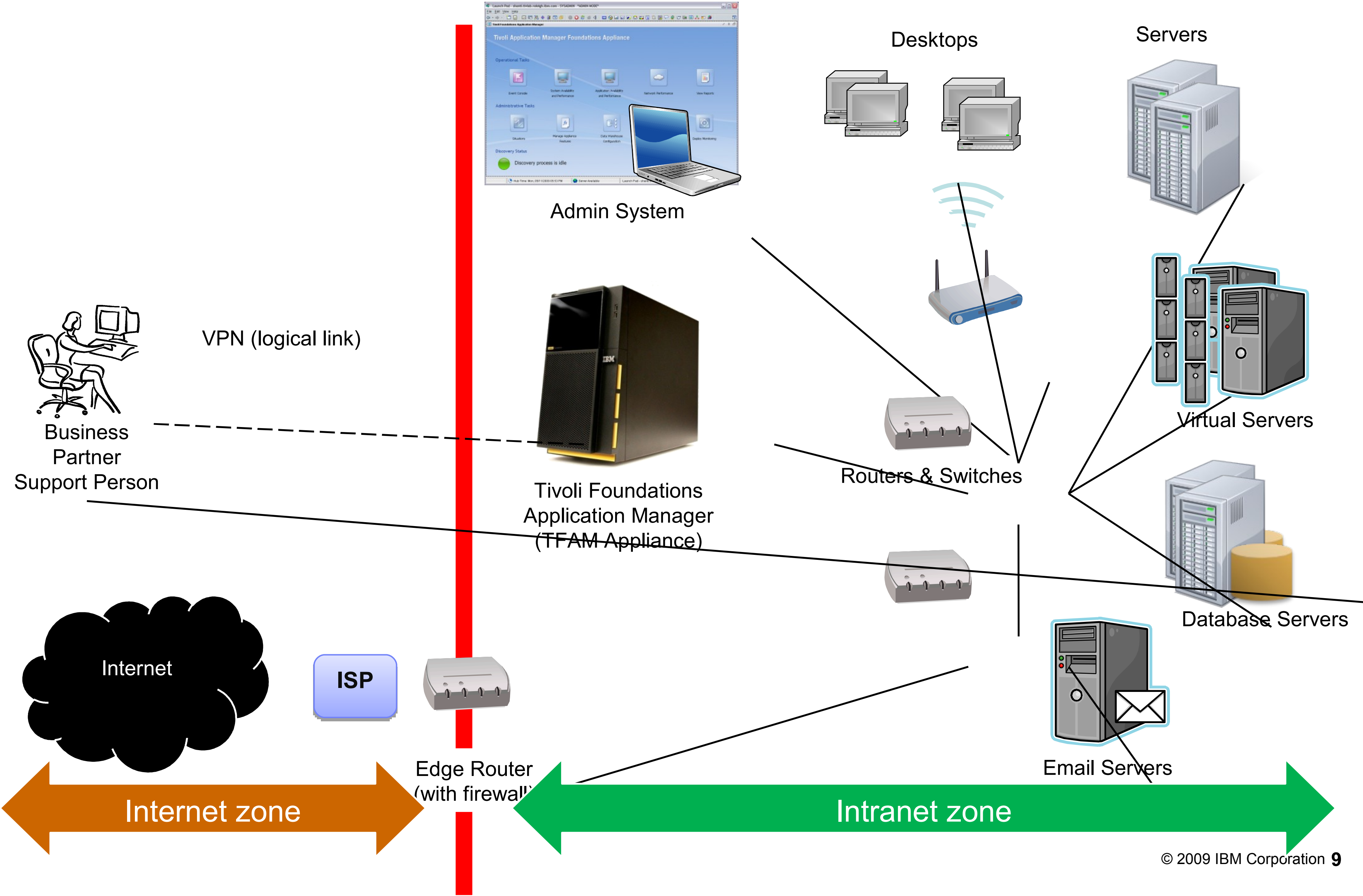
SLES 10 packages in NVS

Lotus Foundations Core v1.1

- Autonomic Engine (Based on Tivoli Technology)
- Soft Update (call home service)
- UniService connectors
- Core Applications
  - Intelligent Disk Backup
  - Double Vision
- Open Source apps
  - Apache
  - FTPd
  - AtaTalk
  - etc.

SuSe 10 kernel

Typical Deployment



Desktops

Servers

Admin System

VPN (logical link)

Business
Partner
Support Person

Tivoli Foundations
Application Manager
(TFAM Appliance)

Routers & Switches

Virtual Servers

Database Servers

Internet

ISP

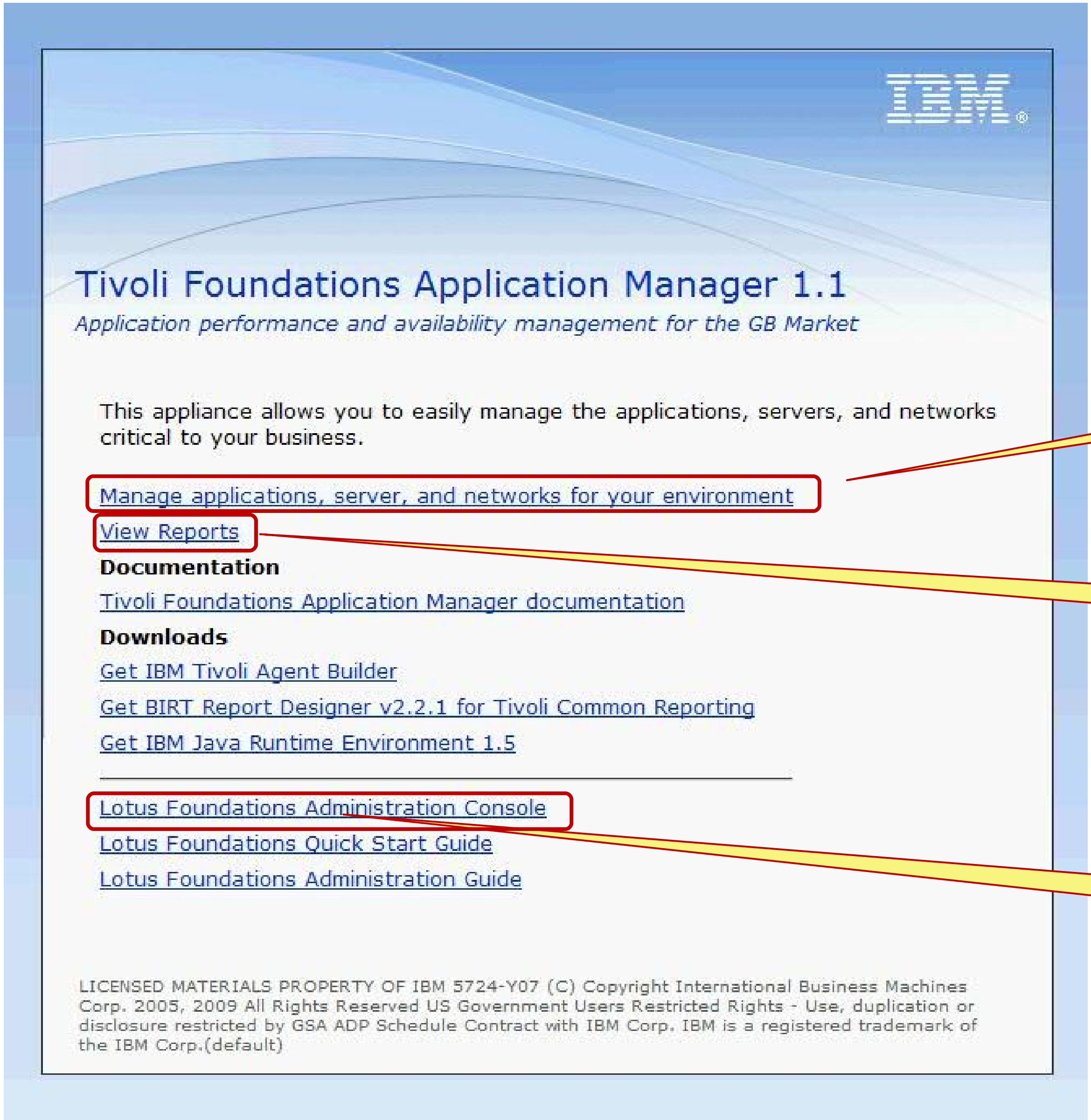
Edge Router
(with firewall)

Email Servers

Internet zone

Intranet zone

TFAM Welcome page



Tivoli Foundations Application Manager 1.1

Application performance and availability management for the GB Market

This appliance allows you to easily manage the applications, servers, and networks critical to your business.

Manage applications, server, and networks for your environment

View Reports

Documentation

Tivoli Foundations Application Manager documentation

Downloads

Get IBM Tivoli Agent Builder

Get BIRT Report Designer v2.2.1 for Tivoli Common Reporting

Get IBM Java Runtime Environment 1.5

Lotus Foundations Administration Console

Lotus Foundations Quick Start Guide

Lotus Foundations Administration Guide

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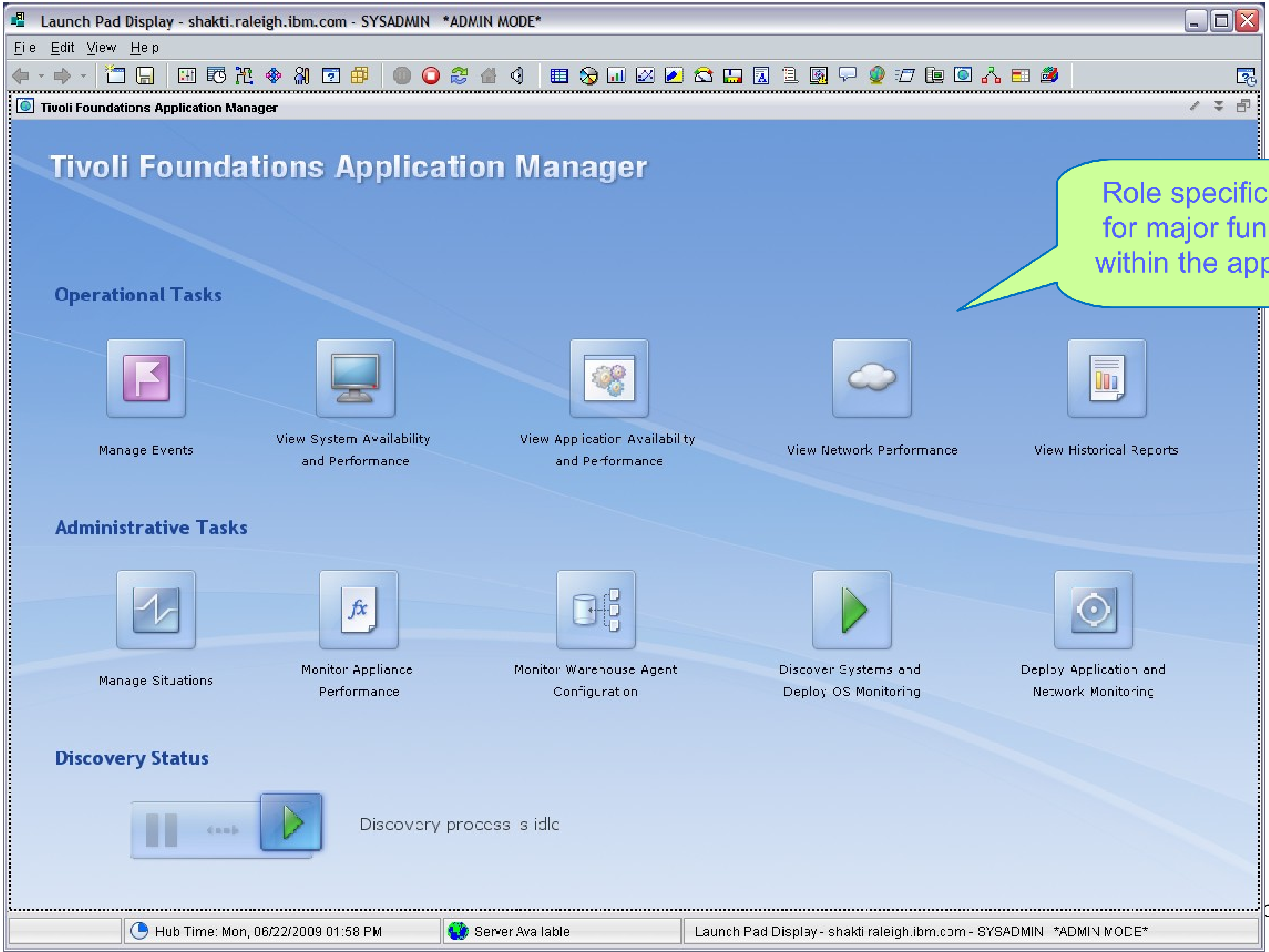
Launches TEP Java Client

Launches TCR/TIP Client
In a browser window

Launches Lotus foundations Web Config UI in same window

TFAM Launch Pad (in TEP)



Launch Pad Display - shakti.raleigh.ibm.com - SYSADMIN *ADMIN MODE*

Tivoli Foundations Application Manager

Tivoli Foundations Application Manager

Operational Tasks

- Manage Events
- View System Availability and Performance
- View Application Availability and Performance
- View Network Performance
- View Historical Reports

Administrative Tasks

- Manage Situations
- Monitor Appliance Performance
- Monitor Warehouse Agent Configuration
- Discover Systems and Deploy OS Monitoring
- Deploy Application and Network Monitoring

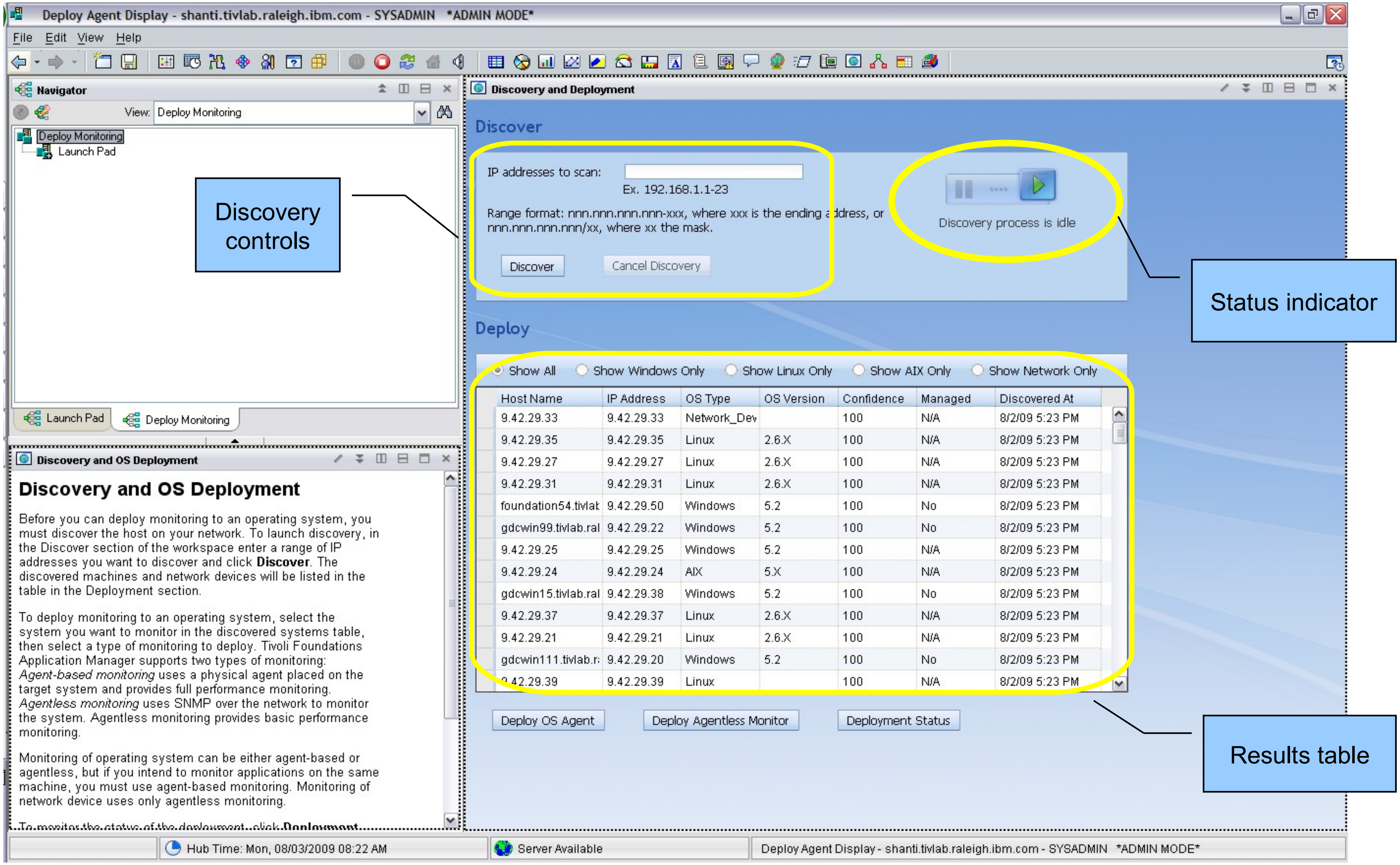
Discovery Status

Discovery process is idle

Hub Time: Mon, 06/22/2009 01:58 PM | Server Available | Launch Pad Display - shakti.raleigh.ibm.com - SYSADMIN *ADMIN MODE*

Role specific tasks for major functions within the appliance

Discovery features


Deploy Agent Display - shanti.tivlab.raleigh.ibm.com - SYSADMIN *ADMIN MODE*
File
Edit
View
Help
Navigator
View: Deploy Monitoring
Deploy Monitoring
Launch Pad
Launch Pad
Deploy Monitoring
Discovery and OS Deployment
Discovery and Deployment
Discover
Discover
Cancel Discovery
Discovery process is idle
Deploy
● Show All
○ Show Windows Only
○ Show Linux Only
○ Show AIX Only
○ Show Network Only
Deploy OS Agent
Deploy Agentless Monitor
Deployment Status
Hub Time: Mon, 08/03/2009 08:22 AM
Server Available
Deploy Agent Display - shanti.tivlab.raleigh.ibm.com - SYSADMIN *ADMIN MODE*

Discovery controls

Status indicator

Results table

IP addresses to scan:

Ex. 192.168.1.1-23

Range format: nnn.nnn.nnn.nnn-xxx, where xxx is the ending address, or nnn.nnn.nnn.nnn/xx, where xx the mask.

Host Name	IP Address	OS Type	OS Version	Confidence	Managed	Discovered At
9.42.29.33	9.42.29.33	Network_Dev		100	N/A	8/2/09 5:23 PM
9.42.29.35	9.42.29.35	Linux	2.6.X	100	N/A	8/2/09 5:23 PM
9.42.29.27	9.42.29.27	Linux	2.6.X	100	N/A	8/2/09 5:23 PM
9.42.29.31	9.42.29.31	Linux	2.6.X	100	N/A	8/2/09 5:23 PM
foundation54.tivlak	9.42.29.50	Windows	5.2	100	No	8/2/09 5:23 PM
gdcwin99.tivlab.ral	9.42.29.22	Windows	5.2	100	No	8/2/09 5:23 PM
9.42.29.25	9.42.29.25	Windows	5.2	100	N/A	8/2/09 5:23 PM
9.42.29.24	9.42.29.24	AIX	5.X	100	N/A	8/2/09 5:23 PM
gdcwin15.tivlab.ral	9.42.29.38	Windows	5.2	100	No	8/2/09 5:23 PM
9.42.29.37	9.42.29.37	Linux	2.6.X	100	N/A	8/2/09 5:23 PM
9.42.29.21	9.42.29.21	Linux	2.6.X	100	N/A	8/2/09 5:23 PM
gdcwin111.tivlab.r	9.42.29.20	Windows	5.2	100	No	8/2/09 5:23 PM
9.42.29.39	9.42.29.39	Linux		100	N/A	8/2/09 5:23 PM

Discovery and OS Deployment

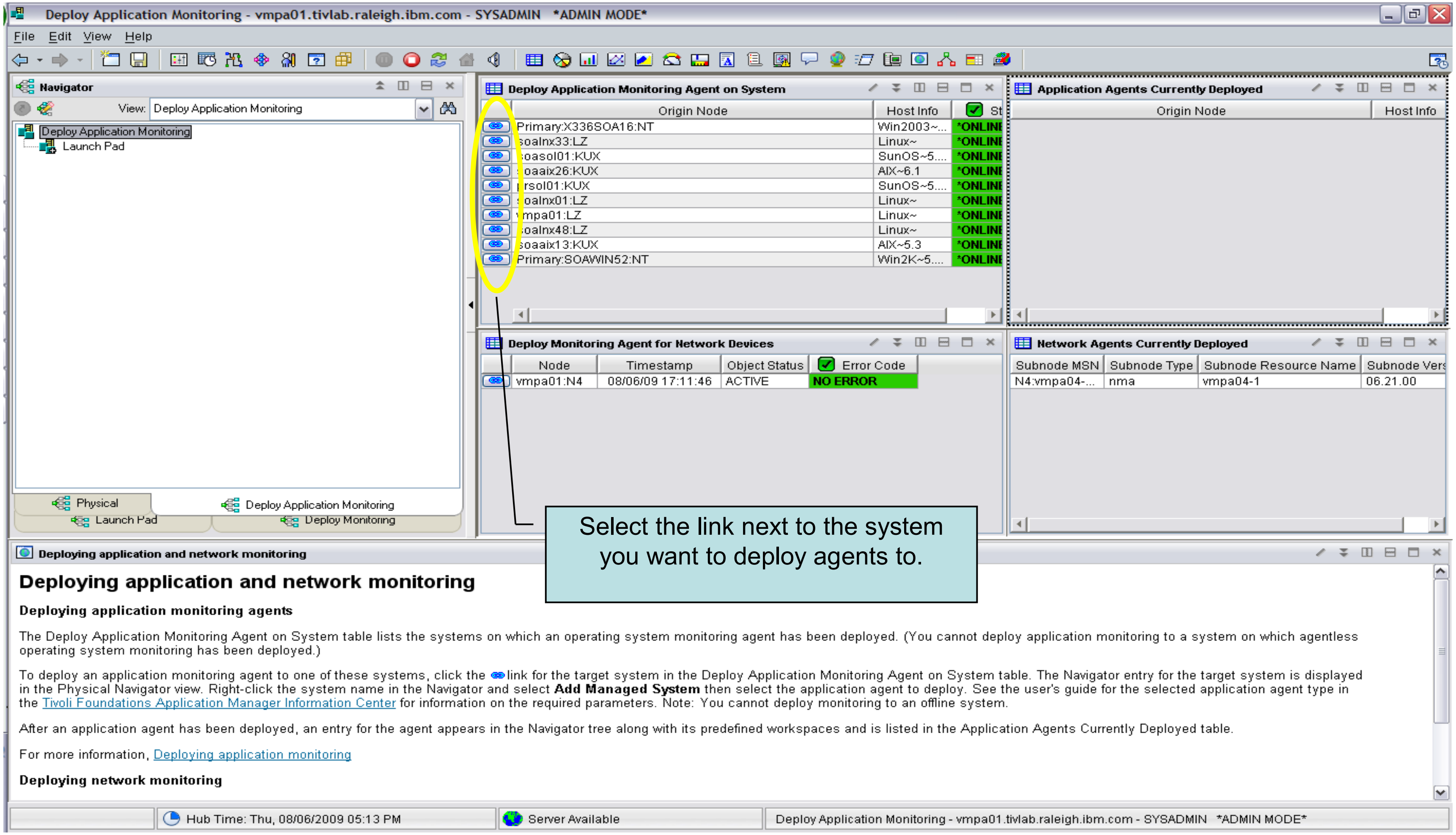
Before you can deploy monitoring to an operating system, you must discover the host on your network. To launch discovery, in the Discover section of the workspace enter a range of IP addresses you want to discover and click **Discover**. The discovered machines and network devices will be listed in the table in the Deployment section.

To deploy monitoring to an operating system, select the system you want to monitor in the discovered systems table, then select a type of monitoring to deploy. Tivoli Foundations Application Manager supports two types of monitoring: *Agent-based monitoring* uses a physical agent placed on the target system and provides full performance monitoring. *Agentless monitoring* uses SNMP over the network to monitor the system. Agentless monitoring provides basic performance monitoring.

Monitoring of operating system can be either agent-based or agentless, but if you intend to monitor applications on the same machine, you must use agent-based monitoring. Monitoring of network device uses only agentless monitoring.

To monitor the status of the deployment, click **Deployment**

Deployment workspace


Deploy Application Monitoring - vmpa01.tivlab.raleigh.ibm.com - SYSADMIN *ADMIN MODE*
File Edit View Help
Navigator
View: Deploy Application Monitoring
Deploy Application Monitoring
Launch Pad
Physical
Deploy Application Monitoring
Launch Pad
Deploy Monitoring

Deploy Application Monitoring Agent on System

	Origin Node	Host Info	St
	Primary:X336SOA16:NT	Win2003~...	*ONLINE
	soalnx33:LZ	Linux~	*ONLINE
	soasol01:KUX	SunOS~5....	*ONLINE
	soaaix26:KUX	AIX~6.1	*ONLINE
	prsol01:KUX	SunOS~5....	*ONLINE
	soalnx01:LZ	Linux~	*ONLINE
	vmpa01:LZ	Linux~	*ONLINE
	soalnx48:LZ	Linux~	*ONLINE
	soaaix13:KUX	AIX~5.3	*ONLINE
	Primary:SOAWIN52:NT	Win2K~5....	*ONLINE

Application Agents Currently Deployed

Origin Node	Host Info

Deploy Monitoring Agent for Network Devices

	Node	Timestamp	Object Status	Error Code
	vmpa01:N4	08/06/09 17:11:46	ACTIVE	NO ERROR

Network Agents Currently Deployed

Subnode MSN	Subnode Type	Subnode Resource Name	Subnode Vers
N4:vmpa04-...	nma	vmpa04-1	06.21.00

Deploying application and network monitoring

Deploying application and network monitoring

Deploying application monitoring agents

The Deploy Application Monitoring Agent on System table lists the systems on which an operating system monitoring agent has been deployed. (You cannot deploy application monitoring to a system on which agentless operating system monitoring has been deployed.)

To deploy an application monitoring agent to one of these systems, click the link for the target system in the Deploy Application Monitoring Agent on System table. The Navigator entry for the target system is displayed in the Physical Navigator view. Right-click the system name in the Navigator and select **Add Managed System** then select the application agent to deploy. See the user's guide for the selected application agent type in the Tivoli Foundations Application Manager Information Center for information on the required parameters. Note: You cannot deploy monitoring to an offline system.

After an application agent has been deployed, an entry for the agent appears in the Navigator tree along with its predefined workspaces and is listed in the Application Agents Currently Deployed table.

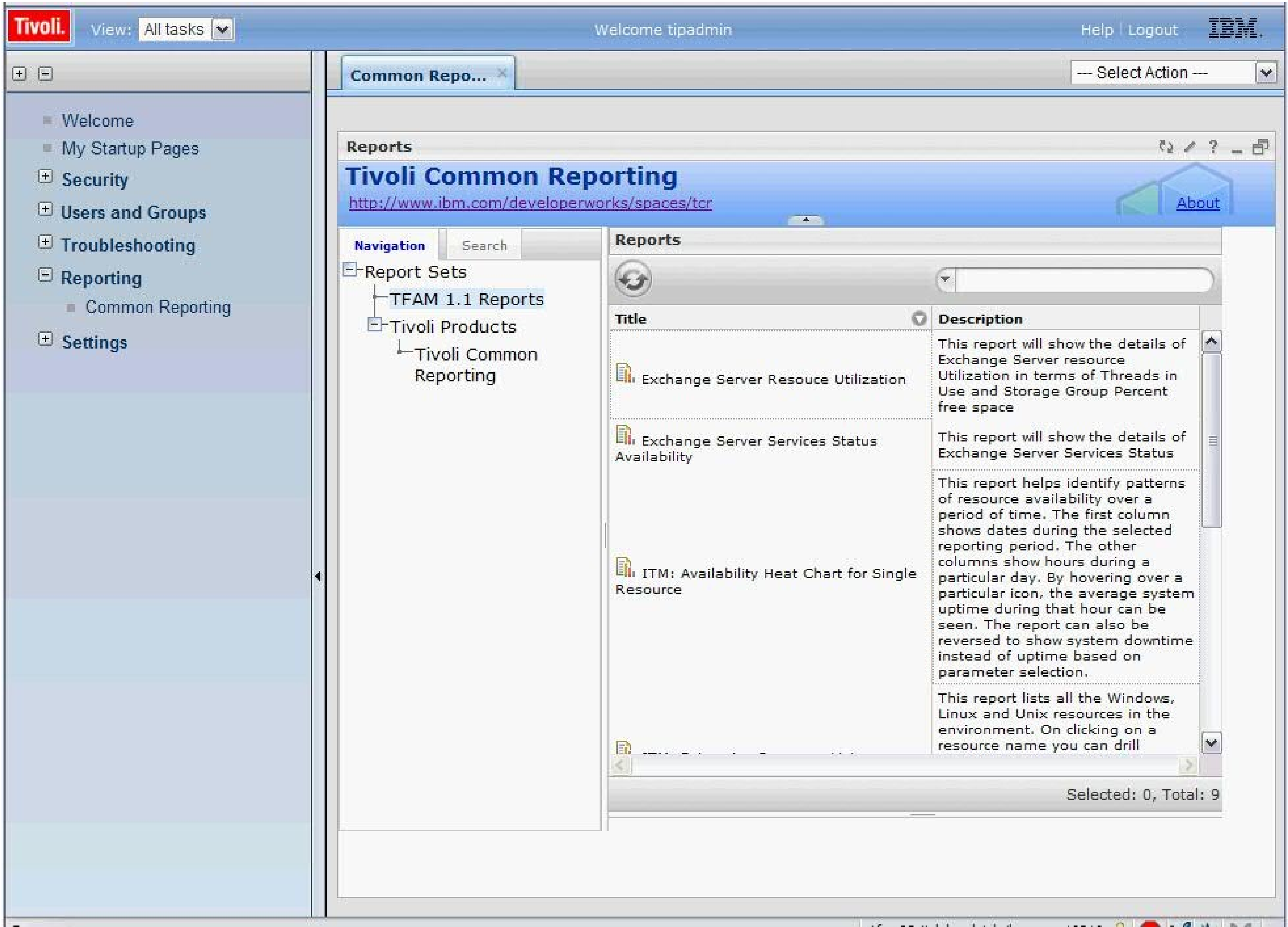
For more information, Deploying application monitoring

Deploying network monitoring

Hub Time: Thu, 08/06/2009 05:13 PM | Server Available | Deploy Application Monitoring - vmpa01.tivlab.raleigh.ibm.com - SYSADMIN *ADMIN MODE*

Select the link next to the system you want to deploy agents to.

TCR with TFAM reports (running in TIP)



- Welcome
- My Startup Pages
- Security
- Users and Groups
- Troubleshooting
- Reporting
  - Common Reporting
- Settings

Reports

Tivoli Common Reporting

http://www.ibm.com/developerworks/spaces/tcr

About

Navigation | Search

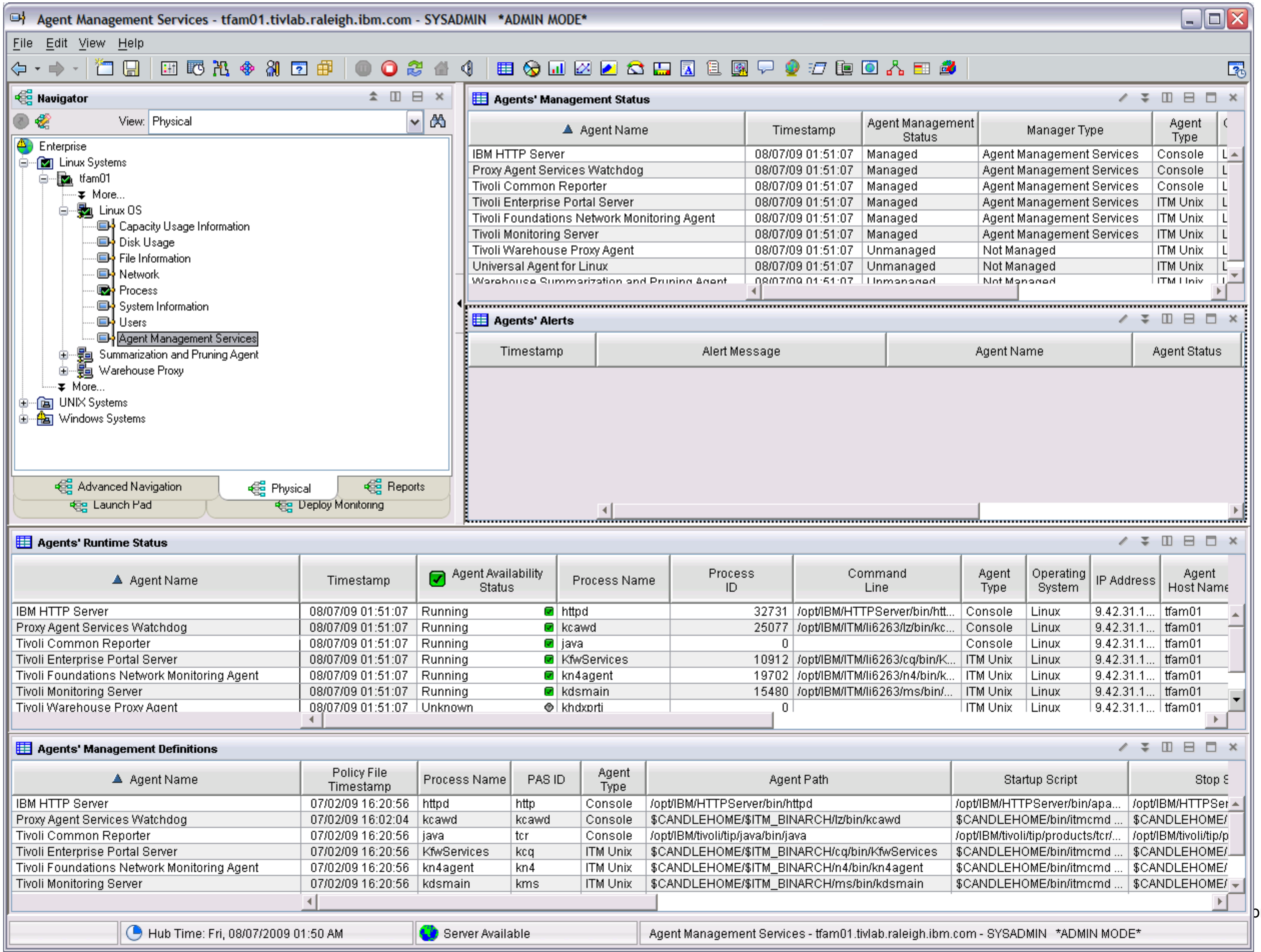
- Report Sets
  - TFAM 1.1 Reports
  - Tivoli Products
    - Tivoli Common Reporting

Reports

Title	Description
Exchange Server Resouce Utilization	This report will show the details of Exchange Server resource Utilization in terms of Threads in Use and Storage Group Percent free space
Exchange Server Services Status Availability	This report will show the details of Exchange Server Services Status
ITM: Availability Heat Chart for Single Resource	This report helps identify patterns of resource availability over a period of time. The first column shows dates during the selected reporting period. The other columns show hours during a particular day. By hovering over a particular icon, the average system uptime during that hour can be seen. The report can also be reversed to show system downtime instead of uptime based on parameter selection.
	This report lists all the Windows, Linux and Unix resources in the environment. On clicking on a resource name you can drill

Selected: 0, Total: 9

Proxy Agent Management in the appliance



Agent Management Services - tfam01.tivlab.raleigh.ibm.com - SYSADMIN *ADMIN MODE*

Navigator

- Enterprise
  - Linux Systems
    - tfam01
      - More...
      - Linux OS
        - Capacity Usage Information
        - Disk Usage
        - File Information
        - Network
        - Process
        - System Information
        - Users
        - Agent Management Services
      - Summarization and Pruning Agent
      - Warehouse Proxy
    - More...
  - UNIX Systems
  - Windows Systems

Agents' Management Status

▲ Agent Name	Timestamp	Agent Management Status	Manager Type	Agent Type
IBM HTTP Server	08/07/09 01:51:07	Managed	Agent Management Services	Console
Proxy Agent Services Watchdog	08/07/09 01:51:07	Managed	Agent Management Services	Console
Tivoli Common Reporter	08/07/09 01:51:07	Managed	Agent Management Services	Console
Tivoli Enterprise Portal Server	08/07/09 01:51:07	Managed	Agent Management Services	ITM Unix
Tivoli Foundations Network Monitoring Agent	08/07/09 01:51:07	Managed	Agent Management Services	ITM Unix
Tivoli Monitoring Server	08/07/09 01:51:07	Managed	Agent Management Services	ITM Unix
Tivoli Warehouse Proxy Agent	08/07/09 01:51:07	Unmanaged	Not Managed	ITM Unix
Universal Agent for Linux	08/07/09 01:51:07	Unmanaged	Not Managed	ITM Unix
Warehouse Summarization and Pruning Agent	08/07/09 01:51:07	Unmanaged	Not Managed	ITM Unix

Agents' Alerts

Timestamp	Alert Message	Agent Name	Agent Status

Agents' Runtime Status

▲ Agent Name	Timestamp	Agent Availability Status	Process Name	Process ID	Command Line	Agent Type	Operating System	IP Address	Agent Host Name
IBM HTTP Server	08/07/09 01:51:07	Running ✓	httpd	32731	/opt/IBM/HTTPServer/bin/htt...	Console	Linux	9.42.31.1...	tfam01
Proxy Agent Services Watchdog	08/07/09 01:51:07	Running ✓	kcawd	25077	/opt/IBM/ITM/li6263/lz/bin/kc...	Console	Linux	9.42.31.1...	tfam01
Tivoli Common Reporter	08/07/09 01:51:07	Running ✓	java	0		Console	Linux	9.42.31.1...	tfam01
Tivoli Enterprise Portal Server	08/07/09 01:51:07	Running ✓	KfwServices	10912	/opt/IBM/ITM/li6263/cq/bin/K...	ITM Unix	Linux	9.42.31.1...	tfam01
Tivoli Foundations Network Monitoring Agent	08/07/09 01:51:07	Running ✓	kn4agent	19702	/opt/IBM/ITM/li6263/n4/bin/k...	ITM Unix	Linux	9.42.31.1...	tfam01
Tivoli Monitoring Server	08/07/09 01:51:07	Running ✓	kdsmain	15480	/opt/IBM/ITM/li6263/ms/bin/...	ITM Unix	Linux	9.42.31.1...	tfam01
Tivoli Warehouse Proxy Agent	08/07/09 01:51:07	Unknown ◆	khdxprti	0		ITM Unix	Linux	9.42.31.1...	tfam01

Agents' Management Definitions

▲ Agent Name	Policy File Timestamp	Process Name	PAS ID	Agent Type	Agent Path	Startup Script
IBM HTTP Server	07/02/09 16:20:56	httpd	http	Console	/opt/IBM/HTTPServer/bin/httpd	/opt/IBM/HTTPServer/bin/apa...
Proxy Agent Services Watchdog	07/02/09 16:02:04	kcawd	kcawd	Console	$CANDLEHOME/$ITM_BINARCH/lz/bin/kcawd	$CANDLEHOME/bin/itmcmd ...
Tivoli Common Reporter	07/02/09 16:20:56	java	tcr	Console	/opt/IBM/tivoli/tip/java/bin/java	/opt/IBM/tivoli/tip/products/tcr/...
Tivoli Enterprise Portal Server	07/02/09 16:20:56	KfwServices	kcq	ITM Unix	$CANDLEHOME/$ITM_BINARCH/cq/bin/KfwServices	$CANDLEHOME/bin/itmcmd ...
Tivoli Foundations Network Monitoring Agent	07/02/09 16:20:56	kn4agent	kn4	ITM Unix	$CANDLEHOME/$ITM_BINARCH/n4/bin/kn4agent	$CANDLEHOME/bin/itmcmd ...
Tivoli Monitoring Server	07/02/09 16:20:56	kdsmain	kms	ITM Unix	$CANDLEHOME/$ITM_BINARCH/ms/bin/kdsmain	$CANDLEHOME/bin/itmcmd ...

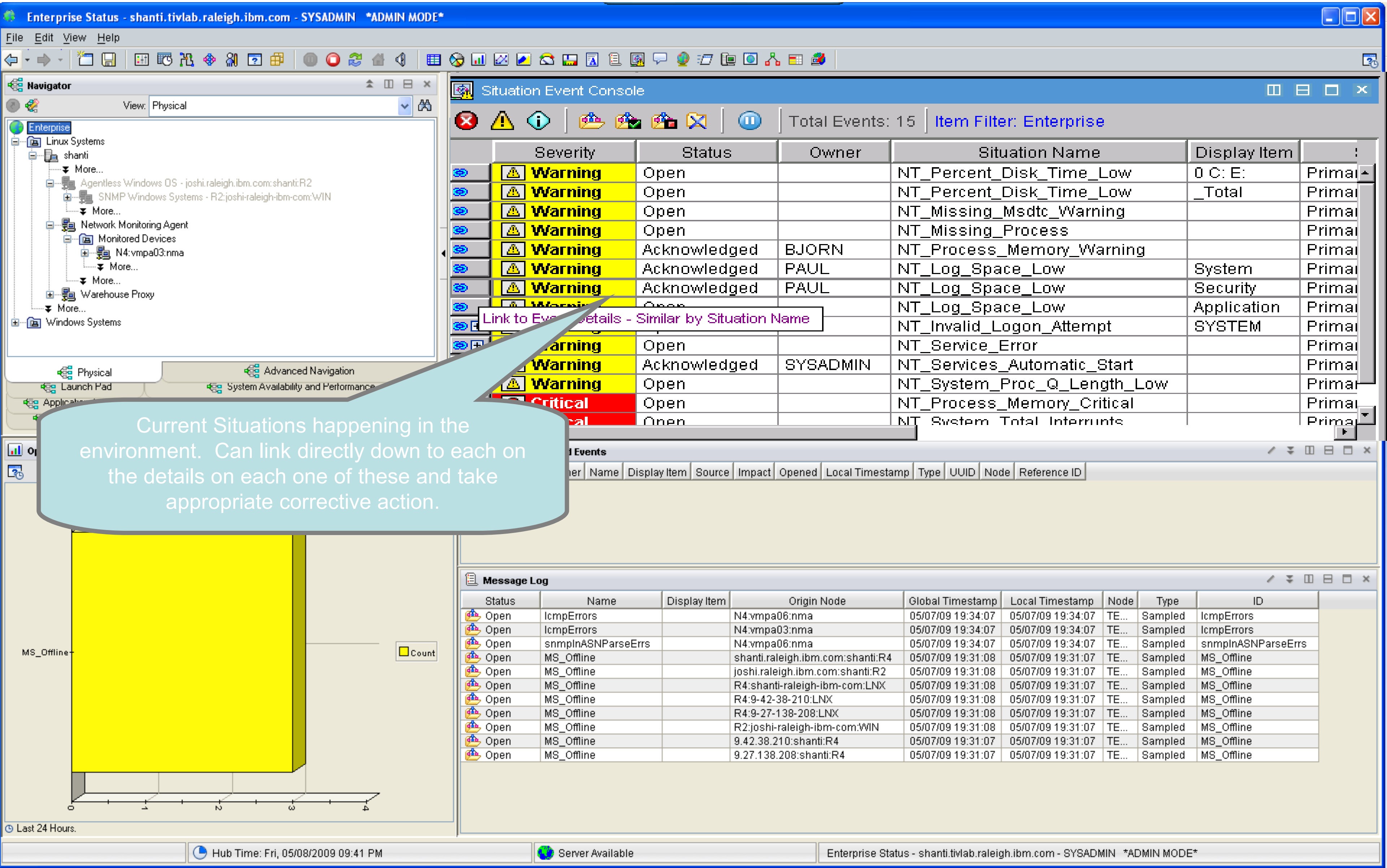
Hub Time: Fri, 08/07/2009 01:50 AM

Server Available

Agent Management Services - tfam01.tivlab.raleigh.ibm.com - SYSADMIN *ADMIN MODE*

Event Console for Abnormal Availability and Performance Situations

Situation and Message Log Viewing



Enterprise Status - shanti.tivlab.raleigh.ibm.com - SYSADMIN *ADMIN MODE*
File Edit View Help
Navigator
View: Physical
Enterprise
Linux Systems
shanti
More...
Agentless Windows OS - joshi.raleigh.ibm.com:shanti:R2
SNMP Windows Systems - R2:joshi-raleigh-ibm-com:WIN
More...
Network Monitoring Agent
Monitored Devices
N4:vmpa03:nma
More...
More...
Warehouse Proxy
More...
Windows Systems
Physical
Advanced Navigation
Launch Pad
System Availability and Performance
Applicat
Op
MS_Offline
Count
Last 24 Hours
Situation Event Console
Total Events: 15
Item Filter: Enterprise
Link to Eve... Details - Similar by Situation Name
Events
Message Log

Severity	Status	Owner	Situation Name	Display Item	
⚠ Warning	Open		NT_Percent_Disk_Time_Low	0 C: E:	Primai
⚠ Warning	Open		NT_Percent_Disk_Time_Low	_Total	Primai
⚠ Warning	Open		NT_Missing_Msdtc_Warning		Primai
⚠ Warning	Open		NT_Missing_Process		Primai
⚠ Warning	Acknowledged	BJORN	NT_Process_Memory_Warning		Primai
⚠ Warning	Acknowledged	PAUL	NT_Log_Space_Low	System	Primai
⚠ Warning	Acknowledged	PAUL	NT_Log_Space_Low	Security	Primai
	Open		NT_Log_Space_Low	Application	Primai
			NT_Invalid_Logon_Attempt	SYSTEM	Primai
arning	Open		NT_Service_Error		Primai
Warning	Acknowledged	SYSADMIN	NT_Services_Automatic_Start		Primai
⚠ Warning	Open		NT_System_Proc_Q_Length_Low		Primai
Critical	Open		NT_Process_Memory_Critical		Primai
cal	Open		NT_System_Total_Interrupts		Primai

er	Name	Display Item	Source	Impact	Opened	Local Timestamp	Type	UUID	Node	Reference ID

Message Log

Status	Name	Display Item	Origin Node	Global Timestamp	Local Timestamp	Node	Type	ID
Open	IcmpErrors		N4:vmpa06:nma	05/07/09 19:34:07	05/07/09 19:34:07	TE...	Sampled	IcmpErrors
Open	IcmpErrors		N4:vmpa03:nma	05/07/09 19:34:07	05/07/09 19:34:07	TE...	Sampled	IcmpErrors
Open	snmpInASNParseErrs		N4:vmpa06:nma	05/07/09 19:34:07	05/07/09 19:34:07	TE...	Sampled	snmpInASNParseErrs
Open	MS_Offline		shanti.raleigh.ibm.com:shanti:R4	05/07/09 19:31:08	05/07/09 19:31:07	TE...	Sampled	MS_Offline
Open	MS_Offline		joshi.raleigh.ibm.com:shanti:R2	05/07/09 19:31:08	05/07/09 19:31:07	TE...	Sampled	MS_Offline
Open	MS_Offline		R4:shanti-raleigh-ibm-com:LNX	05/07/09 19:31:08	05/07/09 19:31:07	TE...	Sampled	MS_Offline
Open	MS_Offline		R4:9-42-38-210:LNX	05/07/09 19:31:08	05/07/09 19:31:07	TE...	Sampled	MS_Offline
Open	MS_Offline		R4:9-27-138-208:LNX	05/07/09 19:31:08	05/07/09 19:31:07	TE...	Sampled	MS_Offline
Open	MS_Offline		R2:joshi-raleigh-ibm-com:WIN	05/07/09 19:31:08	05/07/09 19:31:07	TE...	Sampled	MS_Offline
Open	MS_Offline		9.42.38.210:shanti:R4	05/07/09 19:31:07	05/07/09 19:31:07	TE...	Sampled	MS_Offline
Open	MS_Offline		9.27.138.208:shanti:R4	05/07/09 19:31:07	05/07/09 19:31:07	TE...	Sampled	MS_Offline

Hub Time: Fri, 05/08/2009 09:41 PM | Server Available | Enterprise Status - shanti.tivlab.raleigh.ibm.com - SYSADMIN *ADMIN MODE*

Current Situations happening in the environment. Can link directly down to each on the details on each one of these and take appropriate corrective action.

Tivoli Foundations Application Manager

Comparison Between TFAM and Enterprise Offerings

Monitoring Capability	**Tiovli Foundations Application Manager**	**ITM for Microsoft Applications**	**ITCAM for Applications**
Windows OS	✓	✓	✓
Agentless Monitoring	✓	✓	✓
SQL Server (Database)	✓	✓	
Exchange (Email)	✓	✓	
VMWare (Virtual Server)	✓	✓	
Active Directory	✓	✓	
Cluster Server		✓	
.NET Framework		✓	
SharePoint & Biztalk		✓	
IIS (Web Server)		✓	
Linux OS's	✓		✓
Unix OS's	✓		✓
DB2 (Database)	✓		✓
Oracle (Database)	✓		✓
Sybase (Database)	✓		✓
Lotus Domino (Email)	✓		✓
Apache (Web Server)			✓
iPlanet (Web Server)			✓
J2EE Application Servers			✓
MQ			✓
Custom Monitoring (via UA)	✓	✓	✓
Discovery (Lightweight)	✓		
Network Monitoring (Lightweight)	✓		

Tivoli Foundations Service Manager Overview

“Service Desk in a box”

Tivoli Foundations Service Manager

The basic idea behind the appliance is to provide a…

"Service Desk in a box"

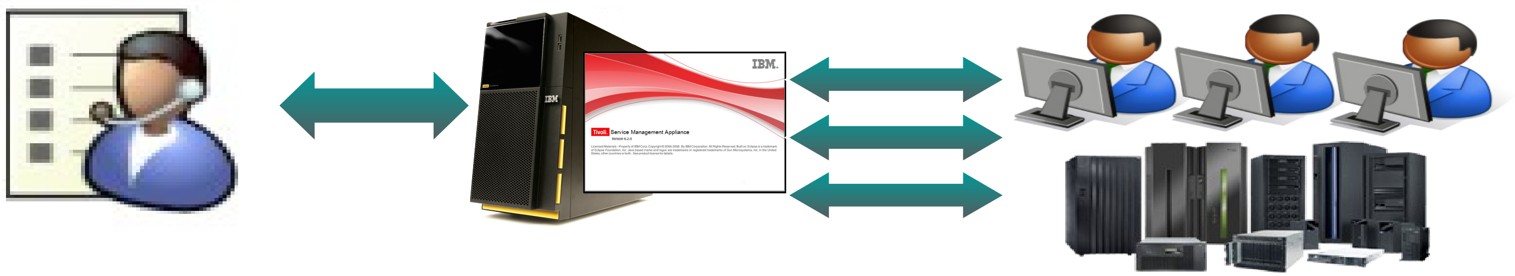
Provides extensive ***Service Request Management, Incident Management, Problem Management and Knowledge Management*** *capability*

Rich set of out of the box templates and best practice/starter content

Includes robust capabilities for value-add customization and integration

Managing Service Requests to Improve Service

IBM Tivoli Foundations Service Manager



Tivoli Foundations Service Manager

(Software PID 5724-Y08)

Tivoli

Tivoli Foundations Application Manager

Authorized User

20 Max, No Charge for Self Service Users

LOTUS

Lotus Foundations Start for TFAM

Included Functionality

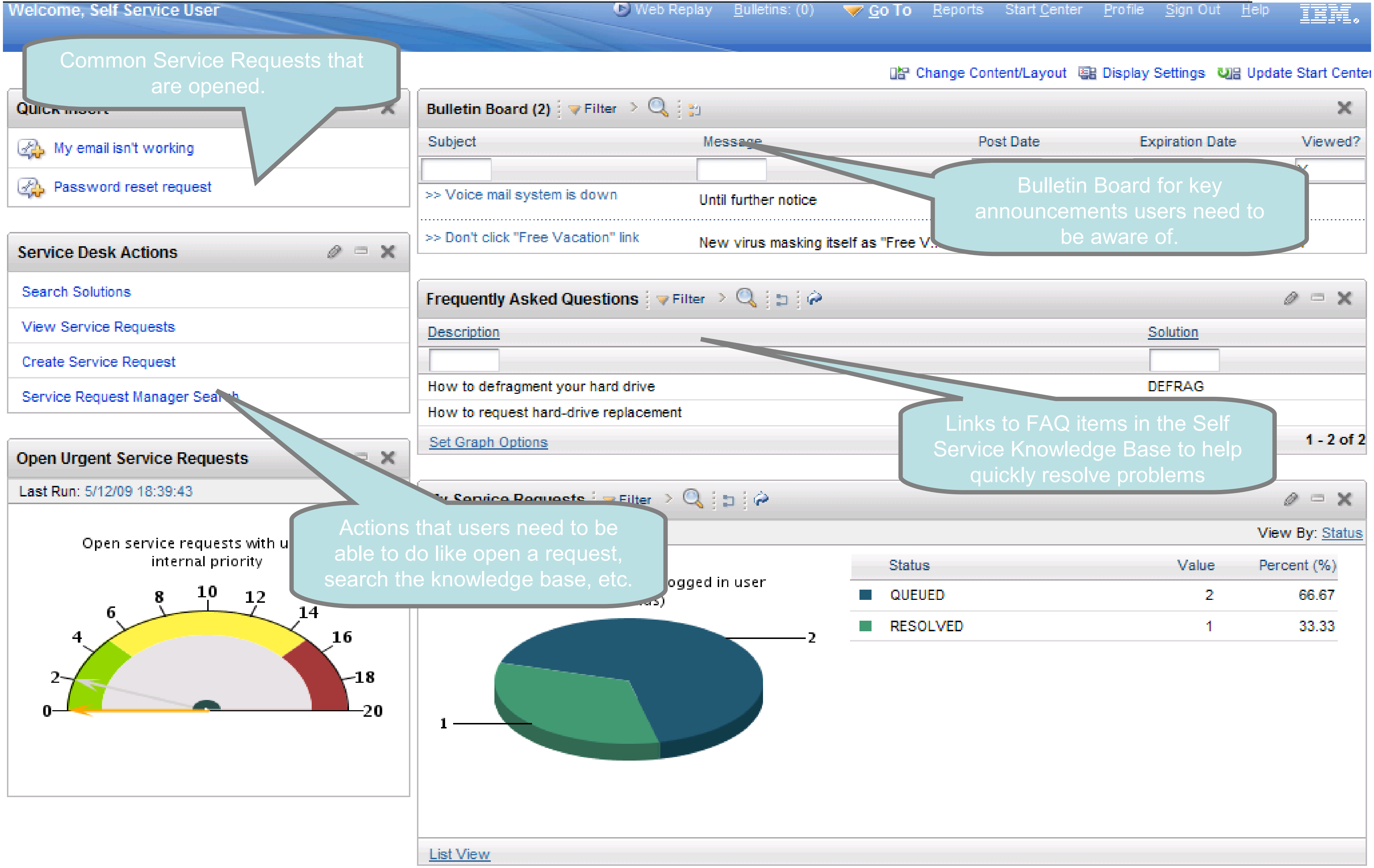
- Service request, incident, problem management
- Best practice content such as process workflows, reports, KPIs, escalations and classifications.
- Links changes in assets to incidents
- Remote Diagnostics
- Intuitive Reporting
- Manage both IT and non-IT assets
- Measure end user satisfaction using built-in survey

Included Functionality

- Server Configuration
- Server and Firmware Management
- System Users & Security
- Remote Service Accessibility
- Firewall License Management

Hardware Ordered Separately

Pre-built Start Centers for Users, Agents, and Admins



Welcome, Self Service User
Web Replay
Bulletins: (0)
Go To
Reports
Start Center
Profile
Sign Out
Help
Change Content/Layout
Display Settings
Update Start Center

Common Service Requests that are opened.

Quick

- My email isn't working
- Password reset request

Service Desk Actions

- Search Solutions
- View Service Requests
- Create Service Request
- Service Request Manager Search

Open Urgent Service Requests

Last Run: 5/12/09 18:39:43

Open service requests with u
internal priority
0
2
4
6
8
10
12
14
16
18
20

Bulletin Board (2)

Subject	Message	Post Date	Expiration Date	Viewed?
>> Voice mail system is down	Until further notice			
>> Don't click "Free Vacation" link	New virus masking itself as "Free V...			

Bulletin Board for key announcements users need to be aware of.

Frequently Asked Questions

Description	Solution
How to defragment your hard drive	DEFRAG
How to request hard-drive replacement	

Set Graph Options

1 - 2 of 2

Links to FAQ items in the Self Service Knowledge Base to help quickly resolve problems

Actions that users need to be able to do like open a request, search the knowledge base, etc.

y Service Requests

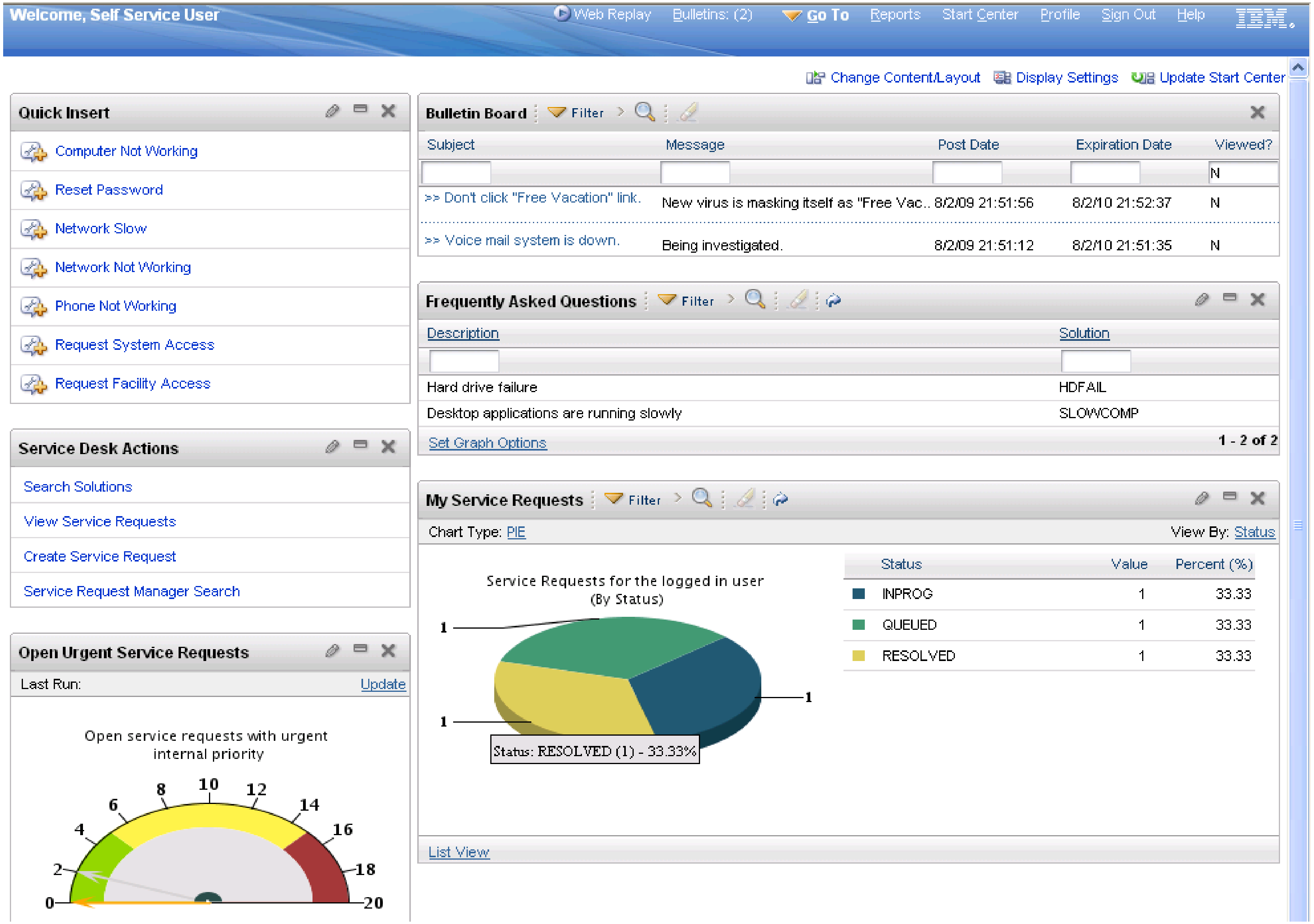
View By: Status

ogged in user
2
1

Status	Value	Percent (%)
🟦 QUEUED	2	66.67
🟩 RESOLVED	1	33.33

List View

Self Service User Screen Shot…



Welcome, Self Service User
Web Replay
Bulletins: (2)
Go To
Reports
Start Center
Profile
Sign Out
Help
Change Content/Layout
Display Settings
Update Start Center

Quick Insert

- Computer Not Working
- Reset Password
- Network Slow
- Network Not Working
- Phone Not Working
- Request System Access
- Request Facility Access

Service Desk Actions

- Search Solutions
- View Service Requests
- Create Service Request
- Service Request Manager Search

Open Urgent Service Requests

Last Run: Update

Open service requests with urgent internal priority

0
2
4
6
8
10
12
14
16
18
20

Bulletin Board

Subject	Message	Post Date	Expiration Date	Viewed?
				N
>> Don't click "Free Vacation" link.	New virus is masking itself as "Free Vac..	8/2/09 21:51:56	8/2/10 21:52:37	N
>> Voice mail system is down.	Being investigated.	8/2/09 21:51:12	8/2/10 21:51:35	N

Frequently Asked Questions

Description	Solution
Hard drive failure	HDFAIL
Desktop applications are running slowly	SLOWCOMP

Set Graph Options 1 - 2 of 2

My Service Requests

Chart Type: PIE View By: Status

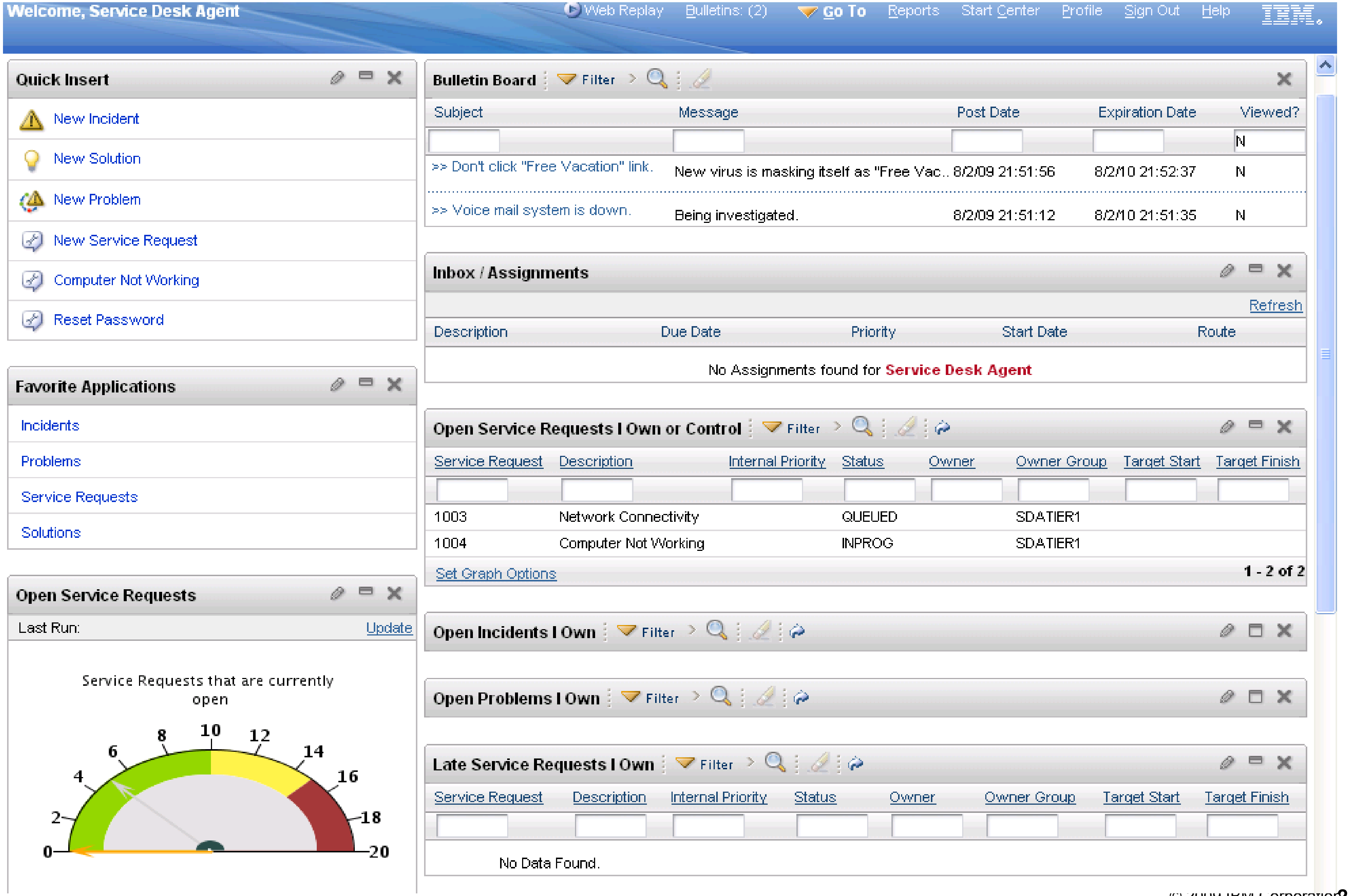
Service Requests for the logged in user (By Status)

1
1
1
Status: RESOLVED (1) - 33.33%

	Status	Value	Percent (%)
■	INPROG	1	33.33
■	QUEUED	1	33.33
■	RESOLVED	1	33.33

List View

Service Desk Agent Screen Shot…



Welcome, Service Desk Agent

Quick Insert

- New Incident
- New Solution
- New Problem
- New Service Request
- Computer Not Working
- Reset Password

Favorite Applications

- Incidents
- Problems
- Service Requests
- Solutions

Open Service Requests

Last Run: Update

Service Requests that are currently open

Bulletin Board Filter

Subject	Message	Post Date	Expiration Date	Viewed?
				N
>> Don't click "Free Vacation" link.	New virus is masking itself as "Free Vac..	8/2/09 21:51:56	8/2/10 21:52:37	N
>> Voice mail system is down.	Being investigated.	8/2/09 21:51:12	8/2/10 21:51:35	N

Inbox / Assignments

Refresh

Description	Due Date	Priority	Start Date	Route

No Assignments found for **Service Desk Agent**

Open Service Requests I Own or Control Filter

Service Request	Description	Internal Priority	Status	Owner	Owner Group	Target Start	Target Finish
1003	Network Connectivity		QUEUED		SDATIER1		
1004	Computer Not Working		INPROG		SDATIER1		

Set Graph Options **1 - 2 of 2**

Open Incidents I Own Filter

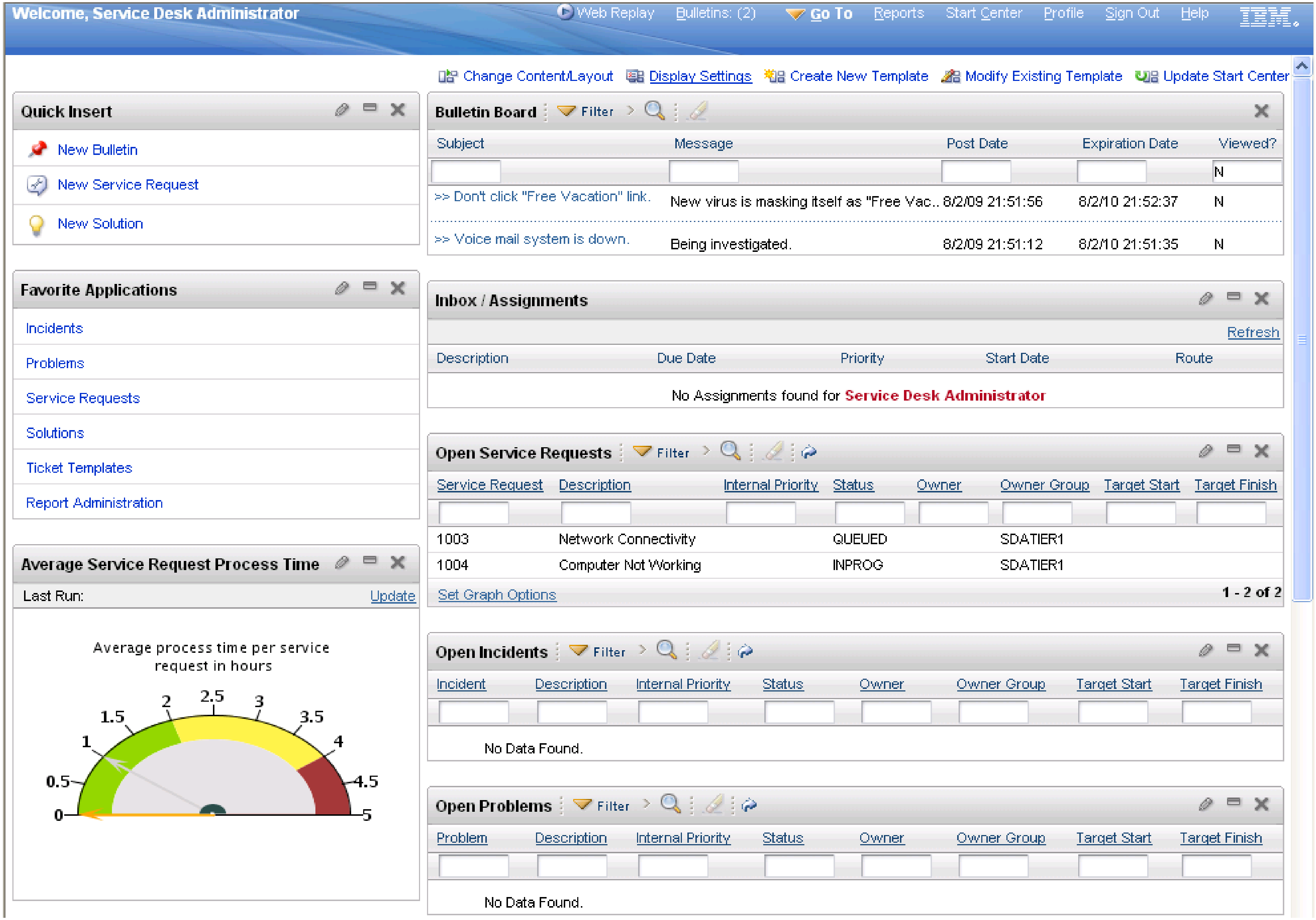
Open Problems I Own Filter

Late Service Requests I Own Filter

Service Request	Description	Internal Priority	Status	Owner	Owner Group	Target Start	Target Finish

No Data Found.

Service Desk Administrator Screen Shot…


Welcome, Service Desk Administrator
Web Replay
Bulletins: (2)
Go To
Reports
Start Center
Profile
Sign Out
Help
Change Content/Layout
Display Settings
Create New Template
Modify Existing Template
Update Start Center
Quick Insert
New Bulletin
New Service Request
New Solution
Favorite Applications
Incidents
Problems
Service Requests
Solutions
Ticket Templates
Report Administration
Average Service Request Process Time
Last Run:
Update
Average process time per service request in hours
0
0.5
1
1.5
2
2.5
3
3.5
4
4.5
5
Filter
Refresh
Set Graph Options

Bulletin Board

Subject	Message	Post Date	Expiration Date	Viewed?
				N
>> Don't click "Free Vacation" link.	New virus is masking itself as "Free Vac..	8/2/09 21:51:56	8/2/10 21:52:37	N
>> Voice mail system is down.	Being investigated.	8/2/09 21:51:12	8/2/10 21:51:35	N

Inbox / Assignments

Description	Due Date	Priority	Start Date	Route

No Assignments found for **Service Desk Administrator**

Open Service Requests

Service Request	Description	Internal Priority	Status	Owner	Owner Group	Target Start	Target Finish
1003	Network Connectivity		QUEUED		SDATIER1		
1004	Computer Not Working		INPROG		SDATIER1		

1 - 2 of 2

Open Incidents

Incident	Description	Internal Priority	Status	Owner	Owner Group	Target Start	Target Finish

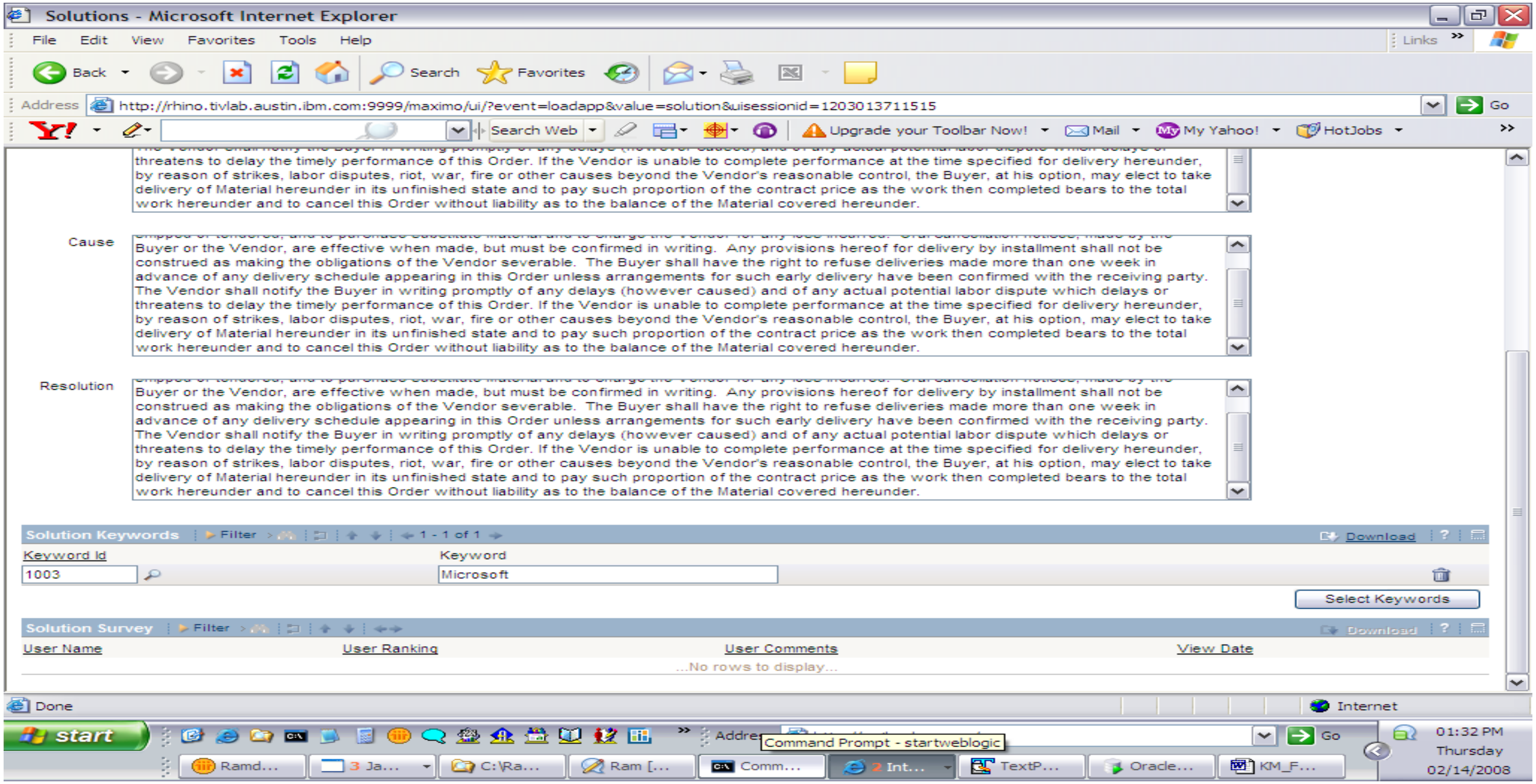
No Data Found.

Open Problems

Problem	Description	Internal Priority	Status	Owner	Owner Group	Target Start	Target Finish

No Data Found.

Knowledge Base to Resolve Problem



http://rhino.tivlab.austin.ibm.com:9999/maximo/ui/?event=loadapp&value=solution&uisessionid=1203013711515

threatens to delay the timely performance of this Order. If the Vendor is unable to complete performance at the time specified for delivery hereunder, by reason of strikes, labor disputes, riot, war, fire or other causes beyond the Vendor's reasonable control, the Buyer, at his option, may elect to take delivery of Material hereunder in its unfinished state and to pay such proportion of the contract price as the work then completed bears to the total work hereunder and to cancel this Order without liability as to the balance of the Material covered hereunder.

Cause

Buyer or the Vendor, are effective when made, but must be confirmed in writing. Any provisions hereof for delivery by installment shall not be construed as making the obligations of the Vendor severable. The Buyer shall have the right to refuse deliveries made more than one week in advance of any delivery schedule appearing in this Order unless arrangements for such early delivery have been confirmed with the receiving party. The Vendor shall notify the Buyer in writing promptly of any delays (however caused) and of any actual potential labor dispute which delays or threatens to delay the timely performance of this Order. If the Vendor is unable to complete performance at the time specified for delivery hereunder, by reason of strikes, labor disputes, riot, war, fire or other causes beyond the Vendor's reasonable control, the Buyer, at his option, may elect to take delivery of Material hereunder in its unfinished state and to pay such proportion of the contract price as the work then completed bears to the total work hereunder and to cancel this Order without liability as to the balance of the Material covered hereunder.

Resolution

Buyer or the Vendor, are effective when made, but must be confirmed in writing. Any provisions hereof for delivery by installment shall not be construed as making the obligations of the Vendor severable. The Buyer shall have the right to refuse deliveries made more than one week in advance of any delivery schedule appearing in this Order unless arrangements for such early delivery have been confirmed with the receiving party. The Vendor shall notify the Buyer in writing promptly of any delays (however caused) and of any actual potential labor dispute which delays or threatens to delay the timely performance of this Order. If the Vendor is unable to complete performance at the time specified for delivery hereunder, by reason of strikes, labor disputes, riot, war, fire or other causes beyond the Vendor's reasonable control, the Buyer, at his option, may elect to take delivery of Material hereunder in its unfinished state and to pay such proportion of the contract price as the work then completed bears to the total work hereunder and to cancel this Order without liability as to the balance of the Material covered hereunder.

Solution Keywords | Filter | 1 - 1 of 1 | Download

Keyword Id	Keyword
1003	Microsoft

Select Keywords

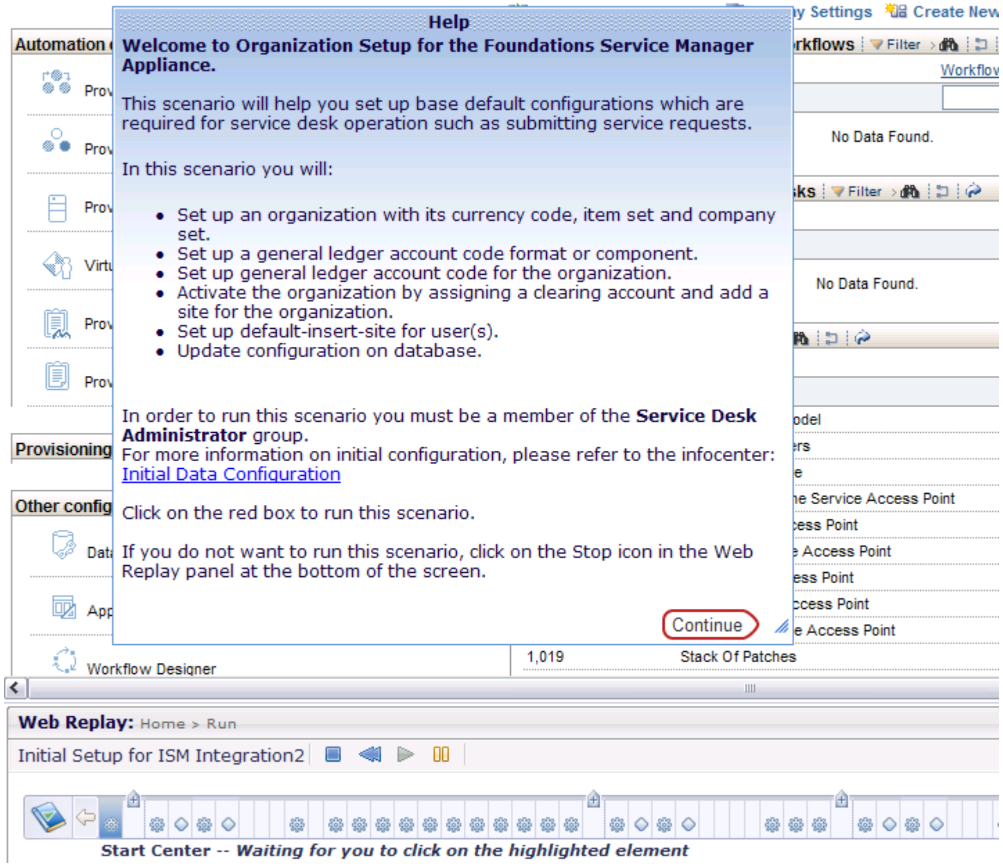
Solution Survey | Filter | Download

User Name	User Ranking	User Comments	View Date

...No rows to display...

- Structured representation of formal knowledge
  - Symptoms/Cause/Resolution
  - Grouped under well-defined classifications

Web Replay Scenario—Organization configuration…



Help

Welcome to Organization Setup for the Foundations Service Manager Appliance.

This scenario will help you set up base default configurations which are required for service desk operation such as submitting service requests.

In this scenario you will:

- Set up an organization with its currency code, item set and company set.
- Set up a general ledger account code format or component.
- Set up general ledger account code for the organization.
- Activate the organization by assigning a clearing account and add a site for the organization.
- Set up default-insert-site for user(s).
- Update configuration on database.

In order to run this scenario you must be a member of the **Service Desk Administrator** group.
For more information on initial configuration, please refer to the infocenter: Initial Data Configuration

Click on the red box to run this scenario.

If you do not want to run this scenario, click on the Stop icon in the Web Replay panel at the bottom of the screen.

Web Replay: Home > Run

Initial Setup for ISM Integration2

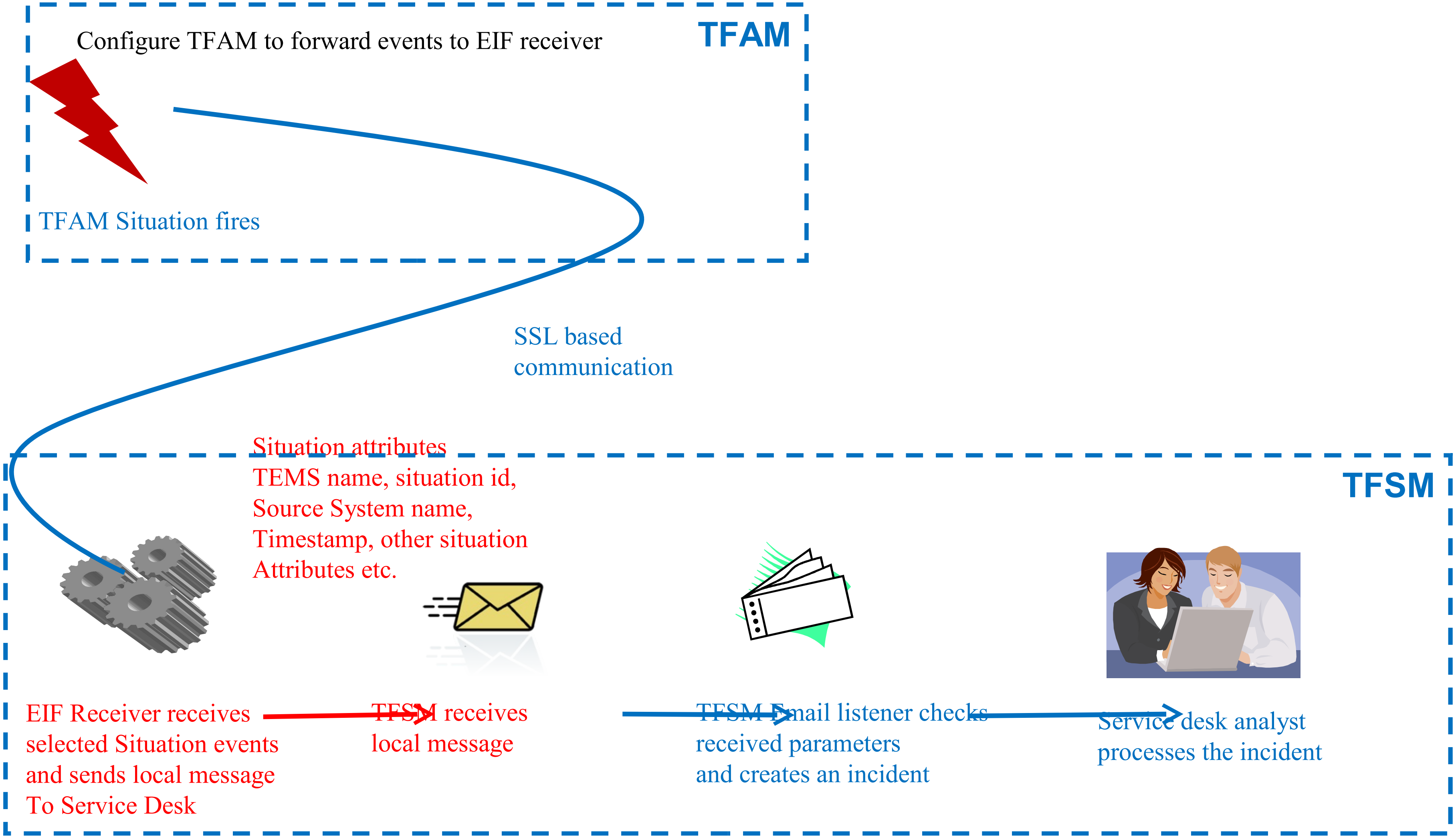
Start Center -- *Waiting for you to click on the highlighted element*

- To facilitate quick configuration
  - For example, Organization and Site configuration
- To quickly train users, agents and administrators…
  - "How do I submit a ticket"
  - "How do I search the knowledgebase"
  - "How do I create solutions"

Quick time to value

- Tuning appliance for small & medium sized business (SMB) needs
  - Wizard to simplify initial configuration
  - Simplified UIs
  - New content for SMBs (Roles, Start Centers) tailored to fewer/broader roles
  - New CI applications
  - Training Aids (using Web Replay) - Tutorials
- Runs on Lotus Foundations Start designed for SMB
  - "Instant" deployment
  - Can leverage services from L Foundations Start core (e.g. SMTP, file serving, etc.)
- Import of Configuration Items/Assets:
  - Import of configuration items/assets from csv files

TFSM & TFAM integration



TFAM

Configure TFAM to forward events to EIF receiver

TFAM Situation fires

SSL based
communication

TFSM

Situation attributes
TEMS name, situation id,
Source System name,
Timestamp, other situation
Attributes etc.

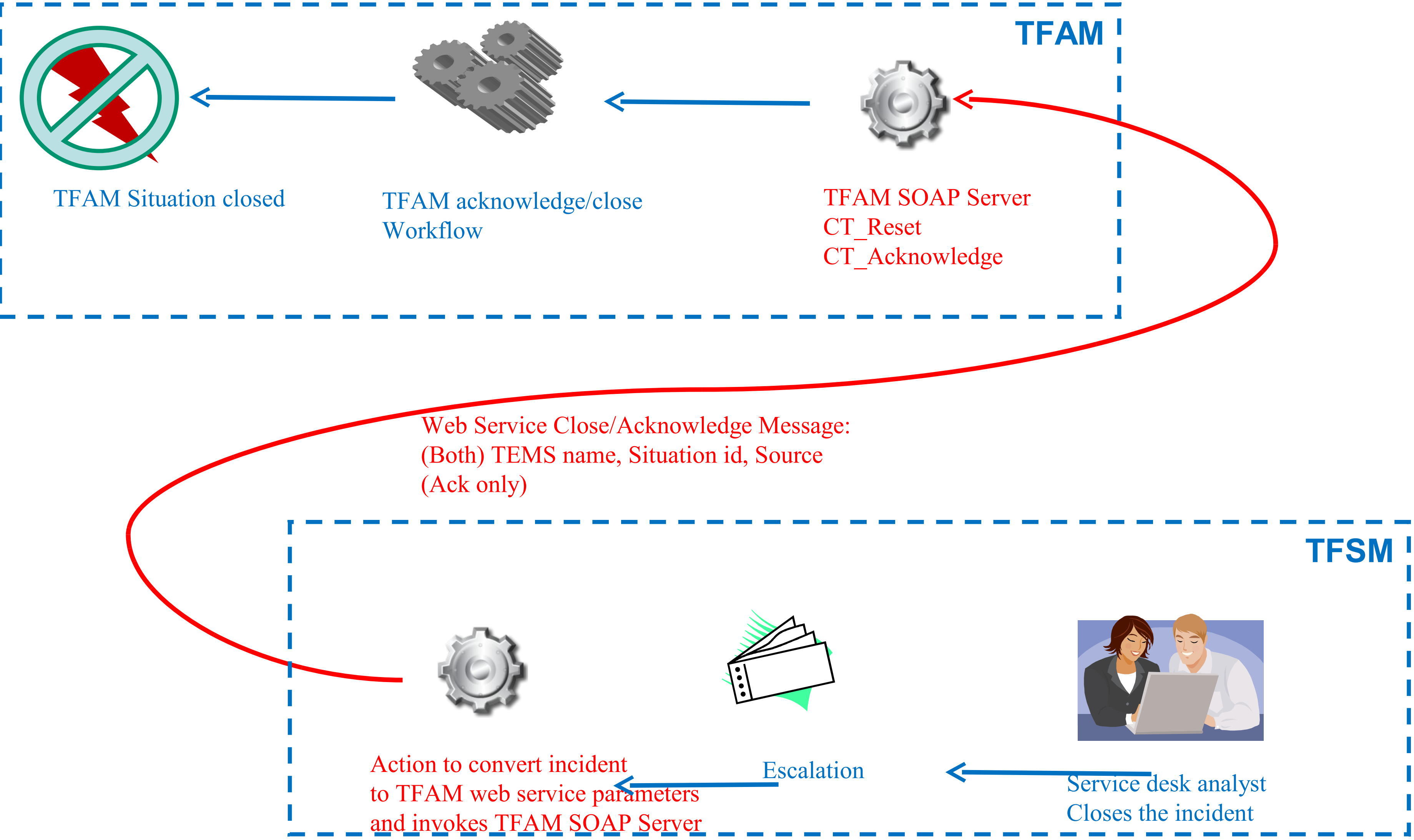
EIF Receiver receives
selected Situation events
and sends local message
To Service Desk

TFSM receives
local message

TFSM Email listener checks
received parameters
and creates an incident

Service desk analyst
processes the incident

TFSM & TFAM integration



TFAM

TFAM Situation closed

TFAM acknowledge/close
Workflow

TFAM SOAP Server
CT_Reset
CT_Acknowledge

Web Service Close/Acknowledge Message:
(Both) TEMS name, Situation id, Source
(Ack only)

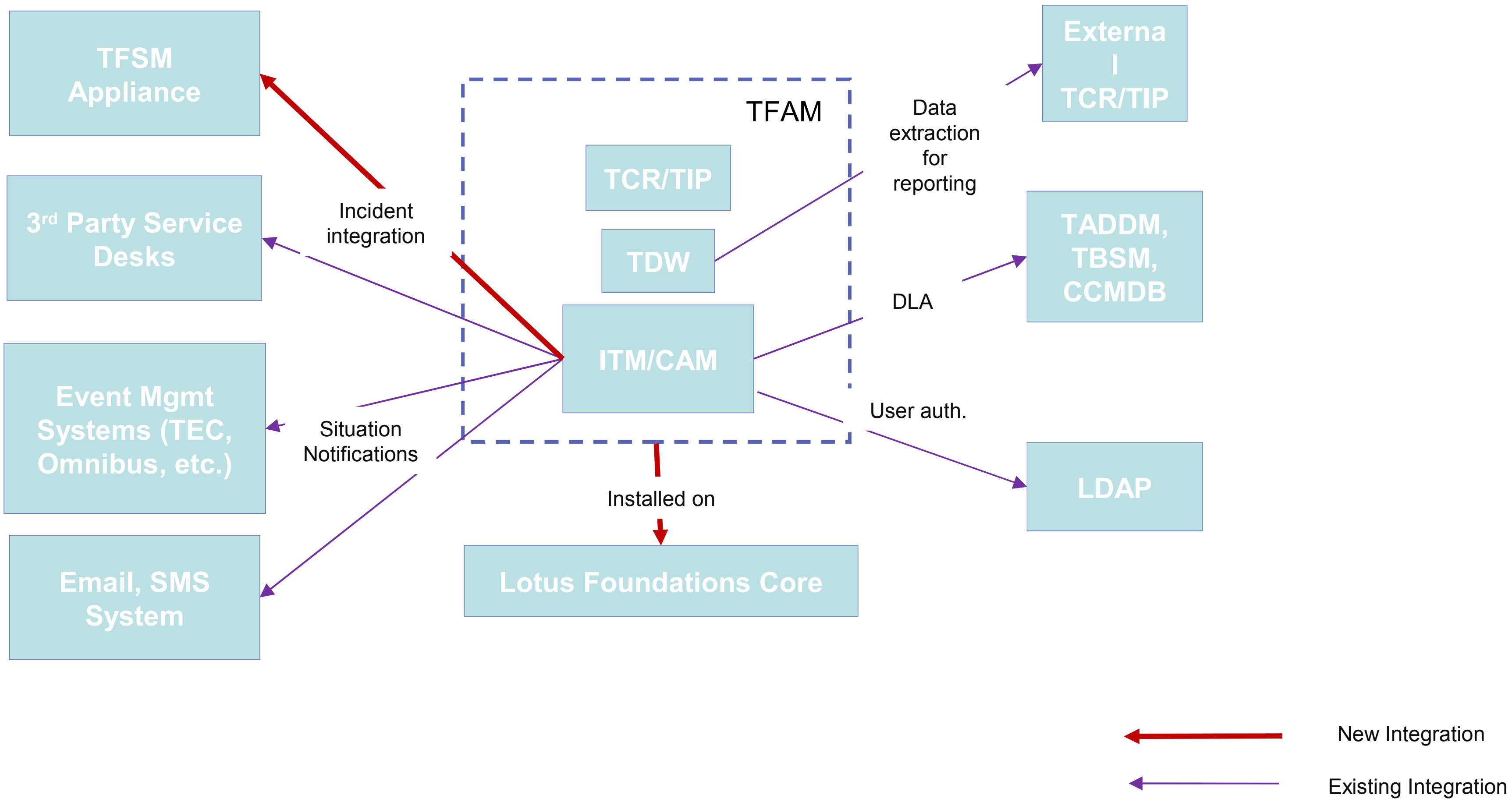
TFSM

Action to convert incident
to TFAM web service parameters
and invokes TFAM SOAP Server

Escalation

Service desk analyst
Closes the incident

TFAM Appliance integrations



TFSM Appliance

3rd Party Service Desks

Event Mgmt Systems (TEC, Omnibus, etc.)

Email, SMS System

Incident integration

Situation Notifications

TFAM

TCR/TIP

TDW

ITM/CAM

Installed on

Lotus Foundations Core

Data extraction for reporting

DLA

User auth.

External TCR/TIP

TADDM, TBSM, CCMDB

LDAP

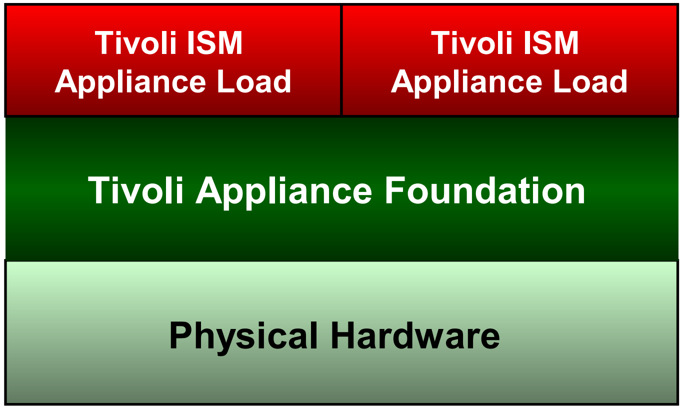
New Integration

Existing Integration

Q & A

Standardized Appliance Physical Machines

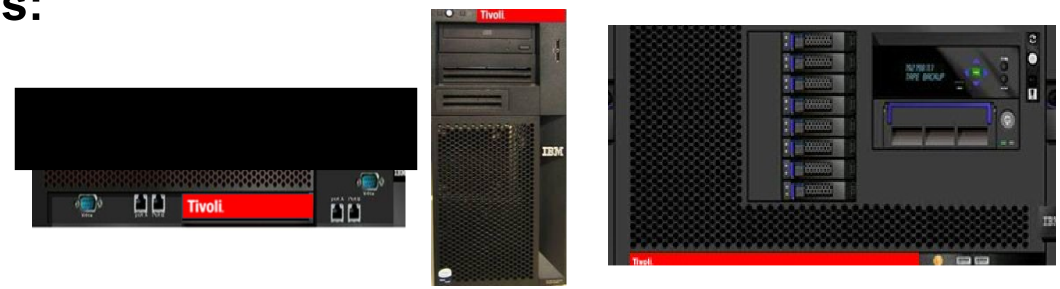
- **Utilize the 2 -3 standard hardware types and models (Entry Level and Advanced) for Tivoli Appliances:**



Tivoli ISM Appliance Load | **Tivoli ISM Appliance Load**

Tivoli Appliance Foundation

Physical Hardware



Hardware Offering

- **1-year warranty only**
- **Appliance components: LCD panel, Removable HDD, flash drive**
- **Foundations preload / bios**

Type	CPU	Mem	HDD	Flash Drive	Enet	Other	Preload	Warranty	Bezel
Entry Level	**E7200 DC 2.53 GHz**	**2x1GB**	**SS SATA 1 x 250 GB** **Removable HDD with IBM 500 GB SATA drive**	**PATA flash with interposer card**	**1 Dual port Intel PRO/1000**	**LCD Display**	**Foundation**	**1 Year**	**Tivoli ISM Bezel**
Advanced	**X3330 QC 2.66 GHz**	**2x2GB**	**SS SATA 1 x 500 GB** **Removable HDD with IBM 1 TB SATA drive**	**PATA flash with interposer card**	**1 Dual port Intel PRO/1000**	**LCD Display**	**Foundation**	**1 Year**	**Tivoli ISM Bezel**

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

http://www.ibm.com/software/tr

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