



IBM / Tivoli Systems Management z/Series Tools Customer Briefing

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April 30, 2003

IBM Software Group



IBM Automated Tape Allocation Manager (ATAM) (5697-H62)

Brian Starr
April 2003

IBM Software Group

Automated Tape Allocation Manager (ATAM)

- IBM Alternative to ISV Products Such As CA-MIA Tape Sharing (Multi-image Allocation)
- Attractive Pricing and Terms & Conditions
- Superior functionality
 - ▶ Communicates directly with devices instead of relying on constant updates to a shared control file
 - ▶ Provides VTS Load Balancing
 - ▶ Supports plex and nonplex configurations



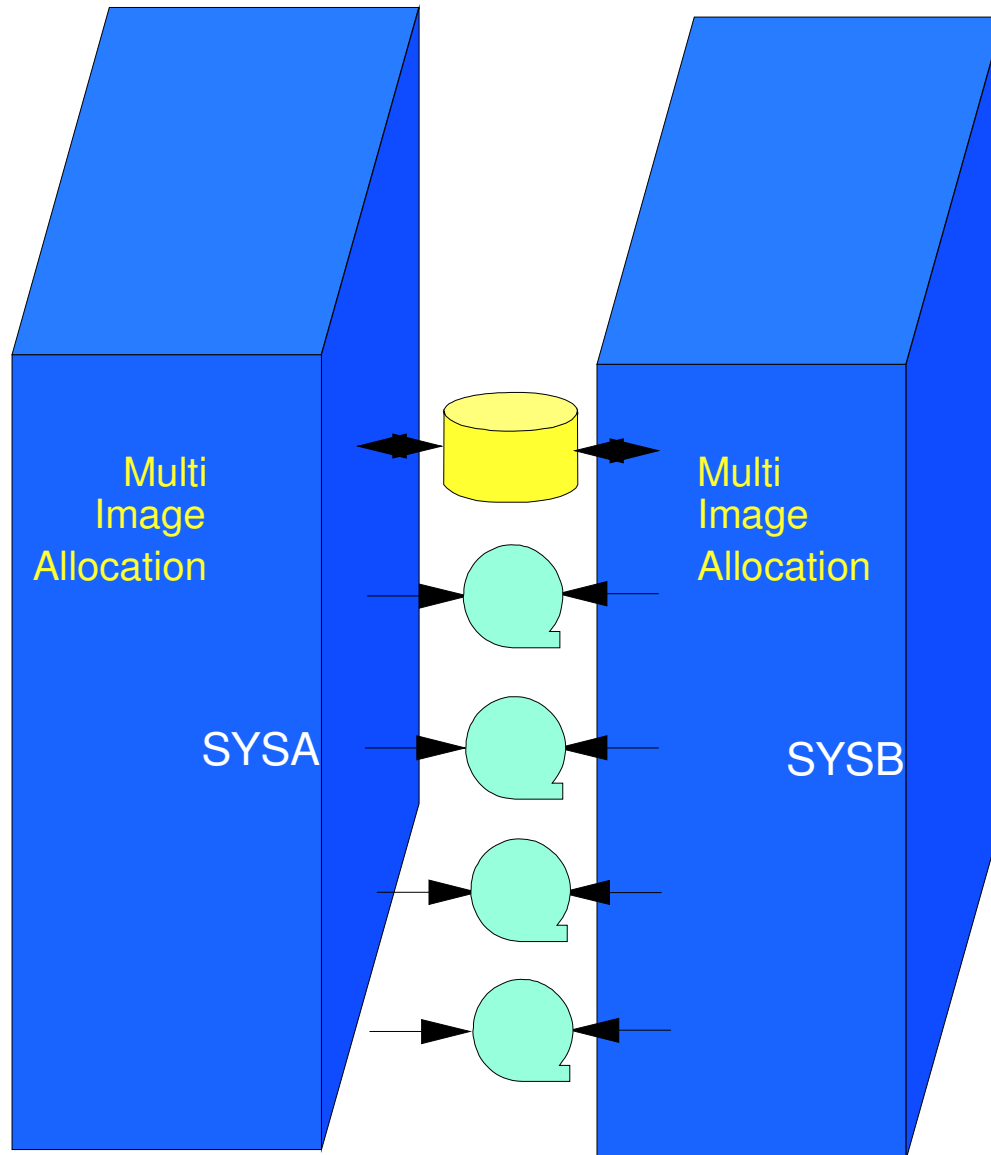
Automated Tape Allocation Manager (ATAM)

- Do You Need ATAM?
 - ▶ Do you want to save money?
 - ▶ Do you need to share tape devices between multiple OS/390 or z/OS systems?
 - ▶ Do you operate combinations of plex, nonplex or multiple sysplexes?



Multi Image Allocation

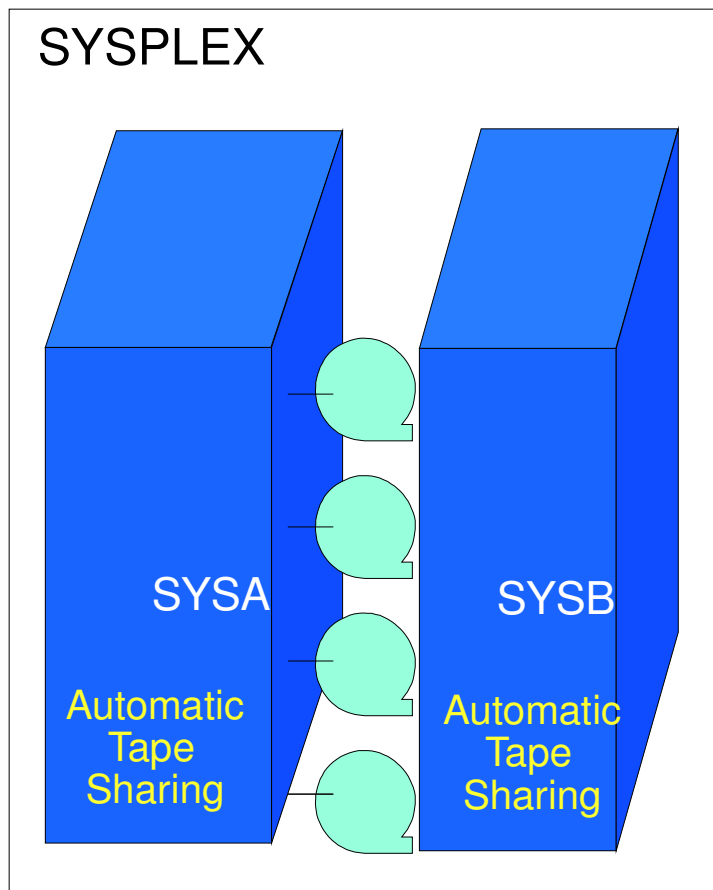
■ Multi Image Manager (MII, MIC, MIA)



- Update shared Control File with every allocation and deallocation event
- Check for new information on a regular interval
- Sit in Allocation and Allocation Recovery to determine which system can use which devices

Tape Sharing in a Sysplex

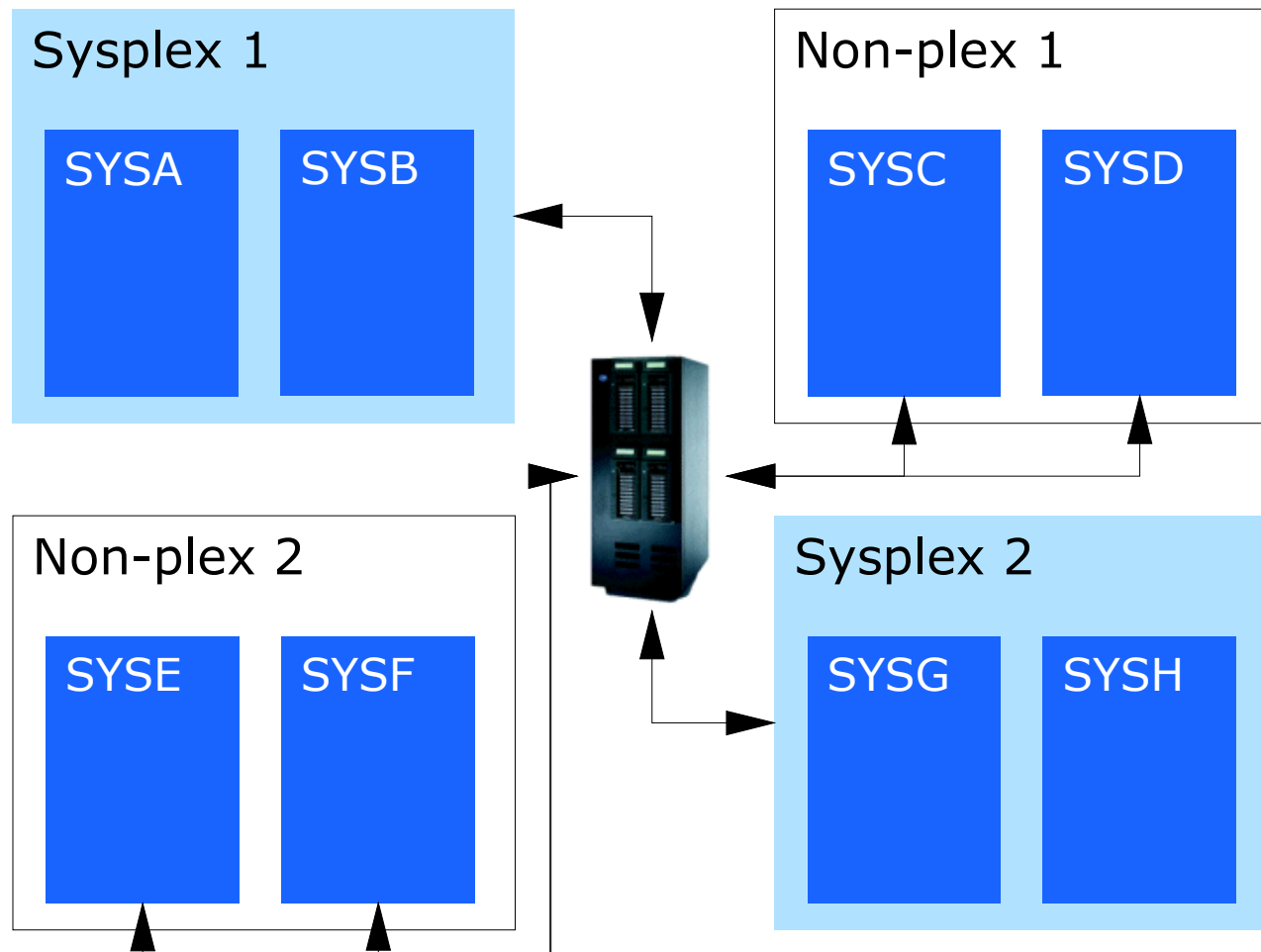
■ zSeries Resource Sharing



- Assign-capable devices (i.e., 3480's and up)
- Beginning with MVS/ESA Version 5.2, tape units no longer need to be dedicated to a single system
- Initially, via the **IEFAUTOS** CF structure
- Rewritten to use GRS and XCF services in z/OS 1.2 (IEFAUTOS dropped)
- **ATS Star** replaces IEFAUTOS

Automated Tape Allocation Manager

- Sharing Tape devices in an “xplex”



ATAM Product Futures

- Tapeplex-wide display and action commands via TCP/IP
- Support for non-switchable tape devices (e.g., 3420's)
- Extend WTOR processing to include WTOs
- Enhanced device preferencing to include jobname
- Reporting enhancements



ATAM Benefits

- Cost-effective alternative to existing product
- Mix and match Sysplex and nonplex systems
- Hardware-centric vs. single point of failure from shared control file
- VTS Load Balancing, LRU logic, ..., ongoing enhancements





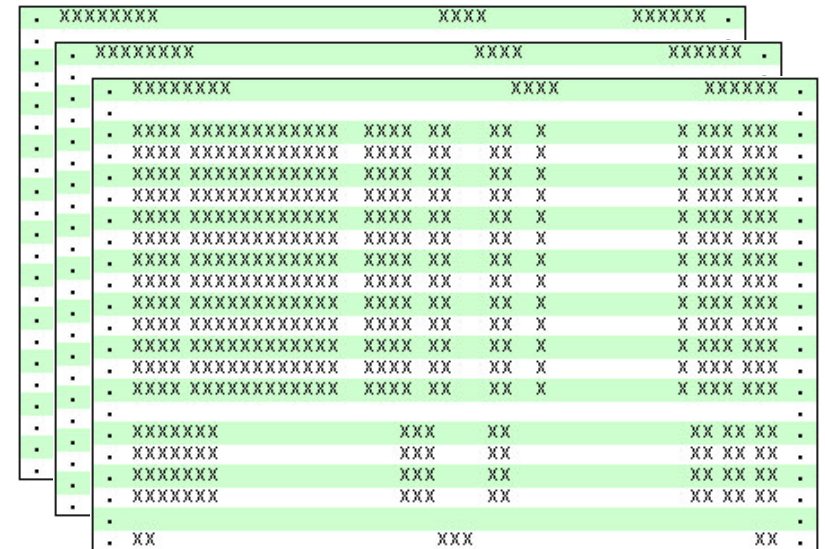
IBM Output Manager for z/OS (5655-J20)

Brian Starr
April 2003

IBM Software Group

History of Output Management

- Transactions are entered throughout the day
- Production batch jobs run in the evening
- Reports are sent to the printer
 - ▶ Pull reports off the printer
 - ▶ Separate reports from one another
 - ▶ Remove carbon paper
 - ▶ Burst some reports, not others
 - ▶ Manually scan through pages and stack into
 - Separate bundles
 - ▶ Box bundles for shipment
 - ▶ Deliver boxes to different buildings
 - ▶ Deliver bundles to individual departments



History of Output Management

- Things changed about 20 years ago ...
- ... two trends began almost simultaneously
 - ▶ Online Viewing
 - ▶ Report Distribution



History of Output Management

Online Viewing

- Paper is bad, save the trees
- Access your reports immediately
- Look at only the pages you are interested in
- Reports can't get lost if they are never sent to the printer
- If you have to print, print only the pages that you need
- Online reports can be archived and viewed later

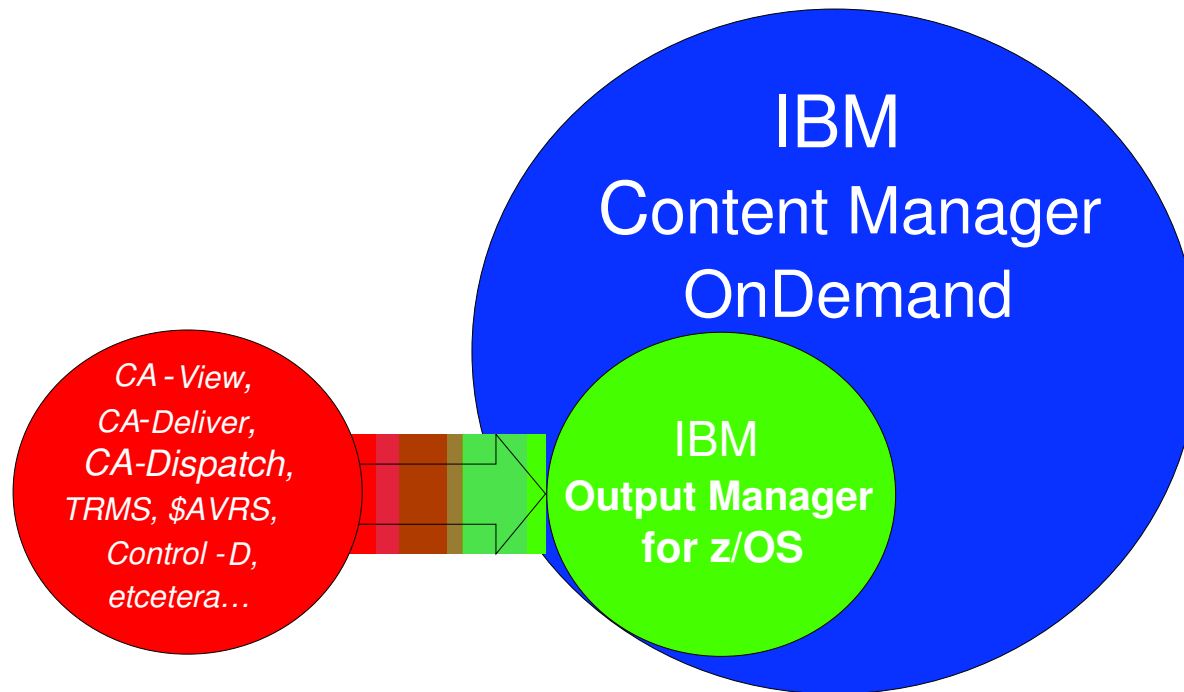
Report Distribution

- People still need hardcopy reports
- Manual report distribution is time-consuming and error prone
- Print all of the reports for a given department or user at the same time in one bundle
- If different people are to receive different pages of a report, then separate these pages automatically



Product Positioning

- Which IBM solution do you need?
 - ▶ If you need an IBM replacement solution or Report Distribution/Viewing
 - Buy Output Manager
 - ▶ If you need an Enterprise Content Management solution
 - Buy OnDemand



Output Manager vs. "The Others"

Existing products from other vendors	Output Manager
Proprietary viewer	ISPF Browse/View, Edit as appropriate
Proprietary database for object definitions	DB2 Tables
Proprietary database to store reports	SMS-managed sequential data sets
Proprietary mechanism to archive reports to disk, tape, tape duplexing	Function of HSM
Proprietary retention definitions	Function of SMS
Internal security used to determine access to reports	Function of system security product



Output Manager Benefits

- Cost-effective alternative to existing products
- OM leverages common IBM installed products in your shop
- OM has a comfortable "look and feel" to users of ISV products





IBM Storage Administration Workbench for z/OS and OS/390 (5697-H61)

Brian Starr

April 2003

IBM Software Group

Storage Administration Workbench (SAW)

- Provide an IBM alternative to existing storage tools
 - ▶ An IBM alternative to ISV products such as CA-Vantage
 - ▶ Attractive Pricing
 - ▶ Simplifies Storage Administration tasks

- Version 1 introduced February 2002



Introducing Storage Administration Workbench (SAW)

- Extends Storage Administration to Multiple Sites
- Facilitates Effective Management and Planning
- Improves Administrator Productivity
- Increases Resource Efficiency
- Monitor & Control Focal Point





Challenges for the Storage Administrator

- “Congratulations! You are a Storage Administrator.”
 - ▶ Human Capital Management Challenge
 - ▶ JCL does not mean Just Call Linus [Torvalds]

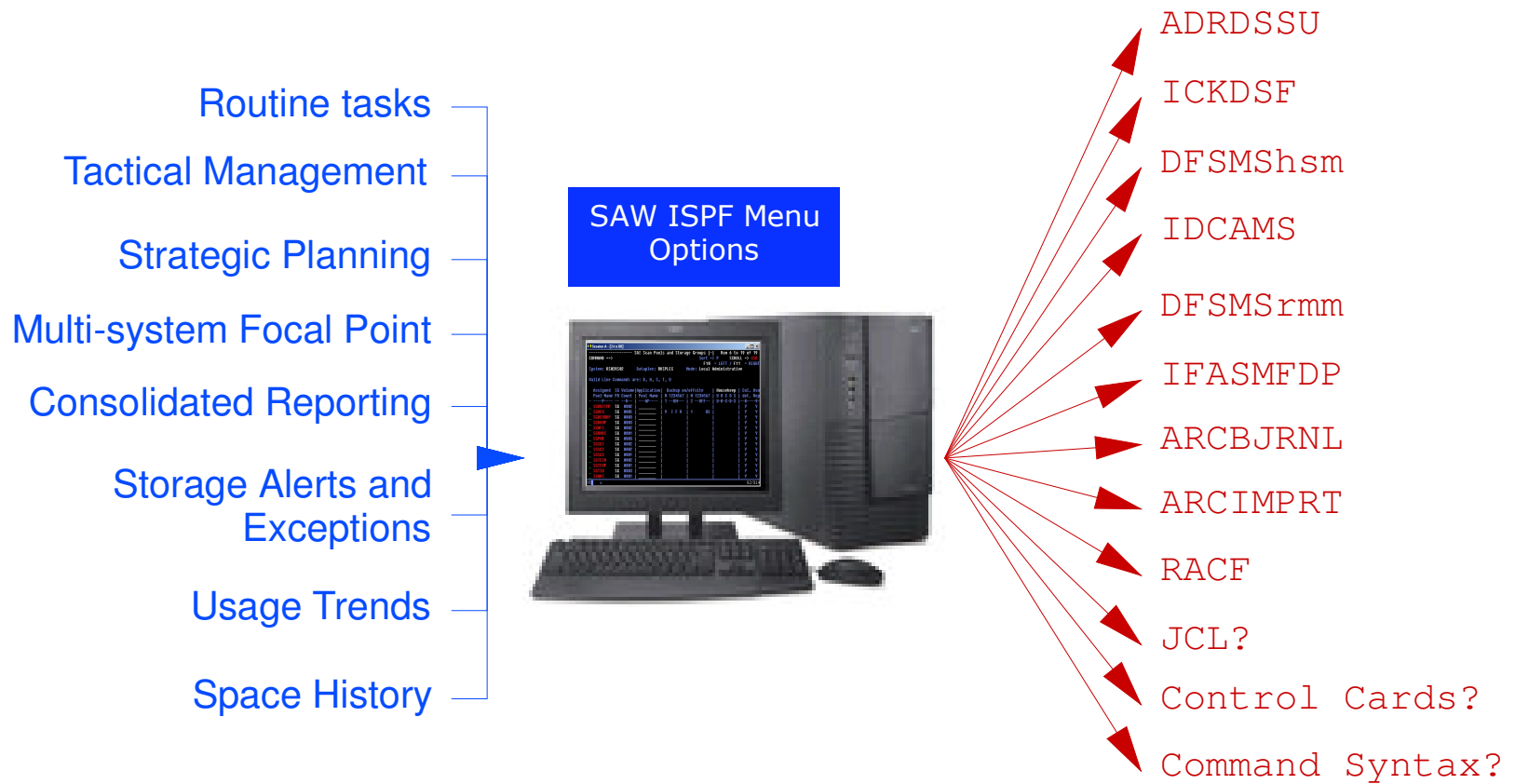
It's clear that there's a human-resources problem when it comes to the mainframe.

InformationWeek, Mainframe Talent: An Endangered Species, March 4, 2002



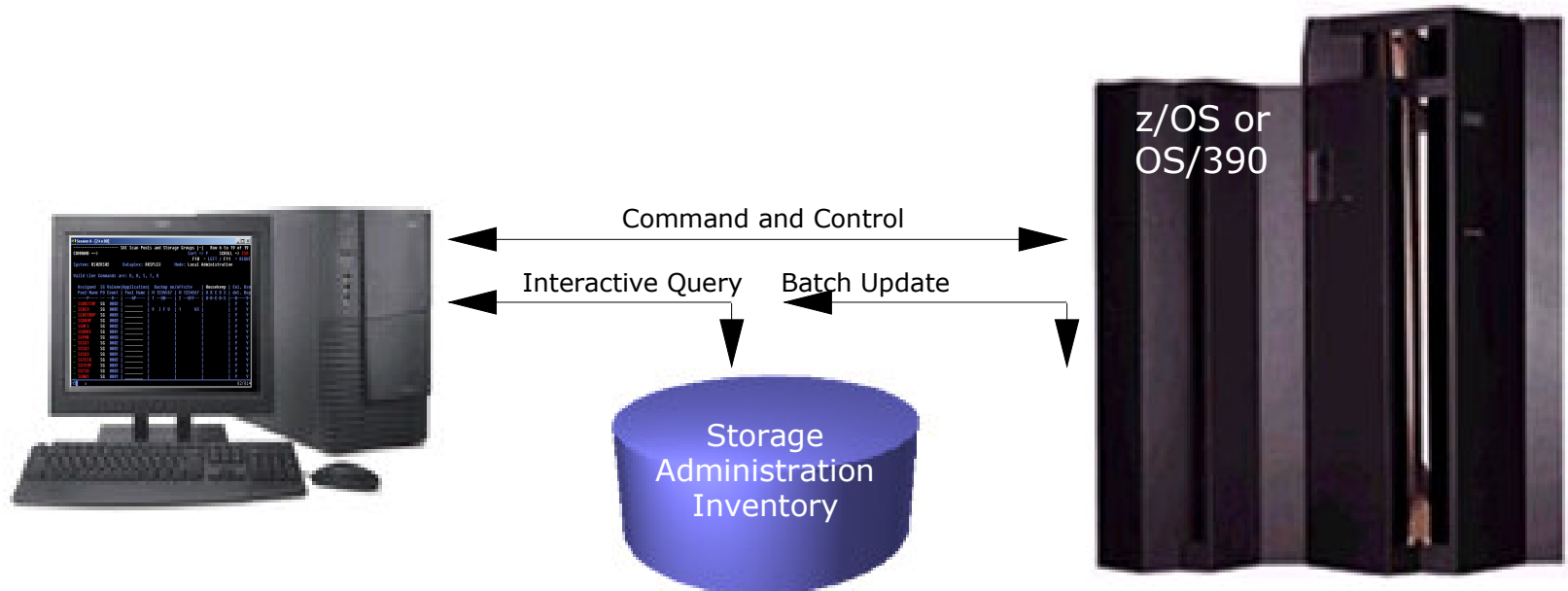
IBM Storage Administration Workbench

- Centralize and Simplify Storage Administration tasks to improve efficiency

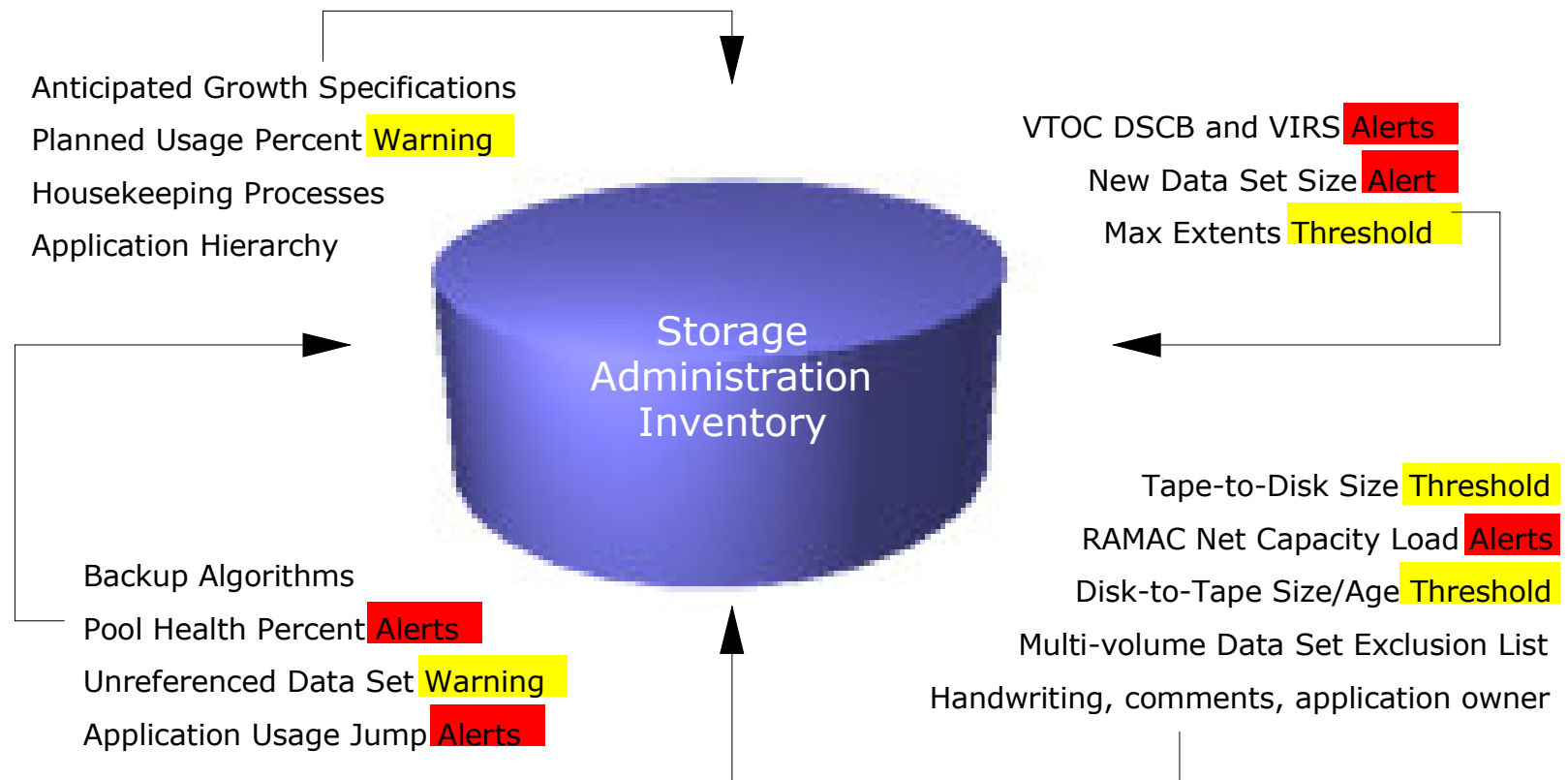


SAW: Functional Overview

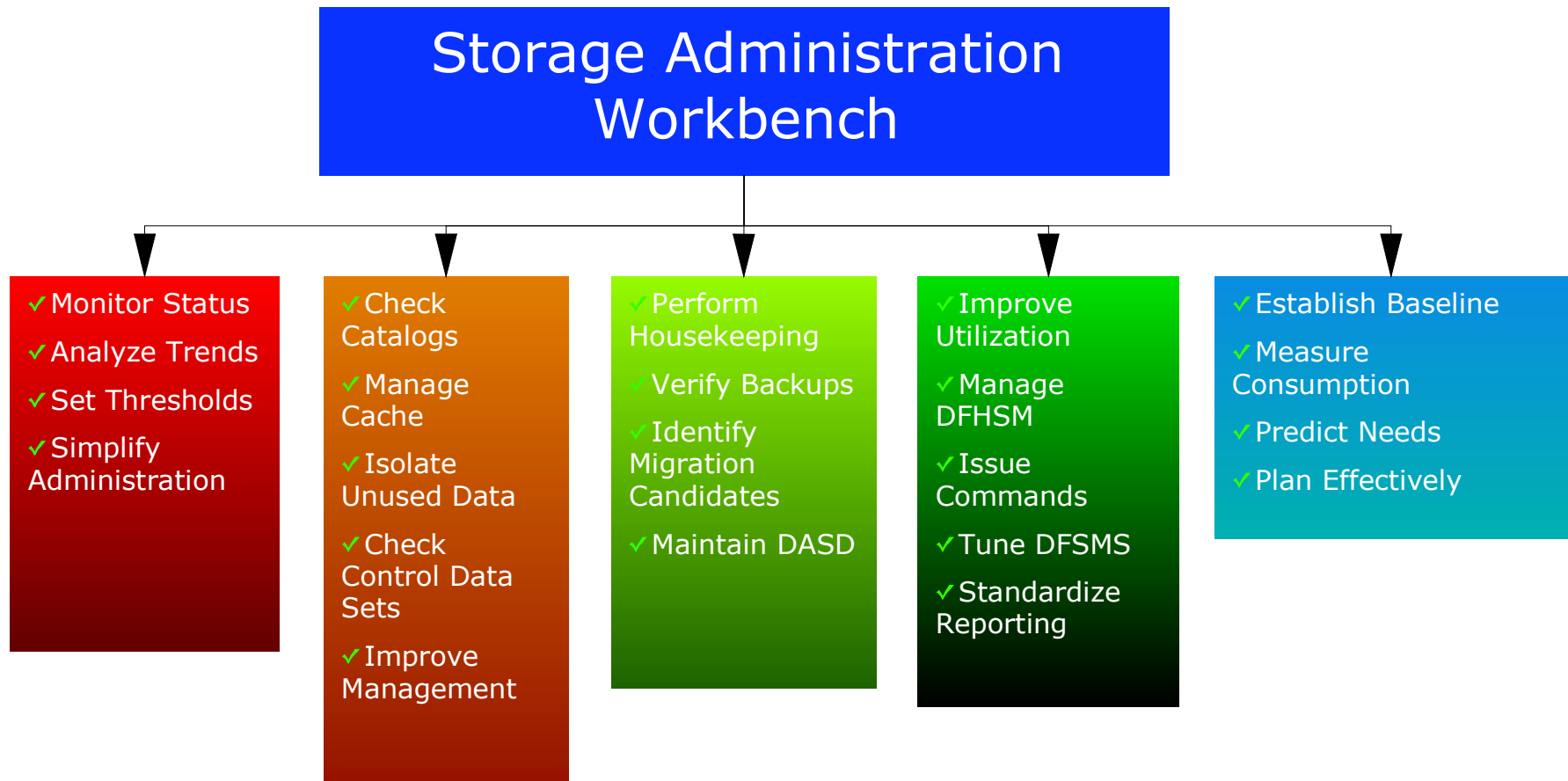
- Storage Administration Inventory
- Centralized Administration
- Intuitive ISPF Interface



Storage Administration Inventory



Centralized Storage Administration Solution



SAW Version 2 Product Futures

- Neartime Performance Monitoring
- Event and Threshold-driven Automation
- Support for Third Party Storage Tools
- Extend Notification Capabilities
- Enhanced Reporting
- Adhoc Queries
- Java GUI



SAW Benefits

- Simplifies storage administration
- Provides single control point for administering multiple MVS system images
- Provides extensive storage management reporting capabilities
- Provides easy invocation of various storage management actions
- Cost-effective alternative to existing product



We're Here to Help You!

- IBM Product Manager

- ▶ Brian Starr

- Icing Business Executive

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Application Workload Modeler

Network Performance and Capacity Planning

Tracy Dean
April 2003

IBM Software Group

Overview

- What is it?
 - ▶ An application workload simulation tool for measuring and modeling the performance of the network infrastructure, end-to-end
 - Can model and simulate the client, or the client and server
 - Generates real traffic on the network
 - Can simulate large numbers of end-users
- Ability to model the impact of various types of workloads on communications servers and networks
 - ▶ Evaluate the impact of a change **before** the change is deployed in a production environment
 - Do network components need to be upgraded to meet performance objectives?
 - Is the existing network infrastructure sufficient?
 - Is this the right communications model for an application?
- Multiplatform support
 - ▶ z/OS and OS/390 V2 R10
 - ▶ Linux on zSeries
 - ▶ Linux on Intel



Two Modes of Operation

■ Client/Server Mode

- ▶ Generates real network traffic between AWM client and AWM server
- ▶ Can help analyze network impact of a new application prior to application development/deployment
- ▶ Focuses on performance measurements of end-to-end network communication paths
 - Application-specific bottlenecks eliminated
- ▶ Allows modeling of common application workload patterns, including SSL
 - Connection-Intensive Workload: Connect/Request/Response (CRR), e.g. Web-like traffic
 - Interactive workload: Request/Response workload (RR), e.g. Telnet traffic pattern
 - Streaming data: Bulk data transfer (STREAMS), in either direction, e.g. FTP traffic
- ▶ Supports SNA and TCP/IP

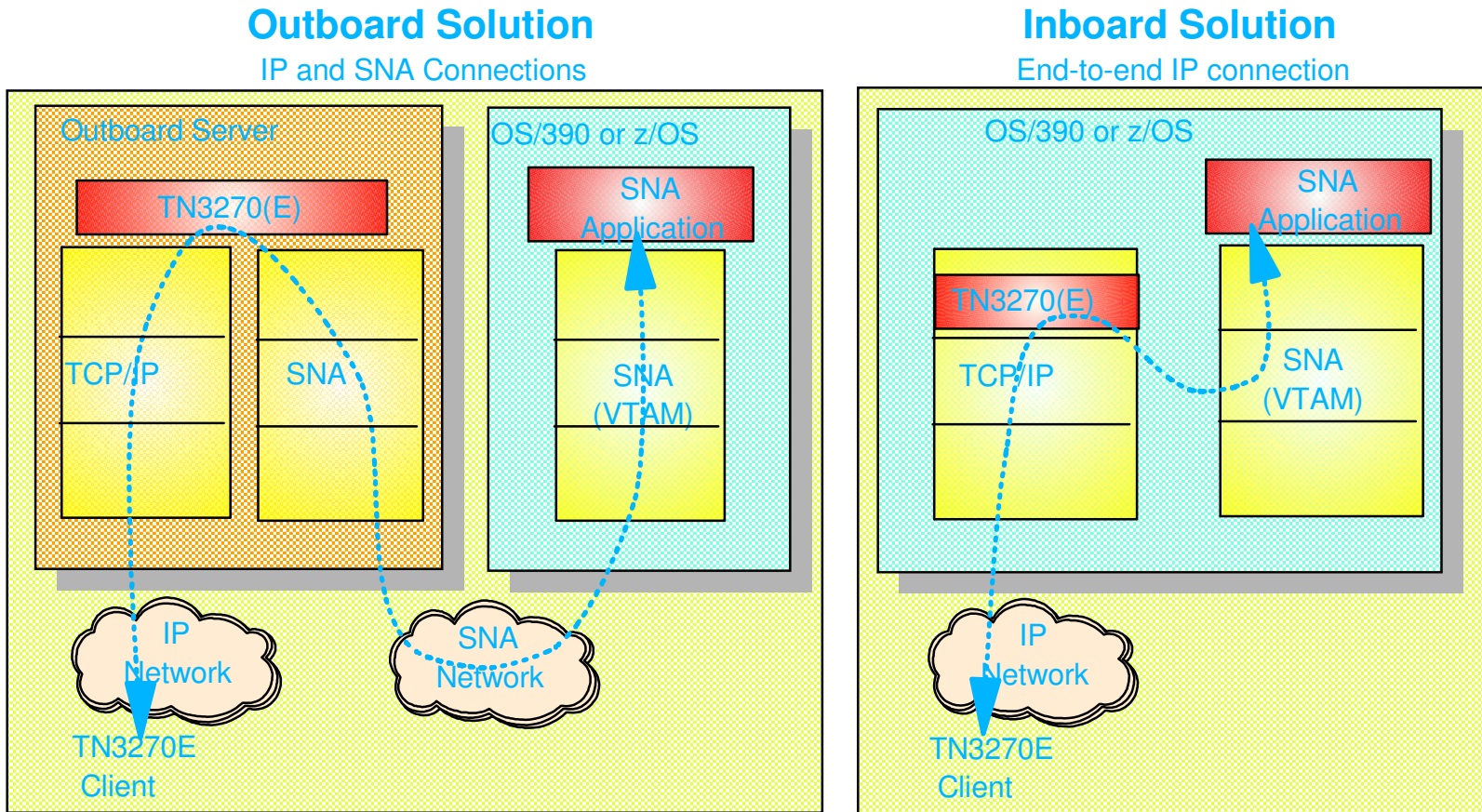
■ Application Client Mode

- ▶ Generates real network traffic between AWM client and standard TCP/IP server applications
- ▶ Allows testing of existing application with new client workload conditions
 - Number of clients, rates of requests, etc.
- ▶ Supports FTP, HTTP, HTTPS, CICS Sockets, DNS, DHCP, SAP ICLI, SMTP, TN3270, TN3270E, TN3270E SSL, Express Logon
- ▶ Includes performance characteristics of a real server application
- ▶ Supports TCP/IP



TN3270(E) Server Placement - How AWM Can Help

- Which is better: Inboard or Outboard TN3270(E) Server?



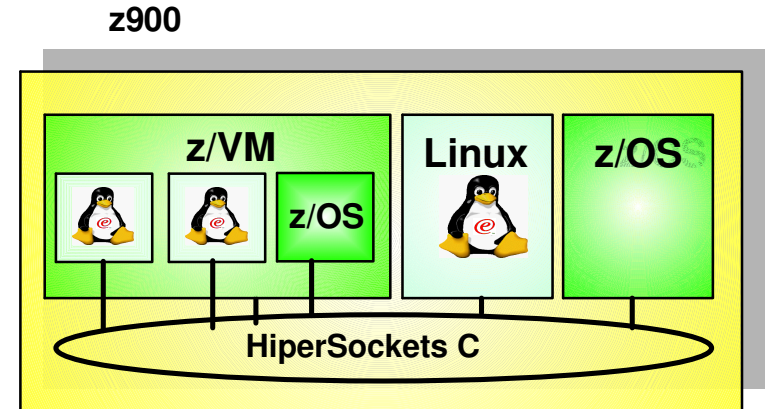
- ▶ Use Application Client Mode to simulate a large number of TN3270(E) client/activity
- ▶ Run against inboard and outboard server
- ▶ Determine cost/performance/scalability characteristics of each solution

Server Consolidation with HiperSockets -

How AWM Can Help

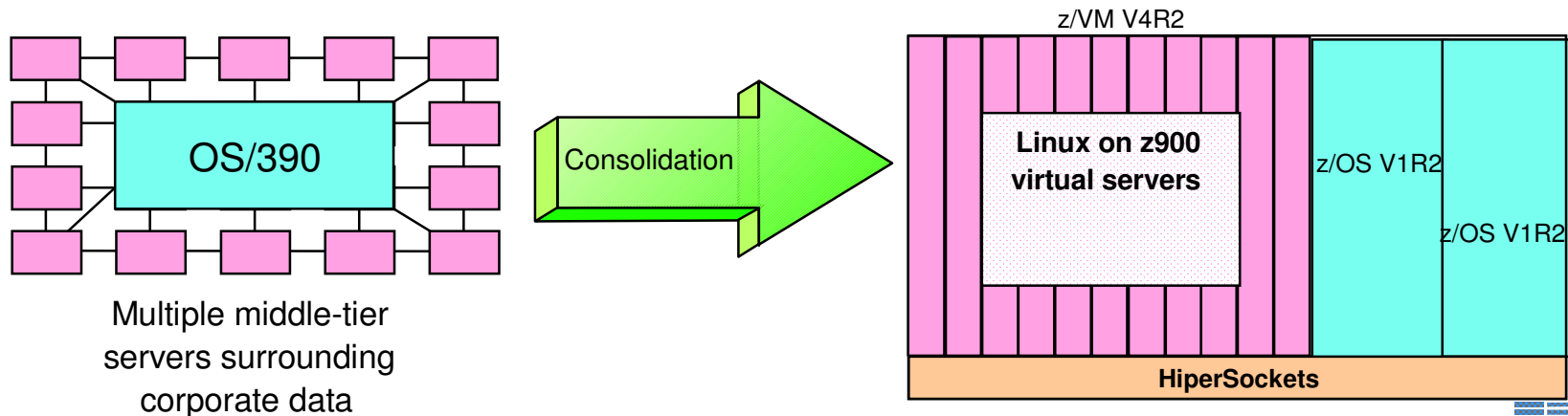
■ HiperSockets Overview

- ▶ High speed, low latency, any-to-any TCP/IP network within a z900 processor
- ▶ Among virtual servers and LPARs (z/OS, Linux, and z/VM)
- ▶ Cost savings - no adapters, network boxes, or cabling
- ▶ Transparent to applications



■ How will my applications perform over HiperSockets vs.. existing external network?

- ▶ Use Client/Server mode to simulate existing application workloads
- ▶ Run on traditional external network and on z900 processor with HiperSockets
- ▶ Determine cost, performance, and scalability characteristics of each solution



Additional Usage Scenarios

- Enterprise Extender
 - ▶ Determine if IP network can handle new SNA traffic
- Secure Sockets Layer (SSL) or Virtual Private Network (VPN)
 - ▶ Determine impact of implementing SSL in an application or VPN for all communications
- SAP R/3 consolidation on zSeries
 - ▶ Evaluate the performance characteristics of consolidation
 - Evaluate network communications between SAP R/3 Applications servers on Linux for zSeries and a database server on z/OS
- Policy / Quality of Service Modeling
 - ▶ Prioritize some network traffic over others
 - ▶ Model and measure the effect of a QoS policy prior to deployment
- Load Balancing
 - ▶ Assist with capacity planning - how many target servers are needed?
 - ▶ Where to put load balancer - on the network or on zSeries?
 - ▶ Analyze effect on end-user response time
- System and Network Connectivity Changes
 - ▶ Migrating from Channel Attached routers to OSA Express
 - ▶ Router upgrades
 - ▶ Protocol changes, etc.



Product Positioning - Complementary Products

- IBM Application Workload Modeler
 - ▶ Infrastructure testing (networks, systems, communications servers)
 - ▶ Use to create representative application workloads on the network
 - ▶ Generates real network traffic
 - ▶ Simple configuration
 - ▶ Test network load before application is developed or before usage of an existing application is increased
- IBM TPNS or IBM Workload Simulator for z/OS and OS/390
 - ▶ Application testing
 - ▶ Scripting support allows testing of applications
 - ▶ Measurements captured by other tools on the server
- IBM WebSphere Studio Workload Simulator for z/OS and OS/390
 - ▶ Web application testing
 - ▶ GUI based
 - ▶ Real-time graphing



For More Information

- <http://www.ibm.com/software/network/awm/index.html>
 - ▶ Product publications
 - ▶ Product brochure
 - ▶ Technical presentation (CMG 2002)

- awm@us.ibm.com





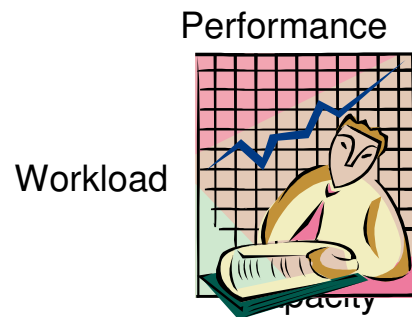
IBM Tivoli Performance Modeler for z/OS and OS/390

Gina Hellmann-Richer
April 2003

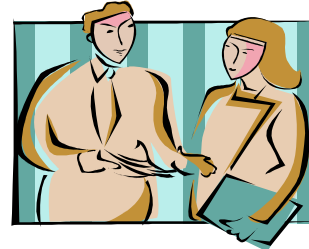
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IBM Tivoli Performance Modeler for z/OS

The IBM Tivoli Performance Modeler for z/OS provides an easy to use, workstation-based capacity planning tool for analyzing and planning zSeries™ and S/390® workload, capacity and performance.



Service Level Reporting



<http://www.tivoli.com/products/index/perf-model-zos/>

IBM Tivoli Performance Modeler for z/OS

- **Why is Capacity Planning Important?**
 - ▶ Ensuring Service Levels (SLAs) are met
 - ▶ Timely and Proactive

- **Why do Modeling?**
 - ▶ Costs connected to available capacity
 - ▶ Despite shrinking hardware costs, software costs are increasing

- **Hurdles for Capacity Planners:**
 - ▶ Performance is the key metric (not utilization)
 - ▶ Performance is difficult to predict

- **Management Needs Data for Critical Decisions**
 - ▶ How bad will things get if we don't upgrade?
 - ▶ How much better will it get if we do upgrade?
 - ▶ How long will it last before next upgrade?

- **Tools are needed to get the answers**



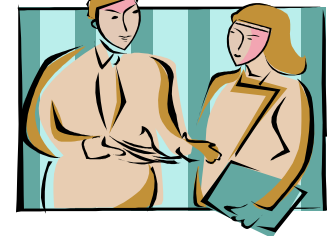
IBM Tivoli Performance Modeler for z/OS

- ✓ Uses simulation to model performance based on processor(s) and workload(s)
- ✓ Model input can be entered manually or captured from your existing tools like RMF™ and CMF®
- ✓ Charts and graphs resource utilization via either Lotus® 1-2-3® or Microsoft® Excel™

Respond to the tough questions
in a format management
understands!

Service Level Reporting

Performance
Workload



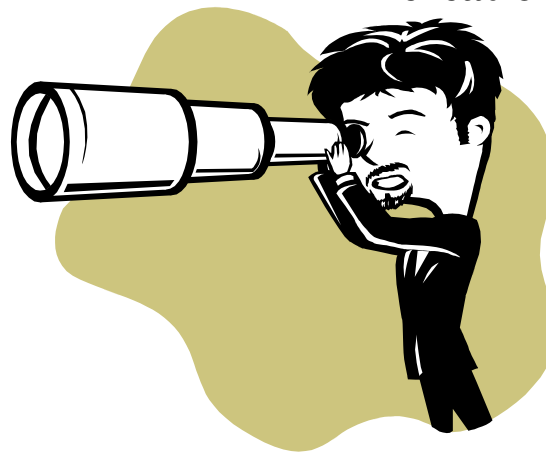
IBM Tivoli Performance Modeler for z/OS

Product Includes:

- Easy to use interface for model building
- Simulation engine
 - Current environment
 - What-if scenarios
- Works with Lotus 1-2-3 or Microsoft Excel to produce reports, charts and graphs showing CPU utilization and performance, by LPAR, and by workload.

Product technical reqs:

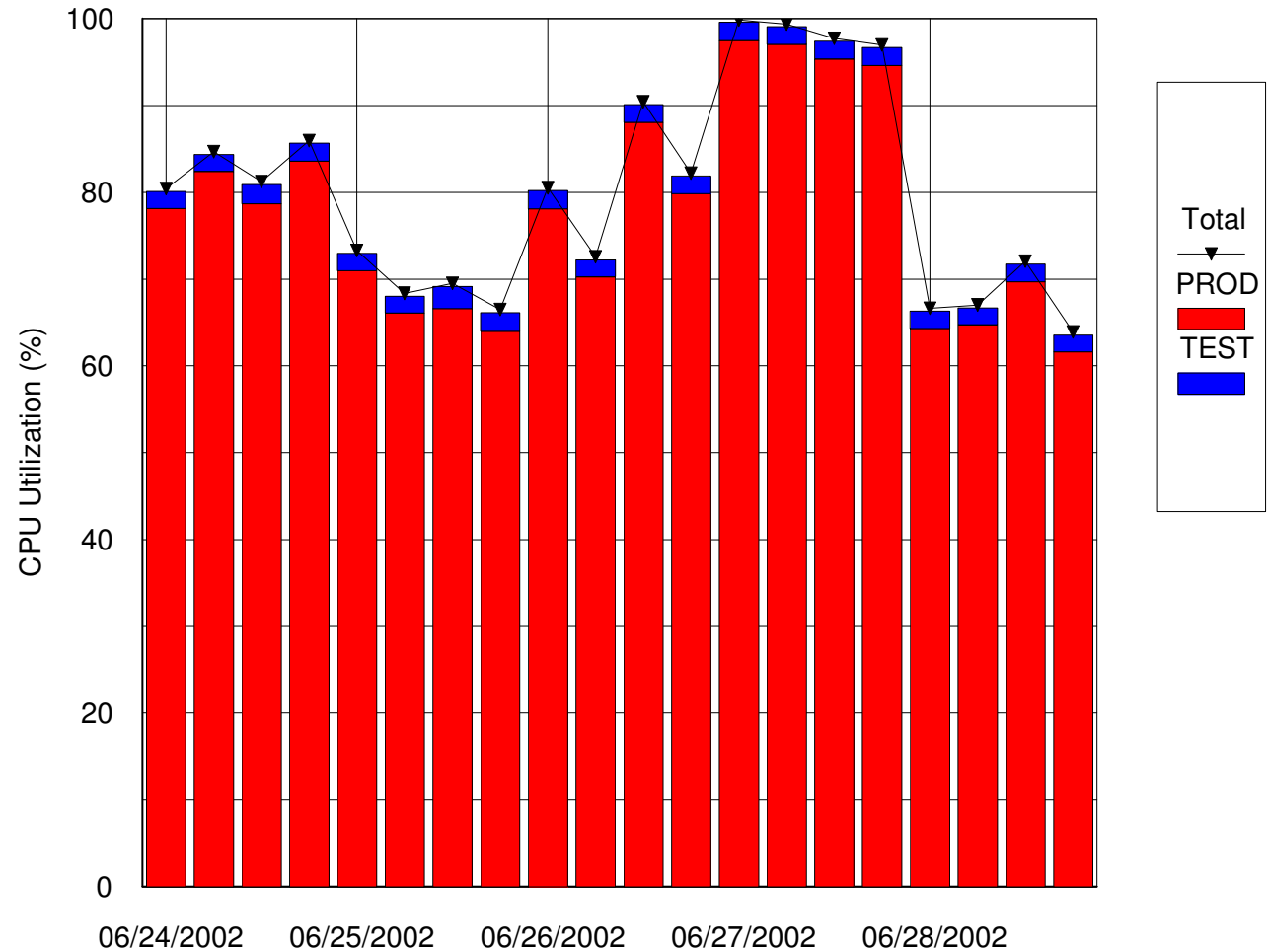
- ✓ Microsoft Windows® 98 or later
- ✓ One of the following supported spreadsheet products is required for charting and reports:
 - ✓ Lotus 1-2-3 or
 - ✓ Microsoft Excel
- ✓ IBM RMF (Resource Measurement Facility) or equivalent software (like CMF) to produce reports that simplify the creation of performance models.



CPU Utilization by LPAR

9672-R46 CPU Utilization by LPAR
for 10 AM thru 11 AM each day in 15 minute intervals

- High level view of CPU Utilization by LPAR (peek hour per day)
- Easily identify where/when the most processor capacity is required

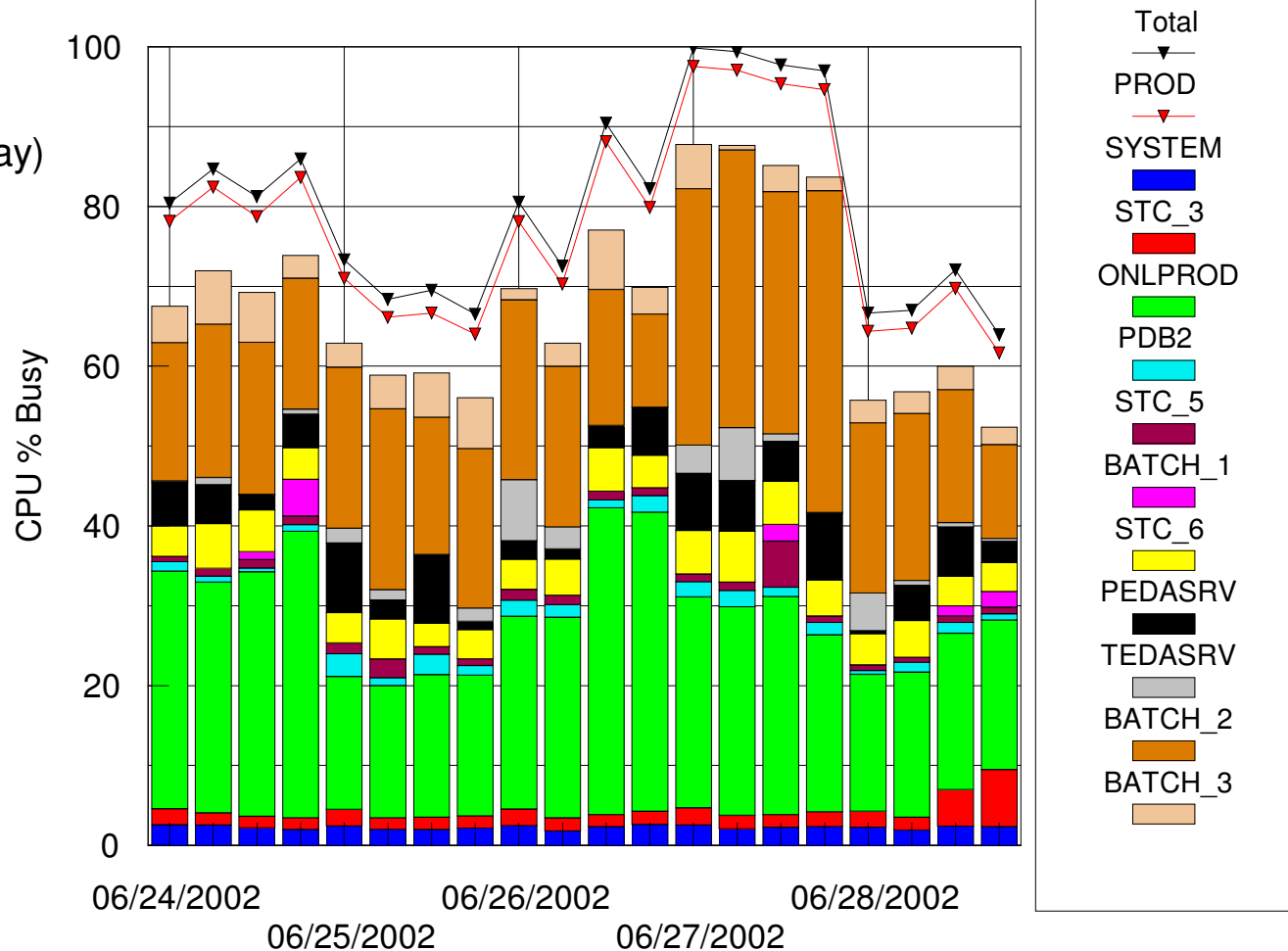


CPU Utilization by Workload

- High level view of CPU Utilization by LPAR per workload (peek hour per day)

- Easily identify where/when the most processor capacity is required and which are the most CPU consuming workloads

9672-R46 Utilization by Workload for PROD LPAR
for 10 AM thru 11 AM each day in 15 minute intervals



Simulator Results Summary

<u>Run Description</u>	<u>Total MIPS</u>	<u>MIPS per CPU</u>	<u>Total CPU %Busy</u>	<u>PROD %Busy</u>	<u>ONLPROD</u>	<u>PEDASRV</u>	<u>BATCH 2</u>	<u>BATCH 3</u>
Base Run on 9672-R46	448.32	112.08	97.55	95.21	0.16	0.36	5.69	14.48
Plus 30% Growth on R46 %change=>	448.32 0.00%	112.08 0.00%	99.98 2.49%	96.94 1.82%	0.17 2.14%	0.38 5.41%	12.96 127.65%	812.01 5506.63%
Base Run on 9672-R76	730.87	104.41	61.94	60.51	0.16	0.37	5.35	8.84
%change=>	63.02%	-6.84%	-36.50%	-36.45%	-0.01%	2.22%	-6.05%	-38.98%
Plus 30% Growth on R76 %change=>	730.87 63.02%	104.41 -6.84%	80.47 -17.52%	78.60 -17.45%	0.16 -0.50%	0.36 0.63%	5.36 -5.82%	8.83 -39.06%



IBM Tivoli Performance Modeler for z/OS Benefits

- ✓ **The IBM Tivoli Performance Modeler for z/OS provides an easy to use yet sophisticated tool for analyzing and planning S/390 workload, capacity and performance.**
- ✓ **Use your workstation to model S/390 performance based on capacity and workload , identify the impact of workload changes as well as future processor types or upgrades**
 - Load base modeling data from existing mainframe tools(RMF, CMF), or create your own
- ✓ **Perform what-if analyses to determine exactly when and what type of processor upgrades are needed**
- ✓ **Optimize mainframe system resources to deliver optimum/agreed level of service**
- ✓ **Generate easy to understand charts and graphs to visually describe your current environment and the effect of changes**

- **Competitive Products**
 - BMC's Mainview Predict and old Best/1
 - CA's NewMICS Capacity Planner
 - CIM



For More Information

- **Product Information**

- ▶ <http://www-3.ibm.com/software/sysmgmt/products/perf-model-zos.html>

- Product announce, Product brochure, Product Publications and Product demos are available

- **IBM Product Manager**

- ▶ **Gina Hellmann-Richer, Icing Business Development Manager**

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IBM JOB/SCAN and DOCU/TEXT (5620-FIB / 5620-FLJ)

Trish Cescolini
April 2003

IBM Software Group

Who are we?

- Founded in 1978
- Headquartered in Silicon Valley
 - Wholly-owned European subsidiaries
 - Established Direct and Indirect distribution channels
- Global 2000 Emphasis
- Over 3,000 product licenses currently in use by more than 1,500 customers worldwide running OS/390 or z/OS



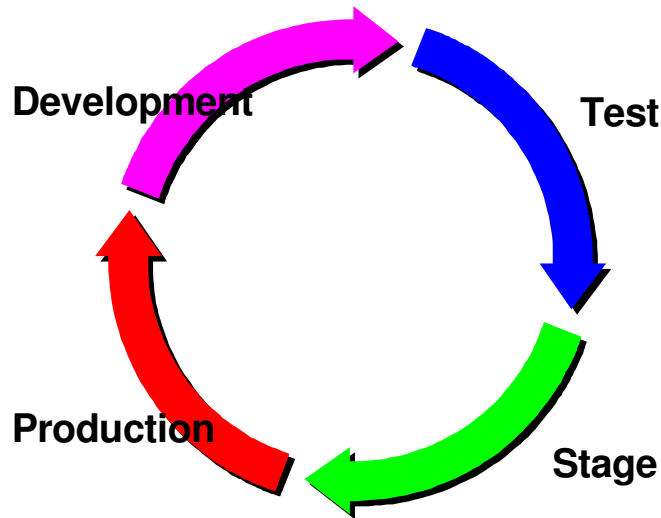
JOB/SCAN and DOCU/TEXT



- JOB/SCAN and DOCU/TEXT are IBM OTC products
- Functionally replace competitive products
(CA-JCLCheck, CA-APCDOC, ASG-JCLPrep, ASG-DOCAID, SEA-JCLPlus)
- Both products have short sales cycle
- JOB/SCAN and DOCU/TEXT are the world's most widely used JCL validation and documentation products
- Installation and administration is easy
- Most comprehensive IBM and 3rd party software interfaces
(TWS/OPC, RACF, DB2, IMS, SMS, SCLM)



JCL Life Cycle Management



JCL is an asset and it *has* a lifecycle.

This asset must be managed, just as any other asset in the corporation.

So what can go wrong?

As JCL changes occur, they must be tested and moved into production in a process that parallels application code. Care must be taken not to introduce errors at any point. One JCL error in production can cause catastrophic problems and take down entire mission critical applications.

This places an appropriate emphasis on the automation of the promotion process and the definition and enforcement of JCL and other data center standards.

Customer JCL Management Issues

- Errors introduced during creation or modification of JCL
- JCL coding standards are non-existent or not enforced
- Potential sequencing and scheduler variable resolution errors
- Use of “old” JCL; JCL not optimized
- Daily changes or massive one-time change projects can introduce numerous errors into JCL
- Maintenance problems due to inconsistent JCL format

- *Any error that reaches production can be very expensive!*



JOB/SCAN Functions

JCL Validation

Automatically detects any JCL errors that may cause JOBS not to execute properly

JCL Standards

Automates and enforces site-specific JCL standards with the most efficient, powerful, flexible and easy to use method

JCL Intellegent Change

Automates JCL Changes for virtually any JCL maintenance requirement

Reformatter

Automates JCL formatting to make JCL more readable



JOB/SCAN Benefits

- Eliminate costly reruns due to production abends
- Meet Service Level Agreements
- Reduce time spent dealing with JCL issues
- Eliminate backlog at Production Turnover
- Enforce site standards automatically
- Reduce manual efforts and associated mistakes by using JOB/SCAN intelligent JCL Change facility
- Improve JCL maintenance cycle



JOB/SCAN vs. CA-JCL Check or ASG-JCLPREP

- JOB/SCAN has more third-party interfaces resulting in more thorough validation
- JOB/SCAN offers a unique extended message text facility
(includes cross-reference to IBM error message numbers along with detailed explanation; ability to store standards manual online)
- JOB/SCAN accepts four SAA-compliant languages for defining standards (COBOL, REXX, PL/I or Assembler)
- JOB/SCAN provides a unique Standards Prompter to aid non-programmers
- JOB/SCAN Change rules are much easier to write
- JOB/SCAN provides several unique administrative product usage reports
- JOB/SCAN is easier to install, implement and administer
- Over 1,000 JOB/SCAN licenses installed world-wide - market share leader
- DSSI offers a full range of customized services to complement JOB/SCAN



Who Benefits?

Chief Information Officer

- Quality is managed in a Best Practices environment
- Increased control and reduced risk of not meeting service level objectives
- Better management over resource utilization

Production Control

- Less risk of outages and increased ability to meet service level agreements
- Reduce manual effort required to prepare jobs for production
- Faster QA acceptance/certification

Technical Services

- Fewer interruptions means fewer requests for help from users
- Easier conversions of third-party applications
- Easier and faster installation and testing of software

Application Development

- Fewer calls from Operations to assist with solving production problems
- Simplifies conversion and installation of purchased application software
- Less need for developing in-depth JCL knowledge



Documentation Issues

- Gathering information
 - Deciding what is current, what is outdated
 - Manually analyzing the JCL
 - Preparing documentation
 - Modify existing
 - Create new
 - Discard old
 - Distribute new
-
- *All of this is time consuming and costly!*



DOCU/TEXT Functions

Automated Run Books

Automatically Produced On-Line Job Documentation
Site-specific Categories of Narrative User Text for
Multi-platform entities

Application System Documentation

System Overview, Job Detail, Flow Charts and
Application cross reference Information

Global Cross-Reference

On-line production-wide cross reference information
on Programs, PROCs, Data Sets and SYSOUTs



DOCU/TEXT Benefits

- Review critical operations information online
- React immediately to system/operations problems
- Document production jobs automatically
- Reduce production turnover time
- Analyze relationships between jobs or applications
- Understand the impact of proposed changes
- Research and make changes to a system quickly



DOCU/TEXT vs. CA-APCDOC or ASG-DOCAID

- DOCU/TEXT has more IBM and third-party interfaces resulting in more thorough documentation than either competitive product.
- DOCU/TEXT offers both application-level and system wide cross-references. Competitive products have limited cross-reference facilities
- DOCU/TEXT provides easy online viewing of both automated job documentation and user narratives in one central location.
- DOCU/TEXT provides detailed step-level flowcharts for batch system analysis.
- DOCU/TEXT is easier to install, implement and administer.
- Over 800 DOCU/TEXT licenses installed world-wide - market share leader.
- DSSI offers a full range of customized services to complement DOCU/TEXT.



Who Benefits?

Chief Information Officer

- Quality is managed in a Best Practices environment
- Increased control and reduced risk of not meeting service level objectives
- Better management over resource utilization

Operations and Production Control

- Return jobs to production faster
- Fewer reruns
- Fast and easy review of resource documentation
- Reliable, accurate and complete job documentation
- No more delays due to missing requirements for new systems

Application Development

- Automatically generated job documentation
- Eliminates the manual work necessary to complete a project
- Reduces research and analysis time





Tivoli Information Management with Web Access

Michael Bacon

April 2003

IBM Software Group

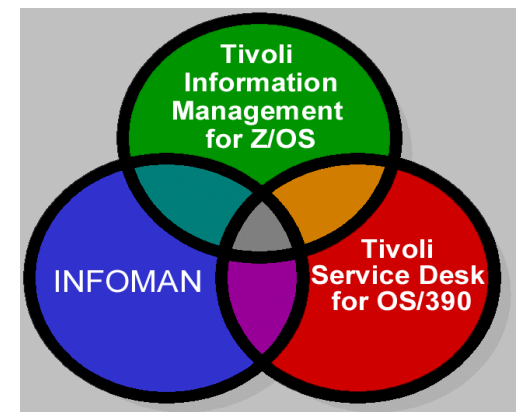
Disclaimer

IBMs plans are subject to change. Nothing in this document is intended to create any representations or warranties. IBM warranties are contained in the applicable IBM license agreements.



Product Information

- Product debuted in 1981.
- Information/Management became a Tivoli product in February 1997
- Renamed to TME 10 Information/Management in March 1997
- Renamed to Tivoli Service Desk for OS/390 1.1, September 1998
- Product renamed to Tivoli Information Management for z/OS 7.1 August 2001
- Shipped IBM Tivoli Web Access, May 2002
- Product is best known and most popularly known as InfoMan



What is InfoMan?

- **An S/390 systems management application**
- **Automated problem management**
 - ▶ Integration with Netview Autobridge allows for trouble tickets to be automatically opened
 - ▶ Escalation
 - ▶ Notification
- **Change control**
 - ▶ Integration with SCLM Suite
- **Inventory management**
 - ▶ Hardware
 - ▶ Software
 - ▶ Physical Assets
 - ▶ System
 - ▶ Financial
- **Helpdesk**
 - ▶ Solutions to repetitive problems
 - ▶ Self help
 - ▶ Document attachments



The Value of Tivoli Information Management

- **Out of the Box Functionality**
 - Ready to use with 90% of most required functions
- **Low Cost**
 - NO per seat costs to the customer
- **Key On going benefits**
 - High Performance and capacity
 - Ease of maintenance
 - Reliable, Secure = **Stable**
 - Scalable to 400 GB
 - Availability - 24 hours a day and 7 days a week with online backups and recovery
- **Full audit trails**
- **24x7 Support**
- ***Easily customizable to do just about anything!***





IBM Tivoli Web Access for Information Management

Tivoli software **Requester Information**

Create CHANGE

Requester Information
Assignee Information
Status Information
Details
Completion Information
Approval and Activities

Requester

Requester ID	*	<input type="text" value="MBACON"/>
Requester name		Michael Bacon
Preferred contact method		EMAIL
Requester department		INFOMAN
Requester phone		919-224-1615
E-mail address		mbacon@us.ibm.com
Company		IBM
Address		7429 Matherly Dr
City/State		Wake Forest/NC
Cubicle		
CI name	*	<input type="text"/>
Type	*	<input type="text"/>
Category	*	<input type="text"/>
Impact	*	<input type="text"/>
Risk	*	<input type="text"/>
Description	*	<input type="text"/>

Description text

*

Finish | Cancel | Back



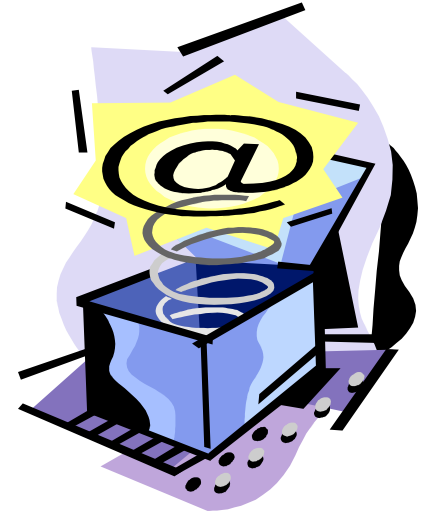
Web Access Interface Highlights

- An out of the box web solution!
- Reduces Web Access development time by 60%!
- Different home pages for different job roles
- Supports
 - Knowledge Base
 - Change Approvals through email links
 - File attachments
 - Saved searches
- HTML web page generator
- Toolkit for customization for new and existing users
- Smooth Start Services from \$10K

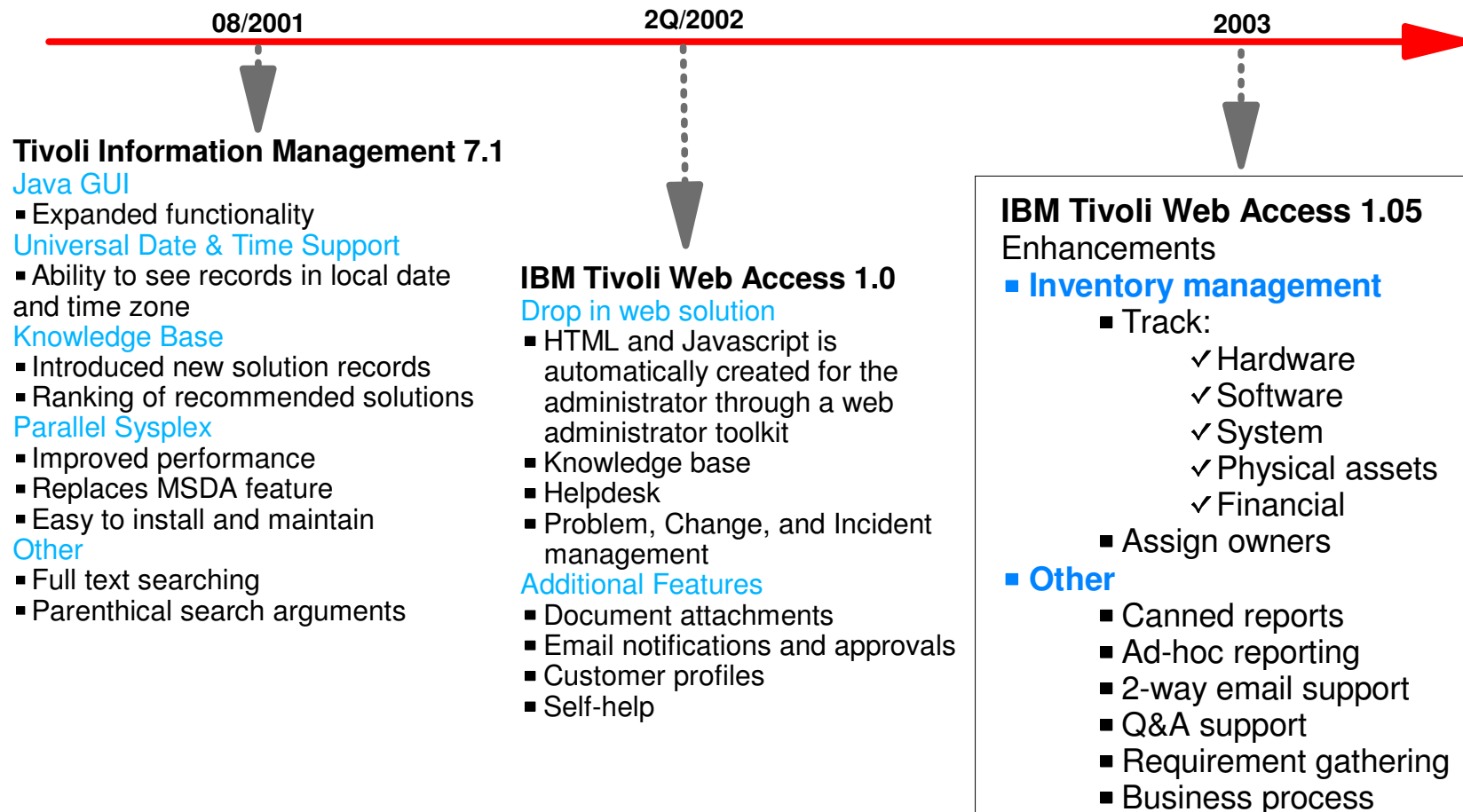


Web Access Benefits - Summary

- Global access to centralized, integrated database
- Fully customizable to fit business needs
- Reduces training and development expenses – 80% typical
 - \$300K productivity savings per year – one customer's experience
- Typical cost today is a modest investment against the ROI benefits



Tivoli Information Management & IBM Tivoli Web Access Roadmap



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