



Tivoli software

Netcool + Tivoli: delivering service management innovation.



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Overview

The February 14, 2006, acquisition of Micromuse Inc. by IBM marks a major milestone in the growth of IBM Tivoli® software because it significantly strengthens a leading service management software portfolio for enterprises of any size.

The purpose of this paper is to describe for customers:

- Potential benefits associated with the combined Netcool® and Tivoli portfolio.
- Safeguards in place to help protect, optimize and extend investments in Netcool and Tivoli products.
- Short- and long-term plans to deliver a converged product portfolio.

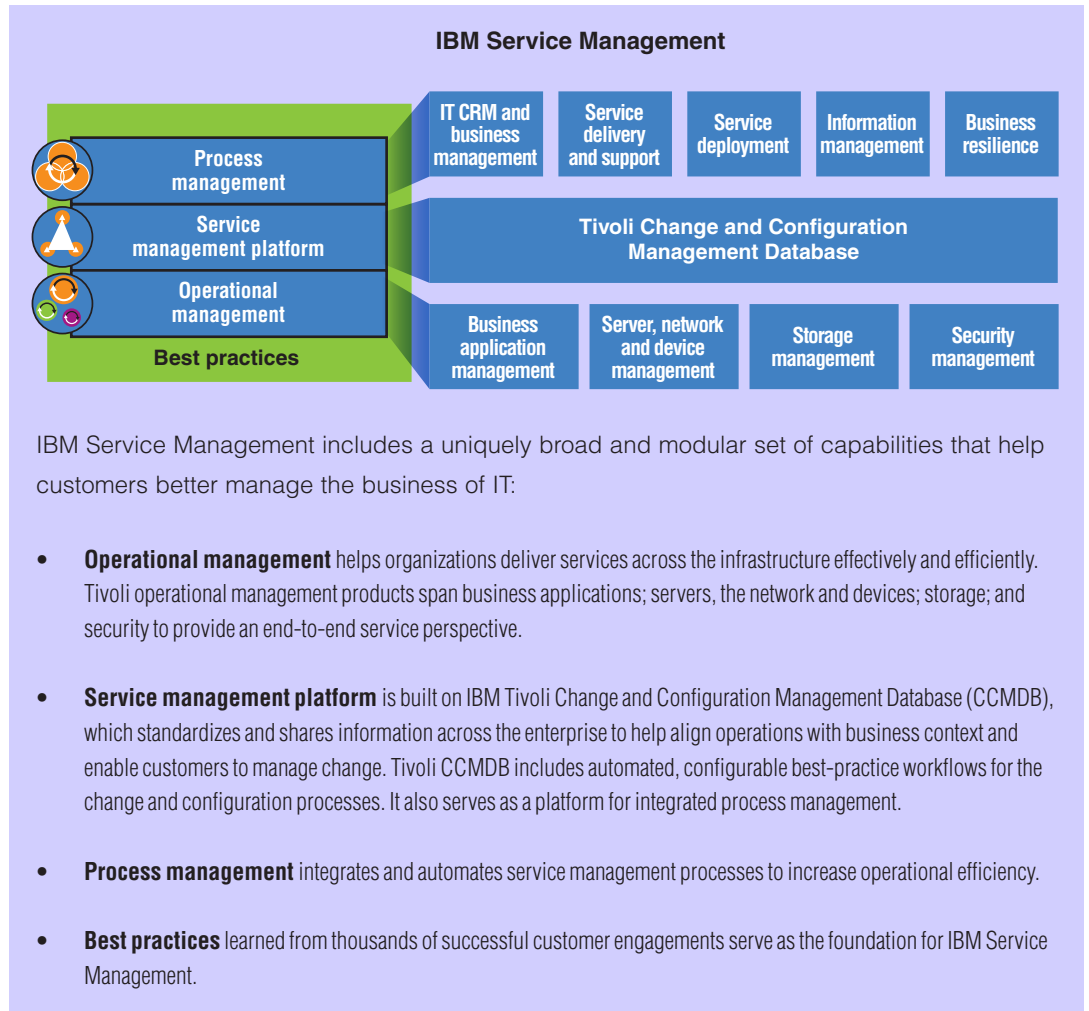
Within each major enterprise operational management category that contains Netcool products, the paper discusses the efforts in progress to deliver an enhanced end-to-end IBM Service Management portfolio. For more detailed plan information and options best suited to individual organizational needs, each customer should contact its IBM account team.

IBM intends to address in a separate paper plans for products used by service providers of telecommunications, cable and wireless services, among others.

Note: All statements regarding IBM's future direction and intent are subject to change or withdrawal without notice, and represent goals and objectives only.

Gain benefits associated with the combined portfolio

By combining the Netcool and Tivoli portfolios, IBM enables customers to take a more comprehensive approach to aligning IT operations and processes with their organizations' business needs – an approach that leverages best practices such as those of the IT Infrastructure Library® (ITIL®). IBM calls this approach *IBM Service Management*.



By joining the Tivoli leadership and experience managing data center environments with those of Netcool in the network operations center, IBM enables customers to benefit from fully integrated management software that shares event and performance management, visualization and automated workflow capabilities across the enterprise.

Highlights

Gain improved end-to-end service visibility

The combined Netcool and Tivoli portfolio will help users manage any data related to infrastructure elements such as networks, systems, security devices, storage components and applications to gain full visibility into the health and performance of infrastructure-dependent services. By combining these portfolios, IBM continues to extend end-to-end management for almost any type of service to help optimize the quality of the customer's experience, whether for:

- Financial services — trading floor, retail, brokerage and banking applications.
- Government services — eGovernment and other IT-based public services.
- Defense — network-centric operations.
- Retail, manufacturing and utilities — enterprise resource planning (ERP) applications and processes.
- Healthcare — electronic records access and privacy compliance applications.
- Many other industries in which business success relies on successful service delivery.

Safeguards help maximize return on investments in Netcool and Tivoli products

IBM is as committed to Netcool customers and products as it is to customers who have invested in other Tivoli solutions. The company's strategy is to enable all Netcool and Tivoli users to **protect**, **optimize** and **extend** their investments in the combined product portfolio.

Protect

IBM recognizes the diverse needs of its combined Netcool and Tivoli customer base. To make it easy for all existing customers to take advantage of the benefits of the new portfolio, IBM seeks to protect customer investments of not only resources, but also knowledge accumulated over years of building ever more advanced IT operations infrastructures.

To that end, IBM plans to continue support for existing products as defined under the support terms in effect at the time of product purchase. Furthermore, as the Netcool and Tivoli product portfolios converge, IBM

Protect resource investments and unlock accumulated knowledge

Highlights

Leverage expanded capabilities today

intends to provide smooth upgrade paths that facilitate adoption of the best capabilities across the combined portfolio while preserving and unlocking customers' knowledge investments.

Optimize

IBM is helping customers leverage expanded capabilities today, even as work progresses toward the converged Tivoli portfolio. Right now, for instance, IBM Tivoli Enterprise Console[®] customers have the opportunity to add the rich capabilities of Netcool/OMNIBus[™]. By taking advantage of existing interoperability, these customers can broaden their current deployments, leverage the value of greater event consolidation and position their organizations for the smoothest possible future upgrade to the converged event management product.

In product categories where the combined portfolio capabilities overlap, customers can “trade up” to the more feature-rich product in the category. For example, IBM Tivoli NetView[®] and IBM Tivoli Switch Analyzer users can trade up to Netcool/Precision[™] for integrated Layers 2 and 3 network discovery and management. Similarly, Netcool/Monitors software users can trade up to the extensive family of IBM Tivoli Monitoring products.

Extend

Whether a customer currently uses Netcool products, Tivoli products or both, the combined portfolio offers many additional products and capabilities the organization can leverage.

Specifically, the Netcool portfolio offers Tivoli users a wide range of capabilities for security operations management, performance management and converged IP network service management. The Netcool portfolio further extends the Tivoli portfolio with next-generation management solutions for telecommunications infrastructures.

The Tivoli portfolio, meanwhile, extends existing Netcool offerings with more comprehensive security identity, asset and compliance management; storage management; mainframe management; business process management; enterprise provisioning management; and a broad service management platform based on Tivoli Change and Configuration Management Database.

IBM plans to deliver a converged product portfolio

In every product category, the IBM action plan to deliver a converged portfolio centers on three distinct and often overlapping workflows. First and foremost, IBM continues to *execute* against preexisting plans within the Netcool and Tivoli product roadmaps. Second, IBM continues to enhance the two product portfolios so that they better *integrate* and interoperate with one another. Third, within several product categories, IBM plans to *converge* separate, functionally overlapping products into offerings that capture the best features and capabilities of their respective “parent” products.

Execute

The combined Netcool and Tivoli development team continues to execute on many previous roadmap plans across the joint portfolio. Customers can obtain more detailed roadmap information and release schedules for Netcool and Tivoli products from their IBM account management teams.¹

Integrate

Netcool and Tivoli products already provide extensive interoperability, with tight integration fostered by the history IBM and Micromuse share:

- A longstanding business partnership prior to the acquisition.
- Joint Netcool and Tivoli product deployments in many customer environments across the globe.
- Collaboration with many common business partners.
- Active participation in defining and supporting industry standards and best practices such as ITIL.

More specifically, the Netcool and Tivoli product portfolios are now extensively integrated to support more comprehensive event collection, correlation and consolidation. The specific sections that follow also detail integration in several other management disciplines. Over the coming months, IBM expects to deliver significantly deeper integration across the combined portfolio.

Converge

In tandem with ongoing execution and integration efforts, IBM product strategies are expected to provide customers with an even more powerful, converged service management software portfolio down the line. Overall, wherever IBM offers separate products with overlapping or redundant capabilities, the long-term strategy is to merge them into products that leverage the best features and capabilities of the separate products that preceded them.

IBM is dedicated to every customer's success. As the company works to deliver a converged portfolio, it is taking numerous steps to enable the investments customers have made in IBM and Micromuse products over the years to continue to benefit their organizations. Furthermore, the smooth upgrade paths IBM is putting in place are meant to help customers derive even greater value from these investments moving forward.

The sections that follow map to the enterprise operational management categories where Netcool adds to the Tivoli portfolio. To assist customers in planning and to facilitate more detailed discussions with IBM account teams, the sections describe IBM plans and estimated delivery timeframes to *execute*, *integrate* and *converge* products within each category.

Business service management

Products	
<ul style="list-style-type: none">• Netcool/Realtime Active Dashboards™	<ul style="list-style-type: none">• IBM Tivoli Business Systems Manager• IBM Tivoli Service Level Advisor

Highlights
<ul style="list-style-type: none">• By blending the real-time, multiplatform architecture of Netcool/Realtime Active Dashboards with the best Tivoli Business Systems Manager capabilities, the converged Tivoli product is expected to provide service modeling, advanced visualization, key performance indicators (KPIs), IBM System z™ feeds, real-time service level agreement (SLA) monitoring and Business Process Execution Language (BPEL) support.• Today, both Netcool/Realtime Active Dashboards and Tivoli Business Systems Manager integrate with Tivoli CCMDB, leveraging its discovery and configuration data for service modeling and visualization.• Delivery of Netcool/Realtime Active Dashboards 3.0 significantly deepens coverage of data sources, offers advanced visualization and expands KPIs.

Business service management (BSM) aligns an organization's IT operations with its business goals by enabling infrastructure management from the service perspective. The Netcool and Tivoli portfolios provide a rich set of BSM capabilities to help customers achieve service management today.

Netcool/Realtime Active Dashboards provide service status monitoring, modeling and real-time access to almost any data source. Tivoli Business Systems Manager also supports a broad range of data sources and relationships, including System z mainframe discovery, status and resource relationships. Bringing these products together can offer organizations a broader and deeper view into the health and status of the critical services upon which they rely for customer satisfaction and business success.

Execute

Released July 2006, Netcool/Realtime Active Dashboards 3.0 provides enhanced visualization with real-time service dependency modeling and service level management (SLM), including calculation and display of KPIs. With deepened coverage of data sources, this release supports more than 450 data feeds from other event management systems, commercial and proprietary configuration management databases (CMDBs), third-party inventory and asset systems, and middleware. Access to business data found in almost any relational database management system (RDBMS) or business system significantly broadens Netcool/Realtime Active Dashboards coverage.

Netcool and Tivoli customers enjoy tremendous flexibility in BSM deployment. Those who focus on initiating implementations for distributed environments may take advantage of Netcool/Realtime Active Dashboards 3.0 features today. Customers managing business services that span distributed and mainframe environments may continue to exploit the strengths of Tivoli Business Systems Manager.

Integrate

Tight integration already exists across the Netcool and Tivoli portfolios for application discovery, service modeling and service status monitoring. Leveraging Tivoli CCMDDB enables automated service modeling and the Netcool/Realtime Active Dashboards architecture allows access to almost any dependency source for service definition. With Netcool/Realtime Active Dashboards users can automatically provision lightweight testing tools within the IBM Tivoli Composite Application Manager (ITCAM) family to determine availability status of modeled services. Integration with the combined portfolio significantly extends access to event and status information across the service delivery infrastructure.

This current level of portfolio integration can enable sophisticated BSM solution deployment today. Additionally, BSM visualization – when integrated in the IBM Tivoli Enterprise Portal – is expected to provide exceptionally rich views and reports that cover the entire business.

Converge

IBM plans to combine external data access and multiplatform support from Netcool/Realtime Active Dashboards with systems analytics from Tivoli Business Systems Manager. The result: a converged product that enables customers to manage business services delivered across the entire mainframe-to-distributed environment.

Tight integration between this planned converged business service manager and Tivoli CCMDB will maintain visibility into rich, reconciled and correlated change and configuration information. Consequently, customers can gain significant advantage in understanding how the infrastructure and their own management processes impact critical business services.

IBM plans also call for Tivoli Service Level Advisor to continue to provide historical and near real-time SLA tracking and reporting, enhancing the real-time SLA tracking capabilities of Netcool/Realtime Active Dashboards.

Business service management — current plans and best-estimate timeline

<i>Execute</i>	<i>Integrate</i>	<i>Converge</i>
<ul style="list-style-type: none"> Delivered Netcool/Realtime Active Dashboards 3.0, which enables event reception and data access to and from almost any source and any Netcool or Tivoli portfolio product. 	<ul style="list-style-type: none"> Enhance existing integration with Tivoli CCMDB and increase investment in application discovery capabilities to expand automated service modeling. Broaden integration with ITCAM software to automate availability testing of modeled services. Integrate BSM and SLM visualization in Tivoli Enterprise Portal. 	<ul style="list-style-type: none"> Deliver a converged Tivoli product with comprehensive BSM capabilities and robust discovery and dependency mapping of networks, applications and resources. Develop industry-focused BSM templates and reports.
Mid-2006	Early 2007	1H 2007

Event management, correlation and visualization

Products	
<ul style="list-style-type: none">• Netcool/OMNIBus• Netcool/Webtop™• Netcool/Impact™	<ul style="list-style-type: none">• IBM Tivoli Enterprise Console• IBM Tivoli Enterprise Portal

Highlights
<ul style="list-style-type: none">• By converging and enhancing the ultrascaleability, efficient correlation and broad integration of the Netcool/OMNIBus infrastructure with the powerful complementary correlation and graphical rule-building capabilities of Tivoli Enterprise Console, IBM intends to deliver a premier event manager with broad, resilient and robust collection, consolidation and correlation — plus real-time views across nearly any environment.• Netcool/OMNIBus and Tivoli Enterprise Console now provide bidirectional interoperability, with a choice of Tivoli Enterprise Portal or Netcool/Webtop display — or both. Tivoli Enterprise Console customers may immediately add Netcool/OMNIBus as a “manager of managers” to take advantage of advanced consolidation capabilities and to position their organizations for smooth upgrades to the converged event management product.• Netcool/OMNIBus, Netcool/Webtop and Netcool/Impact releases are proceeding as planned.

Event management provides automatic collection, consolidation and correlation of events. Applying automated problem diagnosis, notification and resolution helps operations teams improve performance, reduce operating costs and enable the business to operate more efficiently and competitively.

Tivoli Enterprise Console offers flexible and advanced event correlation. Enterprises often deploy it as a data center event management platform that consolidates alarms across distributed systems environments. Netcool/OMNIBus, built on an industry-leading event management architecture, provides ultrascaleability, efficient correlation and broad integration.

Organizations commonly deploy Netcool/OMNIBus for event management within network operations center (NOC) environments and for consolidated operations management as a top-level “manager of managers.” Netcool/Impact complements Netcool/OMNIBus by enriching events with contextual data from almost any source and performing automated actions. Its dynamic real-time data access capabilities deliver a patented, highly scalable approach that facilitates rapid problem resolution. Netcool/Webtop offers a lightweight and customizable Web interface.

These Netcool and Tivoli event management components are now interoperable. Users can view correlated, consolidated events in Tivoli Enterprise Portal, which provides a lightweight integration environment for the broad set of Tivoli management products. Tivoli Enterprise Portal visually and contextually integrates event data from Netcool/OMNIBus and Tivoli Enterprise Console with metrics collected by Tivoli Monitoring and IBM Tivoli OMEGAMON® software, creating a combined event management and problem diagnosis platform. This unified user interface facilitates communication of problem information and status across enterprise audiences that are concerned with problem identification, diagnosis and resolution.

Execute

Netcool/OMNIBus 7.1 delivers internationalization, enhanced security and Secure Sockets Layer (SSL) support as well as additional platform support, including Sun Solaris 10, IBM AIX® 5.3, Red Hat Enterprise Linux® 4 (x86) and SUSE Linux 9.2 (x86). Netcool/Webtop remains available for lightweight visualization.

In addition, IBM plans to simplify the rule-building process of Tivoli Enterprise Console with a graphical rule builder that will, in the future, generate rules for the converged event management product. Also in

development for Tivoli Enterprise Console are a rule base optimization facility and a health and performance monitoring agent, which IBM plans to incorporate into Netcool/OMNIBus.

The planned release of Netcool/Impact 4.0 is expected to deliver extended capabilities that include generic event readers and event source listeners, enhanced ease of use and additional security functionality. This flexible tool, based on patented Netcool technology, continues as a popular and customizable enhancement to nearly any event management deployment.

Integrate

Netcool/OMNIBus and Tivoli Enterprise Console event management products now provide bidirectional interoperability, with a choice of Tivoli Enterprise Portal or Netcool/Webtop display – or both. Either platform can function as the “manager of managers.” This flexible integration enables more comprehensive analysis and visualization of infrastructure events, regardless of the source. Today, many customers use Tivoli Enterprise Console and Netcool/OMNIBus together to manage their complex environments.

The combined Netcool and Tivoli teams have developed best practices for event stream integration between Netcool/OMNIBus and Tivoli Enterprise Console. To help customers speed implementation, more detailed information on these best practices and a set of product configurations are available to customers today.² Tivoli Enterprise Console customers may immediately add Netcool/OMNIBus as a “manager of managers” to take advantage of its advanced consolidation capabilities and to position themselves for smooth upgrades from the integrated products to the converged event management platform.

Converge

Based on the ultrascaleable Netcool/OMNIBus architecture, the converged IBM event manager is expected to combine efficient correlation and broad integration with the powerful, complementary correlation and graphical rule

building capabilities of Tivoli Enterprise Console. The converged product's robust distributed correlation and exceptional resilience is intended to deliver innovative capabilities for real-time consolidated operations management across the infrastructure.

In addition, IBM plans to support the existing correlation techniques customers have come to depend on – even as the products evolve to incorporate simpler mechanisms for customizing these powerful correlation capabilities. IBM recognizes that customers have invested both resources and knowledge in the company's event management platforms, and aims to facilitate upgrades to not only protect but also unlock these investments for enhanced value.

Event management, correlation and visualization — current plans and best-estimate timeline		
<i>Execute</i>	<i>Integrate</i>	<i>Converge</i>
<ul style="list-style-type: none"> Delivered Netcool/OMNibus 7.1 with internationalization, enhanced security and SSL support, and extended platform support. Deliver a graphical rule builder to simplify and automate rules creation. Deliver Netcool/Impact 4.0 with extended event access. Continue Netcool/Webtop as a lightweight Web interface. 	<ul style="list-style-type: none"> Tighten bidirectional integration between Netcool/OMNibus and Tivoli Enterprise Console. Provide integration best practices and configuration to speed deployment and help customers position for a smooth upgrade to the converged product. 	<ul style="list-style-type: none"> Deliver a premier converged event management platform for consolidated operations management across any environment.
2H 2006 to 2007	2H 2006	2007

Network management

Products	
<ul style="list-style-type: none">• Netcool/Precision for IP Networks• Netcool/Precision for Transmission Networks	<ul style="list-style-type: none">• IBM Tivoli NetView• IBM Tivoli NetView for z/OS®

Highlights
<ul style="list-style-type: none">• Netcool/Precision will anchor future Tivoli network management offerings, including the planned support for enhanced next-generation networks and IPv6.• The planned Netcool/Precision 3.7 aims to blend Netcool/Precision for IP Networks and for Transmission Networks capabilities to facilitate integrated discovery and management of infrastructure Layers 1 to 3.• The planned Tivoli NetView 7.1.5 is expected to include Simple Network Management Protocol (SNMP) stack enhancements and duplicate IP address management.• A future version of Netcool/Precision is planned to provide rapid problem identification and resolution for small and midsize businesses.

Network management helps maximize the availability of critical business services by providing rapid problem identification and resolution of network-related events.

Netcool/Precision, the powerful Netcool network management toolset, provides broad device and protocol coverage, automated device discovery, network topology visualization and network event root-cause analysis. IBM intends for Netcool/Precision to anchor future Tivoli Layers 1 to 3 and next-generation network management offerings because it can address the scalability and flexibility needs of enterprises that manage large business-critical environments.

Execute

IBM expects the planned Netcool/Precision 3.7 to merge Netcool/Precision for IP Networks (Layers 2 and 3) with Netcool/Precision for Transmission Networks (Layer 1 optical transmission networks) to provide:

- Common standards-based data model for network inventory and topology information for Layers 1 to 3. The model will service requests for network data from Tivoli Change and Configuration Management Database and third-party systems.
- End-to-end visualization of the entire network topology, centralized in a single Web-based operator console.
- Deep network evaluation for complex network challenges via enhanced support for core multiprotocol label switching (MPLS) networks and Layer 1 transmission equipment.
- New option for enterprise environments that will leverage the common data model and provide discovery and root-cause analysis for Layers 2 and 3; enhanced Web-based network visualization; and integration with Tivoli CCMDB, Tivoli NetView for z/OS, Tivoli Enterprise Console and Tivoli Enterprise Portal in addition to existing integration with Netcool/OMNibus.

The planned Tivoli NetView release slated for late 2006 includes enhancements for the Tivoli NetView SNMP stack and duplicate IP address management. Customers that value the simplicity of Tivoli NetView will want to leverage these new capabilities.

Integrate

IBM plans for 2007 call for more richly integrating Netcool/Precision with the Tivoli portfolio, including Tivoli CCMDB, Tivoli Enterprise Portal and Tivoli NetView for z/OS. Netcool/Precision will feed discovered device data to Tivoli CCMDB, thus giving Tivoli process management products visibility into network configuration and topology. Furthermore, IBM plans to enable the sharing of status information with Tivoli NetView for z/OS to allow a consolidated view of mainframe and Layers 1 to 3 networks.

In addition, plans to integrate Netcool/Precision visualization components into Tivoli Enterprise Portal are meant to deliver network visibility that complements platform data and business context provided by other Tivoli products. Thus, Tivoli Enterprise Portal will be able to serve as a unifying portal that allows:

- Visualization of events from a business context.
- Isolation of problems to the appropriate domain.
- An environment in which to leverage the right tools to diagnose and resolve problems.

For traditional enterprise customers, IBM plans to enhance Netcool/Precision for greater ease of use and to further simplify installation and configuration so that customers can achieve more value in a shorter time.

The planned late-2006 release of Tivoli NetView includes upgrade and coexistence tools to facilitate the transition to the more powerful network management capabilities of Netcool/Precision.

Converge

Long-term IBM plans include a next-generation, IPv6-compliant version of Netcool/Precision to help customers manage very large networked environments. In addition, IBM expects to develop a lighter version of Netcool/Precision to extend its value to small and midsize businesses.

IBM plans for Tivoli NetView for z/OS to remain a vital product for managing the unique requirements of mainframe networks – both System Network Architecture (SNA) and TCP/IP – while providing important integration and automation capabilities for comprehensive end-to-end monitoring from System z to the user's desktop.

Network management — current plans and best-estimate timeline		
<i>Execute</i>	<i>Integrate</i>	<i>Converge</i>
<ul style="list-style-type: none"> • Deliver Netcool/Precision 3.7, a major release combining IP and Transmission Networks capabilities and offering both enterprise and service provider versions. • Deliver Tivoli NetView 7.1.5 to current customers with enhancements to the SNMP stack and duplicate IP address management. 	<ul style="list-style-type: none"> • Integrate Netcool/Precision with Tivoli CCMDB, Tivoli Enterprise Portal and Tivoli NetView for z/OS. • Deliver Tivoli NetView upgrade and coexistence tools. 	<ul style="list-style-type: none"> • Provide a lighter version of Netcool/Precision for small and midsize businesses. • Move Netcool/Precision forward with enhanced next-generation network support and IPv6 compliance.
Q4 2006 to 1H 2007	2H 2007	2008

Systems and applications management

Products	
<ul style="list-style-type: none">• Netcool/System Service Monitors™• Netcool/Application Service Monitors™• Netcool/Internet Service Monitors™	<ul style="list-style-type: none">• IBM Tivoli Monitoring• IBM Tivoli Composite Application Management software

Highlights
<ul style="list-style-type: none">• The easy-to-integrate, standards-based monitoring tools Netcool/System Service Monitors and Netcool/Application Service Monitors broaden the Tivoli Monitoring and ITCAM portfolio with coverage for a number of additional domains.• Netcool/Internet Service Monitors have become a lightweight option within the ITCAM portfolio that provides end-to-end Internet application availability and response monitoring across more than 20 protocols.

Systems and applications management optimizes the health and availability of critical business services by providing rapid problem identification and resolution for these resources. Netcool/Monitors products broaden the Tivoli Monitoring and ITCAM portfolio with agile, easy-to-deploy, easy-to-integrate, standards-based monitoring tools that aid operations teams by collecting data from:

- Host systems, using Netcool/System Service Monitors.
- Applications, using Netcool/Application Service Monitors.
- Internet applications, using Netcool/Internet Service Monitors.

Execute

To deliver greater monitoring breadth, Netcool/System Service Monitors 4.0, Netcool/Application Service Monitors 4.0 and Netcool/Internet Service Monitors 3.0 are scheduled for late-2006 availability. IBM expects to deliver Netcool/System Service Monitors and Netcool/Application Service Monitors as integrated components within Tivoli Monitoring 6.1.

Integrate

IBM has already integrated Netcool/Monitors products into the Tivoli Monitoring and ITCAM portfolios, expanding customer choices for managing systems and applications. Netcool/Monitors products are fully interoperable with Tivoli Enterprise Portal and Tivoli Enterprise Console. Likewise, the Tivoli Monitoring and ITCAM families are now interoperable with the Netcool/OMNIBus platform.

Netcool/System Service Monitors and Netcool/Application Service Monitors for databases, messaging and collaboration applications, SAP R/3 and Microsoft® Active Directory® are now packaged under the Tivoli Monitoring family. Netcool/Application Service Monitors for Java™ 2 Enterprise Edition (J2EE™) application and Web servers have been rebranded IBM Tivoli Composite Application Manager for J2EE Operations.

Netcool/Internet Service Monitors have become IBM Tivoli Composite Application Manager for Internet Service Monitoring, an end-to-end monitor that provides lightweight service testing across more than 20 protocols.

Converge

Plans call for Netcool/Monitors to be assimilated into the Tivoli Monitoring and ITCAM families while retaining full interoperability with the current Netcool and Tivoli portfolios. The converged Tivoli Monitoring and ITCAM product sets offer customers both expanded breadth of monitored resources and monitoring options that range from lightweight availability to deep diagnostics.

Systems and applications management — current plans and best-estimate timeline		
<i>Execute</i>	<i>Integrate</i>	<i>Converge</i>
<ul style="list-style-type: none"> • Deliver Netcool/System Service Monitors 4.0 and Netcool/Application Service Monitors 4.0 within Tivoli Monitoring 6.1 and Netcool/Internet Service Monitors 3.0 as ITCAM for Internet Service Monitoring for greater monitoring breadth. 	<ul style="list-style-type: none"> • Integrate Netcool/Application Service Monitors, Netcool/System Service Monitors and Netcool/Internet Service Monitors into the Tivoli Monitoring and ITCAM families, providing agile tools for operations teams. • Deliver interoperability between and within Netcool and Tivoli monitoring portfolios. 	<ul style="list-style-type: none"> • Deliver complete assimilation of Netcool monitoring technology into Tivoli Monitoring and ITCAM families, significantly expanding the Tivoli range of monitoring capabilities.
2H 2006	Mid-2006	2007

Performance management

Product

- Netcool/Proviso®

Highlights

- The planned Netcool/Proviso 4.5 is expected to provide integration with Netcool/Realtime Active Dashboards for enhanced reporting and modeling.
- Interoperability across Netcool/Proviso, Tivoli Enterprise Portal and Tivoli Monitoring can enable combined views of systems, networks and applications performance.
- IBM intends to extend Netcool/Proviso to support AIX and IBM DB2®.
- A lighter version of Netcool/Proviso is planned to provide enhanced performance reporting for the Tivoli Monitoring family in the future.

Performance management provides insight into the health of critical business services by collecting, analyzing and reporting those metrics that relate directly to service delivery. By looking at performance metrics collected over time, operations teams can detect and correct trends that threaten service delivery.

Netcool/Proviso is a robust and highly scalable network and application performance management product for service providers and large enterprises. Netcool/Proviso extends IBM Service Management with real-time and historical performance views of all elements across which a service is delivered. It thus complements real-time availability management with predictive capabilities.

Execute

The planned Netcool/Proviso 4.5 is expected to enable integration with Netcool/Realtime Active Dashboards for real-time historical service level reporting for very large and complex networked infrastructures. Improved

reporting capabilities and enhanced modeling are planned to enable end-to-end service reporting. In addition, IBM expects that new facilitation tools will help Netcool/Proviso application packs extend monitoring and reporting support across almost any environment. Finally, IBM plans to expand platform support to include AIX.

Integrate

IBM plans to integrate Netcool/Proviso with Tivoli Enterprise Portal and Tivoli Monitoring to enable combined views of systems, applications and network performance. Plans call for the converged business service manager to leverage Netcool/Proviso to deliver predictive service management intelligence, helping customers avoid service disruption altogether. IBM also expects to add platform support for DB2.

Converge

IBM plans to invest in and improve Netcool/Proviso, enhancing support for devices and networks from IBM and other vendors as well as next-generation telecommunications environments. In addition, a lighter version of Netcool/Proviso is planned to provide extensive performance reporting for the Tivoli Monitoring family.

Performance management — current plans and best-estimate timeline		
<i>Execute</i>	<i>Integrate</i>	<i>Converge</i>
<ul style="list-style-type: none"> • Deliver Netcool/Proviso 4.5 for Netcool/Realtime Active Dashboards integration and improved reporting, modeling and support for next-generation networks. • Add support for AIX. 	<ul style="list-style-type: none"> • Deliver increased interoperability with Tivoli Enterprise Portal, Tivoli Monitoring and the converged business service manager. • Add support for DB2. 	<ul style="list-style-type: none"> • Deliver a lighter version of Netcool/Proviso to provide enhanced performance reporting for the Tivoli Monitoring family.
1H 2007	2H 2007	2008

Security information and event management

Products	
• Netcool/NeuSecure®	• IBM Tivoli Risk Manager

Highlights
<ul style="list-style-type: none">• Netcool/NeuSecure is now IBM Tivoli Security Operations Manager 3.1, which replaces Tivoli Risk Manager as the IBM security information and event management product.• Tivoli Security Operations Manager is integrated with Tivoli Enterprise Console, Netcool/OMNIBus, IBM Tivoli Access Manager for e-business and IBM Tivoli Identity Manager.• Tivoli Security Operations Manager development plans call for broad support across additional IBM products and platforms to play an expanded role in the IBM Service Management strategy.

Security information and event management (SIEM) helps organizations reduce risk by providing a centralized, real-time view of security threats to enable rapid incident resolution and help meet compliance mandates.

Netcool/NeuSecure software, now Tivoli Security Operations Manager, provides a deep set of features for real-time security event correlation, incident management and investigation, log aggregation and reporting. It currently supports more than 100 leading security and network products, operating systems and applications.

Tivoli Security Operations Manager replaces Tivoli Risk Manager as the SIEM product within the Tivoli portfolio. Tivoli Risk Manager customers can upgrade to the Tivoli Security Operations Manager platform for scalable security management that leverages multiple, powerful correlation techniques.

Execute

Tivoli Security Operations Manager 3.1 provides integration with Netcool/OMNIBus and Tivoli Enterprise Console to facilitate sharing of correlated security events through automated escalation or operator-driven forwarding. Netcool/OMNIBus can send a broad range of events to Tivoli Security Operations Manager for deeper security analysis. Tivoli Security Operations Manager also accepts system and application availability data from Netcool/System Service Monitors and Netcool/Application Service Monitors.

Integrate

Tivoli Security Operations Manager is integrated with Tivoli Access Manager for e-business and Tivoli Identity Manager, giving customers the ability to reconcile and monitor access and identity policies for compliance needs. In addition, Tivoli Security Operations Manager supports Netcool event feeds and can escalate correlated events to both Netcool/OMNIBus and Tivoli Enterprise Console to help customers achieve an integrated security solution. This integration enables tighter alignment of security operations with IT operations and business priorities.

Converge

Tivoli Security Operations Manager development plans include broadening support for IBM products and platforms as sources of audit logs and events. IBM also expects to further integrate the product into the IBM Service Management strategy and products, including Tivoli CCMDB.

Security information and event management — current plans and best-estimate timeline		
<i>Execute</i>	<i>Integrate</i>	<i>Converge</i>
<ul style="list-style-type: none"> Delivered new release of Netcool/NeuSecure, rebranded as Tivoli Security Operations Manager. Delivered first round of enhanced integration with Tivoli Enterprise Console, Netcool/OMNibus, Tivoli Access Manager for e-business and Tivoli Identity Manager. 	<ul style="list-style-type: none"> Deliver support for monitoring events and audit data from additional IBM products including z/OS, IBM WebSphere® DataPower® appliances, DB2 and IBM Lotus® Domino® among others. 	<ul style="list-style-type: none"> Deliver expanded capabilities including an asset database, interoperability with Tivoli CCMDB, internationalization and additional platform support including DB2. Expand the role of Tivoli Security Operations Manager in the IBM Service Management platform.
1H 2006	2H 2006	1H 2007

Conclusion

The purpose of this paper is to provide Netcool and Tivoli customers with a clear picture of the workflows that are now in place to *execute, integrate* and *converge* Netcool and Tivoli product portfolios. The primary aim of IBM in these efforts is to help customers *protect, optimize* and *extend* the investments they have made in Netcool and Tivoli products. IBM intends to accomplish this by delivering smooth upgrade paths that will enable customers to take advantage of advanced converged capabilities with ease, helping them capture significant value and achieve their service management goals.

The combined Netcool and Tivoli organization has made tremendous progress in responding to customers and delivering products and plans for the combined portfolio.

- Current integration among monitoring and event management products offers unprecedented breadth in real-time operations management.
- Plans for network and performance management are intended to advance network visibility to a new level of clarity.
- Tivoli Security Operations Manager is already helping many customers complete their service management pictures with a consolidated view of the security threat landscape.

In addition, IBM is excited to see its plans for converged event management and BSM platforms becoming reality. IBM is confident that Netcool and Tivoli customers are today deploying the very best foundation to fully align IT operations with business goals.

While making these forward strides, the combined Netcool and Tivoli development team continues to work closely with customers, business partners and industry analysts to better understand the entire range of service management challenges customers face. As the Netcool and Tivoli portfolios continue to come together, IBM wants each Netcool and Tivoli customer to feel comfortable with its own path forward to develop service management capabilities, decrease operations costs and boost its organization's service quality and business success.

Joining two strong portfolios and two world-class development organizations presents a rare opportunity to expand the range and depth of IBM service management offerings to cover virtually any service delivery environment. IBM looks forward to an exciting future working with customers to meet and exceed their business goals with the help of the innovative IBM Service Management approach.



About Netcool software

The IBM Tivoli Netcool software portfolio is used by many of the world's leading enterprise, service provider and government organizations for its ability to consolidate and manage events across some of the largest, most complex, heterogeneous environments. The Tivoli Netcool software portfolio offers broad collection, consolidation and correlation capabilities to help organizations rapidly identify and resolve problems and improve operational efficiency. By combining real-time service modeling and impact analysis capabilities with scalable fault management, the Tivoli Netcool software portfolio helps organizations to effectively manage the availability, performance and security of business applications and services.

About Tivoli software from IBM

Tivoli software from IBM helps organizations efficiently and effectively manage IT resources, tasks and processes in order to meet ever-shifting business requirements and deliver flexible and responsive IT service management, while helping to reduce costs. The Tivoli portfolio spans software for security, compliance, storage, performance, availability, configuration, operations and IT lifecycle management, and is backed by world-class IBM services, support and research.

For more information

To learn more about the convergence of the Netcool and Tivoli portfolios, contact your account team representative or IBM Business Partner, or visit ibm.com/tivoli

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8-06
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¹ Conducting detailed roadmap reviews typically requires a nondisclosure agreement.

² See the IBM white paper "Tivoli and Micromuse Event Flow Integration," available on the IBM Tivoli Open Process Automation Library (OPAL) Web site. Customers may contact their account teams for more information.

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