



Tivoli Common Reporting

Stuart V. Cook MBCS – Senior Product Manager
StuartCook@uk.ibm.com

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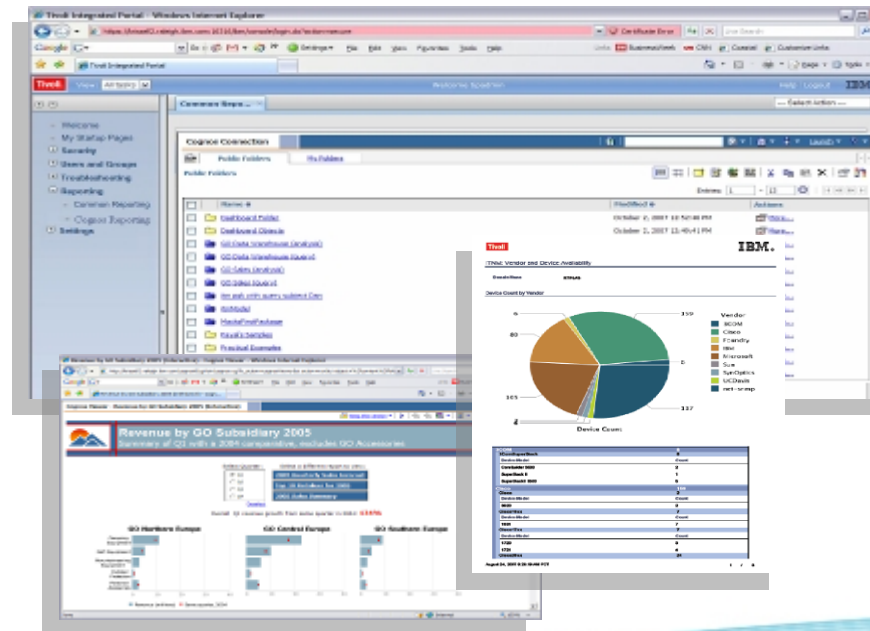
Tivoli Common Reporting - Mission Statement

- Provide a solution which converges around an **incredibly simple launch point** for reports, where users can see what is available and use it with no training
- Provide an **effective way to deliver and share reports** and reporting ideas, and find the set of content that gives the greatest value
- Focus the individual reports on **quality of information and value**, not on the quantity of reports available
- Provide **consistency of the content and enable linkage between reports** for best analysis flow, even if they cross individual product boundaries



Tivoli Common Reporting moving forward

- Cognos 8.4 BI Reporting technology added to TCR
 - Includes UI to administer reports and edit reports
 - Enables cross-domain analytics and reporting
- Brings industry leading reporting suite to Tivoli customers at no additional charge
- Under restricted use license



Facts



- TCR comes at no extra cost
- TCR is not the same as Cognos, e.g., is not
 - Cognos Lite
 - Cognos Express
 - Etc.
- The Cognos reporting engine is a modified version
- Entitlement to TCR, does not come with entitlement to full Cognos
- The inclusion of Cognos technology is as a sub component of TCR itself
- License restricts usage to reporting on “Tivoli data” or “Tivoli data” in combination with non-Tivoli data



Terms applicable to Supporting Programs

- TCR 2.1 & 2.1.1

- The Program includes Tivoli Common Reporting (“TCR”) which includes the reporting and modeling components of Cognos Business Intelligence (the "Cognos BI Components") which are subject to the following limited use license.
- Licensee is authorized to use the Cognos BI Components only to support Licensee's use of the Program under this Agreement and within the limits of the Proofs of Entitlement for the Program (unless broader rights are provided elsewhere in this License Information document). The phrase "to support Licensee's use" includes only those uses that are necessary or otherwise directly related to a licensed use of the Program. The Cognos BI Components are to be used only by the internal components of TCR for performing reporting and analytics on data that is (i) generated directly by a Tivoli-branded software product; (ii) user-generated and managed by a Tivoli-branded software product; or (iii) used in conjunction with data in (i) or (ii). By way of example of data described in (iii), Licensee may use the Cognos BI Components to report on non-Tivoli-branded software product data which has been joined to another Tivoli-branded software product. The Cognos BI Components may not be used in a stand alone fashion or, except as otherwise specifically provided, with data which is not related to a Tivoli-branded software product.



Tivoli Common Reporting Focus

- Extend the Usability and Consumability of current TCR reports and reporting tools
 - Simplified interfaces and interactions for report writers to create, customize, and publish reports – let's you build reports faster and easier
 - Extend the level of cross-product report linkage for seamless flow between related reports, blurring the boundaries among Tivoli products
 - Enable report end-users to create and save ad-hoc reports, without the need for a report writer's involvement
 - Integration of BIRT-based and Cognos-based reporting within TCR
 - The continued adoption of TCR across the Tivoli portfolio
 - Drive for new out-of-the-box reports for products in all areas – Maximo, Storage, Security, Service Availability and Performance Management, Service Delivery and Process Automation



Benefits that Cognos brings to Tivoli customers

1. Simplified report editing

- Launch web-based Report Studio in context from a report
 - You can run an out-of-the-box report, like an ITM report, and launch the editor in context to change something.

2. Ad-Hoc Reporting

- Create ad-hoc, on the fly reports
- Even novice users will be able to rapidly create reports with intuitive drag & drop function via the Query Studio, allowing for greater report usage with little training

3. Other capabilities

- Automatic emailing of reports
- Additional report formats
 - XML
 - Excel 2000 & 2000 Single Sheet, 2002, and 2007
 - CSV
- Granular data security (row-level authorization)



Value Proposition

- Consistency in reporting with other Tivoli products will be achieved
- Will be basis of end-to-end reporting for Tivoli
 - Allowing report data correlation with other Tivoli product data and business data (e.g. asset management, financial planning etc)
 - Including longer term goal of single reports using data from multiple Tivoli Products
- Will provide ad-hoc reporting capabilities
- Based on the Tivoli wide strategic architecture (TIP/eWAS)
- Supports option of upgrade to Cognos advanced analytics modules for advanced reporting capabilities not previously possible
 - Cognos advanced analytics modules provides ability to drill down, slice and dice to understand the data driving your business
 - What if Analysis
 - Trend Analysis and Forecasting



TCR 1.1/1.2 to TCR 2.1 Upgrade Key Points

- Existing TCR customers **have a smooth upgrade** to the new Cognos Based TCR from the second half of 2010 as part of the TCR 1.3 and onwards
- Current time and effort investment in TCR 1.1 or 1.2 based reports **are not wasted** with the new TCR solution
- TCR 1.1 and TCR 1.2 BIRT based reports **continue to be usable** in the new system
 - If you want to keep using your old reports, or edit them, etc., **you can**



Tivoli Common Reporting 1.3 and 2.1 Components

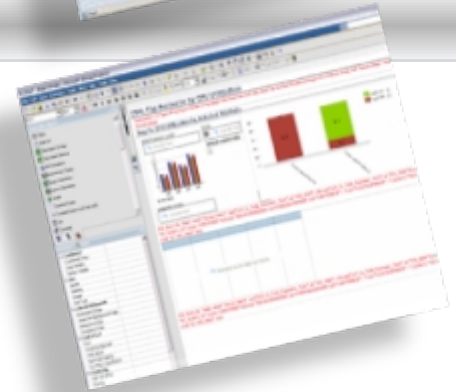
Query Studio (web-based)

- Intuitive, self-service “ad hoc” reporting
- Drag and drop
- Easy sorting and filtering
- Save, edit, and share



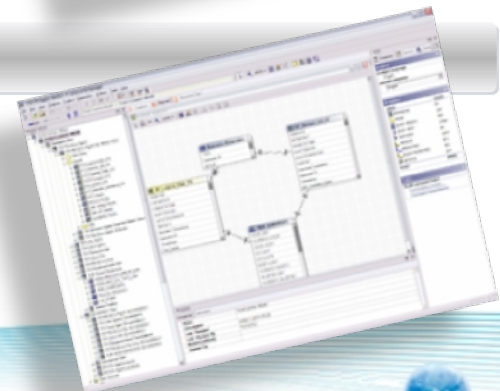
Report Studio (web-based)

- Create and edit more advanced reports
- Query Studio functions plus
 - Parameterization
 - Globalization
 - Advanced query manipulation
 - Additional chart types (e.g., maps, gauges)

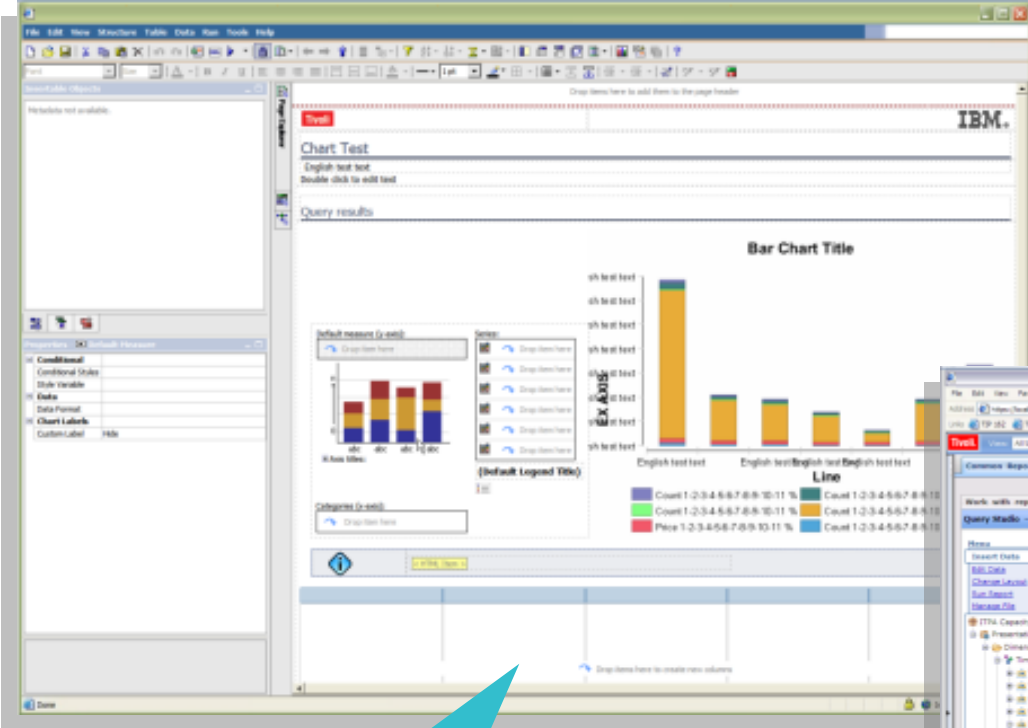


Framework Manager

- Common infrastructure
- Plug-and-play
- Common security, metadata, administration, and portal
- Ability to adapt deployment as infrastructure changes

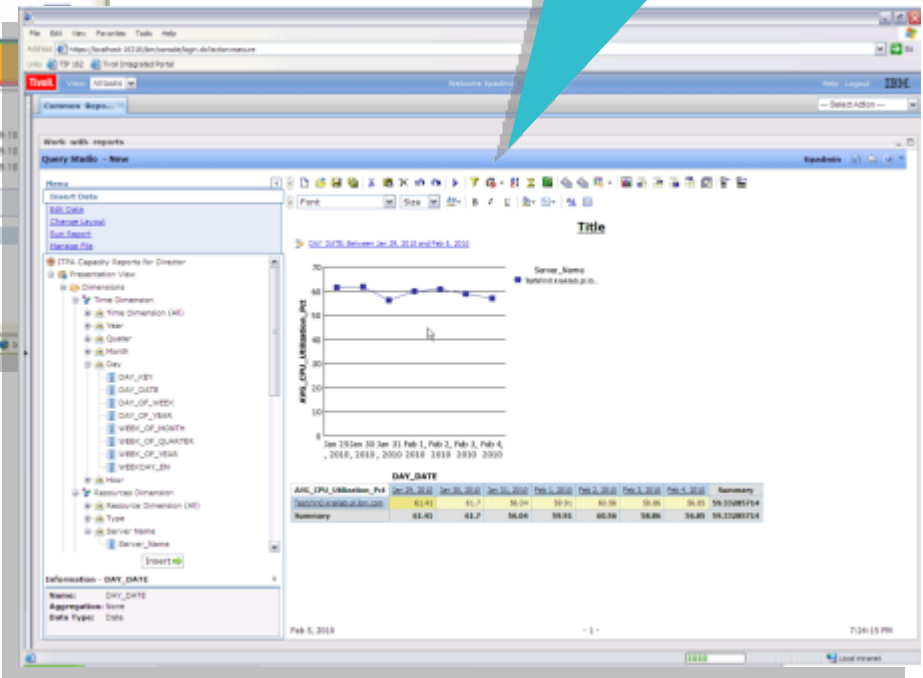


TCR for A&PM & 2.1 Report Designers

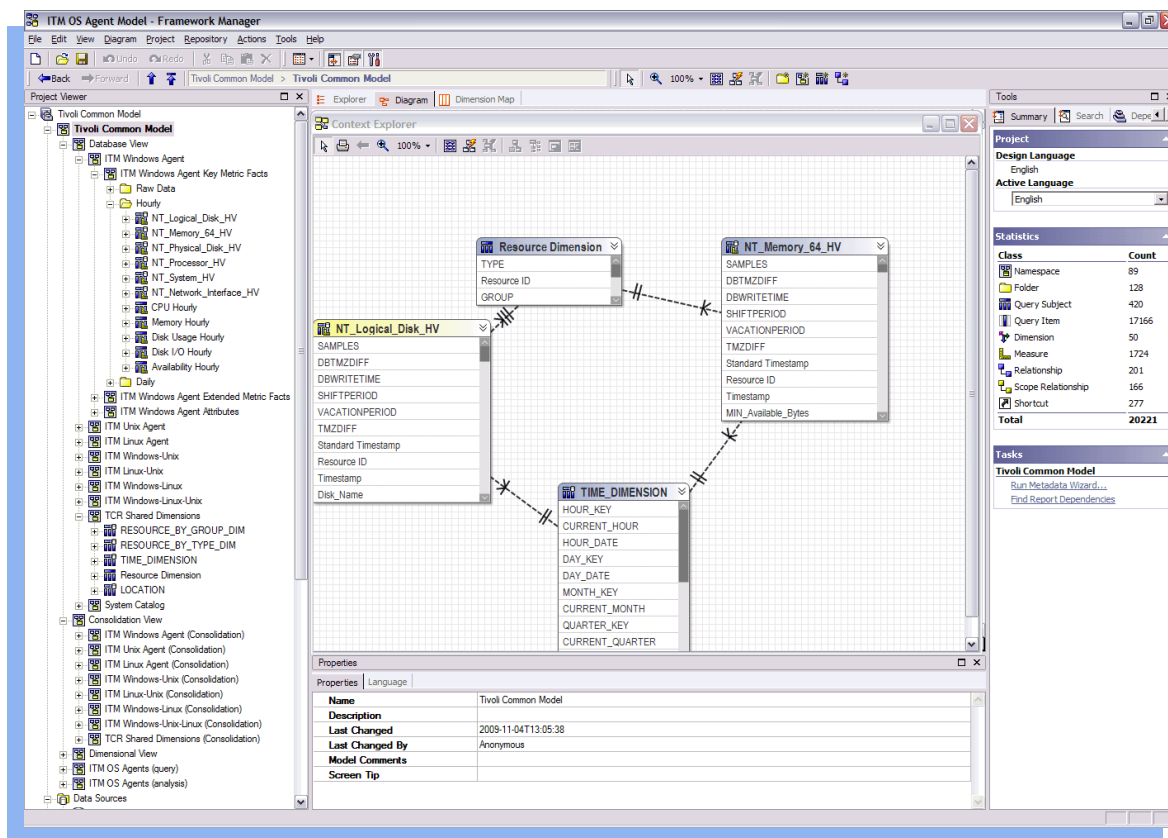


Report Studio
Launched via a drop down tool from the TIP interface

Query Studio
Available through the TIP interface



TCR for A&PM & 2.1 Framework Manager

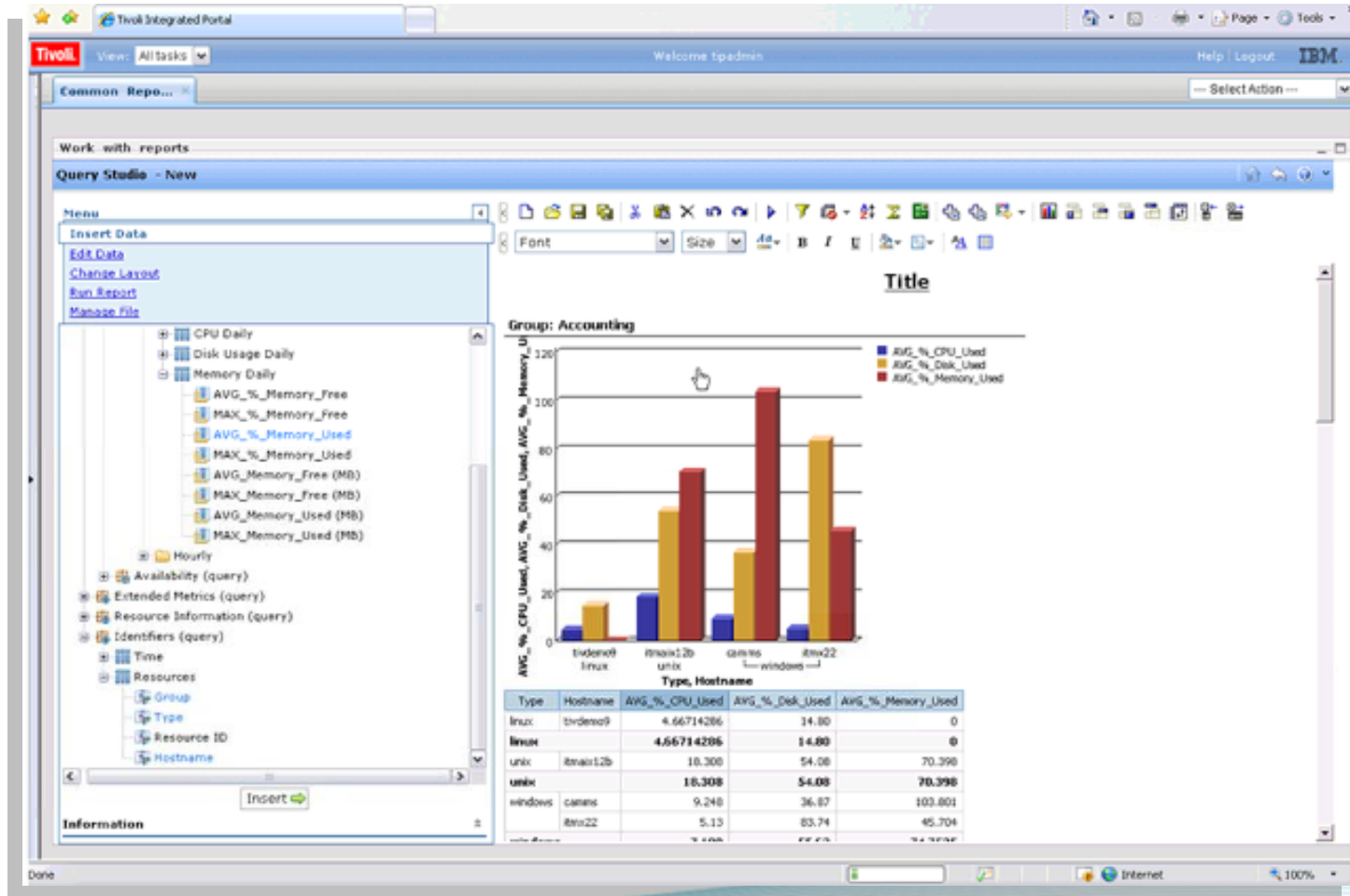


- Can extend capabilities to other areas of your organization through up-sell options to Cognos BI modules
- Enables:
 - Lowest cost of ownership
 - Fastest time to results
 - Consistent data across the enterprise

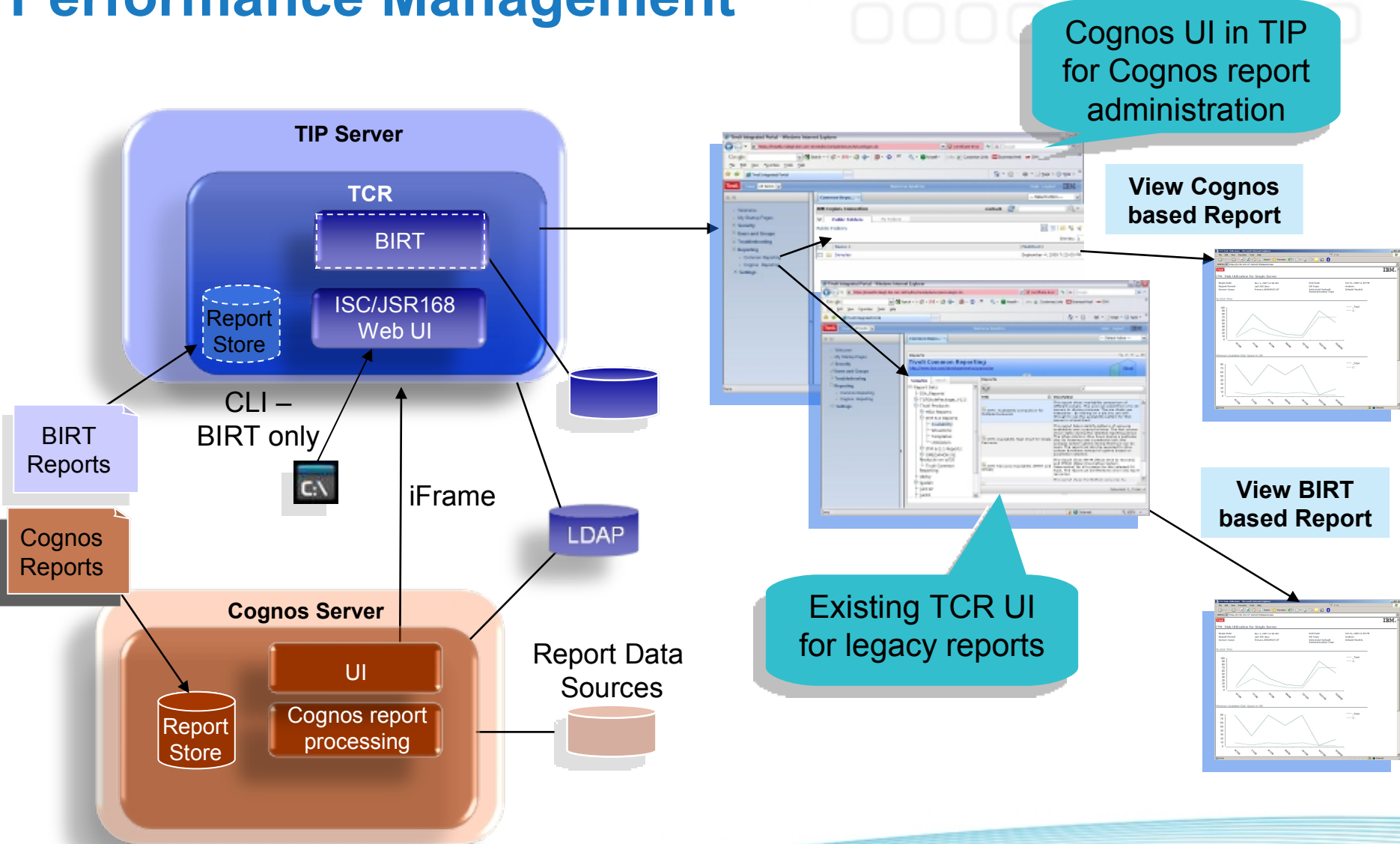


One Minute Reporting

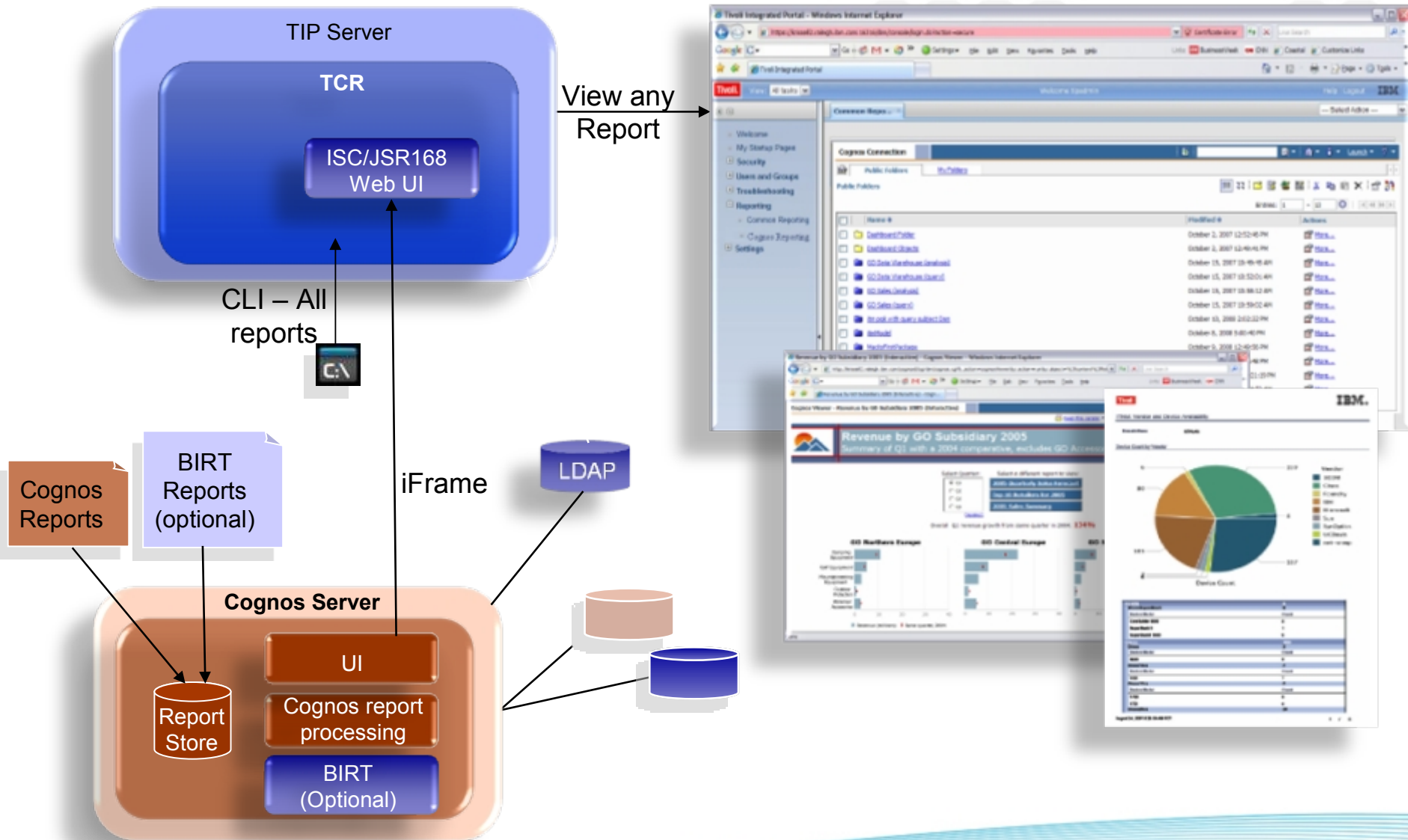
- Uses TCR-Cognos to create a new ITM report in under 60 seconds
- Drag and drop of key metrics such as memory, disk and CPU utilization
- Organized by user defined business groups and operating system



Architectural Overview TCR for Asset & Performance Management



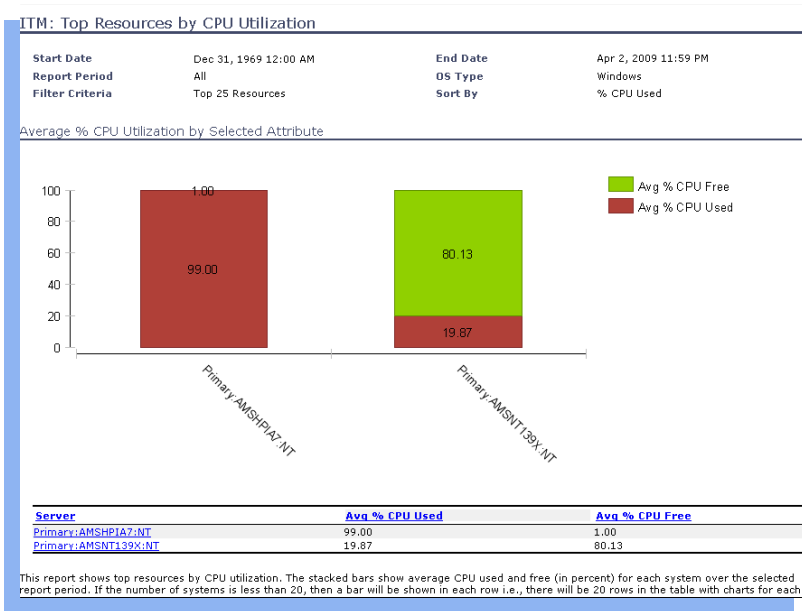
Tivoli Common Reporting 2.1 - Architecture



TCR 2.1 Conversion Assistant*

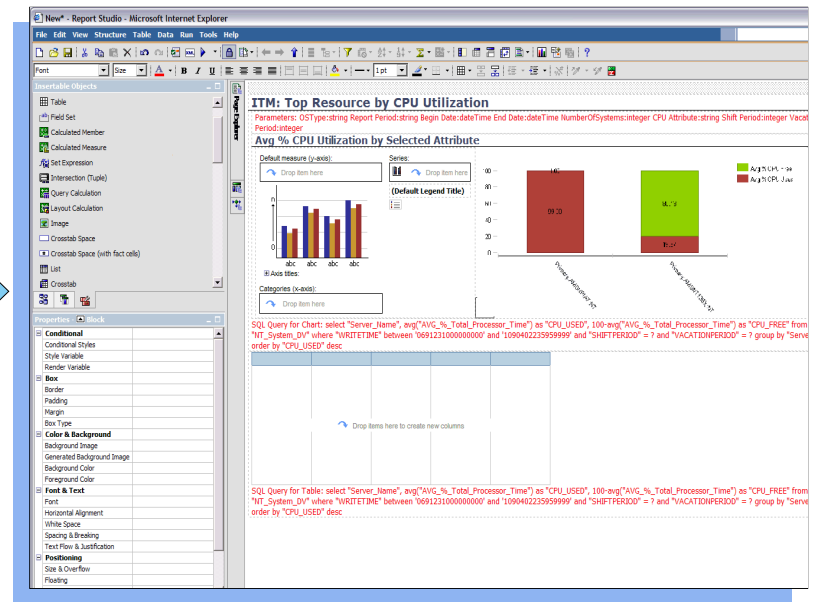
1. Extract key report info

Conversion Assistant annotates the TCR BIRT report (below) with SQL queries and other info



3. Complete final Cognos based TCR report

User completes report using TCR Report Studio (below) to fill in details



2. Generate draft Cognos based TCR report

Conversion Assistant creates draft new TCR report, preserving layout and annotating actions user should take

TCR Timeline

Q3'09

TCR for Asset and Performance Mgt

- Limited use capabilities
- Stand-alone only release
- Web-based report viewer and editor
- Launch from TIP to view or edit reports
- Ad-hoc reporting
- Report distribution via email

Q4'10

2.1

- BIRT merged into new TCR reporting technology
- Administered from a single UI
- Existing BIRT users gain new capabilities:
 - Email of reports
 - Conversion Assistant
- Aligned with TIP 2.1
- Command line interface
- Local OS Authentication

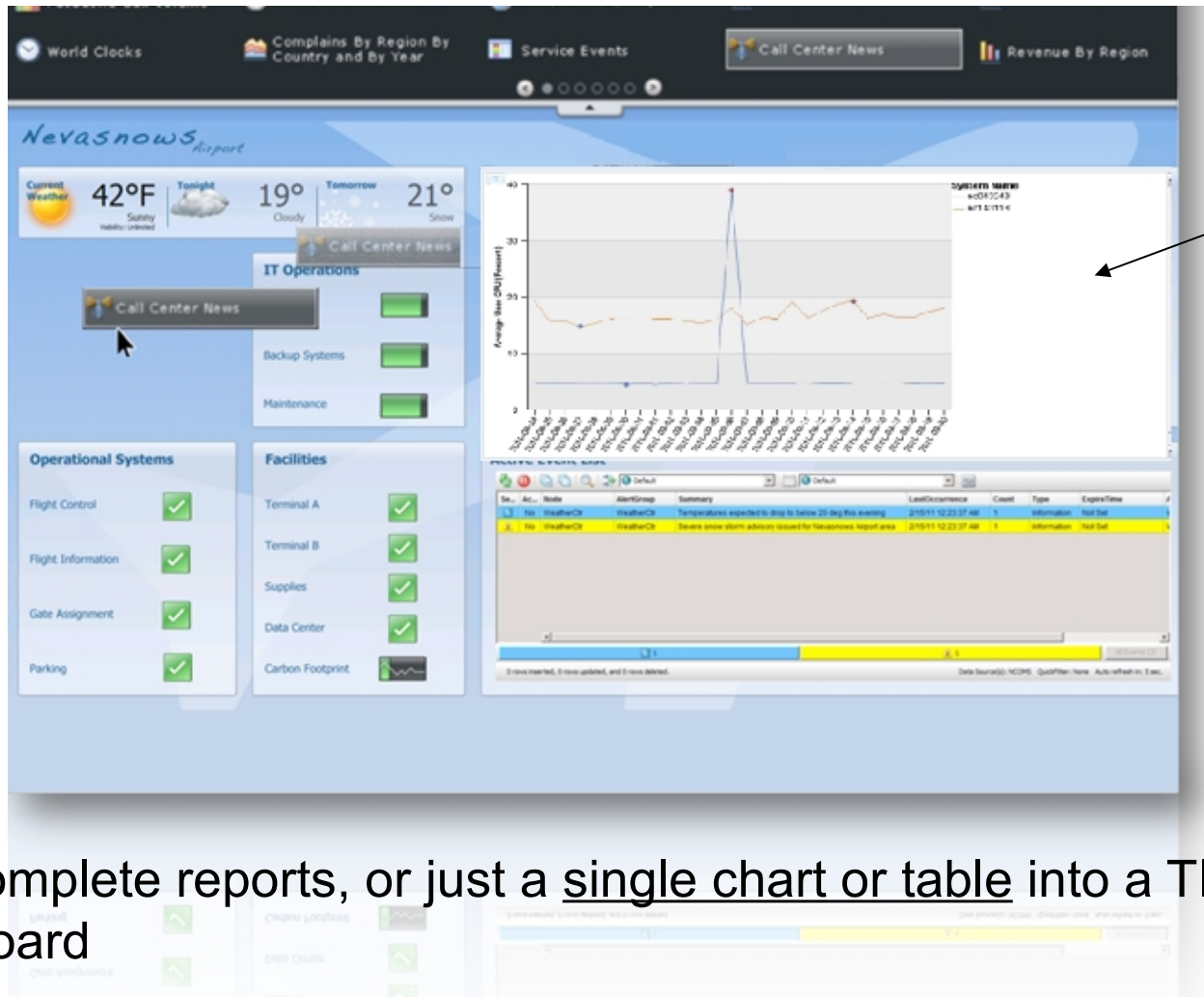
Q2'11

2.1.1

- TIP 2.2 support
- Native 64 bit platform support
- Aligned with TIP 2.2 and TBSM 6.1



Seamless Integration of Reporting Artifacts in TIP Dashboards



Historical chart from a report

- Add complete reports, or just a single chart or table into a TIP dashboard

* Content subject to change, is not a commitment

Products Released with TCR

Released	TCR Version	Adopting Product
Q2'08	1.3	Maximo Asset Management 7.1
Q3'09	1.3	Tivoli Monitoring 6.2.2
Q4'09	1.3	Tivoli Composite Application Manager for Transactions 7.2
Q2'10	1.3	Tivoli Netcool/Proviso 5.2
Q2'10	1.3	Tivoli Monitoring for Virtual Servers 6.2.2
Q3'10	1.3	Systems Director Editions 6.2
Q3'10	1.3	Tivoli Asset Management for IT 7.2.2
Q3'10	1.3	Change and Configuration Management Database 7.2.1
Q3'10	1.3	Tivoli Service Request Manager 7.2.1
Q3'10	1.3	Tivoli Monitoring Agent for Multi-function Devices 1.0
Q4'10	2.1	Informix 11.70
Q4'10	2.1	Tivoli Netcool Service Quality Management Center 4.2.3
Q4'10	1.3	Tivoli Monitoring for Energy Management 6.3
Q4'10	2.1	Tivoli Asset Discovery for Distributed 7.2.2
Q1'11	2.1	Tivoli Netcool Performance Manager 1.3.1

Updated 11 January 2012



Products Released with TCR

Released	TCR Version	Adopting Product
Q1'11	1.3	Tivoli Monitoring for Virtual Servers 6.2.3
Q1'11	2.1	Tivoli Network Manager IP Edition 3.9.0
Q1'11	2.1	Tivoli Netcool/OMNIBus 7.3.1
Q2'11	1.3	Tivoli Composite Application Manager for Microsoft Applications 6.2.3
Q2'11	2.1	Tivoli Application Dependency Discovery Manager 7.2.1
Q2'11	2.1	Tivoli Process Automation Engine 7.5
Q2'11	2.1	Tivoli Usage and Accounting Manager 7.3
Q2'11	1.3	Tivoli Composite Application Manager for Transactions 7.3
Q2'11	2.1	Tivoli Composite Application Manager for Transactions 7.3
Q2'11	1.3	Tivoli Monitoring for Energy Management 6.3.1
Q3'11	1.3	Defense Operations Platform Product Family 1.0
Q3'11	2.1	Tivoli Netcool Service Quality Management Center 4.2.4
Q3'11	2.1.1	Tivoli Monitoring 6.2.3
Q4'11	2.1.1	Tivoli Storage Productivity Center 4.2.2
Q4'11	2.1	Tivoli Netcool Configuration Manager 6.3

Updated 11 January 2012



Products Released with TCR

Released	TCR Version	Adopting Product
Q4'11	2.1	System Storage Archive Manager 6.3
Q4'11	2.1	Tivoli Storage Manager 6.3
Q4'11	2.1	Tivoli Storage Manager Extended Edition 6.3
Q4'11	2.1	Tivoli Storage Manager for Storage Area Networks 6.3
Q4'11	2.1.1	Security Role and Policy Modeler 1.1
Q4'11	2.1.1	Tivoli Business Service Manager 6.1
Q4'11	2.1.1	Tivoli Monitoring for Virtual Environments 7.1
Q4'11	2.1.1	Tivoli Monitoring for Energy Management 6.3.2
Q4'11	2.1.1	Systems Director Editions 6.3
Q4'11	2.1.1	SmartCloud Monitoring 7.1
Q4'11	2.1.1	Tivoli Asset Discovery for Distributed 7.5
Q4'11	2.1.1	InfoSphere Optim Performance Manager for DB2 on Linux, UNIX, and Windows 5.1.0

Verified 30 January 2012



Training

■ Cognos Training Paths and Curriculum Fact Sheets

- Cognos has several classes available to provide information on how to write reports or use the query studio
- You can review the fact sheet to find appropriate training
 - <http://www-03.ibm.com/services/learning/ites.wss/us/en?pageType=page&c=W113304M84371I29>

■ Cognos 8 BI - Professional Author Role

- The following path covers the Report Studio in depth, and is directly relevant to TCR
 - <http://www-03.ibm.com/services/learning/ites.wss/us/en?pageType=page&c=R985771H68561E16>



Training (cont.)

■ Cognos 8 BI - Developer Role

- From the Developer Role path you can select B2452 course to learn about modelling tool, which is also shipped with TCR
 - <http://www-03.ibm.com/services/learning/ites.wss/us/en?pageType=page&c=Y184868V54783N59>

■ Cognos 8 BI - Administrator Role

- For the Administration, only the first course B2455 covers the Administration aspect applicable to TCR. The other training is for components which are not delivered with TCR
 - <http://www-03.ibm.com/services/learning/ites.wss/us/en?pageType=page&c=O665987U87260V10>



Training (cont.)

■ Course codes

- eLearning
 - B2488 - Connection for Consumers
 - B2425 - Report Studio Introduction
 - B2426 - Report Studio Intermediate
 - B2427 - Query Studio: Build Ad Hoc Reports
 - B2424 - Report Studio: Express authoring Mode

- Instructor Led Training
 - B2458 - Report Studio: Author Professional Reports Fundamentals
 - B2459 - Report Studio: Author Professional Reports Advanced
 - B2452 - Framework Manager: Design Metadata Models
 - B2455 - Administration



Customer Quotes

▪ TCR 2.1 Beta Feedback

- “I’m really jazzed about all the neat improvements”
- “This is what we’ve been waiting for”
- “”BIRT reports works fine with the (Cognos) embedded BIRT engine. This is going to keep lot of customers happy. “
- “Conversion assistant does not handle complex reports. (with JavaScript). This is a minor gripe really as BIRT runtime support is excellent.”

▪ Customer comments at Pulse and SAPM CAC

- "Please tell your management to shelve BIRT and use this (Cognos). This would make my life much simpler."
- "Right now I give my users BIRT reports and ask them to customize it. They are not able to. With this anyone can build a report. We would definitely like to participate in a beta"
- "I don't have time or money to invest in developing BIRT skills. Give me something simpler to use for writing reports. BIRT is difficult"
- "Ever since Cognos was acquired by I have been wondering about the marriage between Tivoli and Cognos. I am glad to see a roadmap taking shape. Please let us know if we can participate in a Beta for this"
- "We already have Cognos and Cognos skills. I am glad to see the Cognos integration"



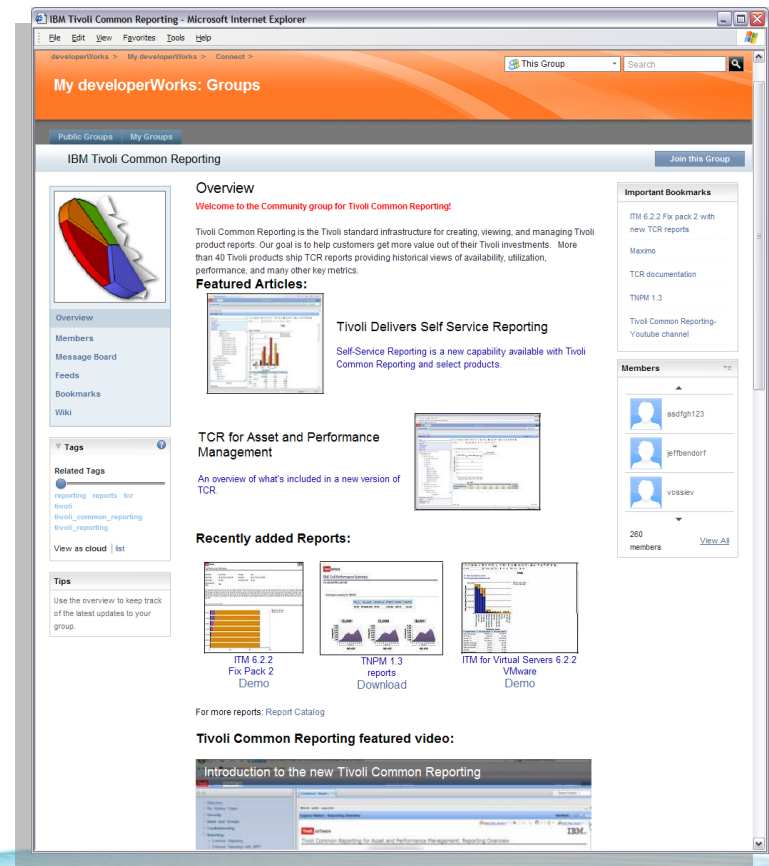
Tivoli Common Reporting – Community News

- Follow TCR news and interact with other users at

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

(or use your search engine to find: *Tivoli Common Reporting*)

- Catalogue of reports to download
- Tips and techniques
- Forums for general and specific help
- Sample style guide for consistent report layout

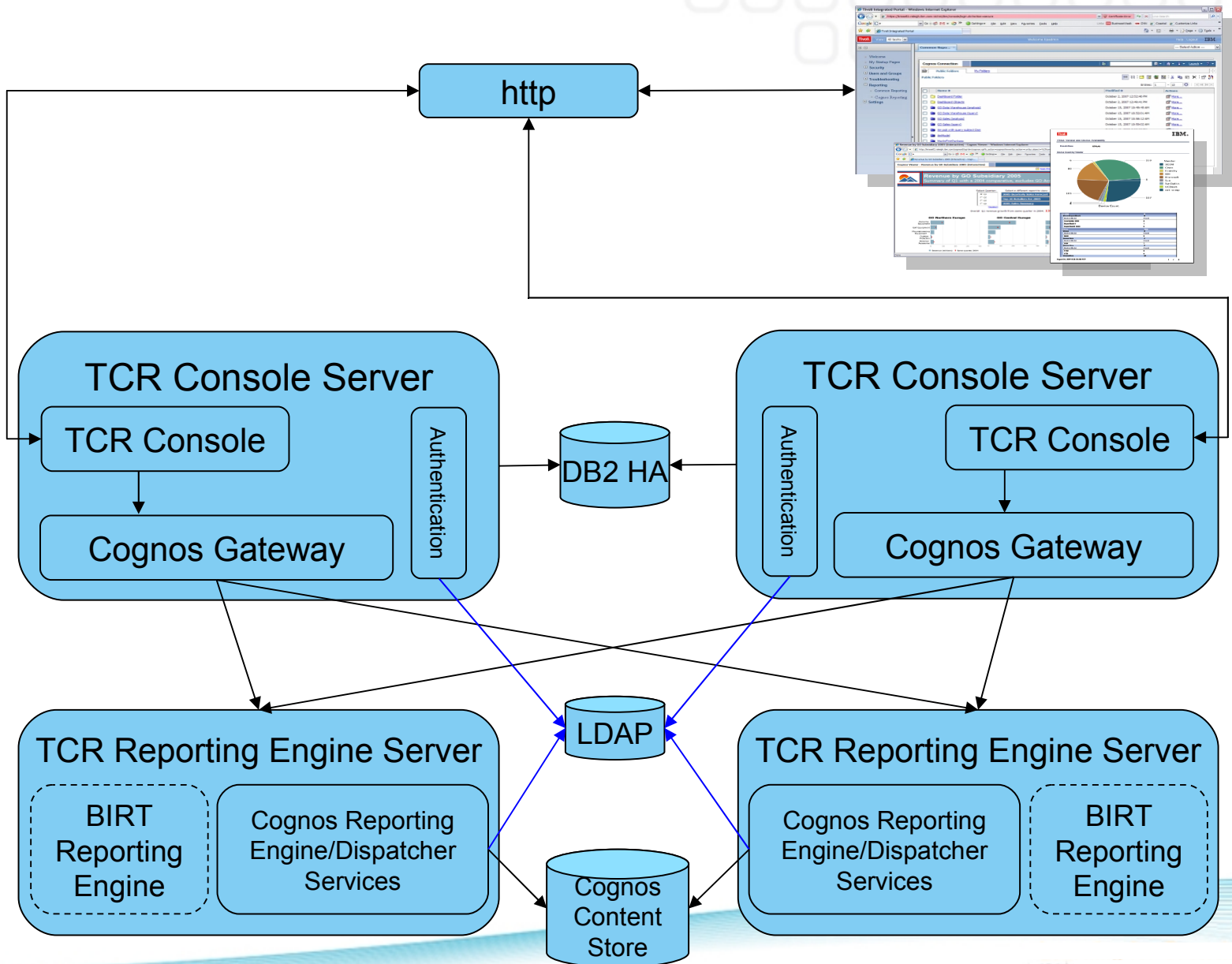




Backup



Tivoli Common Reporting – HA / Failover

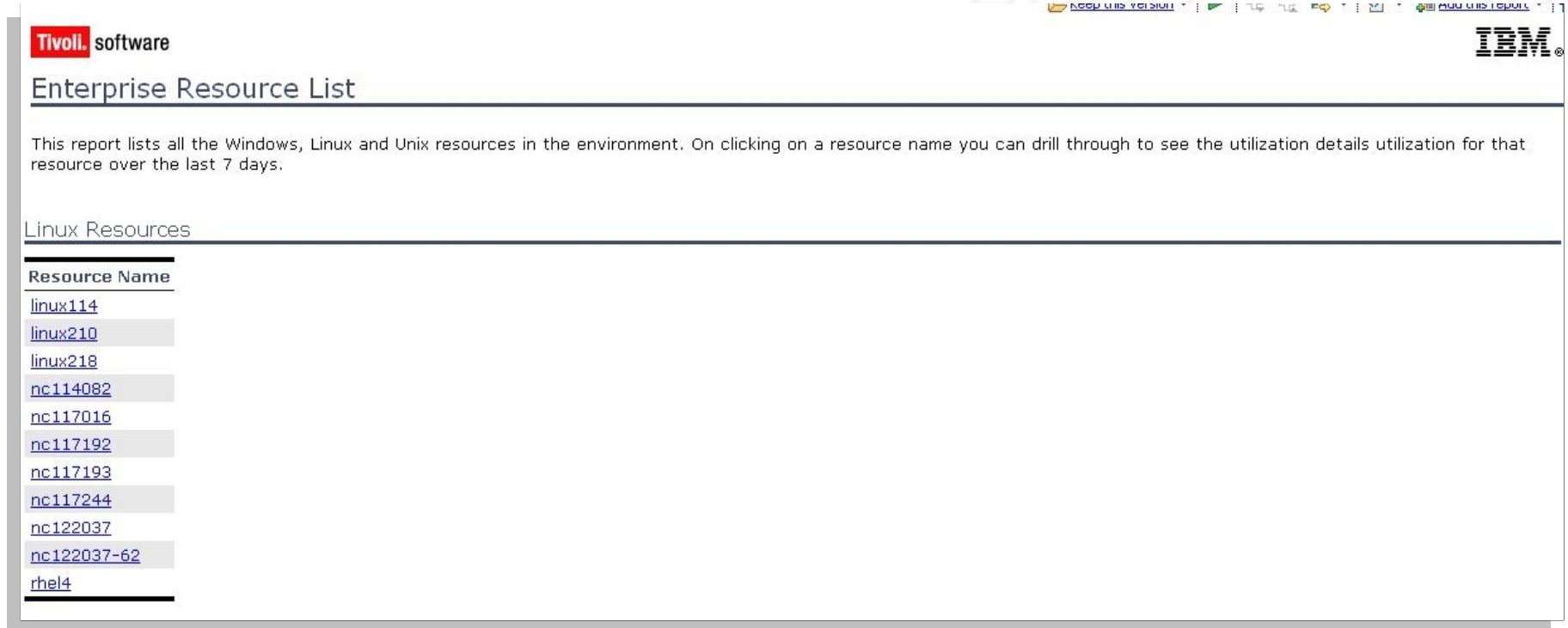




Tivoli Common Reporting Reports for Tivoli Monitoring 6.2.2



Enterprise Resources List



Tivoli software **IBM**

Enterprise Resource List

This report lists all the Windows, Linux and Unix resources in the environment. On clicking on a resource name you can drill through to see the utilization details utilization for that resource over the last 7 days.

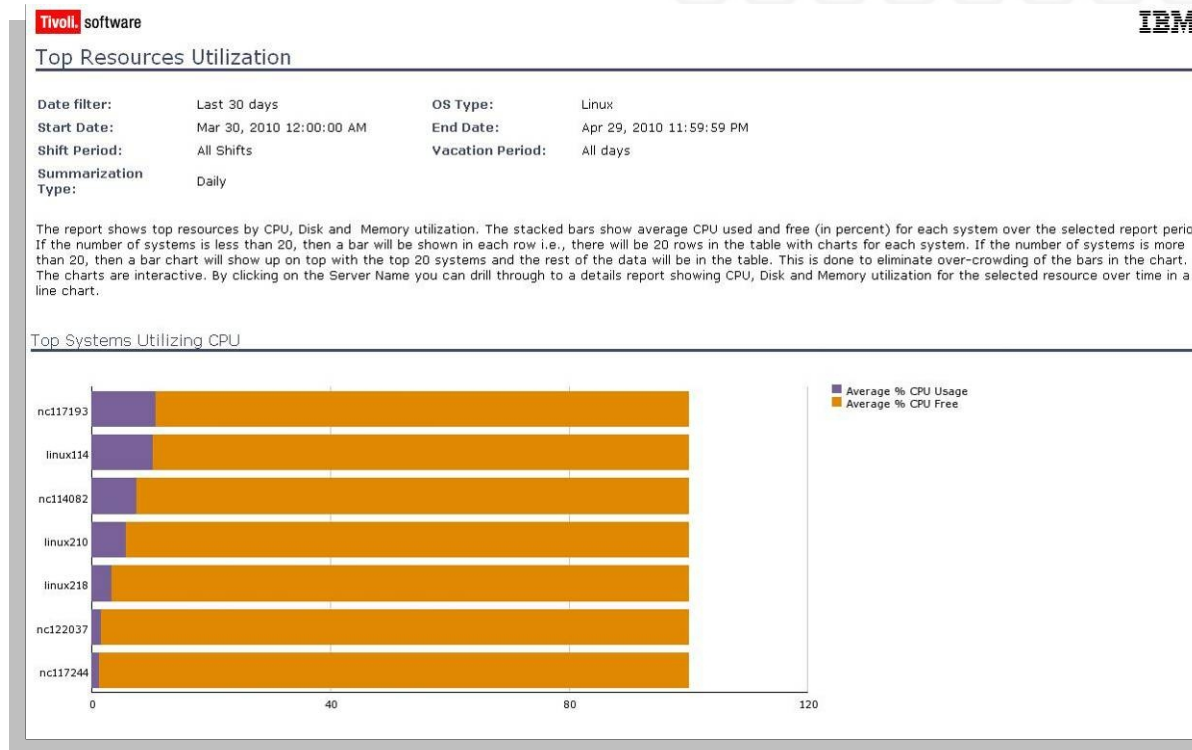
Linux Resources

Resource Name
linux114
linux210
linux218
nc114082
nc117016
nc117192
nc117193
nc117244
nc122037
nc122037-62
rhel4

- This report lists all the Windows, Linux and Unix resources in the environment. On clicking on a resource name you can drill through to see the utilization details utilization for that resource over the last 30 days



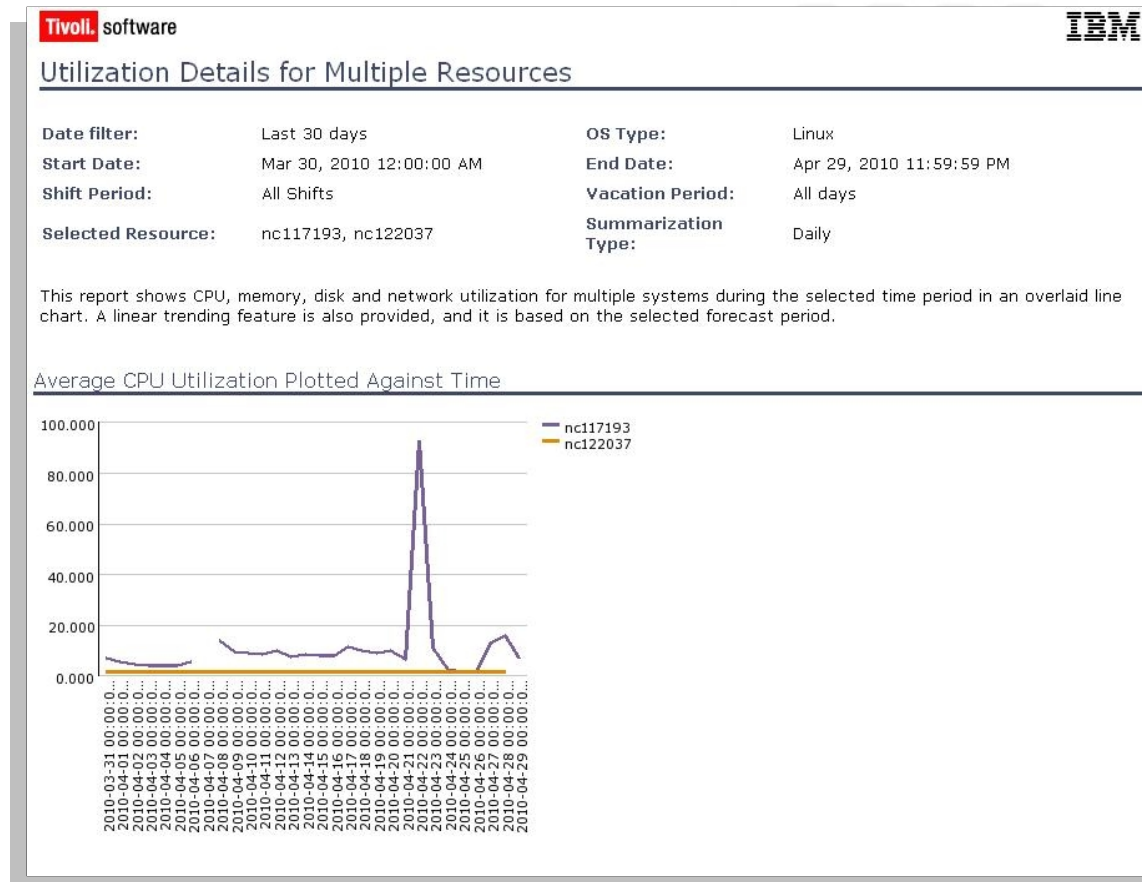
Top Resources Utilization



- This report shows top resources by CPU, Disk and Memory utilization. The stacked bars show average CPU used and free (in percent) for each system over the selected report period. If the number of systems is less than 20, then a bar will be shown in each row i.e., there will be 20 rows in the table with charts for each system. If the number of systems is more than 20, then a bar chart will show up on top with the top 20 systems and the rest of the data will be in the table. This is done to eliminate overcrowding of the bars in the chart



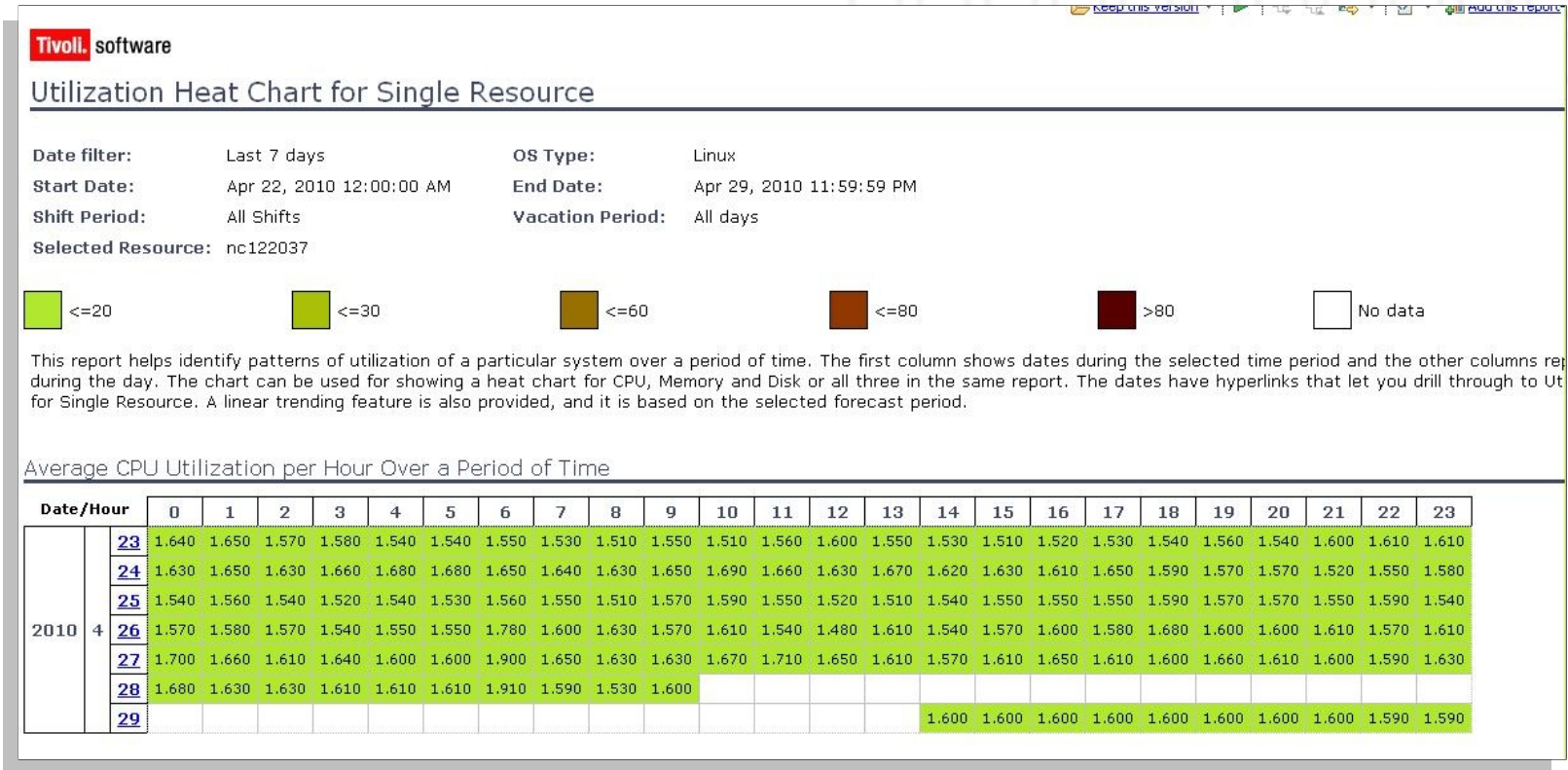
Utilization Details for Multiple Resource



- This report shows CPU, memory, disk and network utilization for multiple systems during the selected time period in an overlaid line chart. A linear trending feature is also provided, and it is based on the selected forecast period



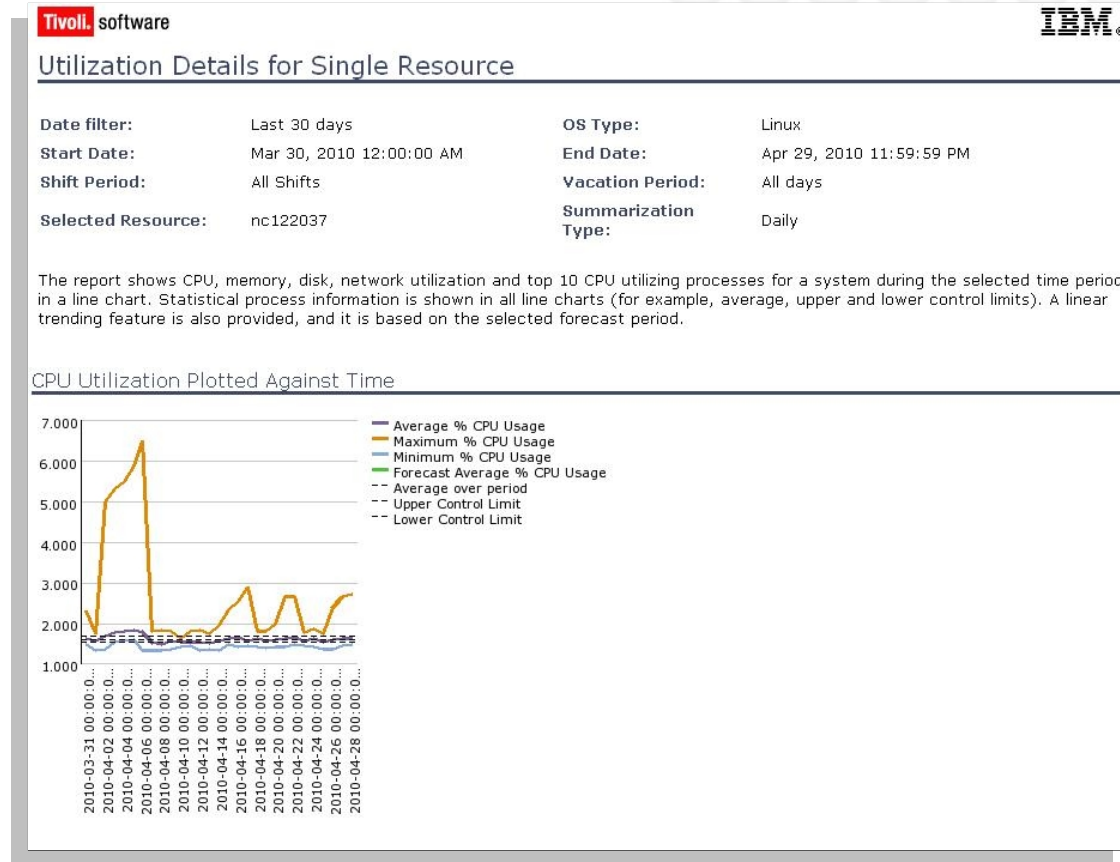
Utilization Heat Chart for Single Resource



- This report helps identify patterns of utilization of a particular system over a period of time. The first column shows dates during the selected time period and the other columns represent hours during the day. The chart can be used for showing a heat chart for CPU, Memory and Disk or all three in the same report. The dates have hyperlinks that let you drill through to Utilization Details for Single Resource. A linear trending feature is also provided, and it is based on the selected forecast period



Utilization Details for Single Resource



- The report shows CPU, memory, disk, network utilization and top 10 CPU utilizing processes for a system during the selected time period in a line chart. Statistical process information is shown in all line charts (for example, average, upper and lower control limits). A linear trending feature is also provided, and it is based on the selected forecast period





Frequently Asked Questions



FAQ

Q Why are you changing the underlying architecture for TCR?

A While TCR has been very successful in providing a lot of out of the box value for our customers, the addition of Cognos to the Tivoli portfolio provides greater capabilities because of the Cognos report engine and its superior reporting capabilities. We elicited feedback from many customers before deciding that this was the best approach to take to create greater value for integrated reporting

Q Will my BIRT reports still work in the new TCR offering?

A Yes, your existing reports will still work. We are including a BIRT engine into the new release of TCR and any BIRT based reports will be identified and dispatched to the BIRT report runner

Q Will the new TCR offering include the full Cognos 8 release?

A No, the release will only include the basic Cognos reporting capabilities, which include Query Studio, Report Studio, Framework Manager, and Report Viewer

Q Will I still be able to build reports in the standalone Eclipse/BIRT designer and add them to my solution?

A Yes, you can still continue to build your reports via the Eclipse/BIRT report designer



FAQ (cont.)

Q Will I be able to build BIRT reports via the TIP UI?

A No, any new reports built via the web-based TIP/TCR Report or Query Studio will be Cognos based definitions

Q What are the difference between TCR Report Studio and Query Studio?

A Report Studio is used to create sophisticated reports and charts with complex prompts and filters. Query Studio is used to create ad hoc queries and simple reports and charts

Q What do I do if I want to change all of my reports over to the new TCR solution?

A We are providing a move assistant which will assist with the conversion process, from BIRT based TCR reports to Cognos based TCR reports. This assistant does not provide a complete conversion and some user intervention is required for each report being converted

Q Will BIRT eventually be deprecated?

A We have no plans to deprecate BIRT at this time.



FAQ (cont.)

Q Why are there different releases of TCR coming out?

A We are releasing a version of TCR for Asset and Performance Management this year as a directed effort to validate the solution and for products which have not previously included the current TCR solution, Tivoli process automation engine (*Tpae*) and Tivoli Netcool Performance Manager (TNPM). In 2010 the new TCR solution will be made available to other Tivoli offerings for incorporation into their respective solutions

Q Will Tivoli products which deploy with the new TCR release come with BIRT or Cognos based reports

A Tivoli Products which deploy with the new TCR release will bundle a set of Cognos based TCR reports and framework model which make use of the new capabilities and functionality. If the Tivoli product was previously released with TCR 1.2 then over time we anticipate the Tivoli products with BIRT based TCR reports to be replaced by Cognos based TCR versions

Q Is the new TCR solution a complete replacement of all existing TCR function?

A The new release of TCR will augment the existing capabilities provided with TCR 1.2. If you have a Tivoli product which incorporates the TCR 1.2 release, the upgrade to the release of that product which has TCR .next will be a clean process



FAQ (cont.)



Q Will the new TCR give me analysis type capabilities?

A No, as this is a free offering, we are only able to provide basic reporting capabilities. If your business needs more advanced BI type functionality, then there is an option to buy an upgrade to the full Cognos 8 BI offering which includes Analysis Studio, Power Cubes, etc.

