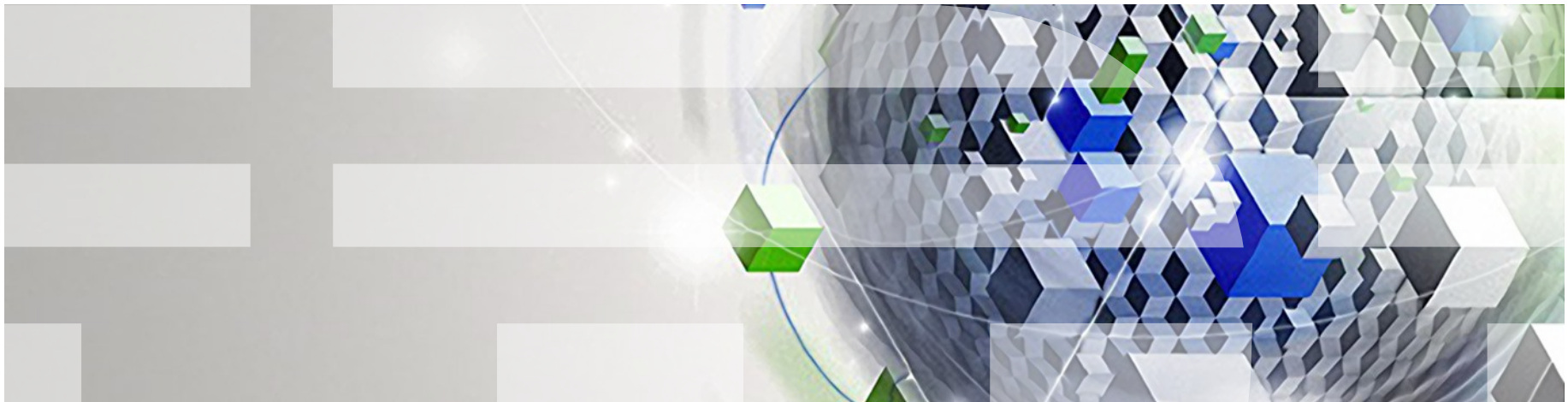


IBM SmartCloud Control Desk

Sep 17, 2012

Vijay Aggarwal (aggarwav@us.ibm.com)

Design Lead
Service Desk, Service Catalog



Legal Disclaimer

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- Performance is based on measurements and projections using standard IBM benchmarks in a controlled environment. The actual throughput or performance that any user will experience will vary depending upon many factors, including considerations such as the amount of multiprogramming in the user's job stream, the I/O configuration, the storage configuration, and the workload processed. Therefore, no assurance can be given that an individual user will achieve results similar to those stated here.

IBM SmartCloud Control Desk – Easier to buy, Easier to Deploy

Multiple Packages

Multiple Delivery Models

SmartCloud Control Desk Service Provider Edition

Support multiple clients

SmartCloud Control Desk

Full ISM Suite with
 Service Request Mgmt
 Service Desk
 Service Catalog
 Change Mgmt
 Configuration Mgmt
 Release Mgmt
 IT Asset Mgmt
 Procurement Mgmt
 License Mgmt

SmartCloud Control Desk Entry Edition

Simple Service Desk
 Inexpensive entry price
 Simplified UI / workflows

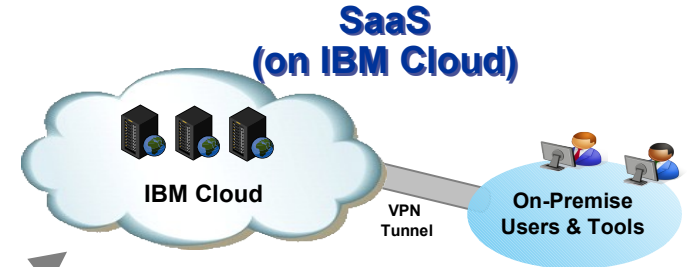


TAMIT 7.2.1

TSRM 7.2.1

CCMDB 7.2.1

Previous product model



Virtual Machine Images

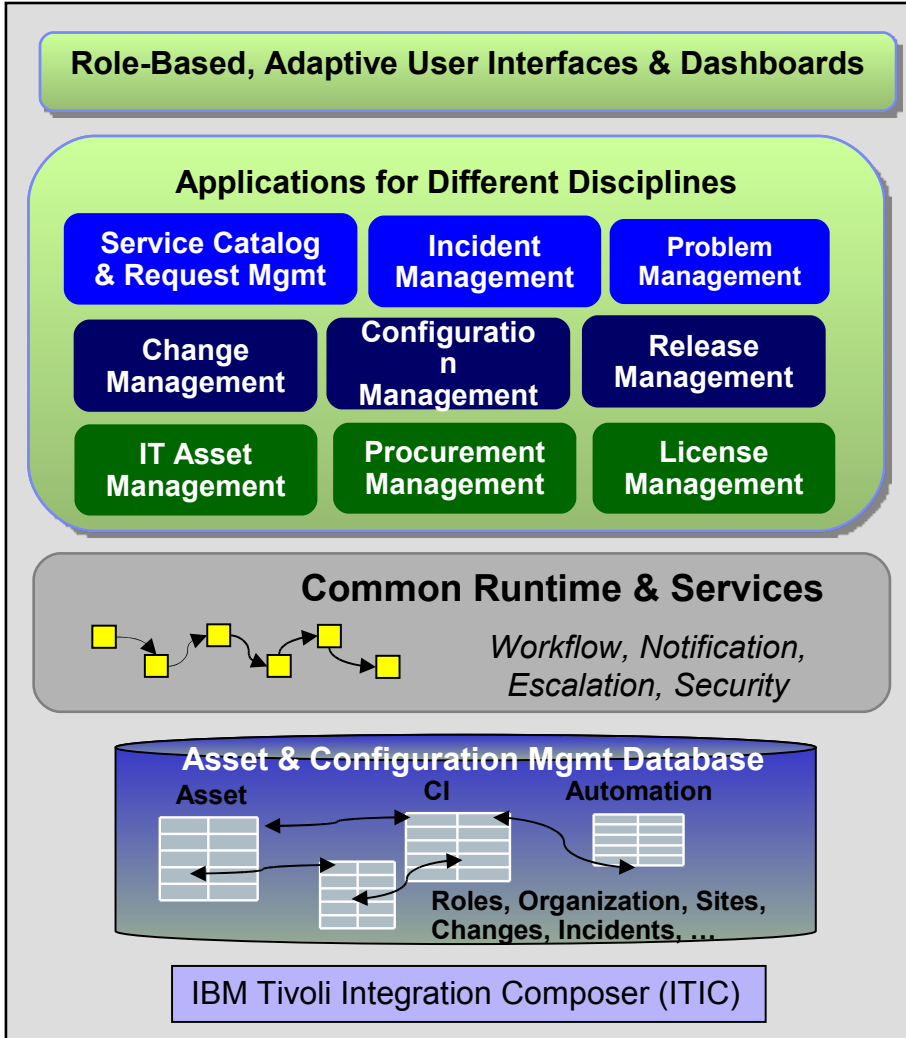
Business Partners Providing SaaS

Customers



Enterprise (custom) Install

IBM SmartCloud Control Desk – Key Enhancements in 7.5



- **Improved user experience**
 - New product-wide Navigation Bar
 - Simplified UIs for apps (Entry / Advanced)
 - In-app view of workflow assignments
 - Improved end-user self service center
 - Offering creation via App Designer
 - CI topology views with swimlanes
 - “Instant Audit” CI Comparison
- **Major functional and performance improvements**
 - New OOB auth CI model (“broad and shallow”)
 - Dramatic ITIC performance improvements
 - Improved runbook automation
 - Support for new license models
 - Asset-CI linkage & automation
- Improved end-to-end process integration
- **DevOps integration** with Rational tools using OSLC
- Simpler integrated install
- Faster to deploy (includes SaaS / VM image)
- Easier to maintain – single maintenance stream
- Extensive Out-of-the-box content for quick TTV
- Mobile (smartphone) support
 - Blackberry, iOS, Android

Usability Enhancements

Improving intuitiveness and navigation for new users

- Introducing a system-wide nav bar.
- Frequent tasks – from the toolbar items specified by the app
- Other tasks – from the select action menu.
- System properties to turn nav bar on or off – e.g. for upgrade customers who don't want new UI look
- Changes to tab group – to only show list information initially when landing in app (and not the details tabs)

The screenshot shows the IBM Cognos Users management interface. The top navigation bar includes 'Users', 'Bulletins: (1)', 'Reports', 'Profile', 'Sign Out', and 'Help'. The left sidebar contains 'Available Queries' (All Records, All Bookmarks, Users with the Status 'BLOCKED'), 'Frequent Tasks' (New User, Change Status, Create KPI, Create Report), and 'Other Tasks' (Change Status, Set Security Profile, Security Controls, Manage Sessions, Manage Blocked IP Addresses, Run Reports, Cognos Reporting). The main content area displays a table of users with the following columns: User, Person, First Name, Last Name, Display Name, Status, and Type. The table shows 20 records, with the first row being ADAMS, ADAMS, Hank, Adams, Hank Adams, ACTIVE, TYPE 1. A toolbar above the table includes 'Advanced Search', 'Save Query', and 'Bookmarks'. A status bar at the bottom of the table indicates '1 - 20 of 165' records.

User	Person	First Name	Last Name	Display Name	Status	Type
ADAMS	ADAMS	Hank	Adams	Hank Adams	ACTIVE	TYPE 1
AMAN	AMAN	Aman	White	Aman White	ACTIVE	TYPE 1
AMANDAG	AMANDAG	Amanda	I. Gilhooly	Amanda I. Gilhooly	ACTIVE	TYPE 1
AURELIOG	AURELIOG	Aurelio	Gottschalk Jones	Aurelio Gottschalk Jones	ACTIVE	TYPE 1
BENJAMINW	BENJAMINW	Benjamin	M. Wright	Benjamin M. Wright	ACTIVE	TYPE 1
BERNARDJK	BERNARDJK	Bernard	J. Kimmel	Bernard J. Kimmel	ACTIVE	TYPE 1
BERNITAR	BERNITAR	Bernita	Rogers	Bernita Rogers	ACTIVE	TYPE 1
BETHUNE	BETHUNE	Dave	Bethune	Dave Bethune	ACTIVE	TYPE 1
BILLIEKC	BILLIEKC	Billie	K. Cordero	Billie K. Cordero	ACTIVE	TYPE 1
BOUDREAU	BOUDREAU	Jane	Boudreau	Jane Boudreau	ACTIVE	TYPE 1
BPILLA	BPILLA	Bob	Pilla	Bob Pillance	ACTIVE	TYPE 1
BRIANBM	BRIANBM	Brian	B. Mccarver	Brian B. Mccarver	ACTIVE	TYPE 1
BRUCEC	BRUCEC	Bruce	Chapman	Bruce Chapman	ACTIVE	TYPE 1
CALCOTT	CALCOTT	Steve	Calcott	Steve Calcott	ACTIVE	TYPE 1

Selecting a record and going into the record

- List tab no longer present in the tab group.
- Only record details tabs are viewable.
- Bread-crum to show the specific record.
- Label – description rendering approach modified to reduce risk of horizontal scrolling.

The screenshot displays the IBM Users management interface. The main content area shows the user details for 'ADAMS'. The 'Status' field is highlighted with a purple oval and contains the value 'ACTIVE'. The 'Type' field contains 'TYPE 1'. The interface includes a left sidebar with 'Available Queries' and 'Frequent Tasks', a top navigation bar with 'Users', and a main content area with tabs for 'User', 'Groups', and 'Security Profile'. The 'User' tab is active, showing 'Login Information' and 'Personal' details. The 'Login Information' section includes fields for 'User Name' (adams) and a 'Set Password' button. The 'Personal' section includes fields for 'Person' (ADAMS), 'Status' (ACTIVE), 'First Name' (Hank), 'Last Name' (Adams), 'Display Name' (Hank Adams), 'Primary Phone' (781-335-9267), 'Primary E-mail' (hanky14@hotmail.com), 'Address' (100 Bedford Road), 'City' (Burlington), 'State/Province' (MA), 'ZIP/Postal Code' (01730), and 'Country' (USA). The 'User Settings' section at the bottom includes fields for 'Default Insert Site' (BEDFORD), 'Storeroom Site for Self-Service Requisitions', 'Default Storeroom for Self-Service Requisitions', 'Password Expiration Date', and checkboxes for 'Use Default Insert Site as a Display Filter?', 'System Account?', 'Can Access Inactive Sites?', and 'Use Screen Reader?'.

Header changes – Home button and Apps buttons

- Home button is the new Start Center link
- GOTO menu moved to the left – still is an overlay menu

The screenshot displays the IBM iSeries Users management interface. The top navigation bar includes 'Users', 'Bulletins: (1)', 'Reports', 'Profile', 'Sign Out', and 'Help'. A 'Go To Menu' is visible on the left side. The main content area shows the 'User' tab selected, displaying details for user 'ADAMS'. The 'Login Information' section includes a 'Set Password' button. The 'Personal' section contains fields for Person, Display Name, Address, Primary Phone, Primary E-mail, Workflow Delegate, Supervisor, Status, and Memo. The 'User Settings' section includes fields for Default Insert Site, Storeroom Site for Self-Service Requisitions, Default Storeroom for Self-Service Requisitions, Password Expiration Date, and checkboxes for 'Use Default Insert Site as a Display Filter?', 'System Account?', 'Can Access Inactive Sites?', and 'Use Screen Reader?'.

Simplified Specification Attribute Display

Service Requests - Mozilla Firefox

http://vmismauto27.tivlab.austin.ibm.com/maximo/ui/?event=loadapp&value=sr&uisessionid=35

Summary: Build New Server

Offering: PMSC_2020A >> Build New Server

Asset: >>

Location: >>

Configuration Item: >>

Class Description: Composite Services

Quantity: 1

Service Group: IT >>

Service: SRVDEPLY >>

Site: PMSCRTP

Work Logs: 0 - 0 of 0

Record	Class	Created By	Date	Type	Summary
...No rows to display...					

Specifications: 1 - 8 of 8

Attribute	Description	Value	Unit of Measure
HOSTNAME	Host Name	BVT	
IPADDR	IP Address	1.2.3.4	
NETZONE	Network Zone		
OS	Operation System		
RELDATE	Expected Release Date	Tomorrow	
IDACCESS	User IDs and Access Requirement		
PROJNAME	Project Name	Automation	
CONTACT	Project Contact	Nithin	

Single column for Value

Waiting for vmismauto27.tivlab.austin.ibm.com...

Rich Text – Long description and Communication templates

The screenshot displays the 'Work Order Tracking' application interface. A 'Long Description' dialog box is open, showing the following content:

Relocate Guard Rails Around Compressor

Font: sans-serif | Size: medium | Format: Heading

The current guard location interferes with

- Pressure gauge
- Drain valve

Please refer to the [compressor owner's manual](#) for technical drawings and measurements.

Buttons: Reset, Clear, OK, Cancel

The background application shows a sidebar with 'Job Details' and a main area with a search bar and a list of work orders. The work order details visible include: Work Order: 1000, Location: BR300, Asset: 11300, Configuration Item: [empty], Parent WO: [empty], Classification: [empty], Class Description: [empty], Launch Entry Name: [empty].

New Calendar

Scheduling Information

Target Start:

Target Finish: Actua

Scheduled Start: 26 27 28 29 30 1 2 Actua

Scheduled Finish: 10 11 12 13 14 15 16 * D

Start No Earlier Than: 17 18 19 20 21 22 23 Time Rer

Finish No Later Than: 24 25 26 27 28 29 30 Predec

2009 2010 2011 Include Tasks in Scl

OK Cancel

Responsibility

Reported By: WILSON >>

Reported Date: 10/18/10 6:53 PM

On Behalf Of: >>

Done

New calendar control offers faster response to clicks because it does not make round trips to the server.

Typeahead Searching for Simple Domains

Service Requests - Mozilla Firefox

http://smauto3.tivlab.austin.ibm.com/maximo/ui/?event=loadapp&value=sr&uisessionid=123

Service Requests

Find: Select Action

Service Request: 1002 Owner: Owner Group: Status: NEW Attachments

Source: Created By: PMINCADMUS

User Information

Reported By: PMSCSRUUSF Affected Person: PMSCSRUUSF

Name: Service Requisition User Name: Service Requisition User

Phone: 512-341-2086 Phone: 512-341-2086

E-mail: pmcsruusr@ibm.com E-mail: pmcsruusr@ibm.com

Service Request Details

Summary: Summary : BVT 2238

Classification: Classification Path: Class Description:

Virtualized? GL Account: Service Group: Service: Vendor:

Indicated Priority: Reported Priority: Impact:

Configuring Typeahead

Problem: It difficult to remember asset numbers. Although the description is easy to remember, using a lookup dialog is slow.

Solution: You can configure autofill properties so that one or more fields from a table domain can be used with typeahead completion.

Make it easier & simpler for IT Staff to create SR, Incidents

The screenshot displays the IBM Service Requests application interface. The main window is titled "Service Requests" and features a navigation pane on the left with sections for "Go To Applications", "Available Queries", "Frequent Tasks", and "Other Tasks". The "Available Queries" section includes filters like "All Records", "All Bookmarks", and "Changed Service Request in last 24 hours". The "Frequent Tasks" section includes "New Service Request", "Change Status", "Select Owner", "Take Ownership", "Create KPI", "Service Request in queue", "Service Request in progress", "Pending Service Request", and "Resolve Service Request". The "Other Tasks" section includes "Change Status", "Select Owner", "Take Ownership", "Attachment Library/Folders", "Run Reports", and "Cognos Reporting".

The main content area shows a table with columns for "Service Request" and "Summary". A "Create New Service Request" dialog box is open in the foreground, containing the following sections:

- User Information:**
 - Service Request:
 - Affected Person: >>
 - Name: >>
 - Phone: 🔍
 - E-mail: ✉️
- Service Request Details:**
 - Summary: 📄
 - Details:
 - Reported Priority: 🔍
 - Service Request Type: 🔍

At the bottom of the dialog box are "Submit Now" and "Cancel" buttons.

Help and Logging Enhancements

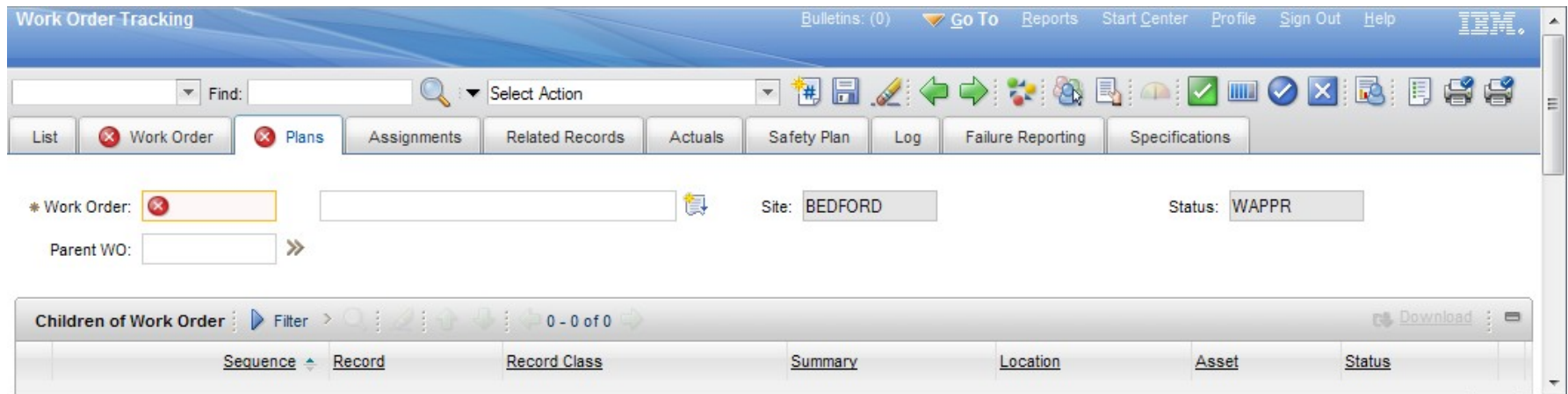
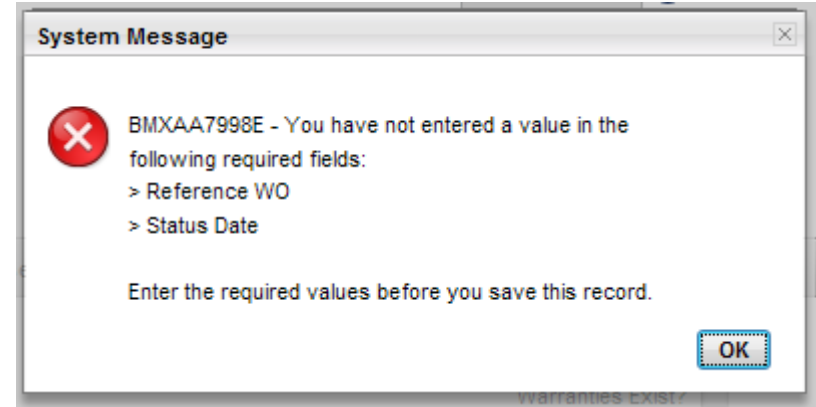


HELP Feature Improvements	Benefit
<i>Technical content of the product is now in one information center and installed on the customer network</i>	<i>Permits better access to a more complete library of information.</i>
<i>A single search for all products</i>	<i>All help for all Service Management products available in one place!</i>
<i>Information content improvements made to complex areas of product</i>	<i>Included links to relevant topics for more information. Accomplish your work while you stay in the product. Search with highlighting. Print one Help topic or a group</i>

LOGGING Improved	Benefit
<i>Property added to allow for English logging regardless of base language</i>	<i>This is to allow IBM Support to quickly identify problems.</i>
<i>Enhancements to the level of detail provided with (BIRT) Reporting engine logging</i>	
<i>Report created that shows error messages and describes how customers can resolve the problem themselves</i>	
<i>Reporting error message report made more accessible</i>	

Required field identification on save

- Dialog lists all missing values
 - Note that labels now match the field label even if a custom label was specified in the presentation
- Tab with error that is not current tab
 - “Status Date” is on the Work Order tab

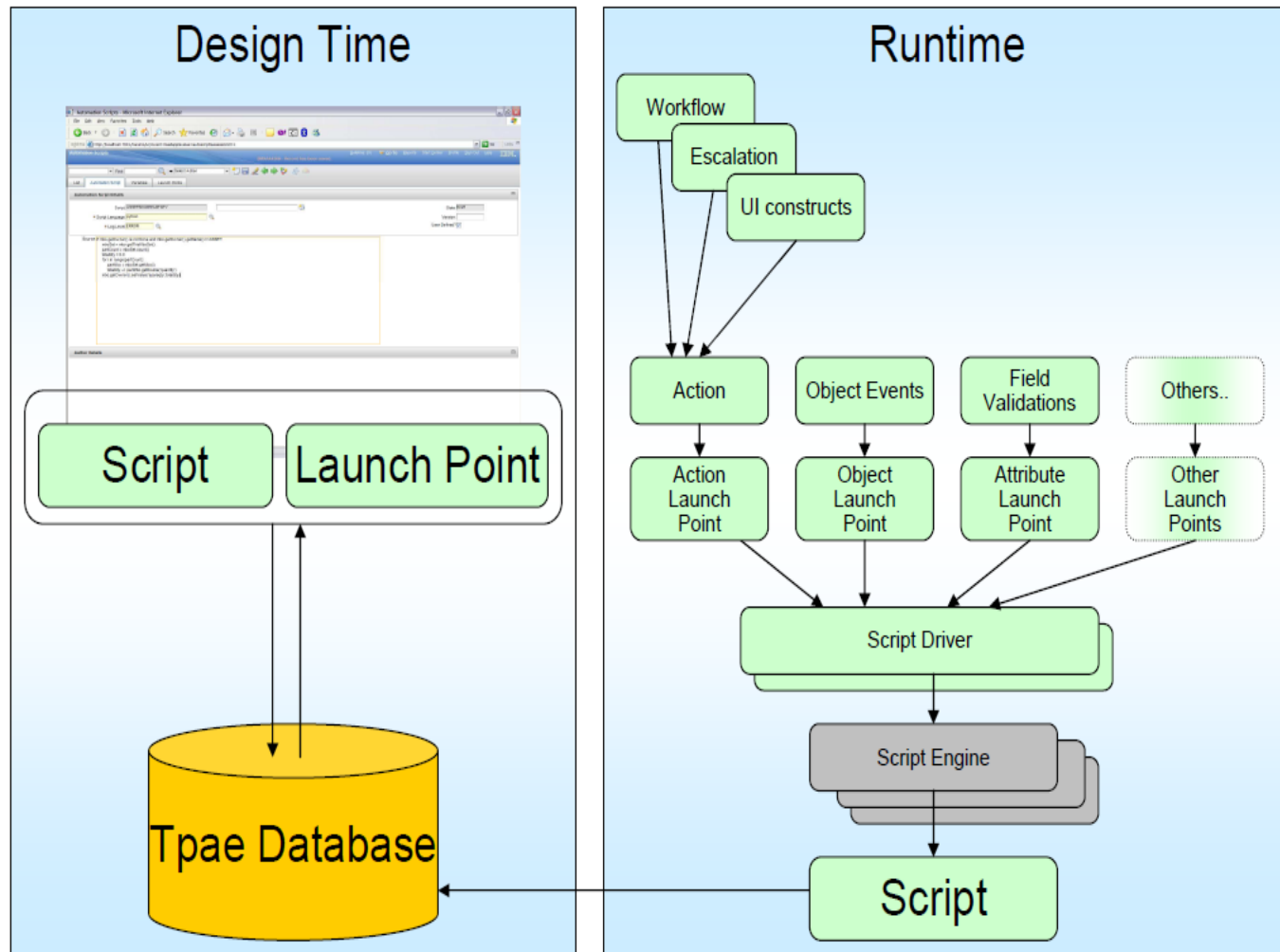


Advanced Configuration - Scripting Support

Advanced Configuration features

- Benefits of scripting vs Java customization
 - No need to set up a development environment
 - No need to rebuild EAR file
 - No need to restart the system
- Wizards to create launch points
 - Execute scripts conditionally (based on criteria)
 - Execute scripts during field validations
 - Execute scripts in the context of workflow/escalation actions
 - Workflow conditions and conditional expressions can be enabled
- Declare input and output variables
- Bind variables to MBO attributes, system properties, MAXVARs or literals
- Import existing script files created externally into application
- Promote scripts and launch points from development to production with Migration Manager

Scripting architecture in 7.5



Job Plan Revisioning

Job Plan Revisioning – optional system setting to enforce tracking of JP revisions/revision history-in but needs to be enabled

The screenshot shows the IBM Job Plans application interface. A red circle highlights the 'Job Plan: JP11220' and 'Revision: 1' fields. A 'View Revision History' dialog box is open, displaying a table of revisions and a table of job tasks.

View Revision History

Revision Number	Status	Changed By	Changed Date	Revison Comments
1	ACTIVE	WILSON	7/12/10 4:40 PM	added another task
0	REVISED	WILSON	7/12/10 4:40 PM	

Sequence	Task	Revision	Revision Status	Description	Duration	Meter
90		1	ADDED	Inspect for final sign off	0:00	

Job Plan Tasks

Sequence	Task	Description	Nested Job Plan	Duration	Meter
10	Follow electrical safety procedure.			0:00	
20	Check panel for overheating connections.			0:00	
30	Check for loose terminals, faulty wire insulation			0:00	
40	Check ground connections.			0:00	

Import/Export Enhancements

Application Level Import/Export

- Customers can easily import and export data from any Maximo application
- User can import bulk records
- User can export a result set of records, make a series of quick changes within excel, xml, etc. and then import back to Maximo

Feature	Benefit
<i>Import and Export data from any Maximo application</i>	Allows customers to make changes very quickly to a series of records. Formerly had to perform this task “record by record” (i.e. bulk change to asset records)
<i>May be enabled for any Maximo application</i>	Customers may selectively make these tool bar buttons available to appropriate user roles or groups
<i>User can import bulk records</i>	A customer may bring a new business unit online much more quickly (i.e. importing asset records for new business unit)

Application Level Import/Export

The screenshot shows the IBM application interface with a data table and a 'Data Export' dialog box. The table has columns for Location, Loop Location, Parent, Rotating Item, and Is M&TE. The 'Data Export' dialog box is open, showing the following configuration:

- Object Structure: TESTASSET
- Search: test
- Selected to Export: 48
- Export limit: 100
- Export Configuration:
 - XML File
 - Operation: Sync
 - Flat File:
 - Delimiter: .
 - * Text Qualifier: "

Improving Response Time: Asynchronous Validation

The Problem – Performance Perception

- Tabbing from field to field in TPAE 5, 6 and 7.1 causes validation to occur
- The validation requires a round-trip between browser and server
- The TSRM user cannot move to the next field until the validation happens
 - Result: The system feels slow, and the user may enter data in the next field and then lose it if they don't realize that validation is occurring for the previous field

The Solution: Asynchronous Validation

- Allow the user to move at his/her own pace through the system/tab through fields and enter data without being constrained by the speed of the server round-trip
- Validation happens in the background
 - Instead of forcing the user to wait for a server response, show any warnings or errors via icon in the UI so that the user can go back and address the problem when he is ready
- Keep the database clean by not allowing the user to save if there are any unresolved errors: present a message if user tries to save with unresolved errors

Asynchronous Validation: I can enter data at my own pace, and address errors and warnings when I want to

List ✖ Work Order Plans Assignments Related Records Actuals Safety Plan Log Data Sheet

Work Order: Site:

Parent WO:

Children of Work Order 1116 Filter > 0 - 0 of 0

Sequence	Record	Record Class	Summary
...No rows to display...			

Tasks for Work Order 1116 Filter >

Sequence	Task	Summary
▶ 1	10	this is plan 1
▶ 2	20	this is plan 2

Work Order:

Parent WO:

Children of Work Order 1116

You entered: d

BMXAA4566E - Parent WO D is not a valid parent work order.

Click "Edit My Value" to change the value you entered or "Go Back" to the value that was there before.

Self Service Center and Service Catalog Enhancements

Improve the “Self Service Center” for End Users

The screenshot shows the Self Service Center interface. A red box highlights the 'Report an Issue' and 'Request a new Service' options in the main navigation area. Another red box highlights the 'My Assets' pod, which includes a progress bar and a list of current assets.

New navigational hierarchy showing (updated) ticket templates
(similar to catalog offerings)

New “My Assets” pod

Pop-up dialog showing asset information

Asset Number	Serial	Description	Status	Location	Refresh Date	Planned Refresh Date	Primary	User	Custodian
NEW6		this asset has a really really really long name. what will happen when it displays in the asset pod	SEALED		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
NEW3	KL-23904	New asset 3	SEALED		...	12/30/2011 2:00 AM	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
MYLAPTOP		I4e	NOT READY		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
AMY1	XXXX-YYXT	my asset	NOT READY		...	10/26/2011 2:00 AM	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>


“Show All My Assets”

Self-Service Center Enhancements

- Manage assigned Assets – ensures that assets have correct ownership
- Self-service users can skip Start Centers and go directly to the Self-Service Center application when they log in, or log in a second time after log out.
- More effective search on offerings – results are ranked by quality of match
- While “Reporting” an issue, user can browse and select common types of issues. For example, “password reset”, “network issue”, “computer not working”, etc. This feature helps in ensuring that requests do not get routed to the wrong group.
- Users can save contents of cart as “Cart Templates” and re-order for one or more users.
- Self-service Center has more configurability.
 - Customers can hide the menu elements in the “Navigation Pod” (e.g., “Report an issue”, “Help me fix an issue”, etc.)
 - Customer can add more menu elements, e.g.:
 - Add a URL
 - Add a link to another Maximo application
 - Add a link to another Maximo dialog


Support for Tables in an Offering


Building Access






Offering:

Description:

* Requested For: 









[Attachments](#) 





* Start Date:  * End Date: 

* Employee Name: * Requested For: 

Employee Serial Number:

Add Buildings

Filter >      1 - 2 of 2  [Download](#)  

Building Number	Description	Access Type	
 AUS 101		AUS Level1	
 RTP 500		Complete	

32

C. J. Paul – Mar 2, 2012

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Support for Cart Templates

Self Service Center - Mozilla Firefox

File Edit View History Bookmarks Tools Help

http://tsrmvcell32.tivlab.raleigh.ibm.com:9080/maximo/ui/?event=loadapp&value=srmsscrt&uisessionid=51

Most Visited Getting Started Latest Headlines IBM

Self Service Center

Self Service Center

Bulletins: (0) Go To Reports Start Center Profile Sign Out Help

Home Search Results

Building Access - Custom MBO as Tabular Data

Submit this offering to... Specify the user, start details.

Building Access - Custom MBO Attributes

My News
Recent Activity
No recent activity
View My News...

New (3) Total (4)

Approved by Line Manager
New
New
New
Show All My Requests...

Self Service Shopping Cart

Click 'Save and Close' to save the changes and close the dialog. Click 'Cancel' to undo the recent changes on 'Requested For' and 'Description' but not the changes which have been committed.

Cart 1046 for Service Requisition User

Description: PMSCSRUUSR:2011-09-25T21:50:44

Items in Cart

Previous 1 - 1 of 1 Next

Offering	Service Request	Requested For	Reported Date
Building Access - Custom MBO as Tabular Data	<input checked="" type="checkbox"/> 1097	PMSCSRUUSR	9/25/11 22:05:35

Submit Create Template Update Template Add Template to Cart Empty Cart Save and Close Cancel

Catalog Offering App Enhancements: Preview Dialog

Offering Information

Offering: PMSC_2007A * Add Database To Server Preview Dialog

* Classification: PMSC_SSM \ PMSC_DS

Classification Description: DB Subsystem Support

Offering Presentation

Specify whether this Offering will use the default dialog

* Presentation Type: Default Preser

Specifications

Filter > 1 - 6 of 6

Attribute

- ▶ RACKLOC
- ▶ SERVMNAME
- ▶ IPADDR
- ▶ DBTYPE
- ▶ DBOPTION
- ▶ ACCCONTR

Presentation

Filter >

Attribute	Sequence	Mandatory?	Hidden?	Read Only?	Checkbox?	Calendar?	Multiline?	Exclude From Template?	Validation
▶ RACKLOC	1	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
▶ SERVMNAME	2	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
▶ IPADDR	3	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
▶ DBTYPE	4	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Add Database To Server

Offering: PMSC_2007A Add Database To Server

Description:

Requested For:

Rack Location:

Service Name:

IP Address:

Database type:

Database options:

Access Control:

Service Catalog Enhancements – Ease of Creating Offerings

- Enhancements to Default Dialogs
 - Hover help on attributes
 - Attribute ordering
 - Support for checkbox, dates and textbox

- Preview Offering Dialog from Offerings application – reduces number of clicks

- No need to write Presentation XML by hand
 - Provides ability to edit custom dialogs in App Designer
 - No need to modify library.xml for offering dialogs

- Offerings can store data in a MBO (instead of Specification Attributes)
 - This can provide the full power of MBOs for offerings, including conditional UIs.

Support for Creating Work Orders and Change

Offerings - Mozilla Firefox

File Edit View History Bookmarks Tools Help

http://tsrmvcell32.tivlab.raleigh.ibm.com:9080/maximo/ui/?event=loadapp&vvalue=pmscoffer&uisessionid=49

Most Visited Getting Started Latest Headlines IBM

Offerings

List Offering Specifications

Offering: PMSC_2021A Build New Server with Middleware Attachments

Item Set: PMSCS1 Status: ACTIVE

Offering Type: Service Reque Shipping Info Required?

Service Group: IT Display Initially?

Service: SRVDEPLY Offering Uses Quantity?

Classification: PMSC_C Keywords:

Classification Description: Composite Services Service Desk Offering?

Frequent Request?

Click image to enlarge

Validation Scripts

Optionally select the scripts that are run throughout the ordering process. The prepopulation script is run before the Offering dialog is displayed. The add to cart script is run when the Offering is added to the cart. The submit cart script is run when the cart is submitted.

Prepopulation Script: PREPOPUSER Add to Cart Script: ADDTOCART Submit Cart Script:

Service Request Processing

The default workflow controls the approval and fulfillment processes. Choose the processes for line and fulfillment manager approvals. If desired, specify the options for fulfillment and copying data.

Workflow	Line Manager Approval	Fulfillment Manager Approval	Fulfillment Options	Copy Options
Type: Default	Preapproved? <input type="checkbox"/> Default Workflow? <input checked="" type="checkbox"/> Workflow: <input type="text"/>	Preapproved? <input checked="" type="checkbox"/> Default Workflow? <input type="checkbox"/> Workflow: <input type="text"/>	Ticket Template: PMSC_0021T Create Standard Work Order? <input type="checkbox"/> Create Change Work Order? <input type="checkbox"/> Job Plan: <input type="text"/>	Copy SR Specification to Work Order? <input type="checkbox"/> Copy SR Attributes to Work Order? <input type="checkbox"/> Copy SR Attributes to Work Order and Tasks? <input type="checkbox"/>

Done

CI Enhancements

Swim Lane views to make CI topologies easier to understand

The screenshot displays the IBM Configuration Items (CI) tool interface. At the top, there's a navigation bar with 'Configuration Items' and various utility icons. Below it, a search bar and a 'Select Action' dropdown are visible. The main area shows a swim lane view for Configuration Item Number: RUTLAND.TVLAB.AUSTIN.IBM.COM~221. The lanes are:

- Applications:** Contains 'NEWS FEED SERVICE'.
- Application Servers:** Contains 'WebSphere'.
- Database Servers:** Contains multiple instances of 'Oracle' and 'Microsoft SQL'.
- Computer Systems:** Contains 'Windows'.

 Lines connect these components, showing their relationships. On the right, a sidebar provides an 'Overview' of the topology, a 'Filter' with a 'Breadth' of 4, and a list of 'Classifications' including CI.ORACLEDATABASE, CI.SQL SERVERDATABASE, etc. At the bottom, there are radio buttons for 'Business View' (selected) and 'Detail View'.

- Configurable Lanes
- Configurable Colors / lane
- Configurable Grouping of Classifications / lane

Simplified CI Views & “Instant Audit”

- Simplified CI views showing summary information
- For every CI – Authorized CI attributes and Actual CI attributes are displayed side-by-side enabling “Instant Audit”.
- Differences are highlighted in red – to allow quick visual identification of differences.

Configuration Items - Windows Internet Explorer provided by IBM

http://foundation25.tivlab.raleigh.ibm.com/maximo/ui/?event=loadapp&value=ci&sessionid=3

Primary Customer: Business Impact: Change Number:

Specifications: Filter > 1 - 10 of 14

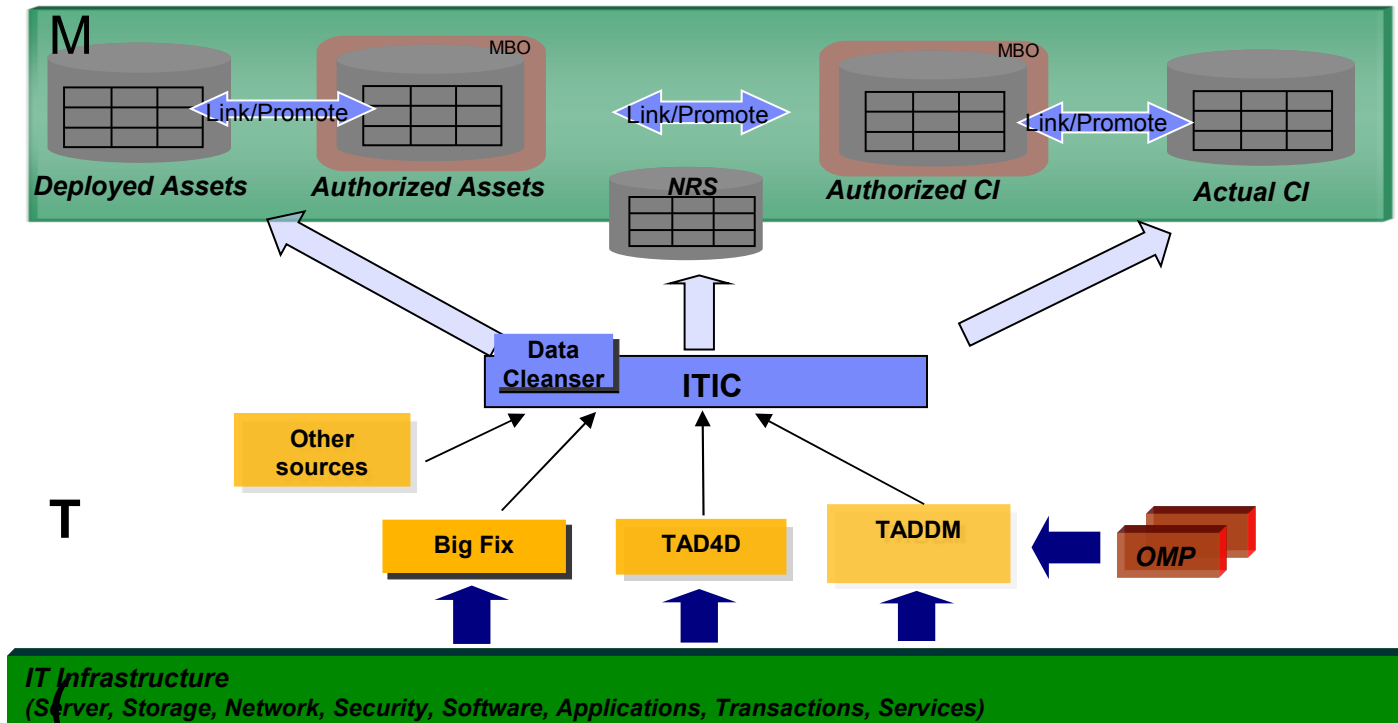
Attribute	Value	Actual Value	Unit of Measure	Match
COMPUTERSYSTEM_NAME	LBJ	LBJ_NEDIMYER		GLOBAL
COMPUTERSYSTEM_SIGNATURE	9.48.141.210(00145EFD7854)	9.48.141.210(00145EFD7854)		GLOBAL
COMPUTERSYSTEM_MANUFACTURER	IBM	IBM		GLOBAL
COMPUTERSYSTEM_ARCHITECTURE	Intel	Intel		GLOBAL
COMPUTERSYSTEM_FQDN	lbj.tivlab.austin.ibm.com	lbj_nedimyer.tivlab.austin.ibm.com		GLOBAL
COMPUTERSYSTEM_CPUPYTYPE	Intel(R) Xeon(TM) CPU 3.00GHz	Intel(R) Xeon(TM) CPU 3.00GHz		GLOBAL
COMPUTERSYSTEM_TYPE	ComputerSystem	ComputerSystem		GLOBAL
COMPUTERSYSTEM_UUID	91924A59-8625-3272-9067-9D18C6C7AFDC	91924A59-8625-3272-9067-9D18C6C7AFDC		GLOBAL
COMPUTERSYSTEM_SERIALNUMBER	KQPWLA4	KQPWLA4		GLOBAL
COMPUTERSYSTEM_CPUSPEED	2,992,000,000.0	2,992,000,000.0		GLOBAL

Blackout Periods: Filter > 0 - 0 of 0

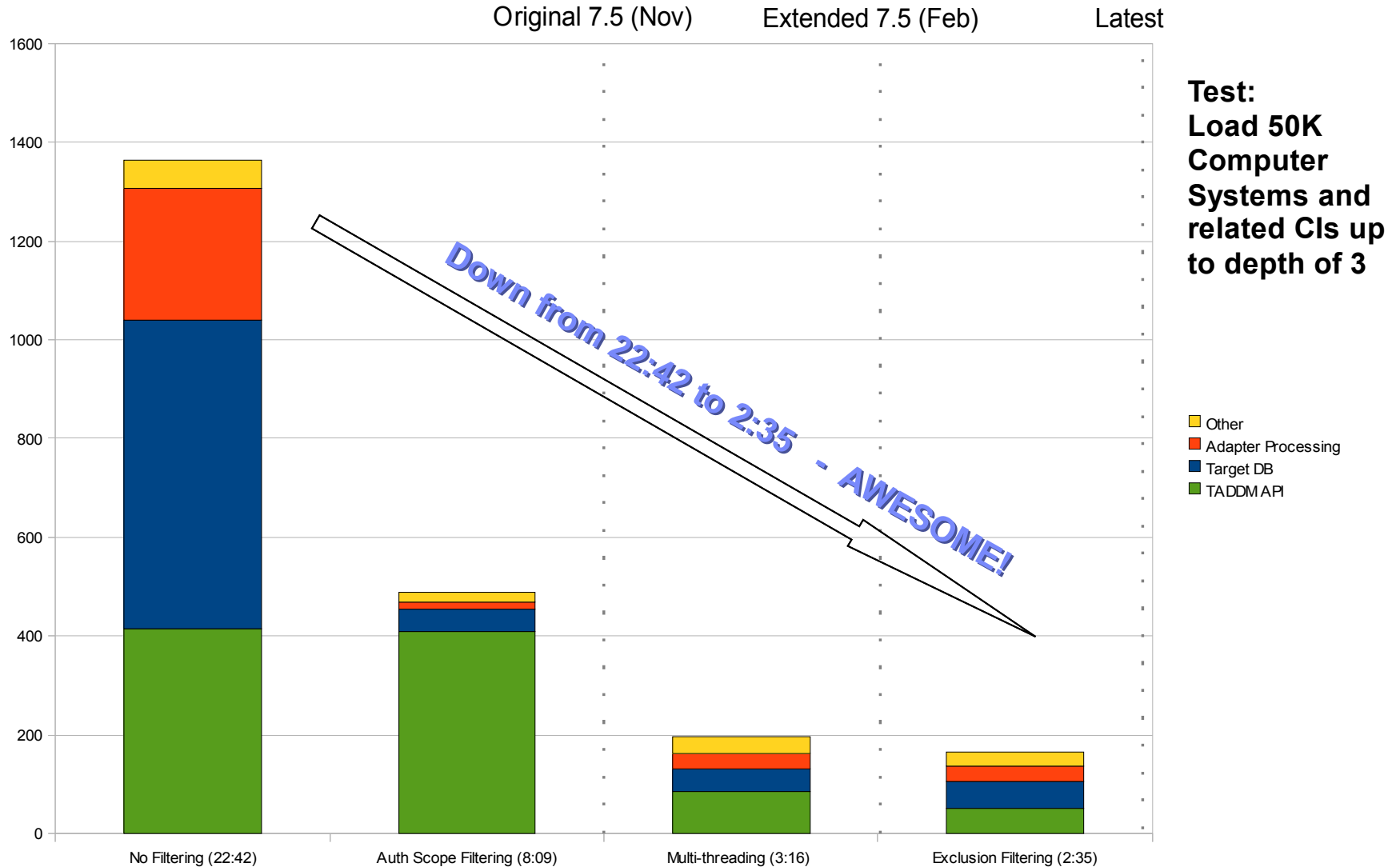
Blackout Period	Description	Status	Type	Start Time	End Time
...No rows to display...					

Data Architecture – Improvements in 7.5

- Data Model Loaded at install time – does not need TADDM to be installed
 - Simple Authorized CI Model
 - Comprehensive Authorized CI Model
- Creation of CI from Asset or Asset from CI
- Automated Asset – CI Linkage



Dramatic Performance Improvements: Data import from TADDM into "Actual CI" tables



Asset – CI Linkage

To improve the usability and provide concise and accurate data when using both assets and CIs.

Specific issues addressed:

- Automatically identify an asset and a CI of the same device and link them when they are created separately.
- Automatically create a CI for an existing asset for customers who start with Asset Management and then want to add Configuration Management.
- Automatically create an Asset for an existing CI for customers who start with Configuration Management and then want to add Asset Management.
- Customer will no longer need to update both asset and CI for shared data. Automatically update an asset when a CI get updated and vice versa.
- View all shared attributes on either the asset or CI application.

Automated Asset-CI Linkage

Reconciliation Manager is enhanced to link assets and CIs.

The screenshot displays the 'Reconciliation Tasks' interface. The main area shows a 'Reconciliation Task' configuration for 'CCILinkAssetsAndCIs'. The task description is 'Default recon task that links assets to CIs'. The 'Type of Reconciliation' section shows 'Data Set 1' as 'CI' and 'Data Set 2' as 'ASSET'. Below this, a table of 'Link Rules' is visible, with one rule defined: 'CCIAssetCISerialNum' with the description 'Matches asset serial numbers with CI serial numbers.' The table has columns for 'Sequence', 'Link', 'Description', 'Data Set 1', and 'Data Set 2'.

Automated linking is done by activate an asset/CI reconciliation Task.

An asset/CI reconciliation task must have CI as data set 1, asset as data set 2 and at least 1 link rule. When CI is selected as data set 1, there will be now 2 options for data set 2, Actual CI or Asset

Customers define their rules for linking assets and CIs in Reconciliation Link Rules application.

Change Enhancements

Make it easier & simpler for IT Staff to create Change

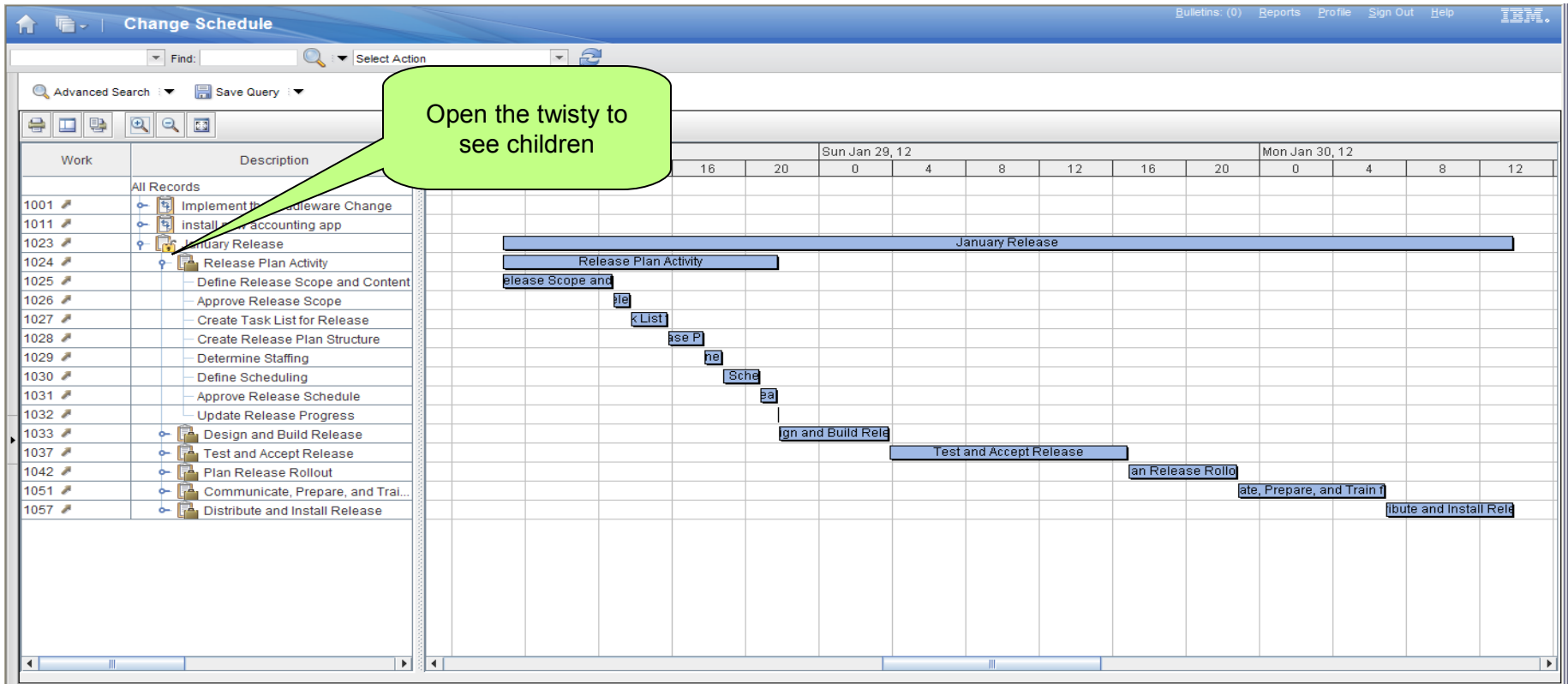
- Simple pop-dialog for “create new”
- Lands user in the record once OK is pressed.

The screenshot displays the IBM Changes application interface. A pop-up dialog box titled "Create a New Change Request" is centered on the screen, outlined in red. The dialog contains the following fields and options:

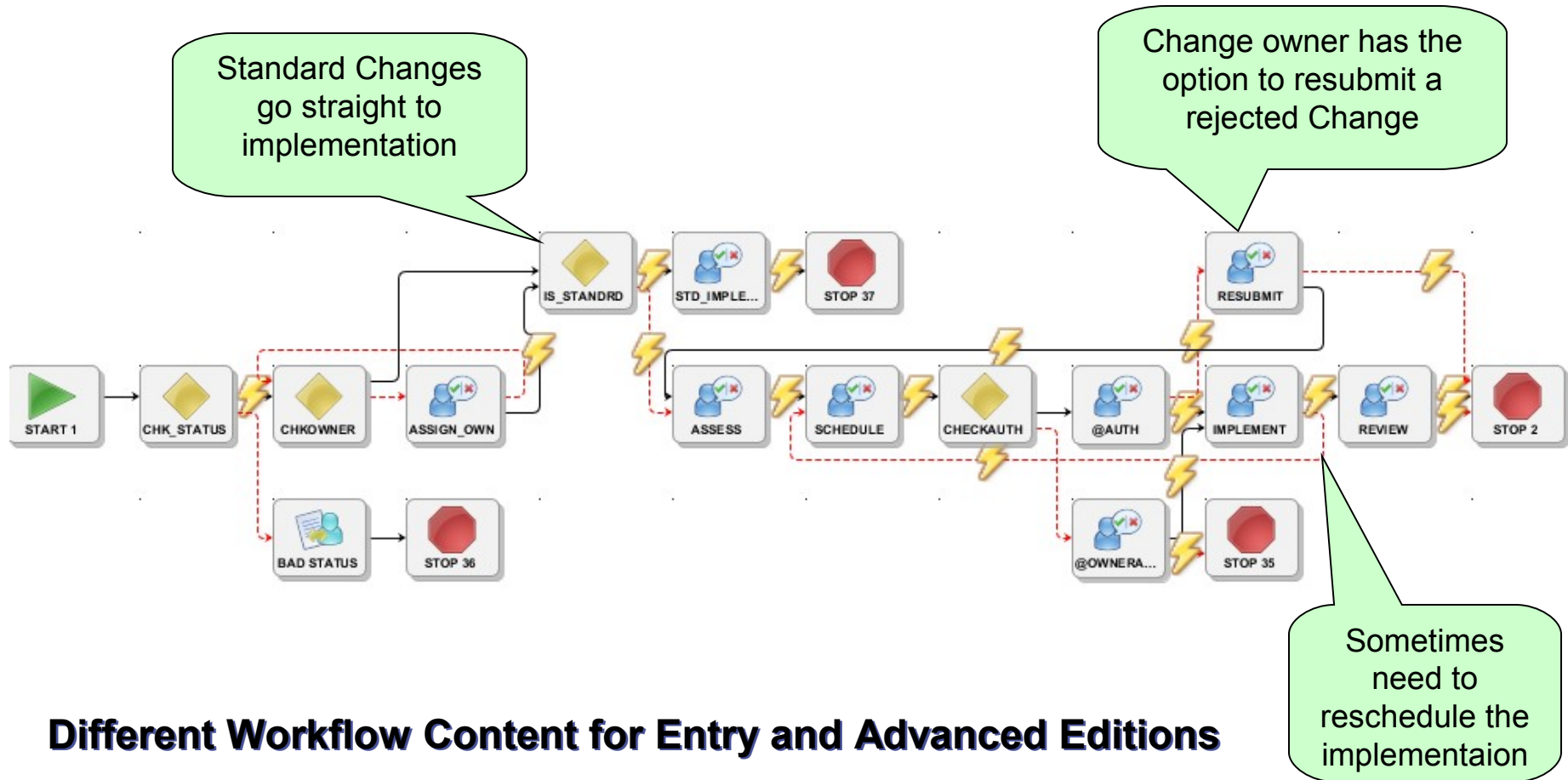
- A message: "Fill in the fields below, then select OK to create a new Change request. Required fields are indicated by an asterisk."
- A required field: "* Change: 1170" (text input)
- A field: "Summary: [text input]"
- A field: "Details: [text area]"
- A field: "Change Type: Normal" (dropdown menu)
- Two checkboxes: "I will own the Change?" (checked) and "Start Change Process workflow?" (checked)
- Buttons: "OK" and "Cancel"

The background interface shows a table with columns: Change, Summary, Status, Type, Risk, Priority, and Site. The table contains one row with the value "=PMSRCTP" in the Site column.

New "Change Schedule" application



Change ITIL Process - Simple flow



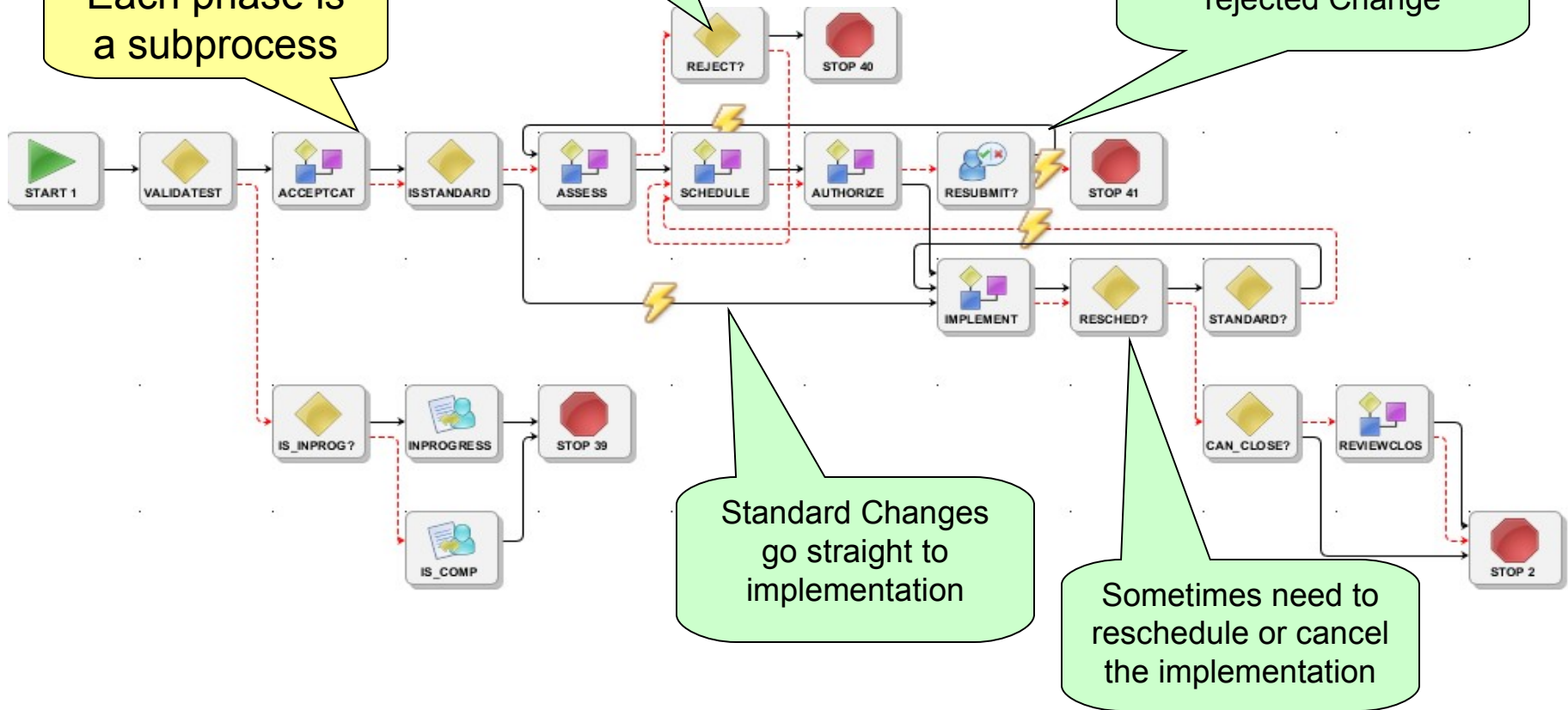
Different Workflow Content for Entry and Advanced Editions

Advanced Change Process

Added the ability to reject from assessment phase, if doesn't meet business guidelines

Each phase is a subprocess

Change owner has the option to resubmit a rejected Change



Standard Changes go straight to implementation

Sometimes need to reschedule or cancel the implementation

Adaptive UI: Change - Express View

Changes | Bulletin: (0) | Reports | Profile | Sign Out | Help

Find: Select Action

Go To Applications

- Available Queries
 - All Records
 - All Bookmarks
 - All Changes in final state
 - All Changes with conflicts
 - All active Changes
 - All my active Changes
 - All my late Changes
 - Changes in top 10% costs
- Common Actions
 - New Change
 - Save Change
 - Previous Change
 - Next Change
 - Change Status
 - Select Owner
 - Take Ownership
 - Start Timer
 - Stop Timer
 - Show Offering dialog
- More Actions
 - Workflow
 - Impact Analysis
 - Create
 - View
 - Move/Swap/Modify
 - Modify/Delete Work Log
 - Edit History Change
 - Copy Doclinks to Change
 - Attachment Library/Folders
 - Duplicate Change

View Record List > 1076

Change | Authorization | Schedule | Related Records | Log

Progress Map

```

  graph LR
    ACC_CAT[ACC_CAT] --> ASSESS[ASSESS]
    ASSESS --> SCHED[SCHED]
    SCHED --> AUTH[AUTH]
    AUTH --> IMPL[IMPL]
    IMPL --> INPRG[INPRG]
    INPRG --> COMP[COMP]
    COMP --> REVIEW[REVIEW]
    REVIEW --> CLOSE[CLOSE]
  
```

Current Workflow Assignments
There are no workflow assignments.

Attachments

Change: Owner:

Status: Owner Group:

Change Details

Summary:

Impact:

Urgency:

Risk:

Details:

Change Type:

Classification: >> Class Description:

Primary Target

The target that is the main focus of this Change Request

Configuration Item: >>

Configuration Item Name:

Target Description:

Requester Information

Reported By: >>

Internet | 100%

License Management Enhancements

New & Improved! License Management Functions

- Manage License Template Functionality
- Support Mainframe Value Unit Conversion
- Add/View Software Consumption Data
- Add Part Number to Licensed Product
- View open PO/PR against a selected license
- Support Over Allocation of Capacity on License
- Allow allocations to multiple application users

IT Asset Management - Improvements in v7.5

- The Software License manager has ability
 - to quickly create new licenses by selecting from a list of common predefined license templates.
 - to quickly and accurately associate products to a license. The list of available products will be filtered based on certain attributes.
 - to view open PO/PRs against the selected license
 - to view deployed software covered under the license
 - to select and allocate capacity to multiple people
 - to default allocated capacity
 - to add software consumption data from sources other than discovery tools for use in comparing to licenses
- The License app will support the ability to link from the work order to the license to allow for the concept of license reservation and allocation.
- The Hardware Asset Manager has the ability
 - to Change the Asset Status from Work order
- TAMIT and TADd 7.2 versions requires that the Software Catalog content be published and retrieved from the Software Knowledge Base Toolkit. The SWBToolkit can now be downloaded from IBM
- Allows the user to select a list of records (from the List Tab) and set the attributes for all selected records.
- TAMIT to support the context menu service (CMS) launch in context for ease of product integrations

New in IT Asset Management

- **New 'Licenses' Application**
 - Create and manage entitled licenses
 - Manage how license is internally allocated
 - Generate PR/PO and Costs
- **New 'Software Catalog' Application**
 - Integrates with Software Knowledge Base Toolkit or can be populated by discovery
 - Provide a distinct list of Software Products
 - Ability to create Items used in procurement applications
 - Ability to set aliases on products, including those discovered by Tivoli or third party tools
- **New 'Deployed Software' Application:**
 - Lists all software instances which have been discovered
 - Provides details of individual installed software instance
- **New Self Service Application**
 - Provides End Users with a view of all Assets they are assigned to and their designated role and allows them to validate the information and initiate an effort to address any discrepancies
- **Other enhancements**
 - Added License to existing procurement cycle
 - Enhanced Technology Refresh and End-of-Life functionality in Asset
 - Promotion of Deployed Assets to Authorized Assets (with default values)
 - Software Contract Enhancements
 - Discovered/Authorized Support for Virtual Machines
 - Software Knowledge Base Toolkit Integration
 - Reconciliation usability Enhancements
 - New/Updated Integration Adapters
 - New License Management Reports

License Template Functionality

Manage License Templates

Template	Description
1001	Installed Based License
1002	Points Based License
1003	Processor Based License
1004	Processor Core Based License
1005	Resource Value Unit Based License
1006	PVU Full Capacity Based License
1007	PVU Sub Capacity Based License
1008	MSU Full Capacity Based License
1009	MSU Sub Capacity Based License
1010	Value Units Full Capacity Based License

Manage License Templates

License Templates: Filter > 1 - 10 of 13 > Download

Template	Description
1001	Installed Based License
1002	Points Based License
1003	Processor Based License
1004	Processor Core Based License
1005	Resource Value Unit Based License
1006	PVU Full Capacity Based License
1007	PVU Sub Capacity Based License
1008	MSU Full Capacity Based License
1009	MSU Sub Capacity Based License
1010	Value Units Full Capacity Based License

Details

Template: 1001

Description: Installed Based License

Vendor: >>

Type: GENERIC

Platform: DISTRIBUTED

Scope: ENTERPRISE

License Term: INSTALLED

Is Sub-Capacity?

Compliance Period: DAILY

Capacity:

Capacity Unit: INSTINST

Core Multiplier Group:

Buttons: New Row, OK, Cancel

• Available from License Application -> Select Action -> Manage License Templates

BACKUP

Runbook automation enhancements

- New “Automation” tab on incident application – collection point for runbooks related to incident resolution.

View Record List > 1040

Incident: 1040 Site: Status: NEW

To get the latest log details for the automated workflows, refresh the incident record by refetching it using the Available Queries. [View Automation Logs](#)

Workflows Filter > 1 - 5 of 5 [Download](#)

Description	Process	Process Revision	
Run diagnostics on WAS server - Automated	RBADIAG	1	
Run diagnostics on WAS server - Interactive	RBADIAGINT	1	
Ping Server - Automated	RBAPING	1	
Ping Server - Interactive	RBAPINGINT	1	
Get the list of Windows Computer Systems using REST API	RBARESTAPI	1	

New! Cost Analysis Start Center

Welcome, Bulletins: (0) [Go To](#) [Reports](#) [Start Center](#) [Profile](#) [Sign Out](#) [Help](#)

Total Estimated and Actual Costs For All Changes

Last Run: 8/3/11 09:02:46 [Update](#)

Status	Last Reading	Actual	Target	Variance
↑	0	93000	120000	-27000
↓	0	91200	60000	31200

Total Estimated and Actual Costs Details For All Changes

Last Run: 8/3/11 09:07:29 [Update](#)

Status	KPI	Actual	Target	Variance
↑	Total Estimated Labor Costs For All Changes	30000	60000	-30000
↓	Total Actual Labor Costs for All Changes	33000	30000	3000
↓	Total Estimated Material Costs For All Changes	24000	60000	-36000
↓	Total Actual Material Costs for All Changes	22800	30000	-7200
↓	Total Estimated Tool Costs For All Changes	18000	60000	-42000
↓	Total Actual Tool Costs for All Changes	13800	30000	-16200
↑	Total Estimated Service Costs For All Changes	27000	60000	-33000
↓	Total Actual Service Costs for All Changes	35400	30000	5400

Changes with Costs within 10% of the Highest Cost - Details

Change	Priority	Class Structure	Configuration Item	Actual Labor Cost	Actual Material Cost	Actual Tool Cost	Actual Service Cost
1148	5	PMCHG_SOFTWARE	TESTSERVER1	5,500.00	3,800.00	2,300.00	5,900.00
1149	2	PMCHG_ITSERV		5,500.00	3,800.00	2,300.00	5,900.00
1150	2	PMCHG_ITSERV	LINUX_SVR1	5,500.00	3,800.00	2,300.00	5,900.00
1151	2	PMCHG_ITSERV	TESTSERVERA1	5,500.00	3,800.00	2,300.00	5,900.00
1152	3	PMCHG_HDWRCHG	TESTSERVER1	5,500.00	3,800.00	2,300.00	5,900.00
1153	2	PMCHG_ITSERV	TESTSERVERA3	5,500.00	3,800.00	2,300.00	5,900.00

1 - 6 of 6

High Cost Changes

Chart Type: [PIE](#) [Filter](#) [View By: Priority](#)

Priority	Value	Percent (%)
2	4	66.67
3	1	16.67
5	1	16.67

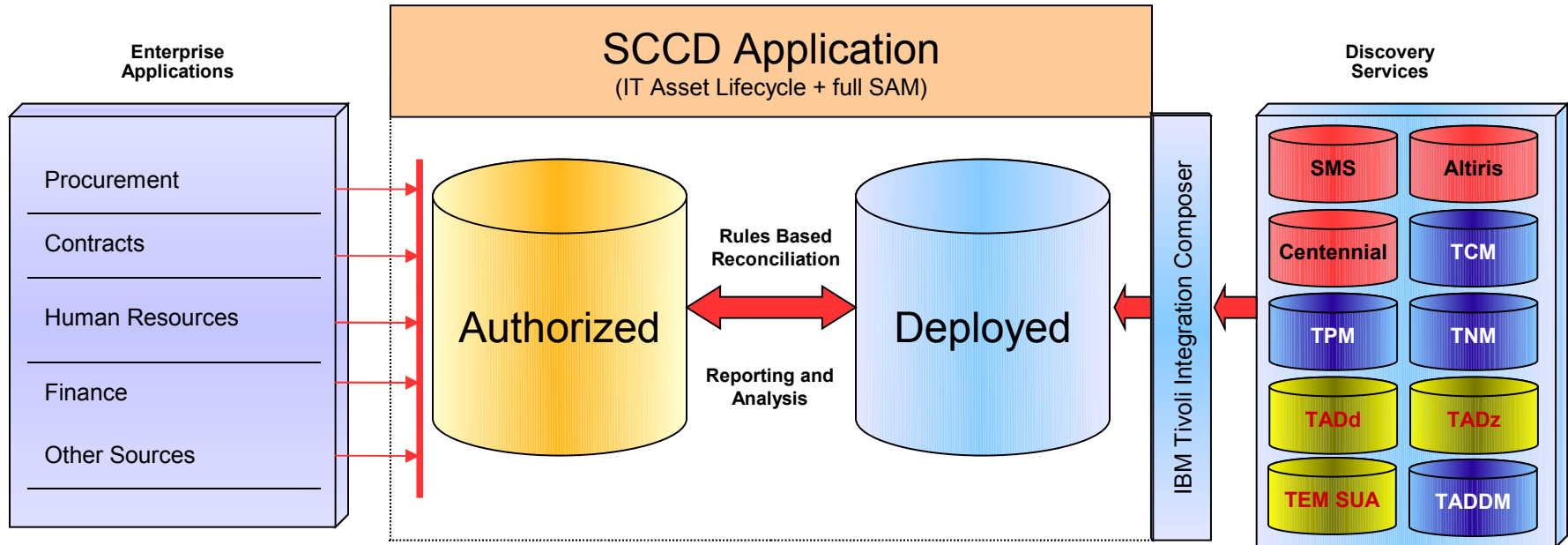
[List View](#)

Service Desk Cost Details

Last Run: 8/3/11 09:20:31 [Update](#)

Status	KPI	Actual	Target	Variance
↓	Total Actual Labor Costs for Incidents	22000	30000	-8000
↓	Total Actual Labor Costs for Problems	12000	30000	-18000
↓	Total Actual Labor Costs for Service Requests	19500	30000	-10500

IT Asset Management Architecture



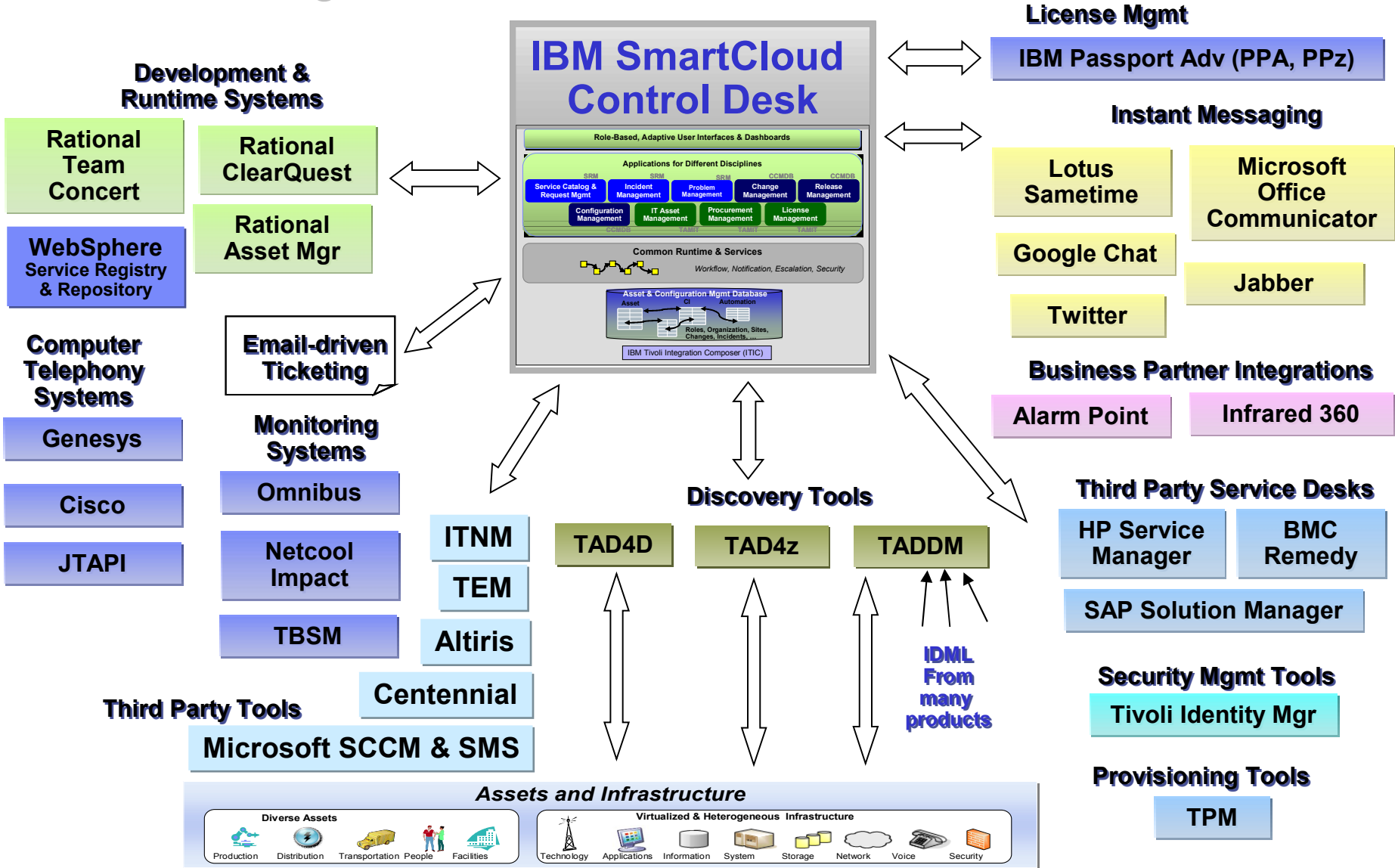
Authorized Entitlements

- Authorized assets and Licenses are the inventory of record
- They are populated via the procurement process and other business processes
- Assets/Software may or may not be deployed and are central to managing purchases, leases, warranties, service agreements, stockrooms and more.

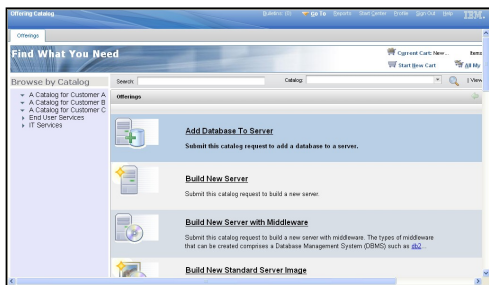
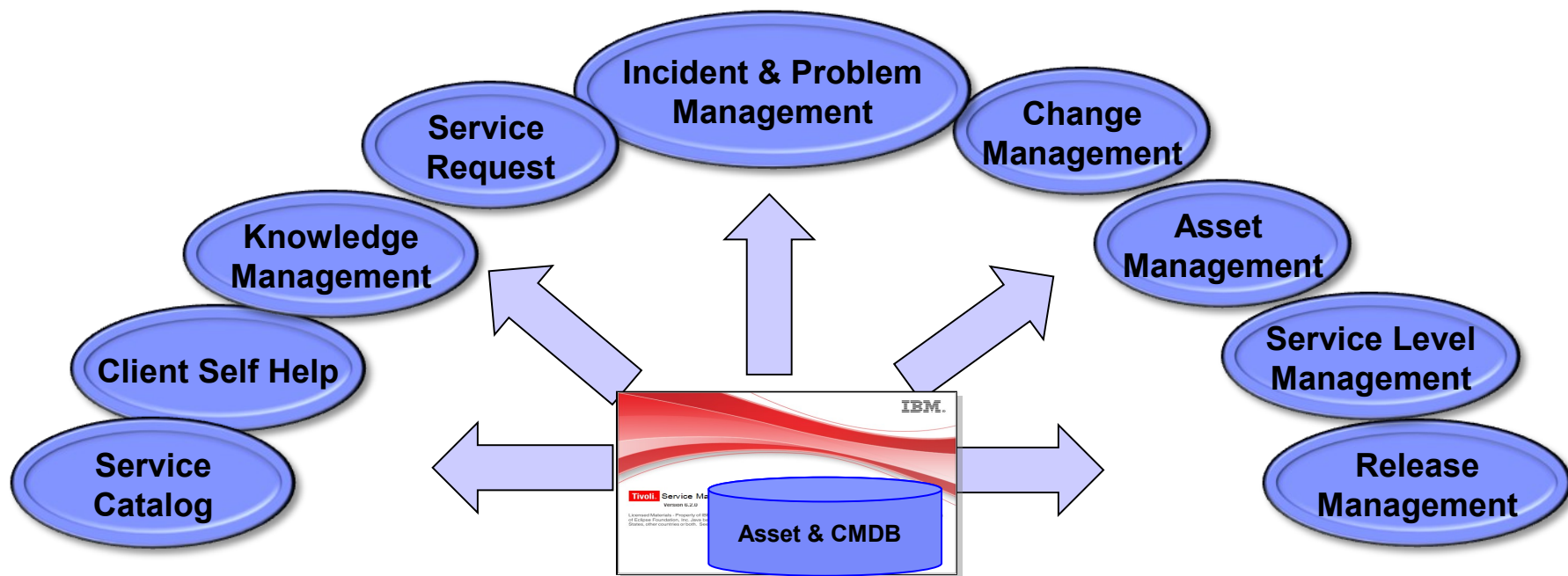
Out of the Box Reconciliation

- Linkage based on unique attribute(s), like serial number
- Identification of 'authorized' Assets missing in Deployed Asset Inventory
- Identification of Deployed Assets missing in 'authorized' Asset Inventory
- Comparison of attributes/specifications

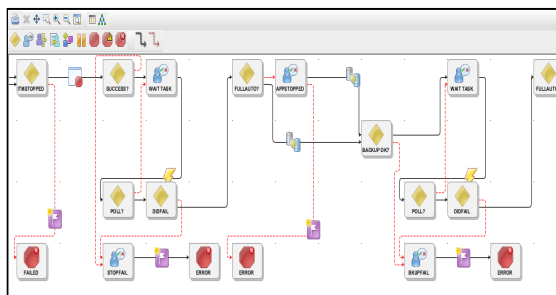
Extensive Integrations available Out-of-the-box



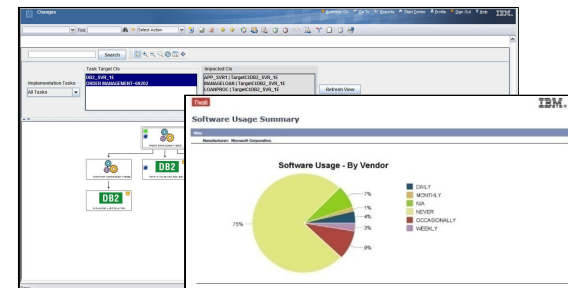
What is SmartCloud Control Desk?



Self-Help, Catalog & Request Management



Process Automation Workflows & Fulfillment



Reports & Analytics

SaaS offering on IBM Cloud

- Originally announced Dec 2010 with limited capabilities as Tivoli Live service manager
 - to be renamed soon to SmartCloud Control Desk
- Utilities to enable quick on-boarding and time-to-value
 - Quick Config App, Import data from spreadsheets
- Enabled VPN support in 2H 2011 – enables integration with on-premise tools.
- Development -> test -> production directly on the cloud
- SCCD 7.5 is a significant usability and performance upgrade

Off-premise SaaS Instance

IBM Cloud

Tivoli Live service manager
(Software-as-a-Service)



**Cloud-Based
Dev / Test Instance**



On-premise customer data center

