Tivoli® software

IBM

**Implement a better way to manage IT
in alignment with business goals.**

ON DEMAND BUSINESS™

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Executive summary

You want your people, processes and resources focused on your business priorities and strategic projects. But too often, labor, time and money are instead spent toward maintaining and administering your current infrastructure — reacting to momentary crises rather than adapting in a proactive fashion. And the increasing burden of demonstrating compliance with regulations around the world — and with your own business policies — only makes the situation worse.

In response, IBM offers infrastructure management solutions that help you optimize your IT services. By delivering IT services to the business consistently and predictably, you can respond quickly when business requirements change — and direct your resources toward projects with great business value. When you achieve these goals — in other words, when you use IBM Tivoli solutions to help optimize infrastructure management — you take important steps toward becoming an On Demand Business.

IBM Tivoli infrastructure management solutions enable you to set the business priorities for your entire enterprise, and help your IT organization:

- *Manage the IT infrastructure efficiently and effectively to free expenditures and staff time for strategic initiatives.*
- *Drive compliance with business policies and government regulations.*
- *Minimize complexity by integrating processes and automating best practices.*
- *Deliver IT services responsively and reliably to exceed business expectations.*

"Without IBM infrastructure management products, we wouldn't have reached the record levels of availability for our business that we have achieved. Because we used Tivoli automation tools to reduce MTTR by 70 percent, our resources spend significantly less time researching system downtime problems and more time on higher value projects for the company."

– Dave Murray, Architect and ESM Team Lead, Ahold USA
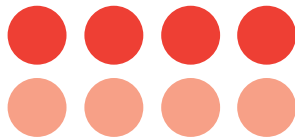
Optimizing IT management is crucial for meeting your business goals

Everything you need to maximize the efficiency of your core business processes — or take advantage of your next great source of revenue — may already be in your organization. Take the example of Ahold USA, an international food provider. When the company used the automation capabilities in IBM Tivoli infrastructure management solutions to monitor and optimize the availability of its IT infrastructure, it freed time and labor costs that had been dedicated to reporting and resolving problems. Ahold used IBM Tivoli infrastructure management solutions to:

- *Reduce mean time to repair (MTTR) by 70 percent.*
- *Save approximately $200,000 per week.*
- *Eliminate 1.5 hours of downtime per incident.*
- *Achieve system availability rates of more than 99 percent at 1,400 retail stores and two data centers.*

If you used IBM Tivoli infrastructure management solutions to consistently and effectively deliver IT services, what resources in your organization could you use to fuel profitability and revenue growth?

- *Information about desired products or services that's hidden in marketing and current-customer databases.*
- *Application development resources that are wasted on manually writing the same security code into multiple applications.*
- *Underutilized processing power that could help optimize performance or run a new application.*

IBM can enable your IT organization to deliver the IT services that your business requires. And thus take the next step toward becoming an on demand business. IBM Tivoli infrastructure management solutions can help you:

- *Maximize the availability and performance of every component that supports your business-critical applications — slowed response times at any step can mean that composite applications fail to meet your business goals.*
- *Connect an increasing number of customers, employees and business partners to your infrastructure and data with scalable, automated solutions for providing highly secure access.*
- *Automate the capabilities to sense, respond and adapt to changes in the external forces and business priorities that affect workloads and performance — and do so in the ways that best meet your business objectives.*
- *Avoid potential liabilities and service interruptions that hurt your revenues and reputation by helping to maximize the security of your infrastructure and data.*
- *Free your IT staff from manually responding to audit requests and legal inquiries that can monopolize their time.*
- *Do it all while minimizing costs — increase the productivity of your IT staff so that they can spend more time supporting new, revenue-generating initiatives.*

IBM Tivoli infrastructure management solutions help IT keep up with the speed of business

When you want to adapt to business changes in real time, turn to IBM for infrastructure management solutions that help your organization:

- *Maximize your business-critical applications and IT services when they are needed.*

- *Align IT services with your business goals by defining enterprise-wide policies and then consistently prioritizing resources, problem resolution, and new product and service development in accordance with those policies.*

- *Protect your customers and business against attacks and unauthorized access.*

- *Drive maximum value from your existing resources.*

- *Free IT staff and IT resources for initiatives with high business value by optimizing the productivity and cost-efficiency of IT management.*

The way to achieve more

To respond to the continually changing needs of your business, you need IT processes that can monitor, adapt and manage your organization's IT resources.

IBM Tivoli infrastructure management solutions are designed to help you keep the big picture in mind. IBM enables you to see how the performance of specific IT services impacts your ability to achieve your business goals. With this cross-enterprise view, IT can focus on the issues that make the greatest contributions to your business objectives. IT can then deliver business-driven services and processes that can adapt to your continually changing needs.

When IT automates and integrates within and across IT processes, IT services can become highly efficient, minimally dependent on labor and largely error-free. Automating and integrating across IT processes also helps IT accurately identify problems and business opportunities, and respond accordingly — and rapidly.

Work with your own processes, at your own pace

With IBM Tivoli infrastructure management solutions, IT has the flexibility to address the current needs of your business and adapt to the changes your business makes:

- *Optimize the processes you employ now and in the future, whether they are Information Technology Infrastructure Library (ITIL) processes, Control Objectives for Information and related Technology (COBIT) processes, your own specialized processes or others.*
- *Effectively address your pressing needs within and across IT processes now – and easily expand into other areas in the future.*

Your business can use IBM Tivoli infrastructure management solutions to effectively and efficiently deliver IT services that support your business processes, because the solutions help you:

- *Set policies – both IT and business policies.*
- *Define processes to implement your policies.*
- *Identify workflows – codify the specific tasks that will be automated to execute your processes.*
- *Share data to enable your processes to seamlessly interact.*
- *Automate execution of both workflows and data exchange.*
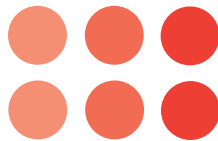
Take advantage of IBM's breadth to address pressing infrastructure management needs

IBM provides a wide range of infrastructure management solutions to help IT adopt these best practices as it automates an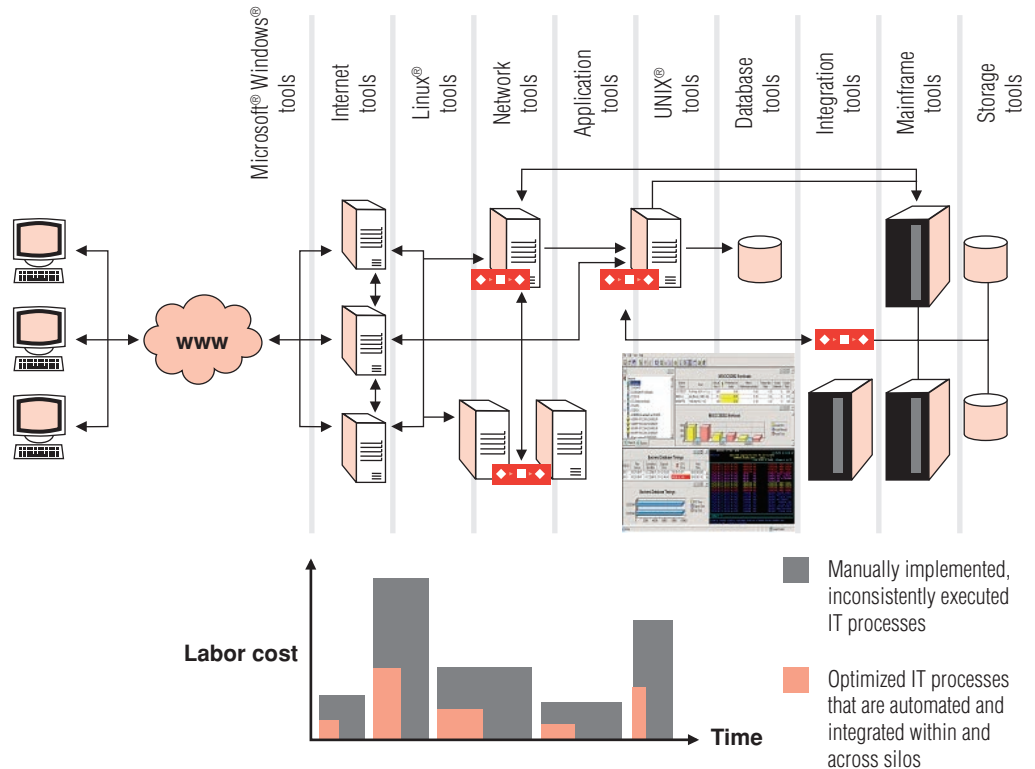d integrates within and across IT processes. IBM Tivoli infrastructure management solutions address common IT processes such as:

Availability management	Monitor your end-to-end IT infrastructure and achieve high availability of resources and applications to satisfy your business objectives.
Configuration management	Manage the configuration of resources in your IT environment and automate the provisioning of system software, patches, middleware and applications.
Service level management	Align the performance of your IT infrastructure resources and applications with your business processes.
Application management	Optimize end-to-end transaction performance for mission-critical applications.
Workload management	Plan, schedule, manage and automatically balance cross-enterprise workloads for optimal performance across a dynamically shifting, heterogeneous IT environment.
Security management	Provide timely access to business assets throughout the user's life cycle, enforce enterprise security and privacy policies, and protect the IT environment from external threats.
Storage management	Simplify and automate the management of your storage infrastructure to optimize application availability, storage resource utilization and storage personnel productivity.

IBM Tivoli infrastructure management solutions are an integrated set of solutions for the highly secure management of resources, transactions, processes and applications across the end-to-end infrastructure. These solutions support a best-practices implementation of your IT processes. They enable your IT staff to manage continuous change and growing complexity across a heterogeneous environment.

Examples of using IBM to make IT processes highly efficient and adaptable

IBM Tivoli infrastructure management solutions help your IT organization identify and consistently execute best practices for automating and integrating within and across IT processes. The following examples — which represent just a portion of the IBM Tivoli infrastructure management portfolio — show how integrated IBM Tivoli solutions help you optimize processes:

Automating and integrating within and across IT silos enable IBM clients to help minimize the time and labor cost of common IT processes such as availability management, configuration management, security management and many more.

Example 1: Availability management

Many businesses have to keep their online commerce applications up and running. When a problem occurs, your IT organization must sense, isolate and diagnose the problem before taking action to resolve it and evaluating the results of that action. Each step can involve considerable labor cost and time because it spans multiple silos of technical expertise. The goal is to focus the silos on the total business process being delivered.

With IBM Tivoli infrastructure management solutions, when your customers unexpectedly face slow system response time, IT can use automation tools and information flow across silos to help minimize the time and labor cost of each step in addressing the problem:

- *Sense the problem – or the conditions that are likely to give rise to it.*
- *Isolate the domain where the problem resides.*
- *Diagnose the problem with precision.*
- *Take automated action to resolve the problem.*
- *Evaluate how effectively the solution supports your company's priorities.*

Example 2: Security management

To support your increasingly robust business-critical applications and complex business processes, you need to maximize the productivity of an increasing number of employees, customers and business partners. That means giving them access to your resources and data — and finding a way to consistently enforce your security policies across all the end points that connect to your network.

Your IT staff can use IBM Tivoli infrastructure management solutions to help consistently and efficiently enforce security:

- *Establish security policies for each class of devices and each class of users that access your network.*
- *Automatically verify that each user attempting to access your network complies with the policy.*
- *Move noncompliant access requests to servers that are isolated from the network.*
- *Identify the steps that need to be taken to remedy noncompliant requests and execute them automatically.*
- *After compliance with policy has been verified, correctly administer access rights in accordance with your security and business policies.*

Keep up with the ever-shifting demands on your business

IBM Tivoli infrastructure management solutions help your IT organization effectively and consistently deliver IT services to your business. Optimize the performance and availability of your applications. And enable IT to align with — and adapt to — your business goals.

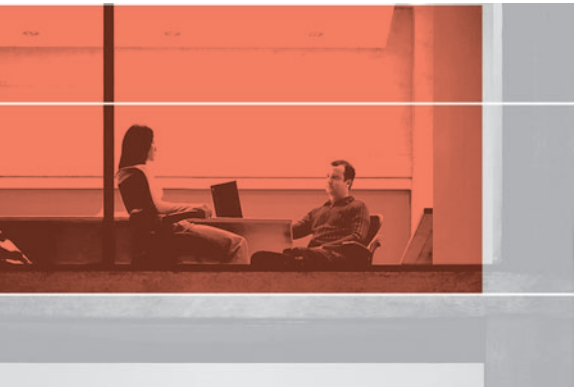Use IBM Tivoli solutions to help optimize infrastructure management and make the most of your IT investment:

- *Take full advantage of new business opportunities by leveraging an IT infrastructure that adapts to meet changing business needs.*
- *Drive productivity across the enterprise and quickly respond to new business opportunities.*
- *Facilitate compliance with business policies and regulations by safeguarding sensitive information and guarding against threats to data security.*
- *Automate the best practices of the industry and your own organizations to help optimize integration and minimize complexity.*
- *Enable IT services to meet and exceed performance expectations, and provide the desired level of service, even during peak conditions.*
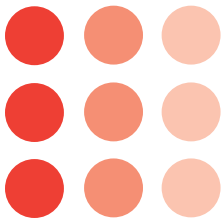
For more information
To learn more about IBM Tivoli infrastructure management solutions and integrated solutions from IBM, contact your IBM representative or IBM Business Partner, or visit **ibm.com**/tivoli/features/infrastructuremanagement

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