



IBM Software Group

IT Operations: Increasing Effectiveness and Efficiency Optimisation & Service Management

Tivoli software



@business on demand software

Stuart Holliday
ISM Customer Workshop
24th June 2008
London

Service Management Technical Sales Leader

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Agenda

- Overview
- ITIL Alignment
- Service Management Capabilities
- Optimisation and Business Service Management
- Customer Experiences
- End-to-End Demo



Innovation is the Process. Success is the Result

Innovation is the process of delivering new products, services, processes and business models to help accelerate growth and create a unique competitive edge.



“CEOs indicate that **Innovation** is the preferred path to achieving business objectives in today’s environment”...but how?



Enabling Innovation with ISM Service Management

Business Objectives

**Growth &
Competitive Edge**

**Compliance & Risk
Management**

**Optimize
Investments**

IBM Service Management

Provides the integrated visibility, control & automation across the service lifecycle that are needed to innovate and achieve business objectives.

Visibility



Streamline Processes

Increase Agility & Edge

Improve Customer Value

Control



Improve Return on Expense

Business Services & Assets

Automation

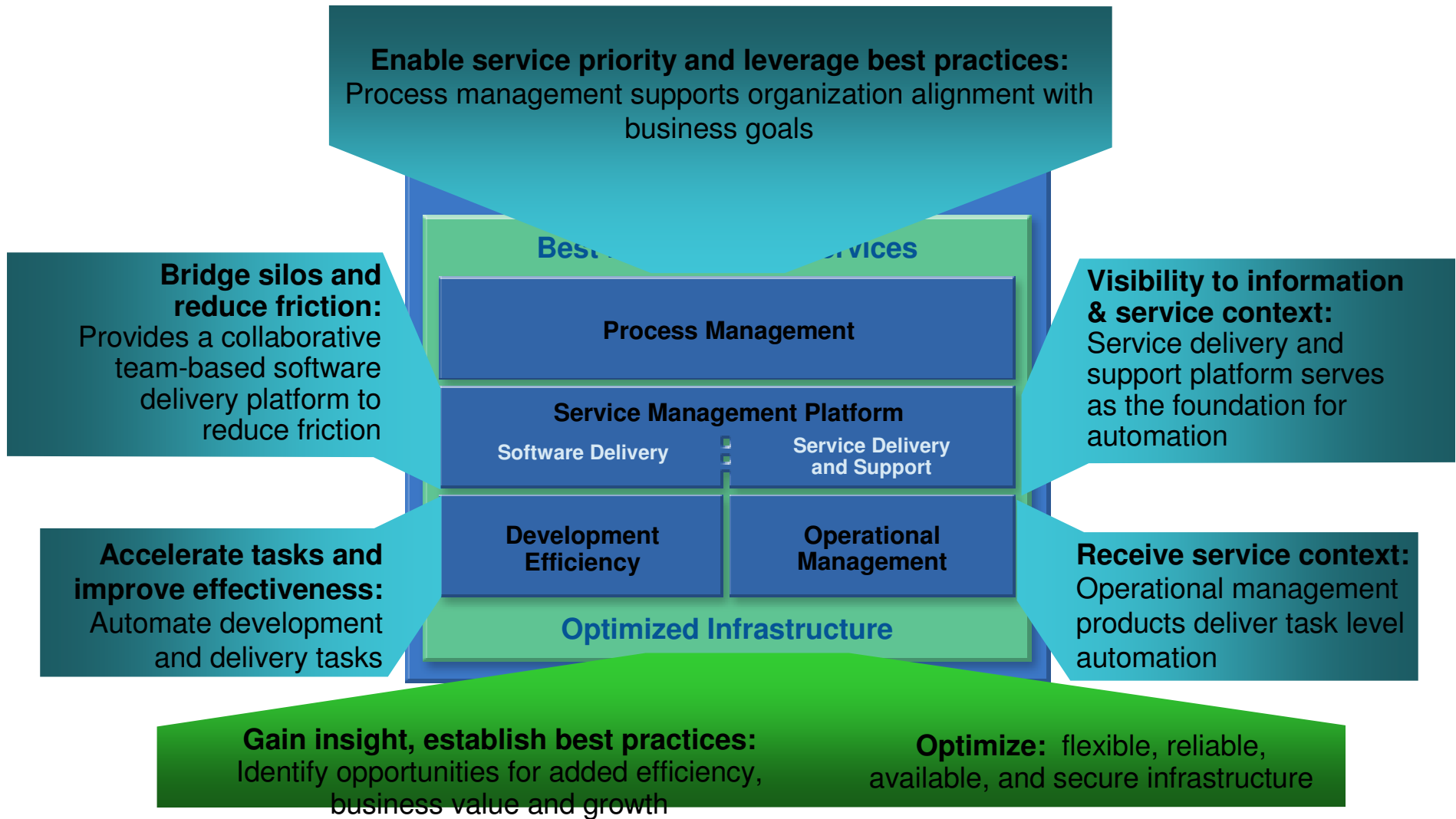


Deliver Service Assurance

Minimize Business Risk

Delivering Value with IBM Service Management

Architected to deliver visibility, control and automation



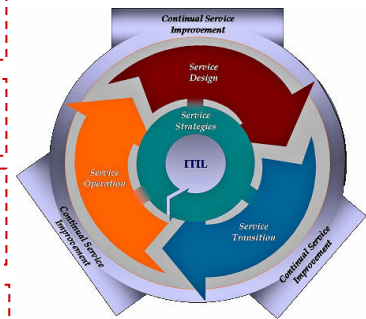
IBM Service Management Facilitates Service Excellence, Business Growth, Operational Efficiency and Effectiveness

The diagram illustrates the core components of IBM Service Management. At the center is a green circle labeled "IBM Service Management". This central hub is connected to four surrounding circles, each representing a key pillar: "People" (top, with human silhouettes), "Technology" (left, with circular arrows), "Process" (right, with a globe and arrows), and "Information" (bottom, with a network diagram). All four pillars are interconnected with the central hub and each other.

- Scalable approach integrating technology, people, information and process
- Broadest and deepest domain-specific operational management
- Integrated data and contextual visualization
- Automated workflows, processes and repeatable tasks
- Flexible management platform built on SOA
- Based on self-managing autonomic technologies

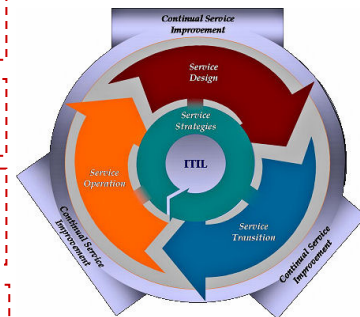
The ITIL v3 materials describe processes and functions included in v2, but add tremendous depth and breadth

Strategy	Design	Transition	Operation	Continual Improvement
Service Strategy	Service Portfolio Mgmt	Change Mgmt	Monitoring & Event Mgmt	Measurement & Control
Market Intelligence	Service Catalog Mgmt	Service Asset & Configuration Mgmt	Incident Mgmt	Service Measurement
IT Financial Management	Service Level Mgmt	Knowledge Mgmt & a service knowledge system	Request Fulfillment (standard changes)	Service Assessment & Analysis
Service Portfolio Mgmt	Capacity Mgmt	Service Release & Deployment Planning	Problem Mgmt	Process Assessment & Analysis
Demand Management	Availability Mgmt	Performance and Risk Evaluation	Access Mgmt	Service Level Management
Risk Management	Service Continuity Mgmt	Testing	Service Desk	
	Information Security Mgmt (ISO 27K, ISO 20K)	Acquire, Build, Test Release	Infrastructure Management	
	Supplier & Contract Mgmt	Service Release, Acceptance, Test & Pilot	IT Operations	
Processes	Organizational Change & Communications	Deployment, Decommission and Transfer	Facilities Management	
Functions			Application Management	



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Strategy	Design	Transition	Operation	Continual Improvement
Service Strategy	Service Portfolio Mgmt	Change Mgmt	Monitoring & Event Mgmt	Measurement & Control
Market Intelligence	Service Catalog Mgmt	Service Asset & Configuration Mgmt	Incident Mgmt	Service Measurement
IT Financial Management	Service Level Mgmt	Knowledge Mgmt & a service knowledge system	Request Fulfillment (standard changes)	Service Assessment & Analysis
Service Portfolio Mgmt	Capacity Mgmt	Service Release & Deployment Planning	Problem Mgmt	Process Assessment & Analysis
Demand Management	Availability Mgmt	Performance and Risk Evaluation	Access Mgmt	Service Level Management
Risk Management	Service Continuity Mgmt	Testing	Service Desk	
	Information Security Mgmt (ISO 27K, ISO 20K)	Acquire, Build, Test Release	Infrastructure Management	
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Functions			Application Management	



As you look at the details of the ITIL v3 model it's important to understand the processes may span more than one phase of the service lifecycle

Operational Processes	Owner	Service Strategy	Service Design	Service Transition	Service Operation	Continual Service Improvement
Service Catalogue Management	Tivoli. software					
Service Level Management	Tivoli. software					
Capacity Management	Tivoli. software					
Availability Management	Tivoli. software					
Service Continuity Management	Tivoli. software					
Information Security Management	Tivoli. software					
Supplier Management	Tivoli. software					
Transition Planning and Support	Tivoli. software	Rational. software				
Change Management	Tivoli. software					
Service Asset and Configuration Management	Tivoli. software					
Release and Deployment Management	Tivoli. software	Rational. software				
Service Validation and Testing	Rational. software					
Evaluation	Rational. software				>>	
Knowledge Management	Tivoli. software					
Event Management	Tivoli. software					
Incident Management	Tivoli. software					
Request Fulfilment	Tivoli. software					
Problem Management	Tivoli. software					
Operation Management	Tivoli. software				<<	

Source: "ITIL Refresh: Vendor pre-release briefing", May 2007

As you look at the details of the ITIL v3 model it's important to understand the processes may span more than one phase of the service lifecycle (continued)

Governance Processes	Owner	Service Strategy	Service Design	Service Transition	Service Operation	Continual Service Improvement
Service Measurement	Tivoli software					
Service Reporting	Tivoli software					
Service Improvement	CSI					
Demand Management	Tivoli software					
Strategy Generation	SS					
Service Portfolio Management	SS					
IT Financial Management	Tivoli software					

Source: "ITIL Refresh: Vendor pre-release briefing", May 2007

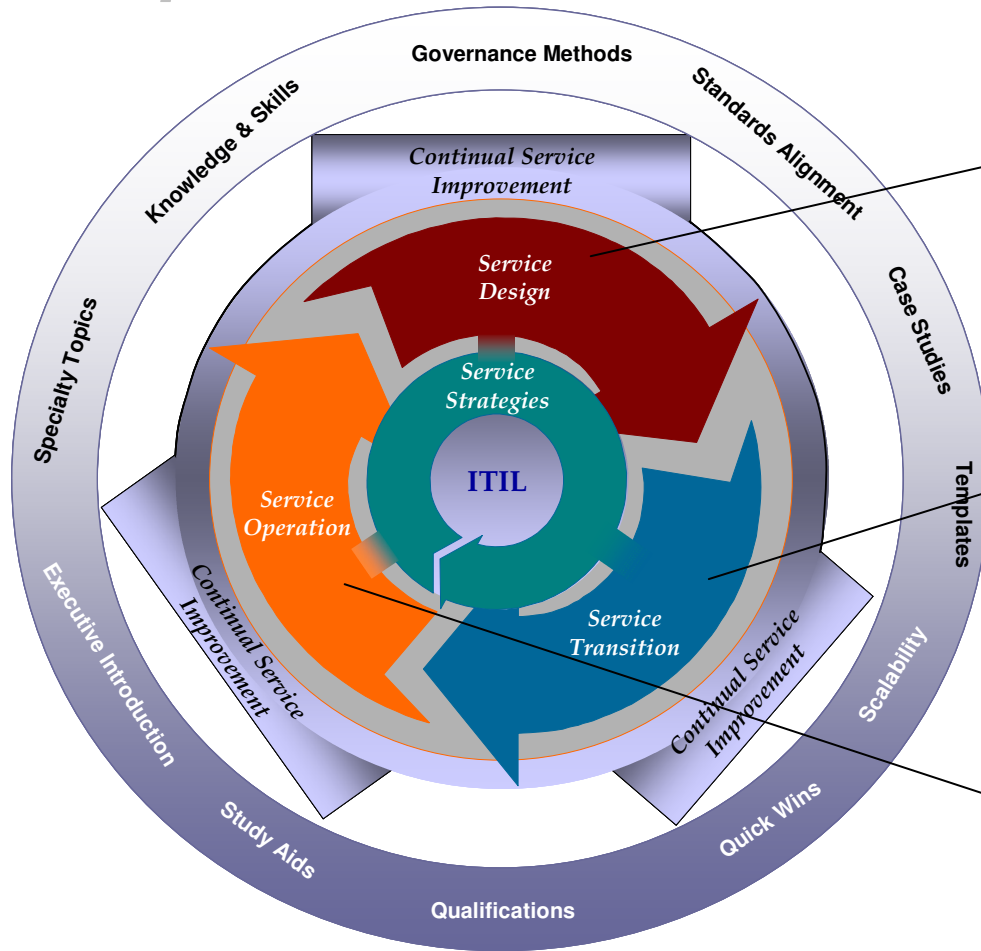
Focus Areas

Service Catalog Management
 Service Level Management
 Service Continuity Management
 Capacity Management
 Availability Management

Configuration Management
 Asset Management
 Change Management
 Release Management
 Knowledge Management
 Build and Test

Service Desk
 Event Management
 Access Management
 Incident Management
 Problem Management
 Technical Management
 Operations Management
 Applications Management

Scope

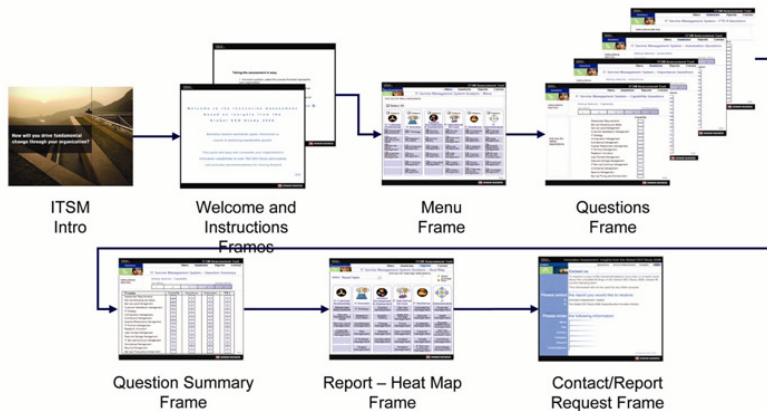


ITIL V3 Model

Tools to Get You Started Today

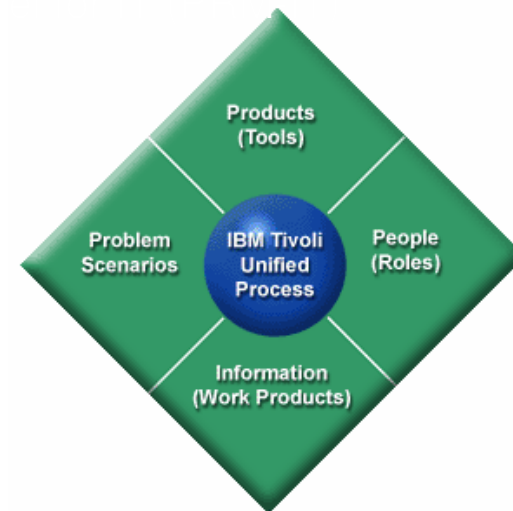
ITSM Self-Assessment Tool

- ✓ Facilitates identifying your service management priorities
- ✓ Self-assessment of your capabilities, importance, current levels of automation and governance effectiveness
- ✓ Based on a proven approach



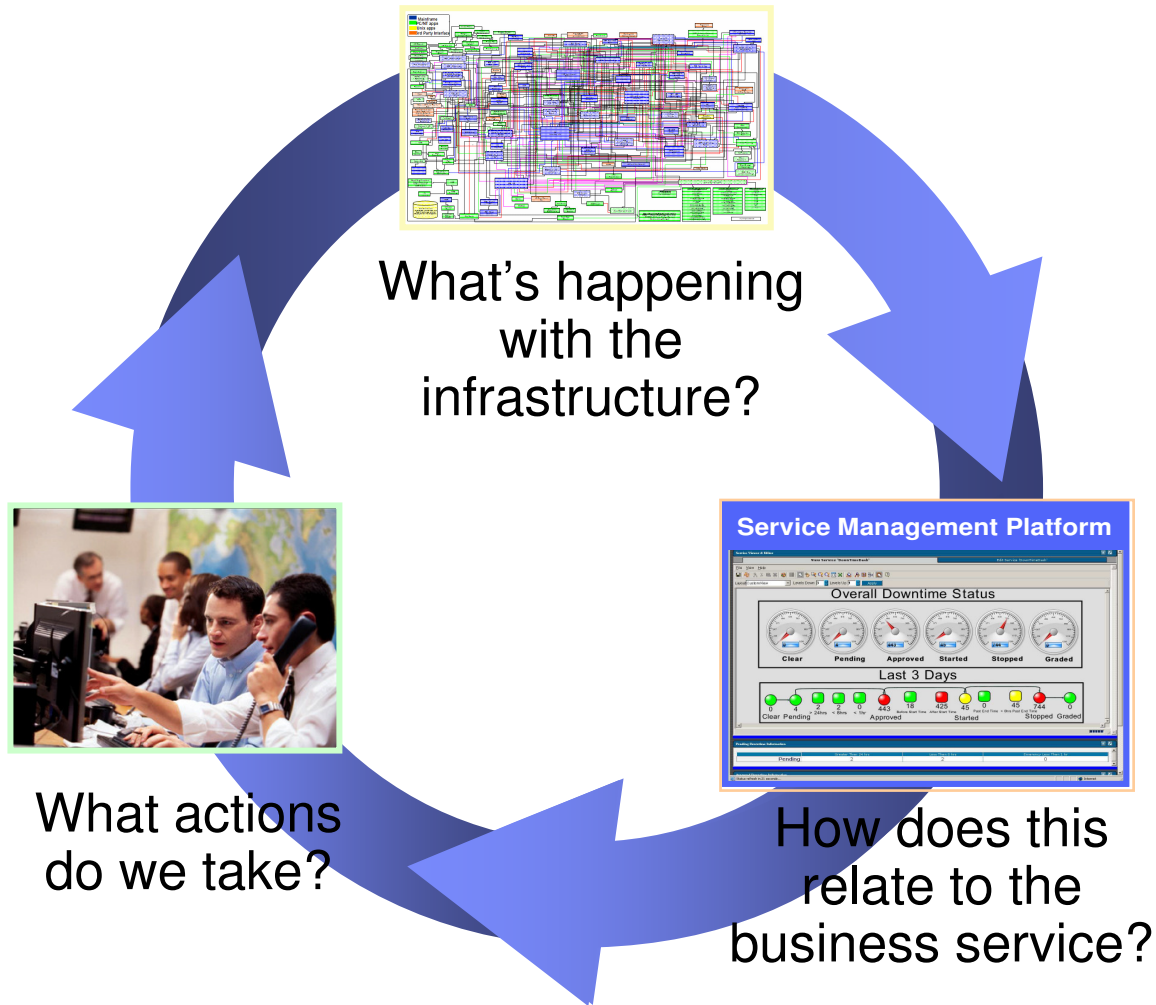
Tivoli Unified Process / Rational Unified Process

- ✓ Navigation tool that provides “how-to” for customizing and implementing best practices for mapping, modifying and improving IT processes
- ✓ Prescribe specific actions for ITIL
- ✓ Includes the IBM Process Reference

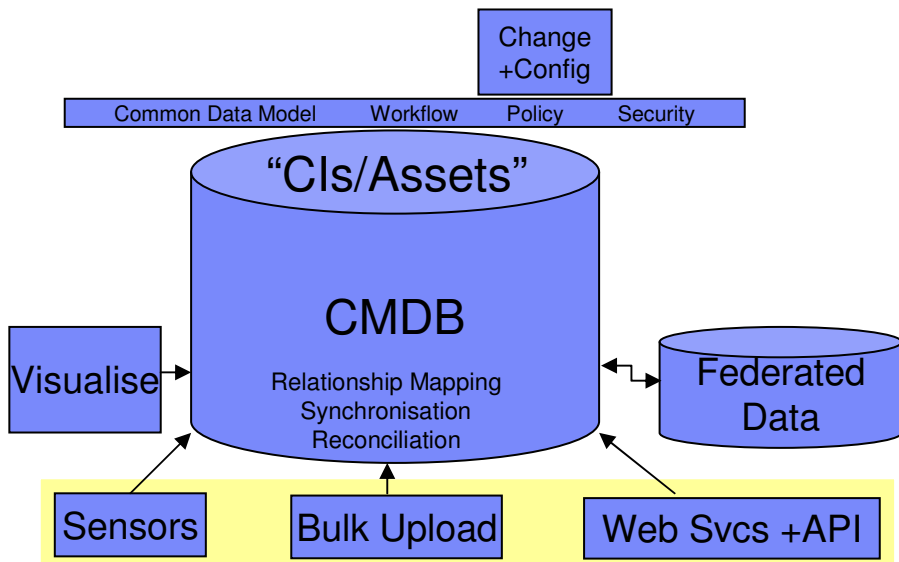


<http://www-306.ibm.com/software/tivoli/governance/servicemanagement/>

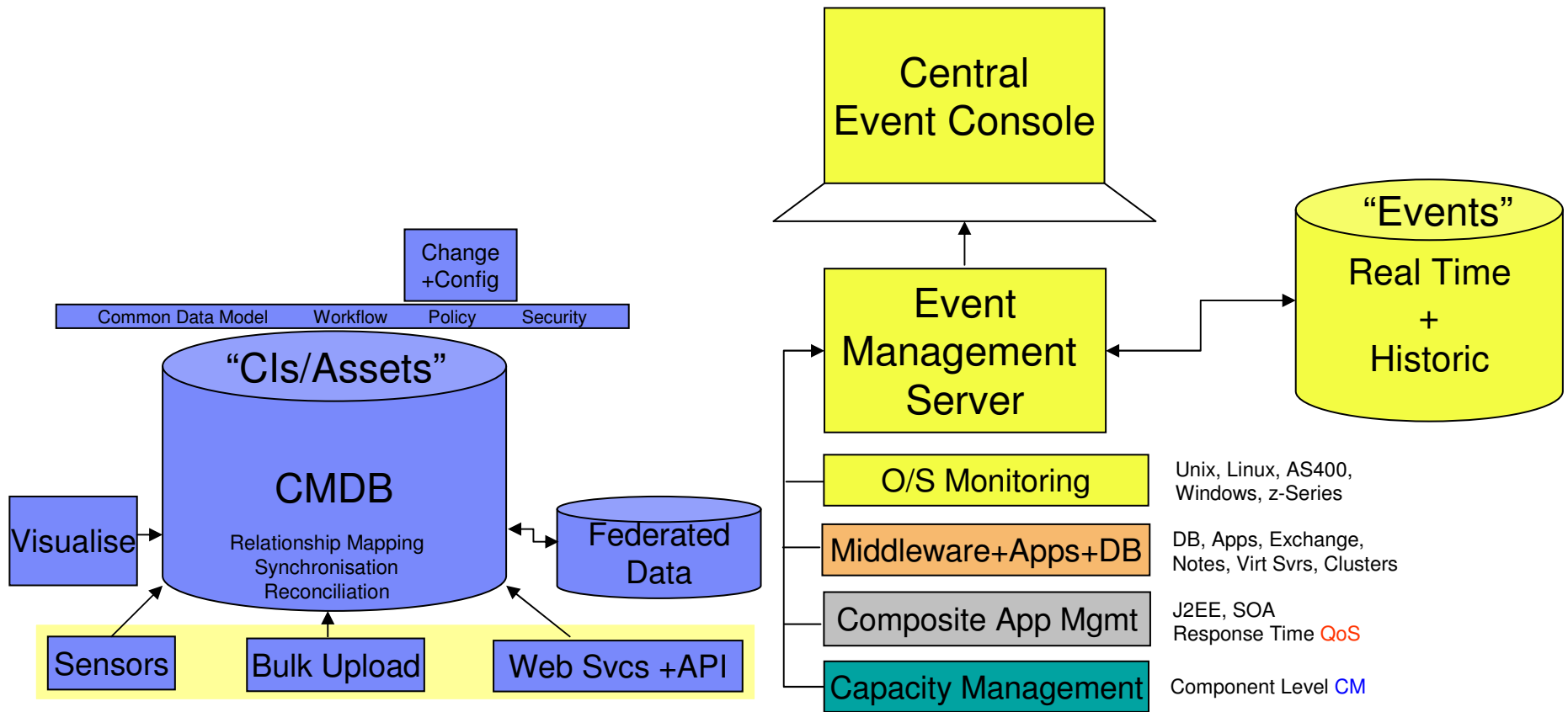
Building the IBM Service Management Capability



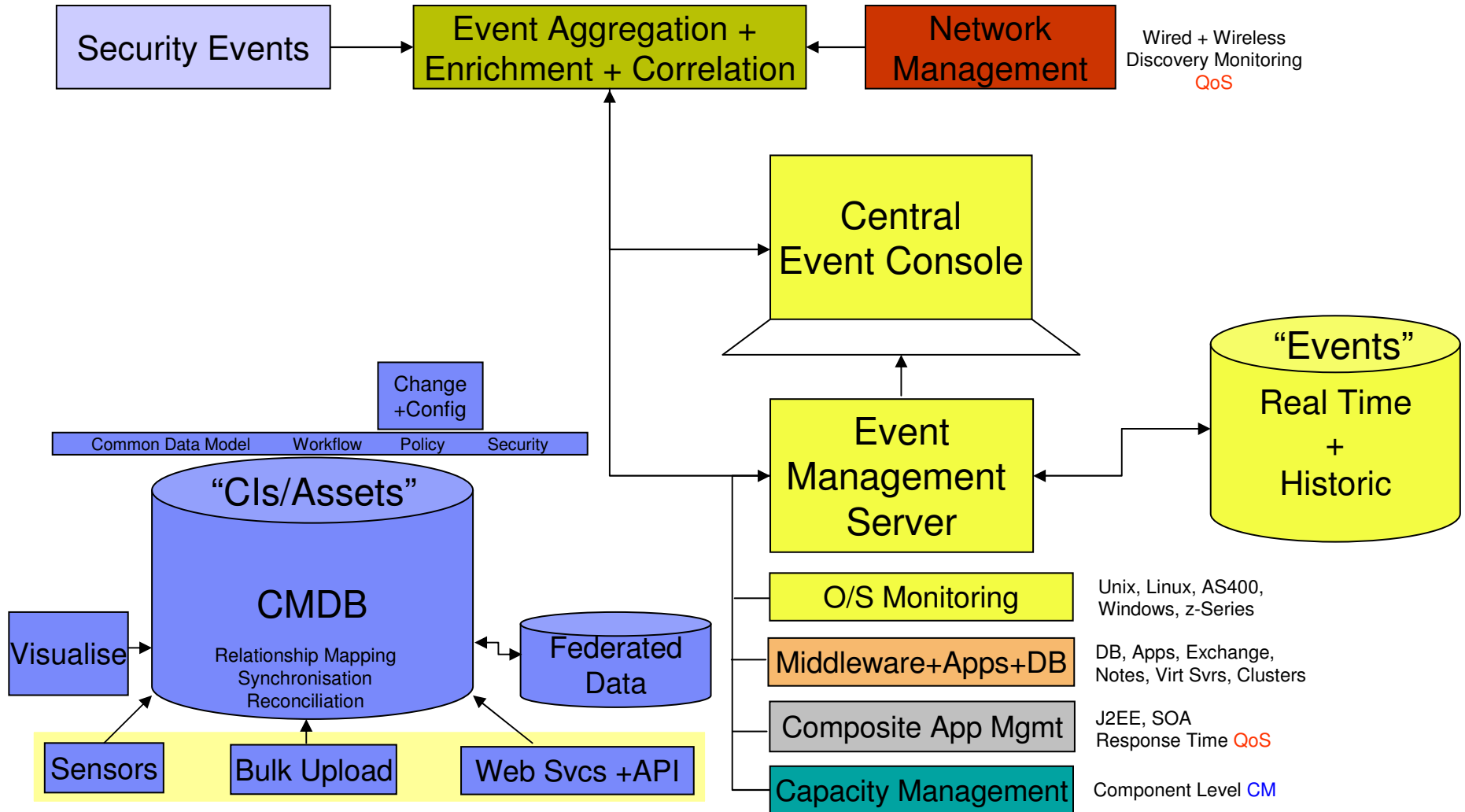
what have I got



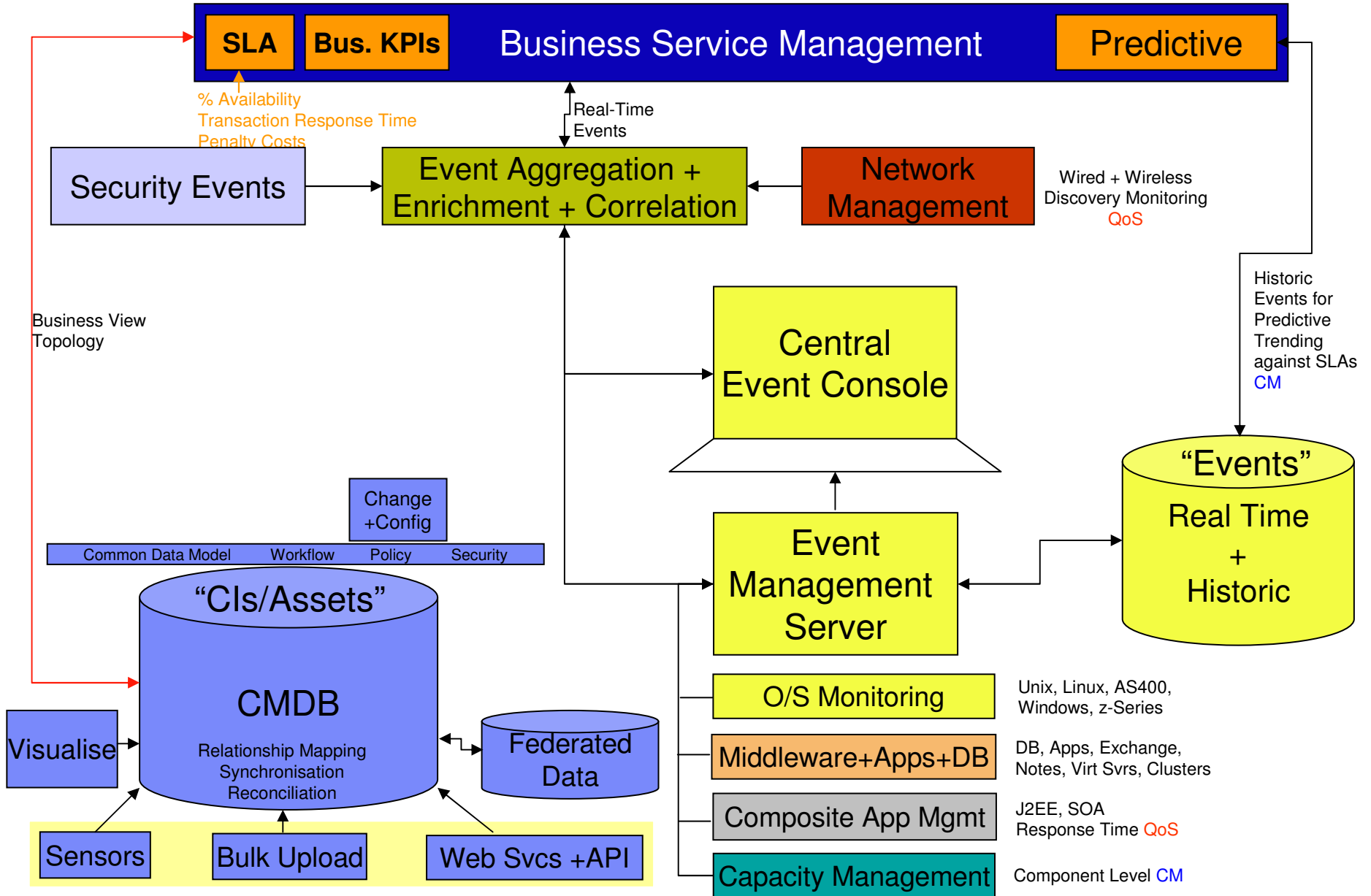
what have I got + what is it doing



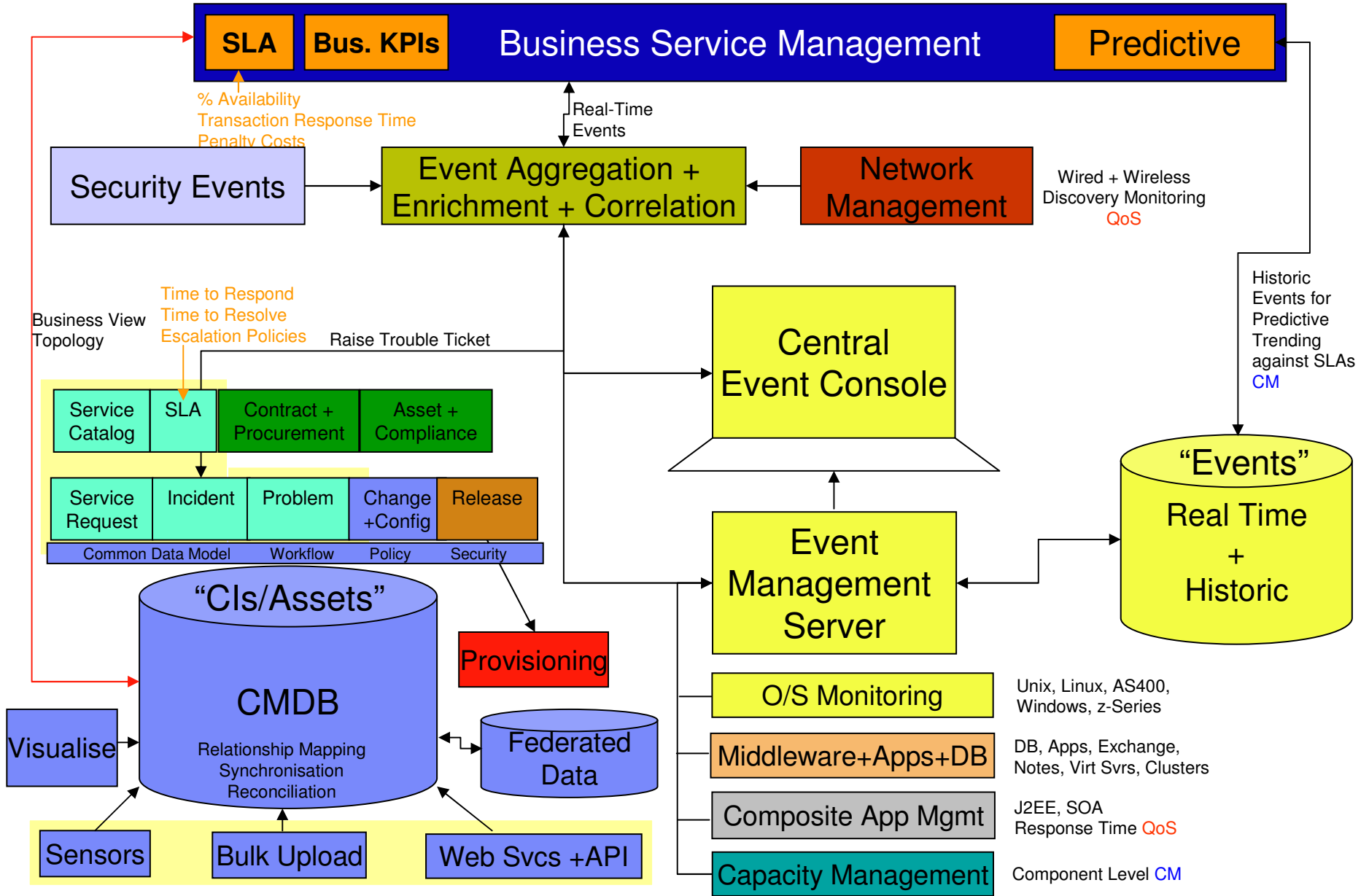
what have I got + what is it doing



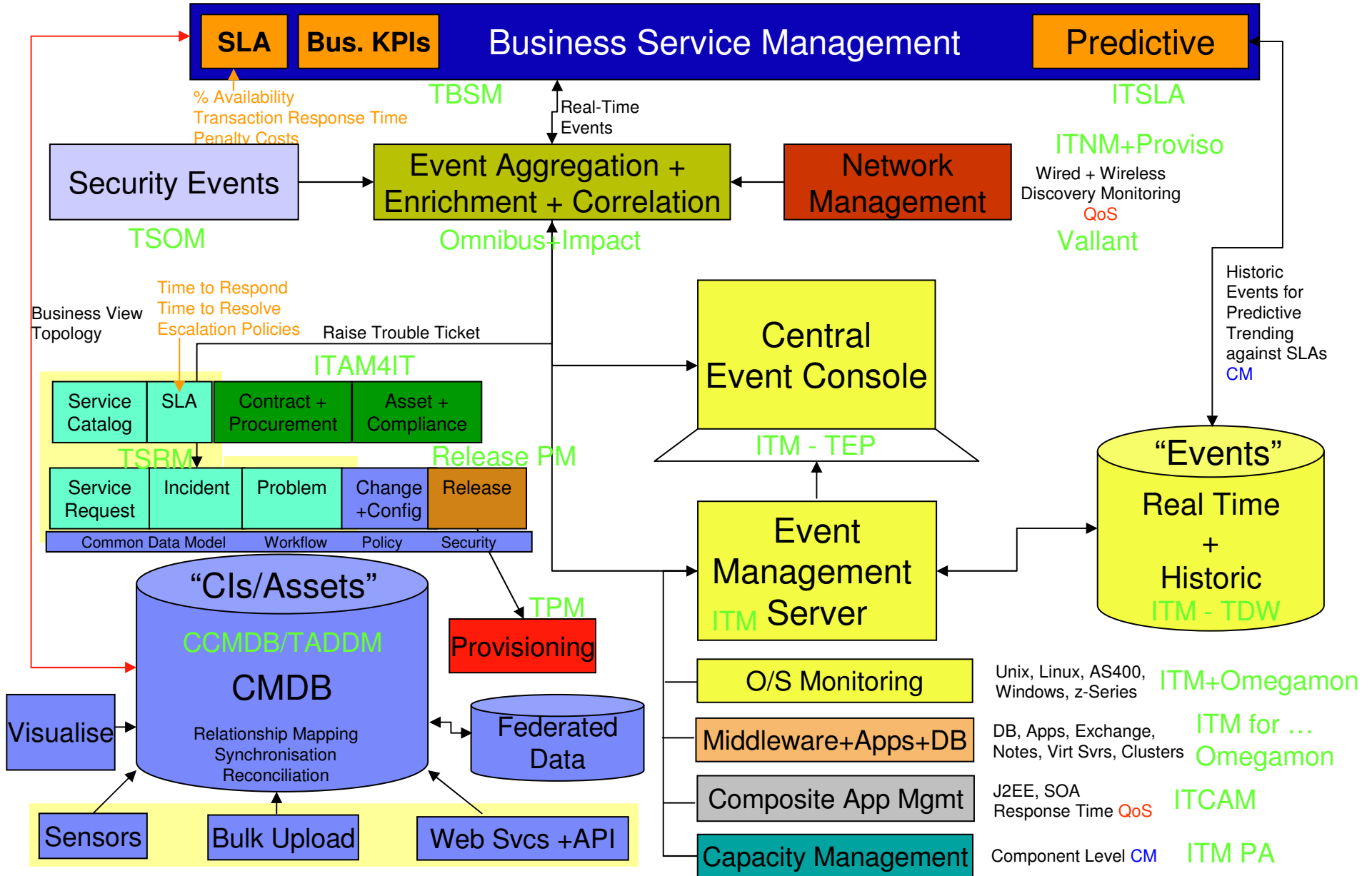
what have I got + what is it doing + how does this relate to the business



what have I got + what is it doing + how does this relate to the business + what actions do we take to control and manage it all



what have I got + what is it doing + how does this relate to the business + what actions do we take to control and manage it all



BSM in 6 steps:



Experience

Real-time Transaction Performance, Service Status, and End-User & Service Experience - (ITCAM portfolio, 3rd Party)

2



Dependencies

Relationship and Discovery Data – TADDM, CCMDB, MRO Asset, Inventory, Network Mgmt, BPEL, 3rd Party CMDB

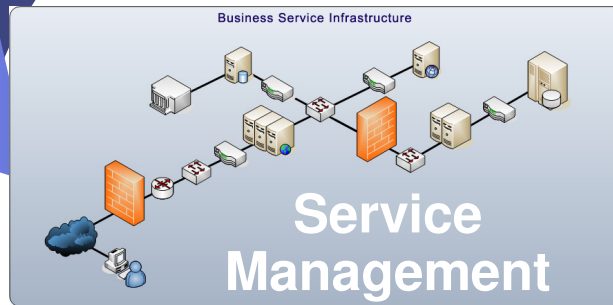
3



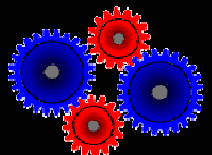
Infrastructure Events

Any Event or Fault from Any Source - ITM, Omnibus, TEC, ITCAM, OMEGAMON XE, NMS, EMS, Devices, 3rd Party

1



How does this relate to the business service?




Business Metrics

Business Support Data – Incidents, Call Records, Billing Data, Process dependencies, Revenue, and Risk Analysis data

4

6



Actions

Impact Analysis, Task Automation, Config, Provisioning, Activation, and Orchestration – TPM, TCM, TIO, Impact

What's happening with the infrastructure?

5



Views

*Business Views: SLM/SLA, Rev\$\$, Health, Customer
Operational Views: RCA, Compliance, Impact Analysis, Incident Mgmt.*

What actions do we take to correct the problems?



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Demo

Tivoli software



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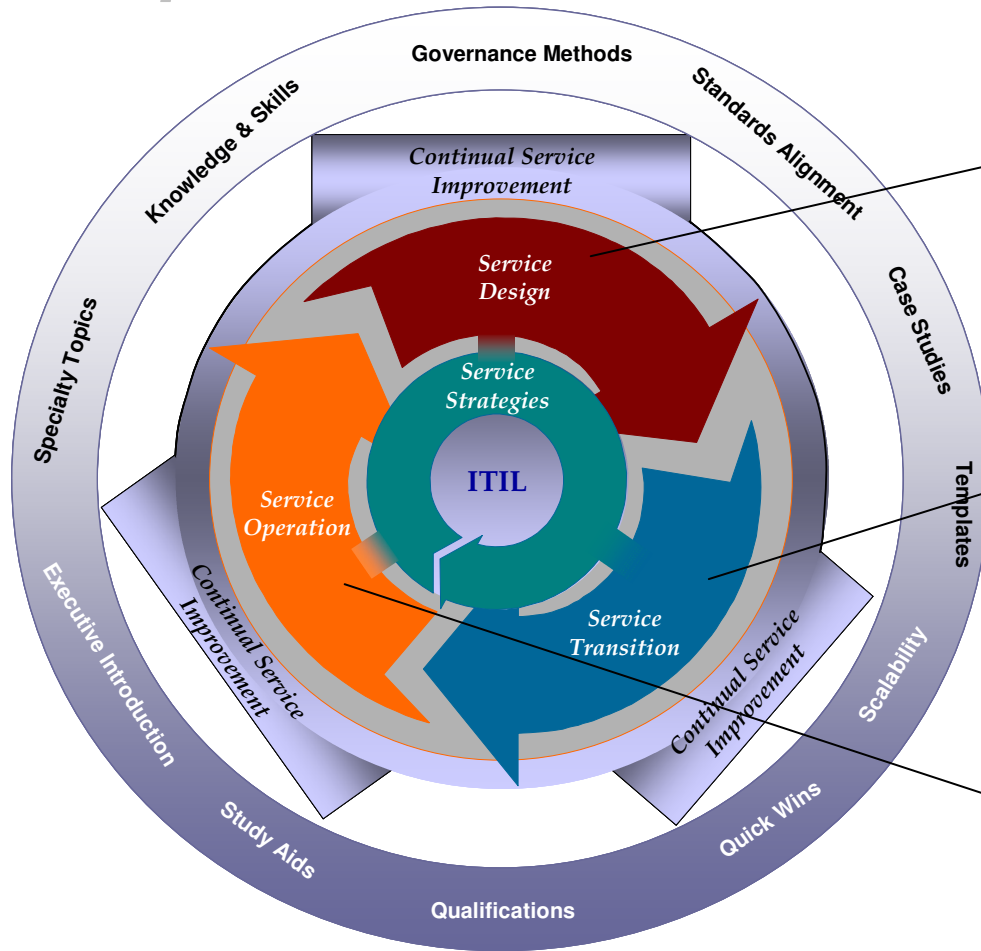
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TIDE Scenario 4 Focus Areas

Scope



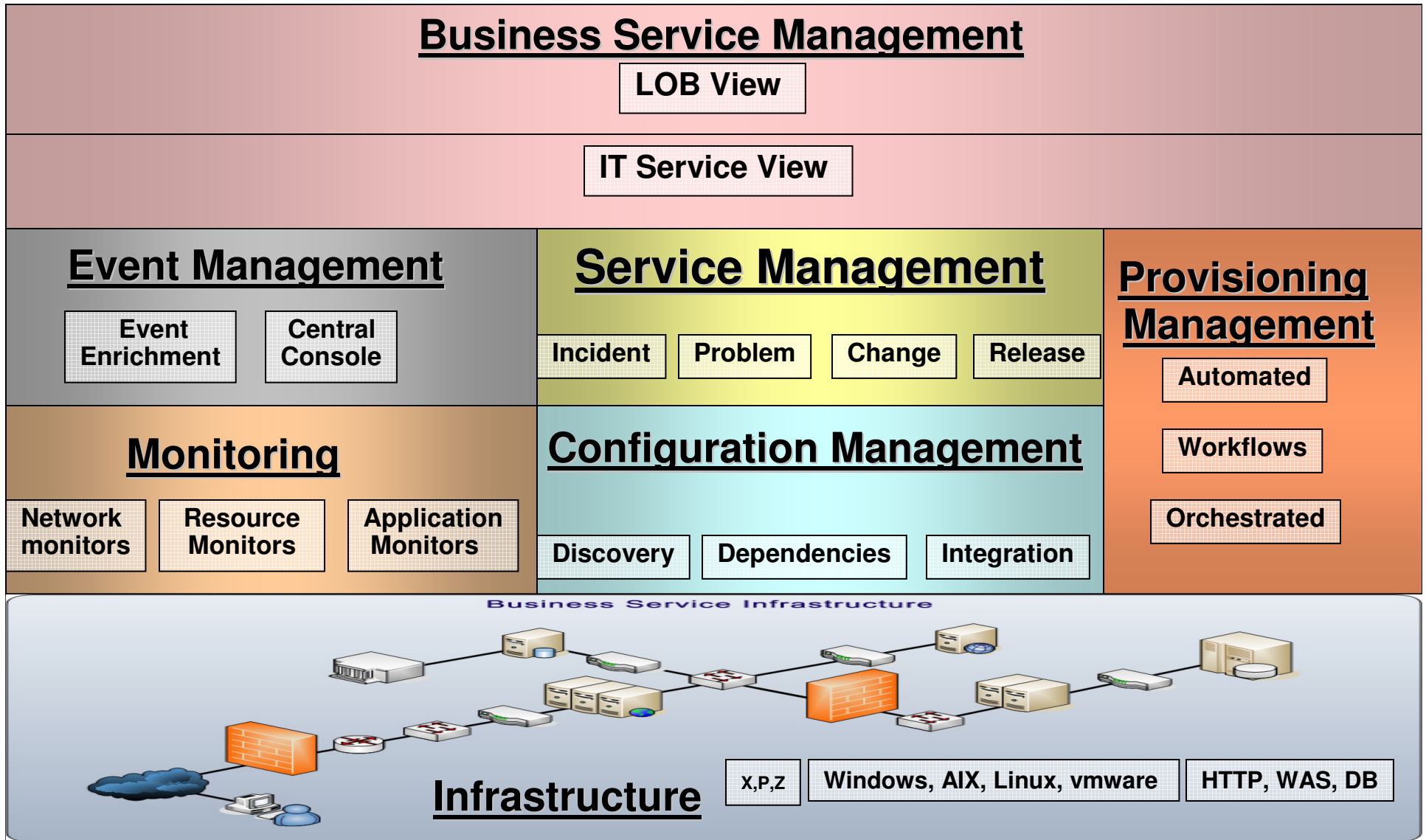
ITIL V3 Model

Service Catalog Management
Service Level Management
 Service Continuity Management
 Capacity Management
Availability Management

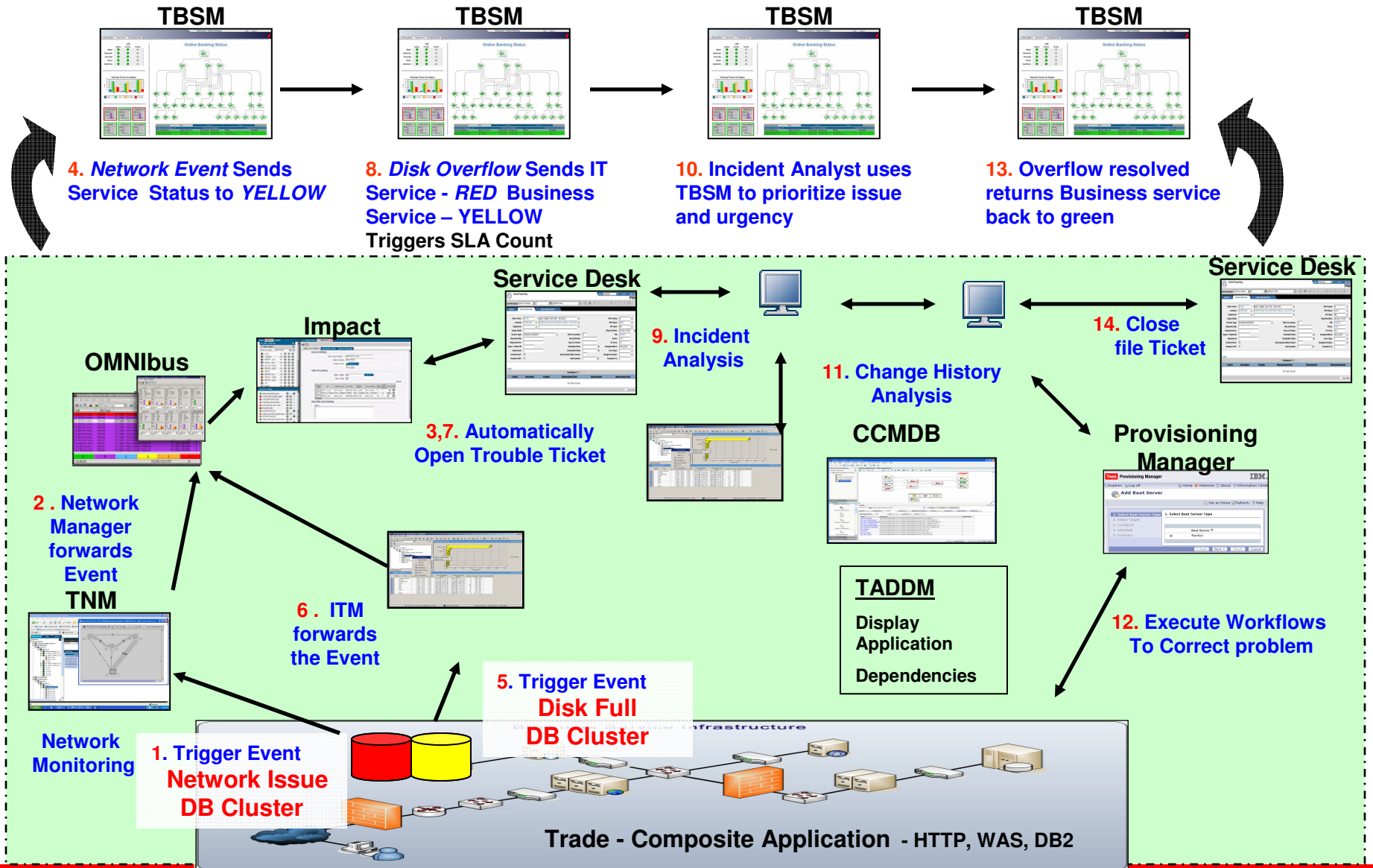
Configuration Management
Asset Management
Change Management
Release Management
Knowledge Management
 Build and Test

Service Desk
Event Management
 Access Management
Incident Management
 Problem Management
 Technical Management
 Operations Management
 Applications Management

TIDE4 - TBSM – Demonstrates function in 7 key management areas



Business Service – Availability (Network, Resource), Incident & Change within BSM





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Demo Summary

Tivoli software



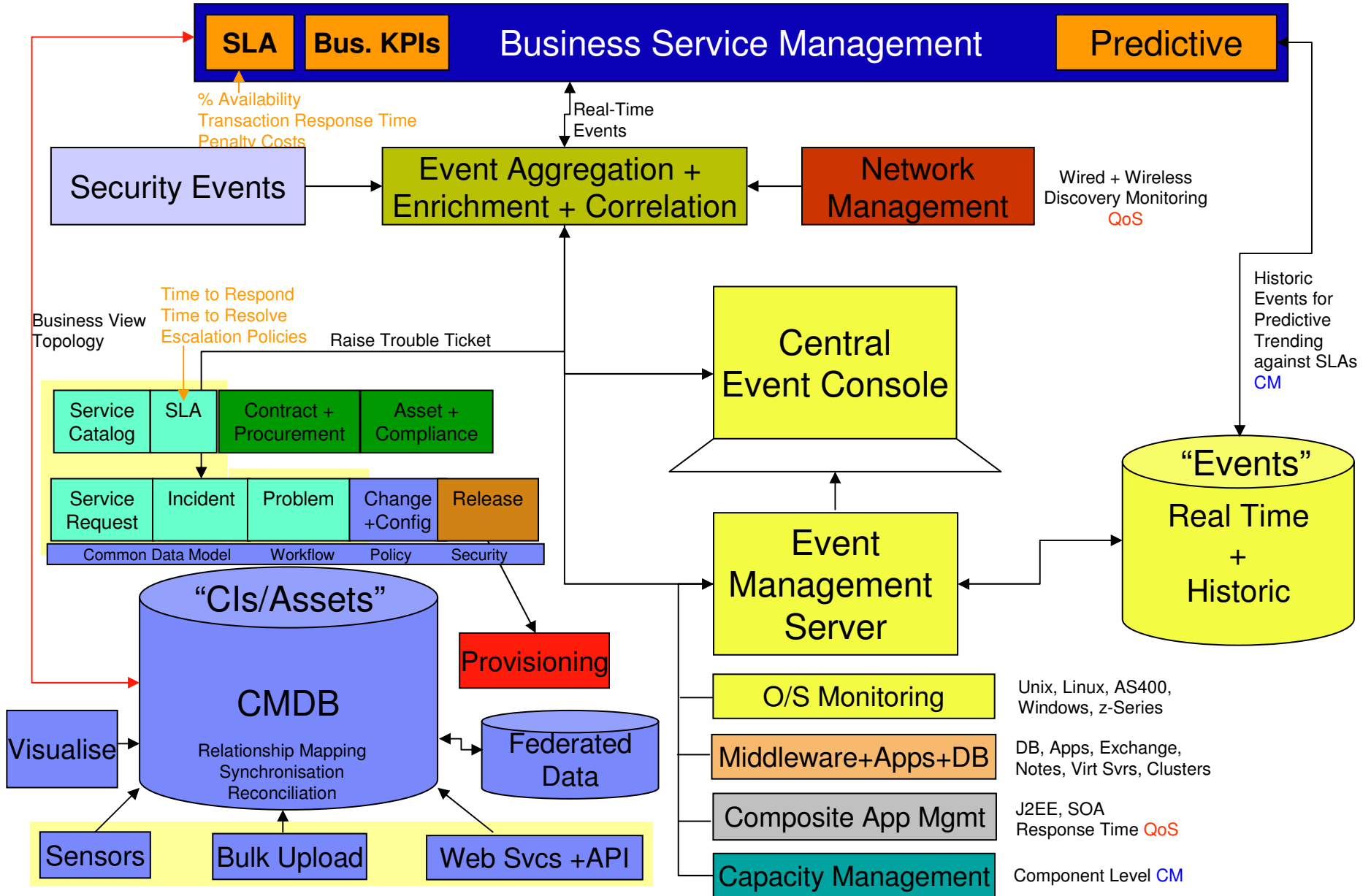
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what have I got + what is it doing + how does this relate to the business + what actions do we take to control and manage it all





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Questions?

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Backup Slides

Tivoli software



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Breadth of TSOM Supported Devices

Firewalls

Check Point Firewall-1
Cisco PIX
CyberGuard
Fortinet FortiGate
GNATBox
Juniper (Netscreen)
Linux IP Tables
Lucent Brick
Microsoft ISA Server
Nortel Switched Firewall
Stonesoft's StoneGate
Secure Computing's Sidewinder
Symantec's Enterprise Firewall
SonicWALL
Sun SunScreen

Vulnerability Assessment

Nessus
Vigilante
ISS Internet Scanner
QualysGuard
Foundstone
eEye Retina
SPI Dynamics WebInspect
nCircle IP360
Harris STAT

Routers/Switches

Cisco Routers
Cisco Catalyst Switches
Foundry Switches
F5 Big IP, 3-DNS
Juniper JunOS
TACACS / TACACS+
Nortel Ethernet Routing Switch
5500, 8300, 8600, 400 series
Nortel Routing Switch 3510

Discovery Tools

Lumeta IPSonar
NMAP

Network Intrusion Detect/Prevention

McAfee Intrushield
Sourcefire Network Sensor
Sourcefire RNA
Juniper IDP
ISS RealSecure
ISS Proventia
ISS BlackICE Sentry
Cisco Secure IDS
SNORT IDS
Enterasys Dragon
Nortel Threat Protection System (TPS)
Intrusion's SecureNetPro
Mirage Networks
NFR NID
Symantec ManHunt
ForeScout ActiveScout
QRadar
Top Layer Attack Mitigator
Labrea TarPit
IP Angel
Lancope StealthWatch
Tipping Point UnityOne NDS
Arbor Networks PeakflowX

Host-based Intrusion Detect/Prevention

Cisco CSA (Okena)
NFR HID
Sana
Snare
Symantec Intruder Alert (ITA)
Sygate Secure Enterprise
Tripwire
ISS RealSecure
McAfee Enterccept
PowerTech PowerLock/Interact (iSeries)

Web Servers

Apache
Microsoft IIS
IBM WebSphere

Operating Systems Logs, Logging

Platforms

Solaris (Sun)
AIX (IBM)
RedHat Linux
SuSE Linux
HP/UX
Microsoft Windows Event Log
(W2K3 DHCP, W2K DHCP, IIS)
Microsoft SNMP Trap Sender
Nokia IPSO
Novell NetWare
OpenBSD
Tru64
Triplight UPS
Monitorware SYSLOG
KiwiSyslog
Tivoli Agent SYSLOG Messages

Antivirus

CipherTrust IronMail
McAfee Virus Scan
Norton AntiVirus (Symantec)
McAfee ePO
Trend Micro InterScan

Application Security

Blue Coat Proxy
Nortel ITM (Intelligent Traffic Mgmt)
Teros APS
Sentryware Hive
Nortel Application Switch (Alteon)

Policy Compliance

Vericept

Access and Identity Management

CA eTrust Access
CA eTrust Secure Proxy Server
CA eTrust Siteminder (Netegrity)
RSA SecureID RADIUS
Oracle Identity Management (Oblix)
Sun Java System Directory Server
Microsoft Active Directory
Cisco ACS

Wireless Security

AirMagnet
AirDefense

Management Systems

neuSECURE escalates to:
Micromuse Netcool
IBM/Tivoli
Remedy ARS
HP OpenView
CA Unicenter

Management Systems

Source of events into neuSECURE:
Check Point Provider-1
ISS RealSecure SiteProtector
Juniper Global Pro (Netscreen)
Juniper NSM (Netscreen)
Tripwire Manager
Intrusion, Inc. SecureNet Manager
McAfee ePO
Nortel Defense Center
Sourcefire Defense Center
Q1 QRadar Mgmt Server
Symantec ESM

VPN

Juniper SSL VPN, Juniper VPN
Nortel VPN Router (Contivity)
Check Point
Cisco IOS VPN
Nortel VPN Gateway

What's In A Name? CIs and Assets

A common point of confusion between how IT Asset Management and ITIL's Configuration Management should fit together is the different terminology these disciplines use to describe the items being managed. Asset management, of course, talks about "assets" whereas ITIL Configuration Management speaks of "configuration items" (CIs). Despite their many similarities, there is more than a semantic difference between the two. Understanding the commonality and distinctions is the key to seeing how a single repository (a CMDB) can be leveraged for both ITAM and ITIL.

Whether a given item should be recorded as an "asset" or "CI" -- or both -- depends on how one plans to manage that component. If you plan to track a component's lifecycle from procurement to retirement, keeping track of purchase records, or accounting for chargebacks etc., then a record of it should be accessible and editable by an asset management application. If you plan to manage an item for its operational impact on services IT delivers to the business, it should be recorded in the CMDB as a CI and the CI record should be accessible to applications for incident and problem, change, release, capacity and service level management.

Another view:

Asset = A physical IT component managed throughout its lifecycle for its value/cost, contractual compliance and usage. Records of these assets have typically been stored in an asset repository. A component should be considered an asset if you want to be able to:

- Manage its procurement, receiving, maintenance or retirement
- Manage associated software license, warranty, lease or maintenance contract
- Track its monetary value or incurred costs
- Know who is using it and/or how often it is being used

Configuration Item (CI) = a physical or logical/IT component managed for its operational impact. CIs are, by ITIL's definition, records in a CMDB. A component should be considered a CI if you want to be able to:

- Open an incident against it
- Request a change for it
- Manage it as part of a release
- See its role in a business service to determine incident, change or service level impact



IBM Tivoli Netcool - Mozilla Firefox

http://netcool.tide.ibm.com:8080/

logged in as: Business Manager | Business Pane

Business View

Service Tree

	SLA Status	Infrastructure Status	TRX	% TRX Baseline	TRX (Day)	TRX (Month)	VOL	% VOL Baseline	VOL (Day)	VOL (Month)	Avg. RT	Max. RT	Failed Req	Tickets
Equities Trading	●	●	1923/h	80%	1794/h	1801/h	9195k\$/h	76%	9431k\$/h	10103k\$/h				12
Equities (America)	●	●	788/h	98%	794/h	820/h	4158k\$/h	103%	4061k\$/h	4270k\$/h	<8.0s	<16.0s	0	0
Equities (Asia)	●	●	850/h	106%	822/h	784/h	4162k\$/h	104%	4044k\$/h	4360k\$/h	<8.0s	<16.0s	0	0
Equities (Europe)	●	●	285/h	35%	178/h	197/h	875k\$/h	21%	1326k\$/h	1473k\$/h	<8.0s	<16.0s	0	12
Exchange Trading	●	●	1093/h	91%	1046/h	1045/h	12908k\$/h	89%	12581k\$/h	12595k\$/h				0
Online Banking	●	●	1103/h	91%	1118/h	1123/h	13110k\$/h	91%	13557k\$/h	13222k\$/h				0

Service Tree

	SLA Status	Infrastructure Status	TRX	% TRX Baseline	TRX (Day)	TRX (Month)	VOL	% VOL Baseline	VOL (Day)	VOL (Month)	Avg. RT	Max. RT	Failed Req	Tickets
America	●	●	1515/h	94%	1544/h	1550/h	12916k\$/h	94%	13066k\$/h	13128k\$/h				0
Asia	●	●	1581/h	98%	1532/h	1506/h	12784k\$/h	94%	12451k\$/h	12964k\$/h				0
Europe	●	●	1023/h	63%	882/h	913/h	9513k\$/h	69%	10052k\$/h	9828k\$/h				12

javascript:displayNewWespaMap('TIDE_Application', 'TIDE_Service_TRADEAPP', 1, 7383,1,6)

Start | IBM Tivoli Integrated De... | IBM Tivoli Netcool - M...

IBM Tivoli Netcool - Mozilla Firefox

File Edit View History Bookmarks Tools Help

http://netcool.tide.ibm.com:8080/

logged in as: Operations Manager | Operations Pane **Go Logout**

Business View **Operations View** Event View Network View

Service Tree

	Inf State	SLA Status	Events
Equities Trading	●	●	!
Equities (America)	●	●	●
Equities (Asia)	●	●	●
Equities (Europe)	▲	●	!
Exchange Trading	●	●	●
Online Banking	●	●	●

Service Viewer

View Definition: TIDE_Enterprise Levels Down 3 Levels Up 1 Apply

Status refresh in 140 seconds...

Service Details

SLA Events Rules

Done

Start IBM Tivoli Integrated De... IBM Tivoli Netcool - M...

IBM Tivoli Netcool - Mozilla Firefox

File Edit View History Bookmarks Tools Help

http://netcool.tide.ibm.com:8080/

View Definition: TIDE_Enterprise Levels Down 3 Levels Up 1 Apply

Equities (America) Equities (Asia) Equities (Europe) Exchange Trading Online Banking

Service Tree

	Inf State	SLA Status	Events
America	●	●	●
Asia	●	●	●
Europe	▲	●	●

Diagram showing network topology with nodes like Equities (Europe), Web Server, Directory Server, Database Server, and Application Server.

Status refresh in 20 seconds...

Service Details

SLA Events Rules

Incident ID	ServiceName	Best Case %	Downtime	TimeLeft	TWin	Penalty
BSM445553	TIDE_Service_TRADEAPP	99.971%	00:12:09s	01:47:50s	Nov 200	20250.0

1/1 All[1/1]

Done

Start IBM Tivoli Integrated De... IBM Tivoli Netcool - M... Enterprise Status - itm....

http://maximo.tide.ibm.com - MAXIMO - Incidents - Microsoft Internet Explorer

Incidents

Find: [] Select Action []

List Incident Activities Related Records Solution Details Log Failure Reporting

Incident **BSM445553** Owner **MAXADMIN** Owner Group [] Status **NEW** Attachments []

Event Console Information

Event Console **BSM TRADEAPP** Ticket ID **BSM445553** Record ID **445553** Reported Date **11/20/07 2:52 PM**

User Information

Reported By **TBSM** Affected Person []
 Name **Tivoli Business Service Manager** Name []
 Phone [] Phone []
 E-mail [] E-mail []

Incident Details

Summary Best case availability for TIDE_Service_TRADE []
Details Best case availability for TIDE_Service_TRADEAPP is 99.997% (Warning) due to 00:01:02s of unavailability during Nov 2007 leaving 01:58:57s remaining until Violation, Penalty: 1722.22

Classification []
Description []
Reported Priority []
Internal Priority []
Service Group **IT**
Service **TRADEAPP**
Vendor []
Site **BOE**
SLA Applied?

Asset **TRADEAPP** **IT Assets, Software, Trade Online Application**
Location **BOE** **Labor Boeblingen**
GL Account []
Asset Site **BOE**

Dates

Reported Date **11/20/07 2:52 PM** Target Contact [] Actual Contact [] Global Issue?
 Affected Date [] Target Start [] Actual Start [] Related to Global ID []
 Target Finish [] Actual Finish [] Global Class **INCIDENT**

Application Links

Service Management Monitoring IT Automation Configuration Management Configuration Management Reports

Related Assets Filter [] 0 - 0 of 0 [] Download []

Done [] Trusted sites []

Start [] IBM Tivoli Integrated De... [] http://maximo.tide.ib... []

Disk Usage - itm.tide.ibm.com - demo01

File Edit View Help

View: Physical

Enterprise

- Linux Systems
- UNIX Systems
 - trading-lpar
 - AIX Premium
 - CEC Base
 - DB2 - tradinst:trading-lpar.tide.ibm.c
 - UNIX OS
 - Disk Usage**
 - File Information
 - Network
 - NFS Activity
 - Process
 - RPC Performance

Physical

Space Used % - Top Ten

Mount Point	Space Used Percent
/dev/hd9var	~95
/dev/hd2	~85
/dev/db2	~80
/dev/hd3	~75
/dev/hd1	~70
/dev/hd10opt	~65
/dev/tradinst	~45
/dev/hd4	~25
/dev/root_lv	~10

Inodes Used % - Top Ten

Mount Point	Inodes Used Percent
/usr	~23
/	~10
/opt	~8
/var	~6
/tmp	~5
/home	~4
/db2	~3
/root	~2
/tradinst	~1

Disk Utilization

Mount Point (Unicode)	Name (Unicode)	Size (KBytes)	Space Available (KBytes)	Space Used (KBytes)	Sp Us Per
/	/dev/hd4	131.072	115.248	15.824	
/usr	/dev/hd2	4,194.304	866.696	3,327.608	
/var	/dev/hd9var	1,048.576	81.184	967.392	
/tmp	/dev/hd3	1,048.576	253.688	794.888	
/home	/dev/hd1	1,048.576	346.900	701.676	
/opt	/dev/hd10opt	1,048.576	428.256	620.320	
/root	/dev/root_lv	65.536	64.528	1.008	
/db2	/dev/db2	4,194.304	1,017.360	3,176.944	
/tradinst	/dev/tradinst	12,582.912	8,548.816	4,034.096	

Disk Busy %

hdisk0

Busy Percent

Hub Time: Not Available | Server Available | Disk Usage - itm.tide.ibm.com - demo01

Start | IBM Tivoli Integrated De... | http://maximo.tide.ibm.c... | **Disk Usage - itm.tide...**

Configuration Discovery and Tracking - Version: Current

File Edit Display Discovery Topology Analytics Windows Help

Discovery
Topology
Analytics

Change History
Dormant Components
Component Comparison

Discovered Components

List/Search
Keyword: trad
Component: IBM AIX Computer Sys...

policy-lpar.tide.ibm.com
trading-lpar.tide.ibm.com
tdcnim.tivoli.swgdemo.ibm.com

Change History: Results

Component	Type	Change	Date	Attribute	Old Value
trading-lpar.tide.ibm.com	AIX Computer System	Updated	11/20/07 11:57 CET		
AixComputerSystemTemplate/users	DataFile	Updated	11/20/07 11:57 CET		
AixComputerSystemTemplate/sysAttributes	DataFile	Updated	11/20/07 11:57 CET		
/etc/syslog.conf	ConfigFile	Updated	11/20/07 11:57 CET		
/etc/syslog.conf	ConfigFile	Updated	11/20/07 11:57 CET	content	# @(#)341.11 s
/etc/syslog.conf	ConfigFile	Updated	11/20/07 11:57 CET	checksum	:3026996501
/etc/syslog.conf	ConfigFile	Updated	11/20/07 11:57 CET	size	4531
/etc/syslog.conf	ConfigFile	Updated	11/20/07 11:57 CET	lastModified	1194339832000
AixComputerSystemTemplate/ologonMessage	DataFile	Updated	11/20/07 11:57 CET		

Diff Show Details

Details

Items: trading-lpar.tide.ibm.com (IBM AIX Computer System)

General Router Details OS Storage IP Interfaces Packages

OS: AIX
OS Confidence Level: 100
OS Version: 5.3
OS Mode: 64-bit
Kernel Version: 5
System Id: 016F57D6
DNS Resolve Entries: 9.152.50.117
 9.152.50.118

Start IBM Tivoli Integrated De... http://maximo.tide.ibm.c... Configuration Discove...