Tivoli Network Service Assurance Track

Session #	Session	Speaker	Hands on Lab?	Level	Session Pre-reqs	Learning Summary	Abstract
NET01	Transition of Netview to multiple ITNM instances: a customer story.	Arend Berg	N	Intermediate	Knowledge of IBM Tivoli Network Manager for IP and IBM Tivoli Netcool OMNIbus	How to migrate Netview and how to install a highly automated multiple ITNM infrastructure	Our customer has used IBM Tivoli Netview for several years to monitor his enterprise network. Using the new functionalities ITNM provides, we installed a network monitoring infrastructure based on multiple ITNM instances and transferred the existing solution into it. This session will cover the migration planning, the architecture requirements as well as solution we implemented. We will also discuss the do's and don'ts of the migration. Listen to us and you will learn how a highly automated network monitoring solution can help an enterprise customer doing his services.
NET02	The TNSQM Adapter Toolkit – Building your own Service Quality Solutions.	Brendan Murphy	N	Intermediate	Basic understanding of TNSQM	A basic understanding of the TNSQM Adapter Development toolkit and how to leverage it to target any service quality solution.	The Tivoli Service Quality Manager Adapter Development Toolkit provides an intelligent interface between TNSQM and the Data Source to allow customers to independently integrate disperse data quickly using a configuration interface. This allows for a real-time, end-to-end view of service quality from the customer's perspective. This session will show users how to integrate data sources using the toolkit and maximize SQM and SLA functionality for both Telco and non-Telco service providers.
NET03	Integrating TBSM & TNSQM for a visualisation of Service Quality	Brendan Murphy	N	Intermediate	Basic understanding of TNSQM and TBSM	A basic understanding of the integration of TNSQM and TBSM to monitor service quality for both telco and non-telco service providers.	The Tivoli Service Quality Manager (SQM) provides a real-time, end-to-end view of a service to enable Service Providers to understand service quality from the customer's perspective and can be integrated with TBSM to give an enhanced visualization of where service providers have service quality deficits. This session will show users how to integrate TNSQM with TBSM, leveraging the core SQM and SLA functionality of TNSQM with TBSM's advanced service and process visibility in targeted, real-time dashboards.
NET04	OMNIbus, Web GUI, ITNM, TBSM integrated in one TIP Part 1	Dietger Bahn	Y	Open to All	General knowledge and basic understanding of IBM Tivoli Netcool/OMNIbus, IBM Tivoli Netcool/Webtop or Web GUI, IBM Tivoli Network Manager, IBM Tivoli Business Service Manager, IBM Tivoli Integrated Portal.	Understanding how to setup an integrated IBM Tivoli Netcool environment in one IBM Tivoli Integrated Portal	During this Hands-on Lab Session you will learn how to install and setup an integrated environment considering IBM Tivoli Netcool/OMNIbus v7.3, IBM Tivoli Netcool/OMNIbus v7.3 Web GUI, IBM Tivoli Network Manager v3.8 and IBM Tivoli Business Service Manager v4.2.1 integrated in one IBM Tivoli Integrated Portal. You will gain experiences and tips and trick with an integrated TIP environment.
NET05	OMNIbus, Web GUI, ITNM, TBSM integrated in one TIP Part 2	Dietger Bahn	Y	Open to All	General knowledge and basic understanding of IBM Tivoli Netcool/OMNIbus, IBM Tivoli Netcool/Webtop or Web GUI, IBM Tivoli Network Manager, IBM Tivoli Business Service Manager, IBM Tivoli Integrated Portal.	Understanding how to setup an integrated IBM Tivoli Netcool environment in one IBM Tivoli Integrated Portal	During this Hands-on Lab Session you will learn how to install and setup an integrated environment considering IBM Tivoli Netcool/OMNIbus v7.3, IBM Tivoli Netcool/OMNIbus v7.3 Web GUI, IBM Tivoli Network Manager v3.8 and IBM Tivoli Business Service Manager v4.2.1 integrated in one IBM Tivoli Integrated Portal. You will gain experiences and tips and trick with an integrated TIP environment.
NET06	OMNIbus, Web GUI, ITNM, TBSM integrated in one TIP Part 3	Dietger Bahn	Y	Open to All	General knowledge and basic understanding of IBM Tivoli Netcool/OMNIbus, IBM Tivoli Netcool/Webtop or Web GUI, IBM Tivoli Network Manager, IBM Tivoli Business Service Manager, IBM Tivoli Integrated Portal.	Understanding how to setup an integrated IBM Tivoli Netcool environment in one IBM Tivoli Integrated Portal	During this Hands-on Lab Session you will learn how to install and setup an integrated environment considering IBM Tivoli Netcool/OMNIbus v7.3, IBM Tivoli Netcool/OMNIbus v7.3 Web GUI, IBM Tivoli Network Manager v3.8 and IBM Tivoli Business Service Manager v4.2.1 integrated in one IBM Tivoli Integrated Portal. You will gain experiences and tips and trick with an integrated TIP environment.
NET07	Service Operational Dashboard Creation	Kieran Sexton	N	Intermediate	General Knowledge of Service Quality Management, in particular KQIs and SLAs	An undertsanding of the steps involved in creating a Service Opertional Dashboard. An understanding of how the SQM metrics can be monitored within TBSM	Communication Service Providers need to be able to view the status of offered services. The integration of the Tivoli Service Quality Management Centre (TNSQMC) and Tivoli Business Service Manager (TBSM) allows service management personnel (operators, service managers etc) to view service status in designed Service trees within the Service Operational Dashboards. The Workshop will demonstrate the design and configuration of a Service Operational Dashboard using the integration with TNSQM. The dashboard is configured to query and retrieve the KQI (Key quality Indicators) and SLA (Service Level Agreement) data as required by the dashboard design. The dashboard will display the numerical value of a set of SQM metrics with a corresponding visual to indiate the status of the service and the impact of service outages. The workshop will instruct you on the following processes: Dashboard Layout & Design, Create Service Templates, Create Dependencies, Create Data Fetchers (TNSQM SQL query), Create incoming rules, Create Services, Create Custom Service Trees & Views, Monitor Service
NET08	Generalized Root Cause Analysis across the Tivoli Netcool suite	Dr. Heiko Hünnefeld	N	Advanced			Root Cause analysis (RCA) is a common term for various types of event correlation. Even within the Tivoli Netcool suite there are many components contributing to RCA: ITNM AMOS, Omnibus automations, Impact policies, TBSM models, ITCAM scenarios, etc. Each of those tools is performing very specialized correlation tasks for different use cases – from a technical point of view. From a business point of view, all of those do the same: reducing the noise of events and finding the root cause of a given situation. Consolidating the various methods into a common appearance to the business users, the customer operators, is a big challenge for system integrators in Tivoli Netcool projects. We established a generic correlation engine based on Tivoli Netcool Impact which serves as a unification layer above the existing core correlation features of the bespoke products. In the backend, each product is still doing independent correlation, the presentation to the users however is harmonized and generic. As an example, the implementation at Swisscom (Switzerland) is being presented, showing use cases from transmission networks and IP networks.
NET09	An introductory presentation of the Intelliden products that IBM acquired	Raffaella Nicolosi	N	Open to All	None	Functionalities and purpose of the Intelliden products that IBM acquired	An introductory presentation of the Intelliden products that IBM acquired
NET10	IBM Tivoli Netcool Service Quality Manager 4.1.2 Developer Toolkit: Requirements gathering process	Dan Roscigno	N	Intermediate	Basic understanding of TNSQM	Hands on experience in the mechanics of building an adapter to use TNSQM to manage your customer's service.	After completing this session you should be able to: • Understand the requirements gathering process • Understand the data needed as input to the adapter development process
NET11	IBM Tivoli Netcool Service Quality Manager 4.1.2 Developer Toolkit: Installation and setup	Dan Roscigno	Y	Intermediate	Basic understanding of TNSQM. This is the first part of a three part lab. Please also schedule yourself for " IBM Tivoli Netcool Service Quality Manager 4.1.2 Developer Toolkit: Build a basic service request adapter" parts one and two.	Hands on experience in the mechanics of building an adapter to use TNSQM to manage your customer's service.	After completing this session you should be able to: • Install the IBM Tivoli Netcool Service Quality Manager 4.1.2 Developer Toolkit • Configure development environment variables • Generate a working copy of the provided adapter template
NET12	IBM Tivoli Netcool Service Quality Manager 4.1.2 Developer Toolkit: Build a basic service request manager adapter part one	Dan Roscigno	Y	Intermediate	Basic understanding of TNSQM. This is the second part of a three part lab. Please also schedule yourself for " IBM Tivoli Netcool Service Quality Manager 4.1.2 Developer Toolkit: Installation and setup" and "Build a basic service request adapter" part two.	Hands on experience in the mechanics of building an adapter to use TNSQM to manage your customer's service.	After completing this session (note: common agenda for parts one and two of the lab) you should be able to: • Write a basic adapter • Build and package an adapter • Install and provision an adapter • Test an adapter with simulated data
NET13	IBM Tivoli Netcool Service Quality Manager 4.1.2 Developer Toolkit: Build a basic service request manager adapter part two	Dan Roscigno	Y	Intermediate	Basic understanding of TNSQM. This is the final part of a three part lab. Please also schedule yourself for " IBM Tivoli Netcool Service Quality Manager 4.1.2 Developer Toolkit: Installation and setup" and "Build a basic service request adapter" part one.	Hands on experience in the mechanics of building an adapter to use TNSQM to manage your customer's service.	After completing this session (note: common agenda for parts one and two of the lab) you should be able to: • Write a basic adapter • Build and package an adapter • Install and provision an adapter • Test an adapter with simulated data

Service Availability and Performance Management Track							
Session #	Session	Speaker	Hands on Lab?	Level	Session Pre-reqs	Learning Summary	Abstract
SAPM01	Integrated automated Business Service Management – How it fits all together!	Arend Berg	N	Open to All	Basic knowledge of the products mentioned in this session	Good understanding of building and maintaining business services with the IBM Tivoli product set	IBM Tivoli Business Service Manager is a powerful tool for displaying business critical applications as business services. This session will cover the integration of the IBM Tivoli products ITM/ITCAM, ITNM for IP and TADDM/CCMDB we used for building up an integrated business service management within TBSM. We will present the architecture components for the availability, performance, network, event, discovery and business service management. After dealing with this separated building blocks we will discuss the integration aspects and configuration we provided within this solution
SAPM02	Monitoring end-users's real Business transactions using Web Response Time - ITCAM for Transacions 7.2	Attilio Papili	N	Intermediate	Intermediate knowledge of the IBM Tivoli Monitoring 6.x. Entry level knowledge of ITCAM for Transactions 7.2, and Web Response Time General understanding of Web application infrastructure.	Intermediate knowledge of the Web Response Time product.	Web Response Time is an important component of the Itcam for Transactions product because it treats real transactions executed by users, so it allows the technical IT department to easily know what is the "experience" of users that are using the web applications. This product monitors for transactions response time and unavailability issues and shows their impact on the users. Many other transaction metrics are also available for troubleshooting and reporting purposes. This session we will show you how deploying this product in a way called "appliance mode " that permits to monitor the transactions without interfering with the application's production flow. We will start from same network considerations, and we will continue with deploy best practices, with also a multi WRT agent configuration on the same box. The participants will acquire the knowledges about the latest features of the product, among whose the most important are: Session/user tracking HTTPS monitoring Application Management Console Editor (AMCE) definitions New Cognos Reports Tivoli Business service Manager Integration Transaction Tracking integration
SAPM03	Robotic monitoring for the critical Business transactions using ITCAM for Transactions 7.2	Attilio Papili	N	Intermediate	Intermediate knowledge of the IBM Tivoli Monitoring 6.x. Entry level knowledge of ITCAM for Transactions 7.2, and Robotic Response Time	Intermediate knowledge of the Robotic Response Time.	Today in the monitoring of business application services, that increasingly are delivered by composite and complex applications, it is no longer sufficient monitoring of individual nodes that make up the application infrastructure, because it does not guarantee the availability of the service and no give indications on what is the service level perceived by the end users. In this context, the product IBM Tivoli Composite Application Manager for Transactions 7.2 provides the Robotic Response Time (RRT) component that asily allows , through the execution of regular automated transactions, choosen "ad hoc", to carry out monitoring availability and performance of application services. In this session we will explain the features and the differences between the implementations provided by the product (Rational Performance Tester, Rational Robot, Rational Funtional Tester, command line) to monitoring the most common transactions (HTTP/S, Sap, Siebel, Citrix, Web Services, Client-Server, etc.) After we will show the main steps for deploying the product with Rational Performance Tester: recording the script uploading and defining the transaction on the "Application Management Console Editor" viewing results and creating situations Later we'll explore the latest capabilities of product like, the screen capture on failure, the Cognos reports, and the workspaces provided for the Will be presented to the participants a set of best practices for the set-up of the robotics solution.
SAPM04	How implement robotic transactions monitoring with ITCAM for Transactions 7.2 and Rational Performance Tester 8	Attilio Papili	Y	Intermediate	Intermediate knowledge of the implementation of IBM Tivoli Monitoring 6.x. Entry level knowledge of ITCAM for Transactions 7.2, and Robotic Response Time Entry level knowledge of the Rational Performance Tester product	Intermediate knowledge of the implementation and configuration of the component Robotic Response Time (RRT) of the product ITCAM for Transactions 7.2.	In this hands-on lab session, the participant will be able to deploy a robotic monitoring solution using the component Robotic Response Time (RRT) of the product ITCAM for Transactions 7.2. The partecipants will install and configure the agent for Robotic Response Time with Rational Performance Tester 8 (RPT). We will explain and practice how record a web transaction using RPT, and how configure the RRT and the AMCE (Application Managemnet Console Editor) to monitor the recorded transaction. Then we will show how implement the situations, the historical data collection on the metrics provided by the product. We will implement on the created transaction the screen capture on failure feature.
SAPM05	From Systems Management to End to End Monitoring & Business Service Management	Denis Gras	N	Intermediate	A basic understanding of Service Management principles (ITIL) and Monitoring activities	A good understanding about Business Service Management principles and IBM solutions in that area (and SDM, its components, and some best practices related to Private Cloud transformation	This session clearly explains why customers should move towards End to End Monitoring and Business Service Management and how they can do it now.
SAPM06	ITCAM for Application Diagnostics -- Deep Dive	Detlef Wolf	N	Intermediate	Students have a basic understanding about ITCAM for Application Diagnostics (aka ITCAM for WebSphere) and are familiarized with the different user interfaces available in the ITCAM and the ITM infrastructure.	Understanding for: Which user interface to use for which exercise. Which steps to take, to capture required information to get to the root cause of an existing bottleneck.	Understanding the different mechanisms of ITCAM for Application Diagnostics to capture meaningful data is a key to success to find quick responses on application performance issues. This session will highlight different approaches to use ITCAM for AD efficiently.
SAPM07	ITCAM for Applications, Messaging (aka OMEGAMON XE for Messaging) -- Deep Dive	Detlef Wolf	N	Intermediate	Students now what WebSphere MQ is about, and what it takes to manage complex application environments. Also a basic understanding on handling ITM V6 workspaces is required to follow this session.	After completing this session, students understand the capabilities of Tivoli's WebSphere MQ monitoring and understand the requirement of a comprehensive monitoring approach and the need for centralized MQ configuration.	WebSphere MQ is mostly highly distributed across the IT infrastructure. This session will show an holistic monitoring approach, enabling users to monitor the entire MQ network rather than a single WebSphere MQ instance.
SAPM08	ITM V6 -- Creating Reusable/Dynamic Logical Views Part 1	Detlef Wolf	Y	Advanced	Students should have experience in creating user defined workspaces and understand the topology/navigator approach of ITM V6.	Students are able to create own navigator views for reuse on different managed systems without re-applying all definitions to single instances of navigator items.	ITM offers great opportunities to create self-designed workspaces. This lab will guid you to create your own workspaces, focusing on the requirement, to reuse the new workspaces for different managed systems, without re-doing all the work and creating a lot of redundancy. Every student will work on its own ITM environment and will create its own workspace. By the end of the lab, the achieved results might be unloaded for further use in your own environment.
SAPM09	ITM V6 -- Creating Reusable/Dynamic Logical Views Part 2	Detlef Wolf	Y	Advanced	Students should have experience in creating user defined workspaces and understand the topology/navigator approach of ITM V6.	Students are able to create own navigator views for reuse on different managed systems without re-applying all definitions to single instances of navigator items.	ITM offers great opportunities to create self-designed workspaces. This lab will guid you to create your own workspaces, focusing on the requirement, to reuse the new workspaces for different managed systems, without re-doing all the work and creating a lot of redundancy. Every student will work on its own ITM environment and will create its own workspace. By the end of the lab, the achieved results might be unloaded for further use in your own environment.
SAPM10	ITM V6 -- Creating Reusable/Dynamic Logical Views Part 3	Detlef Wolf	Y	Advanced	Students should have experience in creating user defined workspaces and understand the topology/navigator approach of ITM V6.	Students are able to create own navigator views for reuse on different managed systems without re-applying all definitions to single instances of navigator items.	ITM offers great opportunities to create self-designed workspaces. This lab will guid you to create your own workspaces, focusing on the requirement, to reuse the new workspaces for different managed systems, without re-doing all the work and creating a lot of redundancy. Every student will work on its own ITM environment and will create its own workspace. By the end of the lab, the achieved results might be unloaded for further use in your own environment.
SAPM11	Deployment, usage, customization, tuning, and best practice of an ITM6 environment	Dirk Wouters	N	Intermediate	Basic understanding of ITM6	General knowledge of how tto deploy ITM6	This session wants to provide you with a (non-exhaustive) overview of ways to install, implement, deploy - but also (plan to) tuning of a systems monitoring environment, using ITM and Omegamons. It will be based on standard documented ways to do this, but also on my customer experiences from mainly CritSits.
SAPM12	Implementing ITM6 in an environment with multiple firewalls and network zones	Dirk Wouters	N	Advanced	Good understanding of ITM6 - having a need to deploy in complex firewall environment	Good understanding of the ITM 6 KDE (or Firewall) Gateway feature	In this session we will evaluate the different options to choose from when implementing ITM6 in an environment with multiple firewalls - it also includes in depth experiences with KDE Gateway (aka. Firewall Gateway)
SAPM13	ITM 6.2.3 Overview	Dirk Wouters	N	Intermediate	Basic understanding of ITM6	Understanding of the new features in ITM 6.2.3.	This session provide an overview of the new features in ITM 6.2.3.
SAPM14	ITM V6 Troubleshooting Scenarios Guidelines	Francesco Marinucci	N	Intermediate	Basic knowledge of ITM components and ITM main functionalities	A good understanding on how to proper troubleshoot an error scenario when it occurs	This session identifies the most 10 painful IBM Tivoli Monitoring scenarios. For each scenario we detail the suggested approach to do problem determination by highlighting which are the suggested set of traces and correspondent logs to get and how to analyze them ; additionally we will highlight how available troubleshooting tools can provide an added value to the analysis.

Code	Title	Speaker	Lab	Level	Prerequisites	Objectives	Description
SAPM15	A dive into eSupport:IBM Strategy and Log Analyzer overview	Francesco Marinucci	N	Open to All	None	A good knowledge of the e-Support strategy and the underlying portfolio	This session shares the IBM Electronic Support strategy and its advantages for customers. The session will be structured into two parts:first part lists all the options from e-Support that are available for customer in order to improve their self assistance, second part will focus on Log Analyzer that is one of the milestones of this strategy .
SAPM16	IBM Tivoli Omegamon XE on zOS V 4.2.0:From Installation to Troubleshooting	Francesco Marinucci	N	Open to All	Basic zOS and Omegamon concepts	A good undertanding and capability to install , use and troubleshoot Omegamon XE for zOS product	This session offers a detailed overview of IBM Tivoli Omegamon XE on zOS V4.2.0. The first part provides the main hints and best practices to ensure you do a correct installation of the product. The second part details how you may use this product The third part provides you with some hints to do a proper troubleshooting in case of problems.
SAPM17	Life without Framework	Ingo Averdunk	N	Advanced	General knowledge of the functions provided by TMF	An understanding how these framework functions can be implemented in todays products. Have an understanding what Integration means in the todays Tivoli technical strategy	In this session, we will review the services that the Tivoli Management Framework (TMF) provided to our customers in the past. These capabilities are mapped into the current Tivoli technology set, using the example of IBM Tivoli Monitoring (ITM v6). The objective of the session is to address migration concerns by giving an understanding how these framework functions can be provided today. The session closes with a description of "Integration" in the current Tivoli technical strategy.
SAPM18	Performance & Availability Solution for small and medium Business Customer with IBM Tivoli Foundations Application Manager	Jochen Schneider	N	Open to All			Small and medium-sized organizationsare focused on running the business and do not have abundant resources to manage IT. The IT resources needed to manage operating systems, email and database servers, and hardwaredevices, can quickly become prohibitive. In person monitoring is costly, time consuming and prone to errors—additional staff time is often needed totroubleshoot problems.Many growing mid-sized organizations leverage multiple solutions to monitor individual systems. Tracking capacity and performance across these systems is not at all cohesive. Many organizations lack central visibility to effectively monitor the health and availability of IT systems, jeopardizing the delivery of quality of services to their customers. In addition, when new machines need to be introduced or replaced,configuration and integration is tasking and costly.IBM Tivoli Foundations Application Manager provides entry level monitoring for the growing medium-sized organization looking for the right functionality in an easy to use and cost effective solution. It provides key capabilities to implement application management in the IT environment including IT asset discovery, network monitoring, server monitoring, and monitoring for key IT elements such as databases, mailservers, and virtual servers.
SAPM19	Introducing the new IBM Tivoli Monitoring V6.2.2 Certified Associate	Marti Lombardi	N				In this session, Marti will discuss the trend on Tivoli certifications aimed at power users, and why the ITM Tivoli certified associate professional will possess skills enabling them to administer solutions across a wide range of Tivoli products in the portfolio. Discussion will include products impacted, learning resources, and other pertinent information to help you prepare for this exam. Come and listen to one of the subject matter experts who helped build the test!
SAPM20	IBM Tivoli System Z Advisor - Marti's Corner Live!	Marti Lombardi	N				In this session, the author of the monthly System z advisor column called "Marti's Corner" will review key points and advantages of using Tivoli Enterprise Portal for solving mainframe problems over and above the OMEGAMON II CUA 3270 interfaces. Discussion will include value points, and the problem solving tips on when to use which interface (and why). Come to this seminar so you can expand learning how to solve problems with your critical business applications by increasing your enterprise and business focus using OMEGAMON XE and DE.
SAPM21	Ten Things That Frequently Keep You From Using IBM Tivoli OMEGAMON XE for CICS/TS on z/OS effectively	Marti Lombardi	N				In this session, we will talk about ten simple but key setup issues which might get overlooked when installing and customizing OMEGAMON/CICS. This content is based on what the speaker has observed during a 20 year period of teaching the product throughout the world. Discussion will include recommendations for the OMEGAMON XE workstation interface which uses Tivoli Enterprise Portal, as well as the 3270 classic interface. CICS has changed greatly over the years, and monitoring issues have evolved. However, the use of too few resources by too much workload is still a challenge, so come to this session to get the latest view and recommendations for using OMEGAMON effectively to monitor CICS/TS.
SAPM22	ITM integration with TEC and Omnibus Part 1	Michael Hau	Y	Advanced	Intermediate to advance knowledge of IBM Tivoli Monitoring, IBM Tivoli Enterprise Console and IBM Tivoli Netcool/Omnibus products	A good understanding of how to integrate TEC and/or Omnibus with ITM for event management with troubleshooting hints and tips.	In this lab, the participant will have the opportunity to configure and deploy the components necessary to integrate ITM with TEC and Omnibus. It will also provide an opportunity to find out more about the integration components via the troubleshooting techniques used.
SAPM23	ITM integration with TEC and Omnibus Part 2	Michael Hau	Y	Advanced	Intermediate to advance knowledge of IBM Tivoli Monitoring, IBM Tivoli Enterprise Console and IBM Tivoli Netcool/Omnibus products	A good understanding of how to integrate TEC and/or Omnibus with ITM for event management with troubleshooting hints and tips.	In this lab, the participant will have the opportunity to configure and deploy the components necessary to integrate ITM with TEC and Omnibus. It will also provide an opportunity to find out more about the integration components via the troubleshooting techniques used.
SAPM24	Implementing service model-based impact management with NetCool/Impact, Omnibus, CCMDB, ITM, ITNM and TSRM	Klaus Kalb	N	Open to All			In the session, we will discuss the implementation of a full-featured service model-based impact management stack based on the IBM Tivoli product family (NetCool/Impact, CCMDB, ITM, ITNM, TSRM), which santix has done for customers in Central Europe. The design and implementation methodology of the solution is particular in several ways: it works without NetCool/BSM and the entire stack of products is deployed as preinstalled and preconfigured virtual system image modules to the customer, and therefore implemented in a matter of days. Further local, customer-specific configuration of service models and monitoring situations is supported by a tool-based requirements sampling methodology developed by santix. You will learn what the fundamentals of automated root-cause analysis are, which requirements for interfaces between the products exist and why service models are a superior solution to event correlation.
SAPM25	Interfaces from the IBM Service Management platform into the rest of the world	Oliver Kiess	N	Intermediate	An intermediate understanding of IBM Service Management and Process Automation	A general knowledge about the different possibilites of IBM Service Management integration.	Since about two years more products are exploiting the Tivoli Process Automation Engine – also known as Maximo. This session will give an overview about how to integrate these process based products with other tools and solutions within the IT infrastructure. You will learn about integration scenarios from tool as well as customer perspective covering TADDM, CCMDB, Tivoli Service Request Manager, IT Asset Management and more. Come to see architectural solution designs from real customer projects covering many different integration aspects from data, process and user interface level.
SAPM26	What is the Common Data Model and how to use it for designing a process based CCMDB solution	Oliver Kiess	N	Intermediate	An intermediate understanding of CCMDB and Process Automation	A good overview about the Common data model and a its use within the CCMDB	Without data no process, but how much data is necessary to successfully drive Configuration and Change Management processes within a customer environment. From the operational point of view detailed information about the infrastructure is crucial but which granularity do we really need to run our processes. Come to this session to learn more about the Common Data Model and methods for CCMDB data design based on real life experiences, customer requirements and best practices.
SAPM27	Best practices from the field for successful delivery of an IBM Service Management solution.	Oliver Kiess	N	Intermediate	An intermediate understanding of IBM Service Management and Process Automation	Knowledge of key decisions to be taken when implementing IBM Service Management	Since about two years ago more and more products are exploiting the Tivoli Process Automation Engine – also known as Maximo. This session will present best practices based on field experience from various customer projects dealing with the implementation of products like CCMDB, Service Request Manager, IT Asset Management up to Service Automation Management. You will learn how to start, what decisions are critical for success, how to avoid potential pitfalls and technical issues as well as integration scenarios between these products.
SAPM28	ITCAM for Transactions Robotic Response Time Test Script Creation - Lab Session Part 1	Richard Strong	Y	Intermediate	Requires basic knowledge of Tivoli Enterprise Portal		ITCAM for Transactions Robotic Response Time agent provides an automated way to track the response of your applications, manage SLA's, see why applications are not working and track any performance degradation. The first part of the session will be an installation exercise, where you will install a ITCAM for Transactions Robotic Response Time Agent and connect this to an existing ITM TEMS and then on another system you will install Rational Performance Tester and install support for ITCAM. During the rest of the session, you will learn how to create test scripts using Rational Performance Tester, combining verification points to check web page content and using datapools to vary the workload each time a script runs. You will then have the chance to load these scripts to the IBM Tivoli Monitoring Management Server and then utilize the Application Management Configuration Editor to schedule the runs of these scripts on a Robotic Response Time agent. Once these scripts have run, we will review the output and performance measurements that are returned.
SAPM29	ITCAM for Transactions Robotic Response Time Test Script Creation - Lab Session Part 2	Richard Strong	Y	Intermediate	Requires basic knowledge of Tivoli Enterprise Portal		ITCAM for Transactions Robotic Response Time agent provides an automated way to track the response of your applications, manage SLA's, see why applications are not working and track any performance degradation. The first part of the session will be an installation exercise, where you will install a ITCAM for Transactions Robotic Response Time Agent and connect this to an existing ITM TEMS and then on another system you will install Rational Performance Tester and install support for ITCAM. During the rest of the session, you will learn how to create test scripts using Rational Performance Tester, combining verification points to check web page content and using datapools to vary the workload each time a script runs. You will then have the chance to load these scripts to the IBM Tivoli Monitoring Management Server and then utilize the Application Management Configuration Editor to schedule the runs of these scripts on a Robotic Response Time agent. Once these scripts have run, we will review the output and performance measurements that are returned.
SAPM30	ITCAM for Transactions Robotic Response Time Test Script Creation - Lab Session Part 3	Richard Strong	Y	Intermediate	Requires basic knowledge of Tivoli Enterprise Portal		ITCAM for Transactions Robotic Response Time agent provides an automated way to track the response of your applications, manage SLA's, see why applications are not working and track any performance degradation. The first part of the session will be an installation exercise, where you will install a ITCAM for Transactions Robotic Response Time Agent and connect this to an existing ITM TEMS and then on another system you will install Rational Performance Tester and install support for ITCAM. During the rest of the session, you will learn how to create test scripts using Rational Performance Tester, combining verification points to check web page content and using datapools to vary the workload each time a script runs. You will then have the chance to load these scripts to the IBM Tivoli Monitoring Management Server and then utilize the Application Management Configuration Editor to schedule the runs of these scripts on a Robotic Response Time agent. Once these scripts have run, we will review the output and performance measurements that are returned.

ID	Title	Presenter		Open	Prerequisites	Objectives	Abstract
SAPM31	Tivoli Common Reporting Presentation (TCR)	Stuart Cook	N	Open to All	None	An understand and view of what is the common reporting strategy, how it is evolving, and what products are adopting the TCR component and when.	TCR is the Tivoli wide reporting strategy, designed to provide a common reporting infrastructure for products in the Tivoli family to adopt and incorporate into their respective solutions. TCR is undergoing a shift in the underlaying architecture which will provide greater capabilities then the current TCR solution and will also provide an opportunity for expansion. This presentation will provide an update covering this years strategy and provide an understanding of the road ahead.
SAPM32	Tivoli Integrated Portal (TIP)	Stuart Cook	N	Open to All	None	An understanding of the strategic direction of TIP, and how it's evolving.	TIP is the Tivoli wide portal framework, designed to provide a common interface for the adopting products in the Tivoli family. during this year, we have updated the TIP framework to provide an enhanced integrated service management portal supporting additional TIP-enabled products and also lays the foundation for future growth. This presentation will guide you through the road map and strategy for the changes being made to TIP for this year and next.
SAPM33	IBM Tivoli Netcool/OMNIbus - OMNIbus 7.3 Web GUI and Innovative Visualizations	Stuart Cook	N	Open to All	None	An awareness of where the OMNIbus WebGUI is going in respect to visualizations, and how this will enable better management of a customers event data.	WebGUI (formerly Webtop) is evolving. Innovative visualizations is a key theme going forward and the current plan is to make the part of this work available from the end of 2010 onwards. This includes user configurable gauges that can displayed on mobile devices and alternative views of event data using tree maps, bubble maps or word trees. Looking further forward we'll be discussing some work that has already been prototyped, such as historical event playback, collaboration and hierarchical views within an event list. All these changes should help you broaden the audience and mine additional value from your Omnibus data.
SAPM34	Tivoli System Automation – Resiliency for SAP Landscapes	Thomas Lump	N				Many enterprises have modelled their core business processes on SAP platforms. Resiliency is of course a key requirement for these SAP landscapes to guarantee that the companies' business processes are not interrupted. The Tivoli System Automation product suite is well suited to provide these availability needs. In this presentation we will give an overview about the SAP NetWeaver architecture and explain how resiliency can be achieved. We will explain reference architectures for SAP landscapes on distributed platforms as well as on the mainframe. The presentation will touch on design aspects, operating aspects, high availability, and disaster recovery. It will explain the benefits of using the Tivoli System Automation product suite to keep SAP applications up and running.
SAPM35	How Tivoli enables enterprises to create a resilient, high performance business using the System Automation Suite	Thomas Lump	N				For customers it is extremely difficult to efficiently and effectively protect their IT landscape in the event of unplanned outages. With extending the System Automation suite to a real business continuity solution, Tivoli is unleashing unique new capabilities to provide the ultimate automated operations and high availability solution for distributed and mixed workloads. From clustering of virtual and physical servers to keeping homogeneous and heterogenous application landscapes high available, all the way through a complete across the enterprise Business Continuity solution, Tivoli is now able to offer unsurpassed capabilities in resilient service delivery to our customers.
SAPM36	The Promise of Virtualization for Availability, High Availability, and Disaster Recovery – Myth or Reality?	Thomas Lump	N				Virtualization technologies play a more and more important role in datacenters. There is a lot of focus on virtualization technologies for distributed server platforms like VMware, System p's Hypervisor, SUN Solaris Zones, and others. Of course, virtualization provides several benefits nevertheless we want to concentrate in this presentation on the aspects of availability, high availability and disaster recovery. We will provide an overview about existing virtualization technologies and their benefits to increase application availability by reducing planned downtimes. Furthermore, we will demonstrate how virtualization technologies can be used for high availability. In addition, we will explain the limitations of virtualization technologies in comparison to traditional high availability solutions. We will also explain how the worlds can be combined for better quality of service. In the last part, we will provide an outlook on how virtualization will influence disaster recovery.
SAPM37	Business Continuity in a nutshell using the System Automation Family	Thomas Lump	N				Management solutions are deployed to keep the business running, not resources, not systems, but the business. Business Continuity provides Automated Operations, High Availability and Disaster Recovery for heterogeneous, distributed business applications: 'Recover my business rather than my platform technology.' The technologies for failover, recovery, and replication functions are evolving, but they remain IT platform or IT resource focused. In this presentation we will provide an overview how the Tivoli System Automation Family will provide a solution for multi-tiered enterprise-wide business applications. Business Continuity adds in cross platform and site awareness as well as the business context needed to make the tough but time sensitive business decisions critical to a company's survival when things go wrong. This presentation includes the aspect of automated operations (technology management) and also IT process management (Service Continuity).
SAPM38	Business continuity planning, testing, and exection using IBM Service Management	Thomas Lump	N				The Tivoli Business Continuity Process Manager (BCPM) provides you with a set of customizable IT Infrastructure Library (ITIL) -aligned processes to plan, test, and execute IT service continuity activities and tasks. These processes are integrated with existing Tivoli solutions such as System Automation for z/OS, Geographically Dispersed Parallel Sysplex (GDPS), and Tivoli Application Dependency Discovery Manager (TADDM), to help users perform operational task, monitor status of the tasks, and verify completion of each of the tasks. BCPM is a key part of a Business Continuity solution, closing the gap between the technology management and the IT management processes in a disaster situation. It also helps customers in exercising fire drills for disaster situations.
SAPM39	"Green" Management of IT and Facilities: You Can't Manage What You Aren't Monitoring	Wayne Riley	N	Open to All	Below are optional Understanding of your organizations energy pain points Understanding of energy management	What Tivoli provides to allow your organization to monitor and management energy costs, utilization Understanding of how energy and thermal monitoring can help increase service availability Advice on where to begin with your organizations energy and environmental monitoring	This session will provide detailed information on the energy and thermal monitoring and reporting capabilities that are needed to help you and your organization achieve your "green" goals. Energy information must come from both IT and non-IT equipment, be analyzed incorporating the multiple metric sources and be reported on to allow your organization to understand current usage, trends and inefficiencies. This session will provide you with the information needed to let you answer the questions of "where do I get started" and "where should you be headed" with your Green objectives.
SAPM40	Tivoli Monitoring for Energy Management	Wayne Riley	N	Open to All	(Optional) Understanding of IBM Tivoli Monitoring (ITM)	Understanding of the function and features of the ITM for Energy Management product Overview of the energy reports provided with the product Product demonstration	This session provides a deep dive into the function, features and energy specific analytics provided with the ITM for Energy Management (ITMfEM) product. The session will cover the product architecture, energy and environment partners that are integrated with ITMfEM and the advanced energy reporting capabilities provided with the product. There will also be a product demonstration and specific use cases discussed where utilizing energy monitoring as provided greater availability and reduced energy consumption.
SAPM41	Implementing a Dynamic Infrastructure	Wayne Riley	N	Open to All	None	Understanding of what Dynamic Infrastructure is Understanding of how IBM is helping customers achieve a Dynamic Infrastructure in their environments	Our world is becoming instrumented. Our world is becoming interconnected. Virtually all things, processes, and ways of working are becoming intelligent. To succeed in this world, functional silos between business and IT need to connect and work together to respond to the demands, opportunities, and challenges of a smarter planet. And building a dynamic infrastructure is a central component of a smarter planet. How do we create an infrastructure that drives down cost, is intelligent and secure, and is just as dynamic as today's business climate? This session will address these questions and focus on why clients need a dynamic infrastructure, what it is and how they approach building one.
SAPM42	Smart Buildings: Energy Monitoring and Management for buildings and facilities.	Wayne Riley	N	Open to All	Understanding of environmental and energy considerations for facilities (optional)	What IBM is doing around Smarter Buildings initiative and how it integrates with the Smarter Planet initiative	Buildings have always been much more than roofs over our heads. Over the last century, as towers of steel reached higher into the sky and homes sprawled farther and farther into the surrounding landscape, our buildings not only housed burgeoning urban populations and growing economies—they also served as symbols of modernity and progress. Unfortunately, today's offices, factories, stores and homes are also symbols of something else—waste and pollution. In the U.S., buildings consume 70% of all electricity, up to 50% of which is wasted. Lights blaze and air conditioners hum in empty offices at night, and lawn sprinklers turn on even during a rainstorm. Commercial buildings lose as much as 50% of the water that flows into them. By 2025, buildings will be the single largest energy consumers and emitters of greenhouse gasses on our planet. But on a smarter planet we can think about buildings differently—seeing homes not just as living spaces, but as living systems; seeing offices not just as static structures where work is done, but as manifestations of all the ways the world works. In a smart building, systems are not managed separately—they interoperate. Thousands of sensors can monitor everything from motion and temp This session will show what IBM is doing regarding monitoring and managing buildings in the Smarter Buildings initiative.

Session #	Session	Speaker	Hands on Lab?	Level	Session Pre-reqs	Learning Summary	Abstract
	Tivoli Service Delivery and Process Automation						
SDPA01	Tivoli Provisioning Manager for OS Deployment 7.1.1.1 Product installation For Standard Operations.	Amir Hossin	Y	Open to All	A basic knowledge of the operating system installation concepts	Ability to install and upgrade Tivoli Provisioning Manager for OS Deployment product.	Follow on lab from the session: SDPA04 Tivoli Provisioning Manager for OS Deployment 7.1.1.1 Product Overview and Deployment Basics. In this session you will exercise installing Tivoli Provisioning Manager for OS Deployment 7.1.1.1 on a Windows server or a Linux server, and see the main operations through the WEBUI. You will also go through steps of upgrading the base version with a later Fix Pack.
SDPA02	Working with hardware configurations in Tivoli Provisioning Manager for OS Deployment 7.1.1.1	Amir Hossin	Y	Intermediate	A basic knowledge of the hardware configuration concepts and Tivoli Provisioning Manager for OS Deployment product architecture.	Ability to successfully configure the target system hardware through Tivoli Provisioning Manager for OS Deployment.	It is sometimes necessary to run configuration tasks on the targets before installing the operating systems, for example to update the firmware or to configure RAID volume. In this session you will exercise using Tivoli Provisioning Manager for OS Deployment 7.1.1.1 to setup up a Hardware Environment based on ServerGuide scripting toolkit. You will create a hardware configuration object and in turn use it to perform a Hardware configuration task. You will see various hardware configuration options available and run a raid configuration task on a target. You will also practice how the hardware inventory (capture) can be done.
SDPA03	Deploying Windows Operating Systems in Tivoli Provisioning Manager for OS Deployment 7.1.1.1	Amir Hossin	Y	Intermediate	A basic knowledge of Tivoli Provisioning Manager for OS Deployment product features	Ability to successfully create and deploy Windows system profiles by mean of Tivoli Provisioning Manager for OS Deployment	In this session you will exercise using Tivoli Provisioning Manager for OS Deployment version 7.1.1.1 to create Windows profiles (unattended, clone from a reference machine, clone from a reference file) and setup the required elements to deploy. You will practice setting up WINPE2 engine and ramdisk software modules and you will go through steps of deploying a Windows 2008 machine, preparing it for the capture and cloning it.
SDPA04	Tivoli Provisioning Manager for OS Deployment 7.1.1.1 Product Overview and Deployment Basics	Annarosa Mallozzi	N	Open to All	A basic knowledge of the operating system installation concepts	A basic knowledge of the Tivoli Provisioning Manager for OS Deployment product architecture and features.	Manual operating system deployment is a time-consuming and error-prone task when it involves hundreds of computers on different operating systems across multiple sites. IBM Tivoli Provisioning Manager for OS Deployment offers a central solution to remotely manage the image deployment of different operating systems. It helps organizations reduce the time and costs associated with desk-side support and direct interaction with target systems. In this session you will learn about the Tivoli Provisioning Manager for OS Deployment product architecture and components, the available versions and packaging, the installation/upgrade procedures and the available product features. We will also show how to execute the available operating system tasks through the product WEBUI.
SDPA05	Deploying Windows Operating Systems in Tivoli Provisioning Manager for OS Deployment 7.1.1.1	Annarosa Mallozzi	N	Intermediate	A basic knowledge of Tivoli Provisioning Manager for OS Deployment product features	Be able to successfully create and deploy Windows system profiles by mean of Tivoli Provisioning Manager for OS Deployment	This session will present what is required to deploy Windows operating systems by mean of Tivoli Provisioning Manager for OS Deployment version 7.1.1.1. Come to this session to learn how to create Windows profiles (unattended, clone from a reference machine, clone from a reference file) and what is needed to deploy them. In particular, you will learn about the various WINPE software modules and how to address the driver injection problem. What will be covered in this session can be applied to the various Windows deployment scenarios inside Tivoli Provisioning Manager (integrated with Tivoli Provisioning Manager for OS Deployment 7.1.1.1).
SDPA06	Hardware Configuration in Tivoli Provisioning Manager for OS Deployment 7.1.1.1	Annarosa Mallozzi	N	Intermediate	A basic knowledge of the hardware configuration concepts and Tivoli Provisioning Manager for OS Deployment product architecture.	Be able to successfully configure the target system hardware through Tivoli Provisioning Manager for OS Deployment.	Tivoli Provisioning Manager for OS Deployment offers the possibility to perform pre deployment tasks like the RAID disk configuration or the BIOS update to configure the target hardware. In this session, you will learn about the various hardware configuration operations offered by the product and how to setup a hardware environment to execute hardware configuration tasks on target systems. What will be covered in this session can be applied to the hardware configuration feature available in Tivoli Provisioning Manager (integrated with Tivoli Provisioning Manager for OS Deployment 7.1.1.1).
SDPA07	Efficient endpoint lifecycle management	Antonio Gallotti	N	Open to All	Every IT Staff or Mangement member dealing with processes and/or IT operations related to endpoint client management	A good understarding of the new Tivoli Endpoint Manager product solution in terms of capability and added value it can bring to a company IT organization.	IBM Tivoli Endpoint Manager formerly known as Tivoli Policy Driven Software Distribution, is a key operational management product in the IBM Integrated Service Management suite of products. It speeds time to value and enhances endpoint lifecycle management support by unifying and enhancing into a single management solution capabilities that are available in various IBM Tivoli products including the former Tivoli Configuration Manager family. IBM Tivoli Endpoint Manager Tivoli Endpoint Manager takes a new approach to endpoint management called work-ready. Work-ready endpoint management reflects the collective goal of administrators and operators of keeping users or endpoint computers in a state in which they are always ready to work. By following the Work-ready approach, Tivoli Endpoint Manager ensures that, for a given computer, all the required conditions are met and that the computer has the correct images, software, and overall configuration for its users to work.
SDPA08	From Tivoli Configuration Manager to Tivoli Endpoint Manager	Antonio Gallotti	N	Intermediate	A good underatding of Tivoli Configuration Manager product capabilities, architectire and configiration set-up	A good understarding on how to plan a potential migration from Tivoli Configuration Manager to Tivoli Endpoint Manager and what type of best practices and migration tools will be available to help IT organizations to accomplish it.	Tivoli Configuration Manager has been the predominant Tivoli solution for change and configuration management for heterogenous endpoint managed computer devices ranging but not limited to ATMs, POS, mobile devices, laptops, desktops, servers. Many customers are still using this product solution in production and will have to transition to the new Tivoli Endpoint Manager solution. This session is meant to provide a series of best practices to adopt for migrating from TCM to TEM as well as technical information on tools that will be available in TEM to allow an easy migration to TEM.
SDPA09	Provisioning Portoflio strategy and solutions: Efficient Datacenter and endpoint lifecycle management	Antonio Gallotti	N	Open to All	Every IT Staff or Mangement member dealing with processes and/or IT operations related to Datacenter and/or endpoint client management	A good understarding of which are the Tivoli solutions, as part of the provisioning porttfolio, and what capability and added value they can offer to make datacenter and endpoint liifecycle management efficient and productive.	The provisioning portfolio has been evolving in order to provide solution capabilities for efficient datacenter and endpoint lifecycle management. In this session we will provide the latest updates on the products that are available in the provisioning portfolio as well as how we intend to evolve them going forward into the 2011. We will touch base on Tivoli Provisioning Manager, Tivoli Endpoint Manager, Tivoli Provisioning Manager for Images and the rest of the portfolio this solutions belongs to and how they integrated into ISM.
SDPA10	How to successfully implement a discovery solution - TADDM in real life	Bart Skowronek	N	Open to All	General knowledge about TADDM features will help.	You will learn key points to the successful implementation of a discovery tool. You will learn how to plan implementation, where to focus and how minimise time to value of TADDM.	Successful discovery is first step in gaining the full control over the environment. This session will present best-practice approach to discovery and common problems faced during the discovery projects. You will be presented with examples from real life implementations of Tivoli Application Dependency Discovery Manager, which will help you with discovery in your own organization.
SDPA11	Large scale discovery with TADDM	Bart Skowronek	N	Advanced	Good knowledge about TADDM.	You will learn how to design the solution and plan the discovery. You will see how you can use TADDM and supporting tools to cut corners and how to deal with difficult situations.	Discovery of big networks has multiple traps waiting for you. Learn how to avoid pitfalls, cut corners and how to efficently use TADDM for the job. This session will give you with examples of architecture, tweaks and performance tuning of TADDM. You will see how even Level 1 and Level 2 discovery can fullfil discovery and mapping goals.
SDPA12	Cloud Computing Transformation : a real case in production	Denis Gras	N	Intermediate	A basic understanding of Cloud Computing models and Service Management principles (ITIL)	A good understanding of ISDM (IBM Service Delivery Manager), its components, and some best practices related to Private Cloud transformation	The IBM Worldwide Education Business is run within a highly consolidated, virtualized and automated Cloud environment. This session will explain how over time large savings were achieved and how this was an opportunity to increase the Education Business.
SDPA13	Managing Your Configuration Items with CCMDB	Mariella Angelini	N	Open to All	A basic understanding of CCMDB	A basic understanding of Configuration Items management using CCMDB	Before you can use IBM Tivoli Change and Configuration Management Database (CCMDB) to manage your IT systems and processes, you need to design, configure, and manage your configuration items (CIs). This presentation will help you learn the basic concepts and best practices related to CI data.
SDPA14	Configuration Items: from TADDM to CCMDB	Mariella Angelini	N	Open to All	A general knowledge of TADDM, ITIC and CCMDB	A general knowledge about how TADDM, ITIC and CCMDB work together	This presentation will provide : - a brief overview of the Tivoli Application Dependency and Discovery Manager (TADDM) and the Common Data Model. - next, it will introduce the IBM Tivoli Integration Composer (ITIC), which is the tool that allows to import CI model (classifications, attributes, and relationships) and instance data from TADDM into CCMDB. - then it will explain how the CI data from TADDM are stored in CCMDB as actual configuration items. - finally, it will explain how to decide which CI model elements and instance data you should include in your authorized CI space.
SDPA15	CCMDB Troubleshooting	Mariella Angelini	N	Open to All	A general knowledge of CCMDB	A general knowledge about how to troubleshoot CCMDB issues	This presentation will provide helpful information about troubleshooting common problems and workarounds you are likely to need
SDPA16	Alarming/Alerting using SA for z/OS	Gunnar Freitag	N	Intermediate			The latest release of SA for z/OS which went GA in April 2010, has significantly enhanced its alerting infrastructure. This session will give you an overview of the alarming/alerting function and show on various examples how the function can be used in your shop to inform the subject matter experts about critical situations either detected by SA zOS itself or hand over to SA for z/OS.
SDPA17	Managing USS-based Application using SA for z/OS	Gunnar Freitag	N	Advanced			More and more of the applications recently developed are made up of multiple components each running as a USS process. USS-based applications behave quite differently to the traditional, standard subsystems. Come and listen how SA for z/OS can be used to monitor and manage these application without that your operators notice the difference. The session will give an overview of the SA supplied functionality and and guide you through all aspects of the necessary policy definitions.
SDPA18	What's new in System Automation for z/OS V3.3	Gunnar Freitag	N	Intermediate			SA for z/OS V3.3 went GA in April 2010 after 2 years of development. The session will give you an overview of the new/enhanced functions and how they can be used to make your automation administrator's as well as operator's life easier.
SDPA19	CCMDB CI Management Step-by-Step	Wolfgang Michel	N	Intermediate	An intermediate understanding of CCMDB and Process Automation	After this presentation you can describe all steps in the CI Management and you can plan and adopt it to your project.	CIs are the base data for Configuration and Change Management. This presentation describes the activities required to get to Authorized CIs. It describes the different entry points the tools and methods that help you to provide this activities. This presentation is based on real life experiences in customer projects.

SDPA20	Success Factors for an Successful ISM Deployment	Wolfgang Michel/Andreas Graef	N	Intermediate	An intermediate understanding of CCMDB and Process Automation	After this presentation you can describe different scenarios for an ISM deployment and know the key issues and Critical Success Factors	People, Processes and Organisation are the three entities for an successful Deployment of an IBM Service Management Solution. This presentation covers all three for an successful rollout. Different Deployment strategies and experiences from real life projects will be discussed from from an Consultant and IT Architect point of view.
SDPA21	Building Autopilot System Operation on the Tivoli Platform	Roland Judas	N				Tivoli with its many tools supports all working processes in an IT operating and ITSM environment. In an integrated service management approach these tools form the foundation for the next generation of IT operation – IT operation where tools are no longer used by admin staff but where the IT experts can focus on improving the business and building their expertise and all the day to day work is done by an autopilot. This autopilot needs information about the environment to operate (CMDB, TADDM), the status of this environment (ITM, OmniBUS, ITCAM) and access to streamlined provisioning processes and other workflows (TPM). We will show you how to make experience reusable with an IT autopilot solution and how this autopilot is made possible by a stable and sustainable ITSM tool suite delivered by Tivoli.

	Tivoli Security, Risk and Compliance Management							
Session #	Session	Speaker	Hands on Lab?	Level	Session Pre-reqs	Learning Summary	Abstract
SEC01	Tivoli Access Manager for Enterprise Single Sign-On (TAM E-SSO) Overview Including Demo of Product	Balbinder Sidhu/Michal Pazucha	N	Open to All	Open to All	A general knowledge and basic understanding of TAM E-SSO Product and its components	IBM Tivoli Access Manager for Enterprise Single Sign-On (TAM E-SSO) empowers enterprises to automate access to corporate information, strengthen security, and enforce compliance at the enterprise endpoints. With TAM E-SSO, enterprises can efficiently manage business risks, achieve regulatory compliance, decrease IT costs, and increase user efficiency.

This session will present an overview of TAM E-SSO 8.1 product and show the product in action |
| SEC02 | Install and Configure IBM Tivoli Access Manager for Enterprise Single Sign-On (TAM E-SSO) Product Version 8.1 | Balbinder Sidhu/Michal Pazucha | Y | Open to All | Open to All | A general knowledge and basic understanding of how to install the latest version 8.1 of TAM E-SSO Product, plus its flexible configuration options to meet different requirements. | IMS Server the integrated management system that provides a central point of secure access administration for an enterprise. This session will include a complete install of IMS Server which comprises installation of IBM WebSphere Application Server, IBM DB2 and IBM HTTP Server. Once IMS Server has been installed we then look at the Client side, the Access Agent, client software that manages user identity, enables sign-on and sign-off automation, manages sessions, and manages authentication

Come to this session to learn how to install and configure the latest version 8.1 of TAM E-SSO product and see it in action. |
| SEC03 | Create Profiles using Access Studio a component of TAM E-SSO a solution that provides automatic application account provisioning | Balbinder Sidhu/Michal Pazucha | N | Open to All | Open to All | A general knowledge and basic understanding of how to use Access Studio to profile standard applications. | AccessStudio is an TAM E-SSO component, which allows TAM E-SSO Administrators to create and manage AccessProfiles. The complete solution provides for automatic application account provisioning. Each application is represented by an AccessProfile, which is a set of instructions that define the automatic logon mechanism for that particular application.

Come to this session to learn how to profile applications such as windows and web apps. |
SEC04	(Very) Advanced XML transformation with IBM Tivoli Directory Integrator	Franz Wolfhagen	N	Advanced	Knowledge of basic XML terms necessary.		This presentation works through an example application to automate translation ofproperty- and XHTML files using the public Google translate java API and IBM Tivoli Directory Integrator (ITDI) as the development and execution framework. The case shows how to use advanced XML transformation techniques within ITDI to leverage the integration of ITDI and advanced XML transformation techniques including parameter passing to XSL transforms, calling of ITDI javascript from within XSLtransforms and how to utilize local namespace validation when performing transformations.
SEC05	The case for a Change Management system for IBM Tivoli Identity Manager	Franz Wolfhagen	N	Intermediate	Practical experience of ITIM deployment will be useful, but not mandatory		This presentation covers the need for a good Change Management for the Identity Management process as implemented using RBAC methology and based on the IBM Tivoli Identity Manager (ITIM) product. The case covers the change process and the underlying definitions of Configuration Items and the process of moving these from a development system to test, pre-production and finally the production environment. The presentation will showcase a self-developed tool to support this process.
SEC06	Recent enhancements to Tivoli Access Manager for e-business	Jon Harry	N	Advanced	Good technical understanding of Tivoli Access Manager - preferably at version 6.0 level	Knowledge of new features in Tivoli Access Manager 6.1 and 6.1.1	This session will present, at a technical level, some of the useful new features which have been added to Tivoli Access Manager for e-business since version 6.0. These features include easier-to-use WAS integration, support for SSL off-loading, improved junction health checks, and better cookie management.
SEC07	Tivoli Security products working together: More than the sum of their parts	Jon Harry	N	Intermediate	Awareness of Tivoli Access Manager for e-business, Tivoli Federated Identity Manager, WebSphere DataPower	Deeper understanding of relative positioning of Tivoli Security products in an Federated Access Management solution. Awareness of the possibilities when products used together with customisation to meet complex real-world requirements.	This session positions Tivoli Access Manager, Tivoli Federated Identity Manager, Tivoli Security Policy Manager, and WebSphere DataPower as component parts of a Federated Access Management solution. The session includes a real-world use case where Tivoli Security products, together with custom components, were implemented to meet some very challenging Customer requirements.
SEC08	Optimising complex TAMeb solutions	Lesley Malone	N	Advanced	Good knowledge of TAMeb	An understanding of how environmental and architectural decisions impact a TAM solution	Drawing from real world case studies, this presentation will feature a discussion of key TAM configuration and architectural options in complex solutions. The discussion will focus on how to go about making an environment more stable and efficient using best practices.
SEC09	Overview and demonstration of Tivoli Access Manager for Enterprise Single Sign-on using two-factor authentication	Matthew Boult/Abdul Baki	N	Open to All	Basic security concepts	Appreciation of TAM Enterprise Single Sign-On and two-factor authentication	IBM Tivoli Access Manager for Enterprise Single Sign-On automates sign-on and access to enterprise applications, eliminating the need to remember and manage user names and passwords. This session will provide attendees with an overview of the latest release as well as an opportunity to see a working environment running TAM E- SSO with two-factor authentication, combining 'something you have' (such as smart card or RFID card) with 'something you know' (PIN or password) for enhanced authentication of identity.
SEC10	Configuring Tivoli Access Manager for Enterprise Single Sign-on to use additional authentication factors Part 1	Matthew Boult/Abdul Baki	Y	Intermediate	Basic security concepts. Some previous hands-on experience with TAM E-SSO would be useful.	Ability to configure and show one or more authentication factors working with TAM E-SSO.	IBM Tivoli Access Manager for Enterprise Single Sign-On automates sign-on and access to enterprise applications, eliminating the need to remember and manage user names and passwords. This lab will provide attendees with an opportunity to configure a working environment running the latest version of TAM E- SSO with additional authentication factors. We aim to show a range of factors, including smart cards, RFID cards, working seamlessly with TAM E-SSO for enhanced authentication of identity.
SEC11	Configuring Tivoli Access Manager for Enterprise Single Sign-on to use additional authentication factors Part 2	Matthew Boult/Abdul Baki	Y	Intermediate	Basic security concepts. Some previous hands-on experience with TAM E-SSO would be useful.	Ability to configure and show one or more authentication factors working with TAM E-SSO.	IBM Tivoli Access Manager for Enterprise Single Sign-On automates sign-on and access to enterprise applications, eliminating the need to remember and manage user names and passwords. This lab will provide attendees with an opportunity to configure a working environment running the latest version of TAM E- SSO with additional authentication factors. We aim to show a range of factors, including smart cards, RFID cards, working seamlessly with TAM E-SSO for enhanced authentication of identity.
SEC12	ITIM integration with TAM ESSO overview and workshop Part 1	Mike Cope	Y		Basic understanding in IBM Tivoli Identity Manager Administration. Basic understanding of TAM ESSO IMS server management.	Basic understanding of installing and configuring the integration between ITIM 5.1 and TAM ESSO 8.1	The ITIM TAM-ESSO Adapter provides a way to integrate ITIM and TAM ESSO so that ITIM can provision userid and password for a person TAM ESSO wallet on the TAM ESSO IMS server. New in TAM ESSO 8.1 is the support to change the person TAM ESSO password on the IMS server from ITIM. This session will present short overview of this integration, then follow-up with workshop on how to install and configure the integration between ITIM 5.1 and TAM ESSO 8.1.
SEC13	ITIM integration with TAM ESSO overview and workshop Part 2	Mike Cope	Y		Basic understanding in IBM Tivoli Identity Manager Administration. Basic understanding of TAM ESSO IMS server management.	Basic understanding of installing and configuring the integration between ITIM 5.1 and TAM ESSO 8.1	The ITIM TAM-ESSO Adapter provides a way to integrate ITIM and TAM ESSO so that ITIM can provision userid and password for a person TAM ESSO wallet on the TAM ESSO IMS server. New in TAM ESSO 8.1 is the support to change the person TAM ESSO password on the IMS server from ITIM. This session will present short overview of this integration, then follow-up with workshop on how to install and configure the integration between ITIM 5.1 and TAM ESSO 8.1.
SEC14	Advanced profiling of windows and web applications with TAM ESSO 8.1 Access Studio Part 1	Mike Cope	Y		Basic understanding of TAM ESSO	Understanding of advance profiling for windows and web applications.	The profiles create via the Access Studio wizard in TAM ESSO 8.1 only provide a framework for applications and in most application the profile created by the wizard will only work after a fashion. Most windows application profile often requires that the profile created by the wizard needs to be modified via advance profiling to handle specifics of the application that can not be covered by the wizard. This session will provide and introduction to advance profiling through a workshop in building an increasingly more complex profile for a windows application. There will also be an introduction to web base application to give an insight to web base application issues that could be encountered.
SEC15	Advanced profiling of windows and web applications with TAM ESSO 8.1 Access Studio Part 2	Mike Cope	Y		Basic understanding of TAM ESSO	Understanding of advance profiling for windows and web applications.	The profiles create via the Access Studio wizard in TAM ESSO 8.1 only provide a framework for applications and in most application the profile created by the wizard will only work after a fashion. Most windows application profile often requires that the profile created by the wizard needs to be modified via advance profiling to handle specifics of the application that can not be covered by the wizard. This session will provide and introduction to advance profiling through a workshop in building an increasingly more complex profile for a windows application. There will also be an introduction to web base application to give an insight to web base application issues that could be encountered.

SEC16	Identity Governance Hands-on Labs using Tivoli Identity Manager and friends Part 1	Paul O'Mahoney	Y	Intermediate		Understand and articulate how TIM 5.1 and associated Role Management capabilities helps solve the identity governance and compliance issues in the context of the overall identity and access governance realm.	The identity management landscape is changing. The need for stronger accountability, auditing and compliance is driving the need for solutions that can help achieve consistent identity governance, especially where high-risk applications, privileges or fine grained accesses are concerned. Auditors are asking that fundamental question: "show me how your ostensible identity governance controls follow process and compliance?" The fragmented nature of the identity and access governance market, and the needs therein, cries out for a single solution that helps organizations administer, secure, monitor and certify user identities and their access to applications, information and systems. A solution that provides unprecedented visibility and control over data and the people who have access to it as well as providing a set of controls to manage conflict within and across an organization's security processes is needed. In this session, I will initially articulate the business benefits and new features in TIM 5.1 in an overview presentation, including Role Management and Role Modelling tools. This will lead into the Hands-on Labs to try-out the key new features in Tivoli Identity Manager 5.1 that help address the painpoints discussed - from 'onboarding' applications and adoption controls to more advanced topics such as Separation of Duty, Role Hierarchy & Relationships or Bulk User Recertification and Recertification History. Oh, and those all-important areas called Auditing and Reporting. The session is heavily designed to provide practical hands-on to allow SEs or technical sales specialists and solution architects to understand the value of TIM 5.1 in the overall identity and access governance market. It will also cross the threshold into areas such as Role Management tools and Tivoli Access Manager for Single Sign-on, as integration points.
SEC17	Identity Governance Hands-on Labs using Tivoli Identity Manager and friends Part 2	Paul O'Mahoney	Y	Intermediate		Understand and articulate how TIM 5.1 and associated Role Management capabilities helps solve the identity governance and compliance issues in the context of the overall identity and access governance realm.	The identity management landscape is changing. The need for stronger accountability, auditing and compliance is driving the need for solutions that can help achieve consistent identity governance, especially where high-risk applications, privileges or fine grained accesses are concerned. Auditors are asking that fundamental question: "show me how your ostensible identity governance controls follow process and compliance?" The fragmented nature of the identity and access governance market, and the needs therein, cries out for a single solution that helps organizations administer, secure, monitor and certify user identities and their access to applications, information and systems. A solution that provides unprecedented visibility and control over data and the people who have access to it as well as providing a set of controls to manage conflict within and across an organization's security processes is needed. In this session, I will initially articulate the business benefits and new features in TIM 5.1 in an overview presentation, including Role Management and Role Modelling tools. This will lead into the Hands-on Labs to try-out the key new features in Tivoli Identity Manager 5.1 that help address the painpoints discussed - from 'onboarding' applications and adoption controls to more advanced topics such as Separation of Duty, Role Hierarchy & Relationships or Bulk User Recertification and Recertification History. Oh, and those all-important areas called Auditing and Reporting. The session is heavily designed to provide practical hands-on to allow SEs or technical sales specialists and solution architects to understand the value of TIM 5.1 in the overall identity and access governance market. It will also cross the threshold into areas such as Role Management tools and Tivoli Access Manager for Single Sign-on, as integration points.
SEC18	Delegated Management in an RBAC Based Identity Management Solution	Franz Wolfhagen	N	Advanced	Practical experience of ITIM deployment will be useful, but not mandatory	Understanding of general security principles particularly ACL principles	This presentaion will describe the data model and implementation of a delegation security model for an IBM Tivoli Identity Manager solution. The solution was implemented at a public customer in the Nordics during a 3 months development cycle ended in 1Q 2010. The solution enables a generic delegation model to support an RBAC based Identity Management solution on top of the standard ITIM version 5.1 platform focusing on role requests and approvals in a self service implementation.
SEC19	Data Loss Prevention - IBM strategy and directions	Valory Batchellor	N	Open to All	Understanding of Data Loss/Data leakage and its business impact Basic understanding of security for identity and access control Understanding of current marketplace products would be helpful but not required	Understanding of IBM's strategy in this area Specific awareness of the key components of the IBM solution, and how to use them to protect the business.	Data Loss Prevention is the hottest topic in Security today. IBM is developing a new product based on proven IBM technology and leading-edge research to address this space. Come along and find out more about the proposed solution - the underlying technologies, what's new, use cases - and tell us whether this solution will work in your business. There will be a short demonstration of features developed to date and how they will be used. **Please note, this session covers an unannounced product still in development, and you will have to sign a Beta confidentiality license before you can join the session. If you email matt.batty@uk.ibm.com when you register for this conference, we can help you sign up beforehand. We will make signing facilities available on the day as well.**

	Tivoli Storage Management						
Session #	Session	Speaker	Hands on Lab?	Level	Session Pre-reqs	Learning Summary	Abstract
STOR02	How to backup NAS-Filers with (and without) NDMP - Hands On	Gerd Becker	Y	Advanced	Basic Knowledge of IBM Tivoli Storage Manager Concepts	Knowledge of the different methods to design a backup strategy for N-Series and NetApp Filers	What methods can we use, to backup NAS Filers like IBM N series / NetApp with IBM Tivoli Storage Manager. The Hands-on-Lab will give you a practical approach how to design the backup for your N-Series. We will do this with real-oriented labs and exercises. We will set up and customize the TSM-Server and connect it to a NetApp Simulator. During the lab we will do standard NDMP backup Filer-to-Server, Snap-Mirror to Tape and SnapDiff.
STOR03	How to integrate TSM 6.1 Monitoring & Reporting into the real ITM world	Christian Michaelski	N	Advanced	General Knowledge about ITM and /or TSM 6.x in distributed environments	How to do this TSM/ITM integration and a better understanding of TSM 6.x Monitoring & Reporting	Since TSM 6.1 a Monitoring and Reporting solution is delivered by the product. This solution is based on ITM. Many customer willl be able to integrate this solution into their Monitoring environments. This session will present what is "TSM 6.x Monitoring & Reporting" and how you can integrate the given TSM 6.x Agents into newer releases of ITM. You will also learn some possible scenarios to use this solution in productive environments.
STOR04	IBM Information Infrastructure Initiative (III) for Smart Storage solutions.	Philippe Ponti	N		General knowledge of Tivoli Storage concepts and solutions A basic understanding of Tivoli Storage Manager and storage offerings	General knowledge of the IBM Information Infrastructure Initiative A basic understanding of the benefits of this initiative from a storage perspective	In 2009, IBM launched a worldwide initiative to help customers formalize their requirements and find solutions in the wide area of Information Infrastructure. Based on a consultative approach and IBM best practices in storage design, this initiative allows customers to drive the change and align their IT to a cost effective, service oriented storage infrastructure. The purpose of this presentation is to introduce the IBM Information Infrastructure Initiative and IBM's solution with a storage focus. During the second part of the presentation, we will illustrate the benefits of this approach with concrete customer studies involving Tivoli Storage Manager.
STOR05	TSM 6.2 Deduplication	Shayne Gardener	N		General knowledge of TSM A basic understanding of how TSM works	General knowledge of how TSM and deduplication works A better understanding of Server and Client side deduplication and where ProtecTIER fits in with our storage strategy	Tivoli Storage Manager 6.2 introduces Client Side Deduplication. This session will present the fundamentals of deduplication and further explain how server side and client side differ as well as explain where the cutoff between TSM deduplication and ProtecTIER appliances lies.
STOR06	TSM FastBack 6.1	Shayne Gardener	N		General knowledge of TSM A basic understanding of how TSM works A basic understanding of the concept Disk Image backups	A better understanding of TSM FastBack and its Instant Restore capability.	Tivoli Storage Manager FastBack is now more integrated into the TSM family. This session will present how it can be configured and managed to provide Instant Recovery of Windows and Linux based clients. This session will include an Instant Restore demo.
STOR07	TSM and IBM TS7560(Protectier) a real virtual combination!	Simon Bes	N	Intermediate	Basic TSM experience	TSM administration + SAN + Virtual Tape Library TS7560	The combination of TSM and IBM TS7560 Protectier. In this presentation it is discussed what the pro's and cons are using TSM V6 build-in functions as virtual library and data-deduplication compared to using a server(Virtual Tape Library) like the IBM TS7560 which has the same functions. In several customer sites both solutions where implemented and it is shown to you how this works out in real TSM life. Several customer cases are shown to you.
STOR08	System Storage Productivity Centre a must, but why?	Simon Bes	N	Open to All	Everybody that has to deal with storage management	Basic skills TPC for Data,Disk, Fabric and replication	In this presentation the management of the storage infrastructure is addressed. IBM forces customers to use the SSPC, but what does it bring us the customer? In the presentation the different steps are shown from installation to the most important report you always wanted to have from your storage infrastructure. The SSPC has four parts: reports about : Data, Disk, Fabrics and replication. And very new is the midrange enhancement. We will address that too. Last but not least, in the presentation we will talk about the ROI of this reporting tool.
STOR09	TSM and FASTBACK, RPO zero , RTO almost zero, TSM administrator … Hero!	Simon Bes	N		Experience with TSM	TSM slotuions + TSM FASTBACK basic skills	Today, the customers have to deal with Service Level Agreements which demand for zero data loss and recovery of service as soon as possible (which means within minutes to hours). Traditionally TSM has a data loss of maximum 24 hours (one backup per day). Other functionalities as add-on to TSM bring the zero data loss in reach. Until recently we had to use flashcopy or snapshots to get there. But today there is FASTBACK. Within the time of the presention we will guide the listener through to the steps what can be achieved and how we can get there.

Tivoli Asset Management/Maximo

Session #	Session	Speaker	Hands on Lab?	Level	Session Pre-reqs	Learning Summary	Abstract
MAX01	Rapid Implementation of MAXIMO Enterprise Asset Management	Carsten Frenz	N	Open to All	An intermediate understanding of industrial maintenance processes	Knowledge of key decisions to be taken when implementing IBM MAXIMO Asset Management	In the session we get an overview about applications and their relationship used in IBM MAXIMO Asset Management. We explain how to create work requests and work orders, asset / location hierarchies, planning & scheduling work,executing & completing work, manage PM records and job plans. Based on a work breakdown structure we illustrate a rapid way to implement MAXIMO. We focus on enabling organizations and departments to organize, track, and manage their asset and work management processes and how to reduce paper- and spreadsheet-based processes by standardizing on the MAXIMO unified platform. This session is intended to provide you with the necessary knowledge needed to understand how MAXIMO can meet your organizational and business goals.
MAX02	How to Bring Your Data into MAXIMO	Carsten Frenz	N	Intermediate	An intermediate understanding of IBM MAXIMO Asset Management and underlying Tivoli Process Automation Engine	A general knowledge about different ways to import data into IBM MAXIMO Asset Management	An implementation requires that you load basic and transactional data into the MAXIMO database. So how can this data be effectively loaded into the MAXIMO database ? Our overview will take an closer look on different solutions and their task related benefits : - MAXIMO Integration Framework - Migration Manager - DB Import - Using Scripting Engines - Tivoli Directory Integrator TDI
MAX03	New and Hidden Features and How to Benefit with IBM MAXIMO Asset Management	Carsten Frenz	N	Intermediate	An intermediate understanding of IBM MAXIMO Asset Management and the underlying Tivoli Process Automation Engine	A general knowledge about the new and hidden features of IBM MAXIMO Asset Management	We take a look on new (and some hidden) functionality that was created for IBM MAXIMO Asset Management (some of this functionality is also leveraged by the Service Request Manager and CCMDB products). This session will present best practices based on field experience from various customer projects dealing with technical as well as functional enhancements of MAXIMO. We will learn how to resolve requirements from field with standard out-of-the-box functionality.
MAX04	End to End Data Center Management	Denis Gras	N	Intermediate	A basic understanding of Data Center operations	A good understanding about Data Center Mgt advanced scenarios, the relationship with Building Automation and Green Data Center ; basic knowledge about new IBM solutions (Space Mgt, Data Center Infrastructure Mgt) and their integration with existing Service Management capabilities	The end to end Data Center Management includes not only Service Management but also Data Center Infrastructure Management (facilities, racks, cables,..), Space Management and Energy Optimization This session explains the value of such solution and how it can be implemented.
MAX05	Service Management based on Workload Automation	Federico Spiti	N	Advanced	Good knowledge of the Tivoli Workload Scheduler Good knowledge of the Tivoli Service Request Manager		Service Management is usually done using just Tivoli Service Request Manager as is and sometime through Maximo Integration Framework that allows integration between Maximo itself and external products or systems. One of the embedded integration service is Service Request creation sending custom e-mail to Maximo server. This session will present how create also Workorder through a Maximo customization and how can Service Request and Workorder be managed in a dynamic or in a planned way using the feature of Tivoli Workload Scheduler too.
MAX06	Scenarios of applicability of MAXIMO in a operational airport context		N		Basic understanding of Service and Asset Management processes Basic knowledge of MAXIMO	A good understanding of how MAXIMO can cover so specific business requirements with limited configurations as well as how the new features and functions of release 7.x can be used to implement those requirements.	During the presentation we will introduce various scenarios in which MAXIMO based solution can operate inside an airport. We will focus on the following areas: - Landside asset management: - Airside asset management; - Cars flow and parking; - Safety and security processes required by national civil aviation entity (ENAC); - Asset and resources for the up above related activities. The first part of the session will introduce the scenarios with a business oriented presentation while in the second we will present a real demo environment where all the topics will be shown live.
MAX07	Introduction of IT Asset and License Management at REWE Group	Daniela Sambale (REWE Group) and Thomas Uhlisch (IBM)	N	Intermediate	A basic understanding of IT Asset and License Management	Knowledge of project experiences and key concepts for the introduction of TAMIT and TAD4D.	Visibility and control of IT assets, software licenses and IT related contracts are the key business drivers for this project: to use hardware assets efficiently, to assure license compliance but avoid over-licensing and to manage maintenance and software contracts. This session will provide a report from a current customer engagement, beginning with the customer requirements, then explaining the project approach and the solution design, and finally pointing out the project results, lessons learned and recommendations. The solution is built on TAMIT V 7.2 with TAD4D and SwKBT (Tivoli Asset Management for IT, Tivoli Asset Discovery for Distributed, Software Knowledge Base Toolkit). This session will discuss the following key concepts: distinction of authorized and actual assets, integration with the SAP procurement system and the coexistence with Configuration and Change Management (CCMDB with TADDM, Tivoli Application Dependency and Discovery Manager).
MAX08	IBM License Metric Tool and TAD4D Overview	Tommaso Mazzarotto	N	Open to All	General knowledge of IBM licensing models	General knowledge of ILMT and Subcapacity licensing program. General knowledge of TAD4D.	IBM License metric tool is a free of charge product available from PA. The use of IBM License Metric Tool is required under the Passport Advantage® sub-capacity licensing offering and optional for tracking full-capacity processor value unit licenses. It replaces Tivoli® License Compliance Manager for IBM software, previously required for tracking the presence of IBM software and generating required reports. During this session you will learn the basic concepts of subcapacity licensing model. You will also learn the basics of the ILMT architecture, data flow, administration and reports. This session will also provide an overview of TAD4D, which replaced Tivoli License Compliance Manager and is a priced feature of TAMIT 7.2.
MAX09	Condensed Foundations of Tivoli Process Automation Engine - Preparing for the Certification Exam Part 1	Martin Williams	N	Advanced	None		Exam Name:Test 000-017: Foundations of Tivoli Process Automation Engine The 000-017 exam is a prerequisite for the following certifications: IBM Certified Deployment Professional - Maximo Asset Management V7.x IBM Certified Deployment Professional - Tivoli Service Request Manager V7.x IBM Certified Deployment Professional - Tivoli Change and Configuration Management Database V7.x IBM Certified Deployment Professional - Tivoli Service Request Manager V7.x This Instructor-Led seminar is intended for Business Partners and consultants who have already attended training or feel that they are ready to take the 000-017 exam. It's focus is primarily instructor discussion and demonstration covering topics likely to appear in the TPAE exam Course outline Prerequisites and Installation Platform Configuration Financial Configuration Security Configuration Migration Configuration Start Center Configuration Work Management Configuration and Administration Reporting Configuration

MAX10	Condensed Foundations of Tivoli Process Automation Engine - Preparing for the Certification Exam Part 2	Martin Williams	N	Advanced	None			Exam Name:Test 000-017: Foundations of Tivoli Process Automation Engine The 000-017 exam is a prerequisite for the following certifications: IBM Certified Deployment Professional - Maximo Asset Management V7.x IBM Certified Deployment Professional - Tivoli Service Request Manager V7.x IBM Certified Deployment Professional - Tivoli Change and Configuration Management Database V7.x IBM Certified Deployment Professional - Tivoli Service Request Manager V7.x This Instructor-Led seminar is intended for Business Partners and consultants who have already attended training or feel that they are ready to take the 000-017 exam. It's focus is primarily instructor discussion and demonstration covering topics likely to appear in the TPAE exam Course outline Prerequisites and Installation Platform Configuration Financial Configuration Security Configuration Migration Configuration Start Center Configuration Work Management Configuration and Administration Reporting Configuration
MAX11	Condensed IBM Maximo Asset Management V7.x Implementation - Preparing for the Certification Exam Part 1	Martin Williams	N	Advanced	None			Exam Name:Test 000-015: IBM Maximo Asset Management V7.x Implementation Certification:IBM Certified Deployment Professional - Maximo Asset Management V7.x Certification Prerequisites:Test 000-017: Foundations of Tivoli Process Automation Engine This Instructor-Led seminar is intended for Business Partners and consultants who have already attended training or feel that they are ready to take the 000-015 exam. It's focus is primarily instructor discussion and demonstration covering topics likely to appear in the MAM exam Course outline Assets Contracts Inventory Other Configuration Options Preventive Maintenance Purchasing Resources Service Requests Work Management
MAX12	Condensed IBM Maximo Asset Management V7.x Implementation - Preparing for the Certification Exam Part 2	Martin Williams	N	Advanced	None			Exam Name:Test 000-015: IBM Maximo Asset Management V7.x Implementation Certification:IBM Certified Deployment Professional - Maximo Asset Management V7.x Certification Prerequisites:Test 000-017: Foundations of Tivoli Process Automation Engine This Instructor-Led seminar is intended for Business Partners and consultants who have already attended training or feel that they are ready to take the 000-015 exam. It's focus is primarily instructor discussion and demonstration covering topics likely to appear in the MAM exam Course outline Assets Contracts Inventory Other Configuration Options Preventive Maintenance Purchasing Resources Service Requests Work Management
MAX13	Condensed IBM Tivoli Asset Management for IT V7.x Implementation - Preparing for the Certification Exam Part 1	Martin Williams	N	Advanced	None			Certification:IBM Certified Deployment Professional - Tivoli Asset Management for IT V7.x Test 000-016: IBM Tivoli Asset Management for IT V7.x Implementation Certification Prerequisites:Test 000-017: Foundations of Tivoli Process Automation Engine This Instructor-Led seminar is intended for Business Partners and consultants who have already attended training or feel that they are ready to take the 000-016 exam. It's focus is primarily instructor discussion and demonstration covering topics likely to appear in the TAMIT exam Course outline Asset Reconciliation Assets Contracts Inventory Other Configuration Options Purchasing Reporting Resources Service Requests Work Management

MAX14	Condensed IBM Tivoli Asset Management for IT V7.x Implementation - Preparing for the Certification Exam Part 2	Martin Williams	N	Advanced	None		Certification:IBM Certified Deployment Professional - Tivoli Asset Management for IT V7.x Test 000-016: IBM Tivoli Asset Management for IT V7.x Implementation Certification Prerequisites:Test 000-017: Foundations of Tivoli Process Automation Engine This Instructor-Led seminar is intended for Business Partners and consultants who have already attended training or feel that they are ready to take the 000-016 exam. It's focus is primarily instructor discussion and demonstration covering topics likely to appear in the TAMIT exam Course outline Asset Reconciliation Assets Contracts Inventory Other Configuration Options Purchasing Reporting Resources Service Requests Work Management
MAX15	Condensed IBM Tivoli Change and Configuration Management Database V7.x - Preparing for the Certification Exam Part 1	Martin Williams	N	Advanced	None		Certification: IBM Certified Deployment Professional - Tivoli Change and Configuration Management Database V7.x Exam Name: Test 000-939: IBM Tivoli Change and Configuration Management Database V7.x Implementation Certification Prerequisites:Test 000-017: Foundations of Tivoli Process Automation Engine This Instructor-Led seminar is intended for Business Partners and consultants who have already attended training or feel that they are ready to take the 000-939 exam. It's focus is primarily instructor discussion and demonstration covering topics likely to appear in the CCMDB exam. Course Overview Configuration Installation Performance Tuning and Problem Determination Planning Release Process Manager
MAX16	Condensed IBM Tivoli Change and Configuration Management Database V7.x - Preparing for the Certification Exam Part 2	Martin Williams	N	Advanced	None		Certification: IBM Certified Deployment Professional - Tivoli Change and Configuration Management Database V7.x Exam Name: Test 000-939: IBM Tivoli Change and Configuration Management Database V7.x Implementation Certification Prerequisites:Test 000-017: Foundations of Tivoli Process Automation Engine This Instructor-Led seminar is intended for Business Partners and consultants who have already attended training or feel that they are ready to take the 000-939 exam. It's focus is primarily instructor discussion and demonstration covering topics likely to appear in the CCMDB exam. Course Overview Configuration Installation Performance Tuning and Problem Determination Planning Release Process Manager
MAX17	Condensed IBM Tivoli Service Request Manager V7.x - Preparing for the Certification Exam Part 1	Martin Williams	N	Advanced	None		Certification: IBM Certified Deployment Professional - Tivoli Service Request Manager V7.x Exam Name:Test 000-018: IBM Tivoli Service Request Manager V7.1 Implementation Certification Prerequisites:Test 000-017: Foundations of Tivoli Process Automation Engine This Instructor-Led seminar is intended for Business Partners and consultants who have already attended training or feel that they are ready to take the 000-017 exam. It's focus is primarily instructor discussion and demonstration covering topics likely to appear in the TSRM exam. Course Outline System Setup and Configuration Working with Operational Data Configuring IBM Tivoli Service Request Manager V7.1 Service Desk Configuring IBM Tivoli Service Request Manager V7.1 Service Catalog Integration
MAX18	Condensed IBM Tivoli Service Request Manager V7.x - Preparing for the Certification Exam Part 2	Martin Williams	N	Advanced	None		Certification: IBM Certified Deployment Professional - Tivoli Service Request Manager V7.x Exam Name:Test 000-018: IBM Tivoli Service Request Manager V7.1 Implementation Certification Prerequisites:Test 000-017: Foundations of Tivoli Process Automation Engine This Instructor-Led seminar is intended for Business Partners and consultants who have already attended training or feel that they are ready to take the 000-017 exam. It's focus is primarily instructor discussion and demonstration covering topics likely to appear in the TSRM exam. Course Outline System Setup and Configuration Working with Operational Data Configuring IBM Tivoli Service Request Manager V7.1 Service Desk Configuring IBM Tivoli Service Request Manager V7.1 Service Catalog Integration