



IBM Global Services

Customer Experience

*Art Hoffman, Director IBM Global Service
zSeries Premier Executive Event 2005*



ON DEMAND BUSINESS™

Customer Environment

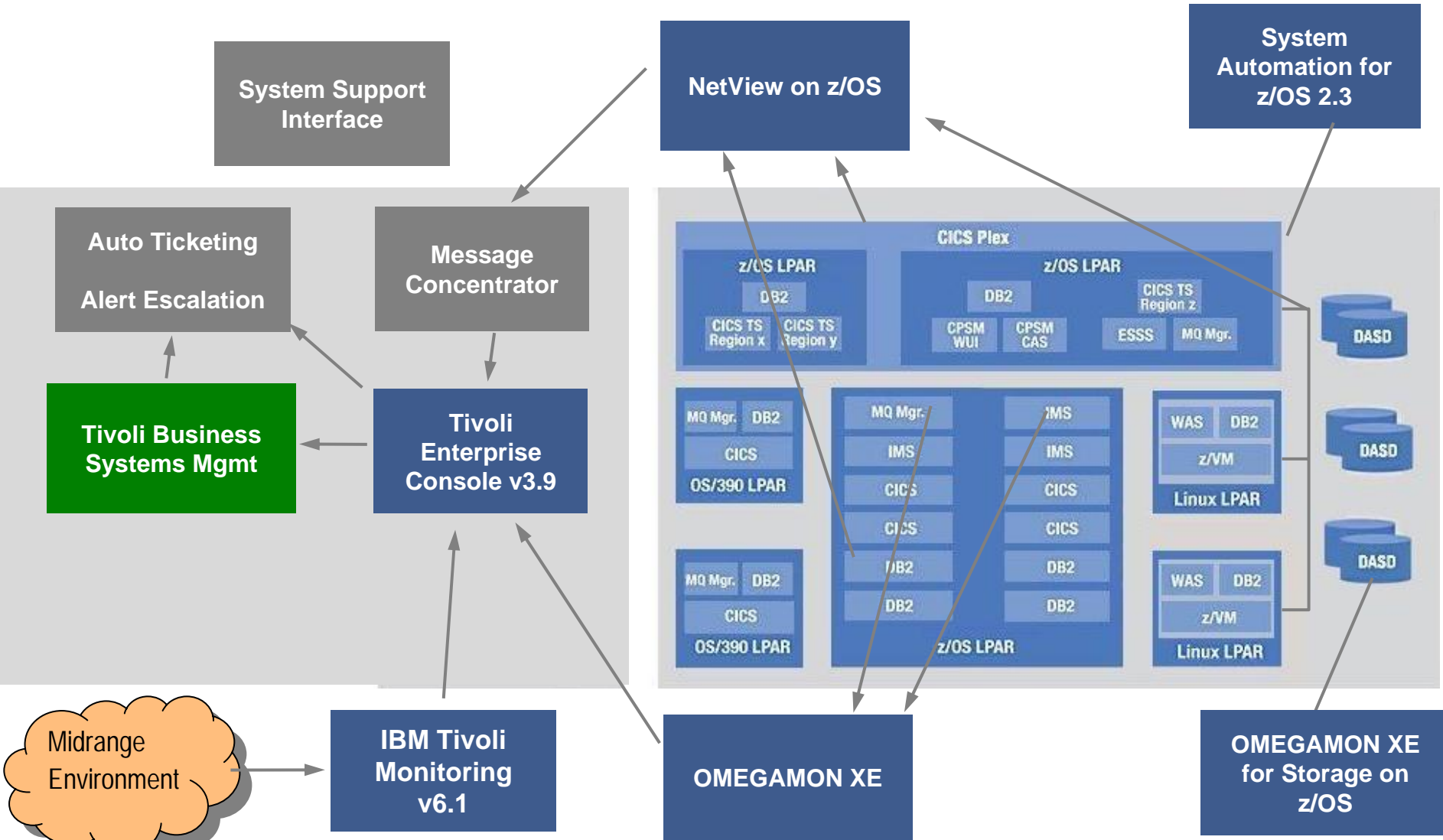
- International Presence
 - ▶ 5 Data Centers
 - ▶ 16 Campus locations
 - ▶ 200 regional offices

- IT Profile
 - ▶ 60,000 workstations
 - ▶ 8,200 servers
 - 50% Windows, 30% Sun
 - ▶ 45,000 MIPs
 - Additional 5,000 DR MIPs (Capacity On Demand 40,000)
 - ▶ 39 Production Images
 - Additional 17 DR Images

- Tivoli Framework
 - ▶ 1,700 Alerts per day
 - 25% Auto Ticketed



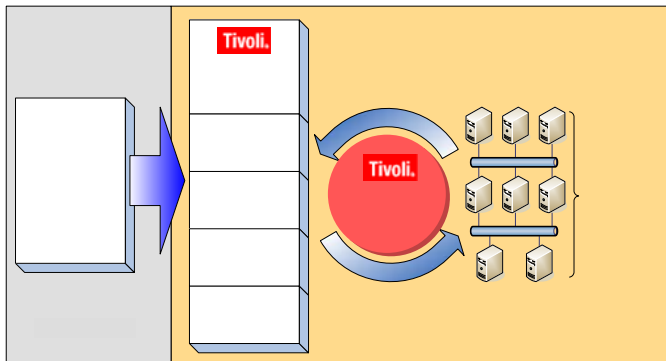
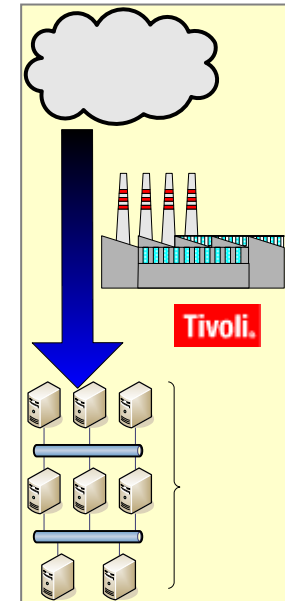
End to End Incident Management using Tivoli



2006 Plan – Leverage Tivoli Reference Models

Automation for Provisioning

- Extend provisioning to support AIX, Solaris, pSeries micro-partitions, Solaris containers, and VMWARE partitions.
 - ▶ Automated provisioning today for Linux and Windows 2003
- Leverage Tivoli Reference Models as the vehicle to transform the mid-range environment from legacy to a standardized pool of servers



Automation for Infrastructure Support

- Leverage Tivoli Configuration Manager and Tivoli Reference Models to automate software maintenance and configuration management for standard servers and workstations.

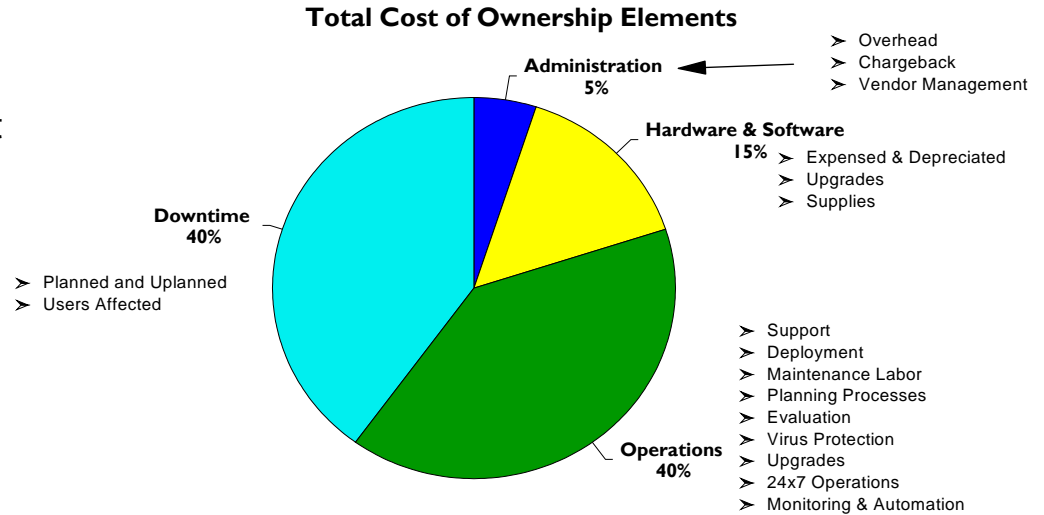
2006 Plan – Continue BSM deployment!

Business Systems Mgmt Method

- ▶ Apply the BSM method and create BSM views for the next tier of critical applications.

BCM Groupware Collaboration

- ▶ Collaboration technology can reduce the average incident duration by 20%



Source: Gartner TCO Model

Gartner *Total Cost of Ownership*: **The business costs associated with Unplanned Outages are significant**

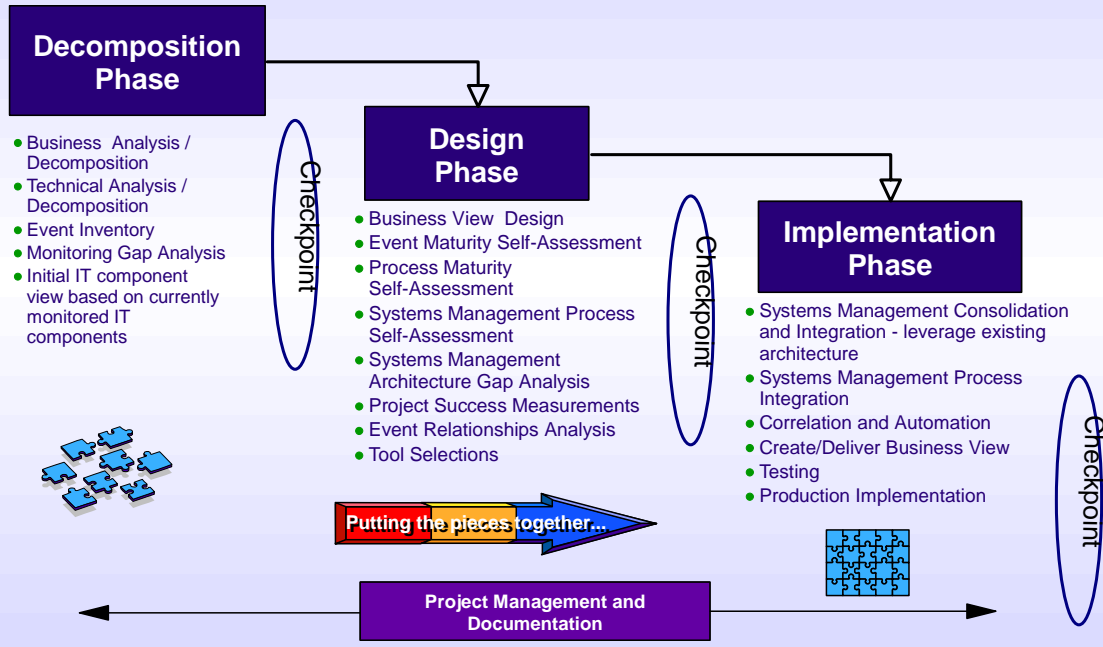
Business Systems Mgmt is not just a tool

Business Systems Mgmt

- ▶ A method based solution
- ▶ Combined with Visualization Tools
 - Business View
 - IT View



BSM Phased Approach



ITSM Direction for the account

- Participating in Proof of Technology
 - ▶ Kick off this week

- Updating Framework an anticipation of 2006 deployment

- 2006 Focus
 - ▶ CMDB
 - ▶ Tivoli Portal – replace custom system support web interface
 - ▶ Enterprise Service Bus Infrastructure
 - Develop 2-way Adapters for Short Message Service
 - ▶ Aligning Process & Procedure Guides with ITIL