Tivoli Enterprise Portal – Dashboard to IT Service Management

Steven W Wright swwright@us.ibm.com

Tivoli software

Agenda

- Managing complexity – a people problem.

- Functional overview – how TEP makes people effective.

- Integration with TEP – how TEP solves problems.

- TEP Roadmap.

- Common questions.

Our Approach to IT Service Management
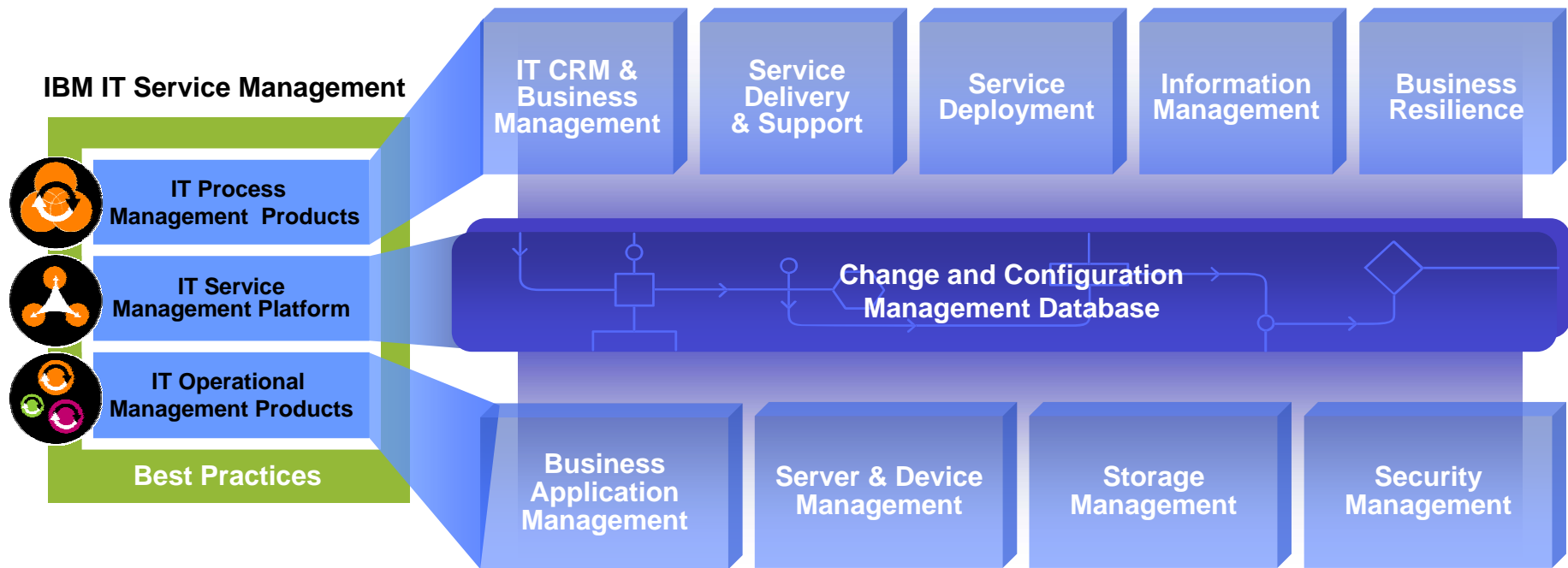# A Better Way to Manage the Business of IT

IBM IT Service Management

IT Process Management Products

IT Service Management Platform

IT Operational Management Products
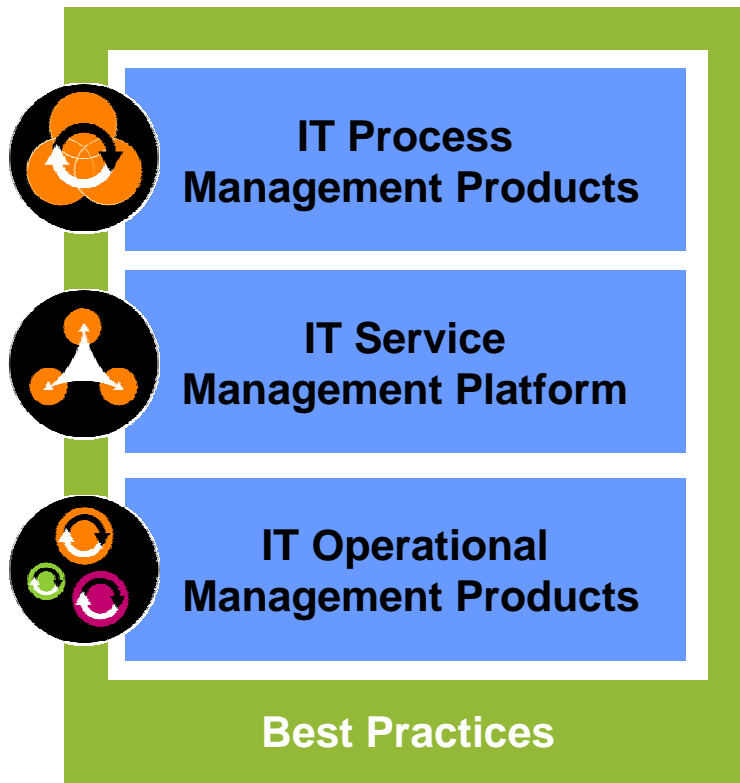
Best Practices

- Automated ITIL-aligned workflows

- Open, standards-based CMDB and workflow engine

- Automated infrastructure-aligned tasks

- Best Practices and Implementation Support

IBM IT Service Management
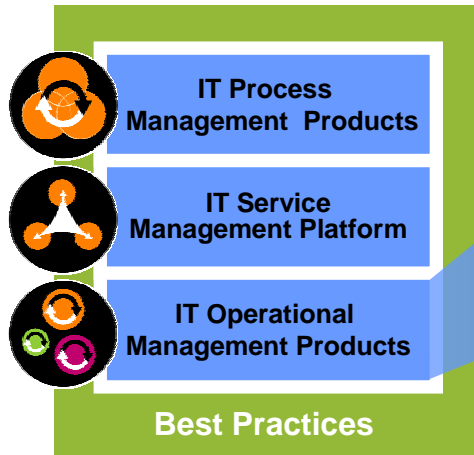# A Differentiated, Flexible Approach

IBM IT Service Management

IT Process Management Products

IT Service Management Platform

IT Operational Management Products

Best Practices

IT CRM & Business Management	Service Delivery & Support	Service Deployment	Information Management	Business Resilience

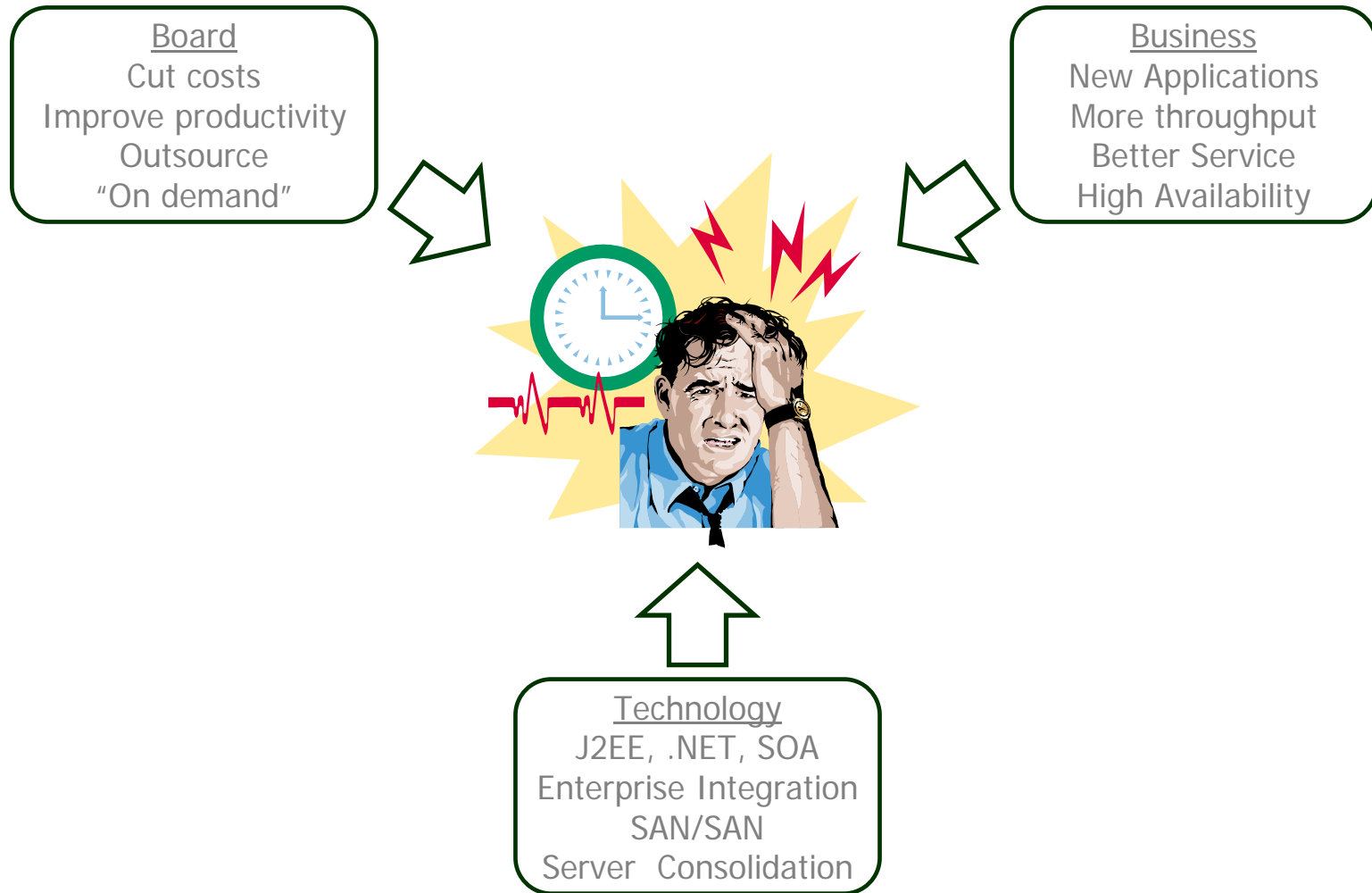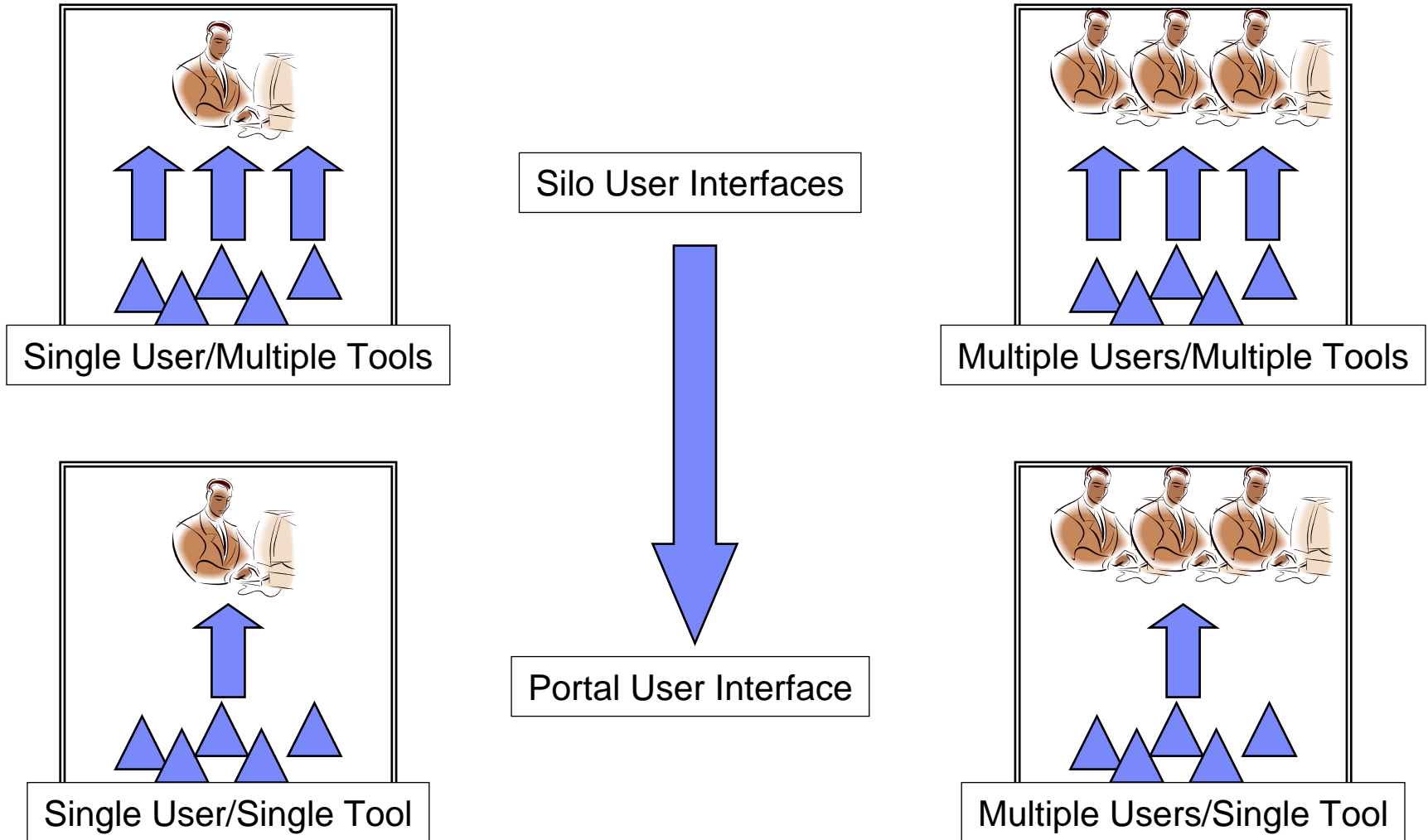**Change and Configuration Management Database**

Business Application Management	Server & Device Management	Storage Management	Security Management

IBM Best Practices and Implementation Support

IBM IT Service Management

- IT Process Management Products
- IT Service Management Platform
- IT Operational Management Products

Best Practices

- **IBM Tivoli Unified Process**
  - IBM Process Reference Model for IT incorporates ITIL, COBIT, and IGS best practice processes in a complete, cohesive model
  - Tools Mentor - make ITIL actionable!

- **Open Process Automation Library (OPAL)**

- **IBM Global Services**
  - Innovation Workshops
  - Infrastructure Services Readiness Engagement
  - IT Service Management Design
  - Implementation Services

IT Operational Management Products

IBM IT Service Management

IT Process Management Products

IT Service Management Platform

IT Operational Management Products

Best Practices

Business Application Management	Server, Network & Device Management	Storage Management	Security Management
Products include:	Products include:	Products include:	Products include:
▪ **Tivoli Composite Application Management** ▪ **Tivoli Business Systems Manager** ▪ **Tivoli Intelligent Orchestrator** ▪ **Tivoli Service Level Advisor** ▪ **Tivoli License Manager** ▪ **Tivoli License Compliance Manager** ▪ **Tivoli Decision Support**	▪ **Tivoli Enterprise Console** ▪ **Tivoli Monitoring** ▪ **Tivoli OMEGAMON** ▪ **Tivoli NetView** ▪ **Tivoli Remote Control** ▪ **Tivoli Systems Automation** ▪ **Tivoli Workload Scheduler** ▪ **Tivoli Provisioning** ▪ **Tivoli Configuration Manager**	▪ **Tivoli Storage Manager** ▪ **Tivoli Continuous Data Protection for Files** ▪ **Totalstorage Productivity Center**	▪ **Tivoli Access Manager** ▪ **Tivoli Identity Manager** ▪ **Tivoli Federated Identity Manager** ▪ **Tivoli Directory Server** ▪ **Tivoli Directory Integrator** ▪ **Security Compliance Manager**

Red = TEP integration

After Automation, Process and Products… People!

Board
Cut costs
Improve productivity
Outsource
"On demand"

Business
New Applications
More throughput
Better Service
High Availability

Technology
J2EE, .NET, SOA
Enterprise Integration
SAN/SAN
Server Consolidation

Making People and Workgroups More Effective

Single User/Multiple Tools

Silo User Interfaces

Multiple Users/Multiple Tools

Portal User Interface

Single User/Single Tool

Multiple Users/Single Tool

Integrating with TEP – *Centralized Management*

Mainframe

- zAAP processors
- Cryptographic Coprocessors
- CICS TS 3.1
- CICS JMV statistics
- IMS Connect
- DB2 Connect
- DB2 v8.1
- Comm Server Network Management Interface data
- IPv6 support in NetView
- IBM DS6000 & 8000 Storage
- Linux
- USS
- WebSphere AS
- WMQ, WIB

Distributed

- UNIX
- Windows
- Linux
- OS/400
- DB2, Oracle, Microsoft SQL, Sybase
- Linux
- mySAP, Siebel
- HACMP
- Microsoft Exchange
- Microsoft .NET
- Virtual Servers - Citrix, VMWARE ESX
- WebSphere (Portal/Server)
- SOA
- WMQ, WICS, WBI
- Universal Agent

Tivoli Enterprise Portal
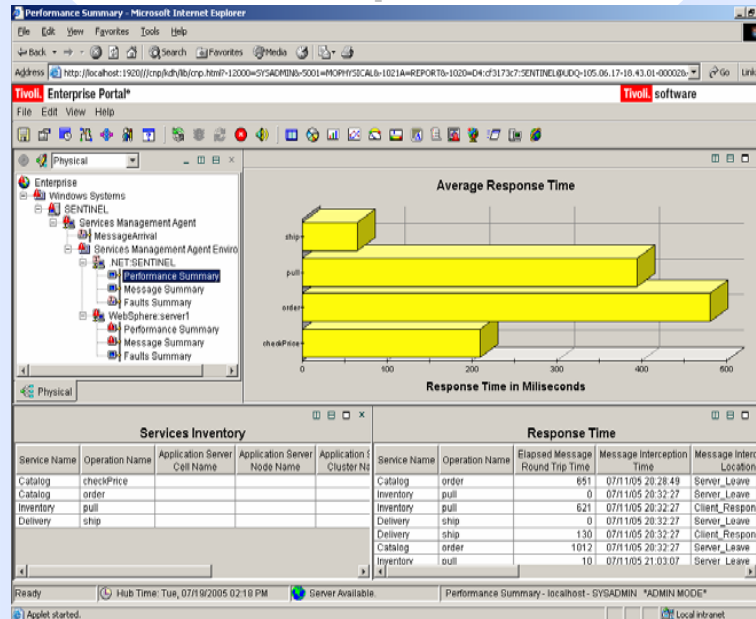
Composite Applications

- Response Time Tracking
- SOA
- WebSphere

End To End Management

TEP puts the enterprise at your fingertips…

End-to-End Access to All Enterprise Components

Easily personalize to match responsibilities
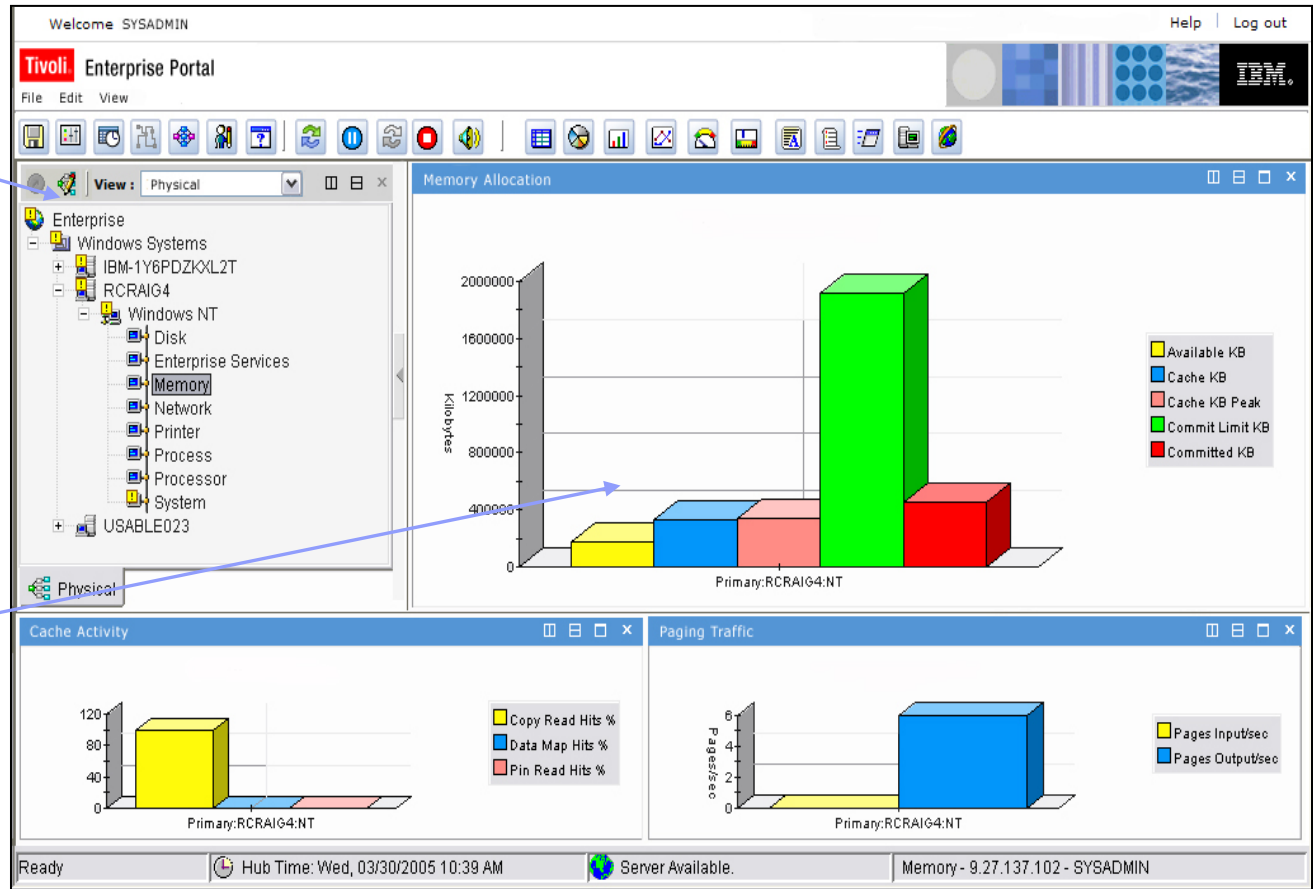
So what's value to you?

- **BY**
  - ▶ Integrating multiple Tivoli management products under a common UI and adding personalization, event and status management, workflow automation, expert advise, 3rd party integration and more…

- **TEP**
  - ▶ Enables individuals and teams of end-users to improve their productivity, speed of response, and ability to collaborate on management tasks…

- **WHICH MEANS**
  - ▶ A more effective and productive working environment for individuals
  - ▶ A more cost effective environment though better leverage of scarce and expensive technical specialists
  - ▶ A more efficient organization through reduced time to resolving common system problems and outages
  - ▶ A strong foundation for building high-value business-aligned management organizations focused on improving service levels for critical bottom line applications

Workspaces

Create your own Composite Application Workspace
TEP included with ITM 6.1, OMEGAMON & ITCAM Products

Multiple Customized Composite Application Management Views
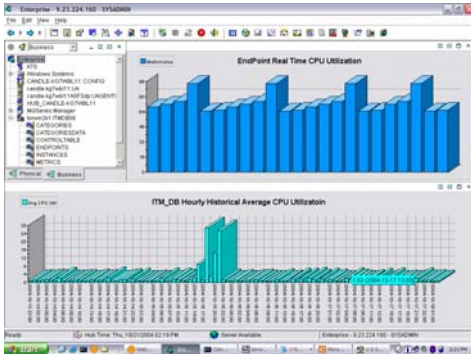
Operating Systems & MW
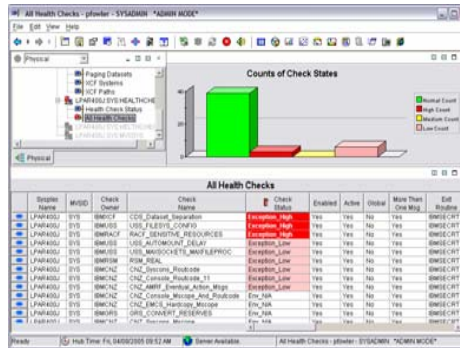
Native z/OS Health
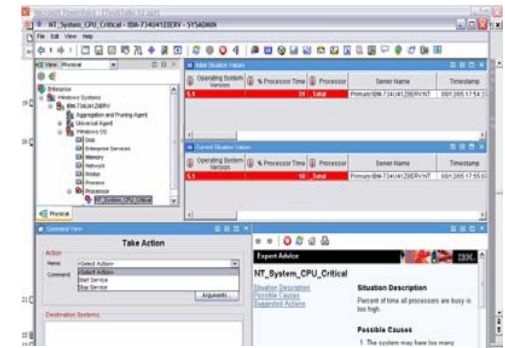
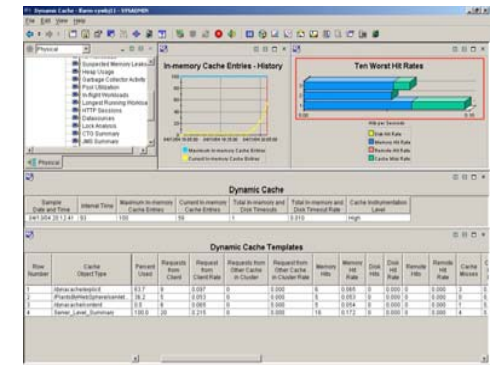WS & J2EE Applications
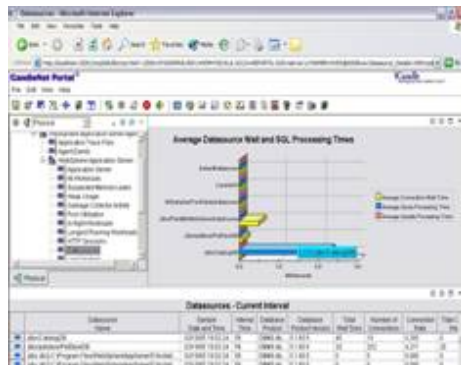
End to End Transactions
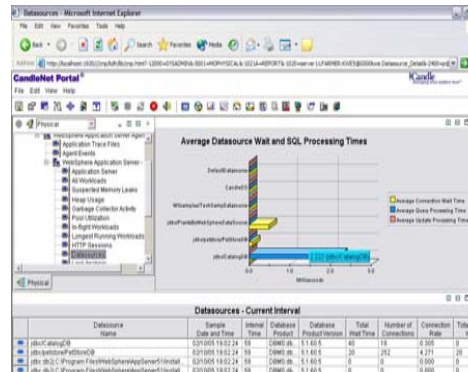
WBI Infrastructure

Databases

Situation Analysis:
Everything you need to respond to the problem!

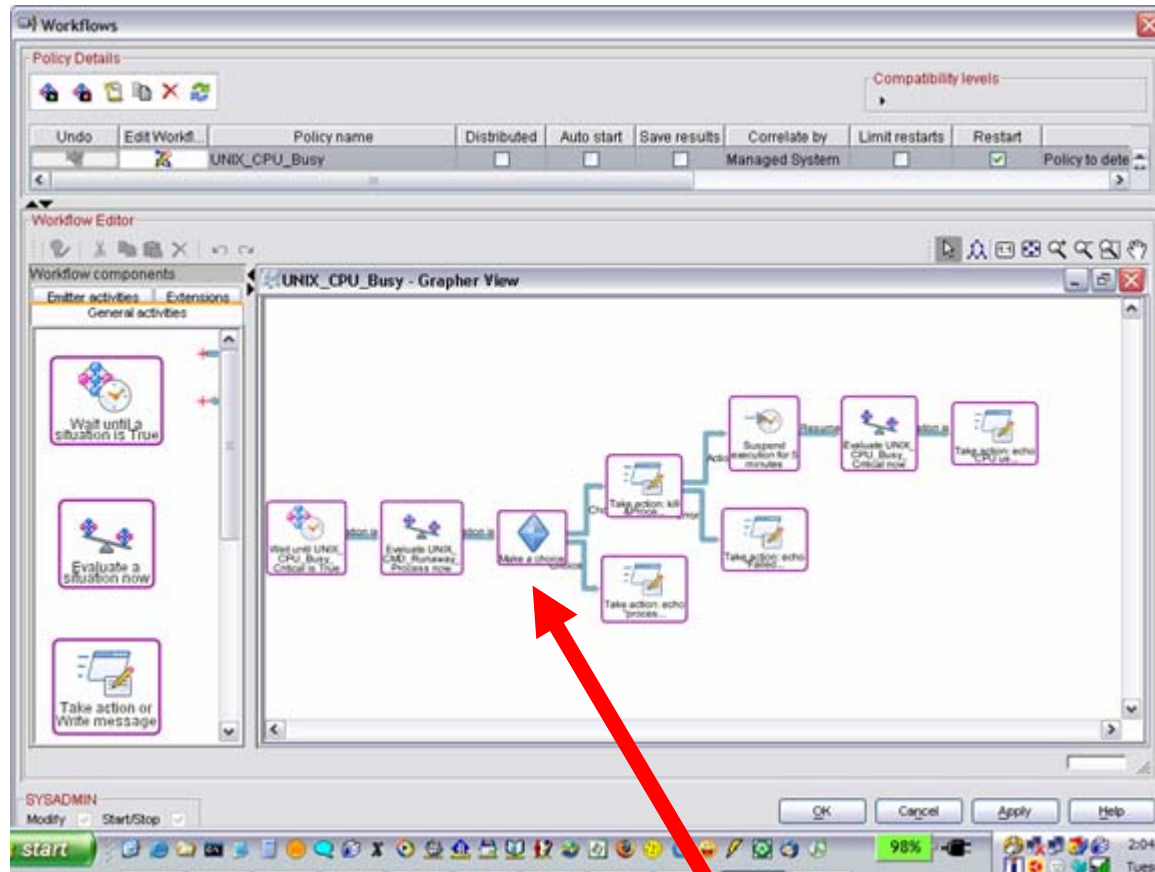
Initial Cause

Current State

Expert Advice

Take action to fix the problem

Graphic Views – covering the enterprise at a glance
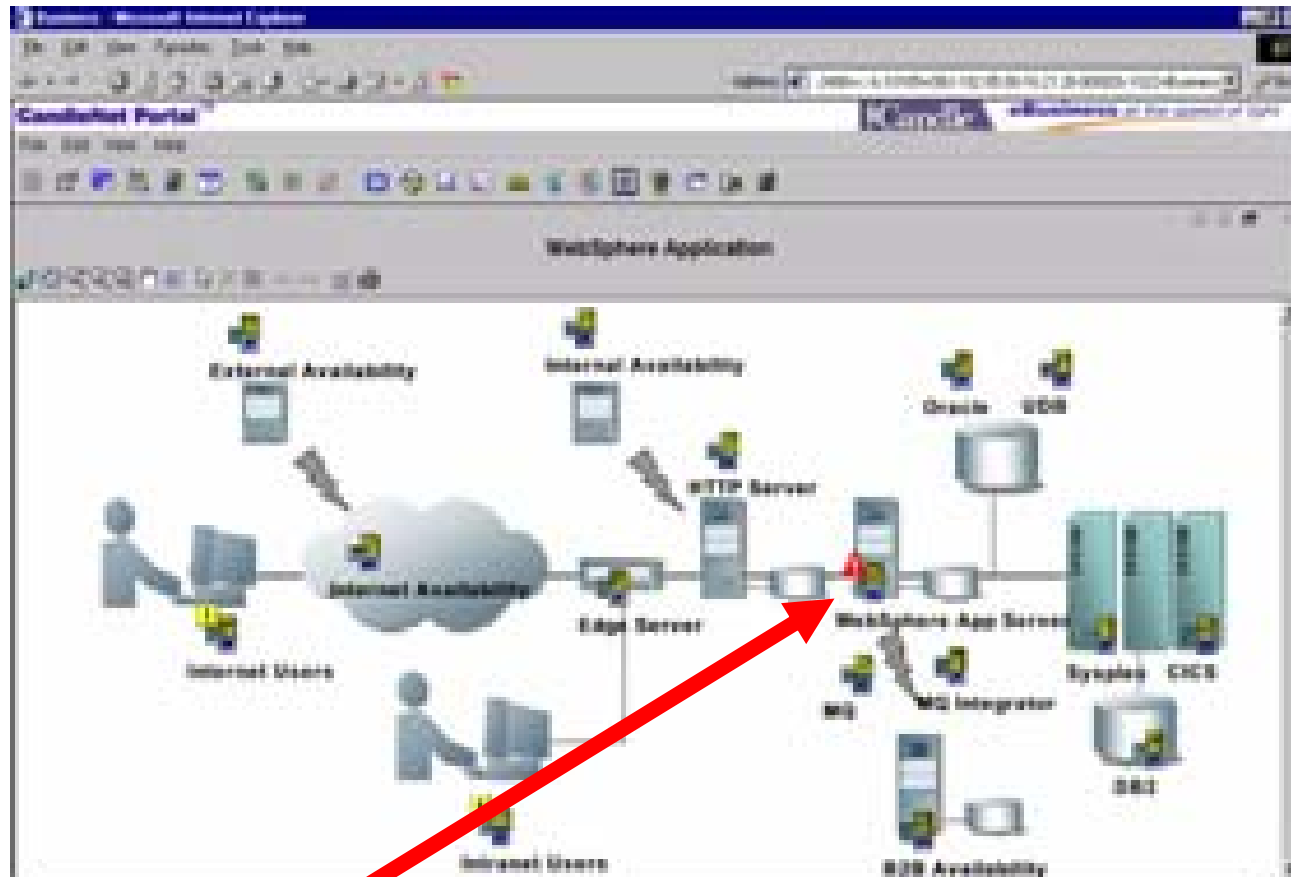
Low-level problems can be rolled up into high-level status objects. Keep an eye on a complex environment and then drill down into the details when problems occur.

Workflow Automation

Policies automatically respond to situations, making problem resolution faster and more accurate.

Accessing Expert Advice

Product provided or user-defined expert advice enables sharing of both industry-wide and enterprise-specific advice for managing systems.

Accessing Web-Based Information
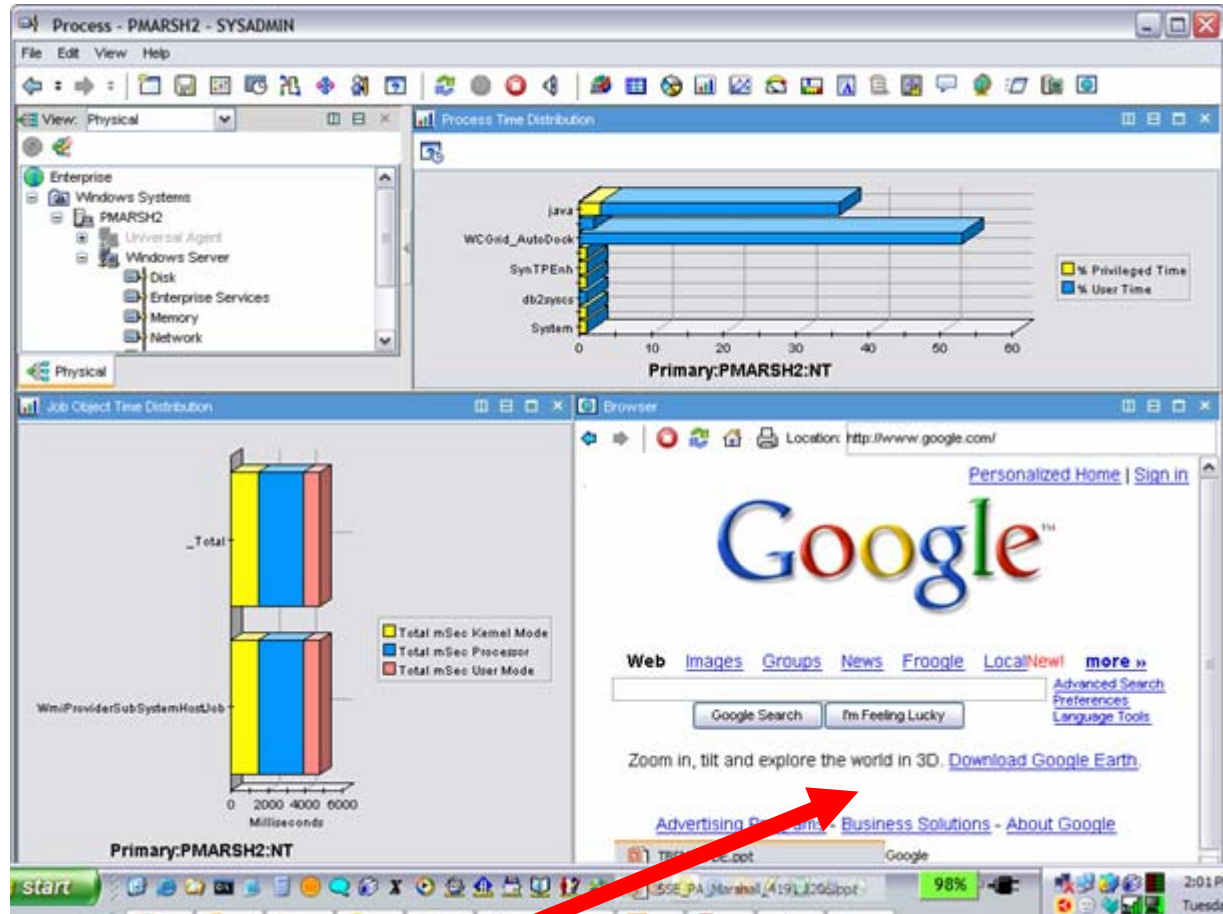
Built in browser enables rapid access to web-based information and to external applications

Accessing Terminal-based Applications

Built in 3270 and Telnet access enables rapid access to external administration tools and applications.

Integrating Application Data
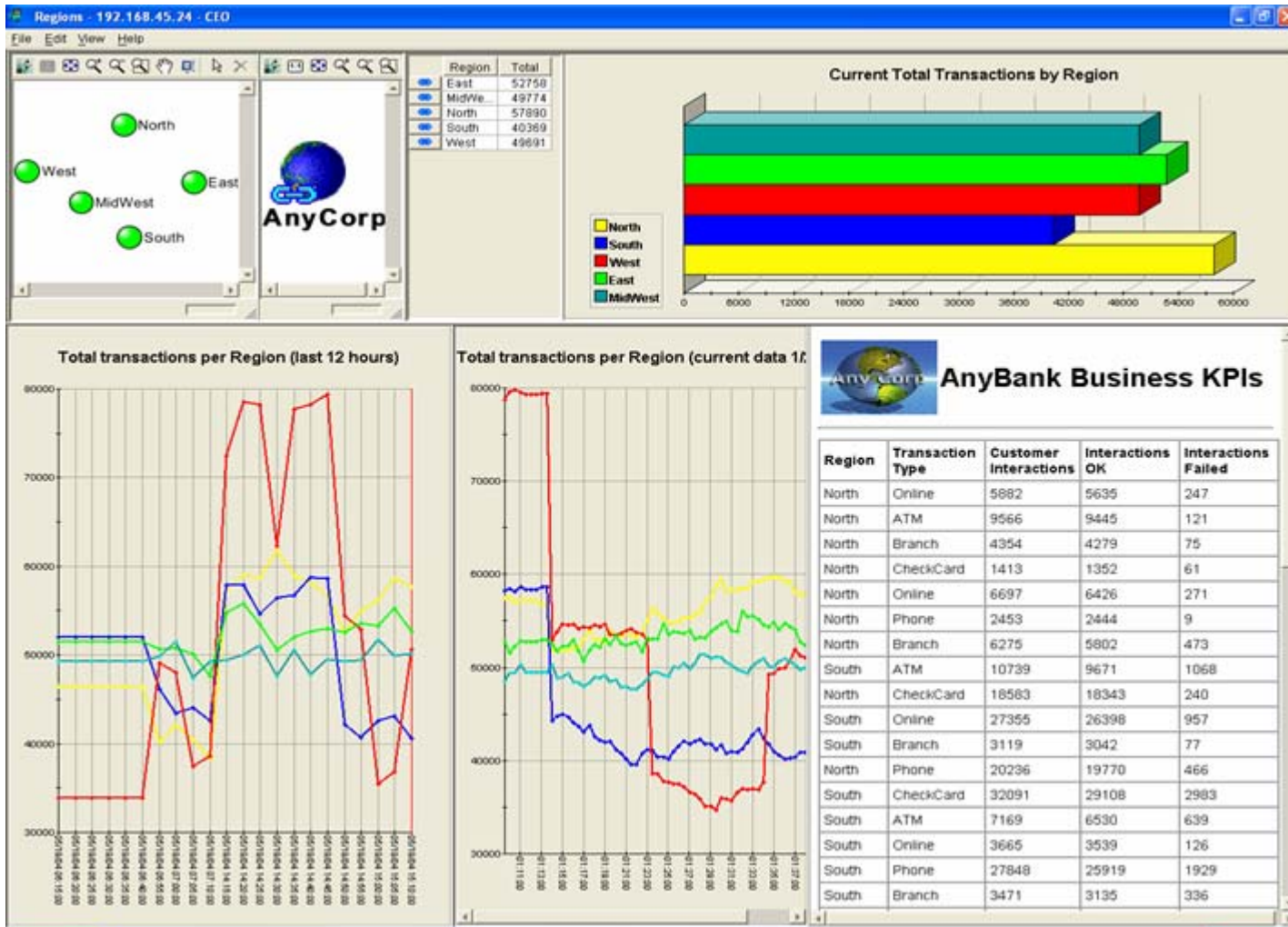
TEP Platform Integration Points

TEP Client
Views, including graphical topology

Console Server
TEPS
Console Database

Management Server
TEMS
TDW
Warehouse Proxy

OS Agent
UA
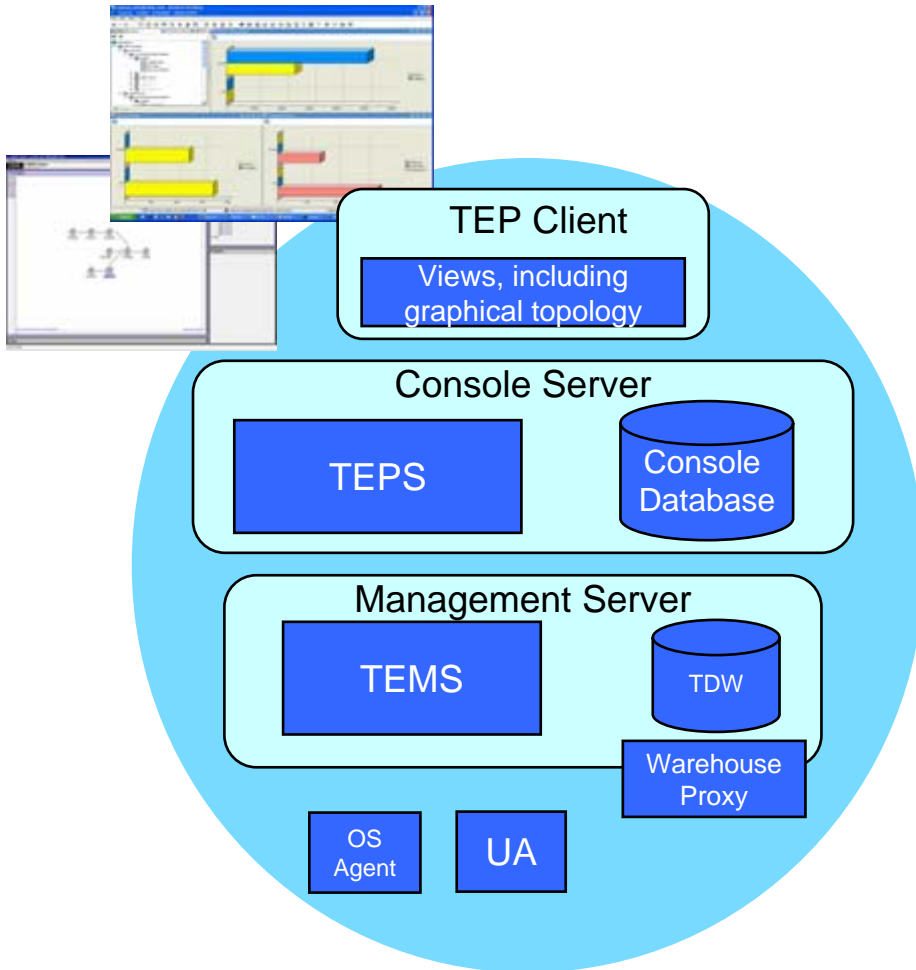
- Makes users effective through:
  - ▶ Workspace personalization
  - ▶ Launched applications (e.g. TEC)
  - ▶ Browser, telnet, and 3270 access
  - ▶ Situations, workflows, and expert advice

- Leverage management information via:
  - ▶ Command Line Interface
  - ▶ SOAP interface

- Analyze historical trends:
  - ▶ Open access to warehouse for OLAP, data mining, reporting tools

- An extensible solution:
  - ▶ Universal agent (UA) for "immediate" agent development (external agent developers) and for agentless monitoring

Simplifying z/OS Operations Using OMEGAMON and Tivoli Enterprise Portal Technology - *New* **management console**

Value
• Simplify z/OS management for the new generation of IT professionals
• Automating, eliminating, and streamlining tasks
• Easily upgradeable to full OMEGAMON solutions

| **Planned Capabilities** |
| :--- |
| • Task oriented approach with GUI front end |
| • z/OS Health Checker data plus Tivoli Monitoring Services base capabilities |
| – Expert Advice |
| – Take Action |
| Configuration status metrics for z/OS resources displayed using Tivoli Enterprise Portal |
| Improved ease-of-use of z/OS management |
| Value-add upgrades to comprehensive Tivoli Monitoring Services products |

Intended to be available for no charge to z/OS customers
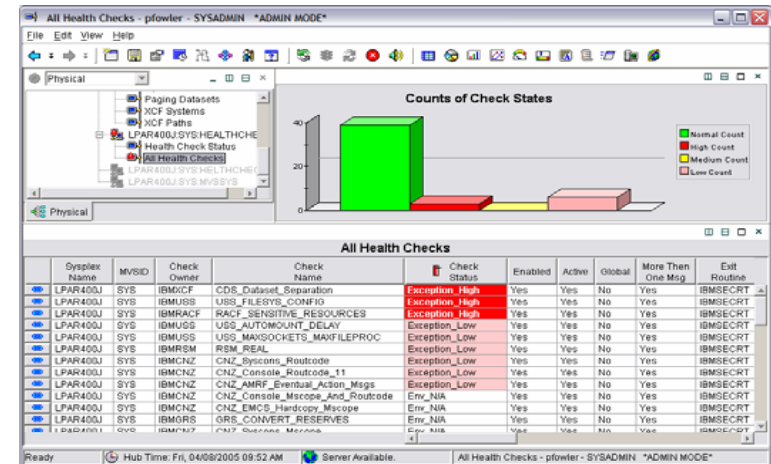
Modernizing the "Face" of z/OS

Today

Yesterday
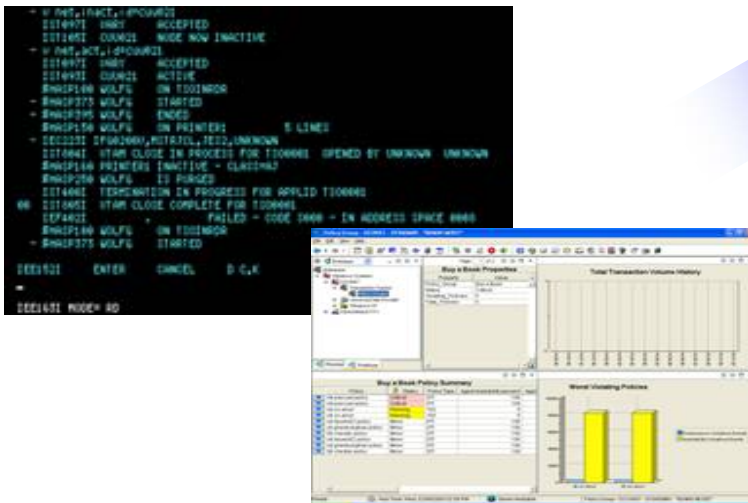
Expert-friendly, long learning curve for people new to platform

• Multiple, inconsistent UIs – no central system management portal

• Many interfaces foreign to those new to platform

• Manual tasks requiring extensive documentation
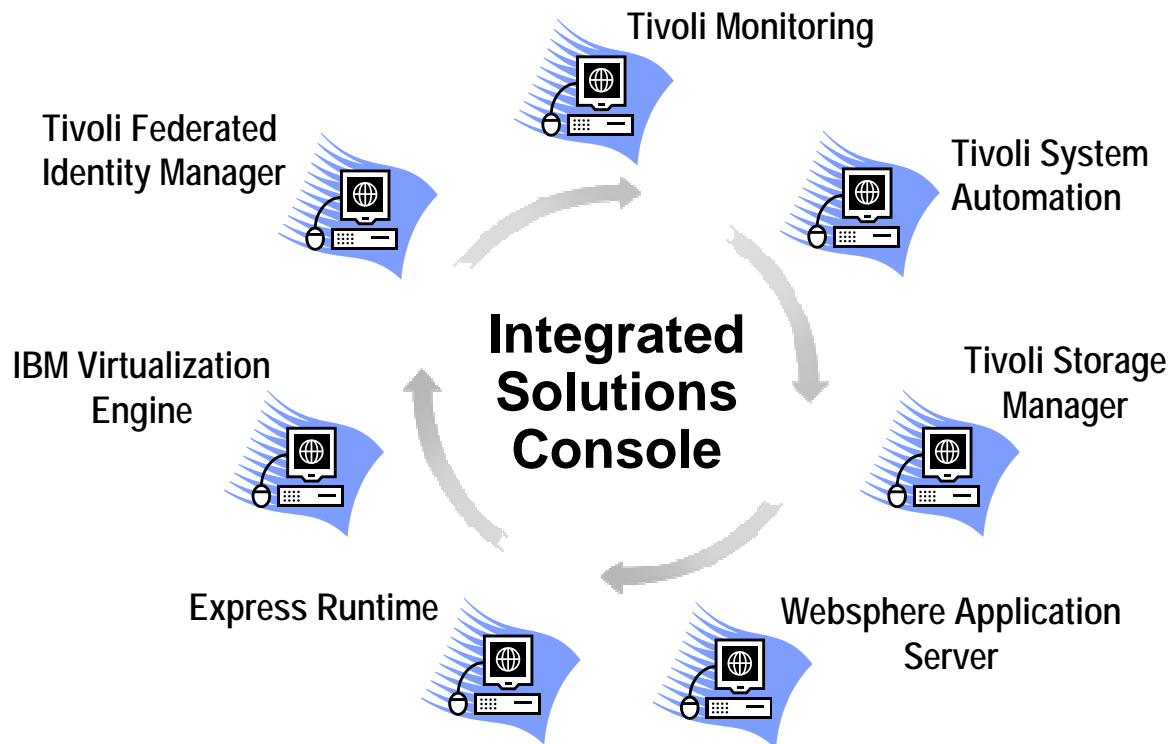
✓ *Central* z/OS management portal

✓ *Simplified*, *automated* task-oriented mgmt interface, with integrated user assistance

✓ *Modern* look & feel; more familiar to those new to platform

✓ Focus on *customer goals*

✓ *Optional* for those who prefer traditional interfaces

# TEP and the IBM Integrated Solutions Console Framework

The Tivoli Enterprise Portal is a member of the ISC Family of Solutions – A Common Systems Administration initiative to evolve all product administration under a common, standards-based systems administration approach.

Tivoli Monitoring

Tivoli Federated Identity Manager

Tivoli System Automation

IBM Virtualization Engine

Integrated Solutions Console

Tivoli Storage Manager

Express Runtime

Websphere Application Server

- **Decreases training and required skills needed for the day-to-day management of IT**

- **Standardizes leading self-managing capabilities across IBM IT solutions**

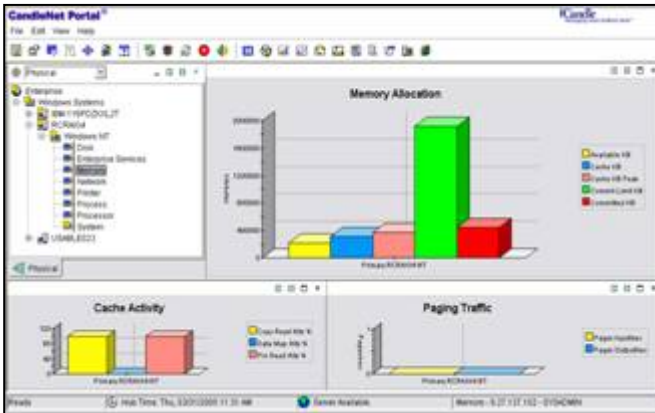- **Reduces IT operations and management costs for our clients**

TEP Alignment Stages

- Conformance
  - ▸ Look and Feel

- Consolidation
  - ▸ Common views

- Aggregation
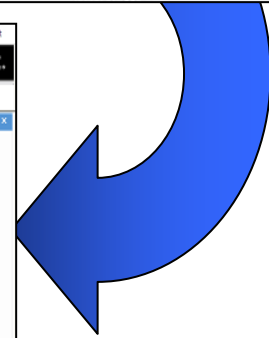 - ▸ Data sharing
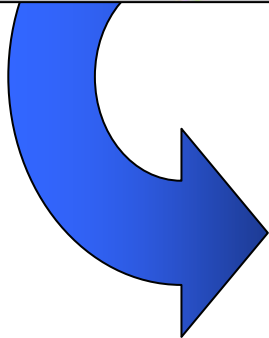
- Integration
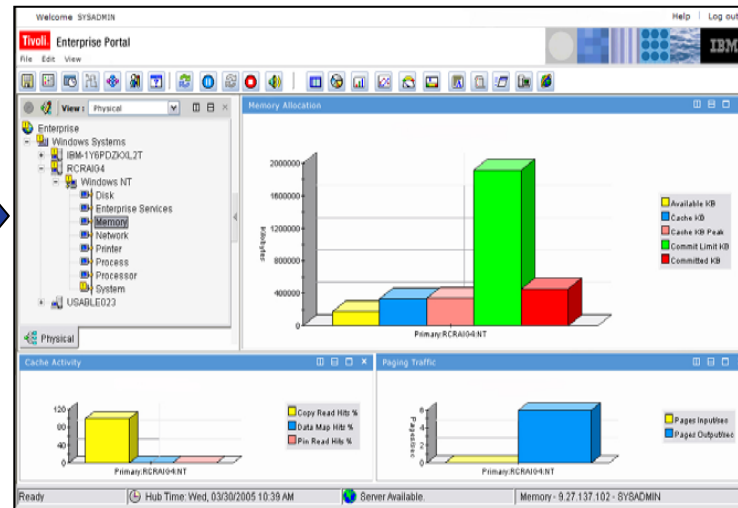 - ▸ Common framework
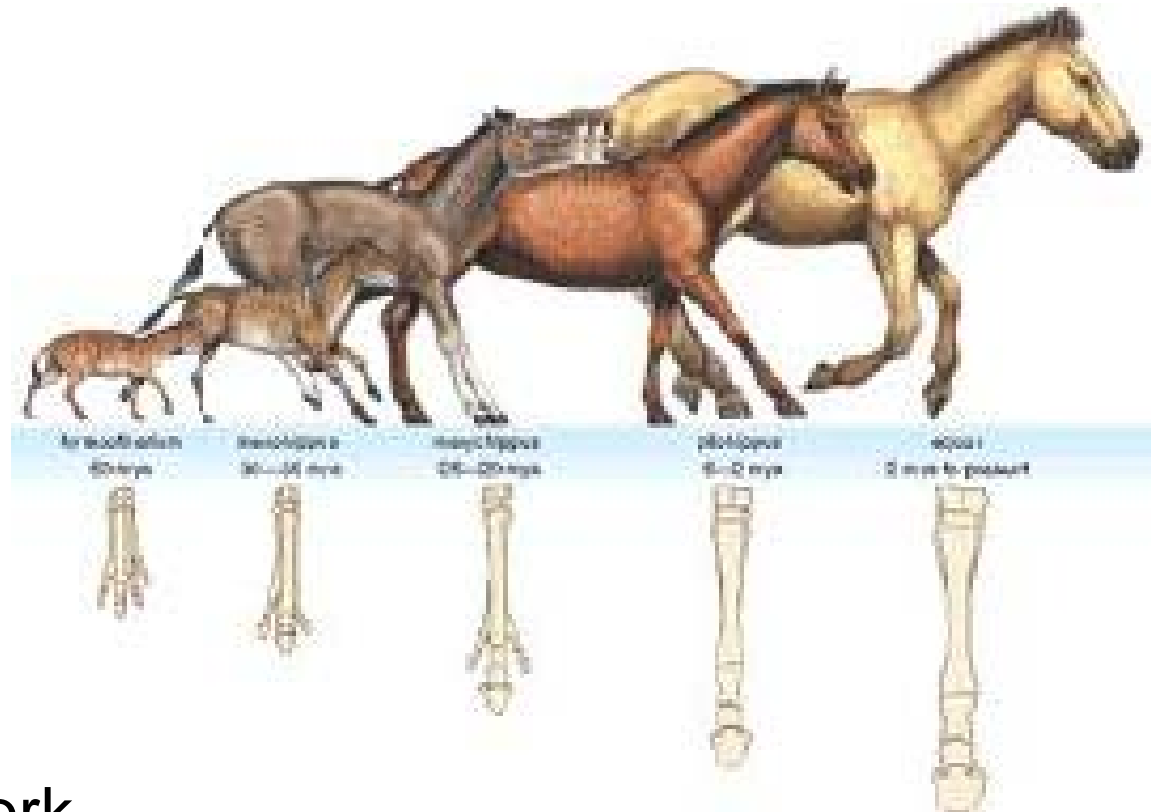
Conformance – Look And Feel

Original TEP Console

ISC Look and Feel

Cosmetic changes to TEP to align with new family

TEP with ISC Look and Feel

Summary

- **TEP is the glue that makes Tivoli management solutions work together**
  - ▸ It's what makes for solutions – not just products

- **TEP is the connection that leverages your current investment in Tivoli**
  - ▸ Seamless upgrades
  - ▸ In almost all cases, full entitlement from earlier versions

- **TEP lets you achieve the benefits of end-to-end management from many perspectives**

Thank You and Questions