

# IBM Software Demos

## Tivoli Business Performance Mgmt

### Tivoli\_Business\_Performance\_Management\_D\_Apr05 Script

Actual total intro time 1:14

#### 1a (26sec)

Business Performance Management or BPM is starting to take hold in the industry and promises unheralded results in terms of cost savings, flexibility and adaptability for the on demand business. With BPM, companies can integrate process views of their business with IT views in order to model, monitor and measure their mission critical processes to adapt to changing business conditions.

#### 1b (18sec)

While software that monitors business processes keeps business analysts and executives informed of the actual process execution, the software that is required to monitor the IT Services, and Resources that the process itself relies upon is called Service Level Management.

#### 1c (21sec)

Service Level Management is understanding how IT Services and IT resources support the business--- more specifically in this case---- the Business Processes. Knowing which IT Services and which resources support which tasks in a given process, provides another level of impact awareness for IT Operations.

#### 1d (10 Sec)

The following demonstration illustrates the value of Service Level Management or "SLM" in integrating the IT view of the business with the Business Process view.

### **WBI screen**

**15 seconds**

Actual: 26 seconds.

#### 2a(14sec)

Starting with the WebSphere Business Integration Modeler, or WBI, we see how an Insurance Claims process is modeled, complete with the necessary tasks and decision points that make up the entire process.

#### 2b(12 Sec)

In order to get the modeled process into our SLM offering, it will be exported into industry standard source code, called Business Process Execution Language or BPEL.

### **TBSM section (Administrator)**

**60 seconds total**

#### 3a(18sec)

Once the model is imported into Tivoli Business Systems Manager or (TBSM), analysis must occur by both IT and the Business Analyst to determine which IT Services and Resources are needed to support the Claims Process and insure that it is running at optimum efficiency.

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### 3b(10sec)

If we look at the imported Claims Process within TBSM we can see that it is laid out very similar to the way it was in the WBI modeler..

### Creating the association between IT Services and Process Tasks

#### 1:07 total time

#### 4a(23sec)

The left side of the screen contains all of the defined Business Systems, which are collections of IT resources that represent an application, technology silo, area of responsibility or geographic region. The defined Business Services are collections of IT resources as well as other Business Systems that define a particular IT Service.

#### 4b(15sec)

An administrator can click on the Business Process icon and have it open to see the Claims Process in a hierarchical outline and then drag the identified services and/or resources that support the various steps in the Claims Process.

#### 4c(29 sec)

Next the new imported Claims Process will be designated as a service so it can be displayed on the TBSM Executive Dashboard. This is easily done by selecting the Claims Process in the hierarchical tree, clicking through to the Executive Dashboard tab, and then checking the box labeled Executive Dashboard Service. This enables the Claims Process, now defined as a Business Service, to be displayed on the Executive Dashboard.

### Enabling the Newly designated Claims Process Service for a specific Executive Dashboard User

#### 5a (14 sec)

Now that the Claims Process model has been designated a service, it can be exposed to specific users. Dragging the Claims Process Business Service over the top of the Claims Processing Manager gives them visibility.

### **Communication with the Business**

#### Total 22 sec

#### 7a (12 sec)

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Next in the process, the Claims Processing Manager is alerted that there is a problem with the availability of the Claims Processing service, and points to an IT outage that is causing the issue.

### 7b (10 sec)

The Claims Processing Manager also sees that IT expects the system to be out for two hours so he can plan reactive measures accordingly .

## TSLA section 75 seconds total

Show the TSLA console with 3 month trends 20 seconds

Section total 45 sec

### 8a (22sec)

Here, we now investigate the Online Claims Service Level Agreement or SLA. We can see from this console what trends have been against this SLA for the last 3 months. Use of this patent-pending trend analysis will enable predictions on when SLA violations are likely to occur and allow proactive measures to avoid them.

### 8b (23 Sec)

By looking at the service level agreement details we can see a chart on the right with the service that caused the violation in the Claims Process SLA. The chart on the left also shows that the Check Coverage Task is trending towards an SLA violation.

Scrolling down you can see the offering components that are part of this SLA.

**(scroll to the "Offering Components section) 5 seconds**

## Reports 15 seconds

### 9a (22 sec)

On a quarterly basis the Enterprise Systems Manager needs to communicate the overall IT status to her CIO. This one page report gives executives a business level view of Service Level Agreement activity for the quarter. This report and others like it are automatically generated and viewable with a web browser.

## Conclusion 30 seconds

### 10a (28sec)

IBM Service Level Management solutions like the ones seen here can help companies maximize the economic performance of their IT investment. Prioritization, Communication and Planning of IT maintenance and investment is key to any On Demand business and IBM Tivoli can help you in this highly important area providing growth opportunity and a positive impact on your bottom line.