

IBM Software Demos

Tivoli IT Service Management Overview

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Today's IT organizations are undergoing tremendous pressure.

When IBM asked CEO's to rate their organization's ability to respond to continuously changing business conditions, only 13% believed that their organization could be rated as 'very responsive'.

The reasons for this result were:

- Complexity: including Resources, silos and composite applications
- Change: caused by Market demands, workloads, service levels
- Compliance with Regulations, security and required audit capabilities
- And the Cost of IT Infrastructure and Management

Just Managing change alone accounts for 40% to 60% of their Budgets. In addition compliance regulations are becoming more stringent.

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IBM's vision of IT is to manage it like a business, providing effective and efficient delivery of IT Services in support of Business Goals

IT Service Management or ITSM is a repeatable approach that senses and responds automatically to the changing needs of the business.

This approach leverages

Technology for infrastructure management that provides resilience, automation, and integration across the organization

- Information that is standardized, federated, and accessible throughout the enterprise.
- People responsible for governance, with roles identified and understood
- And Processes that are integrated across the company for efficiency and automated to reduce costs and increase reliability

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IBM IT Service Management Solutions are Process Oriented Solutions that address Customer priorities, challenges, & requirements, providing a better way to manage the business of IT.

These solutions will include:

- Technology and products providing automation of specific tasks in a process through integration with today's Tivoli Automation, Security, and Storage products which will be available to be purchased separately
- Configuration Management via a Change and Configuration Management Database or CCMDB and workflows that allow you to integrate, standardize and share information across multiple tasks and tools
- IT Process Managers including ITIL-aligned Process Models and Workflows out-of-the-box, allowing you to rapidly automate and integrate processes.

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- And IBM services and expertise provide the best practice based implementation for re-engineered IT processes allowing rapid deployment at lower risk

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Although Tivoli's existing products already allow you to do task level automation, IBM will be enhancing new versions of the Tivoli product portfolio with significant capabilities to help customers increase their efficiencies. These enhancements will be incorporated into 3 Key middleware solution areas: Automation, Security and Storage.

Automation helps provide reliable and flexible business service thru proactive and predictive management. It insures the business keeps running in top form by monitoring and managing availability and performance of an IT infrastructure and insures changes are made based on business needs and goals..

Security helps insure that identities, information assets, confidentiality and data integrity are protected. Security importance is driven not only by the need to manage identities across the enterprise, but also by compliance with regulatory pressures to maintain privacy of information.

Storage: Helps insure information is available and recoverable and is stored in the most cost effective manner. Without data or information, an application is not able to execute.

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Tivoli's IT Service Management Platform will also allow you to build a Change and Configuration Management Database that will store configuration items and discover the relationships between those items.

Tivoli will deliver to the market an offering which will federate independent data sources both Tivoli and non-Tivoli sources through open APIs. This will serve as an authoritative source for configuration information.

This CCMDB solution is based on proven WebSphere Technology and will provide critical IT process modeling and simulation , automated process execution and .real-time monitoring and reporting

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IBM Tivoli will also deliver , process oriented solutions for Release, Availability and Information Lifecycle Management. These packaged solutions will include:

- Pre-defined processes as well as adapters which will integrate Tivoli and non-Tivoli management products.
- Administrative interaction for each step in the process will be provided through IBM WebSphere Portal.

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- Process automation will provide governance for the process flow; it enables you to establish rules and policies to support consistency, continuity and compliance in the process.
- Customization tools will also be available to customize the processes if required as well as integrate these solutions with in-house or third party products . These solutions will also allow Business Partners to provide value add by integrating additional products when necessary to meet their customers demands.
- Real-time information management will provide accurate and timely information to the automated processes for decision support.

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Information Technology Infrastructure Library or ITIL(I-till) provides context for the processes; the “WHAT” that needs to occur. What makes ITIL actionable is defining the “HOW”; and is what is delivered by IBM thru a set of best practices and services.

The IBM Tivoli Unified Process or ITUP (I-tup), is a free tool that documents IBM's IT Service Management strategy and solutions. ITUP helps you to understand processes, the relationships between the processes, and how Tivoli products can help you implement IT Service Management.

It leverages the experiences that IBM has gained through engagements with industry leading companies of all sizes. IT organizations of varying levels of maturity can use ITUP as a resource to establish IT as a thought leader in IT processes.

Open Process Automation Library or OPAL is a free library of best practice automation workflows to support change, configuration, and release management.

And IBM Global Services offers help today to those companies who want to implement the best practices of ITIL and IT Service Management.

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As key marketplace factors force IT organizations to adapt, IBM Tivoli is uniquely positioned to help today's on-demand business meet their business and IT challenges with products that leverage autonomic technology, process tools and deep consultative expertise which will enable you to realize faster time to value.