

IBM Software Demos

Tivoli Unified Process

Demo: ITUP v7.1

1. (00:03.07)

This is a demo of the IBM Tivoli Unified Process, or ITUP (pronounced I-TUP), which delivers a prescriptive approach to IT Service Management. ITUP is strongly aligned with the IT Infrastructure Library, or ITIL (pronounced I-TIL), which is a collection of best practices observed in the IT industry. ITUP provides a valuable source of information that can be used to successfully implement ITIL best practices and improve the efficiency and effectiveness of IT Service Management processes.

2. (00:32.27)

Today's IT organizations are faced with the difficult challenge of increasing the quality of service it provides to business, while simultaneously addressing faster rates of change, rising technical complexity, cost pressures, and compliance issues.

3. (00:46.87)

Meeting this challenge requires the optimal integration of people, process, information, and technology. ITUP details these key IT Service Management elements and their relationships in a way that is easy to understand and navigate.

4. (01:02.87)

The "Getting Started" tab provides an introduction to ITUP. On the navigation tree at the left are links to resources such as information on what's new in this release, Frequently Asked Questions and IBM's ITSM Assessment Tool.

5a. (01:17.92)

Let's begin exploring ITUP by selecting the "Process Content" tab at the bottom of the navigation tree.

5a. (01:23.80)

From here, we can click to see content on IT Processes, Roles, Work Products and Scenarios.

6a. (01:31.25)

Let's select IT Processes. Processes can be listed by category or alphabetically.

6b. (01:40.25)

Let's select the "Service Level Management Process" which focuses on managing customer relationships, requirements, and satisfaction.

7. (01:48.46)

The initial view shows a workflow diagram depicting the sequence of activities in the Service Level Management process.

8. (01:55.33)

The other tabs provide details on other components of the Service Level Management process, including an Introduction on the Description tab that provides us with information about the purpose, goals, and scope of the process.

9. (02:08.60)

Clicking on an activity in the process workflow shows a task level detail flow for that activity.

10. (02:14.56)

There is also a clickable diagram at the bottom of the page that shows each role for this activity along with the tasks and work products for which it is responsible (scroll down to show this)

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11. (02:24.29)

Each activity workflow has other tabs that provide a description and details on roles and work products used in that activity.

12. (02:32.01)

Let's now return to the process level workflow for Service Level Management using the "breadcrumb" trail at the top of the screen. To see all the tools that can be applied to help automate and execute specific process activities, select the Description tab and then click on the tool mentor link in the "Important Links" section.

13. (02:51.90)

For instance, selecting the tool mentor for "Monitor and Report Service Level Achievements" provides a detailed description of how Tivoli Service Level Advisor should be used in this context, including screenshots and descriptions of individual steps. (Scroll down to show screen shots)

14a. (03:07.80)

To learn more about a specific role, select "Roles" on the navigation tree, from the Process Content tab.

14b. (03:16.94)

Roles can be viewed by process, or alphabetically by name. This will give us a roles perspective and, for example, the Service Level Manager can learn more about his or her role by selecting that role from the list

15. (03:31.48)

This shows a description of the role and provides hyperlinks to more detail on the work products that are in this area of responsibility.

16. (03:39.21)

Selecting work products from the navigation tree would provide a similar perspective on ITUP content.

17. (03:44.91)

Some users may be more comfortable starting with familiar ITIL-based depictions of processes. By selecting the "IT Reference Models" tab on the navigation tree, we can see the details of how ITIL V2 and V3 processes map to ITUP processes.

18. (04:00.55)

Here we find hyperlinks to process mappings for specific ITIL V3 books, including Service Strategy, Service Design, Service Transition, Service Operation and Continuous Service Improvement.

19. (04:12.59)

Selecting Service Operation, we can select a familiar ITIL process name, for instance Problem Management, and navigate to detailed content for that process.

20. (04:23.06)

Additional process mappings are available for other leading process models like CobiT, CMMI, eTOM, IBM's Rational Unified Process, or RUP, Six Sigma as well as several ISO standards. (Point cursor at additional process mappings on navigation tree)

21. (04:37.20)

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So far, we have focused on drilling down into ITUP content starting from a process and role perspective. Let's explore alternate entry points that may be suitable for different requirements. For instance, a user of IBM's Tivoli Enterprise Console may want to learn all of the possible best practice uses of that tool. By selecting "Tools" on the navigation tree, from the "Tools and Services" tab we will get a tool perspective.

22. (05:03.55)

We can select IBM Tivoli Enterprise Console from this list of products.

23. (05:09.00)

At the bottom of this page, we can see a mapping of this tool to the processes and activities to which it can be applied. We can see this tool has a number of applications for availability, event, incident, and problem management, as well service execution. We could select any of the tool mentors listed for a detailed description of its contextual use.

24. (05:30.52)

End-to-end scenarios are extremely useful resources for understanding best practice solutions to common IT problems. Let's select "Scenarios" from the navigation tree on the "Process Content" tab and look at the scenario titled "Resolving slow response in an SOA application." (Scroll down to show entire scenario)

25. (05:48.60)

The scenario describes the problem, and for each step shows the activities, roles, work products and tools involved in the solution. Each one of the items in the graphic is hyperlinked to detailed documentation such as tool mentors and role descriptions.

COMPOSER

26. (06:07.68)

ITUP is a free, read only knowledgebase that describes IT Service Management processes. It is an excellent reference for guidance on industry best practices and tools that can help automate processes and tasks.

27. (06:20.91)

ITUP Composer is the product version of ITUP. It is an ideal starting point for organizations looking to implement IT Service Management best practices, document their operational model and provide an online guide for IT staff.

28. (06:34.48)

Unlike ITUP, ITUP Composer contains a content library that can be customized, extended, and then published as a web site, pdf or MicroSoft-Word document.

29. (06:46.78)

The RMC Editor window is used to make changes to any of the provided ITUP content library.

30. (06:53.54)

Once the changes are saved, select Configuration from the tool bar and Publish the new web site.

31. (07:00.12)

ITUP and ITUP Composer are essential resources for ensuring successful implementation of ITIL best practices and improving the quality of IT Service Management.

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