

# Pulse2011

Meet the people who can optimise your infrastructure

## IBM Pulse - July 27<sup>th</sup> & 28<sup>th</sup>, 2011 Storage Management Sessions

### **Session 1: IBM Storage Update and Directions.**

Laura Guio, Vice President, Storage Sales, STG Growth Markets, IBM

Data growth continues to outpace storage capacity, storage budgets, and many organisations' ability to stay ahead of changes. How do you build and manage a dynamic storage infrastructure that provides the capabilities and agility to facilitate service management through data protection and retention, increased utilisation and high performance? Attend this session to hear how IBM's complete storage strategy can help you meet today's needs and remove the load from day-to-day storage operations and administration. Understand the underlying complementary technologies that IBM offers to facilitate private storage clouds, reduce complexity and enable high business resiliency.

Laura leads IBM's Storage business across Asia Pacific, India, China, Central and Eastern Europe, Middle East and Africa as well as Latin America. Prior to her current position she was the Director, Advanced Technology, Tivoli Software, IBM Software Group. She was responsible for WW advanced Technology across the Tivoli suite of products where she lead a team of approximately 500 employees worldwide. Laura was responsible for the development of Tivoli's suite of storage software offerings including: Tivoli Storage Manager (TSM), IBM's TotalStorage Productivity Center (TPC), PRISM ILM and Continuous Data Protection (CDP) for files. She was also the senior site executive of the IBM San Jose facility, from 2004 - until June of 2007 which housed 1,500 IBMers.

Ms. Guio joined IBM in San Jose, California in 1989. She has held a number of programming and management positions focused on customer support, development and operational infrastructure throughout her IBM career. Ms. Guio is a recognised leader in the San Jose community. In 2004, Ms. Guio received the YWCA Tribute to Women in Industry Award. She currently serves on the Board of Directors for the San Jose Silicon Valley Chamber of Commerce. She has held leadership positions in Bay Area Science and Innovation Consortium (BASIC), Silicon Valley CIO forum and PBWC. From 2000 to 2004, she was the Chairperson for IBM Silicon Valley's EXploring Interest in Technology and Engineering (EXITE) Camp, and led the team that extended the program's model to other organizations in the Bay Area.

### **Session 2: Upgrading and Best Practices for TSM**

Jacques Butcher, Senior IT Specialist - Tivoli Storage, IBM Australia

Whether you have one, two or 100-plus Tivoli Storage Manager (TSM) servers, attend this session to understand the best practices for a highly efficient TSM environment. Do you have any concerns with migration issues, device classes, do you need to create a new library? Are you efficient with your client scheduling or do you have a schedule for every node? This presentation will provide a overview of the storage and system configuration you should consider, and the steps required for a successful implementation.

Jacques Butcher joined IBM in August 2010 and is currently fulfilling his role as a Client Technical Professional (CTP) at IBM. Before joining IBM he worked for various premier business partners in South Africa and Australia. Jacques has over 12 years IT experience. Over 10 of these whilst specialising in IBM Tivoli Storage products and solution. Jacques holds an IT diploma and is also certified in all IBM storage products including IBM Tivoli Storage Manager, IBM Tivoli Storage Manager FastBack and IBM Tivoli Storage Productivity Center. Jacques is also a certified instructor and has lectured numerous official IBM Tivoli Storage training courses for IBM in EMEA and AP.



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## **Session 3: Disaster Recovery with Versatile Infrastructure**

Angus Griffin, Edith Cowan University

Business Continuity is king in the fast-paced world of tertiary education. For Edith Cowan University, increasing use of technology in the teaching programme and having over 22,000 students in over 90 countries means infrastructure and applications must be available 24 x 7, no matter the conditions. Hear how they used a variety of smart techniques to rise to the challenge of ensuring their systems can be recovered in case of a disaster, as well as how the hidden value of disaster recovery realised some significant business and IT benefits. Rapidly evolving infrastructure requirements add an additional layer of complexity, conquered with a strategy of virtualisation, standardisation and simplification as well as SVC and VMware. A move toward a shared services model and 80% server virtualisation has offered further opportunities to consolidate platforms.

- DR excellence – TSM, Fastback and GlobalMirror for quick and effective recovery
- A dynamic infrastructure supported by SVC, System x3850 and VMware
- Learn how to sell the value of disaster recovery planning within your business

## **Session 4: 10 Things for the new TPC administrator to do**

Phread Cichowski, Tivoli Storage Technical Evangelist, IBM Tivoli USA

This session will give both new and experienced storage administrators the tips and tricks needed to spend less time managing your storage environment using Tivoli Storage Productivity Center (TPC) 4.2. Hear about TPC's storage resource agent technology, reducing problem determination time through TPC's enhanced topology views, and accelerating decision-making as a result of improved data availability, quality and accuracy provided by TPC. In addition, this session will give a preview of IBM's strategy and future plans for Tivoli Storage Productivity Center.

Phread Cichowski has been involved in systems and storage management for over 25 years on both sides of the equation. Starting out as a systems programmer/administrator for a large telecommunications company, he worked closely with some of the original developers of UNIX to develop software tools that were distributed worldwide. Phread also managed data centers ranging from large scale corporate data centers to focused laboratory environments. After 13 years he decided that he needed a change and started working on the vendor side of information technology and worked with the pioneers of stand-alone file serving, TCP/IP offload technology, and is now at Tivoli.

## **Session 5: Best Practices for Migrating to Tivoli Storage Manager for Your Data Protection Needs**

Joe Cho, Storage Technical Specialist, IBM ANZ

If the problem is data migration, the answer is Butterfly -- the first automated solution for migrating historic backup data from legacy systems into your strategic platform. Learn how this innovative solution allows you to realize the full potential of your latest IBM software and hardware investments in storage and backup; quickly, safely and without disruption to the live production environment. Butterfly will free you from the cost and risk of maintaining your outdated storage platforms or mothballed backup recovery infrastructures, amounting to huge realized savings. Attendees will see how Butterfly is able to discover, analyze and detail a strategic solution in a matter of hours, not weeks, all supported by a real empirical business case.

## **Session 6: Get it up faster: Rapid Recovery using FlashCopy Manager and TSM FastBack**

Phread Cichowski, Tivoli Storage Technical Evangelist, IBM Tivoli USA

IBM Tivoli Storage FlashCopy Manager (FCM) software provides fast, application-aware backups and restores leveraging advanced snapshot technologies in IBM storage systems. FCM on Windows utilises Microsoft's VSS architecture to perform near-instant, application-aware snapshot backups with minimal performance impact for Microsoft SQL Server and Microsoft Exchange Server. It can be operated in a stand-alone configuration, or you can integrate it with IBM Tivoli Storage Manager. Also learn the latest on IBM TSM FastBack - continuous protection software for Windows and Linux that can help provide the 'data insurance' you need to get it back, when you need it back! Join this session to understand how you can improve application availability and service levels through high-performance, near-instant restore capabilities that reduce downtime.



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## **Session 7: Backup and Recovery for VMWare**

Jacques Butcher, Senior IT Specialist - Tivoli Storage, IBM Australia

VMware virtual infrastructure software is used by enterprises large and small to increase the efficiency and cost-effectiveness of their IT operations. This session will detail the capability of Tivoli Storage Manager for Virtual Environments (TSM for VE) -- a data protection solution designed specifically for VMware. This solution utilizes VMware's vStorage API for Data Protection (VADP) to perform a centralized, efficient, block-level incremental backup of VMs to a TSM server. A single source backup supports a wide range of recovery scenarios that include file, instant restore for a VM guest volume and full VM.

## **Session 8: Hertz's #1 Backup and Recovery**

Richard Whybrow, Hertz Australia

With over 220 car hire locations nationally in Australia, including locations in each state, each territory, each major airport and each major town, Hertz Australia has a large distributed network architecture and a business need for superior data protection. Attend this session to hear from Richard Whybrow, their storage guru and winner of the Worldwide Tivoli User Community Video Contest. Learn why they choose IBM Tivoli backup systems and the solution that was implemented.

Over the past 25+ years Richard has worked in the IT industry, currently working for Hertz International as a Systems Network Administrator. As described by Richard, what does that entail? "Well apart from the obvious technical stuff it brings a lot of nerdy disciplines together which helps pay the bills at home and keeps those I speak to after work hours very glazed eyed. Especially if I talk about my work and they don't necessarily come from the IT industry. Often in my career I have come up against managers or directors of highly successful companies that choose my employee not because of my sheer entertainment value, but because they value smooth running systems and operations. Sometimes when I start to tell these highly educated individuals what the root cause of their system problems they flinch and or look weary. And this brings me to a comment that one wise employer once told me when parting with some good advice ... "Don't tell me the details; just tell me you're going to fix it. ... and concluded with "Tell me you in full control and have a solution". Management, I have discovered, see IT / MIS departments as a necessary evil and don't want the nitty gritty technical details, they want to know systems will be up 100% of the time with no delays ... and you can't blame em ... after all, they need to make money to pay our wages. And I can feel comfort in knowing my systems and software are made and supported by one of the biggest and most experienced IT companies in the world ... IBM (IBM Tivoli)."

## **Session 9: A Hitchhiker's Guide to Storage Clouds**

Trevor Foley, Consulting IT Specialist, IBM Storage Solutions, IBM Australia and New Zealand

Storage services are among the easiest to adapt to the cloud computing model. IT storage teams commonly provide storage "as a service" to other departments, dynamically allocating space and using chargeback models to acknowledge usage, perhaps even to bill-back! Attend this session to understand the technologies available to build your own private storage cloud and protect the data effectively. We'll also look at ways IBM can provide you with a hybrid or public service that is available on a pay-per-use basis, delivered from state-of-the-art IBM data centers.

Trevor Foley is the storage virtualisation and storage management leader for Aust and NZ. He has been with IBM for over 10 years and has a broad range of experience across storage platforms and technologies. IBM is a key participant in SNIA's Storage Management Initiative, and Trevor is our lead technical expert, demonstrating IBM's multi-vendor storage management solutions.



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## Session 10: Storage Virtualisation: It's not just for the big guys

Anthony Vandewerdt STG technical team, IBM Australia.

The average SAN storage continues to be only 50% utilised due to inefficiencies. Storage Virtualisation is a key tool to improve storage efficiency and drive down the escalating costs of acquiring more disk. Incorporating some of IBM's top technologies typically found only in enterprise-class storage systems, IBM's newest cost-effective, cutting-edge storage virtualisation systems can help you change the way you address the ongoing information explosion. Learn how the Storwize V7000 can virtualise your existing disks as well as leverage technologies such as: EasyTier; Thin Provisioning; multiple consistency groups; snapshots; remote mirroring; VSS support and dynamic data relocation... the list goes on. Get the latest on our SVC range and don't miss hearing about our latest integration that enables VMware administrators to manage their SVC or Storwize V7000 from within the VMware management environment. A must for all storage admins!

