Track 3: IT Service Management Abstracts

Session 1: Service Mgt and Cloud Computing Track Kickoff
Bowman Hall, Worldwide Director of Client Cloud Computing Engagements, IBM USA

More than 80% of businesses are planning, building, and expanding their cloud implementations. New internal and external client and partner requirements are demanded daily. Game changing technologies are no longer a luxury but a requirement to remain competitive. Innovation is now a necessity to establish leadership. Virtualization alone is not enough to keep pace with the cost reductions and business transformation needed to evolve IT. Businesses are looking at cloud computing not only as a means to rethink IT, but to also reinvent the business. Cloud computing helps organizations create unique and profitable business models. IBM delivers ground-breaking cloud technologies that provide continuous application delivery, workload awareness, hybrid integration and management, and orchestration across a standards-based infrastructure.

> Bowman Hall joined IBM in 1996 after IBM's acquisition of Tivoli Software. Bowman has had multiple technical and management roles within IBM in technical support, education, lab-based consulting services and technical sales. Bowman is currently responsible for Cloud Computing Client Engagements with the IBM Software Group, where he leads early adopter customer projects and cloud software implementations. Prior to joining IBM, Bowman was responsible for distributed systems at Carnival Cruise Lines. Bowman attended the University of Texas at Austin where he received a bachelor's degree in mathematics.

Session 2: Using Advanced Analytics Technologies to Support Improved Decision-Making
Peter Conelias, IBM Tivoli Cloud & Analytics Executive

As IT environments become more dynamic and critical, the challenges of managing them are growing. From experience, we have learned that the more information you have, the better decisions you can make. However, processing that information in an intelligent way and at the speed that is required for you to take timely actions is daunting. Come see what IBM is doing around predictive and streaming analytics, log file analytics and automated best practices, and automation for decision support.

Session 3: The role of automated application mapping & discovery in delivering service availability
Jason Smith, IBM Service Management Specialist

This session will provide an overview of Tivoli Application Dependancy Discovery Manager (TADDM) and go on to explore the benefits that can be derived in areas such as change management and problem determination.

Session 4: Melbourne Airport's Enterprise Asset Management & IT Service Management convergence journey

Come and experience Melbourne Airport's Enterprise Asset Management & IT Service Management convergence journey - providing the foundations for a 'smarter airport' with a common automation solution for Operations & Engineering, Airside, Landside, Terminal and IT all on a single instance of Maximo 7 (MAM, TSRM, CCMDB, Everyplace). From feasibility to implementation, the Melbourne Airport & Kalibrate team will take you through the approach, solution overview, benefits, critical success factors & of course lessons learned in delivering this unique solution.

David Riepsamen – Melbourne Airport
David is a co-leader of the IBM Maximo Airport, Ports & Transportation User Group, and has been the primary Business Analyst for Melbourne Airport's Maximo system since 2006. David's expertise spans business liaison / relationship management, business process & functional support, reporting & system administration on the Maximo platform. He played a pivotal role in the recent upgrade project at Melbourne Airport where IT Service Management was combined with Enterprise Asset Management as a single converged solution.

Ashley Jenkins - Kalibrate
Ashley has 15+ years' experience leading projects which more closely align IT with the business, covering most industry sectors. His consulting & project management background spans IT Optimisation, Technology Architecture, Shared Services, IT Service Management, IT Asset Management, IT Operating Models & Cloud Computing. He is currently an Engagement Manager & ITSM Consultant for Kalibrate Asset Management Solutions, focusing on Tivoli IT Service Management (TSRM, CCMDB, TAMIT, TADDM, TEM) and its synergy with Maximo Enterprise Asset Management capabilities. When he's not working to create a 'smarter planet', Ash enjoys travelling to the far corners of the globe & producing music!

Session 5: From Monitoring to Business Service Management – how end-to-end visibility can deliver better service management

Luke McKenna, Development Manager Tivoli Application Tracking, IBM AU Development Lab,
Dan Elding, ITSM Specialist, IBM Australia

Providing visibility to the availability and performance of your business services is critical in today's business environment to support business operations, and to show the value of IT to the business. But when business services are made up of so many moving parts, how can we easily get this visibility? This session will provide an update and overview of IBM's capabilities around Application Performance Management and how Tivoli can now provide you with visibility of all the components of your business services including critical end-user response time and application availability. Combine these capabilities with the new graphical interface that can provide visibility into the health of your business services from your smart device, you have an environment that provides collaborative management of services, applications and the IT infrastructure based on business prioritisation and impact.

Luke McKenna is a development manager for Tivoli's Application Performance Management product. He led the initial implementation of the Transaction Tracking capability in ITCAM for Transactions. He has been working in systems and application management for over 12 years, with a keen interest in solving difficult problems with innovative technical solutions (which has contributed to his patent portfolio). He has worked extensively with customers providing guidance for production deployments of ITCAM for Transactions in complex application environments.

Session 6: Linking Development and Operations

Richard Elberger, RAE Consulting and
John Henry Keenan, Development Manager for Cloud Cost Management, SmartCloud DevOps and Accelerators – IBM Cloud Integration Lab, IBM Ireland

Session 7: Endpoint Management: What, How and Why
Kimber Spradlin Endpoint Solutions Specialist, IBM USA

Is your IT staff struggling to manage increasingly non-standard endpoints across a distributed environment? Is your organisation looking for ways to improve endpoint security, but also reduce costs? Are you looking for ways to quickly respond to new security threats? Understand the new capabilities, features, and functionality of the IBM Endpoint technology and how it has evolved from the introduction of BigFix in early 2011. Attend this session to also get a look into how the Tivoli Endpoint Manager family fits within the Tivoli portfolio and integrates with other IBM solutions.

> Kimber Spradlin, CISA, CISSP is an Endpoint Management & Security Specialist, focusing on systems management, cost savings/ROI, and security best practices. Previous assignments in the IT industry include IT consulting and software evangelism assignments at Embarcadero Technologies, NetIQ, and Ernst & Young. She is also a Certified Public Accountant (CPA - Inactive), a Certified Information Systems Auditor (CISA) and Certified Information Systems Security Professional (CISSP). Kimber has spoken at numerous security conferences and professional events throughout her career, including CSI, Black Hat, Data Governance Conference, FBIs InfraGard, SQL Pass Summit, and ISACA.

Session 8: Intelligent Network Management: Case Studies in an Interconnected World
Luis Biancucci, SP Ausnet and
Matt Hillman, Bendigo Community Telco

Attend this session to learn how different organisations are using IBM Tivoli Netcool to address their complex Network Management requirements. First learn about the challenges faced by SP Ausnet, a Victorian Transmission and Distribution Utility, when planning for the Advanced Meter Roll out before understanding why SP Ausnet chose IBM Tivoli Netcool and how the software will support both the SmartMeter roll out and also help meet their regulatory requirements. Secondly, Bendigo Community Telco will explain how they are using IBM Tivoli Netcool within a CSP model to support their managed services business. BCT will discuss their Network Management journey from their initial visibility and automation requirements to how they are now leveraging the configuration management and compliance capabilities in the IBM Tivoli Netcool suite to improve operation efficiency and deliver new service offerings to their customers.

Session 9: IBM's deployment of Endpoint Management
David Merrill Strategist, IBM Chief Information Security Office, IBM USA
Matthew Johnson, Senior Technical Staff Member, Growth Markets Unit BT & IT, Global co-Owner of Remote Access, co-Chair TEC ANZ, & ex-officio Member IBM Academy of Technology

IBM enjoys a very modern, open approach to client security. Users are afforded tremendous freedom in computing as administrators of their machines, including the ability to install third-party applications and compute socially. Multiple operating systems are supported and a formal bring your own device program is being implemented that will include smartphones and tablets. As we match this freedom to today's threat landscape, however, we see an ever-increasing reality of potential compromise. Whether you are responsible for 400 or 400,000 endpoints, this session will provide valuable information on balancing productivity and security across all your devices. In this session we'll: discuss how IBM was able to reduce endpoint security incidents by 70%; share best practices and benchmarks for distributed patch management; explore the mobile threat landscape; and offer prescriptive guidance on mobile security; and how we are using TEM as part of the VPN service to verify the device is compliant to IBM's security standards prior to allowing access.

> David Merrill is the strategist for endpoint security and malware protection in the IBM's Chief Information Security Office while also advising dozens of IBM's Fortune 500 clients. Previously, David served as IBM's Global Security Operations Manager where he directed the daily operation of IBM's worldwide internal IT security. David is a popular keynote speaker and industry-recognized expert in the areas of endpoint, mobile, and cyber security.

Session 10: A Case Study on Immediate ROI for IT Asset Management

Alex Wickham, Manager Asset Data Integrity, Department of Defence
Steve Jones, Senior Consultant, Kalibrate

Accurate tracking and accounting for IT assets is key to effective management of these assets and maximising the return on investment from them. The Department of Defence recently completed a project to move from an old asset management system that was nearing end of life to a current-generation system based on IBM's Tivoli Asset Management for IT (TAMIT). The new system is up and running and provides management for in excess of 650,000 assets.

Hear about the business drivers behind Defence's decision, the challenges faced, and the reasons for a successful project. We will look at how TAMIT addressed the organisation's requirements, and what additional benefits Defence expect to achieve over the next twelve months. We will also discuss some lessons learned from this project – including the benefits of working as a single team.

Alex has worked in ICT for the Department of Defence for over 10 years. Her background is in performance reporting, customer feedback and asset management. She currently works as part of the team that manages the data integrity of the information held about Defence's hardware fleet. In her spare time Alex trains her horses to classical high school and quadrille.

Steve is a senior consultant with the Australian-based firm Kalibrate Asset Management Solutions. He has an extensive background in the IT industry including technical support, product management, system implementations, project management and design of major outsourcing agreements. Since 2007 Steve has specialised in the analysis, design and implementation of service management systems based on the IBM range of service management products. In his spare time, Steve enjoys reading, relaxing in the Blue Mountains with his wife, and supporting the Sydney Swans.