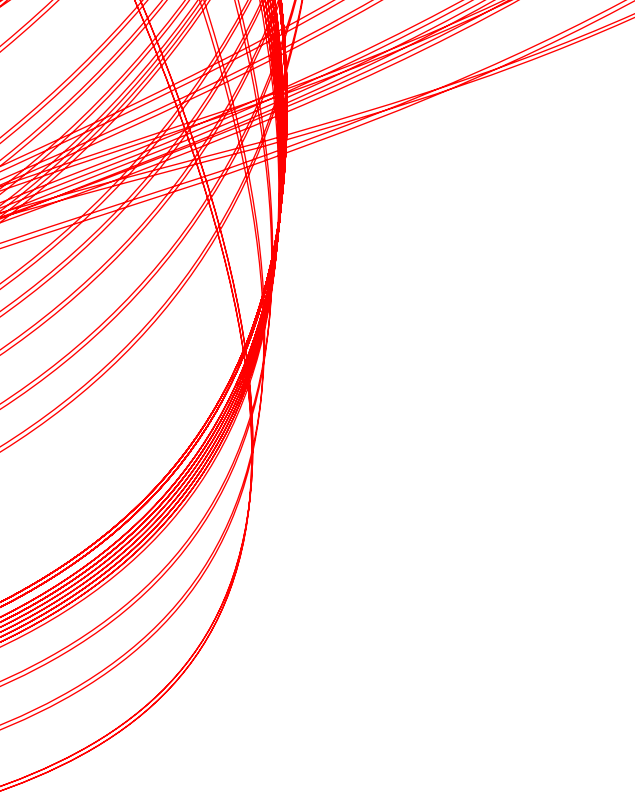




Visibility, Control & Automation

Tivoli software

Benefit from our experience



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IBM Tivoli

Immense capital is being invested by organizations into software to support and augment their businesses worldwide. The enormous amount of applications supported by these products, in turn bid a substantial number of IT staffs and consequent infrastructure fabrication, administration and maintenance. These investments see no bias whatsoever. All organizations; irrespective of their size are readily plunging capitals on this indispensable requisite.

These products have far-reaching impact on the fortune and efficiency of any project. Even a relatively small improvement may have the aptitude to bring in vast business benefits. The speed and quality of solution delivery; efficiency and cost-effectiveness of IT organizations; stability, reliability and security of solutions, all confide in these infrastructures.

To help you with the ongoing effort to derive the best ROI for invested capital and equip you to face the persistently changing market environments, IBM Software Services bring to you their exclusive service offerings. These services will guide through all IBM software products, help you successfully migrate or upgrade them, and simultaneously get the health of mission critical applications and software's.

We are here to help you upgrade your business, optimize them, make them smarter.



Upgradation of Tivoli Change and Configuration Management Database v6.2 to v7.1.1

Overview

- Upgrade Maximo v6.2 to version v7.1.1
- Leverage technical enhancements in the new version
- Effectively manage end-to-end IT, operations, and business processes, to deliver efficient and effective services aligned to your business goals
- Comprehensive and modular approach to integrated service control and visibility by providing an enterprise platform for storing standardized data on configurations and change histories to help integrate people, processes, information and technology

Focus Industry

- Any

Benefits/Value Proposition

- One platform for the key processes that go hand in hand with Maximo Asset Management, Tivoli Asset Management for IT and Tivoli Service Request Manager
- Enhanced Changes application
- New Task Scheduler application
- Asset management enablement
- Enhanced conflict information in Change Implementation Schedule
- Approval workflows enhancement

Assumptions

- The CCMDB7.1.1.2 deployment must use the same database type and level as the Maximo v6.2.2 deployment
- The current deployment of CCMDB is at Maximo v6.2.2 level. The customer will upgrade their CCMDB deployment to v6.2.2 version without assistance from IBM Services (additional services can be purchased to address these tasks)
- The customer will review the "Upgrade Guide" prior to beginning the project to ascertain the pros and cons

- The customer will ensure that all required backups are done prior to upgrade
- The customer has an active TADDM server available prior to starting the CCMDB 7.1.1 installation
- The customer will ensure all OS requirements are met and separate hardware is provided for the upgrade before the start of the project
- The customer will provide a separate test environment to test the upgrade process prior to the production upgrade. This is to ascertain any special steps or database modifications that needs to done
- The customer will provide all information regarding the existing environment like the values for the database instance name, owner, password, database tablespace, and temporary tablespace

Scope

- Scope is limited to upgrading CCMDB from v6.2 to v7.1.1
- Discuss and finalize the migration process that will be used
- Install and Patch CCMDB test environment
- Backup and upgrade existing v6.2 DB in test environment
- Install and Upgrade CCMDB in new Production environment with upgraded DB
- Patch the new CCMDB
- Test the upgrade

For more information

To find out more about this offering, contact your local IBM Software Group Services representative or Visit us at:

<http://www.ibm.com/software/in/sw-services/tivoli/>



Health Check Services for IBM Tivoli Monitoring

Overview

This service offering provides a health check of your current IBM Tivoli® Monitoring environment. It will help ensure that your monitoring infrastructure components, agents, event forwarding and historical data collection are operating effectively and efficiently, meeting your growth and performance requirements and are in line with IBM guidance for best practices.

Focus Industry

- Cross Industry

Benefits/Value Proposition

- Review your Tivoli Monitoring environment and make recommendations for operational and performance improvements using IBM best practices
- Identify systems and applications that are not monitored and successfully realign with your business needs
- Identify any gaps in the integration or identify additional scope for integration with other tool to provide additional value
- Analyze the event flow of your monitoring solution to Omnibus / Tivoli Enterprise Console and correct inefficiencies
- Ensure your data warehouse is tuned for optimal performance of your historical data collection
- Transfer knowledge from our Tivoli Monitoring expert to your monitoring operations staff

Deliverables

- Tivoli Monitoring consultant for one week to review the performance of your Tivoli Monitoring infrastructure, current monitoring processes, event flow and historical data collection policies
- Tivoli Monitoring Assessment Report will make recommendations on how to improve your operations, as well as leverage Tivoli Monitoring to better meet your monitoring objectives
- Skills transfer to your personnel who are responsible for supporting the Tivoli Monitoring environment

For more information

To find out more about this offering, contact your local IBM Software Group Services representative or Visit us at:

<http://www.ibm.com/software/in/sw-services/tivoli/>



Quick Start Services for Tivoli Monitoring v6.2.2 onwards

Overview

This service offering helps you quickly get started with the deployment of IBM Tivoli Monitoring in your environment. An on-site IBM consultant will guide your staff through best practice methodologies of deployment, administering and using your IBM Tivoli Monitoring solution. Your staff will gain the experience and skills needed in the next phase of deployment.

For more information

To find out more about this offering, contact your local IBM Software Group Services representative or Visit us at:

<http://www.ibm.com/software/in/sw-services/tivoli/>

Focus Industry

- Cross Industry

Benefits/Value Proposition

- Up-front deployment planning is essential to ensure best possible success
- Expert consultant on-site to share best practices and valuable expertise
- Assistance in launching deployment in your for production environment implementation
- Benefit from the expertise offered by IBM Tivoli Monitoring consultants and gain hands-on experience
- Help plan for future monitoring and availability needs with lessons learned and recommendations

Deliverables

- Installation and configuration of IBM Tivoli Monitoring in a pilot environment
- Start utilizing the product as a systems management monitoring solution in your environment
- Basic skills instruction for technical professionals
- Latest problem determination tools that IBM has added to the IBM Tivoli Monitoring product set
- Demonstrate product feature and functions
- Deployment summary and recommended next steps



Health Check Services for TSRM/ CCMDB/TADDM

Overview

Health Check Offering is a proactive infrastructure assessment by subject matter experts, which will help ensure that the customer's infrastructure is operating effectively, meeting their growth and performance requirements and is in line with IBM's guidance for best practices .

For more information

To find out more about this offering, contact your local IBM Software Group Services representative or Visit us at:

<http://www.ibm.com/software/in/sw-services/tivoli/>

Focus Industry

- Cross Industry

Benefits/Value Proposition

- More productive use of system resources
- Understanding of current and potential issues
- Clear identification and solutions to performance detractors
- Less time and resources wasted in circumventing problems
- Better planning and forecasting
- Access to highly trained and experienced personnel

Highlights

- Deployment Architecture Review & Assessment
- Review system configuration
- Log analysis for errors
- Best practices and assessment

Deliverables

- 5 days end-to-end infrastructure assessment delivered by SME for TSRM/CCMDB/TADDM
- Number of days increase if more than one product is chosen for Health check services
- Report with recommendations



IBM Health Check Services for Tivoli Storage Manager

Overview

This service offering provides a health check of your current IBM Tivoli Storage Manager environment. It will help ensure that your backups, disaster recovery plans and data retention policies are operating effectively and efficiently, meeting your growth and performance requirements and are in line with IBM's guidance for best practices.

Focus Industry

- Cross Industry

Challenges

- Is your current capacity of the IBM Tivoli Storage Manager server and its peripherals meeting growth requirements?
- Are your Disaster Recovery Plans current, and do they allow for a successful recovery of both IBM Tivoli Storage Manager server(s) and IBM Tivoli Storage Manager client(s)?
- Are your data retention policies meeting your current business requirements?
- Are you consistently meeting your backup windows?
- Are you following "best practices" in your data management policies?
- Are you taking advantage of all of the IBM Tivoli Storage Manager features and functions for your environment?

Benefits/Value Proposition

- Make certain your data recovery is efficient and effective
- Learn about and correct performance issues associated with data growth
- Correct data retention issues that can undermine backup performance and service levels
- Learn skills and gain hands-on experience from ITSM Subject Matter Experts
- Make sure your Disaster Recovery Plan meets your business requirements
- Discover ways to take better advantage of your backup and recovery tools

- Help plan for future backup needs with lessons learned and experienced IBM professionals

Deliverables

- Formal assessment of your ITSM server and associated client backups
- Written IBM Tivoli Storage Manager Assessment Report detailing any changes IBM proposes to the ITSM software configuration or to your environment, the impact of any changes, and the preferred suggested method of implementing those changes
- Transfer of information to your staff, gained through working side by side with our experts

For more information

To find out more about this offering, contact your local IBM Software Group Services representative or Visit us at:

<http://www.ibm.com/software/in/sw-services/tivoli/>



Maximo Integration with Microsoft Active Directory

Overview

- Integrate Maximo with existing Active Directory instance
- The integration will take care of user base for Maximo application security and people records in people application
- The integration will enable existing users in Active Directory instance to login into Maximo application using their AD credentials
- The integration will enable synchronization of users from Active Directory to Security Users and People records in Maximo application
- Password management of AD user ids still remains with Active Directory. No need to have separate password management capabilities in Maximo

Focus Industry

- Cross Industry

Benefits/Value Proposition

- Most of the customer environments have Desktop authentication enabled through AD
- No requirement for a separate user repository for Maximo. Use existing AD instance
- No additional user/password to be maintained by end users for Maximo
- Applicable to all Maximo suite of products
- Read only credentials to Active Directory DN would suffice thus reducing any security exposure
- Can add multiple instances of Active Directories as Maximo's User repositories

Assumptions

- This integration is possible only with the versions of MSAD supported by WebSphere Application Server
- User Attributes synced from AD to Maximo are default ones supported by Maximo's people record schema

- Doesn't assume any additional attributes to be synced, other than the ones given in the Maximo schema
- Read only credentials to DN in AD where user entries are residing
- Network Connectivity and required ports to be opened for communication between Maximo application server and Active Directory Server
- Maximo is deployed on WebSphere Application Server
- DN Suffix in AD from where user records have to be synced to Maximo needs to be shared

Scope

- Configure AD as additional repository for Maximo
- Configure only ONE instance of AD with Maximo
- Enable vmmsync script to sync users from AD to Maximo
- Test the integration for any errors/bugs and correct them

For more information

To find out more about this offering, contact your local IBM Software Group Services representative or Visit us at:

<http://www.ibm.com/software/in/sw-services/tivoli/>



Migration of IBM Tivoli Monitoring v5.x or v6.1 to v6.2.x

Overview

This services offering will help you upgrade your existing IBM Tivoli Monitoring v5.x or IBM Tivoli Monitoring v6.1 environment to version v6.2.x. This consulting engagement provides assistance in performing the upgrade/migration planning, configuration and information transfer.

Focus Industry

- Cross Industry

Benefits/Value Proposition

- Migration provides you to leverage and take full benefits of the new Tivoli Monitoring technology to optimize your monitoring and systems management capabilities, while maintaining and incorporating your existing monitoring investments
- Minimize the impact on your current monitoring capabilities while upgrading
- Upgrade efficiently and effectively, utilizing experts to minimize risk and maximize time to value
- Expert IBM consultant on-site services
- Better in-built integration with other Tivoli offerings Eg. ITCAM, Omnibus, TBSM

Enhancements and Additional Features in ITM 6.2.x

- Agent autonomous mode, which ensures event information is not lost when communications are lost between an agent and its monitoring server
- The Agent Management Services Watchdog monitor is introduced for watching the OS Monitoring Agent and restarting it automatically if it goes down
- The Find feature for Navigator items enables you to search for and locate items by criteria such as product code or associated situation, and using formula functions
- Support for LDAP Authentication
- New workspaces for showing deploy depot information and the status of the past, current, and scheduled agent deployments
- Bulk remote deployment / upgrade of agents
- Supports agentless monitoring of the distributed operating systems

(Windows, Linux, UNIX). The agentless-monitoring software identifies and notifies you of common problems with the operating system that it monitors, and includes monitoring, data-gathering, and event-management capabilities for Windows, Linux, AIX, HP-UX, and Solaris

- Using the IBM Tivoli Monitoring Agent Builder, you can quickly create, modify, and test an agent for your custom monitoring requirements
- The 64-bit operating environments are now supported for IBM Tivoli Monitoring components
- Historical navigation mode with synchronized workspaces by which you can turn on Historical navigation mode with a time span that you specify, ensuring all workspaces you open will align to that time period
- Configure historical data collection with distribution lists
- Granular data collection with historical collection object groups
- Baselining added to charts for predictive analysis

Assumptions

- Customer to procure the hardware and software listed in the Hardware and Software Prerequisites provided by IBM
- Customer to ensure the installation of the hardware, operating system and other software specified in the hardware and software prerequisites
- The customer will ensure that all required backups are done prior to migration
- Customer team will take charge of rolling out agents to additional servers and locations

Scope

- Scope is limited to upgrading ITM Server components and limited number of agents covering various flavours
- Discuss and finalize the migration process that will be used
- Install any fix packs or interim fix

* Engagement can be customized to meet specific requirements

For more information

To find out more about this offering, contact your local IBM Software Group Services representative or Visit us at:

<http://www.ibm.com/software/in/sw-services/tivoli/>



IBM Upgrade/Migration Services for Tivoli Storage Manager

Overview

This services offering will help you upgrade your existing IBM Tivoli® Storage Manager (TSM) environment to v5.4; or migrate your current TSM Server v5.3 or above to a new server platform with a similar Operating System. This consulting engagement provides assistance in performing the TSM upgrade/migration planning, configuration and knowledge transfer.

- Installation of one Integrated Services Console and basic configuration of the TSM Disaster Recovery Module
- Upgrade up-to five TSM clients to v5.4.x
- Knowledge transfer

Focus Industry

- Cross Industry

Benefits/Value Proposition

- Essential up-front deployment plan- ning for the best chance at success
- Leverage IBM's experience with storage management and proven best practices
- Upgrade efficiently and effectively, utilizing experts to minimize risk and maximize time to value
- Learn skills and gain hands-on experience
- Help plan for future needs with lessons learned and experience for next steps

Challenges

- Successfully and speedily upgrade/ migrate to the latest IBM Tivoli Storage Manager version minimiz- ing the time to realize the benefits of new TSM functionality
- Minimize the amount of risk associated with your upgrade/migration project
- Obtain assistance and expertise with defining and creating the upgrade/ migration project plan for TSM followed by the software upgrade or a migration to a different platform

Deliverables

- Project planning and requirements gathering
- Upgrade TSM v5.x to TSM v5.4 OR migrate TSM server v5.3 or above to a new server with similar Operating System
- Configuration of the TSM server and database

For more information

To find out more about this offering, contact your local IBM Software Group Services representative or Visit us at:

<http://www.ibm.com/software/in/sw-services/tivoli/>



Quick Start Services for Tivoli Application Dependency Discovery Manager

Overview

Tivoli Application Dependency Discovery Manager Quick Start Deployment Service offering provides comprehensive consultancy, implementation and enablement services for consolidating your infrastructure for a more optimized return on investment and availability.

Focus Industry

- Cross Industry

Benefits/Value Proposition

- Deployment experience with a skilled IBM Tivoli Application Dependency Discovery Manager practitioner
- An IBM Tivoli Application Dependency Discovery Manager test environment deployed on your hardware and configured with the assistance of a skilled practitioner
- Becoming familiar with IBM Tivoli Application Dependency Discovery Manager

Assumptions

- The customer will check the supported operating system versions (documented in the "Planning and Installation Guide") and inform IBM of any servers on OS versions that are not supported
- Customer will identify the 30 servers to be discovered and all anchor/gateway servers before start of project
- Supported version of SSH server required for setting up gateway would be installed and configured by client's system administrator
- All firewall ports from TADDM server to target servers will be opened
- Administrative access would be given to identified target servers
- Any OS related tasks would be done by client's system administrators and they would support IBM personnel throughout the project delivery phase
- No custom server discovery will be done
- The discovery will be done using the default Level 1 and Level 2 profile

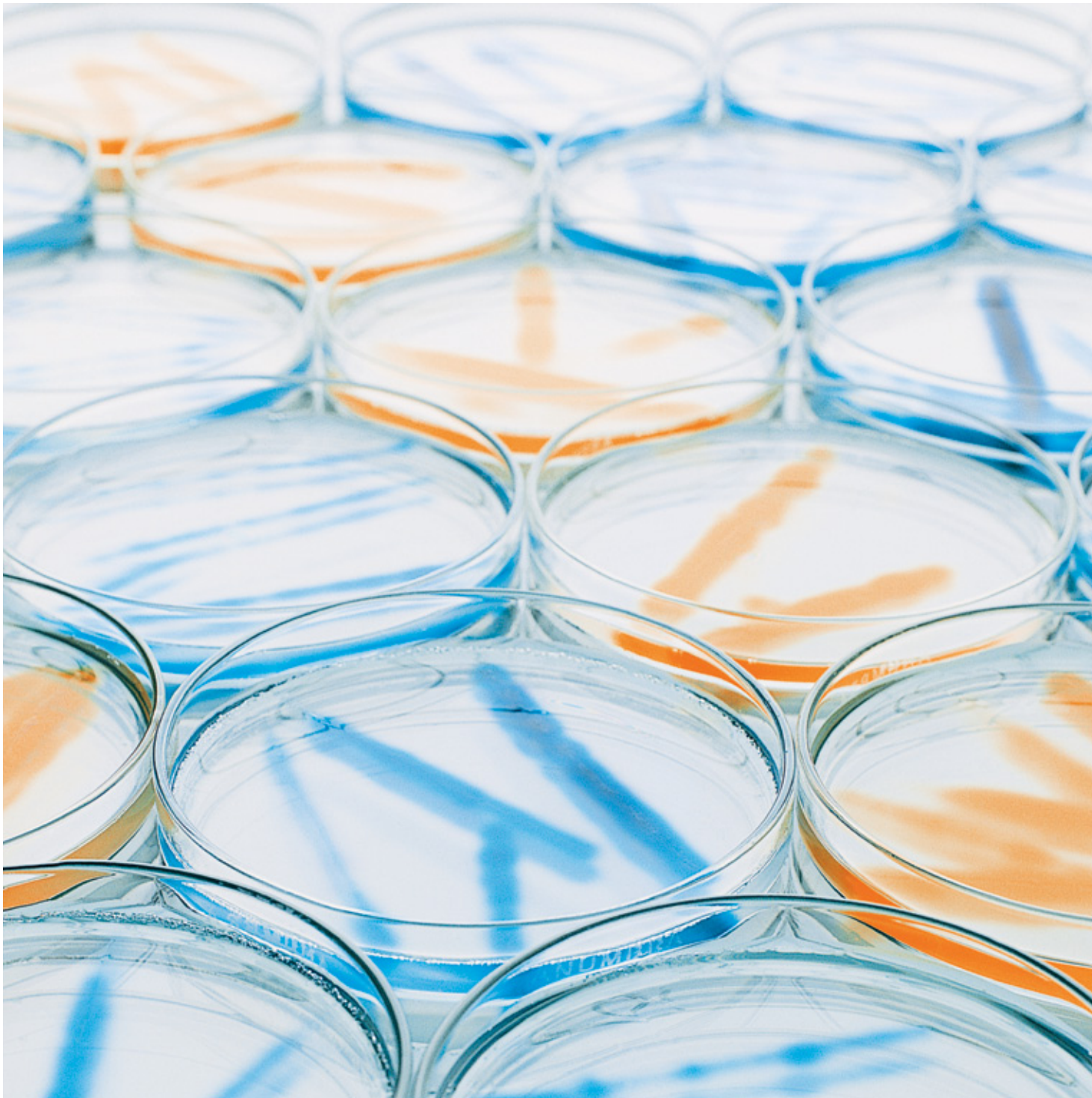
Scope

- Install TADDM software in a non-production environment and work with client's to run discoveries of the target environment
- Demonstrate key out of the box use cases
- Discover the target environment up to a maximum of 30 servers
- Identify incorrect or missing access credentials
- Re-run discoveries after incorrect or missing access credentials have been addressed by the Customer
- Make recommendations on discovery frequency and demonstrate setting up of discovery schedules to automate discovery
- Deploy 1 Windows Gateway if target environment comprises Windows servers
- Deploy 1 Anchor Server if your target environment is behind a firewall
- IBM will mentor upto three personnel responsible for supporting TADDM. The transfer of knowledge will occur as TADDM administrators work side by side with the IBM Tivoli specialist

For more information

To find out more about this offering, contact your local IBM Software Group Services representative or Visit us at:

<http://www.ibm.com/software/in/sw-services/tivoli/>



Health Check Services for Tivoli Access Manager for e-Business

Overview

Health Check Offering is a proactive infrastructure assessment by Subject Matter Experts. This offering helps to ensure that your infrastructure operates efficiently and effectively to meet your growth targets and performance requirements and are in line with IBM guidance for best practices.

Focus Industry

- Any

Benefits/Value Proposition

- More productive use of system resources
- Understanding of current and potential issues
- Avoidance of service breakdowns
- Clear identification and solutions to performance detractors
- Less time and resources wasted in circumventing problems
- Better planning and forecasting
- Access to highly trained and experienced personnel

Check Synopsis

- Tivoli Access Manager for e-Business (TAMeB) Checks
 - Configuration Check
 - Authentication Check
 - Junction Check
- Performance Checks
 - TDS
 - Operating System (TAMeB specific)
 - DB2 Checks
 - TAMeB Components
 - TDS Replication check

- Check Backup and Maintenance methodology in place
- TAMeB Log checking for errors
- Best Practices

Target Infrastructure

- Existing setup containing up to 2 WebSEALs, 1 Policy Server, 2 Tivoli Directory Servers, CARS (if applicable), SMS (If applicable)
- Offered for Unix & Windows

Out of Scope

- Architecture & Design review is not in scope

Deliverables

- Document results of Health Check analysis and performance check exercise
- Recommendations based on Health Check analysis and performance check exercise

For more information

To find out more about this offering, contact your local IBM Software Group Services representative or Visit us at:

<http://www.ibm.com/software/in/sw-services/tivoli/>



Health Check Services for Tivoli Directory Server

Overview

Health Check Offering is a proactive infrastructure assessment by subject matter Experts. This offering helps to ensure that your infrastructure operates efficiently and effectively to meet your growth targets and performance requirements and are in line with IBM guidance for best practices.

Focus Industry

- Any

Benefits/Value Proposition

- More productive use of system resources
- Understanding of current and potential issues
- Avoidance of service breakdowns
- Clear identification and solutions to performance detractors
- Less time and resources wasted in circumventing problems
- Better planning and forecasting
- Access to highly trained and experienced personnel

Check Synopsis

- TDS configuration check
- TDS performance check
 - TDS server
 - Operating System (TDS specific)
 - DB2 checks
- TDS replication check
- Review backup and maintenance methodology
- Log analysis for errors
- Application errors
- File system check
- Best practices

Target Infrastructure

- Existing setup containing up to two Tivoli Directory Servers
- Offered for Unix & Windows

Out of Scope

- Architecture & Design review is not in scope

Deliverables

- Document results of Health Check analysis and performance check exercise
- Recommendations based on Health Check analysis and performance check exercise

For more information

To find out more about this offering, contact your local IBM Software Group Services representative or Visit us at:

<http://www.ibm.com/software/in/sw-services/tivoli/>



Upgradation of IBM Tivoli Directory Server v5.x, v6.0, v6.1, v6.2 to v6.3

Overview

- Upgrade TDS Server to get benefited of IBM Technical support before End of Support of older version
- Leverage technical enhancements in the newer version
 - Replication enhancements to resolve replication conflicts
 - Proxy server enhancements
 - Improved Scalability, usability, and co-requisite currency
 - Performance tuning tool enhanced to monitor the TDS performance parameters and recommend values
 - IBM DB2 database self tuning
 - Support added for online backup of directory data
 - Web Admin Tool user interface enhancements
 - Support for newer Operating systems, hardware
 - Many more features added in newer version
- Password encryption mechanism
- Schema and Data migration
- Target Replication setup
- Plan for configuration updates at target version
- Viability of features required & roadmap to address the same
- Plan for new environments that need to be setup (DR/staging/dev/test etc) if required

Scope of Value Frame - Migration Activities

- Implementation in Target Environment (could be staging / Test)
- Validation of Infrastructure settings – OS, Network/Firewall
- Backup of existing TDS information
- Installation of Pre-requisite software levels and TDS v6.3 software
- Update of desired schema and configuration changes in new setup
- Migration of old instance to new TDS v6.3 instance if required
- Import of data from existing instance to new instance
- Setup of Replication Topology, desired password encryption mechanism, TDS proxy servers, SSL configurations as required
- Supervise a testing cycle with application owners and fix TDS solution related discrepancies
- Provide document of steps carried for customer to repeat exercise in other environments
- Repeat steps as required for production / DR. (Optional)
- Uninstall previous version of TDS in system if required

Focus Industry

- All customers using TDS in there IT infrastructure

Value Frames

- Migration assessment
- Migration activities

Scope of Value Frame - Migration assessment

- Study of Current Environment (As-is)
 - Study the existing TDS deployment and its integration with other products
 - List down the modifications in LDAP Schema in current environment
 - List down the values of the performance parameters in the configuration file ibmslapd.conf
 - List down the version details of TDS, IBM DB2 and fixpack information if applied
 - Understand and document replication topology configuration if defined
 - Understand and document the proxy server configuration if exist
 - Understand the present Password encryption mechanism
 - Document SSL configuration information for LDAP secure communication with ldap clients
 - Validate the functioning of the existing TDS environment
- Provide an overview of features in Target version - TDS v6.3
- Plan for Migration Environment (To-be)
 - Capacity planning of target hardware required (existing / new)
 - Software stack information – TDS and DB2 versions along with fixpack details etc.

Assumptions

- Assessment exercise is focused on migration of data and environment for meeting sustained needs of TDS in the environment
- Goal of assessment exercise is not meant to perform a clean-up of existing design / data issues
- Migration activity is expected to be carried out in one environment of customer (non production – Staging/Test) and customer team is expected to repeat for production environment / DR
- Customer could optionally choose to have IBM team implement the migration steps for Production/DR

For more information

To find out more about this offering, contact your local IBM Software Group Services representative or Visit us at:

<http://www.ibm.com/software/in/sw-services/tivoli/>



Health Check Services for Tivoli Identity Manager

Overview

Health Check Offering is a proactive infrastructure assessment by subject matter experts, which will help ensure that the customer's infrastructure is operating effectively, meeting their growth and performance requirements and is in line with IBM's guidance for best practices.

Focus Industry

- Any

Benefits/Value Proposition

- More productive use of system resources
- Understanding of current and potential issues
- Avoidance of breakdowns
- Clear identification and solutions to performance detractors
- Less time and resources wasted in circumventing problems
- Better planning and forecasting
- Future scalability

Check Synopsis

IBM Tivoli Identity Manager (TIM) Checks

- TIM configurations including
 - 1 TIM HR Feed
 - 2-3 TIM Services with 2 provisioning policy each.
 - 2-3 TIM Workflows
 - Organization Structure within TIM
 - TIM groups and ACI's
- Identity Policy, lifecycle rules, adoption policy (for 2 to 3 services), re-certification policy
 - TIM role management (v5.1 only)
 - TIM Log checking for errors
 - Middleware settings & tuning checks for WAS, TDS, DB2

- Log Analysis
- Review Backup and Maintenance methodology

Target Infrastructure

- Medium sized clustered TIM deployment with 2 nodes
- Offered for Unix & Windows

Deliverables

- Document results of Health Check analysis and performance check exercise
- Recommendations based on Health Check analysis and performance check exercise

For more information

To find out more about this offering, contact your local IBM Software Group Services representative or Visit us at:

<http://www.ibm.com/software/in/sw-services/tivoli/>



Quick Start Services for Tivoli Identity Manager v5.1

Overview

Tivoli Identity Manager Quick Start Deployment Service offering provides comprehensive consultancy, implementation and enablement services for consolidating your infrastructure for a more optimized return on investment and availability.

Focus Industry

- Any

Benefits/Value Proposition

- Start with an architectural foundation based on your organization and business processes
- Implement IBM Identity Manager in a non-production environment, allowing staff the opportunity to examine automation and provisioning alternatives
- Benefit from IBM consultant's experience in a phased approach to architecture and implementation
- Leverage IBM's experience with secure policy-based identity management systems across multiple platforms, e-business applications, and middleware throughout the enterprise
- Discovery of your business case, expectations, and processes to ensure an architecture and deployment strategy that fits your organization and business model
- Becoming familiar with IBM Tivoli Identity Manager

Assumptions

- The customer will identify the Middlewares to be used with IBM Tivoli Identity Manager prior to IBM arriving on-site
- The customer will check the TIM v5.1 supported operating system versions (documented in the "TIM v5.1 Planning and Installation Guide") and inform IBM of any servers on OS versions that are not supported by TIM v5.1
- Ticket would be generated using the packages available from IBM
- Any customization to this package is out of scope
- No new attributes would be added as a part of this

Deliverables

- Discovery and Architecture Document describing a managed approach to achieving Identity Management

Topics include:

- Business Case
- Proposed Architecture
- Task List
- Skills Gap Analysis
- Next Steps
- Deployment of Tivoli Identity Manager in a non-production environment to give your staff extensive hands-on experience with a test system
- Deployment Summary Document
- Transfer of information to your staff

For more information

To find out more about this offering, contact your local IBM Software Group Services representative or Visit us at:

<http://www.ibm.com/software/in/sw-services/tivoli/>



Upgrade of Tivoli Identity Manager from v4.6 to v5.1 – Assessment Services

Overview

- A Roadmap enablement exercise of existing TIM environment (go beyond pure product upgrade)
- Enablement for strong foundation of TIM environment to reap business benefits
- Map existing TIM environment (as-is) to projected TIM environment (to-be)
- Provide roadmap that includes capacity planning of projected TIM environment

TIM v5.1 Announcement Letter

- IBM Tivoli Identity Manager v5.1 Announcement Letter

Focus Industry

- Any – BFSI, Telecom & Media, Energy & Utility, Media & Entertainment, Manufacturing etc

Benefits/Value Proposition

- Strong alignment of TIM environment with Business goals
- Plan for resilient environment in line with Business goals
- Prepare technical roadmap for TIM including upgrade to v5.1

Assumptions

- Assessment service is meant to be roadmap planning exercise rather than to fix current problems on ground
- Assessment services is expected to be the starting point for Consultancy / Migration services
- This assessment service does not include a TIM product training

Scope

- Perform Assessment of existing TIM v4.6 and v5.1 setup in customer environment
- Identify how TIM v4.6 and v5.1 are meeting objectives initially set forth
- Identify Customer Business Roadmaps and Technical Roadmaps that will influence TIM setup/expansion
- Provide an Overview of TIM v5.1 Features and canned demos for the features
- Identify Gaps between current environment and forecasted environment
- Provide High level solution architecture & Capacity planning for forecasted environment
- Provide roadmap for addressing solution gaps

For more information

To find out more about this offering, contact your local IBM Software Group Services representative or Visit us at:

<http://www.ibm.com/software/in/sw-services/tivoli/>



Upgrade of Tivoli Identity Manager from v4.6 to v5.1 – Consultancy Services

Overview

- Validate Customer IdM/ TIM Roadmap
- TIM SME Assistance during key milestones of the project
 - Architecture & Design
 - Solution Development
 - Solution Deployment
 - Go-Live

Focus Industry

- Any – BFSI, Telecom & Media, Energy & Utility, Media & Entertainment, Manufacturing etc

Benefits/Value Proposition

- Enable strong alignment of TIM environment with Business goals
- Enable resilient environment in line with Business goals
- Mitigate solution delivery risks towards v5.1 upgrade – Leverage best practices
- Enable Implementation that uses best practices

Assumptions

- Customer owns TIM v5.1 migration project delivery, specifically needs TIM SME assistance
- TIM assessment services is independent of this service but can be combined with this service as an enablement step
- Customer has Project managers, Architects/Solution leads, developers & operators assigned for migration activity
- Customer has a team capable of performing the routine tasks – Installation & Configuration of TIM
- Customer team has minimal expertise in Solution Design and best practices
- Customer needs focused efforts to ensure migration is successful and platform is enabled to meet business demands

Scope

- Perform Viability assessment of existing TIM v4.6 setup in customer environment vis-à-vis planned TIM v5.1 migration/roadmap
- Provide SME assistance during Solution architecture – clarifications & best practices
- Validate Project Plan – identify gaps and inform Customer Project Manager
- Validate design, address specific design challenges and share known best practices
- Provide directions during solution development cycle / identify prototypes required to mitigate risk
- Enable team by directing to available literature (Architecture / design / Know-how articles)
- Enable team on practices for setting up HA/DR setups and Staging environment
- Provide support during Go-Live phase and directions to Operations team for on-going maintenance

For more information

To find out more about this offering, contact your local IBM Software Group Services representative or Visit us at:

<http://www.ibm.com/software/in/sw-services/tivoli/>



Tivoli Service Request Manager Integration with Tivoli Netcool/OMNIBus

Overview

- IBM Tivoli Netcool/OMNIBus Integration with Tivoli Service Request Manager provides bidirectional communication between Netcool/OMNIBus and Tivoli Service Request Manager (TSRM)
- The integration allows IBM Tivoli Netcool/OMNIBus events to auto open tickets/service requests in TSRM
- This integration allows sending Resolution and Closure event information to IBM Tivoli Netcool/OMNIBus from TSRM

Focus Industry

- Primarily for clients who are maintaining and implementing data centers

Benefits/Value Proposition

- Accelerates mean-time-to-resolution of events
- Better decision making by predefined policies
- Minimum human intervention
- Productive operational staff
- Integrated solution for automated event management

Assumptions

- The customer environment has supported versions of Tivoli Service Request Manager and Netcool/OMNIBus
- Tivoli Service Request Manager (TSRM) and Netcool/OMNIBus are installed and configured
- The deployment will consist of 1 TSRM and 1 Netcool/OMNIBus system
- The customer will check the supported operating system versions and inform IBM of any servers on OS versions that are not supported
- Default attributes and status updates on ticket are assumed to be synchronized from TSRM to Netcool Omnibus

Scope

- Configure Netcool Omnibus to send events to TSRM
- Configure Netcool Omnibus to receive updates on tickets related to Events from TSRM
- Configure TSRM to receive events from Netcool Omnibus for Auto ticket generation
- Configure TSRM to send updates on ticket related to a event in Netcool Omnibus.
- Integration is only for 1 instance of Netcool with Single instance of TSRM

For more information

To find out more about this offering, contact your local IBM Software Group Services representative or Visit us at:

<http://www.ibm.com/software/in/sw-services/tivoli/>



IBM Architecture, Business Process and Mapping Services for TSM

Overview

This offering consists of three building blocks that provide the detailed deployment architecture, implementation planning, and business/process mapping necessary for a successful IBM Tivoli Service Request Manager implementation. Focus will be placed on processes and establishing the technical foundations critical to rollout.

Highlights

- Reduce service desk costs and enable end user self help
- Quickly and successfully implement the solution and realize a more rapid time to value
- Ensure processes are effective and establish reusable knowledge capital
- Deployment plan for implementing Tivoli Service Request Manager that will assist in aligning IT services to the business within the ITIL framework

Focus Industry

- Cross industry

Benefits

- Minimize IBM Tivoli Service Request Manager installation costs by properly planning and executing the rollout
- Implement proven practices for Service Desk functions, and Incident and Service Request Management processes
- Ensure known processes are correctly mapped and an effective approach is established for rollout
- Understand resource needs, level of effort and plan organizational support
- Establish training and communication rollout plans

Deliverables

- Document a solution architecture and structure
- Mission statement, objectives and goals are established
- Communications, training and testing plans are defined and documented for the full configuration to “go live”
- Business processes are defined and mapped to tool set for quick time to production
- Detailed documented project plan and implementation approach

For more information

To find out more about this offering, contact your local IBM Software Group Services representative or Visit us at:

<http://www.ibm.com/software/in/sw-services/tivoli/>



Tivoli Service Request Manager Integration with Tivoli Identity Manager

Overview

The majority of service requests in Tivoli Service Request Manager involve password changes. The Tivoli Identity Manager integration for Tivoli Service Request Manager has the ability to automate password change requests and create Service Request type tickets for all changePassword operations that occur. These tickets can be used to track all the change password operations.

For more information

To find out more about this offering, contact your local IBM Software Group Services representative or Visit us at:

<http://www.ibm.com/software/in/sw-services/tivoli/>

Focus Industry

- Any

Benefits/Value Proposition

- Users can change their passwords in real time, which results in a dramatic reduction of tickets being raised formally through the Service Desk agents
- Lowers overall help desk operational cost
- Decrease in number of helpdesk calls originating for these requests

Assumptions

- The customer environment has supported versions of Tivoli Identity Manager and Tivoli Service Request Manager
- Tivoli Service Request Manager (TSRM) and Tivoli Identity Manager are installed and configured
- The deployment will consist of 1 TSRM and 1 TIM system
- The customer will check the supported operating system versions and inform IBM of any servers on OS versions that are not supported

Scope

- Install the integration package for Tivoli Identity Manager Communication with Tivoli Service Request Manager
- Configure the Tivoli Service Request Manager server
- Configure the Tivoli Identity Manager server



Health Check Services for Tivoli Workload Scheduler

Overview

Health Check Offering is a proactive infrastructure assessment by subject matter experts, which will help ensure that the customer's infrastructure is operating effectively, meeting their growth and performance requirements and is in line with IBM's guidance for best practices.

Focus Industry

- Any

Benefits/Value Proposition

- More productive use of system resources
- Understanding of current and potential issues
- Avoidance of breakdowns
- Clear identification and solutions to performance detractors
- Less time and resources wasted in circumventing problems
- Better planning and forecasting
- Access to highly trained and experienced personnel

Highlights

- Architecture Review & Assessment
- Project Lifecycle Assessment
- Methodologies & activities
- Review system configuration
- Log analysis for errors
- Scheduling best practices and assessment

Scope

Target Infrastructure

- Medium sized deployment with one MDM
- 3-4 FTA's with at most 10 Job Streams
- Offered for Unix & Windows

Deliverables

- 5 days end-to-end infrastructure assessment delivered by SME
- Report with recommendations

For more information

To find out more about this offering, contact your local IBM Software Group Services representative or Visit us at:

<http://www.ibm.com/software/in/sw-services/tivoli/>



Migration of Tivoli Workload Scheduler v8.2 to v8.4

Overview

- Visualize, plan, control and automate your enterprise's entire production workload
- Maximize the throughput of work
- Optimize critical resources
- Intervene to correct problems as required
- Centralized control – all scheduling objects are defined and stored on a master scheduling controller
- Delegation of work – scheduling duties are delegated from the master controller to other workstations in the network
- Robust fault tolerance – in the event of loss of network connectivity with the master, other workstations will continue to run jobs
- Event-based filtering and triggering – align workloads with business demands and policies
- Remote administration – manipulation of workload can be done remotely using the Job Scheduling Console or command line interfaces
- Built-in historical reporting – analyze and predict trends in workload management
- Out of the box Integration with Tivoli Enterprise Portal, Enterprise Console, Monitoring, Storage Manager, System Automation, and many other products

Focus Industry

- Any

Benefits/Value Proposition

- Mandate to migrate from TWS v8.2.x as product is already end of support from 09/30/2009
- New TWS architecture introduced with TWS v8.3 and further enhanced with TWS v8.4
- WebSphere Application Server-based architecture for the Distributed Connector
- RDBMS support for the Tivoli Workload Scheduler database
- Planner enhancements

- Scheduling object definition enhancements
- Event Driven workload automation

Assumptions

- The customer will upgrade the remaining TWS Fault Tolerant Agents, Domain Managers, Backup Domain Managers, Backup Master Domain Managers, and Extended Agents without assistance from IBM services (additional services can be purchased to address these tasks)
- The customer will identify the RDBMS (DB2 or Oracle) to be used for the TWS database prior to IBM arriving on-site
- The customer will check the TWS v8.4 supported operating system versions (documented in the “TWS v8.4 Planning and Installation Guide”) and inform IBM of any servers running TWS v8.2.x that are on OS versions that are not supported by TWS v8.4
- The customer will review the “TWS v8.2.x to v8.4 Migration Customer Guide v2.doc” prior to beginning the migration project
- The customer will ensure that all required backups are done prior to migration
- If customer oracles database, the installation and configuration of this database will be done by the customer

Scope

- Scope is limited to upgrading TWS to v8.4
- Discuss and finalize the migration process that will be used
- Install and patch the TWS v8.4 MDM
- Move TWS v8.2.x scheduling objects into the TWS v8.4 database
- Cut over from the TWS v8.2.x MDM to the TWS v8.4 MDM
- Scope is limited to upgrading 1 Master Domain manager and 1 Fault Tolerant agent to v8.4

For more information

To find out more about this offering, contact your local IBM Software Group Services representative or Visit us at:

<http://www.ibm.com/software/in/sw-services/tivoli/>



Quick Start Services for Tivoli Workload Scheduler v8.4

Overview

Tivoli Workload Scheduler Quick Start Deployment Service offering provides comprehensive consultancy, implementation and enablement services for consolidating your infrastructure for a more optimized return on investment and availability.

Focus Industry

- Any

Benefits/Value Proposition

- Deployment experience with a skilled IBM Tivoli Workload Scheduler practitioner
- An IBM Tivoli Workload Scheduler test environment deployed on your hardware and configured with the assistance of a skilled practitioner
- Becoming familiar with IBM Tivoli Workload Scheduler

Assumptions

- The customer will identify the RDBMS (DB2 or Oracle) to be used for the TWS database prior to IBM arriving on-site
- The customer will check the TWS v8.4 supported operating system versions (documented in the “TWS v8.4 Planning and Installation Guide”) and inform IBM of any servers on OS versions that are not supported by TWS v8.4
- If customer oracles database, the installation and configuration of this database will be done by the customer

Scope

- Deploy TWS Test Environment: Deploy a “TWS Test Environment” with a Master Domain Manager, Domain Manager, and up to two (2) Fault Tolerant agents. If possible this will be done working with customer personnel who will be responsible for TWS deployment in production
- Discuss TWS Scheduling, Maintenance and Troubleshooting Best Practices: Prepare for, schedule, and lead discussions of the “TWS Scheduling, Maintenance and Troubleshooting Best Practices”
- Hands-on TWS Experience: Prepare for, schedule, and conduct “hands-on experience” sessions for key customer personnel. This is a “train the trainers” activity focusing on hour long “one-on-one” skills transfer sessions. Up to five (5) individuals will be enabled
- Engagement Wrap-Up Meeting: Prepare for, coordinate meeting schedule with customer, and lead engagement wrap-up meeting on-site with the customer

For more information

To find out more about this offering, contact your local IBM Software Group Services representative or Visit us at:

<http://www.ibm.com/software/in/sw-services/tivoli/>



Tivoli Workload Scheduler SME Services

Overview

This Services Offering is meant to encompass many of the engagement types a client may require for TWS. These engagement types or components can be used standalone, or combined together in any fashion that best meet the client's needs.

Highlights

- Installation and Configuration Support
- Mentoring
- Performance Assessment
- Migration Assessment

Focus Industry

- Any

Installation and Configuration Support

The objective of this activity is to provide services for Installation and Configuration in support of TWS. The Installation and Configuration Workshop requires getting your development environment ready so that the products can be installed.

Benefits

- Lead your staff through the installation and configuration process including recommendations for recommended practices
- Perform the customization of the system in your environment
- Mentor your system administrators with respect to recommended practices

Mentoring

TWS Mentoring is to provide our client teams with sufficient hands-on experience to supplement and reinforce their product training. The main focus of the Mentoring is to provide design and project assistance so our clients will be prepared to move forward and successfully implement TWS with in-house expertise and limited need for additional outside assistance.

Benefits

A Mentor resource is a senior level resource that can benefit your team by providing:

- Multiple project experience to assist your team in designing for performance and quality
- Industry recommended practices in using TWS software

Performance Assessment

The objective of this activity is to propose recommendations in order to improve the functionality and performance for your TWS system.

Benefits: Our experienced consultant will work with you to understand operational objectives as well as current systems, architecture and scheduling. The consultant will provide recommendations for:

- Scheduling best practices
- Desired performance/throughput
- Disaster recovery and backup strategies

Migration Assessment

The objective of this activity is to prepare a roadmap to migrate your existing TWS product to a newer version environment.

Benefits

- Leverage the new features and functions offered in the new version of the product. Guidance on project approach to migration
- Assist staff to define and plan the migration project and to complete a risk analysis
- Provide optimal migration strategies suited to customer environment

For more information

To find out more about this offering, contact your local IBM Software Group Services representative or Visit us at:

<http://www.ibm.com/software/in/sw-services/tivoli/>

IBM Software Accelerated Value Program

Leading across the IT life cycle



Highlights

- Plan, deploy, grow, optimize, and extend your software environment and applications with the Accelerated Value Program
- Take advantage of proactive planning, deployment mentoring, and knowledge sharing before projects start
- Accelerate past project delays with fast problem resolution via priority call handling, problem management, and emergency on-site services

Change happens quickly. Problems arise. The marketplace never stops moving. Just ask IBM clients around the world, and they'll tell you that their business wouldn't be the same without the IBM Software Accelerated Value Program.

IBM Software Accelerated Value Program allows you to meet challenges as they arise—and even before they appear, with proactive monitoring of your company's IT needs. Our clients maximize their software return on investment by working with our dedicated team that understands the highly individualized needs of complex companies.

Our clients succeed because of the fast, timely service that the Accelerated Value Program provides.

Why the Accelerated Value Program?

The Accelerated Value Program provides a wide array of services aimed at maximizing your software investment anywhere along the life cycle of your software infrastructure. Our goal is to help you achieve faster time to value, lower the total cost of ownership (TCO), and provide proactive guidance on infrastructure management and operations.

How the Accelerated Value Program helps

- Single point-of-contact—The Accelerated Value Program is your liaison to IBM Support, development, product managers, IBM Business Partners, Accelerated Value team members, and third-party vendors
- Proactive problem avoidance—We offer our clients risk and change assessment, remote or on-site assistance and coordination, interoperability research, and skill gap assessments
- Knowledge and skill sharing—We offer our clients first access to environment specific technical content, on-site technical activities, staff coaching, workshops, and guidance. When available, you receive invitations to remote briefings and summits
- Problem Management—Not all problems can be avoided. In those cases, we monitor and expedite closure of service requests. We help coordinate solutions, provide status updates, and manage escalations

- Operational and technical guidance—Our areas of expertise include research on interoperability, architecture, and performance and guidance on installation, configuration, and trend analysis
- Best practices—We'll learn about your IT environment, infrastructure, and people. Then, we'll help you avoid known software defects and provide recommendations to help avoid known issues

Key components

Accelerated Value Leader

The AVL acts as a single point of contact to IBM, creating a virtual extension of your IT management team. The AVL coordinates proactive and reactive support activities for your team, such as:

- Providing a delivery plan and quarterly reports
- Driving proactive project planning
- Strategizing ways to help optimize IBM software
- Analyzing PMR activity to identify areas of skill building
- Reporting the status of open issues and trends
- Escalating of critical issues
- Advising alternatives to help provide quicker solutions to you everyday support requirements
- Connecting you to IBM Support management and development to raise visibility of your issues
- Creating opportunities for you to gain expertise from the IBM development labs

Accelerated Value Specialist

The primary goal of the AVS is to provide ongoing technical expertise to help you resolve reported problems and avoid future outages. The AVS is assigned to a specific area of technology and interacts directly with your designated named callers. Specific AVS activities include:

- Assisting planning, development, upgrades, and migrations
- Communicating known problems that may pose risk to your environment, and suggesting proactive action
- Anticipating conditions that could cause outages and recommending actions to minimize risks
- Recommending proactive system maintenance
- Assisting with preparatory work to ensure smooth migrations
- Providing diagnostic guidance for problem resolution
- Advising specific fixes and workarounds for your environment

Emergency on-site assistance

In the event of a business-critical (severity 1) issue, IBM makes every effort to dispatch an engineer to your site within 24 hours.

On-site assistance

On-site activities can include reviewing an existing application for adherence to best practices, performance improvements, guidance on deployment, migration or updating software.

Priority call handling

- Priority access to support centers and Level 2 software engineers
- Your AVL is notified of newly opened PMRs
- Support center notified of client-specific issues

For more information

To learn more about IBM Software Accelerated Value Program, please contact your IBM Marketing Representative or IBM Business Partner.



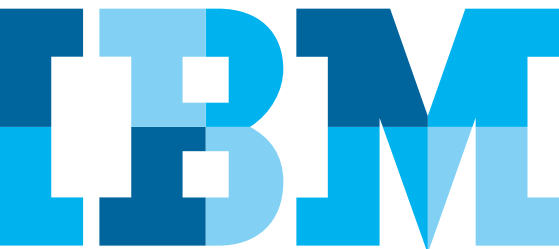
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IBM Software Accelerated Value Program

Delivery excellence via Accelerated Value Leaders and Accelerated Value Specialists



Highlights

- Creates a bridge that connects the client to the full capabilities of IBM
- Delivers expertise that helps unlock the value of the IBM software investment
- Develops and grows the dedicated partnership between the client and IBM

Building a dedicated partnership

IBM Software Accelerated Value Program helps unlock the value of your IBM middleware software and strengthens your IT infrastructure throughout the life cycle. Our tiered offering levels provide flexibility in building a partnership with IBM. In turn, that partnership assists you with preventative actions, delivering smooth interoperability management, and overcoming implementation barriers for new technology. The key to building this partnership is through our Accelerated Value Leader and Accelerated Value Specialist.

Accelerated Value Leaders*

The Accelerated Value Leader (AVL) is responsible for ensuring clients receive a higher level of service and added value when using their licensing software from IBM. The AVL has a close working relationship with the client's team and plays an integral role in helping determine the overall life cycle of their IBM software implementation.

The primary goal of the AVL is to provide proactive assistance to help clients sustain and optimize their IBM Software infrastructure. The AVL is the primary point of contact to the client on behalf of IBM Support. The AVL coordinates delivery of proactive support, skill sharing activities and problem management.

Accelerated Value Specialists*

The Accelerated Value Specialist (AVS) provides clients with the highest level of remote and/or on-site technical direction for specific supported products, including initiatives such as diagnostic coaching and defect and nondefect problem resolution assistance.

The primary goal of the AVS is to provide the ongoing technical expertise that is required to avoid potential problems or mitigate the impact of reported issues.

The AVS is assigned for a specific area of technology and has direct interaction with subset of Named Callers, as designated by client. The AVS provides direct support or assistance with technical queries from clients and field personnel.

Accelerated Value Leader responsibilities	
Relationship	<ul style="list-style-type: none"> • Acts as a single point of contact as your bridge to IBM support • Virtual Extension of your IT management team • Might assist the client on site for periodic reviews
Problem Management Request (PMR)	<ul style="list-style-type: none"> • Provides regular reports detailing status of open issues • Investigates alternatives to help provide quicker solutions to your everyday support requirements
Escalation Management	<ul style="list-style-type: none"> • Connects the client to IBM Support management and Development to raise visibility of issues • Helps facilitate critical issues
Knowledge Sharing	<ul style="list-style-type: none"> • Coordinates workshops, conference calls exclusive to your needs • Provides opportunities for the client to gain expertise from the IBM development lab

Accelerated Value Specialist responsibilities	
Technical Advice and Skill Sharing	<ul style="list-style-type: none"> • Participates in project planning • Shares best practices for key tactical initiatives
Remote Technical Proactive Assistance	<ul style="list-style-type: none"> • Provides guidance in gathering diagnostics for problem resolution • Helps advise on documented fixes and workarounds for the client environment
Technical Briefings	<ul style="list-style-type: none"> • Delivers customized reports with technical advice and proactive maintenance information
Tactical Activities	<ul style="list-style-type: none"> • Assists with product deployment and configuration • Performs advanced troubleshooting • Additional proactive services

For more information

To learn more about IBM Software Accelerated Value Program, please contact your IBM Marketing Representative or IBM Business Partner.

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* Client needs may require these two roles be combined.





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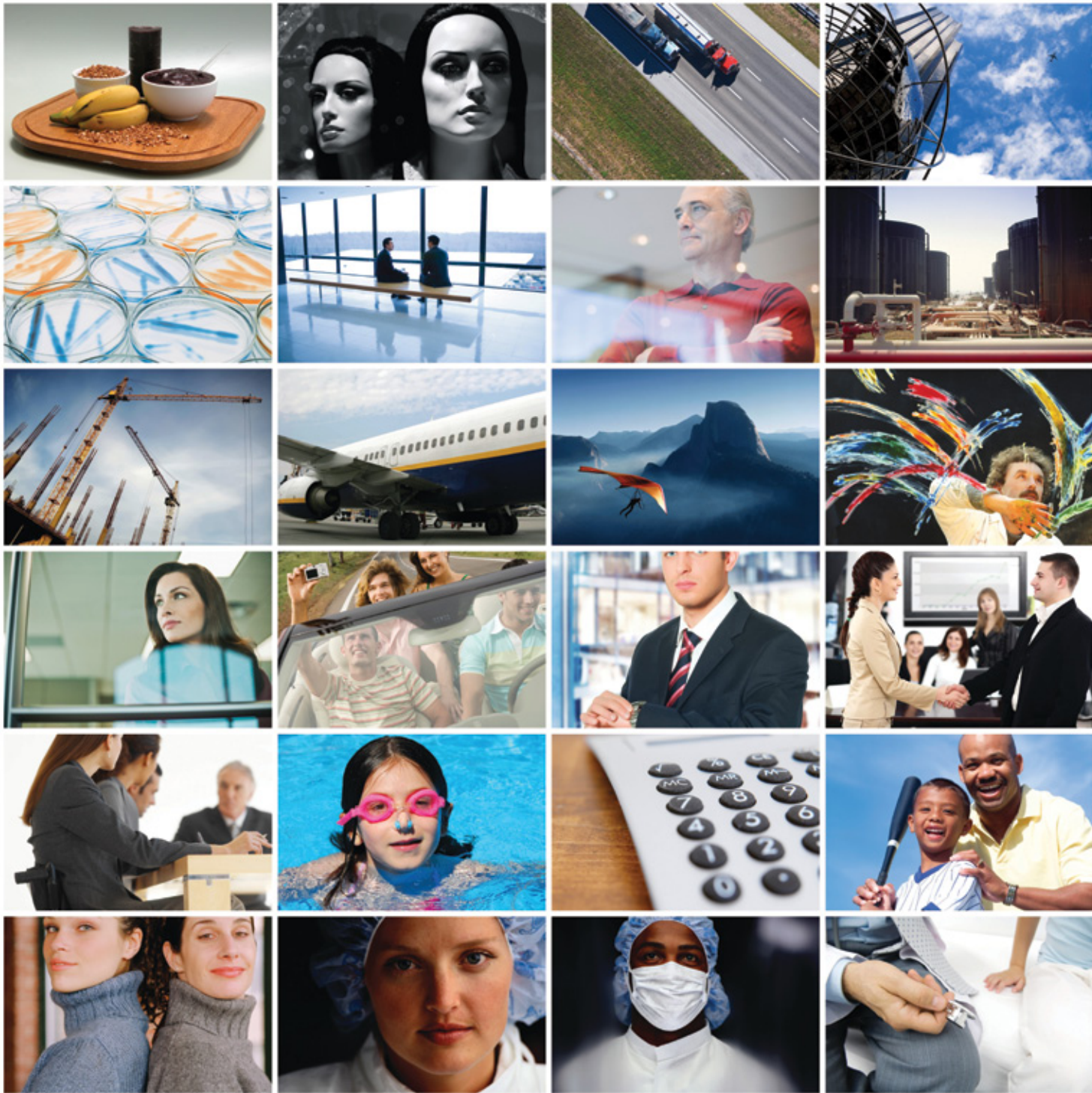
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