



IBM Tivoli Netcool/Impact

Highlights

- ***Leverage context-driven correlation to reduce symptomatic events and incident tickets, and prioritize response based on business impact***
- ***Access and display intelligence from across multiple support tools in a single, integrated Web interface, in context, for improved event, incident and problem handling***
- ***Execute automated actions directly from any event, incident, problem or operator view, in context, or drive runbook automations for improved staff productivity and process efficiency***

As environments grow in scale and complexity, event volumes and related incidents continue to grow exponentially. For operations staff tasked with assuring high service availability and performance, the challenge is weeding through the noise and prioritizing action in a way that directly supports business objectives.

Traditional event and alert management tools provide a solid foundation for event deduplication and filtering, and incident and problem management tools are effective at creating and tracking incidents throughout their lifecycles. But as most operations staff can testify, the events generated can often be cryptic, lacking the context necessary for prioritization and action. As a result, multiple symptomatic incidents are created and must be examined with multiple tools to determine which incidents are truly service-impacting.

IBM Tivoli® Netcool®/Impact™ streamlines event and alert management, business service management, and incident and problem management by providing context-driven correlation, intelligence and automations.

Tivoli Netcool/Impact delivers:

- *Context-driven correlation—Adds actionable context to events, enabling automated event suppression and prioritized event handling while reducing symptomatic incident tickets and helping to speed incident handling.*
- *Context-driven intelligence—Enables operations staff to right-click on any event or incident and view related information in a real-time Web interface for faster, more effective decision making.*
- *Context-driven automation—Enables operations staff to right-click and view a list of automations that they can execute directly from any event, incident or operator view (in context). It also enables them to define runbook automations.*

Context-driven correlation

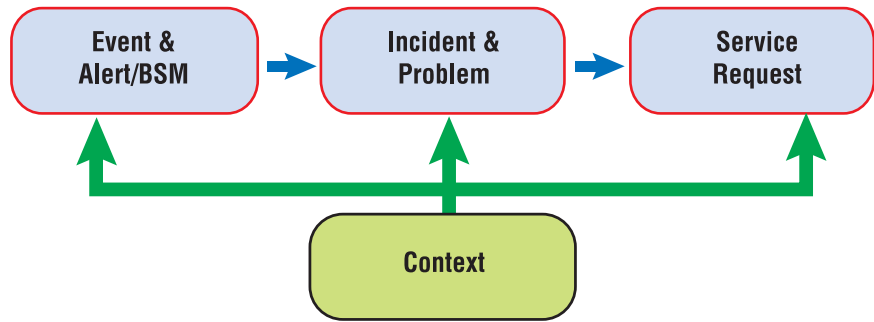
Automatically add value to cryptic events and incident tickets

When a customer-facing service has failed, time is of the essence; yet events and incident tickets typically lack the details needed to prioritize response. Staff members must sift through symptomatic events and incident tickets, cross-referencing each with multiple tools to collect context needed to identify the cause of the problem. Tivoli Netcool/Impact automatically collects context from existing tools and data stores and injects it directly into events and incident tickets, eliminating this time-consuming manual step.

Valuable contextual information can include:

- *Service, customer or business impacted.*
- *Device location.*
- *Change details.*
- *Application owner.*
- *Service level agreement (SLA) details.*
- *Maintenance status.*
- *Support contact information.*

Enrichment of events and incident tickets with context helps operators understand the actual impact of incoming events on customers and services, and prioritize response over less-significant events.



IBM Tivoli Netcool/Impact provides the context-driven correlation, intelligence and automations functionality that operations staff need in order to streamline event and alert management, business service management, and incident and problem management.

Dramatically reduce event and incident volumes with context-driven correlation

In addition to eliminating the manual steps of collecting and cross-referencing information stored in multiple tools, context is also valuable in automating event handling. Once events have been enriched, Tivoli Netcool/Impact can perform context-driven event suppression, filtering and correlation that can dramatically reduce symptomatic events and incidents. The event suppression wizard in Tivoli Netcool/Impact enables you to contextually correlate multiple events down to a single actionable event, speeding assessment and minimizing time to resolution for real problems. Users can also leverage the event wizard to suppress false alarms, such as those that occur under scheduled maintenance for applications, systems, networks and

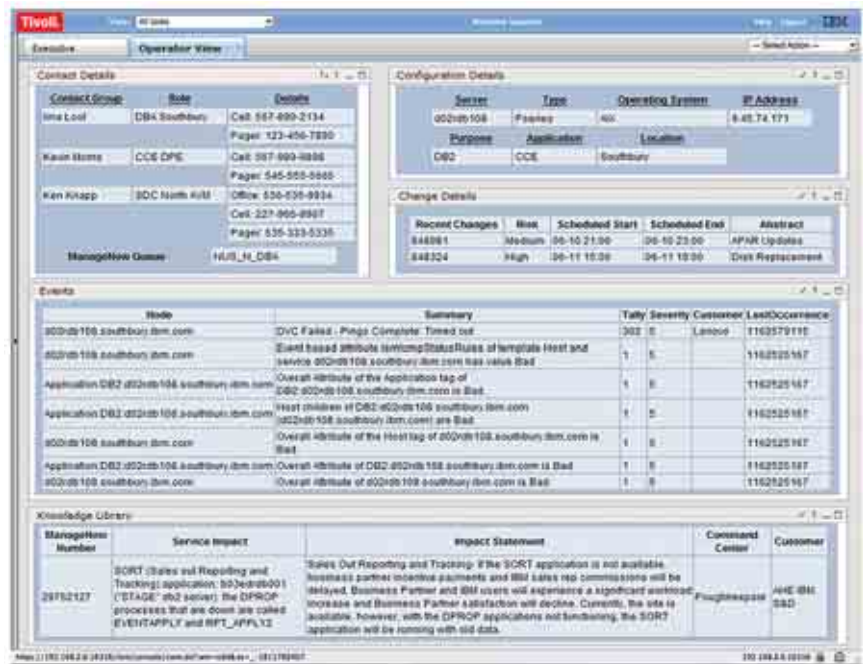
other IT assets. The event wizard is designed to simplify this task so that users of any experience level can benefit from advanced correlation.

The following are examples of correlations that can be easily accomplished because of the added context and advanced analysis provided by Tivoli Netcool/Impact:

- *Severity classification and escalation based on business impact— Automatically identify which events affect which services, and prioritize or escalate events based on the highest downtime cost. Similarly, events can be prioritized based on SLA commitments and other criteria.*
- *Time-based correlation of change events to status/performance events— Automatically compare state and performance events to recent change events to create a new event or incident ticket that includes all the details needed for resolution.*

- *Filtering or suppression of maintenance events—Automatically determine which events are maintenance events and filter them into a separate maintenance view while suppressing symptomatic events.*
- *Suppression of non-service impacting events—Automatically suppress events that are not related to a critical business service, or filter them into a separate view.*
- *Dependency-based correlation and escalation—Leverage physical and logical dependencies, meta information and containment across business process execution language (BPEL), service-oriented architectures, virtualized environments, virtual private networks and more to automatically correlate events.*
- *Predictive analytics—Define and automatically detect known problem event patterns that have resulted in service problems, and trigger high severity predictive events for prioritized handling.*

In combination, these context-driven correlation techniques not only reduce event volumes and the need to manually sort through symptomatic and other noise events, they also dramatically reduce unnecessary incident tickets, while providing support staff with the added context needed to resolve incidents more quickly.



The operator view of Tivoli Netcool/Impact virtualizes access and display of data, according to target audience, delivering context-driven intelligence in a flexible, Web-based interface.

Context-driven intelligence
Gain real-time actionable intelligence with integrated Web-based views

One of the most time-consuming tasks for operations staff is cross-referencing numerous tools in succession to collect information needed for event, incident and problem resolution. In addition to automatically adding context directly to events and related incidents, Tivoli Netcool/Impact provides a real-time, Web-based operator view that greatly improves operator productivity. It automatically collects information across multiple support tools and data sources and displays that information in context in a single, integrated Web view.

By unifying information and making it actionable from a single reference point, organizations can automate tasks in support of IT Infrastructure Library® (ITIL®), enhanced Telecom Operations Map (eTOM) and other best practice methodologies across operational lines, processes and functions. The intelligence gathered can be used to feed a knowledgebase of known problems, including all relevant identifiers and resolutions that the staff needs to address or automate repairs to known problems.

Access key performance indicators in real time

Tivoli Netcool/Impact can directly monitor and collect data from existing support tools and other data sources to perform complex calculations. These calculations are not limited to data, but can also be performed across multiple events, including IT availability, performance, security and business events from virtually any tool. Actionable operational and business key performance indicators (KPIs) can be calculated on any mix of variables. When performance indicators do not fall within specified parameters, Tivoli Netcool/Impact can automatically identify exceptions and take automated, context-driven actions.

Context-driven automation

Display and launch corrective actions directly from event and incident views

Tivoli Netcool/Impact can be configured to automate virtually any action for speedier problem resolution. For example, when an event, incident or problem occurs, Tivoli Netcool/Impact can collect contextual information such as

documentation, configuration data and affected users, and present staff with step-by-step resolution procedures.

Operations staff can select from a list of relevant actions to automatically resolve the problem. As each automated action is selected and run, Tivoli Netcool/Impact can monitor the success of that action and provide feedback to the user. Armed with contextual intelligence and automations, organizations can establish a set of best practices for event, incident and problem management that dramatically improve mean time to resolution.

Drive runbook automations for improved staff productivity

In addition to supporting event and alert management and incident and problem management through context-driven correlation and intelligence, Tivoli Netcool/Impact can integrate with and automate manual steps across operational management tools and systems. Operations staff members can also define runbook automations that recognize and automatically correct error, break or disconnect conditions in workflow across tools, roles and processes based on parameters you establish. Automating your workflows helps the

proper individuals get information regarding service-affecting events so that they can respond quickly.

For example, Tivoli Netcool/Impact can establish flexible links to external systems including configuration management databases, inventory, asset, provisioning and customer relationship management (CRM) systems. It can then look across those systems in real time to detect bottlenecks and breaks in process. If the proper threshold or trigger for any step is not met, Tivoli Netcool/Impact can notify other steps in the process, automatically act to resolve the problem or alert staff through a variety of means.

Streamline notification, escalation and resolution

Tivoli Netcool/Impact can provide notification through events, mobile phones, PDAs, pagers, instant messaging, graphical user interfaces and other means to help facilitate rapid response. Once resolution procedures for a known problem are identified, operators can define policies to automatically recognize, take action on and trigger escalation procedures. Operators can also

utilize the wide range of messaging services to communicate bi-directionally with Tivoli Netcool/Impact and request additional information or trigger automated actions to resolve the problem.

Improve data access, control and integrity

Tivoli Netcool/Impact allows you to quickly access and leverage data in existing data stores, and utilize a simple, meta-data access layer across them. It allows for a single, “virtualized” data store and flexible data use while preserving ownership and control of the original data content.

Tivoli Netcool/Impact can also extend the value of your existing configuration management database, service desk and other tools by acquiring, normalizing and sharing data across sources, in real time, to keep them current and accurate. As updates or changes are made to data sources, it triggers automated actions in accordance with policies you define.

Breadth of integrations

Tivoli Netcool/Impact offers the most extensive list of integrations across IBM and third-party data and event sources. Organizations can easily leverage and extend existing tools, technologies, processes and best practices,

and achieve levels of operational visibility, control and automation not otherwise possible with traditional tools. Available integrations include:

- *Databases, including Oracle, IBM DB2®, Sybase, Microsoft® SQL, MySQL, IBM Informix®, PostgreSQL and ODBC.*
- *IBM and third-party monitoring, event management, business service management, configuration management databases, incident and problem management, service request, and other tools.*
- *Event buses, including Java™ Messaging Service (JMS), TIBCO, Rendezvous and Vitria.*
- *Industry-standard interfaces, including Web services, Extensible Markup Language (XML), Simple Network Management Protocol (SNMP), Lightweight Directory Access Protocol (LDAP) and Common Object Request Broker Architecture (CORBA).*
- *Custom applications via command-line, TCP/IP sockets, flat-file exports, e-mail and instant messaging.*

For more information

To learn more about IBM Tivoli Netcool/Impact, contact your IBM representative or IBM Business Partner, or visit ibm.com/tivoli

About Tivoli software from IBM

Tivoli software offers a service management platform for organizations to deliver quality service by providing visibility, control and automation—visibility to see and understand the workings of their business; control to effectively manage their business, help minimize risk and protect their brand; and automation to help optimize their business, reduce the cost of operations and deliver new services more rapidly. Unlike IT-centric service management, Tivoli software delivers a common foundation for managing, integrating and aligning both business and technology requirements. Tivoli software is designed to quickly address an organization’s most pressing service management needs and help proactively respond to changing business demands. The Tivoli portfolio is backed by world-class IBM Services, IBM Support and an active ecosystem of IBM Business Partners. Tivoli clients and Business Partners can also leverage each other’s best practices by participating in independently run IBM Tivoli User Groups around the world—visit www.tivoli-ug.org

Additionally, IBM Global Financing can tailor financing solutions to your specific IT needs. For more information on great rates, flexible payment plans and loans, and asset buyback and disposal, visit: ibm.com/financing



IBM Tivoli Netcool/Impact at a glance

Tivoli Netcool/Impact supports the following operating systems:

- Sun Solaris 9, 10; Sparc 32/64 bit
- IBM AIX® 5L v5.3, 6.1; PA-RISC 32/64-bit
- HP-UX 11iv3; PA-RISC 32-bit
- Redhat Linux® 4.0, 5.0(AS); Intel® x86/IA/PPC 32/64-bit
- Redhat Linux 4.0, 5.0(AS); z/Series 31/64-bit
- Novell SLES 9; Intel x86/IA/PPC 32-bit
- Novell SLES 10; Intel x86/IA/PPC 32/64-bit
- Novell SLES 10; z/Series 31/64-bit
- Microsoft Windows® 2003 Server; Intel x86 32-bit
- Microsoft Windows XP Professional; Intel x86 32-bit
- Microsoft Windows 2008 Server; Intel x86 32/64-bit

Tivoli Netcool/Impact supports the following browsers:

- Microsoft Internet Explorer 6.x, 7.x
- Mozilla/Firefox 2.x, 3.x

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December 2008
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TID10376-USEN-01