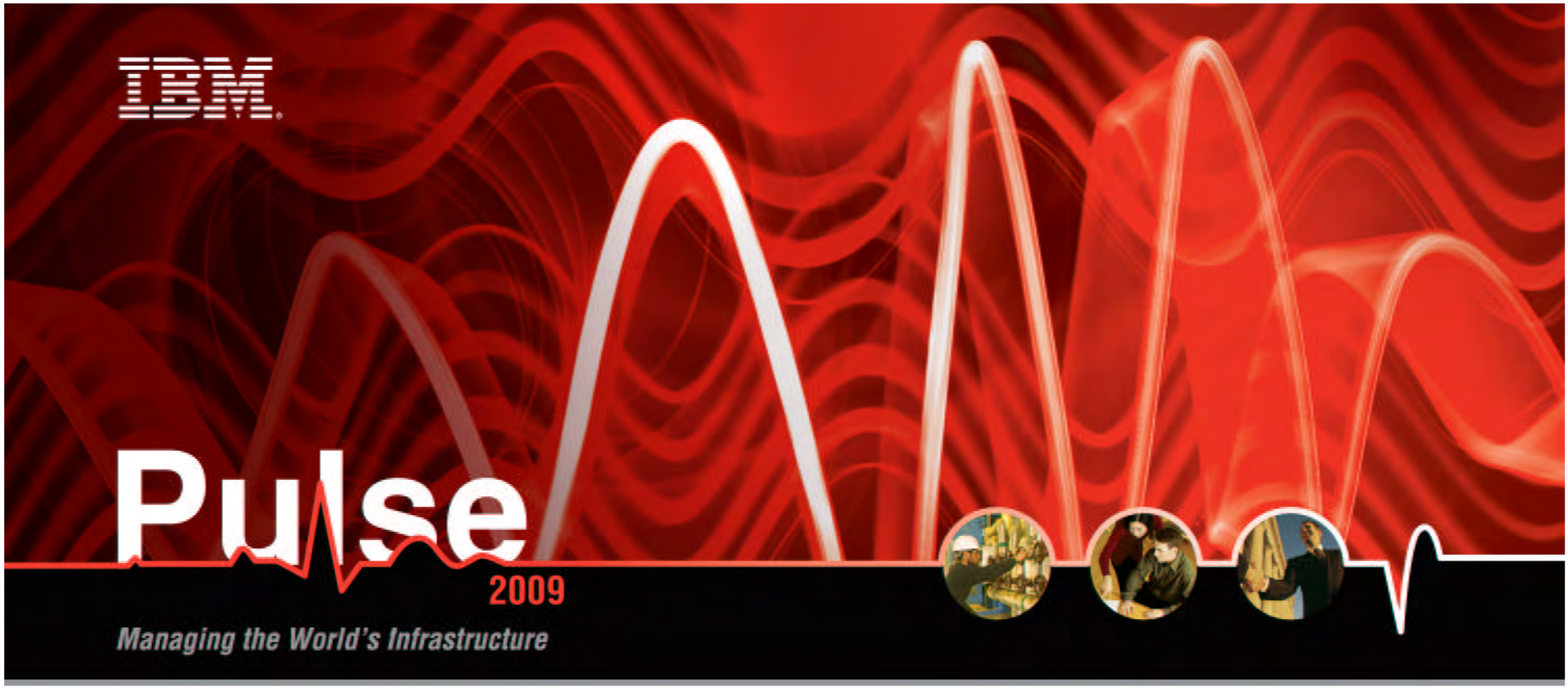

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Service Management **for a smarter IT**

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Agenda

- Introduction
- Why Service Management
- Summary
- Discussion

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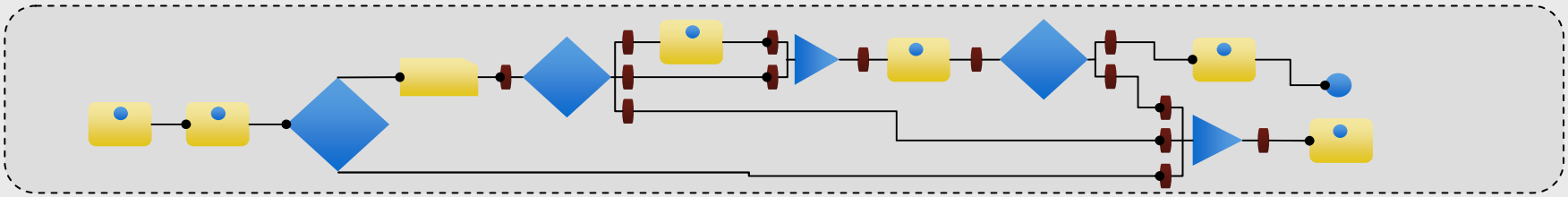
Managing the World's Infrastructure

Introduction

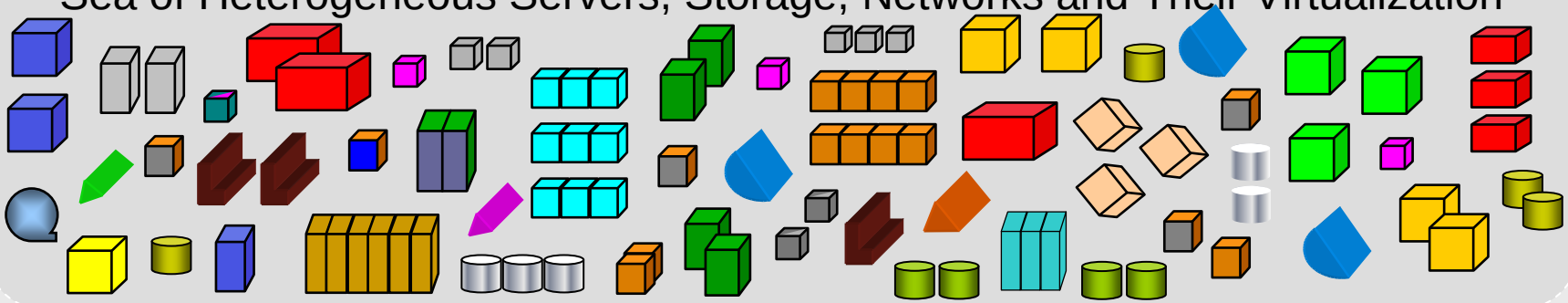
The IT Complexity Problem

Business Processes as Services



Topologies of federated services must be mapped onto large numbers of diverse physical and virtual resources

Sea of Heterogeneous Servers, Storage, Networks and Their Virtualization

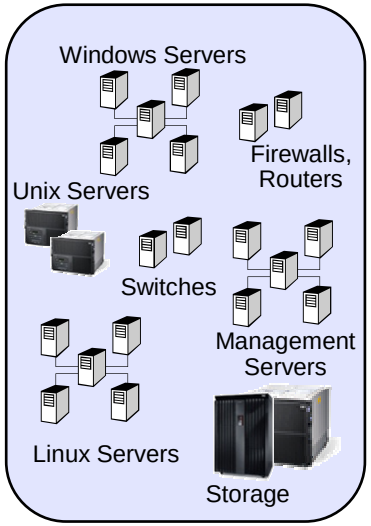


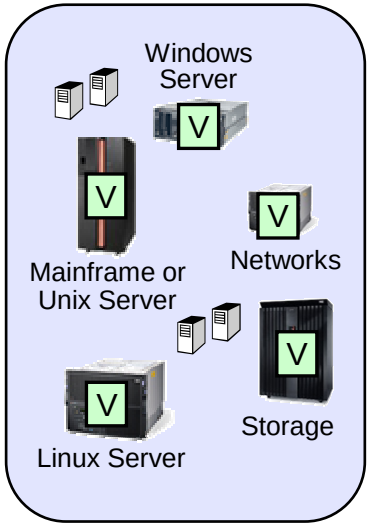
- Businesses spend a large fraction of their IT budgets on data center resource management rather than on valuable applications and business processes
- Data center complexity has reached record levels and is continuing to increase thereby limiting IT improvements and benefits

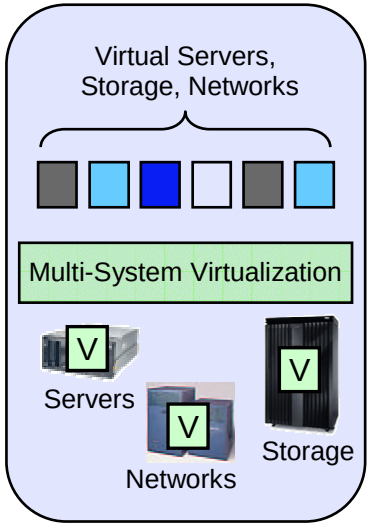
IT Infrastructure Evolution

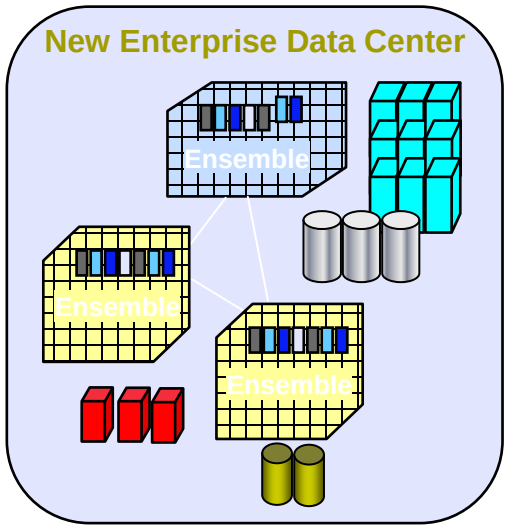
IT Simplification

Scale-Out Sprawl	Physical Consolidation	Abstraction and Pooling	Service Orientation, Cloud Services, Integration, …









Key Technologies

- Service oriented architecture
- End-to-end service mgmt
- Comprehensive virtualization
- Ensembles & scalable servers
- Converged networks
- Cloud computing services
- Software as a service
- Information as a service
- IT appliances
- Real-time data streams
- Mobile client services
- Virtual worlds

Top IT Requirements (all are vital)

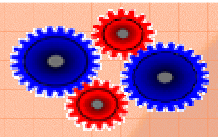
- **Agility** – rapid deployment, self-service, …
- **Resiliency** – availability, disaster recovery, …
- **Security** – trusted computing, surveillance, …
- **Greenness** – energy efficiency, low impact, …
- **Low Cost** – TCO (HW, SW, labor, facilities, …)

IBM Service Management

Map Service Dependencies to Infrastructure

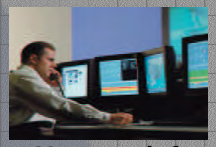
How are resources connected to provide business services?

Automate Service Operations



Are activities efficiently executed when delivering business services?

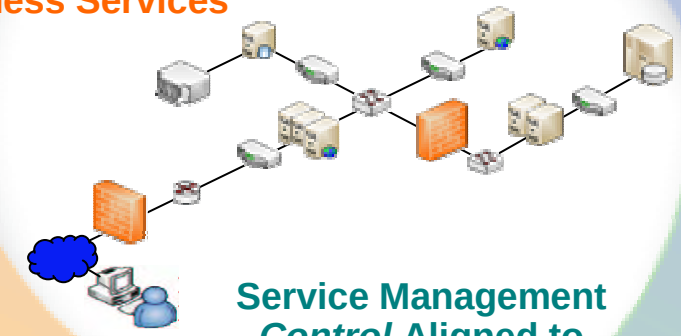
***Visibility* across Applications, Data and Underlying Infrastructure**



Monitor Infrastructure Resources

How are infrastructure events affecting services?

Process and Technology *Automation* across Business Services



Align Assets and Resources to Business Priorities

How are resources being deployed to meet business demand?

Understand User Service Experience

How are services meeting business user needs?

Service Management *Control* Aligned to Business Priorities

Provide Business Aligned Dashboards

What is the health of my business and the services that support it?

Fulfill Service Requests

How effectively are requests for services being managed?

Enabling Clients to Deliver Quality Services

Visibility: *See your Business*

Control: *Manage your Business*

Automation: *Improve your Business*

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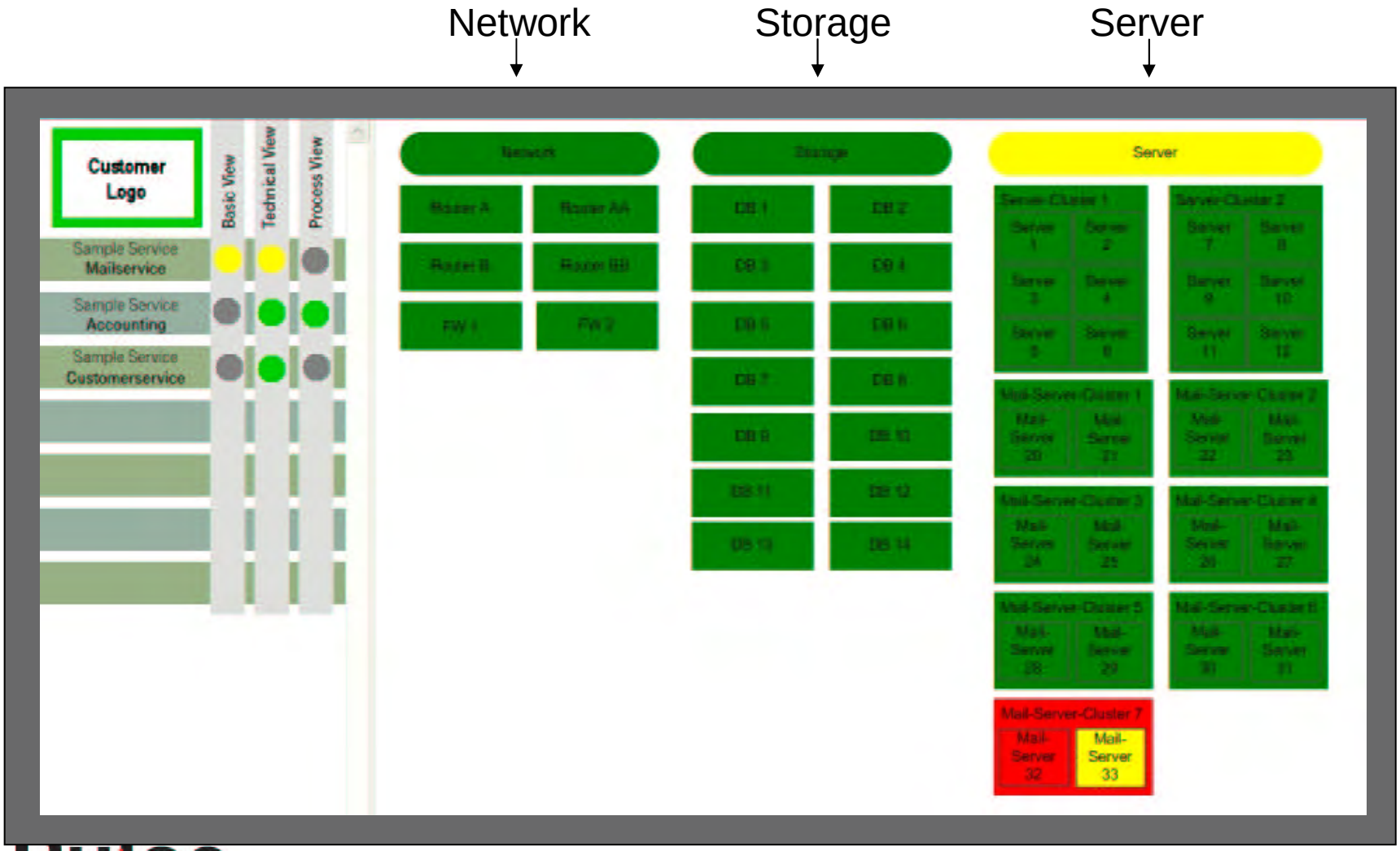
Visibility

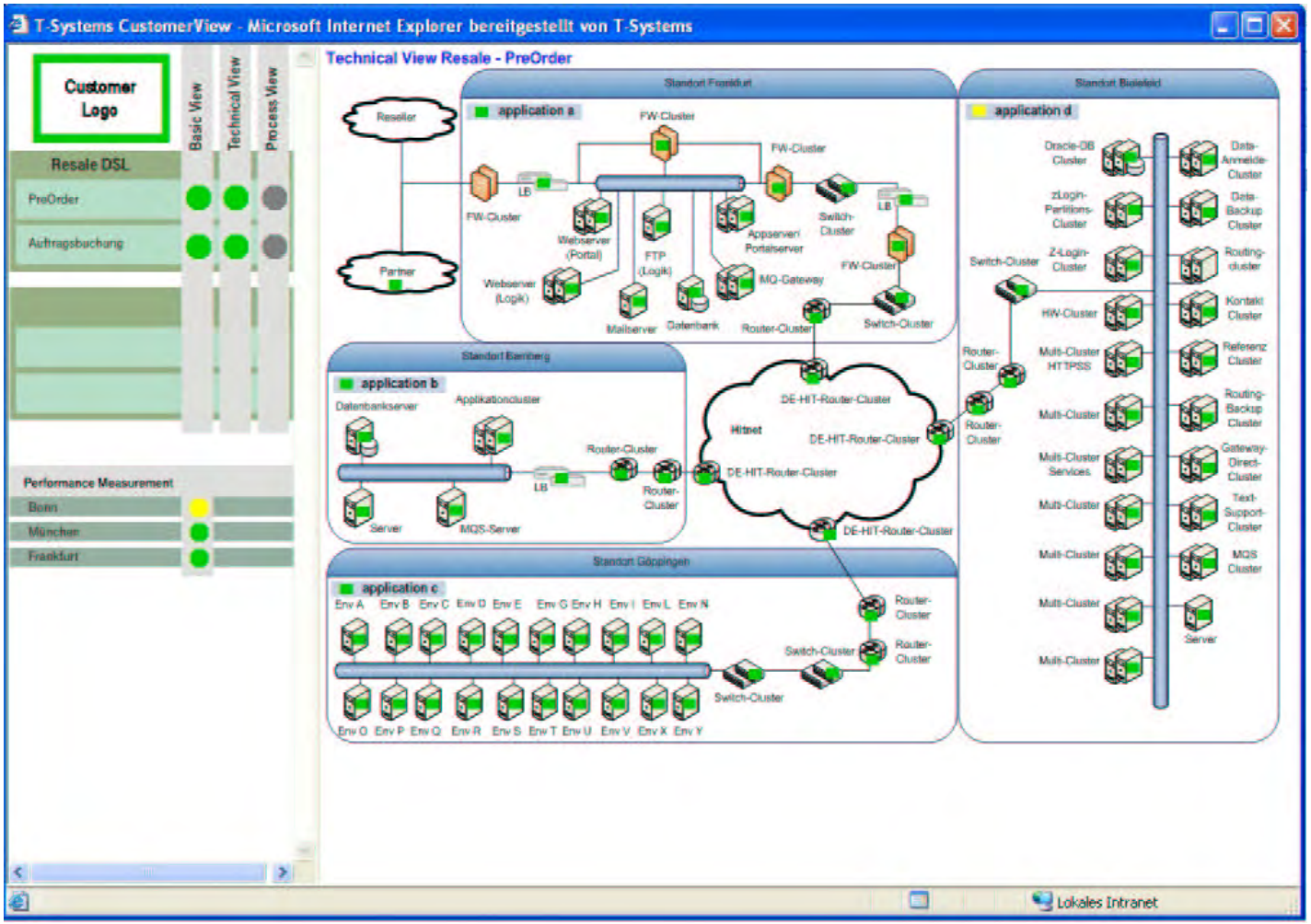
Visualization – Approach

- Setup
  - Service definition by describing components and their dependencies
  - Event consolidation from various feeds; Event standardization
  - Introduced end-to-end monitoring
- Moving up the value chain
  - Service Monitoring; views generated from the service definition
  - Service Availability, leveraging standardized events
- Results
  - “real-time” Service views
  - Monthly Service Reports
  - Business Metrics

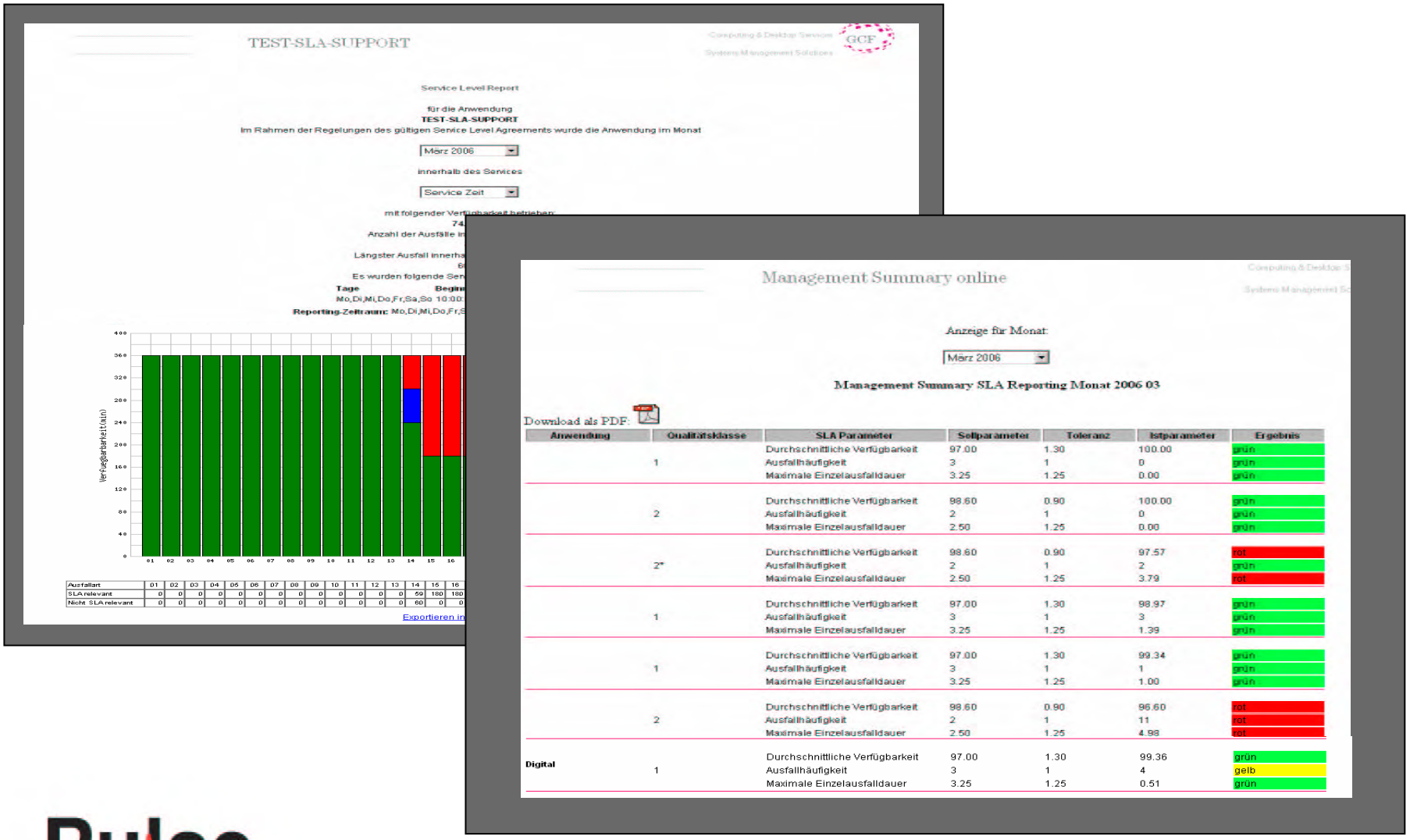
Visualization – Business Views



Visualization – Topology Views



Visualization – Reporting



TEST-SLA-SUPPORT

Service Level Report

für die Anwendung
TEST-SLA-SUPPORT
Im Rahmen der Regelungen des gültigen Service Level Agreements wurde die Anwendung im Monat

März 2006

innerhalb des Services

Service Zeit

Management Summary online

Anzeige für Monat:

März 2006

Management Summary SLA Reporting Monat 2006 03

Download als PDF:

Anwendung	Qualitätsklasse	SLA Parameter	Sollparameter	Toleranz	Istparameter	Ergebnis
	1	Durchschnittliche Verfügbarkeit	97.00	1.30	100.00	grün
		Ausfallhäufigkeit	3	1	0	grün
		Maximale Einzelausfalldauer	3.25	1.25	0.00	grün
	2	Durchschnittliche Verfügbarkeit	98.60	0.90	100.00	grün
		Ausfallhäufigkeit	2	1	0	grün
		Maximale Einzelausfalldauer	2.50	1.25	0.00	grün
	2*	Durchschnittliche Verfügbarkeit	98.60	0.90	97.57	rot
		Ausfallhäufigkeit	2	1	2	grün
		Maximale Einzelausfalldauer	2.50	1.25	3.79	rot
	1	Durchschnittliche Verfügbarkeit	97.00	1.30	98.97	grün
		Ausfallhäufigkeit	3	1	3	grün
		Maximale Einzelausfalldauer	3.25	1.25	1.39	grün
	1	Durchschnittliche Verfügbarkeit	97.00	1.30	99.34	grün
		Ausfallhäufigkeit	3	1	1	grün
		Maximale Einzelausfalldauer	3.25	1.25	1.00	grün
	2	Durchschnittliche Verfügbarkeit	98.60	0.90	96.60	rot
		Ausfallhäufigkeit	2	1	11	rot
		Maximale Einzelausfalldauer	2.50	1.25	4.98	rot
Digital	1	Durchschnittliche Verfügbarkeit	97.00	1.30	99.36	grün
		Ausfallhäufigkeit	3	1	4	gelb
		Maximale Einzelausfalldauer	3.25	1.25	0.51	grün

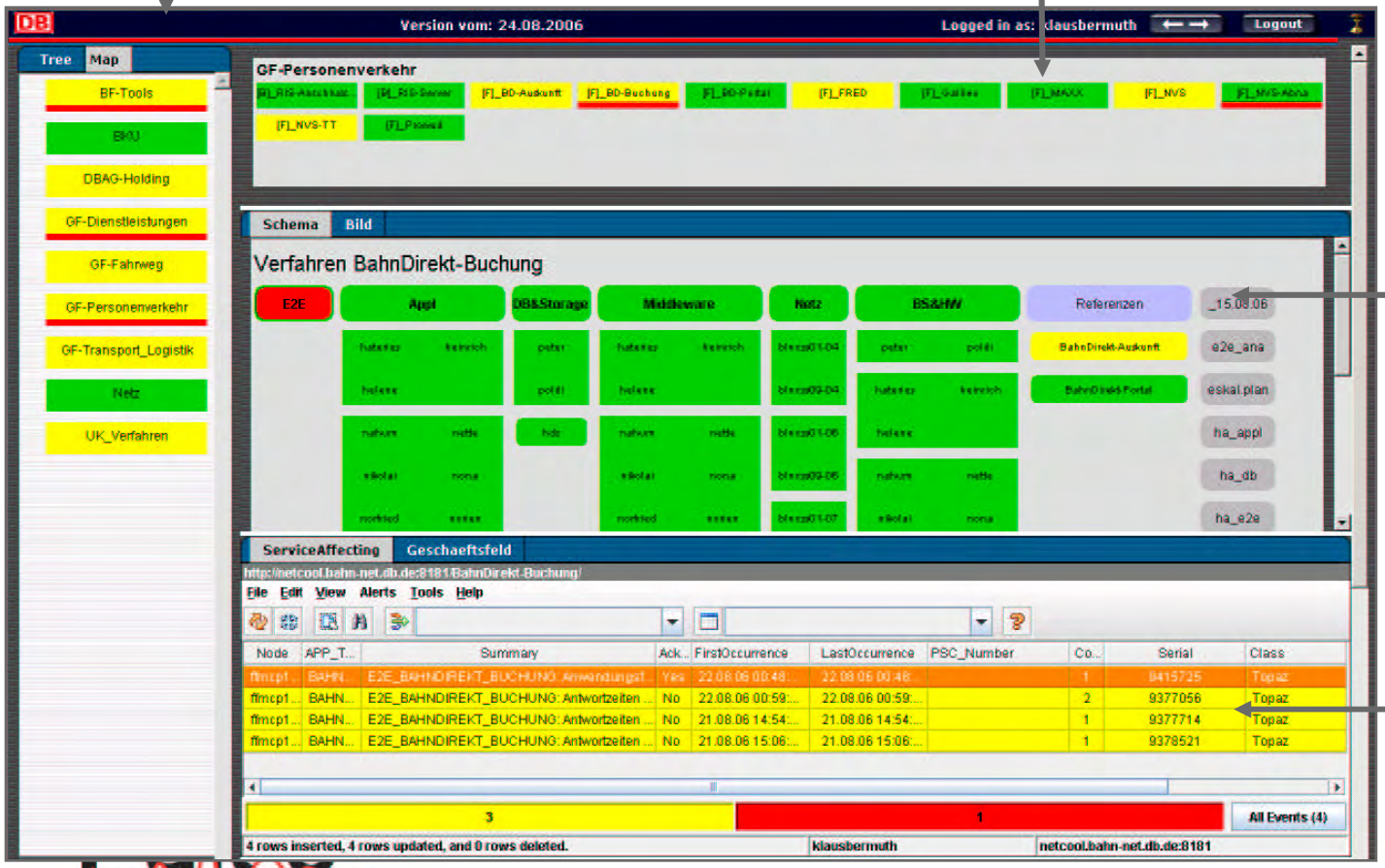
Mash‘ing Business and Event Views

Business Units

All Services of a business unit

Idea:

„with 3 clicks to the Problem“



Components of a Service (Application, Network, Middleware etc.)

Events of a Service or a Component

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Control

Control

- Why Control?
  - Cost savings
  - Improve stability
  - Reduce risk

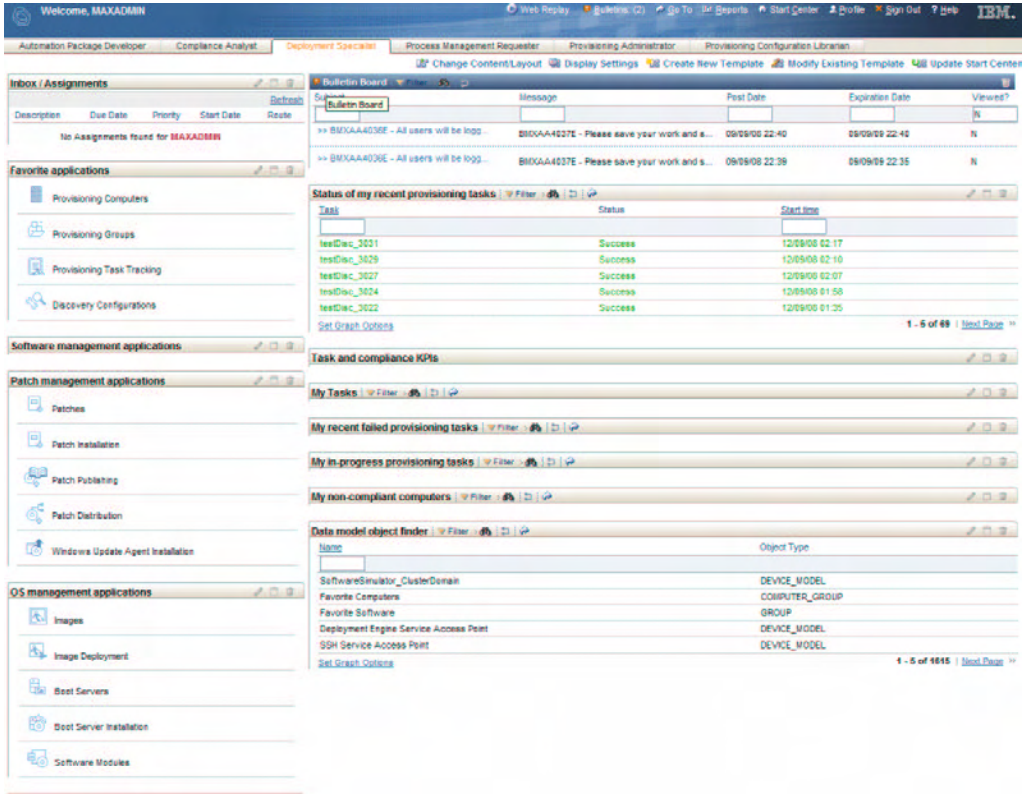
- How do I add Control?
  - Control Change
  - Control Service Quality
  - Control Assets
  - Control Access
  - Control Security Compliance

Control: *Improve your Business*

Lower costs and reduce risks

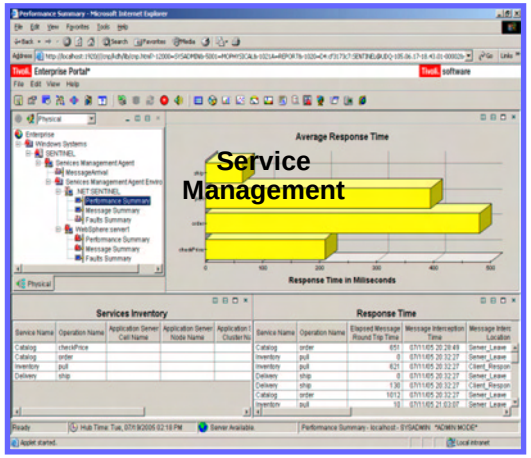
Benefits - Control Change

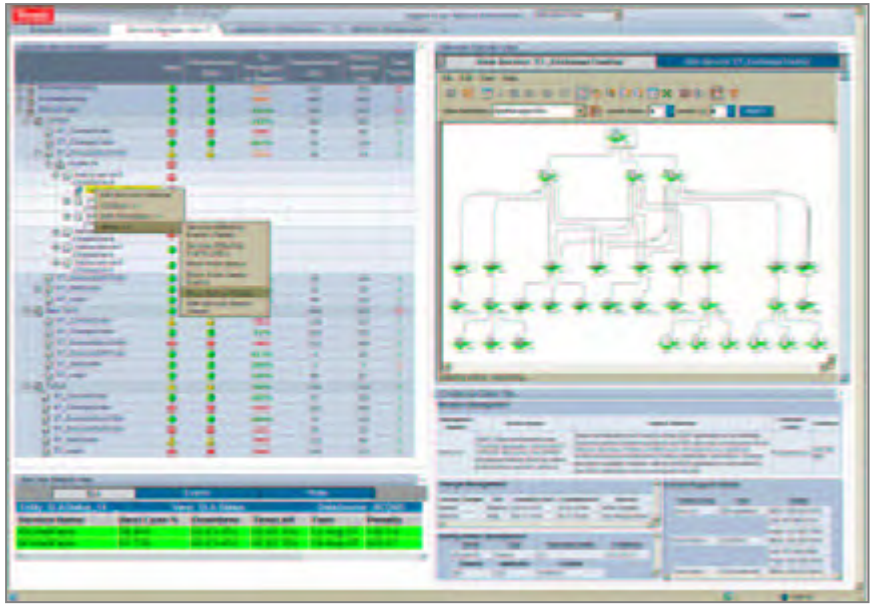
- Large Retailer
  - Increase the success rate for changes
  - Reduce undesirable side effects from changes
- Government Agency
  - Increase reliability
  - Reduced system downtime



Benefits - Control Service Quality

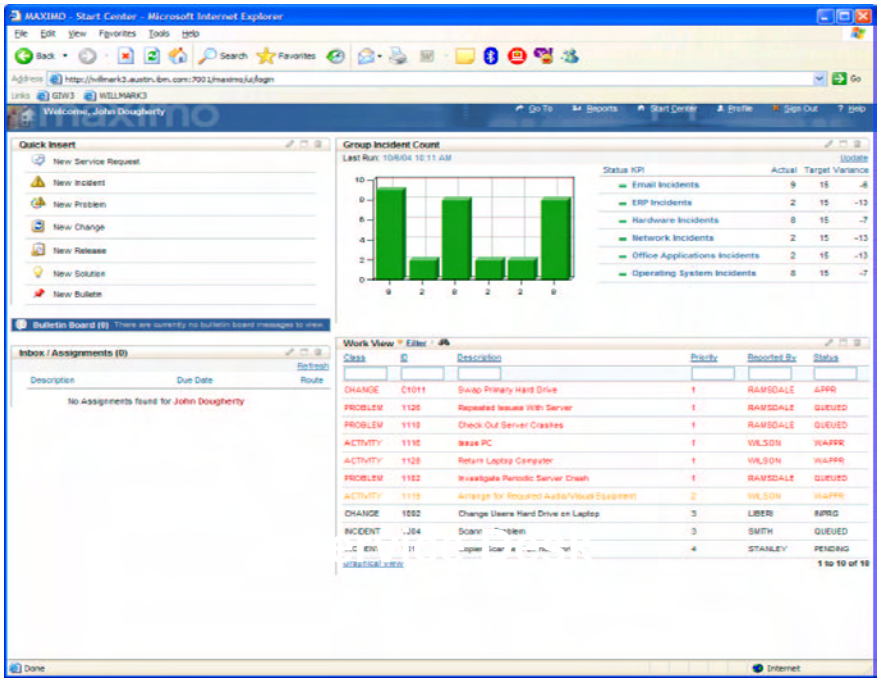
- International Bank
  - Provide consistent service as the business grew
- Large Internet Retailer
  - Enhance the user experience
  - Reduce impact from partial service outages
  - Consistent quality
- Insurance
  - Establish attainable service goals
  - Meet service level agreements





Benefits - Control Assets

- Large Space Contractor
  - Reduced Repair Times
  - Improved Service
- Insurance company
  - Align software spending with business requirements
  - Reduce ongoing maintenance and upgrade costs



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Automation

Automation

- Why automate?
  - Cost savings
  - Improve quality
- What can/should I automate?
  - Repeatable
  - Established Policies
    - Event Automation
    - Configuration Automation
    - Process Automation
    - Service Automation
    - Identity Automation
    - Workload Automation
    - Operations Automation
    - Storage Automation

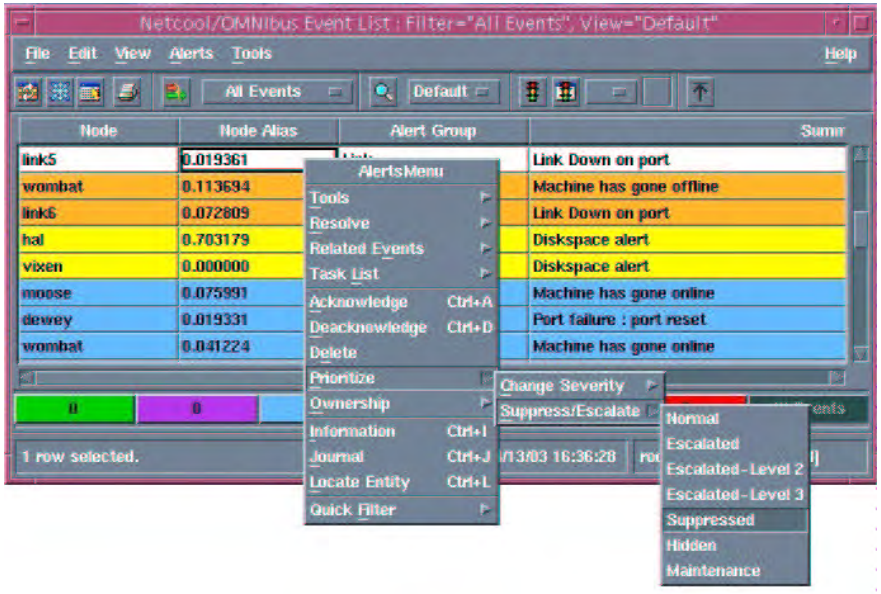
Automation
Eliminate cost and error by automating change, configuration, provisioning, release and asset management tasks.

Automation:
Improve your Business

Lower costs and build agility

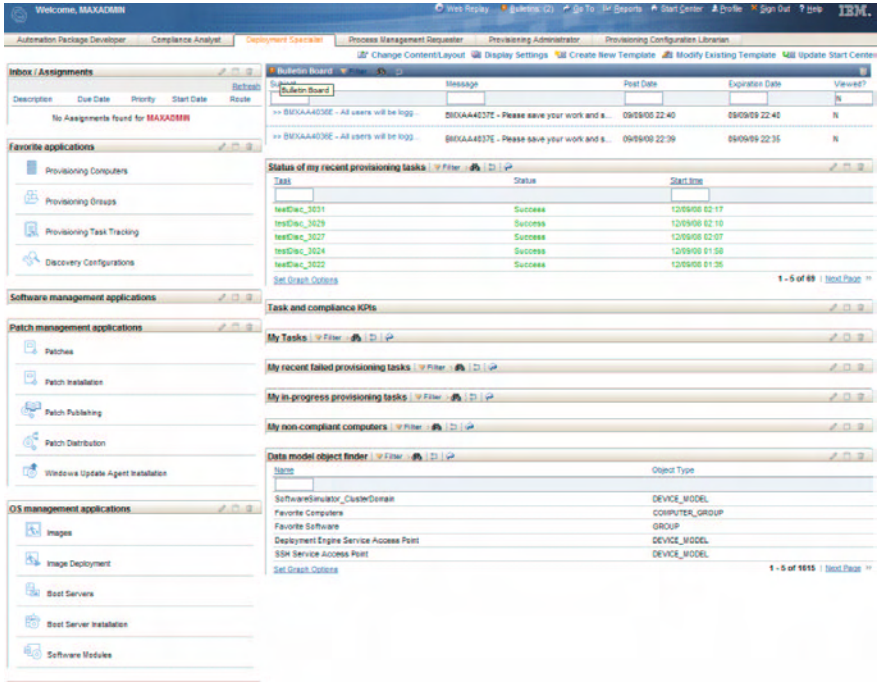
Benefits - Event Automation

- Commercial Bank
  - ATM outage reporting decreased from 4 hours to 30 seconds
- Automotive Supplier
  - Reduced down time
- Government Agency
  - Reduced time to reply to security alerts
  - Increased compliance



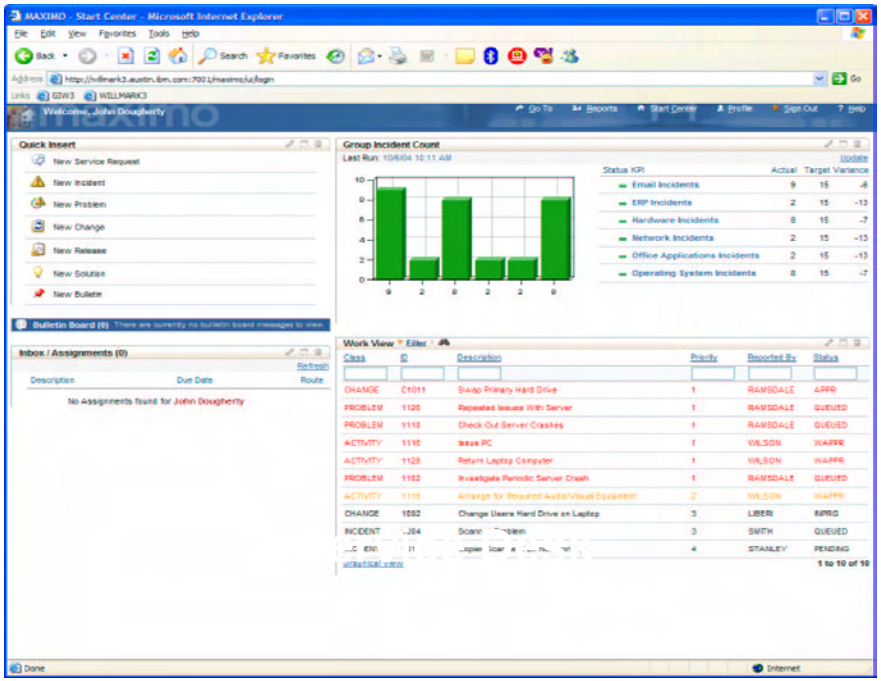
Benefits - Configuration Automation

- Consumer Electronics company
  - Eliminated resource capacity bottlenecks
- Telco
  - Higher server utilization
  - Reduced software costs
  - Consistent quality
- Insurance
  - Lower overall cost of software delivery
- Education
  - Reduced software licenses
  - Reduced hardware licenses and purchases



Benefits - Process Automation

- Large Space Contractor
  - Reduced Repair Times
  - Improved Service
- IT Services Company
  - 80% decrease in help desk calls
  - 22% reduction in # of service tickets
  - 10% reduction in incident resolution times
- Media company
  - Request approval time cut from days to 1 hour
  - Enhanced government compliance



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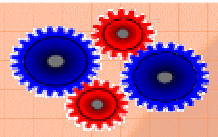

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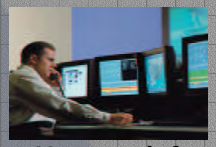

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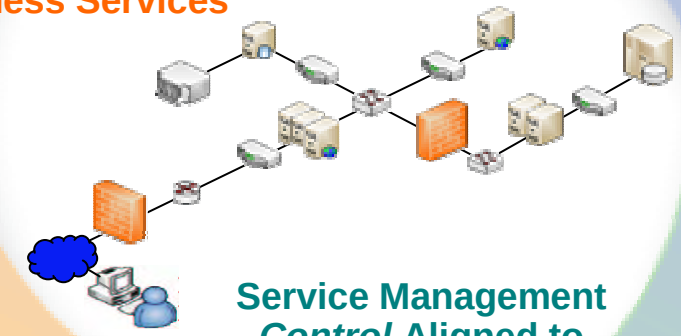

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