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IBM Central Event and Configuration Management helps customers maintain service levels

Many people fear change, and some with good reason. In a data center environment, unexpected changes can result in instant catastrophe. Understanding these changes and events—what and where the problem is, the potential impact and how to fix it—is vital to maintaining service levels and keeping mission-critical systems up and running.

Successfully maintaining service levels amid growing IT complexity, however, involves constantly monitoring the behavior of multiple servers and systems around the clock. Often, this involves monitoring thousands of machines and relying on a small army of staff to identify and manage infrastructure issues across each domain.

Centralizing event and configuration management can help companies consolidate information, determine the impact of an IT infrastructure problem

Highlights

- *IBM TotalStorage® Productivity Center consolidates storage and provides greater visibility into the business impact of performance and availability issues*

- *IBM Tivoli® Netcool/OMNIbus® provides a platform to consolidate storage and IP events*

- *IBM Tivoli Change and Configuration Management Database provides automated discovery, mapping and visualization capabilities to facilitate a comprehensive view of the attributes and interrelationships between configuration items*

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on business operations and quickly pinpoint the location and cause. As a result, effective problem-solving missions can be executed quickly and without involving multiple groups and specialists in time-consuming diagnoses. This must include mapping and display of interrelated items for understanding the business impact of events and changes within the storage and IP networks at the server, network and network storage levels.

Centralize information to maintain service levels

The IBM Service Management (ISM) solution delivers a comprehensive set of tools designed to simplify cross-domain configuration and event management. These tools integrate to help you centralize information, applications, infrastructure and business services across management silos.

Once information is consolidated in a single console, alerts tell you where problems are occurring, and complementary tools help you assess the

impact of IP and storage infrastructure events on business through actionable intelligence.

Elements of the ISM solution for storage and IP configuration and event management include the following:

IBM TotalStorage Productivity Center (TPC) captures storage events and configurations and manages storage infrastructure. TotalStorage Productivity Center is designed to provide a comprehensive view of the storage area network (SAN) topology and quickly assess the business impact of performance and availability issues. The central console and topology viewer provide visibility into a number of storage infrastructure management tasks, including:

- *Monitoring: virtualizing the infrastructure and accessing logs and system health*
- *Planning: anticipating problem areas and trends*
- *Configuration: providing allocation, zoning and masking*
- *Reporting: displaying capacity, utilization and performance*
- *Problem determination: providing aggregated status, drill down and identification of impacted resources*

IBM Tivoli Storage Process Manager (SPM) automates storage processes and practices. This enables you to protect your organization's data from failures and other errors by storing backup, archive, space management and bare-metal restore data, as well as compliance and disaster recovery data, in a hierarchy of offline storage.

IBM Tivoli Netcool/OMNIbus consolidates IP events and collects storage events from TPC in a single console. This network management product provides automated network discovery and monitoring, root-cause analysis and network visualization, so you can quickly isolate network connectivity failures.

IBM Tivoli Netcool/OMNIbus correlates events and assists in diagnoses. This industry-leading manager of managers can process millions of events in a distributed, secure and redundant environment. Tivoli Netcool/OMNIbus can be integrated with help desk systems and provides automated fault notification.

IBM Tivoli Change and Configuration Management Database (CCMDB) automatically discovers configurations and relationships between service or application components. This provides comprehensive visibility into the business application and its supporting infrastructure, with storage infrastructure elements included in CCMDB 1.1. IBM TPC provides the discovery capability, populating storage configuration items to the CCMDB repository.

Integration helps improve visibility

Combining these tools helps administrators gain a level of visibility that is essential for maintaining service levels. The IBM TotalStorage Productivity Center monitors the storage environment and sends information to the Tivoli enterprise console, Tivoli Netcool/OMNIbus, while Tivoli Netcool/Precision for IP Networks™ monitors the IP environment and also sends information to the console.

Tivoli CCMDB then adds valuable insight to this consolidated information by providing relationship maps between storage, other IT infrastructure and business applications. This helps you determine the relations between servers and the back-end storage environment, align storage management with IT and business objectives and assess the impact of changes, foreseen or otherwise, to your infrastructure. As a result of this streamlined environment, you can respond to changes quickly and prioritize team tasks.

Automation increases productivity

Once storage information is centralized, administrators can use Tivoli SPM to automate storage management operations such as data backup and restore functions. Based on established policies for dealing with specific events and classes of storage, Tivoli SPM can automatically perform predefined actions and verify that the action was successfully completed.

For instance, upon reaching predefined storage capacity limits, Tivoli SPM can provision additional storage to meet growing business requirements. By combining Web-based management, intelligent data move-and-store techniques and comprehensive policy-based automation, Tivoli SPM helps increase data protection, improve efficiency and decrease IT resource costs.

Consistent configuration improves change management

By visualizing the end-to-end application-to-storage topology with IBM Service Management, you gain valuable insight into how your storage infrastructure supports business applications and processes. This insight enables you to plan and configure storage elements based on business needs and helps ensure consistency and policy compliance for all application and storage elements.

Furthermore, ISM enables you to conduct proactive change analysis and gain valuable understanding of all the elements in your environment and their impact. As a result, when change does occur—as it inevitably does—you can quickly track and isolate the problem and prioritize the resolution.

For more information

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