



# IBM Software Network 2013

## Fare partnership con il Software IBM

Roma, 24 - 25 gennaio 2013

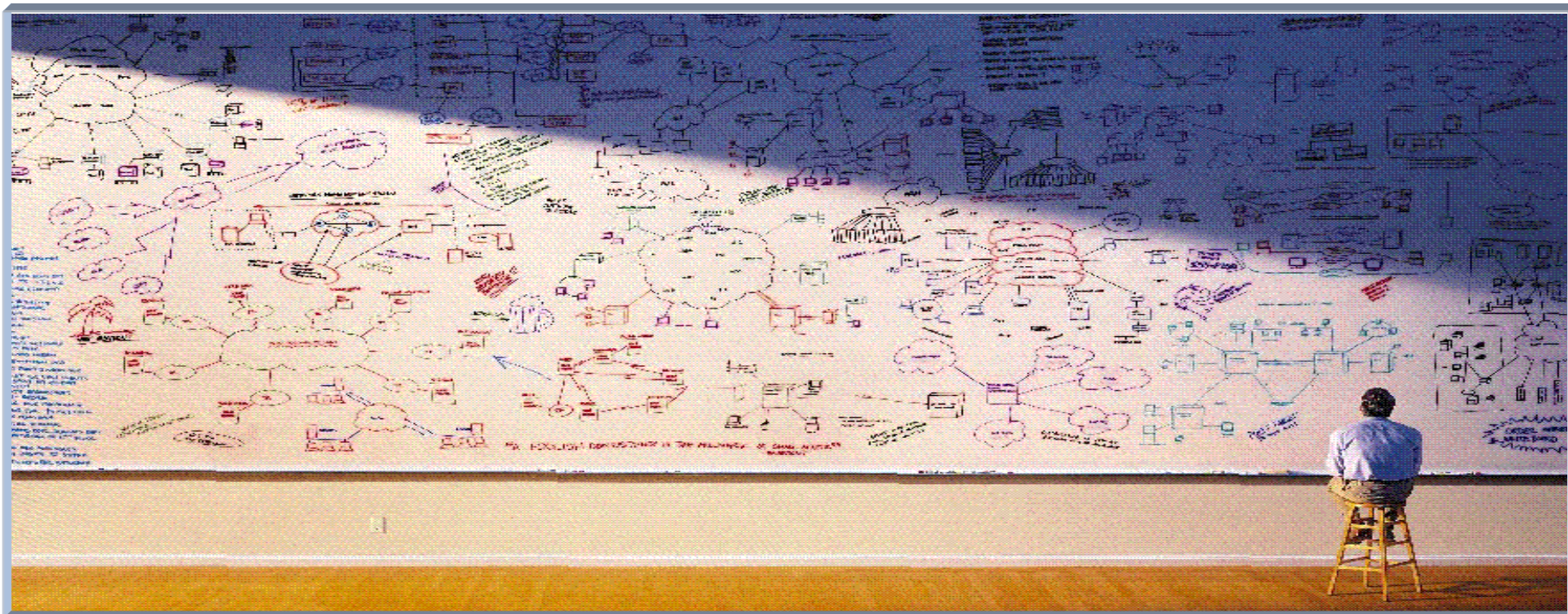
### Sergio Caggese

L'innovazione nella gestione del monitoraggio di un servizio di business attraverso una discovery automatica dell'infrastruttura IT.



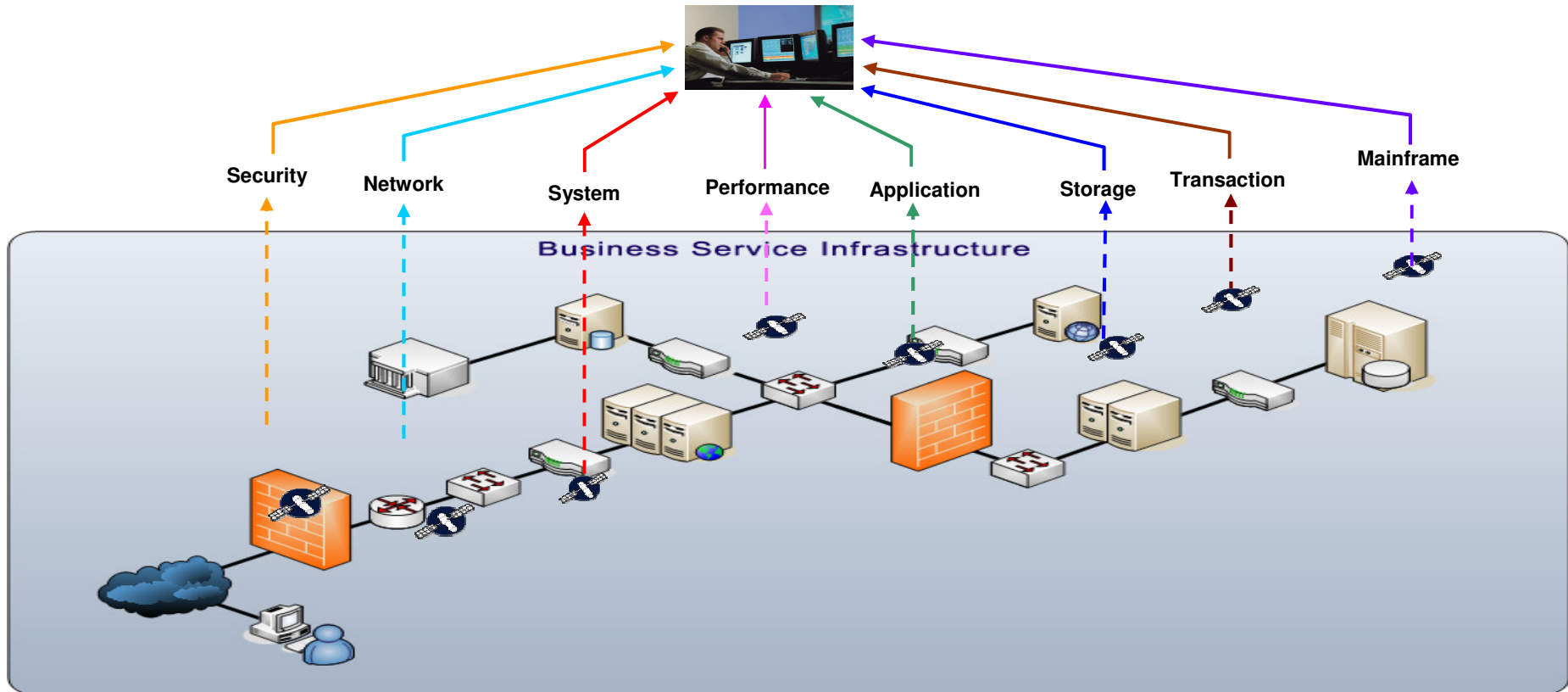
**Services are becoming more complex to operate and manage  
New technologies, more components, increased reliance on network.**

**As environments grow in scale and complexity, the number of events and related incidents is increasing exponentially.**





Knowing what is happening in the infrastructure, how it relates to the business, and what actions to take is the basis of Service Management.





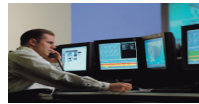
## Events & Performance

*How are infrastructure events affecting services?*

### Outcomes:

- Incidents are detected early
- The time between event occurrence and detection is minimized
- Responses to understood faults are started with minimal delay

**Service Status**



Security Events

Network Events

System Events

Performance Events

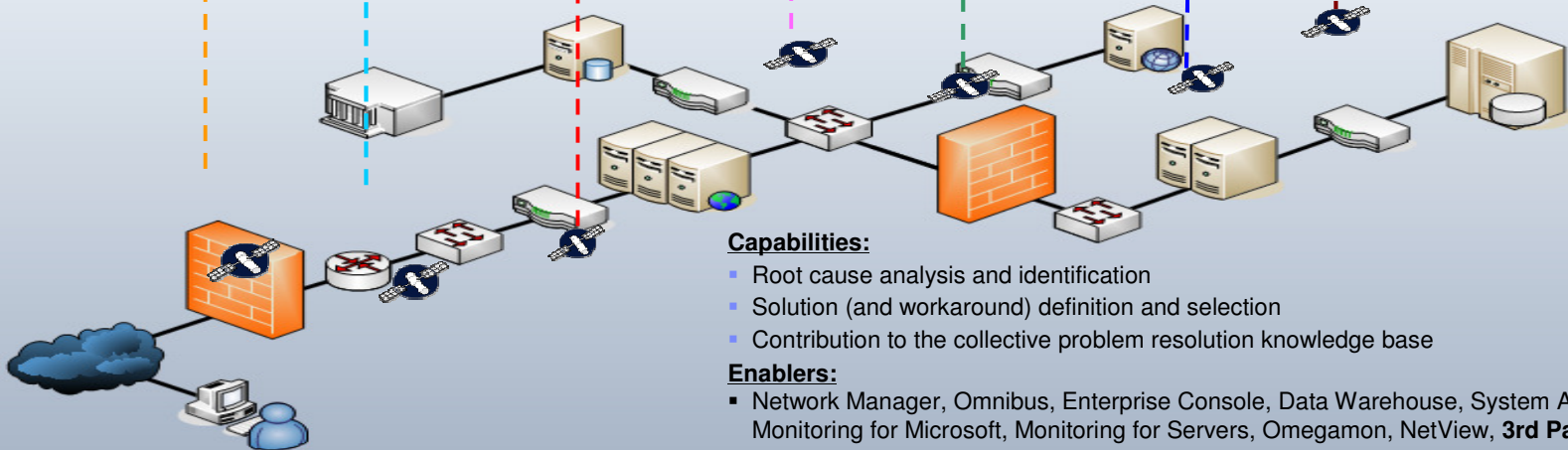
Application Events

Storage Events

Transaction Events

Mainframe Events

Business Service Infrastructure



### Capabilities:

- Root cause analysis and identification
- Solution (and workaround) definition and selection
- Contribution to the collective problem resolution knowledge base

### Enablers:

- Network Manager, Omnibus, Enterprise Console, Data Warehouse, System Automation, Monitoring for Microsoft, Monitoring for Servers, Omegamon, NetView, 3rd Party





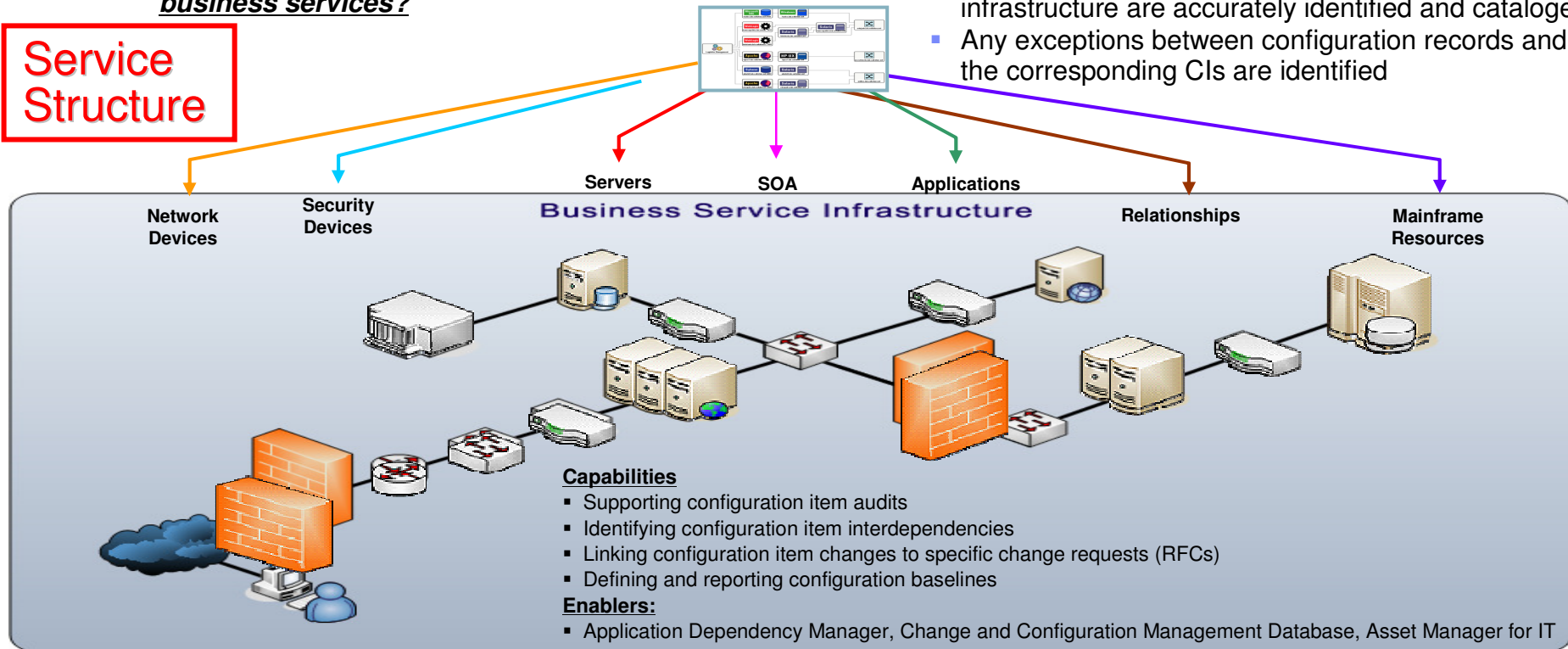
## Map Service Dependencies to Infrastructure

*How are resources connected to provide business services?*

**Service Structure**

### Outcomes:

- All configuration items within IT systems and infrastructure are accurately identified and cataloged
- Any exceptions between configuration records and the corresponding CIs are identified



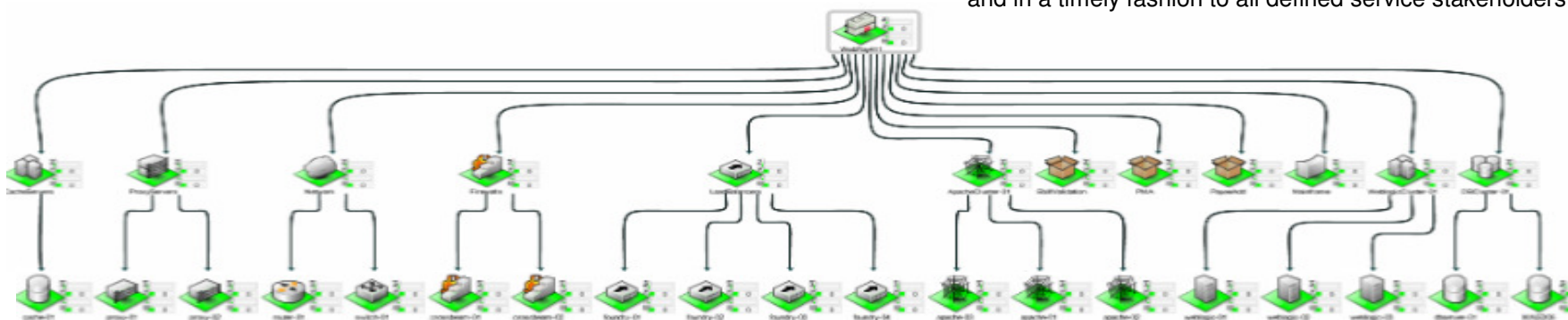


## Provide Business Aligned Dashboards

**What is the health of my business and the services in dynamic environments?**

### **Outcomes:**

- Consistent level of availability that enables the business to meet its current and future objectives
- Service attainments against targets are reported accurately and in a timely fashion to all defined service stakeholders



### **Capabilities:**

- Providing both real time and historical event information to other IT processes, to facilitate service quality improvement and resource availability
- Providing similar information relating to the automated aspects of business processes for business analysis

### **Enablers:**

- Business Service Manager, Service Level Advisor, Netcool Impact, Service Quality Manager, Customer Experience Manager, Netcool Performance Manager



## Getting Started with IBM Service Management

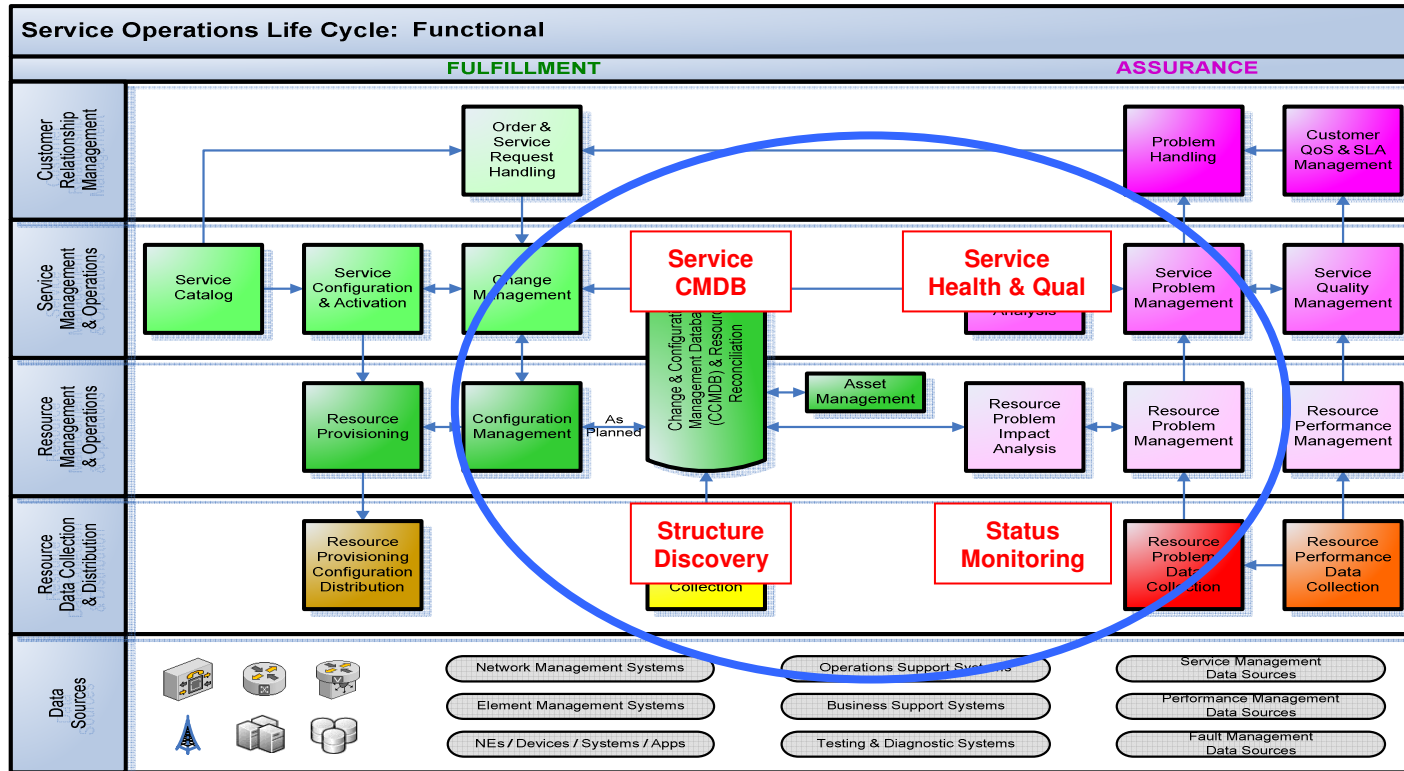
*Five Rapid-Value Entry Points to Tackle Key Client Challenges*

**IBM Service Management:**  
Enable clients to deliver quality service  
through *Visibility. Control. Automation.*<sup>TM</sup>

<b>Discover</b>	§ Understand infrastructure and business dependencies
<b>Monitor</b>	§ Track infrastructure health and compliance
<b>Protect</b>	§ Ensure infrastructure is secure and resilient against threats and disasters
<b>Industrialize</b>	§ Streamline workflows and processes for repeatable, scalable and consistent results
<b>Integrate</b>	§ Align and integrate IT and business operations and objectives for optimal impact



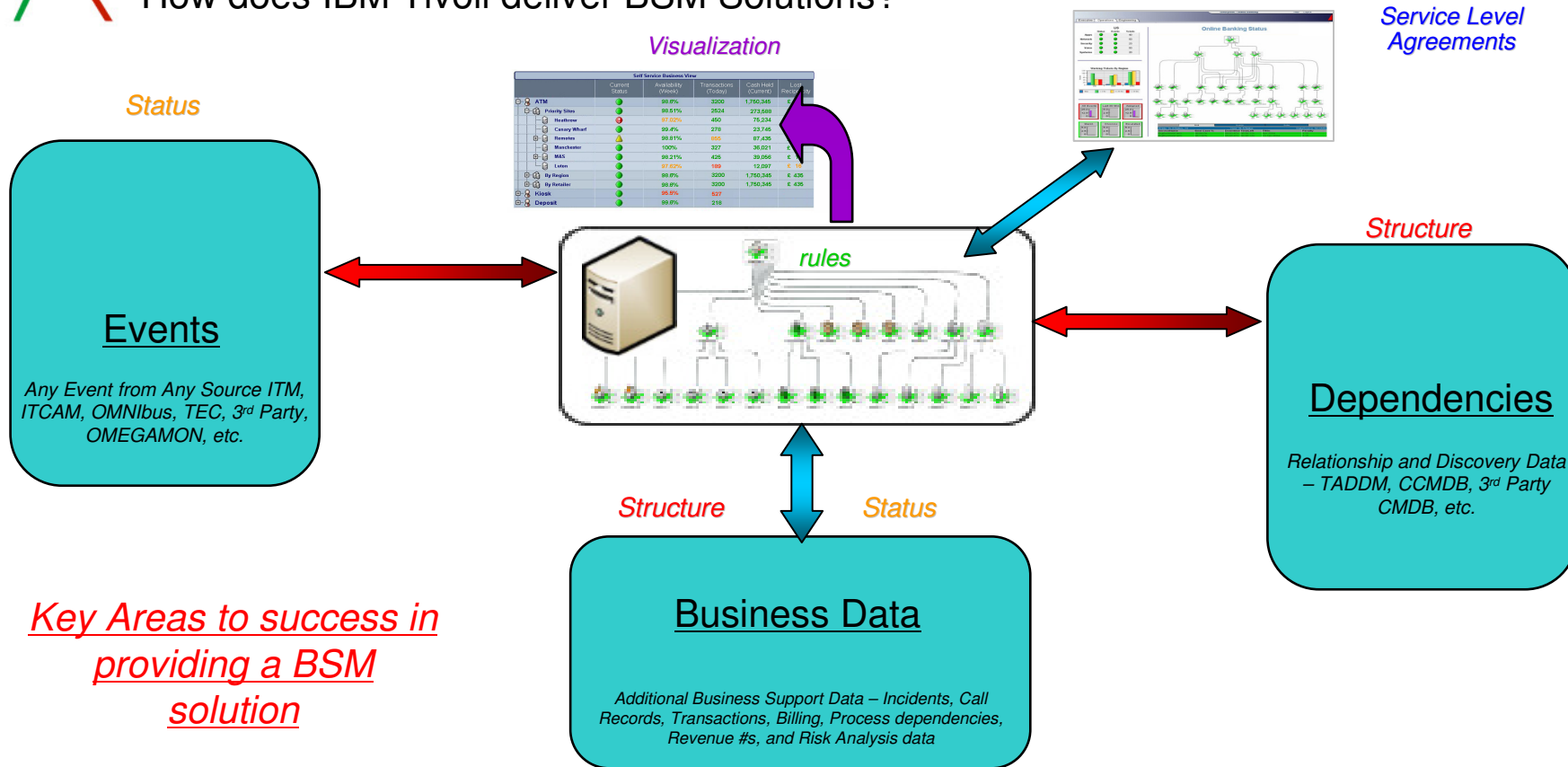
# Smarter Integrated Service Management Model



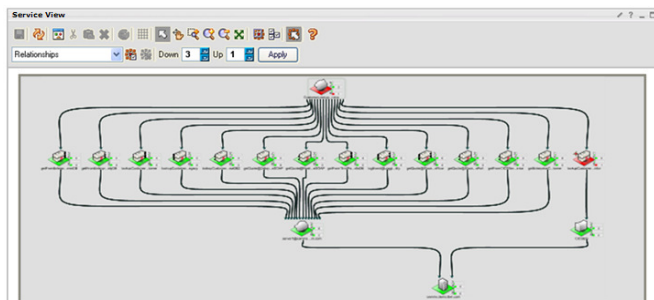
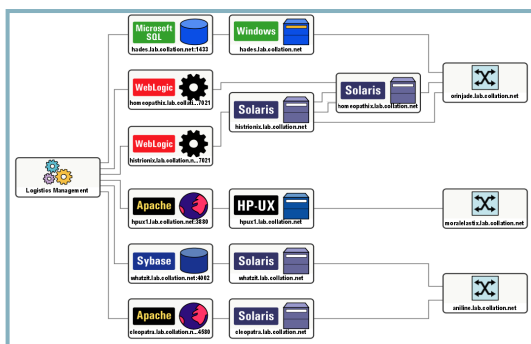




# How does IBM Tivoli deliver BSM Solutions?



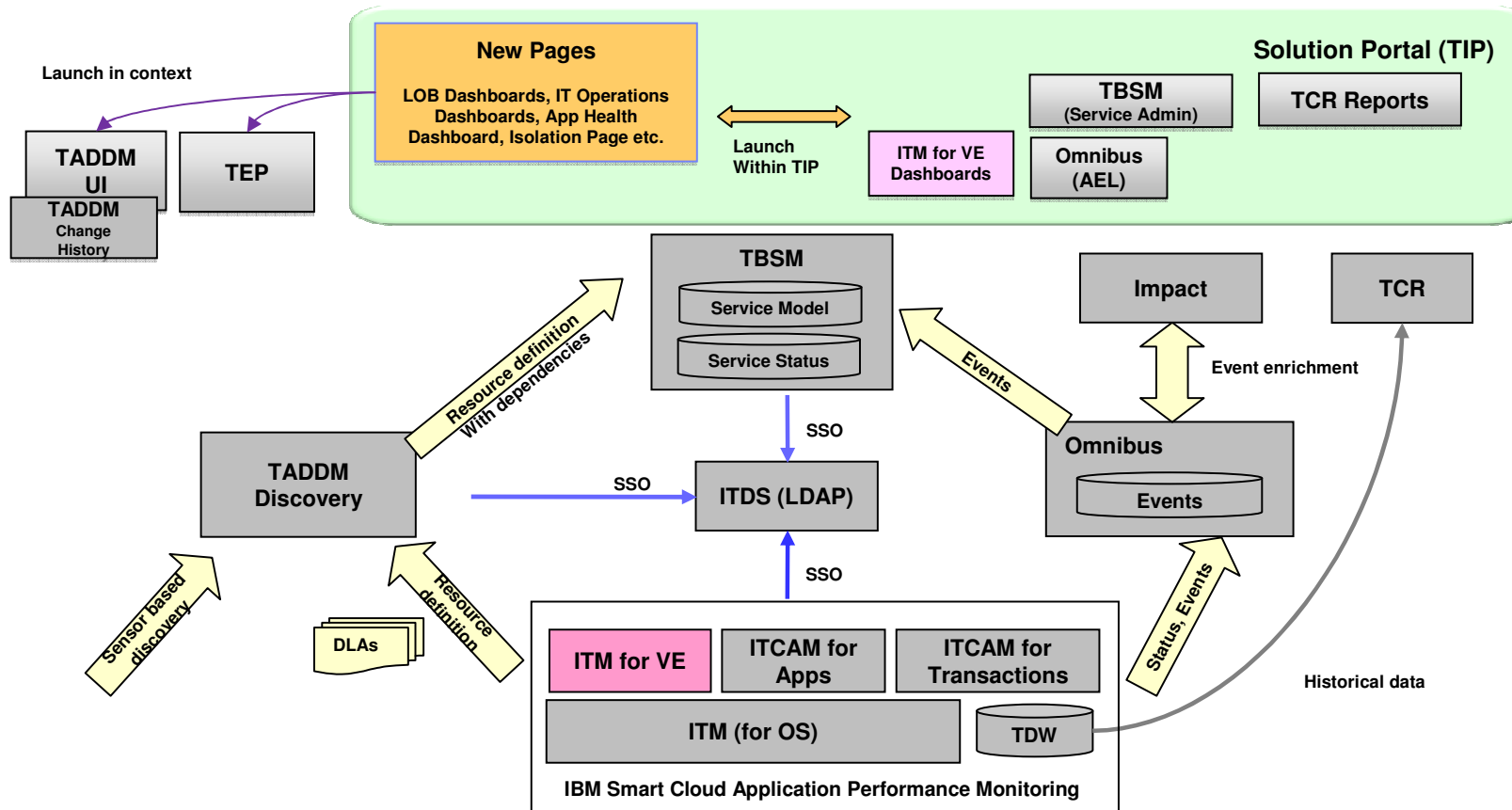
The key issue here to address is:  
Dynamically Build & Maintain the Service Model.



- Scenario
  - Customer wants to manage business service levels and IT priorities.
- Challenges
  - A Business Service view alone cannot identify what has changed in an application in order to resolve application performance and availability
  - Automation of the interdependencies between the network and application infrastructure layers and the business service layer is essential
- Value
  - Align IT infrastructure with the business through discovery automation
  - Reduce mean time to repair (MTTR)
    - Accurate and comprehensive cross-tier service visibility
    - Deep configuration details and interdependencies
    - Change history data to identify and **isolate** application changes.

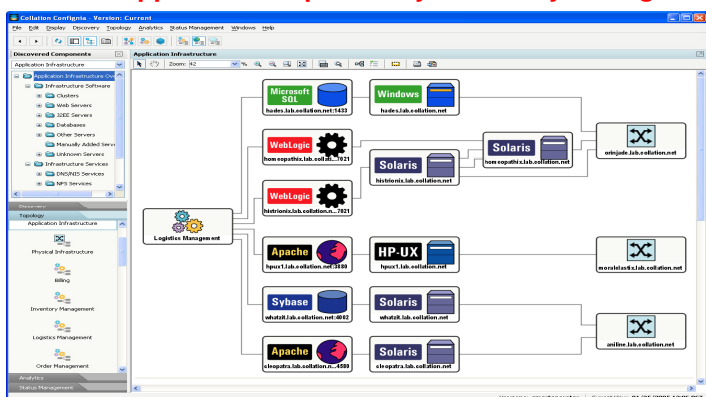


# A Business Service Management Solution Architecture using IBM Tivoli



Smart Deployment  
Integration Code + TIP Pages + Automated configuration

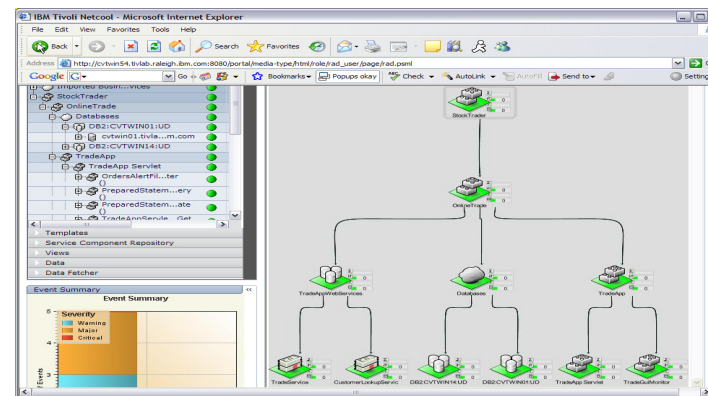
### Tivoli Application Dependency Discovery Manager



Cross tier application maps  
Configuration changes

Launch in context to  
configuration details panels

### Tivoli Business Service Manager



- Load application maps from TADDM into TBSM to create business systems. The application maps include switches operating systems, applications, and the physical connection topologies on how they make up the application.
- Automated sync of discovered changes in TADDM update TBSM - can also be initiated on demand by user
- Launch-in-context to details panel in TADDM from TBSM to see deeper details to aid in troubleshooting. From details panels, users can navigate to the change histories.

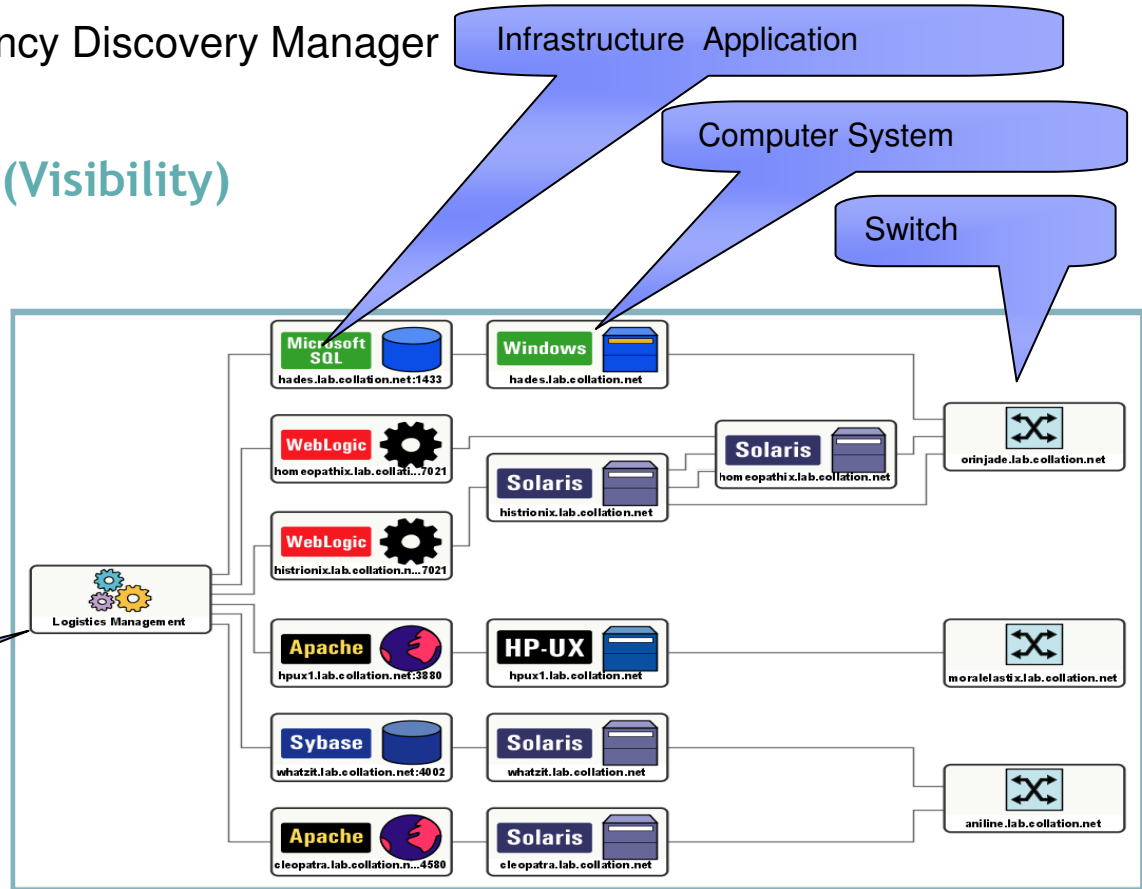


# IBM Tivoli Application Dependency Discovery Manager (TADDM)

## ➤ Understand what they have (Visibility)

- Application Discovery and Mapping with Dependencies
  - Agent-less
  - Discover Interdependencies between Applications, Middleware, Servers and Network components

Business Application





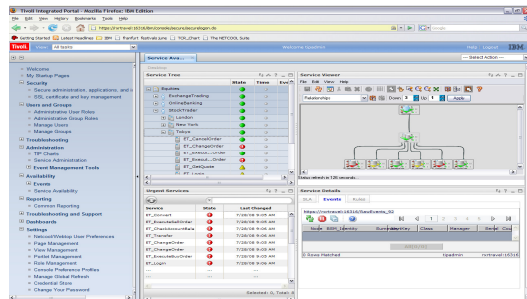


# IBM Tivoli Business Service Manager (TBSM)

Understand, monitor and explore the state of business operations

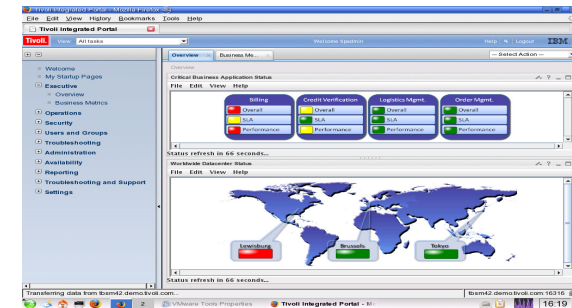
## Business Impact

Determine impact of outages and provide notification of situations that require response. Calculate and propagate status from event and metric data sources.



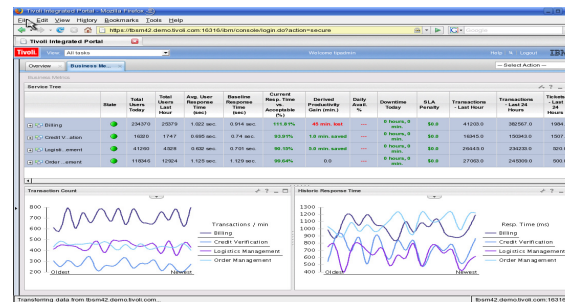
## Business Dashboards

Present information affecting business service performance



## Data Integration and Collaboration

Share IT and business metrics and models with teams to resolve situations. Utilize discovery data to build and maintain service models.



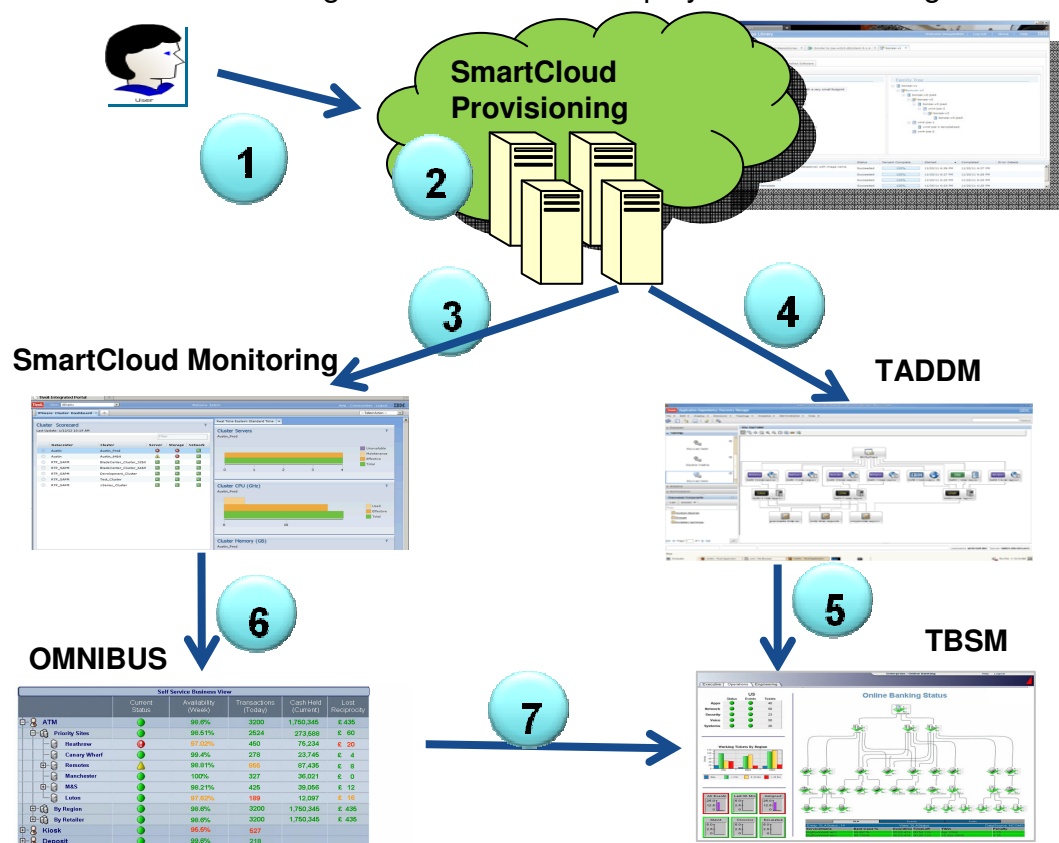
## Reports and Analysis

Understand trends through reports and analysis of historical service status and metrics

## Key Capabilities of TBSM

- Model any service
  - Service definition that can leverage CMDB or other inventory databases
  - Advanced numeric rules for formulas and calculations
- Define and track Service Level Agreements (SLAs) in real-time
- Create custom business service views and dashboards
  - Dynamic visualization of key performance indicators (KPIs)
- Drive service status/health from external event and data sources
- Tight BSM product integration:
  - Service testing (ITCAM for Transactions)
  - Monitoring (IBM Tivoli Monitoring)
  - Service component discovery

## An E2E Business Automation Scenario Accelerating Business Service Deployment and Management



- Service Request by User:**  
// Deploy of 4 App Templates (VMs)
- Service Deploy**  
// via SmartCloud Provisioning  
// Monitoring Agents on-board
- Service Monitoring**  
// SmartCloud Monitoring starts monitoring immediately
- Service Discovery**  
// TADDM discovers the service elements and their relationships
- Service Definition & Mapping**  
// Structure defined in TADDM maps to TBSM for Service Dashboarding.
- Service Events**  
// SCM sends events to Omnibus (MEM, CPU, ALIVE events)
- 'Business' Service Status**  
// Driven by events and propagated along the service tree structure.



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Grazie per l'attenzione...



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