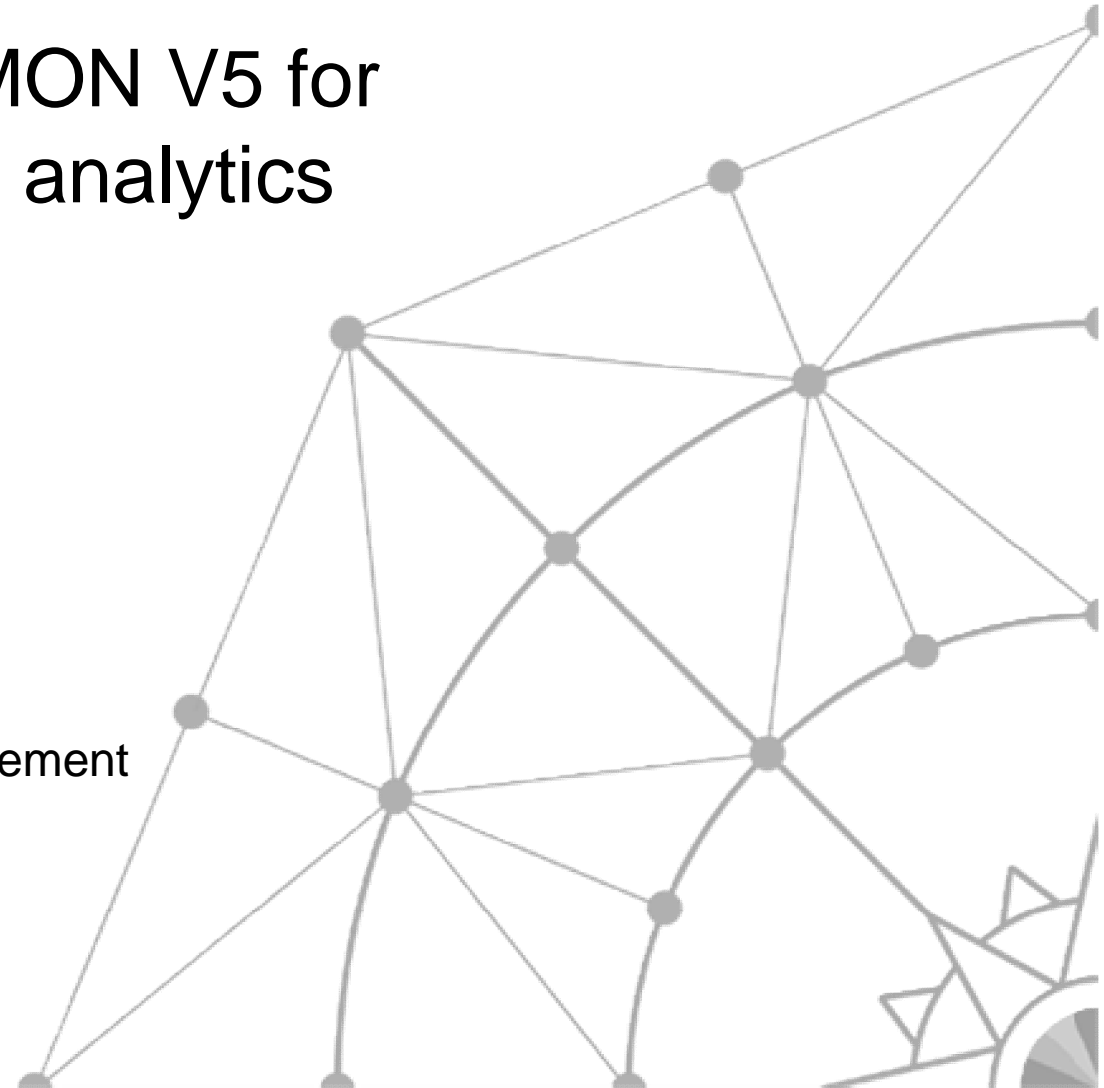


Migrating to OMEGAMON V5 for improved visibility and analytics

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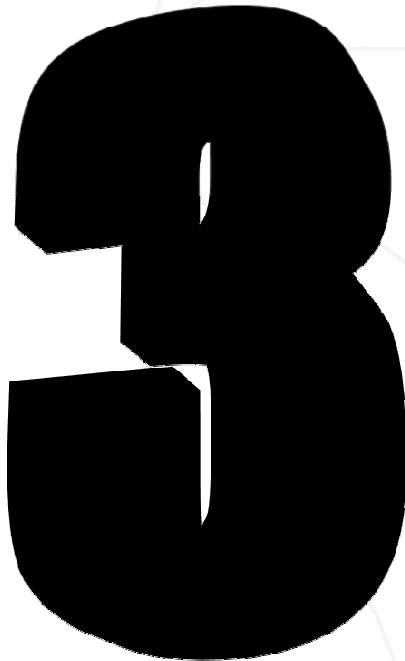
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OMEGAMON provides single view across zEnterprise system and subsystems for increased availability

Key Topics



- IBM continues to simplify System z operations with improved, integrated monitoring and management
- OMEGAMON family regularly enhanced to exploit new zEnterprise technology like analytics
- IBM's complete monitoring solution integrates with control and automation for improved Application Performance Management

Costs of poor performing applications sky-rocketing based on increased application complexity

Computer Glitch Delays IRS Rebate Checks

Computer glitch dumps kids from state health insurance

By DEBORAH CIRCELLI
Staff writer

DAYTONA BEACH – Computer errors in a state health insurance program has officials contacting families of thousands of children who may have been improperly dropped over the last five months to try to get them enrolled again.

Child advocates and officials with Florida Healthy Kids Corp. said a change in the state's computer system for KidCare caused glitches in which notices were sent out late, or not at all, to families that premiums were due or that their insurance was up for renewal. In other cases, letters were not properly sent out informing parents that more documents were needed to continue their coverage.

“Nearly 60% of survey respondents reported the inability to identify issues before end users are impacted...” “Poor application performance translates to lost revenue, research shows”, Network World

“Organizations spend 54% of each outage detecting and identifying.”
– EMA Decreasing IT Operational Costs by Accelerating Problem Resolution

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System glitch hits HSBC customers

HSBC customers faced chaos in the UK on the New Year public holiday as the bank suffered a major breakdown in services.



A computer glitch meant customers were unable to get money from cash machines or use credit cards and Switch cards.

Bargain hunters may have been hit by HSBC's problems:

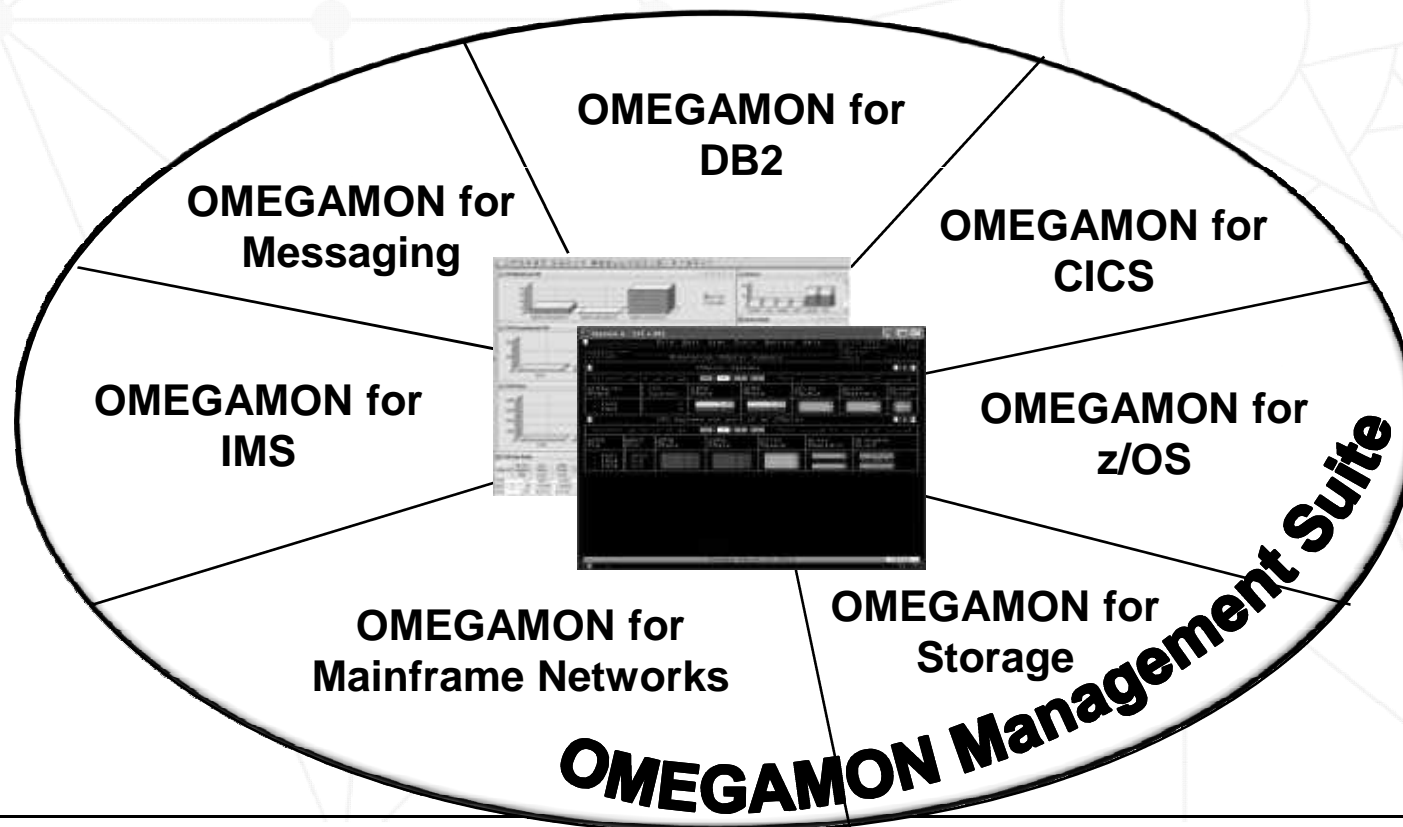
People were also unable to access their personal accounts on the bank's internet service.

A spokeswoman for HSBC said the glitch was the most serious the bank had experienced in its history, but most problems had now been resolved.

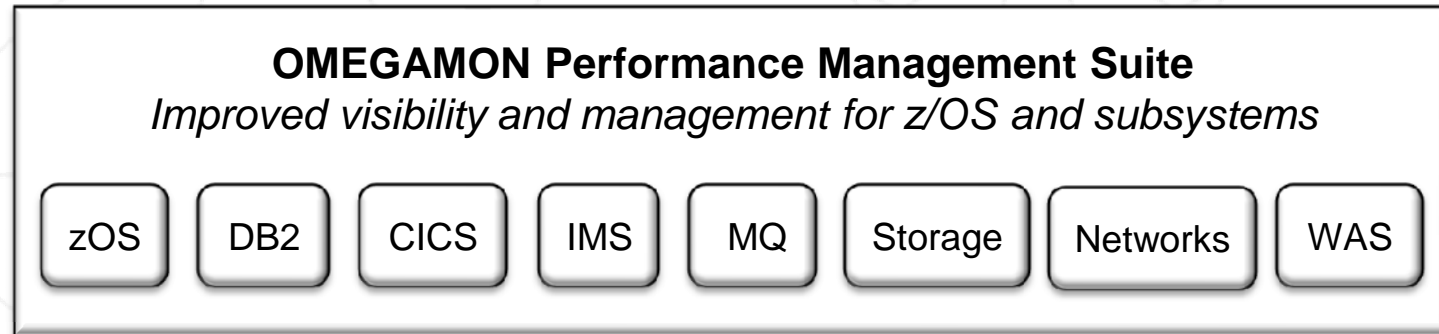
IBM OMEGAMON family continues to be enhanced based on customer requirements

Strategically supports different IT personas with:

- Green screen (3270) for rapid response times for system programmers (SMEs)
- Graphics User Interface (**Tivoli Enterprise Portal**) for Operations/LOB personnel
- System z alert/event & threshold notifications to Tivoli **Service Management eco-system**



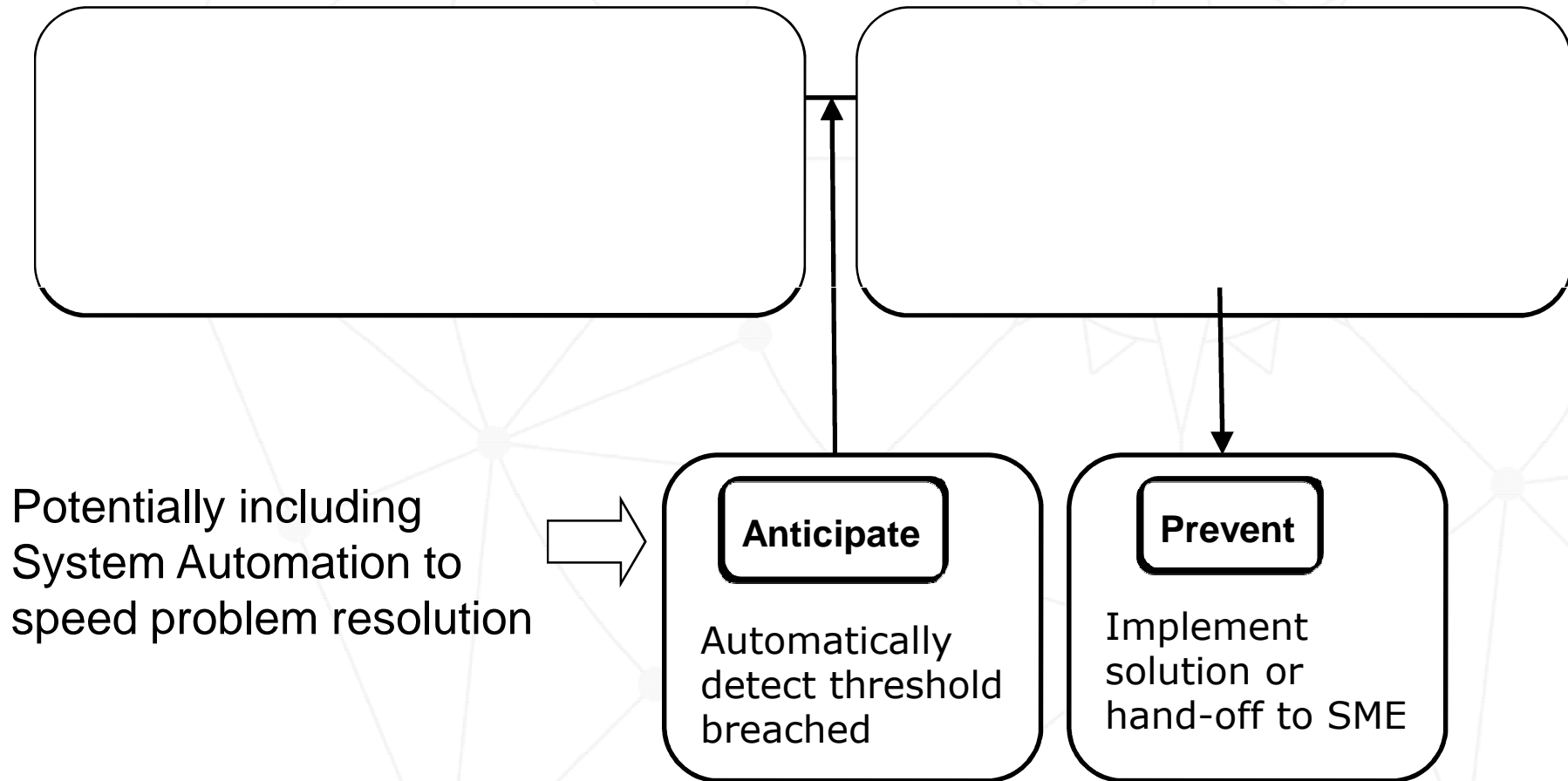
OMEGAMON Performance Management Suite V5 provides complete solution for enterprise monitoring



- Simple easy to install/configure support across family
- Integrated monitoring with both Enhanced 3270 User Interface and Tivoli Enterprise Portal
- Launch in Context across family makes it easier to find problems that can span multiple subsystems



IBM Performance Management approach focused on pro-active workload and application visibility



Increased Business Agility with improved IT visibility now available with OMEGAMON V5.1 family

Increased System Availability with faster problem resolution

- Enhanced 3270 User Interface for SMEs
- Built-in Problem Solving Scenarios

Improved Productivity with simplified information

- Faster Install/Configuration/Maintenance
- zEnterprise monitoring across EC12, 114 and zBX

Reduced Costs with decreased resource usage

- Usage of zIIP specialty servers
- Simplified OMEGAMON architecture



Individual products include additional capability

Enhanced 3270 user interface creates Enterprise wide view of information for improved availability

- Understand transactions across multiple sysplexs
- Color coding to provide ability to find and resolve problems quickly
- Eliminates need to move between multiple screens and monitors

“GUI on a green screen”

The screenshot displays two main panels. The top panel, titled "Enterprise Summary", shows "All Active Sysplexes" with a table containing one entry: ZPETPLX2. A callout box labeled "z/OS-wide sysplex view" points to this panel. The bottom panel, titled "All Active CICSplexes", shows a table with three entries: OMEGPLEX, TESTPLEX, and WUIPLEX. A callout box labeled "CICSplex details views" points to this panel. A "Customize Views" callout box points to the column headers in the top table.

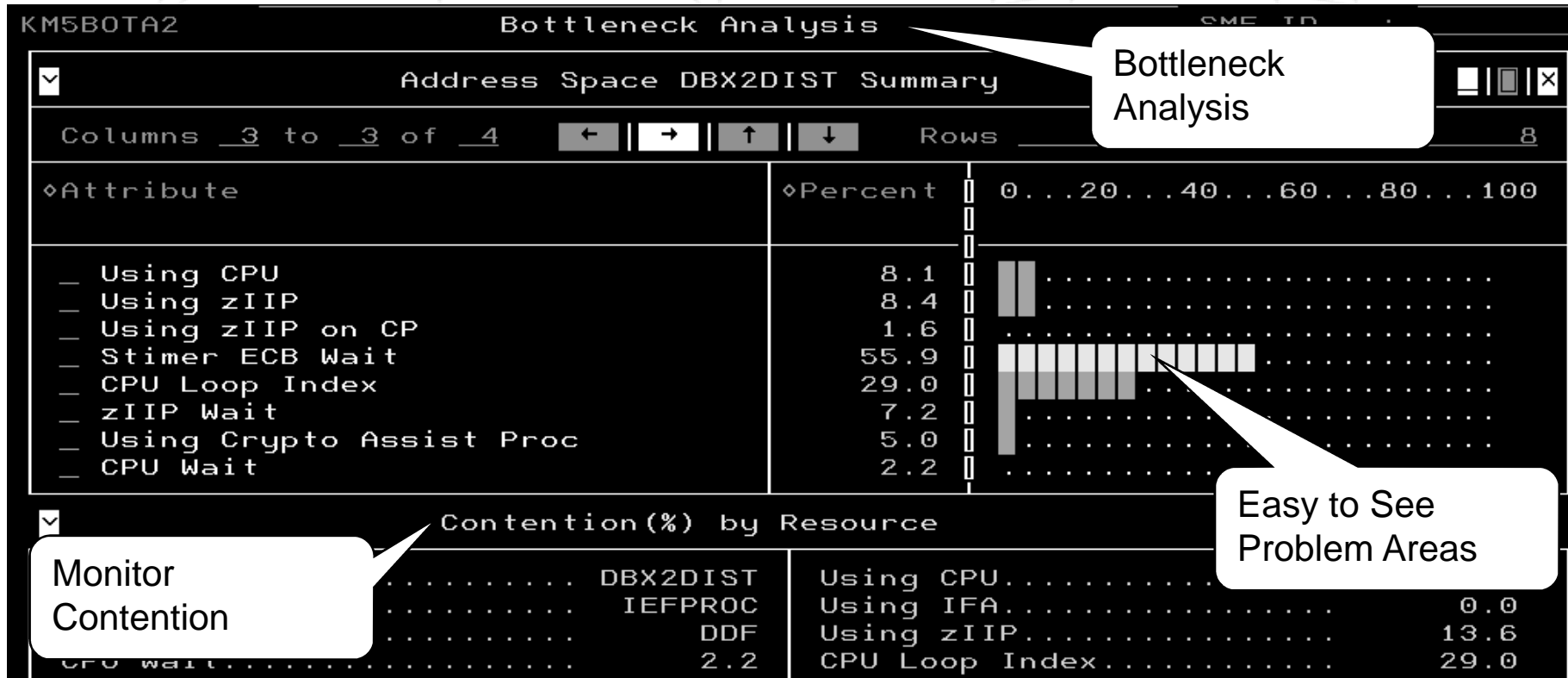
Sy Na	ent	Highest LPAR Name	ΔHighest LPAR CPU%	ΔPercent LPAR VMSU Capacity	+LPAR Grou Name
_ ZPETPLX2	3	Z2	3	3.4	N/A

ΔCICSplex VName	ΔNumber of VRegions	Δtransaction VRate	ΔCPU VUtilization	ΔAvg SJS Regions	SOS Region
_ OMEGPLEX	1	0/m	0.3%	No	n/a
_ TESTPLEX	8	10985/m	18.4%	No	n/a
_ WUIPLEX	1	0/m	0.0%	No	n/a

Problem Solving Scenario Example: Bottleneck Analysis provides visibility to potential problems early

Quickly find out where resource contentions and shortage exist

Integrated into e3270ui to allow for easier problem monitoring



Enhanced Configuration and Maintenance capability with ITM 6.2.3 autonomic Self-Describing Agents

- 80% improvement in FTE requirements
- 60% improvement in time for installation and maintenance
- 30% improvement in time to configure post installation

Eliminates manual updates of application data DVDs and CDs:



Strategic move from ICAT to Parmgen for Installation and Configuration

Before -145 ICAT product-centric jobs to configure 38 components

Now - 8-10 Parmgen function-centric jobs to configure 1 LPAR RTE

Customers experience over 35% improvement in install and configuration time.

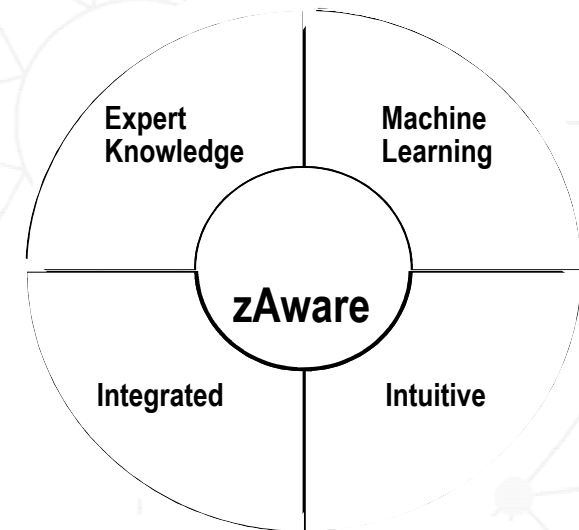
single reference book for upgrade guidance



Continuing to enhance OMEGAMON V5 family capability to reduce costs and improve analytics

Enhanced **OMEGAMON V5.1.1** Monitoring and Management Products

- Monitoring of IBM zEnterprise zAware
- Visibility into IBM DB2 Analytics Accelerator (IDAA) delivering Enterprise-wide improvements
 - Maximize organization's ROI from appliances
- Savings with IMS Application Trace Facility replacing near term history.
 - Uses 24% less CPU than OM 4.2 running ATF
- Increased visibility outside z platform for common WebSphere MQ metrics.



Benefits:

- Save up to 75% of time needed to find problems
- Up to 73% of CICS SLA processing off-loaded
- Reduce fix times from 90 minutes to 2 minutes

OMEGAMON for z/OS provides SMEs with faster problem determination and availability management

Providing what Customers required in modernized OMEGAMON

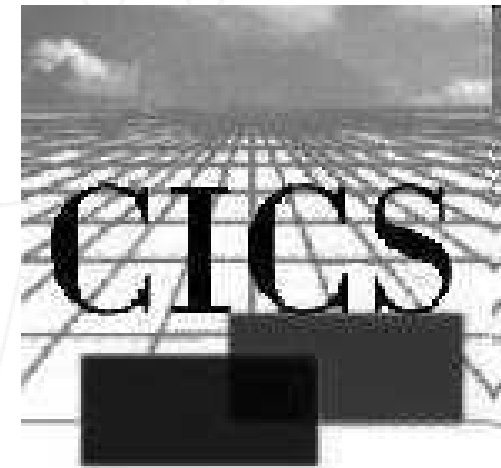
- **Simplify monitoring** with ability to view enterprise summary of multiple sysplexes and subsystems
 - Save 50 to 75% of time needed to find problems
- View **Enterprise Summary** of multiple sysplexes
- **Direct navigation** to other OMEGAMON v5.1 monitors
- New CEC and CPU **top consumers views**
- **End-to-end monitoring** from sysplex to lpar to address space
- **Visibility to zIIP** usage with DASD monitoring



OMEGAMON for CICS reduces resource usage and speeds finding and fixing hung users

In addition to the OMEGAMON V5.1 family capability:

- **Decrease resource usage** by taking advantage of zIIP specialty processor
 - Up to 73% of CICS SLA processing off-loaded
- **Improve availability** with new 'Find' command to easily locate hung users and connections over entire cicsplex
 - Reduce fix times from 90 minutes to 2 minutes
- **Manage using service level analysis** of transactions based on response times with new enhanced 3270 UI
- **Integration of metrics** to CICS Performance Analyzer for reporting
- **Navigation from CICSplex to region** to resource for faster problem identification and resolution



Gain new insight into DB application performance with OMEGAMON for DB2 Performance Expert and Monitor

In addition to the OMEGAMON V5.1 family capability:

- **Visibility into IBM DB2 Analytics Accelerator (IDAA)** delivering query results for 'Train of Thought' analysis
 - Maximize your organization's ROI from appliances
- **Quickly and concisely identify** primary contributor to poor distributed application response time with *Extended Insight*
 - Single web-UI display with response time metrics
 - Reduce time chasing down problems that not DB2
- **Unlock performance of DB2 Stored Procedures** with new displays
 - Improve performance for multiple applications simultaneously with increased visibility
- **zIIP Enablement of Near Term History** for reduced MIPS



OMEGAMON for IMS improves operator productivity and performance with reduced resource usage

In addition to the OMEGAMON V5.1 family capability:

- **View Health Summary** of IMSplex and individual regions
- **New issue IMS Commands capability** from e3270ui.
- **MIPS reduction** with Application Trace Facility replacing near term history.
 - V5.1 uses 24% less CPU than 4.2 running ATF
- **Easy navigation** from IMSplex to Region to Resource
- **Faster, Easier Installation** with Parmgen and Self describing Agent support
 - 80% improvement in time for installation and maintenance



OMEGAMON for Storage - Cornerstone of z/OS Storage Management reducing cost and increasing effectiveness

In addition to the OMEGAMON V5.1 family capability

OMEGAMON for Storage V5.2 has additional capability

- **Greater Storage Control** with VSAM RLS support
- **Expanded capability** with CA1 tape library support
- **Updated EMC** storage hardware support
- **Increase problem management** from Monitor HSM Common Recall Queues
- Additional **analytic capability** from increased historical reporting options
- Ease of use and **increased flexibility** in additional reporting options (GB, MB, TRKS, CYL, etc.)
- **Speed problem resolution** and ease of use based on TEP Work space restructuring



OMEGAMON for Mainframe Networks improves network diagnostics and management

In addition to the OMEGAMON V5.1 family capability:

- **Improved Diagnostics** with decreased CPU utilization
 - Exploiting new callable network management interfaces (NMIs)
 - OSA data collection and display
- **New zEnterprise support** with ability to monitor both data and management LANs
- **Improved CPU control** and resource usage with ability to turn data collection on and off:
- Greater synergy with IBM Tivoli NetView for z/OS and IBM Tivoli OMEGAMON XE for DB2 Performance Monitor created through in-context links between products.
- **Increased Management** with Take Action commands, NSLOOKUP and TRACERTE added to existing PING and DROP commands.



OMEGAMON for Messaging provides ability to view entire MQ environment and quickly take action

In addition to the OMEGAMON V5.1 family capability:

- **New views** of health of Queues, Queue Managers and Channels
- **Enhanced support** for Websphere MQ v 7.1 and Websphere Message Broker v 8.1
- **Increased visibility** outside z platform for common Websphere MQ metrics
- **Find command** to easily locate Websphere MQ resources



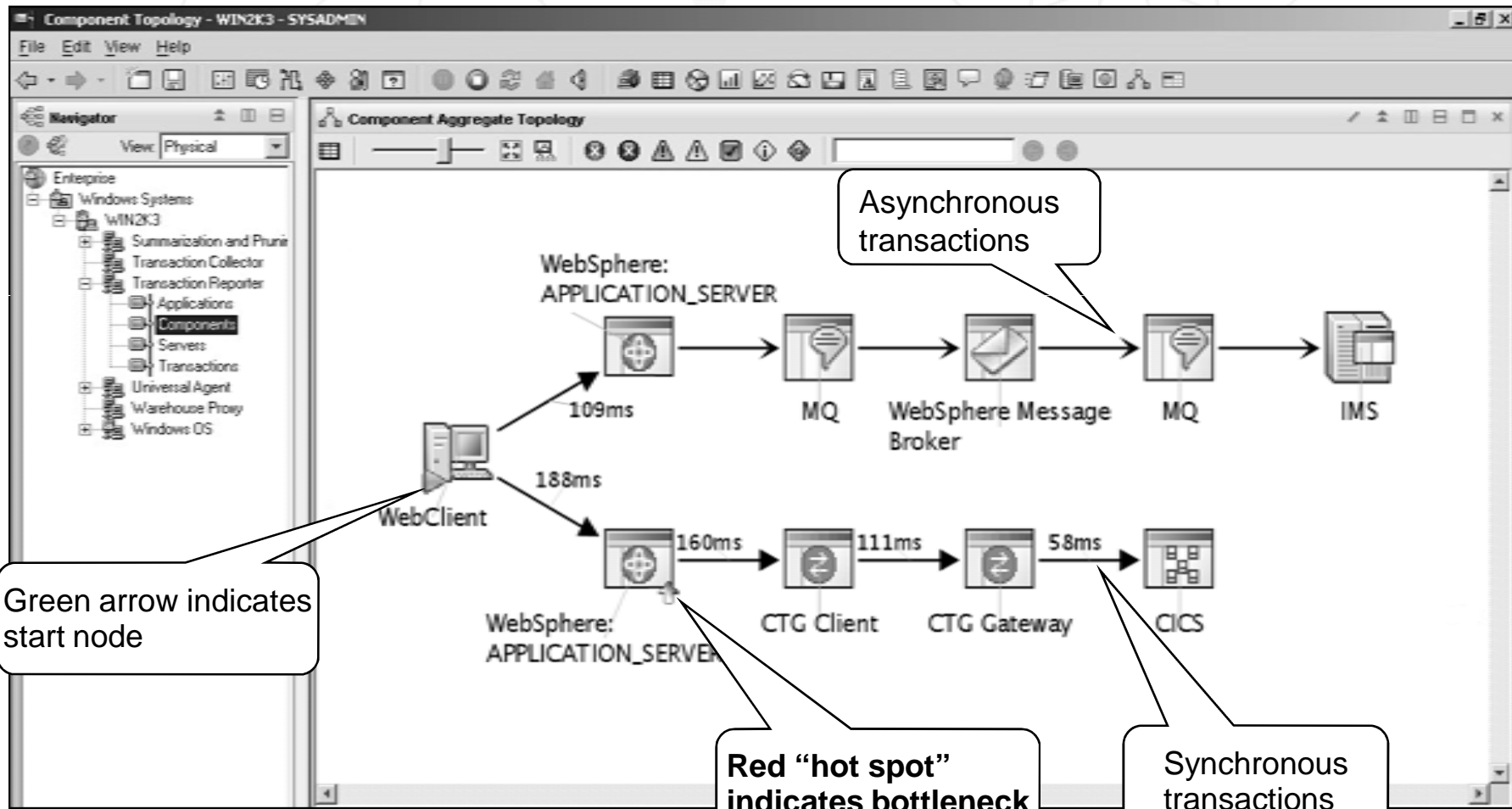
Consistent look, touch and feel across all OMEGAMON monitors

ITCAM for Application Diagnostics (Web Resources) monitors health of J2EE app resources on z/OS

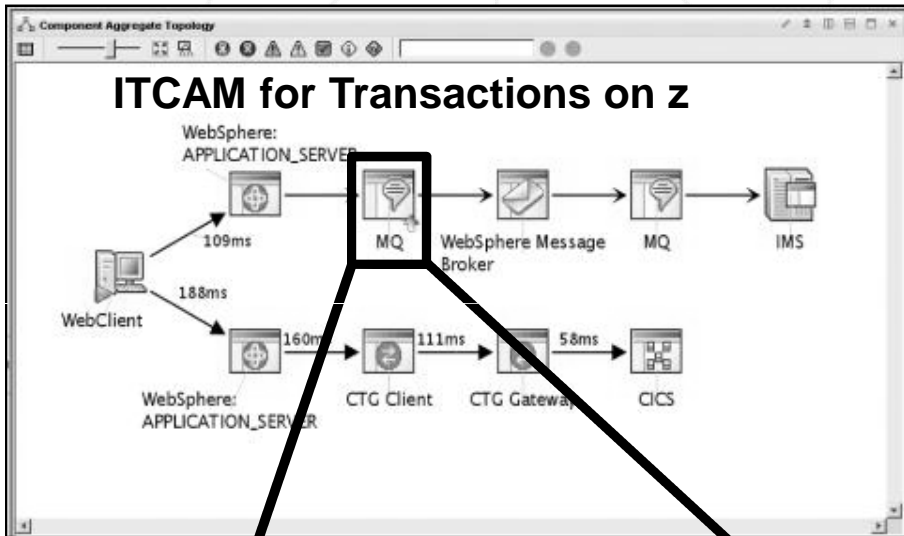
- Resource monitoring helps minimize guesswork about source of application issues.
- Built-in interactive visualization enables:
 - See where the problem is located (client tier, application tier or back-end tier)
 - Drill down by tier to view whether the problem is related to a memory leak, resource pool issue or other issues related to slow response times.
 - Isolate if problem related to app resource or code
- Fix resource problems and automate actions to help prevent similar incidents.



Transaction Tracking designed to increase operations productivity and improve application availability

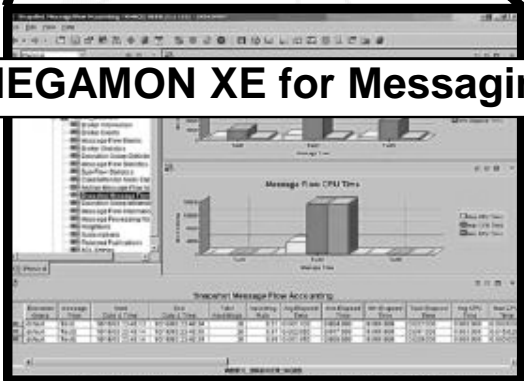


Seamless integration between ITCAM for Transactions and OMEGAMON for faster application problem resolution



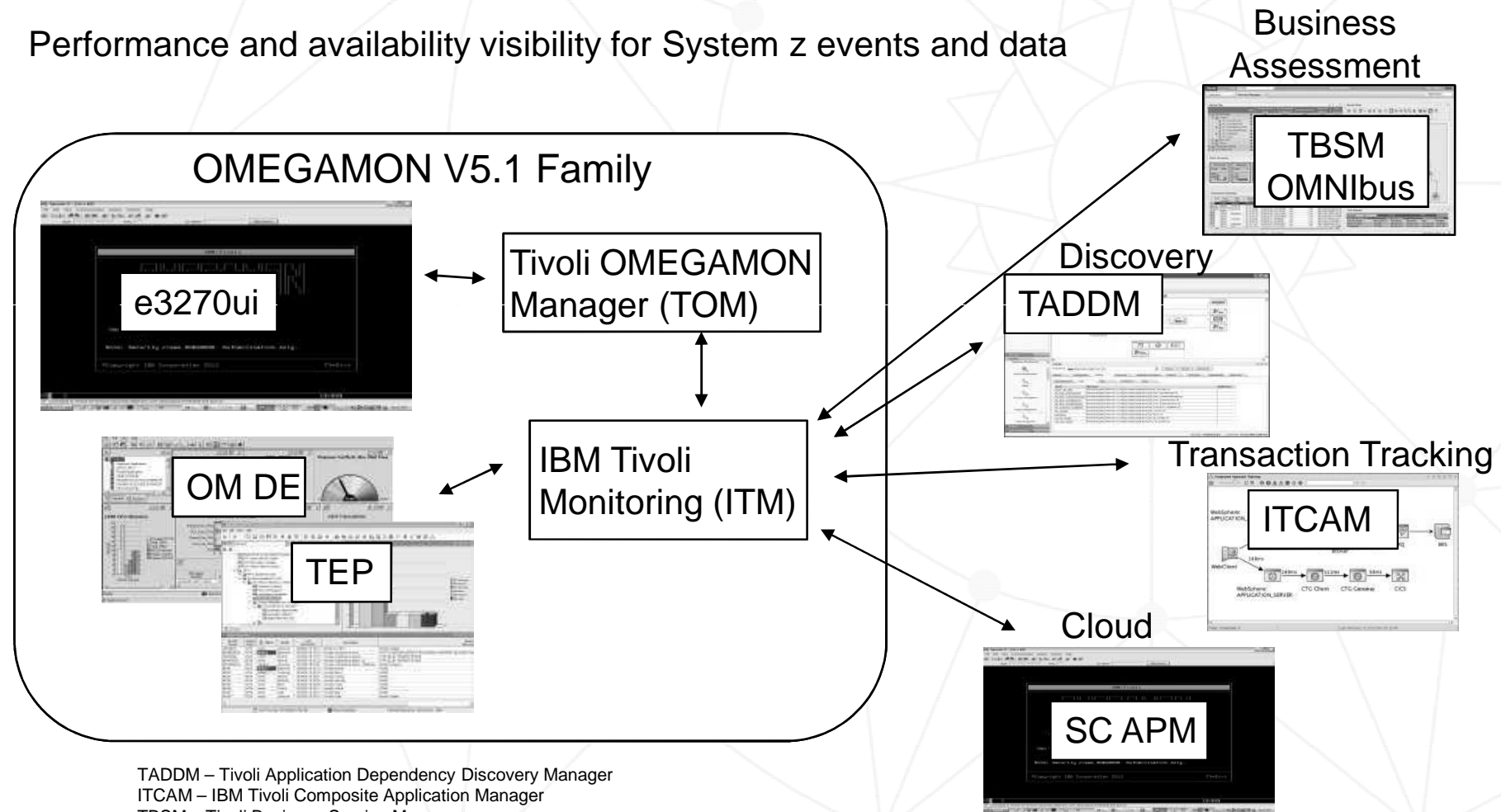
- Dynamic Workspace Links launch-in-context to appropriate OMEGAMON
- Launch destinations depend on data source
 - MQ -> OMEGAMON XE for Messaging
 - WebSphere -> ITCAM for AD
 - CICS /CTG -> OMEGAMON for CICS
 - IMS -> OMEGAMON for IMS

OMEGAMON XE for Messaging



OMEGAMON integrates within total Enterprise-wide Application Performance Management capability

Performance and availability visibility for System z events and data



TADDM – Tivoli Application Dependency Discovery Manager
ITCAM – IBM Tivoli Composite Application Manager
TBSM – Tivoli Business Service Manager

Enhanced cloud visibility and management with enhanced OMEGAMON for z/VM and Linux

Cloud Monitoring



Increased Performance & Availability

- zVM Live Guest Relocation & Single System Image

Cloud Health Visibility and Optimization

- Performance and Availability metrics/analytics

Extensible Cloud Environment

- Business Expansion based on capacity planning
 - Grow without adding hardware

Client Success

- Cloud service provider **consolidates 59 development & test labs into 6.**
- Increased utilization by **increasing VM density by 58%**

OMEGAMON provides single view across zEnterprise system and subsystems for increased availability

Summary



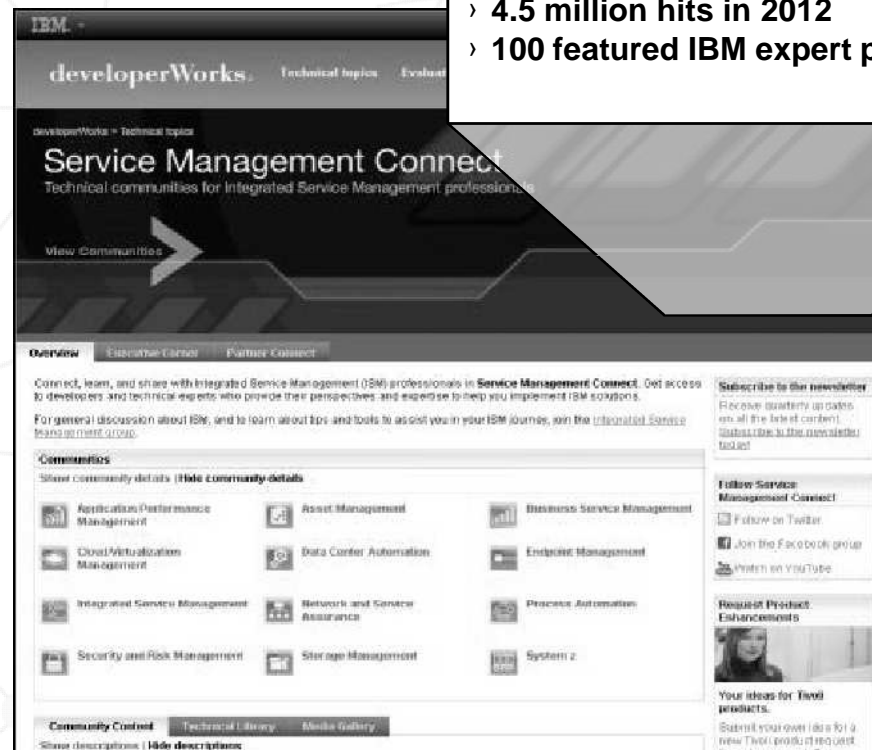
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- OMEGAMON family regularly enhanced to exploit new zEnterprise technology and to add key customer requirements
- IBM's complete monitoring solution integrates with control and automation for improved application performance Management

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- Product roadmaps
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 - Forums
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- Submit requirements

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