

# Managing risks and controlling costs – a best practices approach to systems management

Our complimentary half-day seminar will show you how to manage your SOA and meet compliance requirements – using best practices in operations and chargeback methodologies

#### 9:10<sub>AM</sub>

#### How to effectively manage an SOA architecture

SOA enables great flexibility for composite applications as changes to these can be made without impacting users of the services that comprise them. Service Management is a key requirement of this because not only do the underlying physical and application resources need to be managed, the higher-level applications and services must also be managed. With increasing focus in IT on providing business value, and measuring it, it's critical that management solutions evolve to include the services abstractions and Enterprise Services Bus (ESB) functions in an SOA environment. Deploying services-based environments introduces new complexities to manage. In this session, we will discuss these new complexities from performance monitoring of the services layer, to managing security policies so that service applications can communicate securely internally - and across organizational boundaries.

#### 9:55<sub>AM</sub>

#### Governance and compliance consideration

IT governance is a mechanism to ensure compliance with the rules and regulations by which an IT department operates. In this session, we'll discuss compliance and audit solutions that enable you to automatically analyze and report on security events and detect security exposures. We will discuss a real-time mainframe solution that provides threat monitoring, allowing customers to monitor intruders and identify misconfigurations that could hamper compliance efforts, and a policy enforcement solution that enforces compliance to company and regulatory policies by preventing erroneous commands. We'll also discuss solutions for implementing policy-based data retention systems, and how certain tools can ensure that data is backed up and recovery can be made for anything from a local outage to a major disaster.



#### 11:00<sub>AM</sub>

### Best practices for data center operations and automation

Service execution is the process for scheduling and running workloads throughout the organization in a consistent, predictable fashion. While the service execution process is straightforward, it is exceptionally difficult to manage. The right management tools should be able to enable business policy–based responses to planned and unplanned changes, in order to optimize workload velocity and IT resource utilization. Traditional management tools don't provide the ability to automate, dynamically manage and optimize service execution activities end-to-end, across the enterprise. We will discuss how these challenges can be effectively addressed by automation solutions that provide a virtual point of control to implement standardized service execution processes and support a service oriented architecture (SOA).

#### 11:45<sub>AM</sub>

## Best practices for defining the right chargeback methodology

Chargeback and cost allocation is not a new discipline, and most companies have had parts of a chargeback or cost allocation process for years. In this session, we'll introduce you to the new IT resource developed by IBM: Financial Management/Accounting Workshop Engagement. This workshop is a client-focused engagement where the IBM team will meet with businesses to discuss their current chargeback and cost allocation process and which areas of their current process can be improved or enhanced either through additional IBM solutions, implementation resources, or both. We will discuss the initial client screening and prequalification process as well as the required commitment to improving or developing a better understanding of an effective chargeback or cost allocation process.



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