

IBM Global Services

Customer Experience

Art Hoffman, Director IBM Global Service zSeries Premier Executive Event 2005







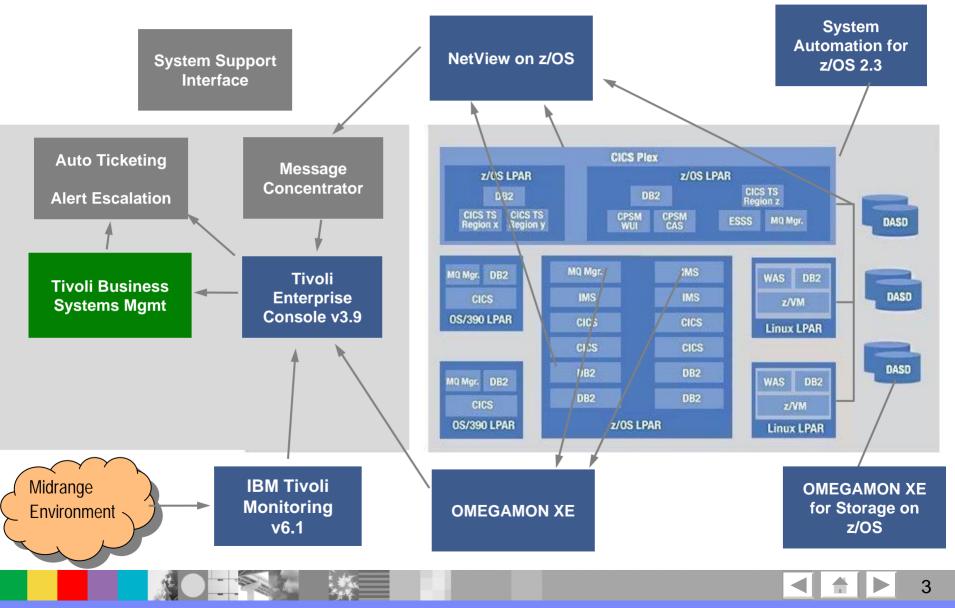
Customer Environment

- International Presence
 - 5 Data Centers
 - 16 Campus locations
 - 200 regional offices
- IT Profile
 - 60,000 workstations
 - 8,200 servers
 - 50% Windows, 30% Sun
 - 45,000 MIPs
 - Additional 5,000 DR MIPs (Capacity On Demand 40,000)
 - 39 Production Images
 - Additional 17 DR Images
- Tivoli Framework
 - 1,700 Alerts per day
 - 25% Auto Ticketed





End to End Incident Management using Tivoli

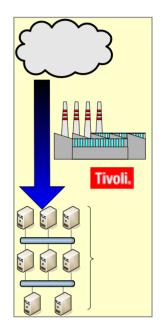


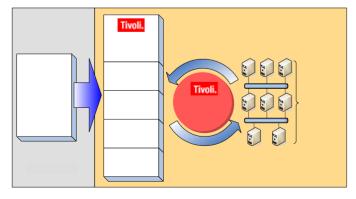
2006 Plan – Leverage Tivoli Reference Models

Automation for Provisioning

- Extend provisioning to support AIX, Solaris, pSeries micro-partitions, Solaris containers, and VMWARE partitions.
 - Automated provisioning today for Linux and Windows 2003

 Leverage Tivoli Reference Models as the vehicle to transform the mid-range environment from legacy to a standardized pool of servers





Automation for Infrastructure Support

Leverage Tivoli Configuration Manager and Tivoli Reference Models to automate software maintenance and configuration management for standard servers and workstations.



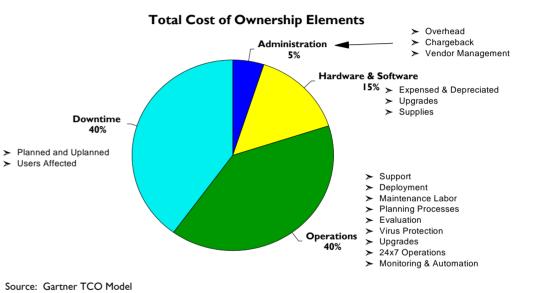




2006 Plan – Continue BSM deployment!

Business Systems Mgmt Method

Apply the BSM method and create BSM views for the next tier of critical applications.



BCM Groupware Collaboration

 Collaboration technology can reduce the average incident duration by 20%

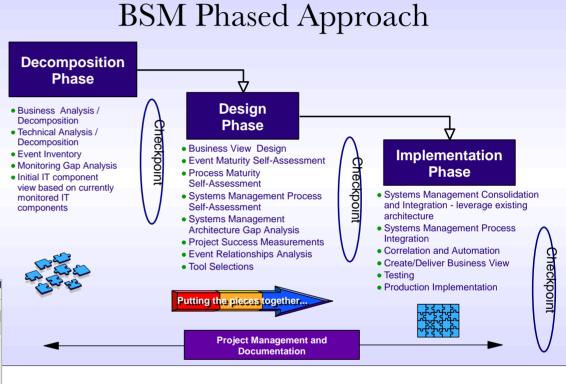
Gartner Total Cost of Ownership: The business costs associated with Unplanned Outages are significant





Business Systems Mgmt is not just a tool

- Business Systems Mgmt
 - A method based solution
 - Combined with Visualization Tools
 - Business View
 - IT View



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ITSM Direction for the account

- Participating in Proof of Technology
 - Kick off this week
- Updating Framework an anticipation of 2006 deployment
- 2006 Focus
 - CMDB
 - Tivoli Portal replace custom system support web interface
 - Enterprise Service Bus Infrastructure
 - Develop 2-way Adapters for Short Message Service
 - Aligning Process & Procedure Guides with ITIL

