



Tivoli software

IT Service Management Portfolio der IBM



IBM Service Management
Visibility. Control. Automation.



Agenda

- 12:00 - 13:00 Uhr Registrierung und Lunch
- 13:00 - 13:10 Uhr Begrüßung und Kick-off
- 13:10 - 13:40 Uhr Vorstellung des IBM Tivoli IT Service Management Portfolio
- 13:40 - 14:10 Uhr Referenzprojekt Julius Blum
- 14:10 - 14:30 Uhr Pause
- 14:30 - 15:30 Uhr Demo der IBM Tivoli ITSM Produkte
- 15:30 - 16:00 Uhr IT Service Management schrittweise und systematisch umsetzen
- 16:00 - 16:30 Uhr Erfahrungen mit ITSM
- 16:30 - 16:40 Uhr Q&A

Today's IT Service Management Challenges

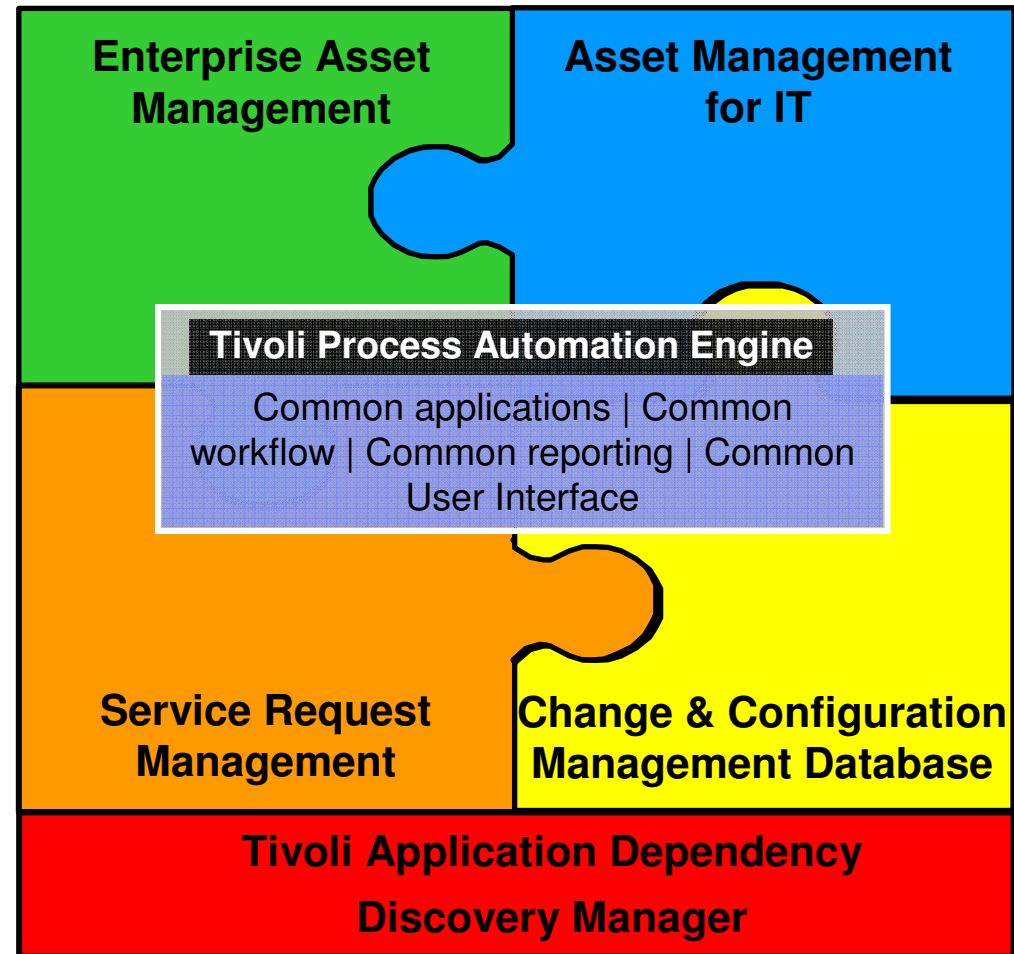
*Service Visibility – across the silos
Aligning IT and the Business...*

- When there is a problem, the first question asked is:
 - “Did it work yesterday?”
- The second is:
 - “What was changed?”

- Gartner Group: “80% of business service related failures are due to IT changes that had unpredicted impacts...”

IBM's Unified solution for Asset and Service Management *grows easily with client needs for faster time to value*

- Integrated Solution
- Common Data Model
- Processes that Work Together
- No Rip and Replace
- Lower Cost of Ownership



We are PinkVERIFIED!!

Following six processes have achieved

PinkVERIFY



Certification for its compliance with ITIL V3

Product	Processes certified
Tivoli Service Request Manager 7.x	Incident Management, Problem Management, Service Catalog Management
Tivoli Change & Configuration Management Database 7.x	Change Management, Service Asset & Configuration Management
Tivoli Release Process Manager 7.x	Release & Deployment Management

We are KCS Verified!

*“ The Consortium for Service Innovation is pleased to have **IBM Tivoli Service Request Manager version 7.1. with Tivoli Service Request Manager OPAL Extensions for Knowledge Management** as one of our KCS version 3.0 Verified Vendors.....providing this type of flexibility is an important step towards enabling Web 2.0 knowledge based environments needed to support the future demands of customers .”*

Melissa George, Program Director, CSI.

Knowledge-Centered Support (KCS) defines a set of principles and practices that enable organizations to improve service levels to customers and gain operational efficiencies. It involves collaborating, sharing, using and improving knowledge that helps to provide better support.

KCS Certification confirms that TSRM product has built-in capabilities to provide knowledge centered support.

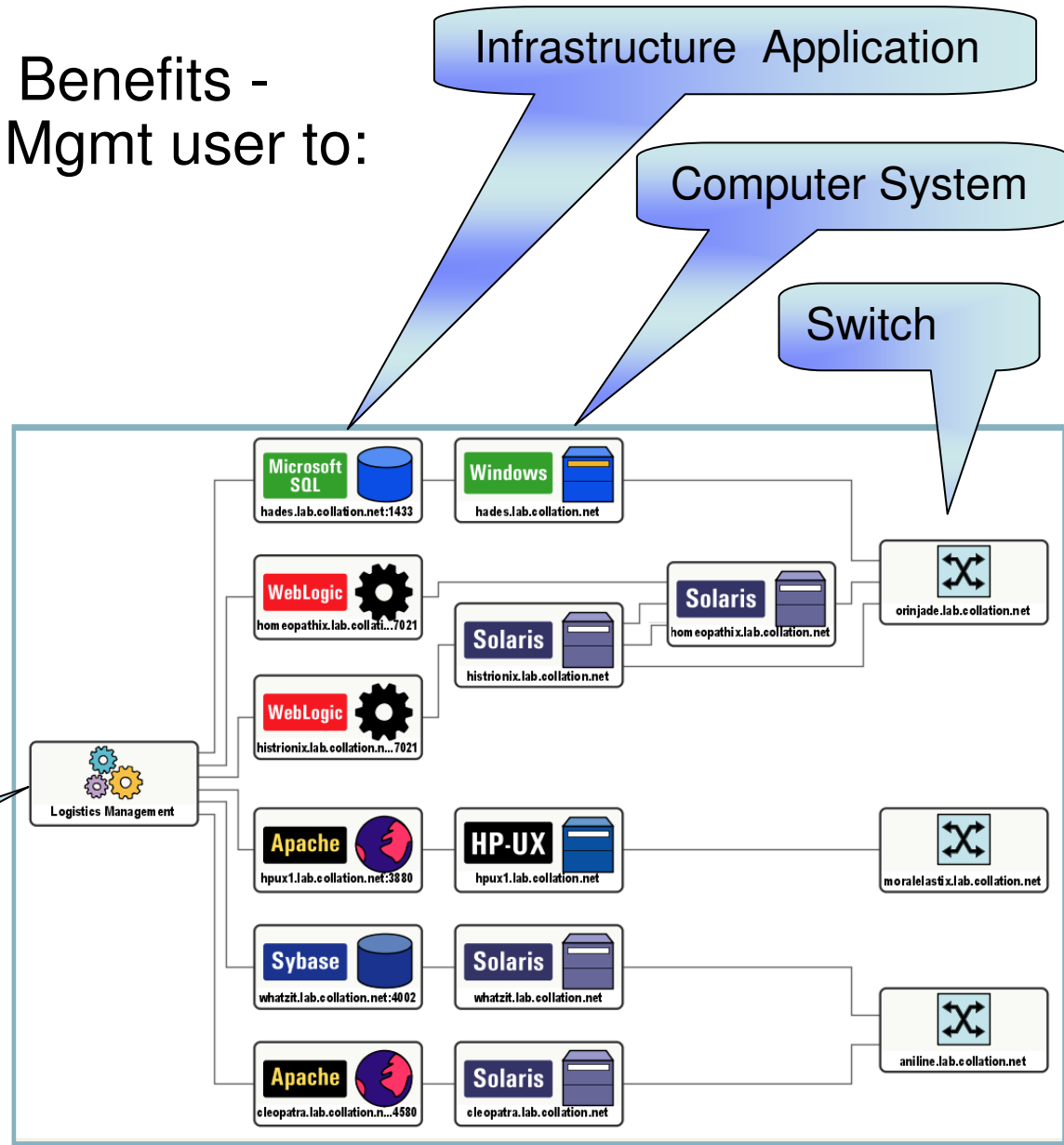


TADDM Provides 3 Key Benefits - Enabling the IT Service Mgmt user to:

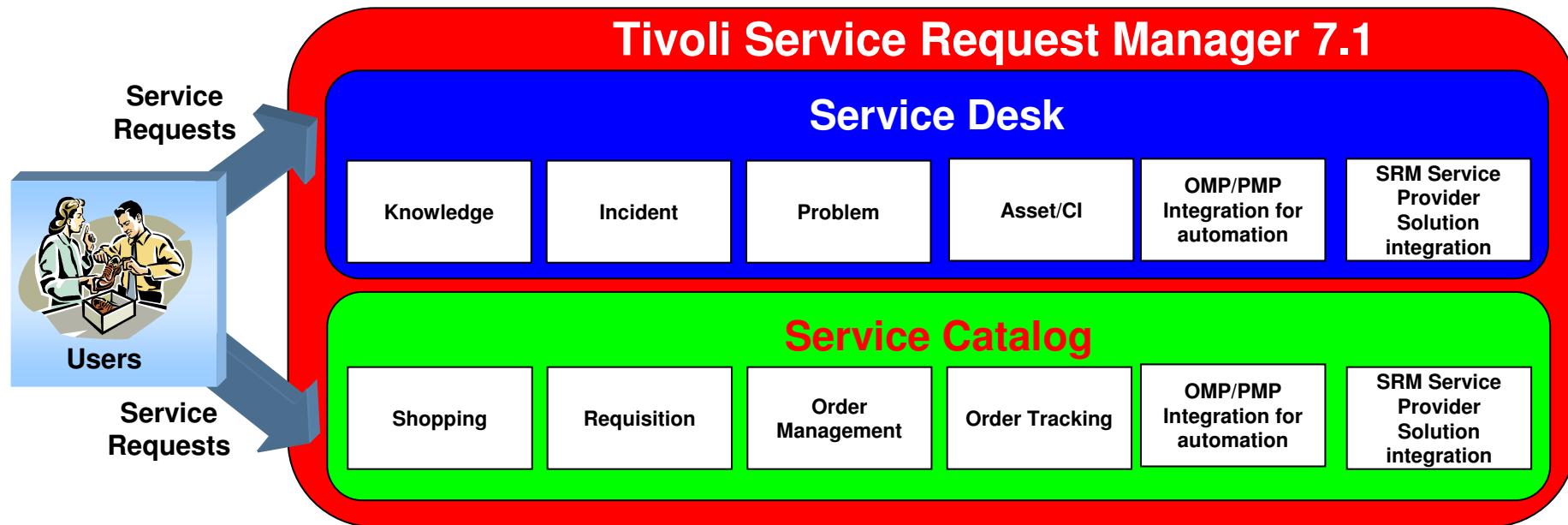
- Application Mapping with Dependencies
 - Understand what they have
 - Agent-less
 - Discover interdependencies between Applications, middleware, servers and network components

Business Application

Tivoli Application Dependency Discovery Manager



Unified solution to improve productivity



- Advanced work management processes
- Flexible and easy to configure, no coding required
- Integration with CCMDB, TEC & other OMPs
- Multi-customer support !
- Based on leading standards-based technology: J2EE, SOA, XML

- Process integration, built from the ground up on ITIL
- Single user interface
- Dashboards and reports
- Data integration
- Enterprise asset management integration



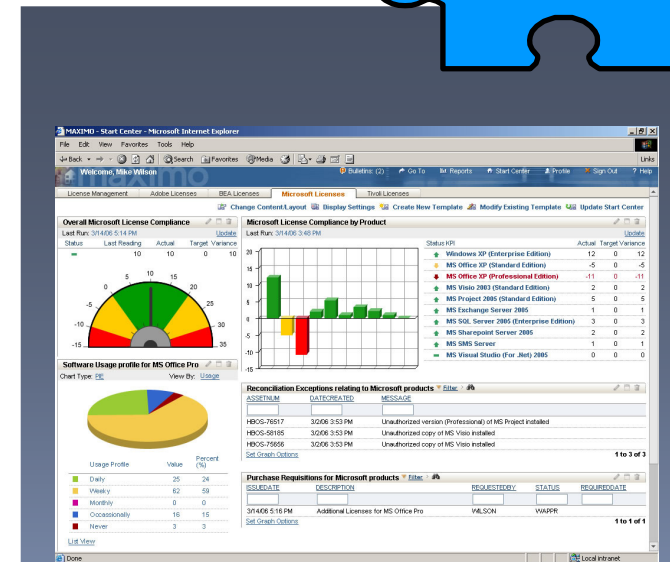
Tivoli Asset Management for IT

Manage and track hardware and software assets

Tivoli Asset Management for IT provides effective management of the entire IT asset lifecycle – from planning through end of life - to lower cost, mitigate license and regulatory compliance risks, and better align IT with business goals.

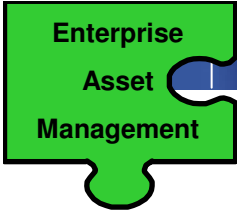
Highlights

- ✓ Help control the cost of IT assets with a single solution that tracks and manages your hardware, software and related information throughout their life cycle (**I**nstall **M**ove **A**dd **C**hange).
- ✓ Optimize IT asset utilization and IT service levels.
- ✓ Contract management and procurement. Relevant contract, lease, warranty and license data minimizes procurement & maintenance expenses and helps negotiate contract renewals.
- ✓ Improve service desk quality & incident resolution time with accurate IT asset information.
- ✓ Interactive action-based workflows.
- ✓ Reconciliation of deployed versus authorized assets.
- ✓ Service Provider offering manages multiple customers in a single deployed instance, provides accurate billing and improves service delivery efficiency.



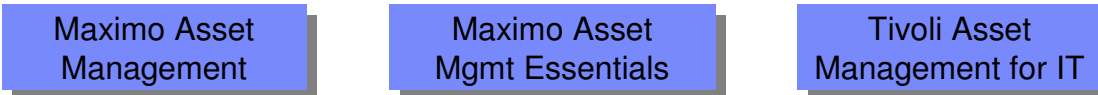
“Sharing the data so that we only have to solve a problem once means that we can fix IT issues faster, and that we don’t have to send 10 technicians to fix the same problem on 10 machines. That is the biggest payback from IBM asset and service management solutions so far.”

***—Mike Schnoke
Project Manager
United Space Alliance***



Asset Management Product Family

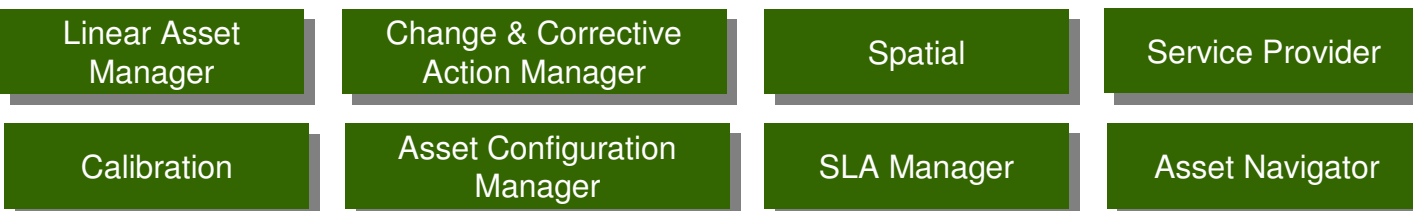
General Solutions



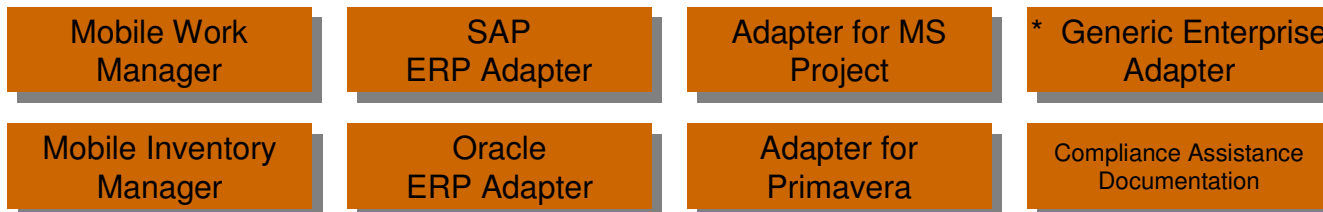
Industry Solutions



Add-On Solutions



Options



* Included with MAM 7.1

Tivoli Process Automation Engine: key features

- Role-specific start centers
 - ↳ Instant access to key performance indicators, work items and favorite applications
- Application designer offers WYSIWYG tooling to configure screens and workflow configuration
 - ↳ Configure with Visio-like ease – no developers or programmers required
 - ↳ Configurations upgrade from version to version to lower upgrade costs
- Extensible database attributes and object types
 - ↳ Management and visualization of customer specific data
- Report administration through the platform
 - ↳ inherits look and feel and delivers uniform report-level security
 - ↳ no separate reporting server installation
- ↳ Integration
 - ↳ Pre-configured adapters
 - ↳ Bundled integration tools

The screenshot displays the Tivoli Process Automation Engine interface. At the top is the 'Start Center' with navigation links and a 'Quick Insert' section. Below it are 'Favorite Applications' and an 'Inbox / Assignments' table. A central dashboard shows 'All Changes in final state in last year' with a pie chart and a table of progress states. The 'Application Designer' window is open, showing a visual workflow editor for 'CHANGE' with various sections and fields. On the right, a report titled 'All Active IT Changes Grouped by Progress' features a pie chart and a data table.

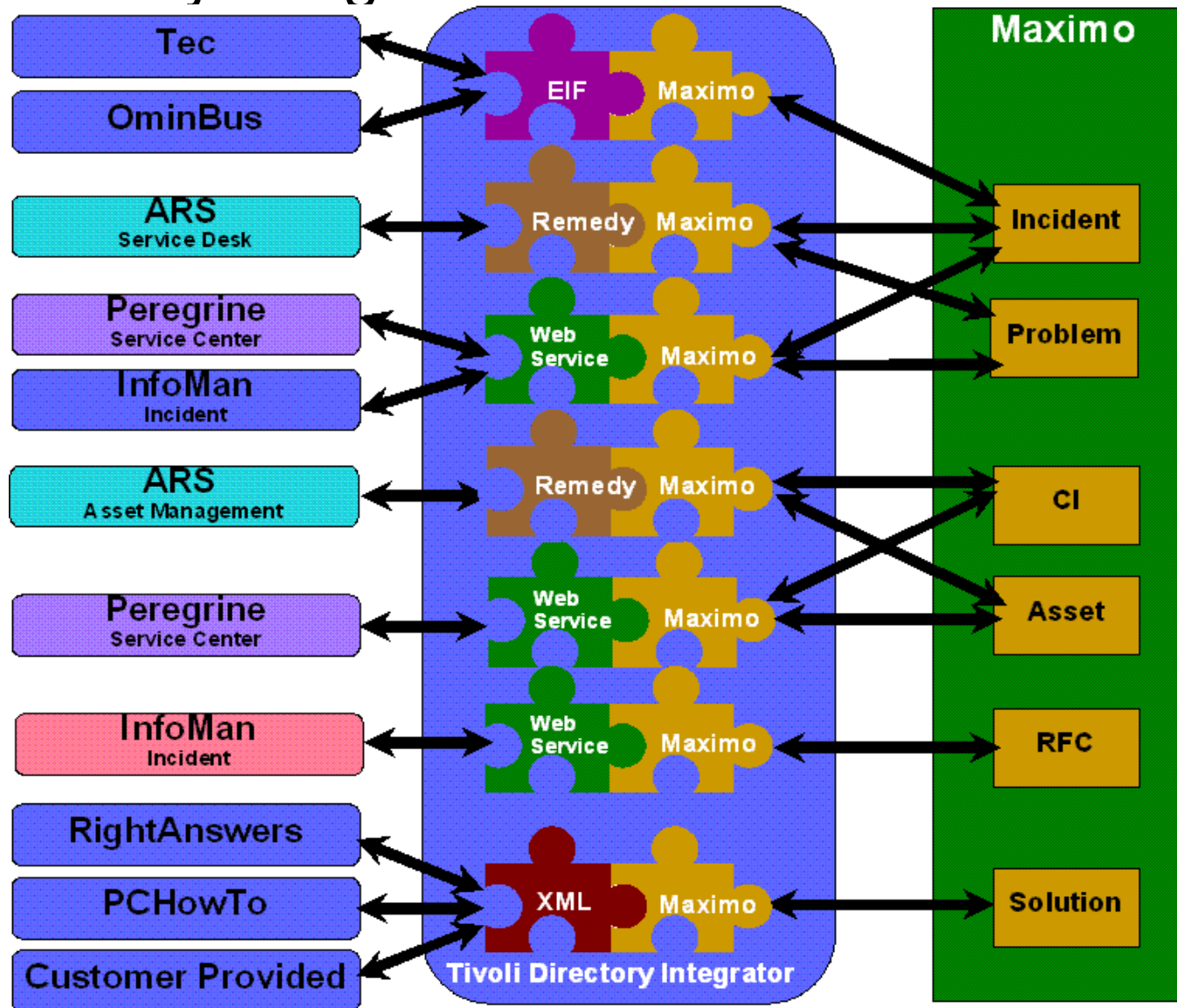
Progress State	Percentage
ACCEPTED	55.63%
APPROVED	3.31%
ASSESSED	5.30%
IMPLEMENTED	7.28%
UNDEFINED	20.53%
WAITFORRELEASE	7.95%

Description	Priority	Owner	Classification	Status	Scheduled Start	Scheduled Finish	Actual Start	Actual Finish	Report Date
it for OS	5	1087		APPR					
Windows XP									
QL in my	3	1089		WAPPL					
computer									
se setup	3	1091		APPR					
ens hard	3	1092		DNIG			8/31/04		1 / 11

Tivoli Process Automation Engine

Common applications | Common workflow | Common reporting | Common User Interface

Tivoli Directory Integrator



IBM Tivoli Integration Adapters V7.1

IBM Tivoli Integration Adapter Kit 7.1 will contain:	
Integration Adapters to IBM Products available at no charge	Integration Adapters to External Products at a fee
IBM Tivoli Integration Adapter for Tivoli License Compliance Manager (supports v2.3)	IBM Tivoli Integration Adapter for Microsoft SMS
IBM Tivoli Integration Adapter for Tivoli License Compliance Manager for z/OS 7.1 (supports v4.2)	IBM Tivoli Integration Adapter for Altiris Inventory Solution
IBM Tivoli Integration Adapter for Tivoli Provisioning Manager 7.1 (supports v5.1)	IBM Tivoli Integration Adapter for Centennial Discovery
IBM Tivoli Integration Adapter for Tivoli Configuration Manager (supports v4.2 and v4.2.3)	
IBM Tivoli Integration Adapter for Tivoli Application Dependency Discovery Manager 7.1 (supports v5.1, v7.1)	
IBM Tivoli Integration Adapter for IBM Tivoli Network Manager 3.8 (supports v3.7) formerly known as Tivoli Network Manager IP	
IBM Tivoli Integration Adapter for Maximo Discovery 7.1 (supports v2005)	

Why IBM?

Unified Solution

Only vendor that can manage all asset classes on a single, unified architecture, combined with service desk, change and configuration management.

Ease of Configuration

Built-in configuration tools allow for easy, on the fly changes to UI, workflows, processes, reports.

Upgradeability

Configuration information is stored in meta data to readily upgrade from one version to the next.

Software Asset Management

Only vendor to provide Software Asset Management for both distributed and mainframe environments and help manage complex license entitlements.

Leading, standards-based technology

Web-architected platform built on J2EE with advanced business process management; based on SOA, web services and XML.

Built ground up on the ITIL framework

Supports 7 ITIL processes out of the box: Incident, Problem, Change, Release, SLA, Configuration, Availability.

Breadth of Service Management offering

IBM offers full breadth of end-to-end asset and service management solutions that operate on a common web services infrastructure.

Obrigado

Portugal

Dziękuję

Poland

Dankschen

Austria

Thanks

United States

Takk

Norway

Toda

Israel

Gracias

Spain

Danke

Germany

Bedankt

Netherlands

Tak

Denmark

Dekuju

Czech Republic

Merci

France

Engraziel

Switzerland

Tesekkür ederim

Turkey

Tack

Sweden

Dank u

Belgium

Thank You

United Kingdom

Grazie

Italy

Jag tackar

Finland

Dakujem

Slovakia

Спасибо

Russia