

The banner features the word "Pulse" in a large, white, sans-serif font. A red heartbeat line starts under the 'P', goes under the 'u', and then continues as a straight line across the banner. In the center, the Eiffel Tower is illuminated in gold. To its right are three circular icons: a globe, a person, and a server rack. The IBM logo is in the top right corner.

Pulse

Comes to You

IBM®

Managing the World's Infrastructure

La gestion du changement
Processus ITIL gestion des
configurations, changement,
production

A world map is shown in a light grey color, appearing to be cut out of a piece of red, draped fabric. The fabric has a vertical crease down the center and is lit from below, creating a glowing effect.

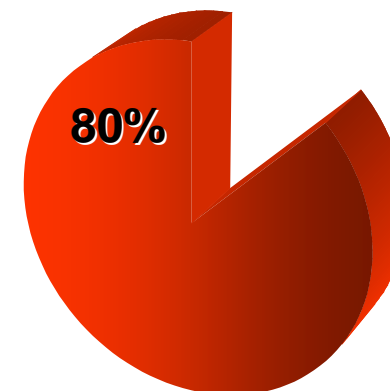
24 Juin 2009

© 2009 IBM Corporation

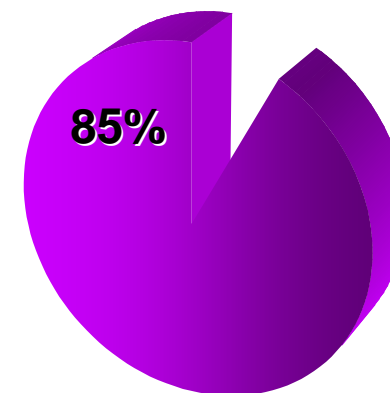
Malgré cela la qualité de service n'est pas au rendez-vous



80% des incidents sont identifiés par les utilisateurs



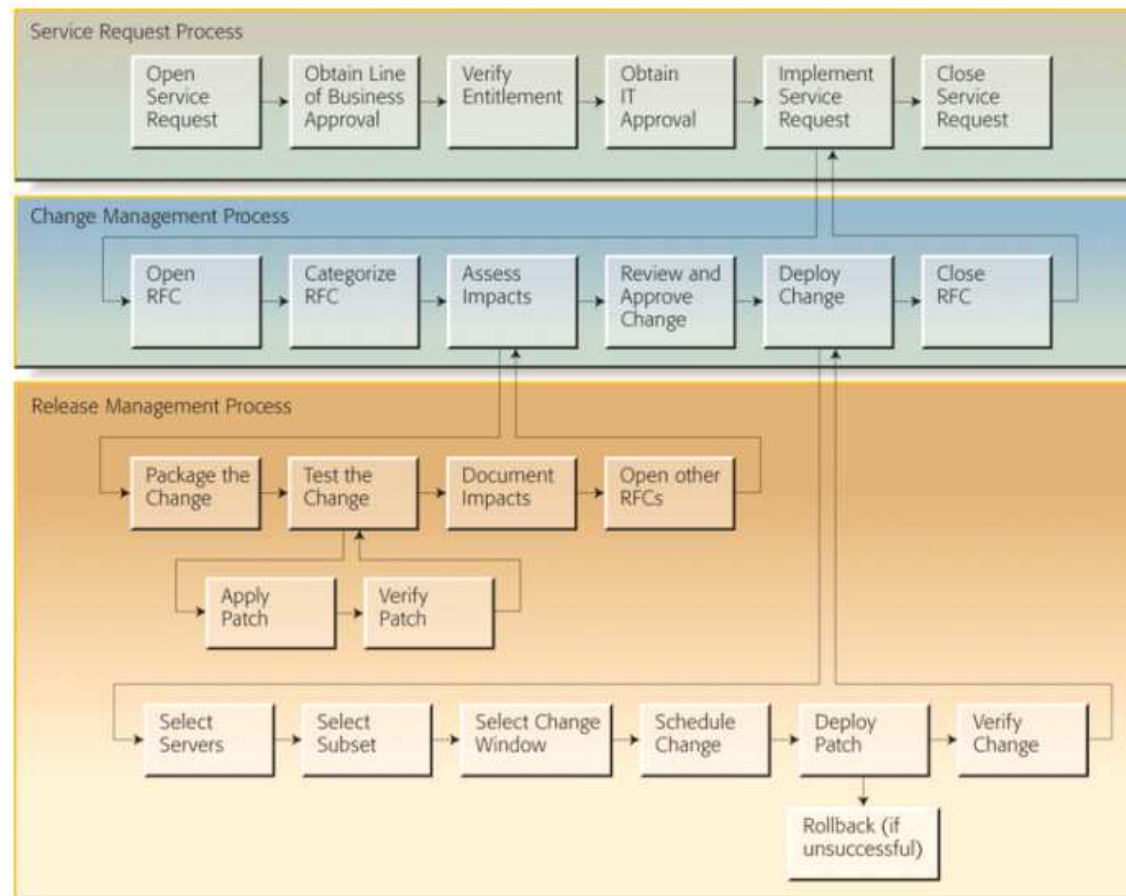
85% des incidents sont causés par des changements mal maîtrisés



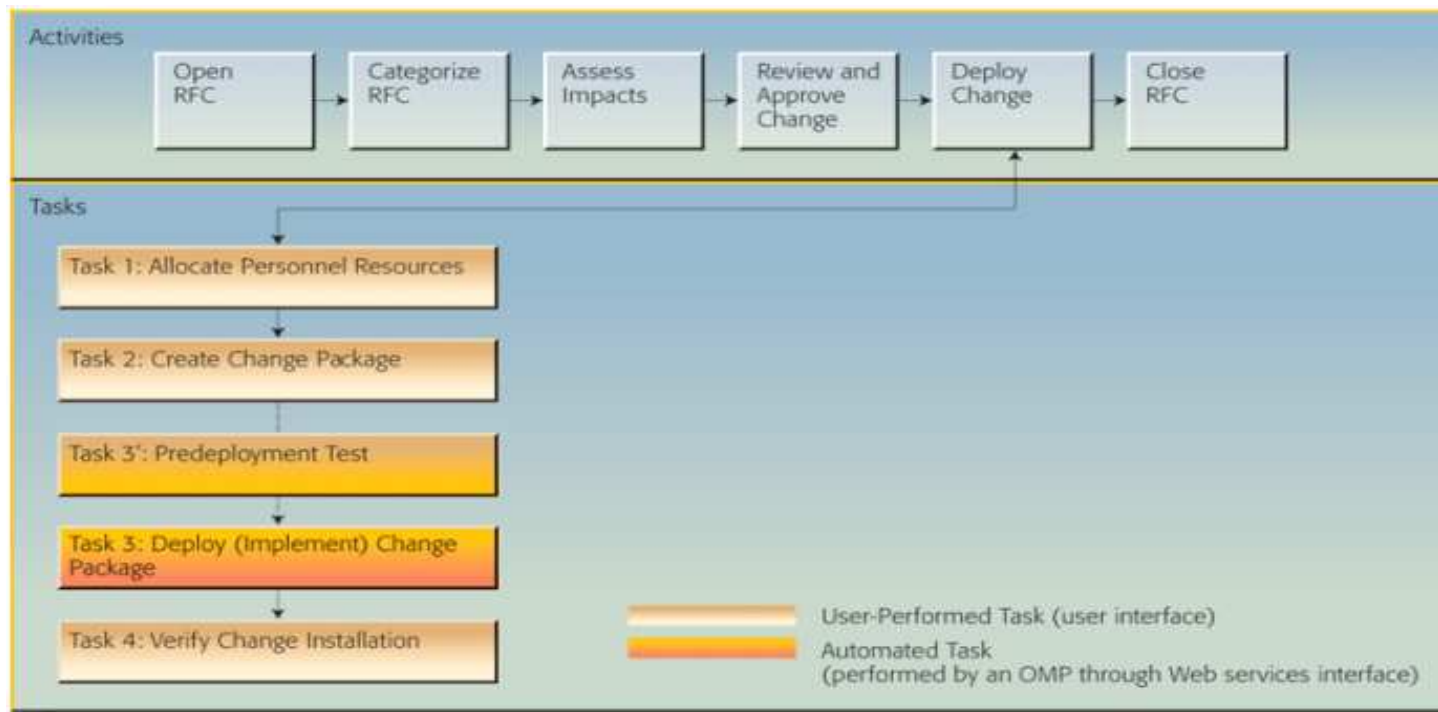
Les utilisateurs deviennent l'équipe de test de l'informatique

Pour retrouver la confiance de ses clients, l'IT doit reprendre le contrôle de l'infrastructure

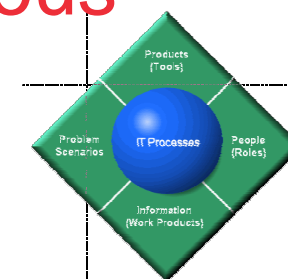
La gestion des changements et des releases



La gestion des changements et des releases



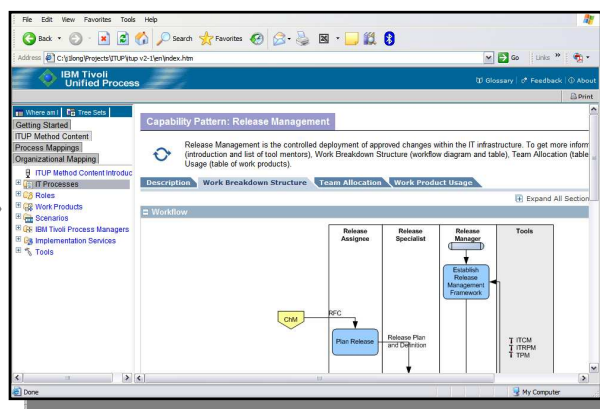
IBM Tivoli Unified Process (ITUP): Pour vous aider dans la mise en place du Service Management



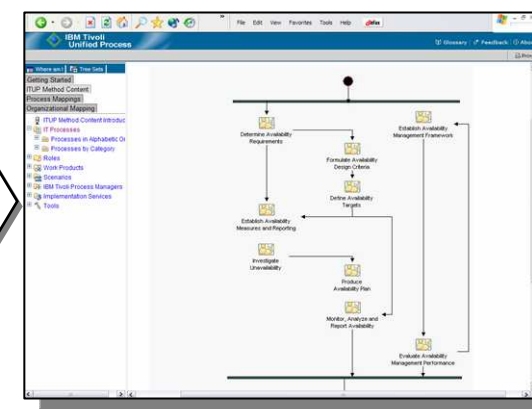
ITSM Assessment



ITUP



ITUP Composer



- Gratuit -- [online](#)
- 30-minutes d'évaluation pour identifier les priorités dans votre organisation

- Gratuit - [téléchargement](#)
- En lecture, l'outil permet de naviguer dans les meilleurs pratiques alignées avec ITIL v3, ISO 20K, eTOM, etc.

- Produit IBM
- Permet la personnalisation du contenu ITUP, pour la modélisation des procesus



Start Center - Windows Internet Explorer

http://9.143.79.69:9080/maximo/ui/login?uisessionid=1237498430337

Welcome, MAXADMIN

Administration | Inventory | Process Management Requester | Template-PMSCADM

Change Content Layout | Display Settings

Administration

- Assets
- Change
- Contracts
- Financial
- IT Infrastructure
- IT Service Continuity
- Integration
- Inventory
- Planning
- Preventive Maintenance
- Purchasing
- Release
- Security
- Self Service
- Service Desk
- Service Level
- Service Request Manager Catalog
- System Configuration
- Task Management
- Work Orders

Changes

- Change Implementation Schedule
- Change Window
- Task Scheduler
- Activities and Tasks
- Process Requests

Quick Insert

- New Person
- New User

Security, Users and Groups

- Users
- Security Groups
- People
- Person Groups

Workflow Configuration

- Workflow Designer
- Roles
- Actions
- Communication Templates
- Workflow Administration
- Escalations

Bulletin Board

Subject: [] Message: []

>> ATT: Maintenance du serveur SAP jeu... Une maintenance du serveur

Inbox / Assignments

Description	Due Date
No Assignments found for	

KPI Graph

Last Run: 2008-02-29 15:01:51

Current User Sessions

KPI Graph

Last Run: 2008-02-29 13:56:44

Status	KPI	Actual	Target	Variance
↑	Current Number of Logged In Users	1	500	-499

Start Center - Windo...

22:02

Changes - Windows Internet Explorer

http://9.143.79.69:9080/maximo/ui/?event=loadapp&value=change&uisessionid=1237498430337

Changes

Web Replay | Bulletins: (1) | Go To | Reports | Start Center | Profile | Sign Out | Help

Find: | Select Action

Advanced Search | Save Query | Bookmarks

Changes Filter | 41 - 60 of 246

Change	Summary	Status	Progress	Priority	Site
G102	(G102) Person Search (Site Rollout)	WAPPR	ACCEPTED	90	BEDFORD
G103	(G103) Cooper Expense Reports Pro (Crite	WAPPR	ACCEPTED	1	BEDFORD
G104	(G104) XTB Payroll Solution (Upgrade)	WAPPR	ACCEPTED	10	BEDFORD
G105	(G105) Lion Budget Planner (Site Rollout	WAPPR	ACCEPTED	90	BEDFORD
G106	(G106) XTB Payroll Solution (Critical Fi	WAPPR	ACCEPTED	1	BEDFORD
G107	(G107) Lion Budget Planner (License Upda	WAPPR	ACCEPTED	10	BEDFORD
G108	(G108) Lion Budget Planner (Staggered Re	WAPPR	ACCEPTED	90	BEDFORD
G109	(G109) Ent. Demand Aggregation (Critical	WAPPR	ACCEPTED	1	BEDFORD
G11	(G11) Learning Portal (License Update)	INPRG	IMPLEMENTED	10	BEDFORD
G110	(G110) Sales Channel Wtz (License Update	WAPPR	ACCEPTED	10	BEDFORD
G111	(G111) Ent. Demand Aggregation (Site Rol	WAPPR	ACCEPTED	90	BEDFORD
G112	(G112) MS Office (Emergency Security Pat	WAPPR	ACCEPTED	1	BEDFORD
G113	(G113) MS Office (License Update)	WAPPR	ACCEPTED	10	BEDFORD
G114	(G114) MS Office (Staggered Release)	WAPPR	ACCEPTED	90	BEDFORD
G115	(G115) Learning Portal (Emergency Securi	WAPPR	ACCEPTED	1	BEDFORD
G116	(G116) Person Search (License Update)	WAPPR	ACCEPTED	10	BEDFORD
G117	(G117) Lotus Notes (Staggered Release)	WAPPR	ACCEPTED	90	BEDFORD
G118	(G118) BT Material Manager (Emergency Se	WAPPR	ACCEPTED	1	BEDFORD
G119	(G119) Lion Budget Planner (License Upda	WAPPR	ACCEPTED	10	BEDFORD
G12	(G12) Lotus Notes (Staggered Release)	INPRG	APPROVED	90	BEDFORD

Select Records

Start | Changes - Windows I... | 22:06



Changes - Windows Internet Explorer

http://9.143.79.69:9080/maximo/ui/?event=loadapp&value=change&uisessionid=1237498430337

Changes

Web Replay | Bulletins: (1) | Go To | List Reports | Start Center | Profile | Sign Out | Help

Find: [] Select Action []

List | Change | Plans | Related Records | Actuals | Log | Specifications | Process Details | Impact Analysis

Change: G12 (G12) Lotus Notes (Staggered Release) Supervisor: [] Status: INPRG
 Parent: [] Lead: CARL Site: BEDFORD
 Job Plan: [] Work Group: []

Children of Change G12 Filter [] 1 - 4 of 4

Sequence	Record	Record Class	Summary	Class	Asset	Location	Configuration Item	Status
1	G12-1	ACTIVITY	(G12) Step 1	ACTIVITY	[]	[]	[]	APPR
2	G12-2	ACTIVITY	(G12) Step 2	ACTIVITY	[]	[]	[]	APPR
3	G12-3	ACTIVITY	(G12) Step 3	ACTIVITY	[]	[]	[]	APPR
4	G12-4	ACTIVITY	(G12) Step 4	ACTIVITY	[]	[]	[]	APPR

Generate Activity Schedules | Select Assets | Select Locations | Select Work Orders | New Activity

Tasks for Change G12 Filter []

Sequence	Task	Summary	Estimated Duration	Status	Owner	Owner Group
...No rows to display...						

Generate Task Schedules | New Row

Labor | Materials | Services | Tools

Labor Filter []

Task	Craft	Skill Level	Vendor	Quantity	Labor	Regular Hours	Rate	Line Cost
...No rows to display...								

Select Craft | New Row

Start | Changes - Windows I... | 22:05



Configuration Items - Windows Internet Explorer

http://9.143.79.69:9080/maximo/ui/?event=loadapp&value=ci&uisessionid=1237498430337

Configuration Items

Web Replay | Bulletins: (1) | Go To | Reports | Start Center | Profile | Sign Out | Help

Find: [] Select Action []

List | Configuration Item | Related CIs

Configuration Item: DUVAL.TIVLAB.AUSTIN.IBM.COM~396

Classification: AUTH.SYS.AIX.AIXUNITARYCOMPUTERSYS

Class Description: SYS.AIX.AIXUNITARYCOMPUTERSYSTEM

Asset: []

Location: []

Item: []

Service: []

Service Group: []

Actual CI: DUVAL.TIVLAB.AUSTIN.IBM.COM~396

Attachments

Status: OPERATING

CI Location: []

Site: []

Organization: []

Item Set: []

Calendar: []

Shift: []

CI Owner: []

Change Number: []

Change Window: []

Specifications

Attribute	Description	Data Type	Alphanumeric Value	Numeric Value	Unit of Measure	Section
COMPUTERSYSTEM_FQDN	COMPUTERSYSTEM_FQDN	ALN	duval.tivlab.austin.ibm.com			
COMPUTERSYSTEM_MEMORYSIZE	COMPUTERSYSTEM_MEMORYSIZE	NUMERIC		4 287 944 704,0		
COMPUTERSYSTEM_NUMCPUS	COMPUTERSYSTEM_NUMCPUS	NUMERIC		4,0		
COMPUTERSYSTEM_PRIMARYMACADDRESS	COMPUTERSYSTEM_PRIMARYMACADDRESS	ALN	001125A57884			

New Row

Start | Configuration Items - ... | 22:08

Configuration Items - Windows Internet Explorer

http://9.143.79.69:9080/maximo/ui/?event=loadapp&value=ci&uisessionid=1237498430337

Configuration Items

Web Replay | Bulletins: (1) | Go To | Reports | Start Center | Profile | Sign Out | Help

Find: | Select Action

Configuration Item: DM_DNS_SERVER12 | DNS Server for Websphere

Related CIs

Source CI	Classification	Relation	Target CI	Classification	Containment ?
DM_WEBSPHERE_E2E		FEDERATES	DM_DNS_SERVER12		<input type="checkbox"/>
DM_MYSAP_SOLUTIONS_9		RELATES	DM_DNS_SERVER12		<input type="checkbox"/>

New Row

Start | Configuration Items - ... | 22:09

Les publications

Draft Document for Review February 18, 2008 12:39 pm
 IBM
 SG24-7567-00

IBM Tivoli CCMDB Solution Design Guide

- Gather requirements and document processes
- Extend the CCMDB data model
- Customize processes for your needs

Michael Brokmann
 Scott Dickerson
 Douglas Barranqueiros Gomes
 Rainer Hopper, Arsalan Lodhi
 Kapil Madaan, Annelie Meels-Kurz
 Rosemeire Oikawa
 Tadeu Stellet Teixeira, Bart Jacob

Redbooks

ibm.com/redbooks

Tivoli software
 IBM

Redpaper

Ling Tai
 Ron Baker
 Elizabeth Edmiston
 Ben Jeffcoat

IBM Tivoli Common Data Model: Guide to Best Practices

The Common Data Model (CDM) is an information model that provides consistent definitions for managed resources, business systems, and processes and other data, and the relationships between them. The CDM is based on the unified modeling language (UML), and provides example templates and scenarios that can be used to define the Common Data Model. Each scenario described in this Redpaper can serve as a reference for defining the Common Data Model as part of a Tivoli System.

Tivoli software
 IBM

IBM Tivoli Application Dependency Discovery Manager Capabilities and Best Practices

- Learn about TADM functions and architecture
- Get tips for installing and using TADM
- Customize, tune, and integrate TADM

Bart Jacob
 Bhavesh Adhin
 Karim Badr
 Ling Chun Huang
 Carol S. Lawrence
 Martin Marino
 Petra Unglaub-Lloyd

Redbooks

ibm.com/redbooks

Tivoli software
 IBM

Deployment Guide Series: IBM Tivoli Application Dependency Discovery Manager V7.1

- Learn about TADM functions and architecture
- Get tips for installing and using TADM
- Customize and tune TADM

Yusef Gucer
 Vincent Abbosh
 Sara C. Brannenfield
 Martin Marino
 David Ross
 Ghofran Shah
 Roger Turner

Redbooks

ibm.com/redbooks

