Solving IT systems management and service management challenges with help of IBM Tivoli
Overview

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Innovation is the Process, Success is the Result

**Innovation** is the process of delivering new products, services, processes and business models to accelerate growth and create a unique competitive edge.

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**Business Objectives**

- **Growth & Competitive Edge**: Apply scarce resources more effectively
- **Compliance & Risk Management**: Address the enormous resource applied to maintaining business operations

“CEOs indicate that **Innovation** is the preferred path to achieving business objectives in today’s environment”…but how?

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*Source: IBM Global CEO Study 2006*
Preventing Business Service Disruptions is Key to Retaining and Gaining Customers, BUT Have We Done That?

- 85% of problems are caused by change
- 80% of problems are reported by users
- 50% of applications are later rolled back

Source: Tivoli Primary Research 2005

How do you provide service in a complex, dynamic IT environment?
Enabling Innovation

78% of CEOs believe integrating business and technology is fundamental for innovation

Business and technology integration addresses many top inhibitors to innovation:

- Limited funding for investment
- Inflexible physical and IT infrastructure
- Process immaturity
- Insufficient access to information

Organizations with extensive integration of business & technology grew 5% faster than their peers

Source: IBM Global CEO Study 2006
Roadblocks to Innovation and Success

**Business Objectives**

- Growth & Competitive Edge
- Compliance & Risk Management
- Optimize Investments

**Obscured view. Inadequate governance. Operational disconnect.**

Lost opportunities. Unnecessary risk. Low efficiency & return.

**Business & Technology Assets**
Enabling Business and Technology Integration

IBM Service Management

Provides the integrated visibility, control & automation across business and technology assets needed to achieve business objectives.

Visibility

Control

Automation

Business Objectives

Growth & Competitive Edge

Compliance & Risk Management

Optimize Investments

Business & Technology Assets

Business Assets

Information

People

Information Technology

IT Processes

Business processes
Enabling Innovation with IBM Service Management

Visibility: See your Business

Control: Govern your Business

Automation: Optimize your Business
Visibility: Business and Operational Dashboards

Challenge:
- Business and IT need to understand how services are performing against business and operational objectives, and prioritize action according to service level and quality commitments

Solution: Service Visibility from IBM
- Targeted service dashboards provide business and operational audiences with real-time visibility into critical service health, business activity and performance, and SLA indicators, enabling prioritized action based on true business impact

ROI Examples:
- Leading provider of business administrative solutions realized a 13 percent increase in productivity
- A global telecommunications provider achieves 100 percent availability of its service access management solution
Visibility: *Risk, Security & Compliance*

**Challenge:**
- Inability to provide accurate, up-to-date reports to regulators and prove security controls are effective

**Solution: Compliance dashboards from IBM**
- Capture, comprehend and communicate via compliance dashboards that provide visibility to enterprise log management, log interpretation and correlation along with full audit and compliance reporting

**ROI Examples:**
- Stock exchange gained the ability to easily comply with federal laws and quickly investigate suspicious events or user behavior, even at the highest levels of management
- Bank gained a centralized, automated method for gathering security log data that helps it comply with Basel II regulations
Control:  Service Quality

Challenge:
- Chronic service quality issues can wreak havoc in organizations, impeding the ability to compete, wasting valuable IT resources, disrupting business services and preventing innovation to build business growth

Solution: Service Quality Management from IBM
- IBM service quality management solutions help prevent quality problems by helping software delivery teams identify problems sooner and deliver high-quality software that simplifies downstream maintenance
- They also help users help operations teams proactively monitor, respond to and resolve service incidents

ROI Examples:
- Food provider realizes a 25% performance increase
- Retail bank achieved 98% system uptime
- Hospitality company saves $500K / year in labor costs

Sample economics of a move to performance driven development (resolution cost for 100 defects at x = $100):
- Firefighting: $1M
- Performance verification: $601K
- Development: $184K

*Forrester, 2006

February 2006
Control:  **Service Delivery**

**Challenge:**
- Simplify the delivery and support high-quality, cost-effective services

**Solution: Service Request Management from IBM**
- IBM service request management delivers a unified and integrated approach to dealing with all aspects of service delivery across IT and enterprise assets that helps drive increased end-user productivity and satisfaction

**ROI Examples:**
- Global IT services provider cut incident resolution times by 10% reduction and reduced service tickets by 22%

"Newer, associated functionalities around service request and service catalog management will become essential features of a successful SD solution in the future."

*Forrester, 2007*

Control: Assets

Challenge:
- Poor control increases expense & risk, which can impact growth and innovation
  - *Finance Week:* Only 40% of assets are well described and can be easily found

Solution: Integrated Asset Control from IBM
- IBM integrated asset management helps recover assets and implement effective access control and change management processes across business and technology assets—helping to maximize ROI, minimize service problems and improve security

ROI Examples:
- Maritime fleet support company expects to achieve 100% uptime
- Global chemical manufacturer realizes six figure cost savings

Next Generation Asset Management will become a fully practiced reality in at least 50% of IT organizations within the next 3-5 years.

*Enterprise Management Associates, 2006*

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¹ Finance Week: Counting the Cost: Keith Dolby - 23-Apr-2007

*Source: “Asset Management: from Niche to Keystone in Enterprise Management”, EMA, Inc. August, 2006*
Control: Manage Access

Challenge:
- Businesses need to understand who has access to their investments, what those users can do with their access and be able to efficiently provide proof to auditors in order to reduce security exposures and supporting compliance management and business expansion initiatives

Solution: Identity and Access Management (IAM)

Solutions from IBM
- IBM delivers comprehensive identity management solutions that enable you to auditably control access to your investments, from systems to networks to applications to data, without affecting your governance posture

ROI Examples:
- A financial services firm saved $24M of application development costs by centralizing application access control
- A financial services firm identifies invalid user access across their investments within minutes.

After three years of decline — from 8.5% in 2004 to 6.9% in 2006 — security spending in North America will increase in 2007 to 7.5% of the total IT budget

“Forrester, 2007

Control:  *Assess and Monitor Security Threats*

**Challenge:**
- Businesses need to understand and reduce security exposures and stay ahead of security threats while supporting compliance management and business expansion needs

**Solution: Security Information and Event Management (SIEM) Solutions from IBM**
- IBM delivers comprehensive solutions that enable you to evaluate security threats, detect and prevent fraud, effectively manage sensitive information disclosure and privileged user activities within company resources, and respond to security exposures and intrusion attempts quickly without affecting your governance posture

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*Forrester, 2007*

Automation: Build Agility into Operations

Challenge:
- The operational processes that directly support delivery of revenue generating business services and processes are not automated or integrated

Solution: IBM Process Automation for Operations
- IBM process automation enables operators to automate and integrate operational processes and tools that directly support the delivery of critical business services and processes – helping to improve productivity and reduce new labor expense

Automating operations for greater business agility.

Significant Drivers of IT Investments in 2006:
- 61% - Improve Employee Productivity
- 61% - Improve efficiency of operations

*Gartner 2007

Companies that fail to reduce the complexity of IT spend 30% more on finance operations and 18% more on human resources functions

The Hackett Group

Automation: Optimizing Availability

Challenge:
- Reduce complexity and provide continuous availability for business critical applications

Solution: IBM System Automation & Workload Scheduling
- System Automation helps protect business services by managing availability from a single point of control and helps reduce complexity through advanced, policy-based, automation
- Workload Scheduling provides dynamic matching of workloads, auto-discovery of resources, and the ability to adapt to unplanned changes

ROI Examples:
- A financial services group increases the ratio of auto-closed events by 59 percent
- Insurance and financial services company obtains 99.99 percent availability of its mainframe systems
- Bank lowered overall costs by 25 percent

New initiatives and projects will increase from 25% in 2006 to 33% in 2007 through automation of ad-hoc processes, …

*Forrester, 2007

*Source: “The State Of Application Development In Enterprises And SMB”, Forrester, Inc. February 2007
Automation: *Optimizing Data Continuity*

**Challenge:**
- Increasing storage demands and regulatory challenges require that organizations make sure that critical data is cost effectively protected, backed up, easily accessible and unchangeable

**Solution: Automated Storage Management from IBM**
- Automated, policy-based storage management from IBM provides cost-efficient, reliable and compliant storage operations to help meet storage needs today and in the future

**ROI Examples:**
- An online computer services company quickly expands its market share by 20 percent after upgrading its backup platform
- Bank reduces costs by 37 percent when it implements a centralized storage management and disaster recovery solution
- Publisher expects to reduce its storage costs by 46 percent over three years when it implements a tiered storage solution

Nearly 50% of surveyed organizations are at low levels of DR maturity (that is, Stage 0 or Stage 1) today.

*Gartner, 2007*

50% of employees backing up data misconfigure the software

*Iron Mountain*

*Source: “How to Conduct a Disaster Recovery Management Self-Assessment”, Gartner, Inc. July 2007*
Automation: Optimizing Provisioning

Challenge:
- Business need to make sure that IT resources are up-to-date with current levels and compliant with security, compliance and software policies

Solution: Change, Configuration, Provisioning & Orchestration from IBM
- IBM provides automated, coordinated processes that help reduce manually induced errors, anticipate the impact of changes, lower the business risk of service failures and increase utilization through dynamic resource repurposing

ROI Examples:
- Software development laboratory reduces by 94 percent the amount of attended time required to provision software
- Software testing lab cuts its labor costs in half and shortens the deployment time for test systems

In industry studies and surveys of enterprise IT organizations, EMA has discovered that, on average, over 60% of critical system and application outages are caused by faulty changes to the environment.

*EMA, 2007

Automation: *Securing User Access*

**Challenge:**
- Reduce complexity in the processes for understanding which users have access to investments, what those users can actually do with their access, and then auditably providing proof of this to auditors.

**Solution: Identity and Access Management (IAM)**

**Solutions from IBM**
- IBM automates the four processes of securing user access into investments: user provisioning, user productivity, user access and user audit, in support of Governance, Risk & Compliance (GRC), business expansion and operational needs.

**ROI Examples:**
- A large retailer reduced the time it takes to setup user access into their systems from 3 weeks to 20 minutes on average.
- A financial services firm reduced help desk calls for password resets by 61%
Automation: *Assess and Monitor Security Threats*

**Challenge:**
- Reduce complexity in the processes for understanding internal and external security threats, from sensitive business data to privileged users to external threats.

**Solution: Security Information and Event Management (SIEM) Solutions from IBM**
- IBM delivers consistent automation of processes for collecting, correlating and communicating information on security threats across sensitive business data, privileged user activity and other internal and external threats.
IBM has the right solutions to help your business innovate for success
What is Tivoli?

- Middleware solutions for systems management
- Tools for IBM Service Management according to best practices

Areas Of Competence:
- Business Automation
- Performance Automation
- Storage
- Security
- IT Service Desk / IT Asset Management / Enterprise AM
How can Tivoli Help Now??

- Backup and storage automation - Tivoli Storage Manager
- Systems monitoring - Tivoli Monitoring
- Network monitoring - Tivoli Precision IP
- Modern IT help desk - Tivoli Service Request Manager
- Configuration and Change Management Database - Tivoli CCMDB
- Remote software deployment, patch management, inventory - Tivoli Provisioning Manager
- User rights and security - Tivoli Identity Manager / Tivoli Access Manager
- Security and compliance - Tivoli Security Operations Manager / Tivoli Insight Compliance Manager
Is there any free help from IBM?

IBM Tivoli Unified Process

✓ Navigation tool that provides “how-to” for customizing and implementing best practices for mapping, modifying and improving IT processes

✓ Prescribe specific actions for ITIL