

Major N. American retailer saves and saves by using the ISM Library

Background

In 2008/2009, this N. American retailer purchased and installed a wealth of IBM software products in its data centers. These included:

- Tivoli Monitoring, for optimizing IT infrastructure performance and availability
- Tivoli Netcool/OMNIBus, for improving service availability and resiliency via its real-time service management in both data centers and network operations centers
- Tivoli Provisioning Manager, for automating best practices in data center provisioning activities.

As part of the deployment, consideration was given as to how reporting – to the Company's IT Management – was to be delivered. The most obvious solution was to build internally the necessary custom reporting needed. The actual approach taken was different, much more economical and avoided using scarce development resources.

Selecting from the ISM Library

Although the Retailer's staff involved in IT Operations had heard of the ISM Library (most often in its previous guise when it was known as OPAL), the pressures to install and deliver had meant that they had not considered or looked for what might be available outside their own organization. When the challenge, of introducing reporting, was considered, nobody thought to look at what might be available in the ISM Library.

At the suggestion of IBM's Tivoli sales team, the Retailer's staff were pointed to the ISM Library. On investigating, multiple reporting accelerators were found to be relevant, including:

- IBM Tivoli Monitoring OS Agent Reports: these provide reports about the IBM Tivoli® Monitoring (ITM) Operating System Agents and are primarily focused on UNIX, Linux and Windows agents (although the generic templates included can also generate some basic reports for database agents)
- IBM Monitoring Virtual Servers - VMWare VI Agent Reports: these focus on virtual machine resource utilization through the use of report design templates (which are customizable) in order to plot attributes obtained from the VMware VI agent and with summarized views presenting what is stored in the Tivoli Data

Warehouse

- IBM Tivoli Monitoring Web based Reporting Solution: these creategraphs for user-selectable ranges in order to identify over (or under) -utilized systems over a range of characteristics (CPU, network usage, disk usage, etc.)
- Tivoli Provisioning Manager (TPM) 7.1.1 Business Intelligence Report Technology (Birt) or Tivoli Common Reporting: this provides a summary of the systems and user desktops in an environment as tracked and provisioned by TPM
- Tivoli Common Reporting Event Reports for Tivoli Netcool/OMNIbus: these reports provide event summary views based on event data stored by the Netcool/OMNIbus ODBC gateway in the IBM Tivoli Data Warehouse.

Net impact

The impact of introducing these was significant for this retailer. Rather than have to spend time, money and scarce development resources creating reporting from scratch, the converse applied. Using what IBM had already developed and placed in the ISM Library, the delivery of complete reporting was accelerated as well as requiring fewer skills to achieve it. That these capabilities were downloadable and usable at no additional cost made the business case for their use pretty much impossible to resist.

As a then participant at the retailer summarized it: 'We did know about the ISM Library, at least in concept. But we had not really thought of it as a resource relevant to us, one that could save us time and money. Yet that is exactly what it did for us, once our sales team had pointed us in the right direction (I do wish it had been easier to search and to keep updated about what seems constantly to be being added to the Library - though this now become rather easier with the addition of RSS and improved searching).

ISM Library URL References:

- IBM Tivoli Monitoring OS Agent Reports
<http://www.ibm.com/software/ismlibrary?NavCode=1TW10TM67>
- IBM Monitoring Virtual Servers - VMWare VI Agent reports
<http://www.ibm.com/software/ismlibrary?NavCode=1TW10TM7I>
- IBM Tivoli Monitoring Web based Reporting Solution
<http://www.ibm.com/software/ismlibrary?NavCode=1TW10TM48>

- Tivoli Common Reporting Event Reports for Tivoli Netcool/OMNIbus
<http://www.ibm.com/software/ismlibrary?NavCode=1TW10NC2G>
- Tivoli Provisioning Manager 7.1.1 Business Intelligence Report
Technology (Birt) Reporting
<http://www.ibm.com/software/ismlibrary?NavCode=1TW10107Y>