Tools for Building and Managing Your Cloud Service Delivery Platform

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IBM Service Management and Cloud Technical Specialist

Pulse2012

Meet the Experts. Optimise your infrastructure.

May 31 – June1

Sheraton on the Park Hotel, Sydney

Agenda

- Cloud Computing Reference Architecture – brief overview
- Tools that support the fundamental building blocks
- Evolution of current offerings

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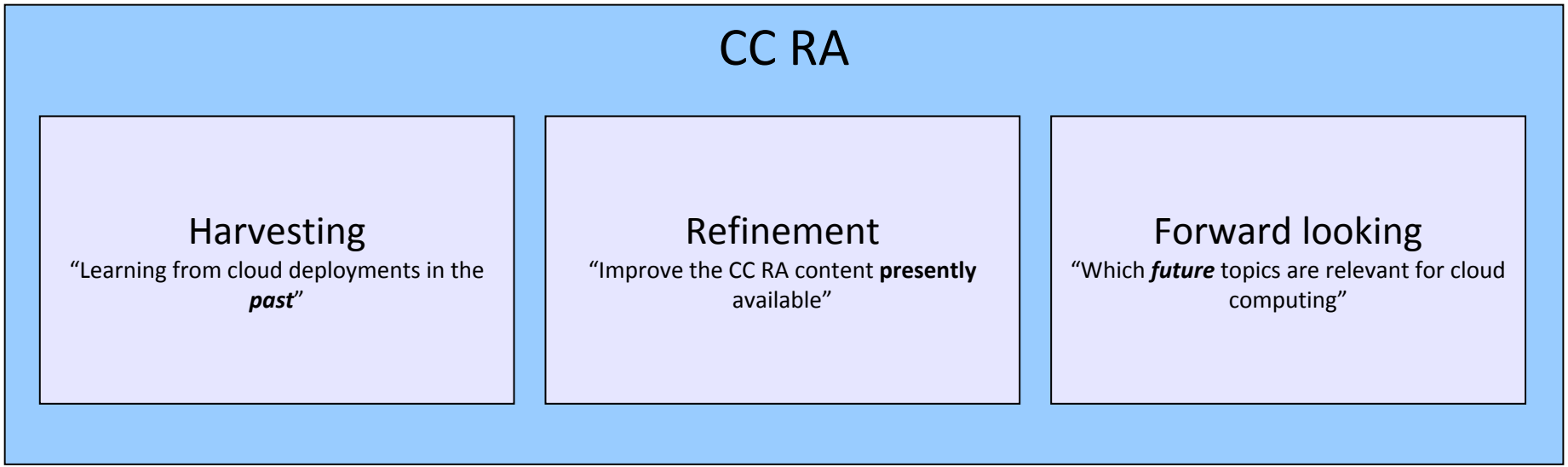
The CCRA aggregates past and present experience and future requirements



IBM uses architectural principles as guidance

1. **“Efficiency Principle”**: Design for Cloud-Scale Efficiencies

   → Overarching objective of Driving down costs (¢/ServiceInstanceHour) and time-to-response by orders of magnitude

2. **“Lightweight Principle”**: Support Lean Service Management

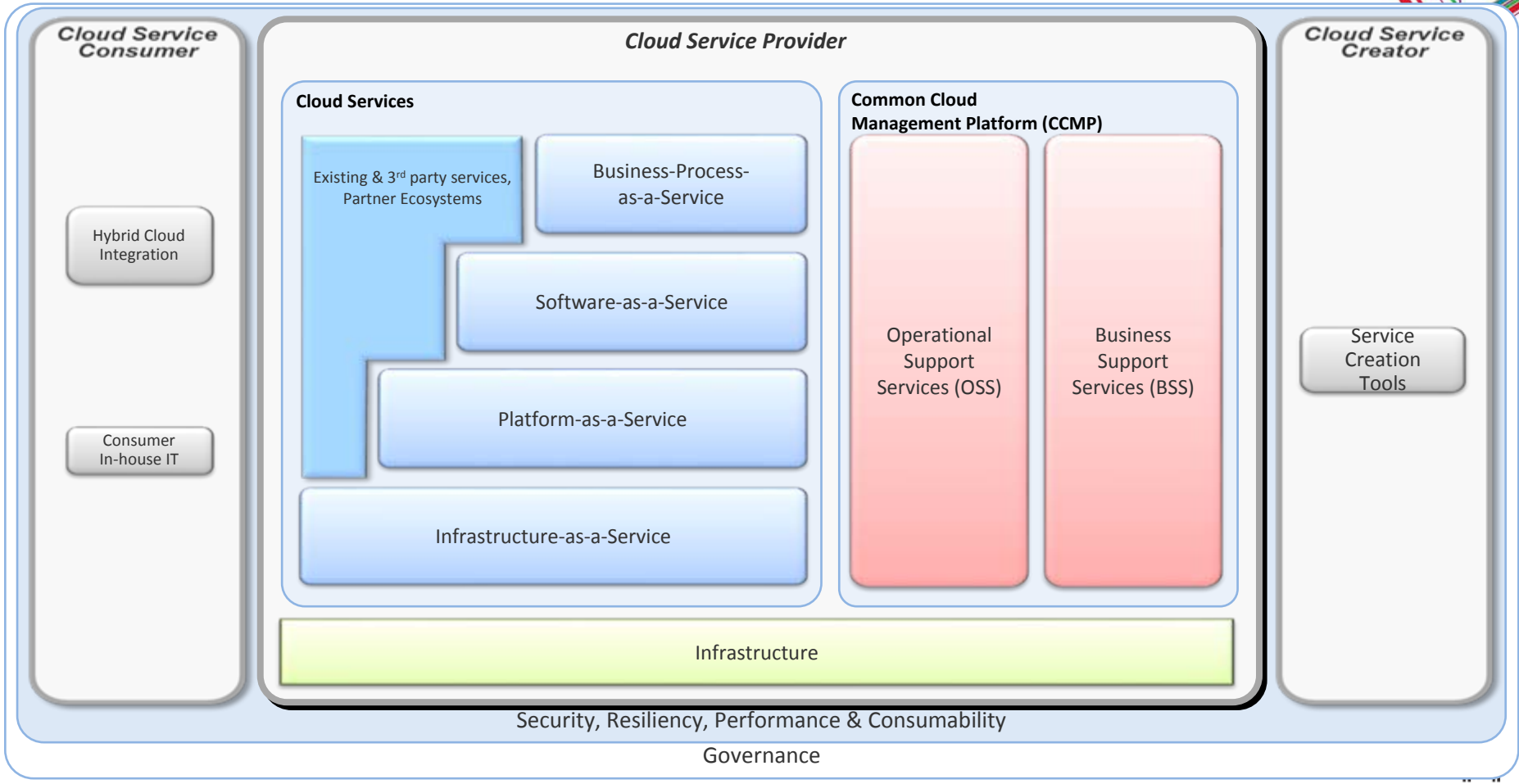
   → Radical exploitation of high degree of standardization in cloud environments to reduce management costs, based on an Eliminate-Standardize-Optimize approach

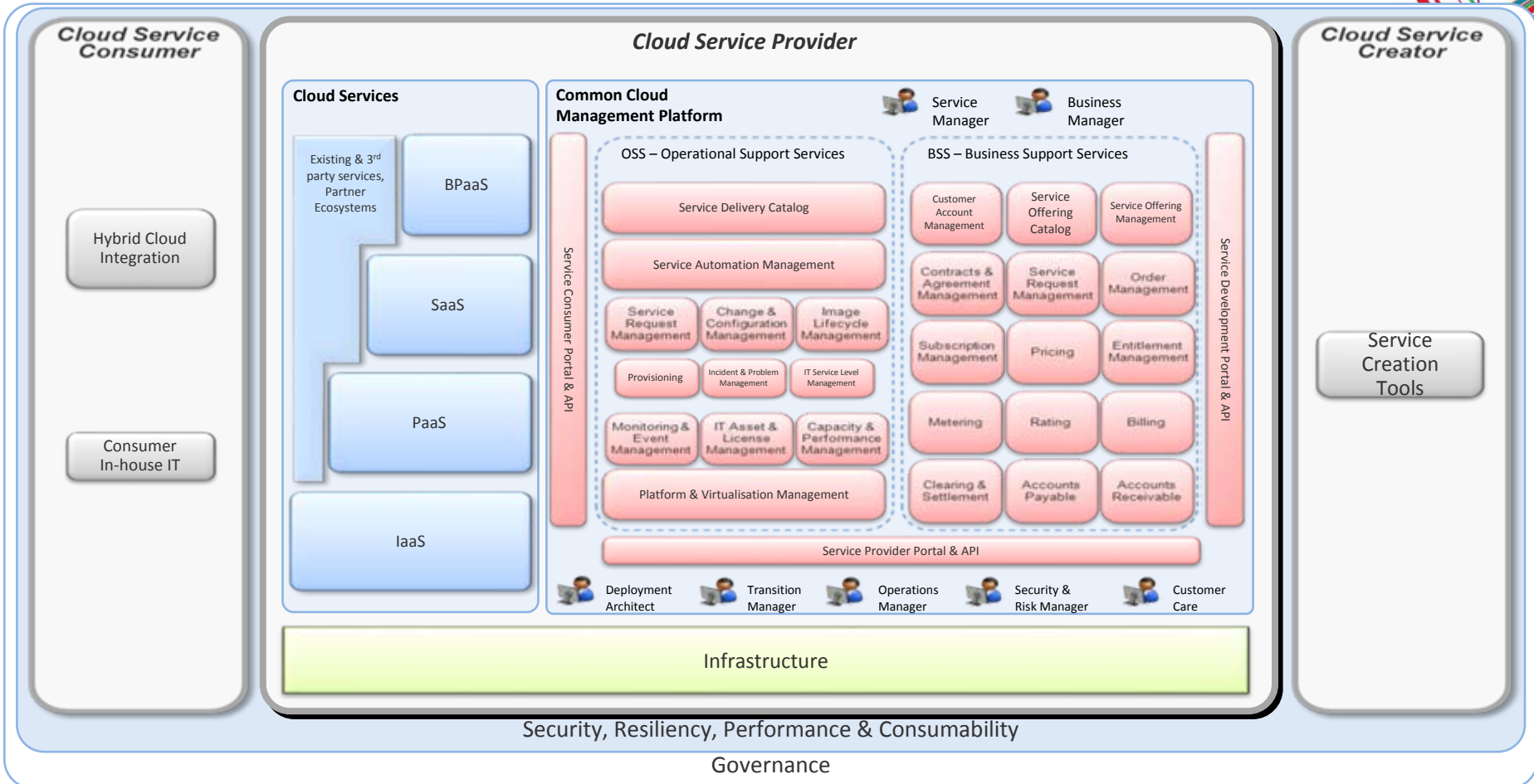
3. **“Economies-of-scale Principle”**: Identify and Leverage Commonalities

   → Maximum sharing of mgmt components, infrastructure & infrastructure / platform cloud services across cloud services to reduce CapEx & OpEx and time-to-market

4. **“Genericity Principle“**: Define and Manage Cloud Services generically along their Lifecycle

   → Support I/P/S/BPaaS cloud services in a generic fashion, with a single management platform


Cloud Service Consumer
Hybrid Cloud Integration
Consumer In-house IT
Cloud Service Provider
Cloud Services
Existing & 3rd party services, Partner Ecosystems
Business-Process-as-a-Service
Software-as-a-Service
Platform-as-a-Service
Infrastructure-as-a-Service
Common Cloud Management Platform (CCMP)
Operational Support Services (OSS)
Business Support Services (BSS)
Infrastructure
Cloud Service Creator
Service Creation Tools
Security, Resiliency, Performance & Consumability
Governance

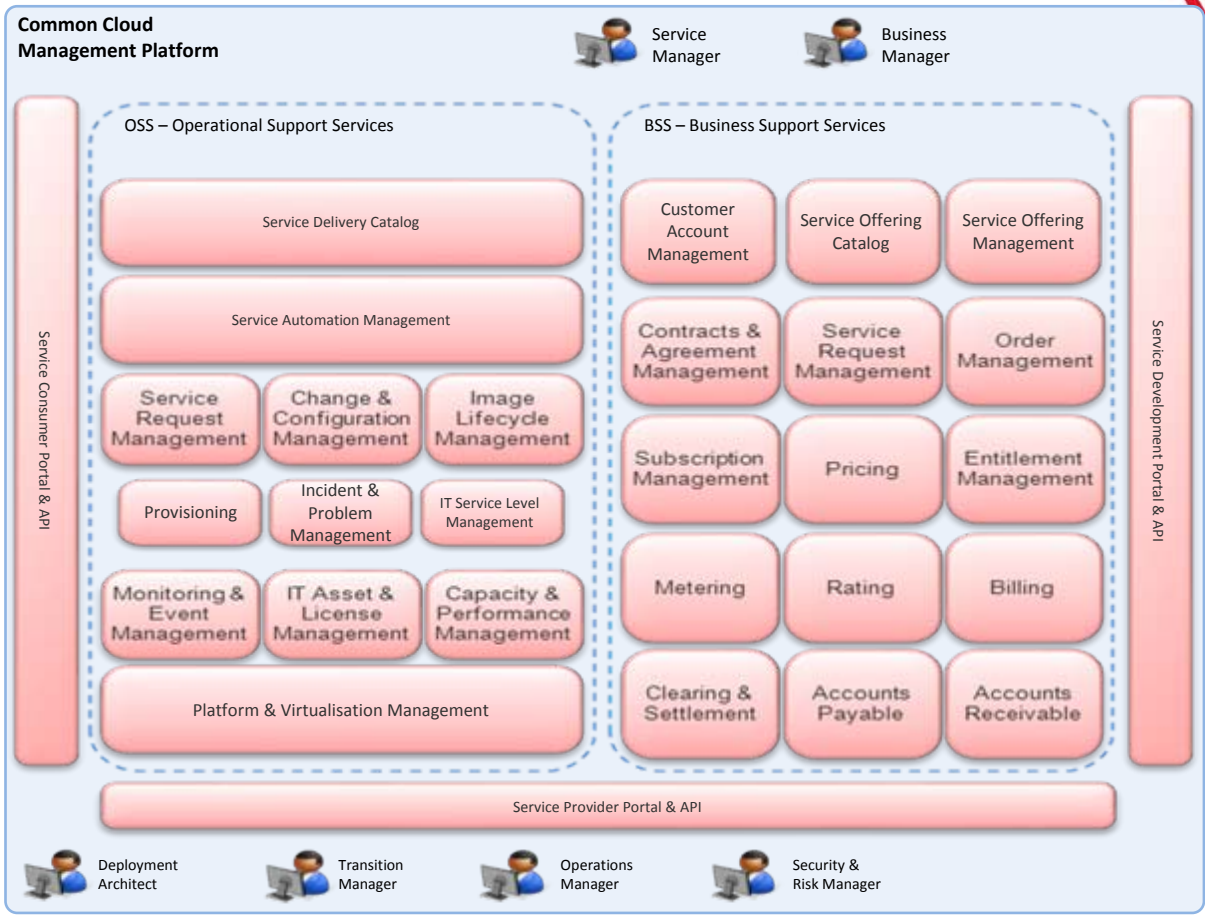

Cloud Service Consumer
Hybrid Cloud Integration
Consumer In-house IT
Cloud Service Provider
Cloud Services
Existing & 3rd party services, Partner Ecosystems
BPaaS
SaaS
PaaS
IaaS
Common Cloud Management Platform
Service Manager
Business Manager
Service Consumer Portal & API
OSS – Operational Support Services
Service Delivery Catalog
Service Automation Management
Service Request Management
Change & Configuration Management
Image Lifecycle Management
Provisioning
Incident & Problem Management
IT Service Level Management
Monitoring & Event Management
IT Asset & License Management
Capacity & Performance Management
Platform & Virtualisation Management
BSS – Business Support Services
Customer Account Management
Service Offering Catalog
Service Offering Management
Contracts & Agreement Management
Service Request Management
Order Management
Subscription Management
Pricing
Entitlement Management
Metering
Rating
Billing
Clearing & Settlement
Accounts Payable
Accounts Receivable
Service Development Portal & API
Service Provider Portal & API
Deployment Architect
Transition Manager
Operations Manager
Security & Risk Manager
Customer Care
Infrastructure
Cloud Service Creator
Service Creation Tools
Security, Resiliency, Performance & Consumability
Governance

Using the CCRA will save you time and money as well as reduce your implementation risk

In short, the IBM CC RA can make your cloud experience successful by:

- Improving time-to-value and reducing errors during the implementation
- Providing fast, on-demand access to the functionality your customers are requesting
- Facilitating functional gap analysis
- Enabling cross-charging for IT services
- Creating a highly efficient service delivery and service support infrastructure
- Ensuring repeatability and integration across private, public, and hybrid cloud environments
- Benefiting from open standards

CCMP defines all management functions commonly needed for the automated delivery & management of any cloud service



OSS: Responsible for managing the runtime components of cloud services

BSS: Responsible for all business / finance related aspects of cloud services

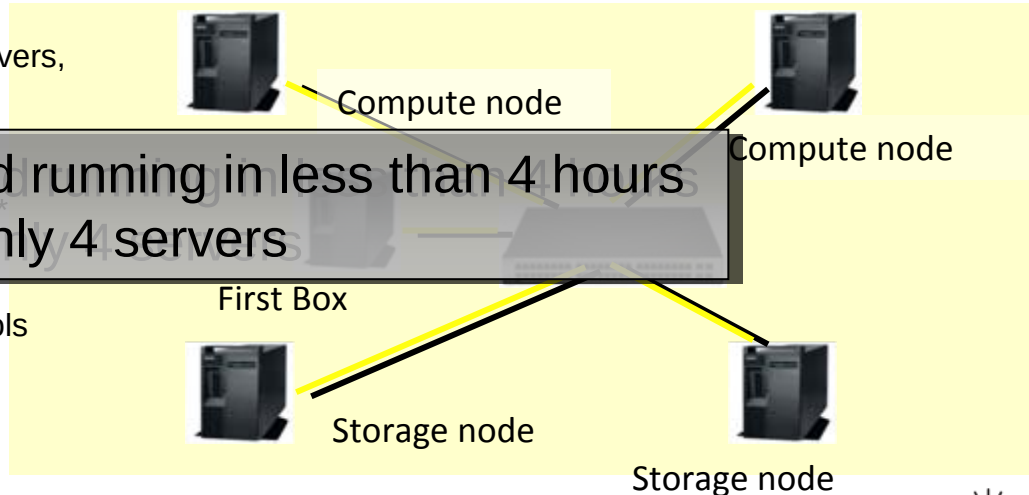
Our tools are designed to be mapped to the CCRA

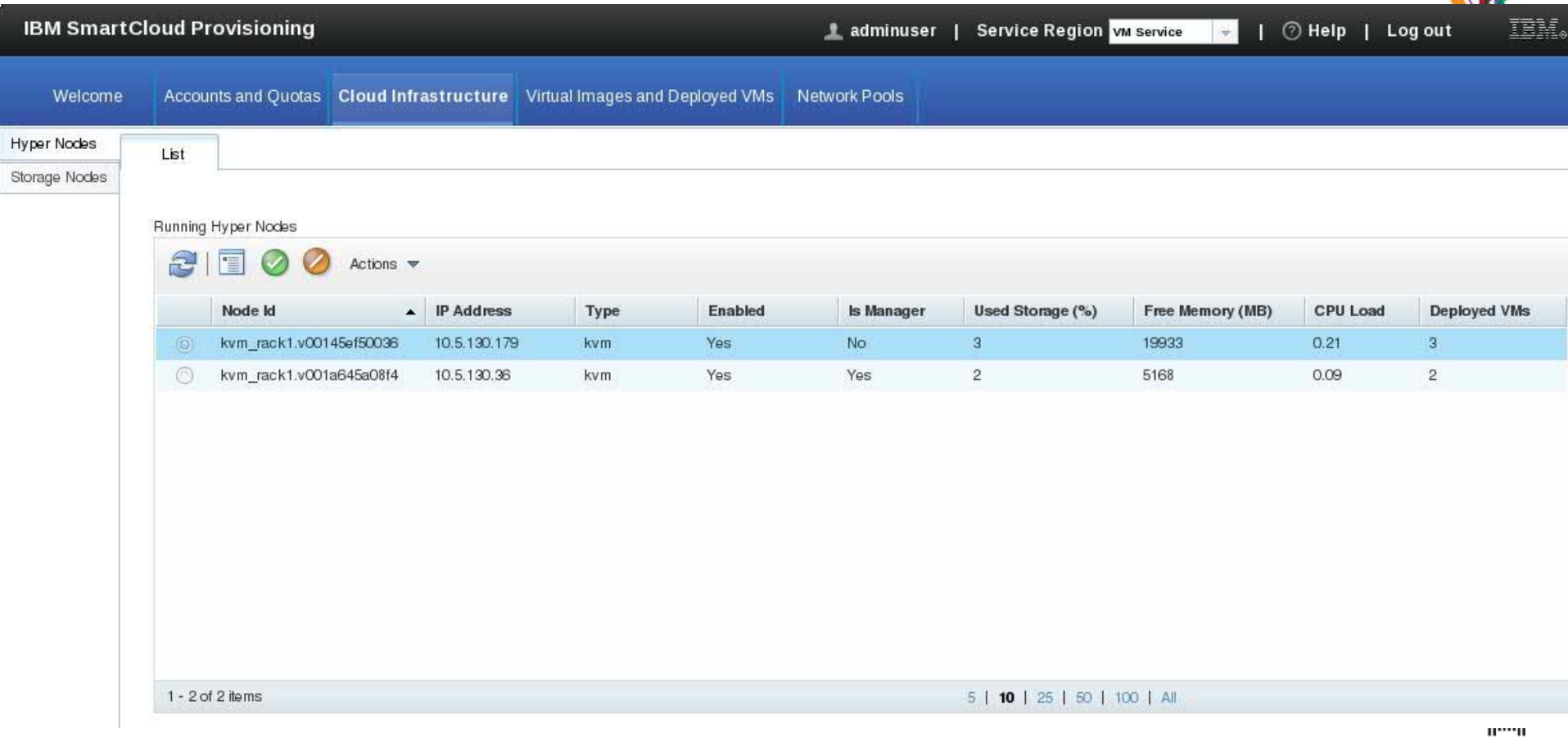
- Build a foundation with
  - IBM SmartCloud Provisioning, including Virtual Image Library and Image Construction and Composition Tool
  - IBM SmartCloud Monitoring
- Leverage advanced technology with
  - IBM Service Delivery Manager
- Complete the OSS functions with
  - IBM SmartCloud Control Desk

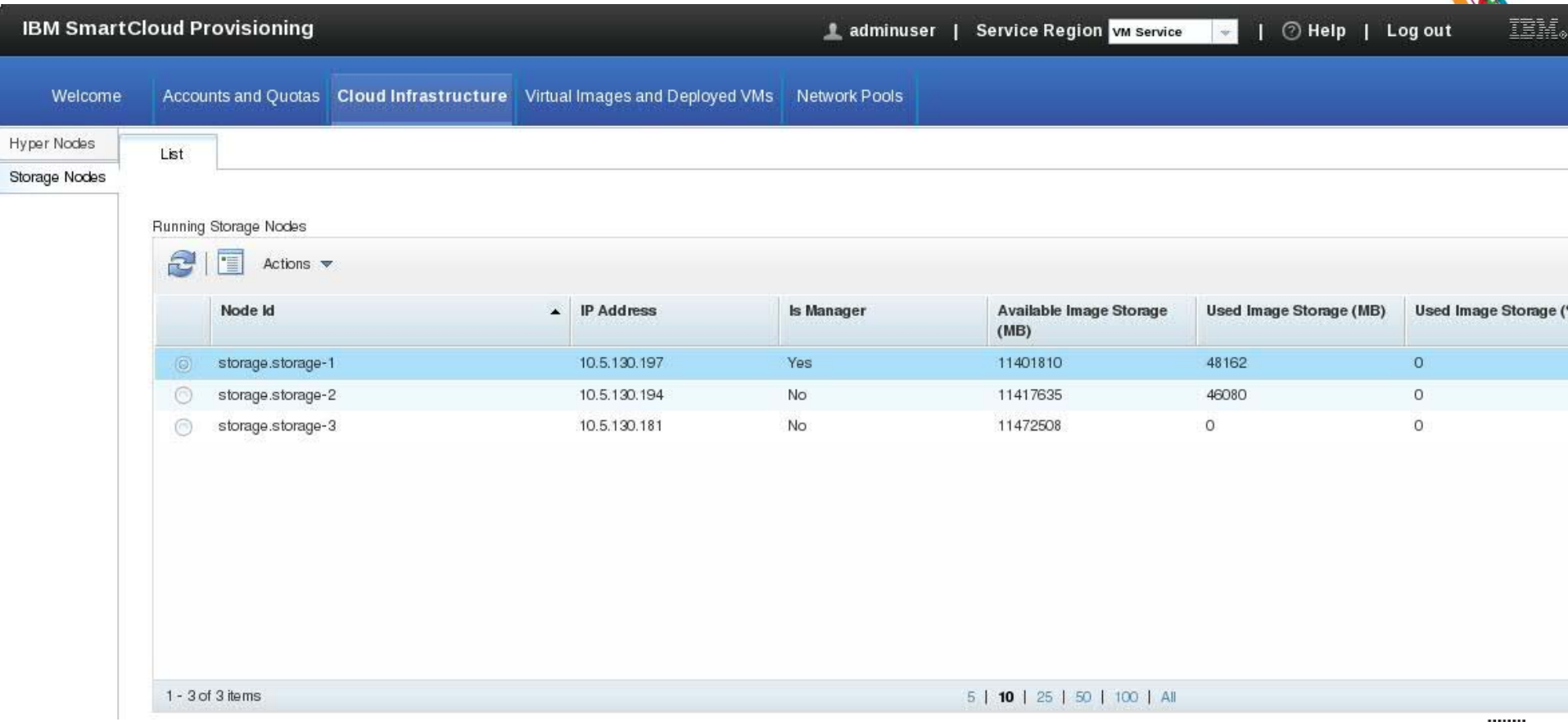
Lay the foundation with IBM SmartCloud Provisioning

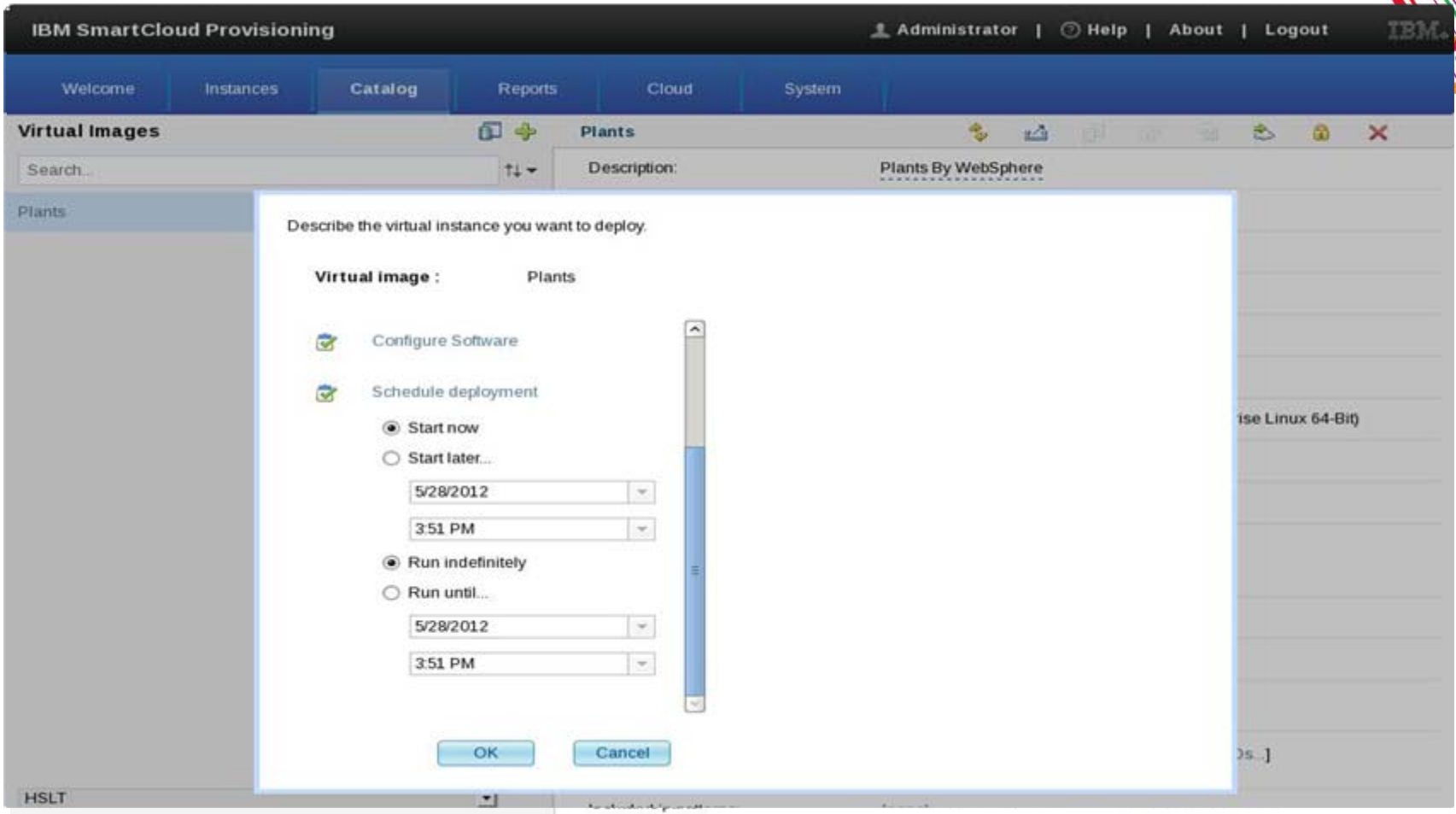
- Quickly stand up a cloud
  - Start small and scale based on need
  - No additional pre-reqs such as databases, app servers, messaging middleware
  - Freedom of choice for hypervisors
    - Avoid expensive vendor lock-in
    - VMWare ESX, KVM, Xen, Hyper-V*, PowerVM*
- Highly cost effective solution
  - Requires no additional hypervisor management tools
  - Requires no HA hardware or software
- Rich set of interfaces into the cloud
  - Web interface, scripting and web services
  - All function can be driven by a user or by scripts for complete automation

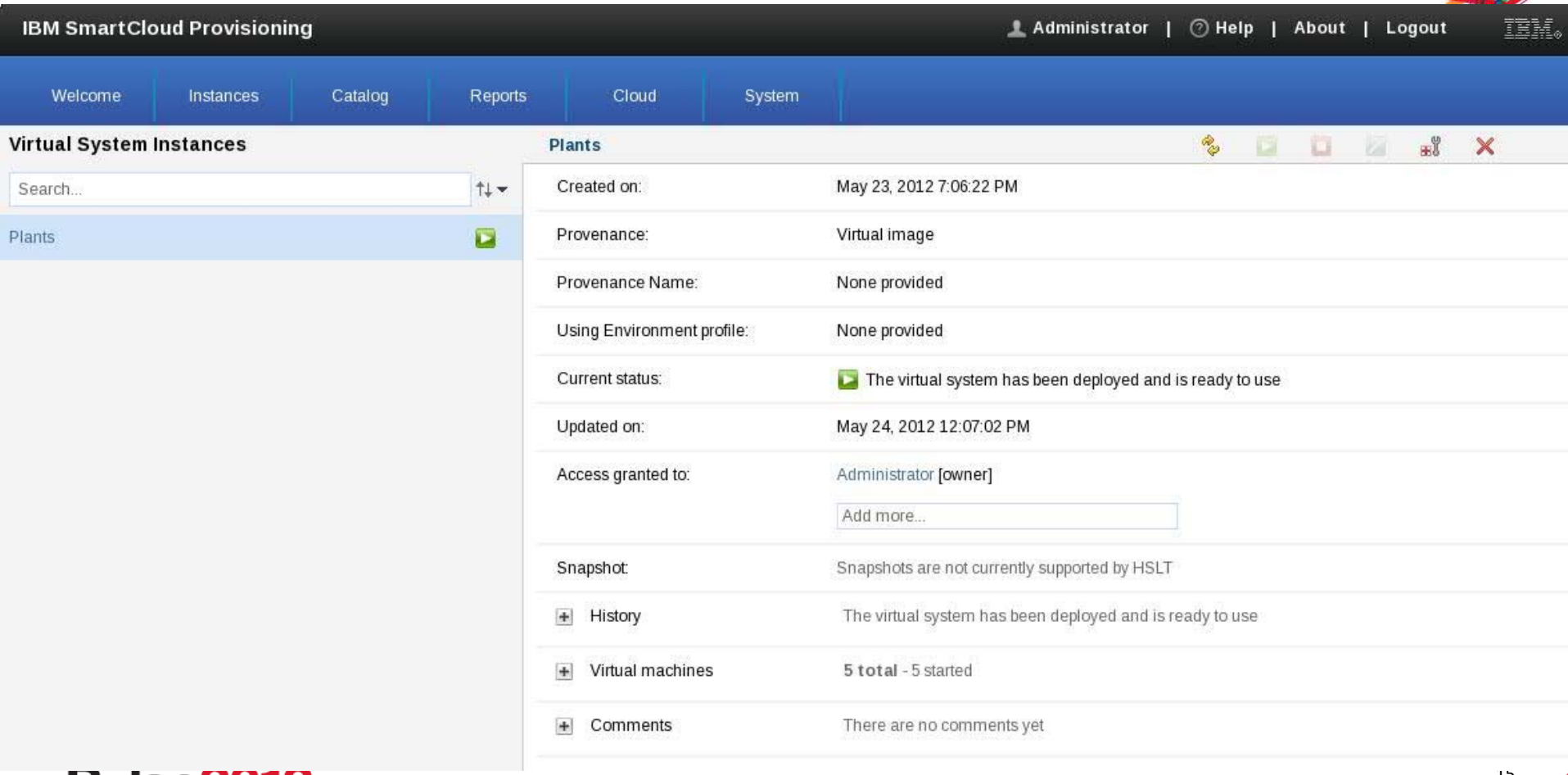
- Out-of-the-box and running in less than 4 hours
- Get started with only 4 servers

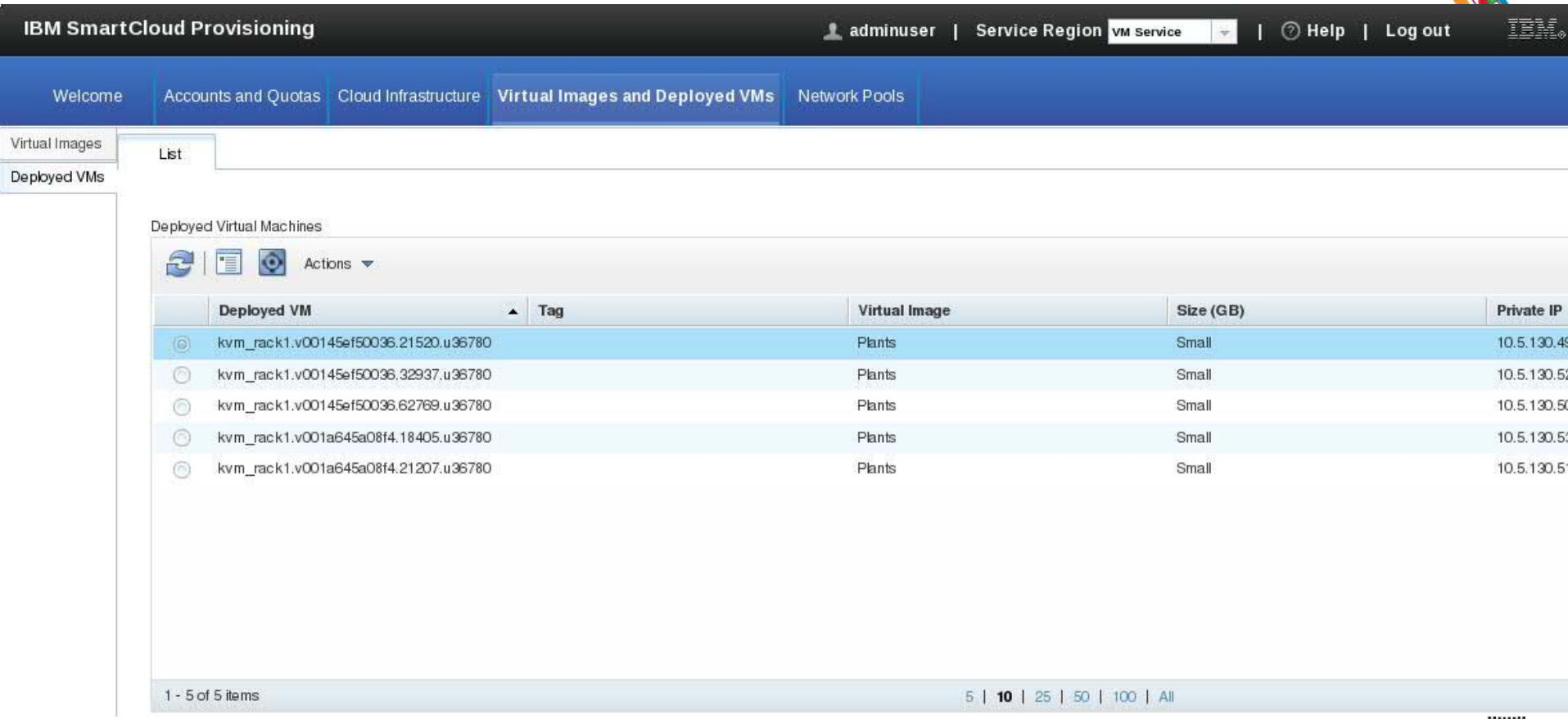



IBM SmartCloud Provisioning
adminuser | Service Region VM Service | Help | Log out
Welcome
Accounts and Quotas
Cloud Infrastructure
Virtual Images and Deployed VMs
Network Pools
Hyper Nodes
Storage Nodes
List
Running Hyper Nodes
Actions
Node Id
IP Address
Type
Enabled
Is Manager
Used Storage (%)
Free Memory (MB)
CPU Load
Deployed VMs
kvm_rack1.v00145ef50036 10.5.130.179 kvm Yes No 3 19933 0.21 3
kvm_rack1.v001a645a08f4 10.5.130.36 kvm Yes Yes 2 5168 0.09 2
1 - 2 of 2 items
5 | 10 | 25 | 50 | 100 | All


IBM SmartCloud Provisioning
adminuser | Service Region VM Service | Help | Log out
Welcome
Accounts and Quotas
Cloud Infrastructure
Virtual Images and Deployed VMs
Network Pools
Hyper Nodes
Storage Nodes
List
Running Storage Nodes
Actions
Node Id
IP Address
Is Manager
Available Image Storage (MB)
Used Image Storage (MB)
Used Image Storage (%
storage.storage-1 10.5.130.197 Yes 11401810 48162 0
storage.storage-2 10.5.130.194 No 11417635 46080 0
storage.storage-3 10.5.130.181 No 11472508 0 0
1 - 3 of 3 items
5 | 10 | 25 | 50 | 100 | All

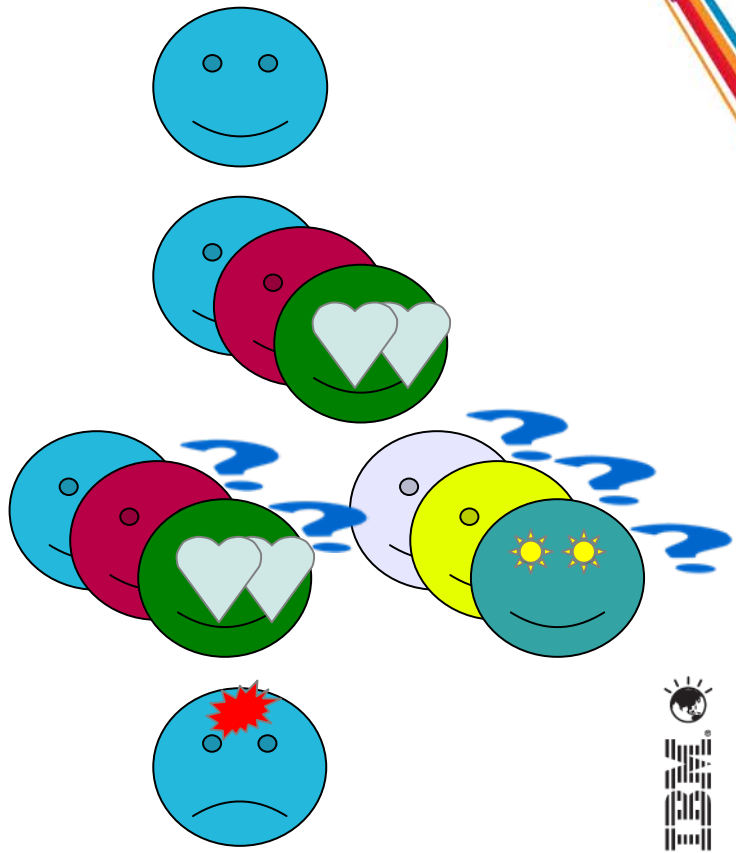

IBM SmartCloud Provisioning
Administrator | Help | About | Logout
Welcome
Instances
Catalog
Reports
Cloud
System
Virtual Images
Search...
Plants
Plants
Description:
Plants By WebSphere
Describe the virtual instance you want to deploy.
Virtual image :
Plants
Configure Software
Schedule deployment
Start now
Start later...
5/28/2012
3:51 PM
Run indefinitely
Run until...
5/28/2012
3:51 PM
OK
Cancel
HSLT

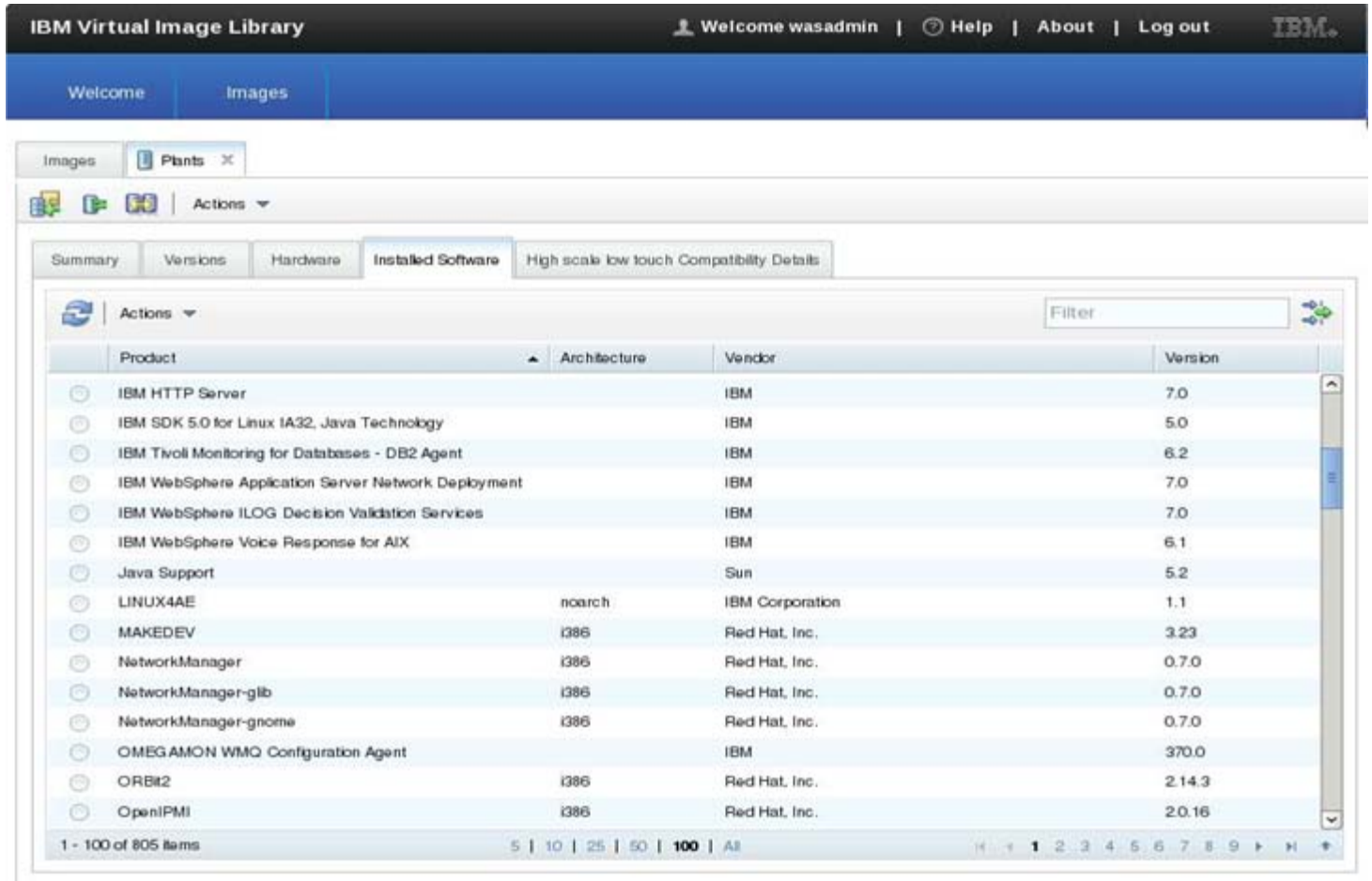

IBM SmartCloud Provisioning
Administrator | Help | About | Logout
IBM
Welcome
Instances
Catalog
Reports
Cloud
System
Virtual System Instances
Search...
Plants
Plants
Created on: May 23, 2012 7:06:22 PM
Provenance: Virtual image
Provenance Name: None provided
Using Environment profile: None provided
Current status: The virtual system has been deployed and is ready to use
Updated on: May 24, 2012 12:07:02 PM
Access granted to: Administrator [owner]
Add more...
Snapshot: Snapshots are not currently supported by HSLT
History The virtual system has been deployed and is ready to use
Virtual machines 5 total - 5 started
Comments There are no comments yet

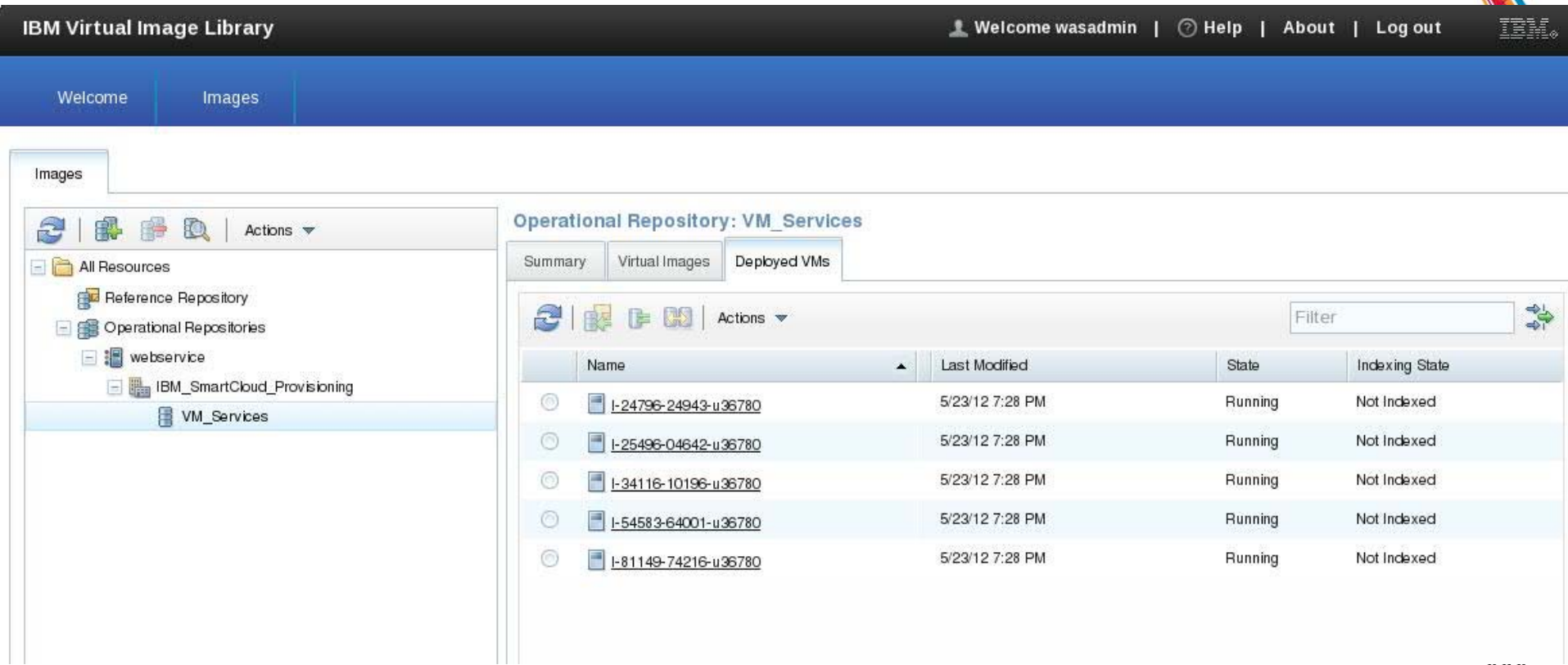

IBM SmartCloud Provisioning
adminuser | Service Region VM Service | Help | Log out
Welcome
Accounts and Quotas
Cloud Infrastructure
Virtual Images and Deployed VMs
Network Pools
Virtual Images
Deployed VMs
List
Deployed Virtual Machines
Actions
Deployed VM
Tag
Virtual Image
Size (GB)
Private IP
kvm_rack1.v00145ef50036.21520.u36780 Plants Small 10.5.130.4
kvm_rack1.v00145ef50036.32937.u36780 Plants Small 10.5.130.5
kvm_rack1.v00145ef50036.62769.u36780 Plants Small 10.5.130.5
kvm_rack1.v001a645a08f4.18405.u36780 Plants Small 10.5.130.5
kvm_rack1.v001a645a08f4.21207.u36780 Plants Small 10.5.130.5
1 - 5 of 5 items
5 | 10 | 25 | 50 | 100 | All

SCP puts you back in control of your images

1. In the beginning, there was the **perfect image**...
2. Then users starting **making changes** and "snapshots"... and what they put in the images is unknown...
3. Then the images are copied to **multiple locations**... and some change again...
4. Then you need to apply a **critical security patch**... How...? Where...?




IBM Virtual Image Library
Welcome wasadmin | Help | About | Log out
IBM
Welcome
Images
Images
Plants
Actions
Summary
Versions
Hardware
Installed Software
High scale low touch Compatibility Details
Actions
Filter
Product
Architecture
Vendor
Version
IBM HTTP Server IBM 7.0
IBM SDK 5.0 for Linux IA32, Java Technology IBM 5.0
IBM Tivoli Monitoring for Databases - DB2 Agent IBM 6.2
IBM WebSphere Application Server Network Deployment IBM 7.0
IBM WebSphere ILOG Decision Validation Services IBM 7.0
IBM WebSphere Voice Response for AIX IBM 6.1
Java Support Sun 5.2
LINUX4AE noarch IBM Corporation 1.1
MAKEDEV i386 Red Hat, Inc. 3.23
NetworkManager i386 Red Hat, Inc. 0.7.0
NetworkManager-glib i386 Red Hat, Inc. 0.7.0
NetworkManager-gnome i386 Red Hat, Inc. 0.7.0
OMEGAMON WMQ Configuration Agent IBM 370.0
ORBit2 i386 Red Hat, Inc. 2.14.3
OpenIPMI i386 Red Hat, Inc. 2.0.16
1 - 100 of 805 items
5 | 10 | 25 | 50 | 100 | All
1 2 3 4 5 6 7 8 9


IBM Virtual Image Library
Welcome wasadmin | Help | About | Log out
IBM
Welcome
Images
Images
Actions
All Resources
Reference Repository
Operational Repositories
webservice
IBM_SmartCloud_Provisioning
VM_Services
Operational Repository: VM_Services
Summary
Virtual Images
Deployed VMs
Actions
Filter
Name
Last Modified
State
Indexing State
I-24796-24943-u36780
5/23/12 7:28 PM
Running
Not Indexed
I-25496-04642-u36780
5/23/12 7:28 PM
Running
Not Indexed
I-34116-10196-u36780
5/23/12 7:28 PM
Running
Not Indexed
I-54583-64001-u36780
5/23/12 7:28 PM
Running
Not Indexed
I-81149-74216-u36780
5/23/12 7:28 PM
Running
Not Indexed

IBM realises value with SCP throughout the development lifecycle

Business challenge

Hardware constraints

- Significant number of machines
- Low HW utilisation rates
- Forced to use outdated HW

Time constraints

- Required time to setup a complex topologies
- Significant time spent on setup rather than testing

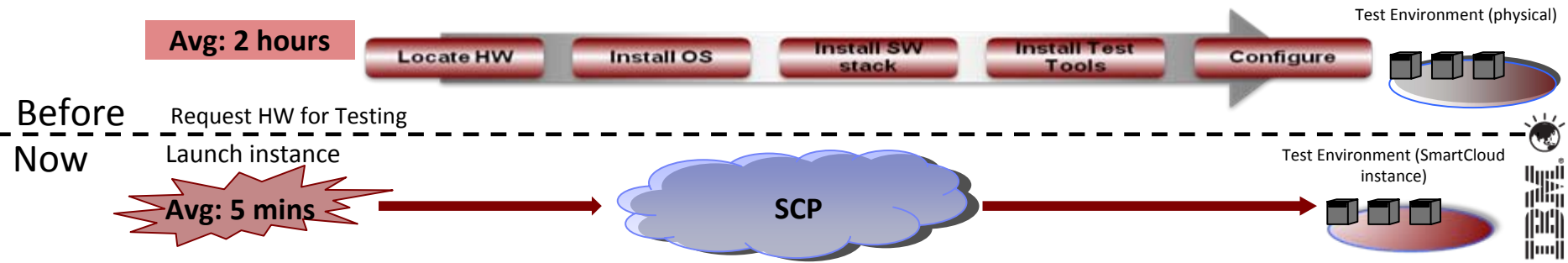
Skills requirements

- Training engineers to setup complex software stack

Solution

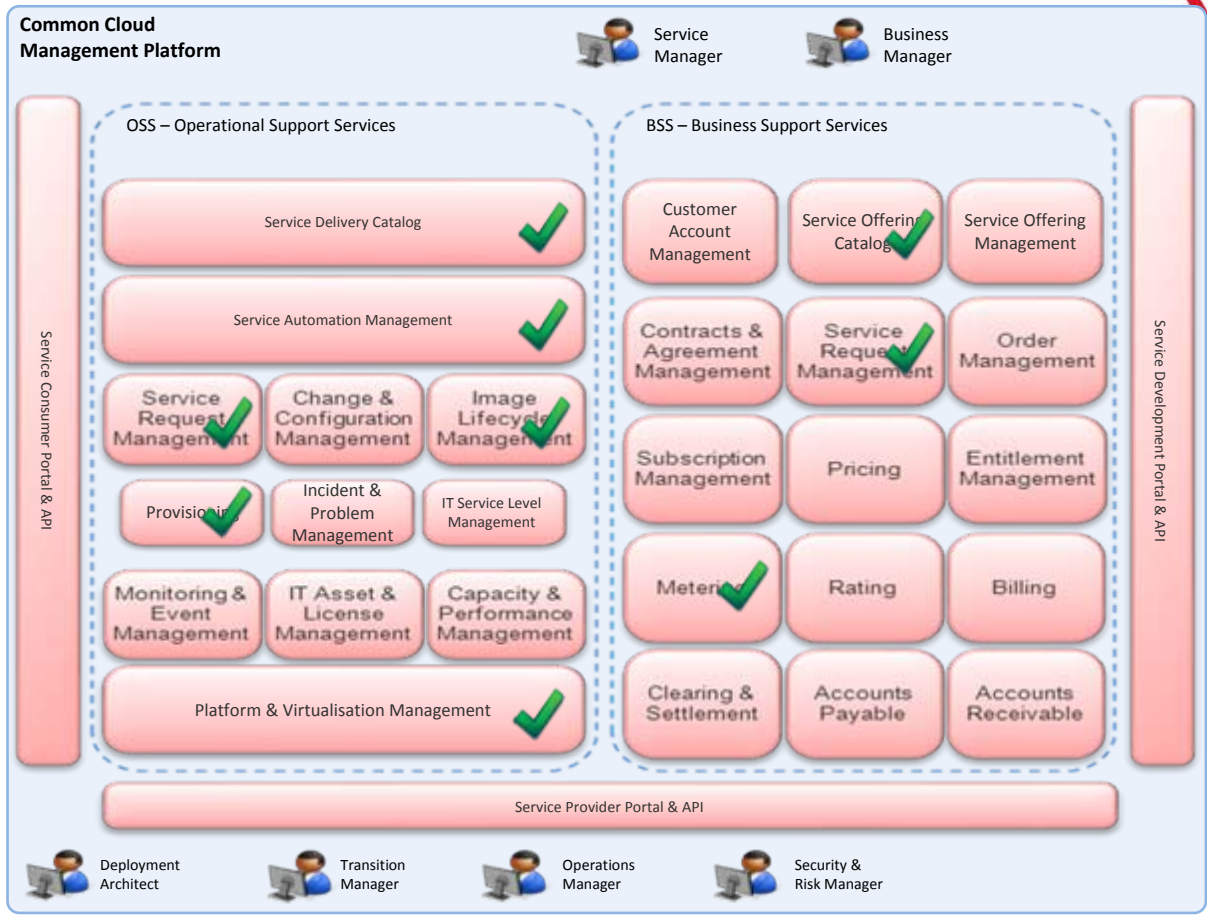
Leverage SmartCloud Provisioning to rapidly stand up development and test environments

- Currently using SmartCloud in 28 development and test projects in Tivoli
- Reduced setup time from 2 hours to 5 minutes
- Returned 356 old physical machines to surplus
- Enables more time to be spent validating software instead of setting up environments



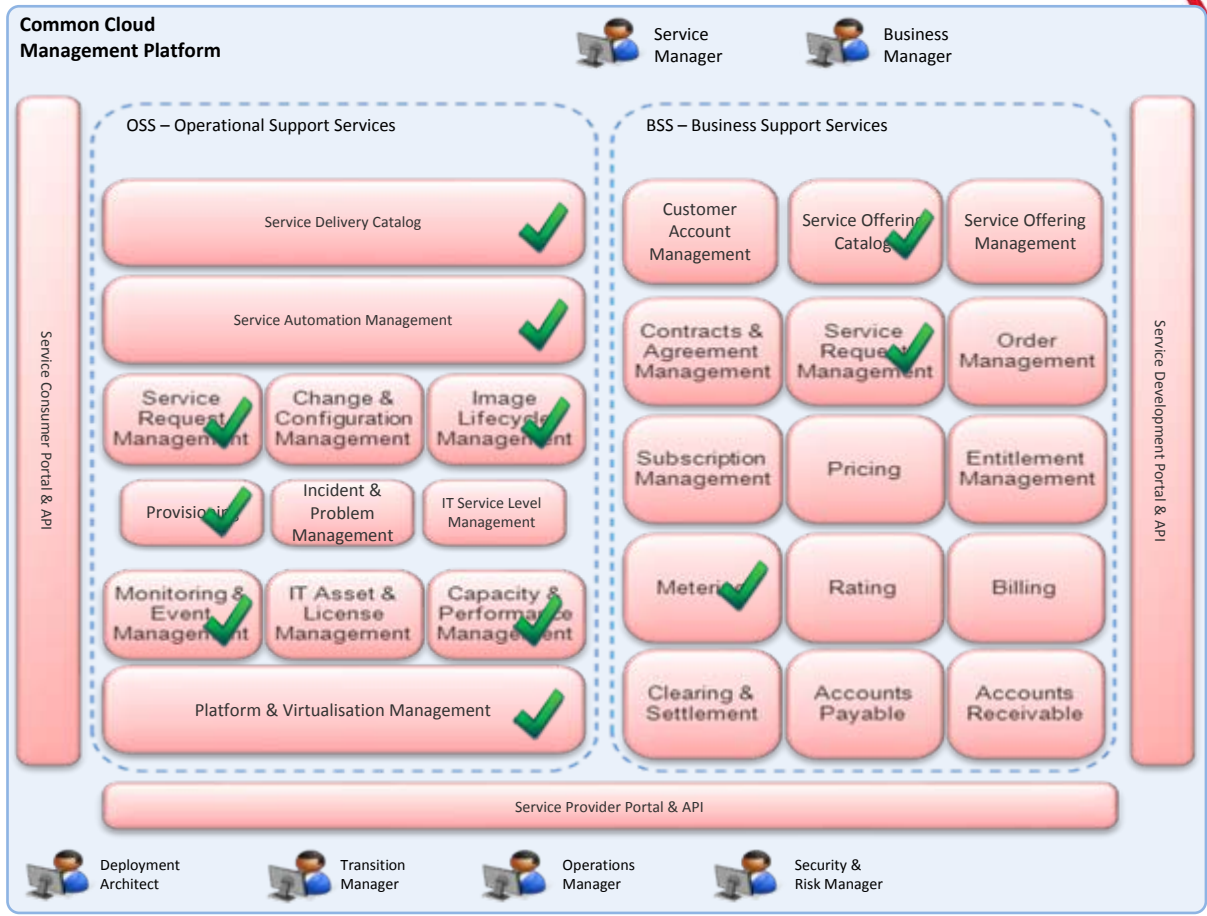
The foundation is now built!

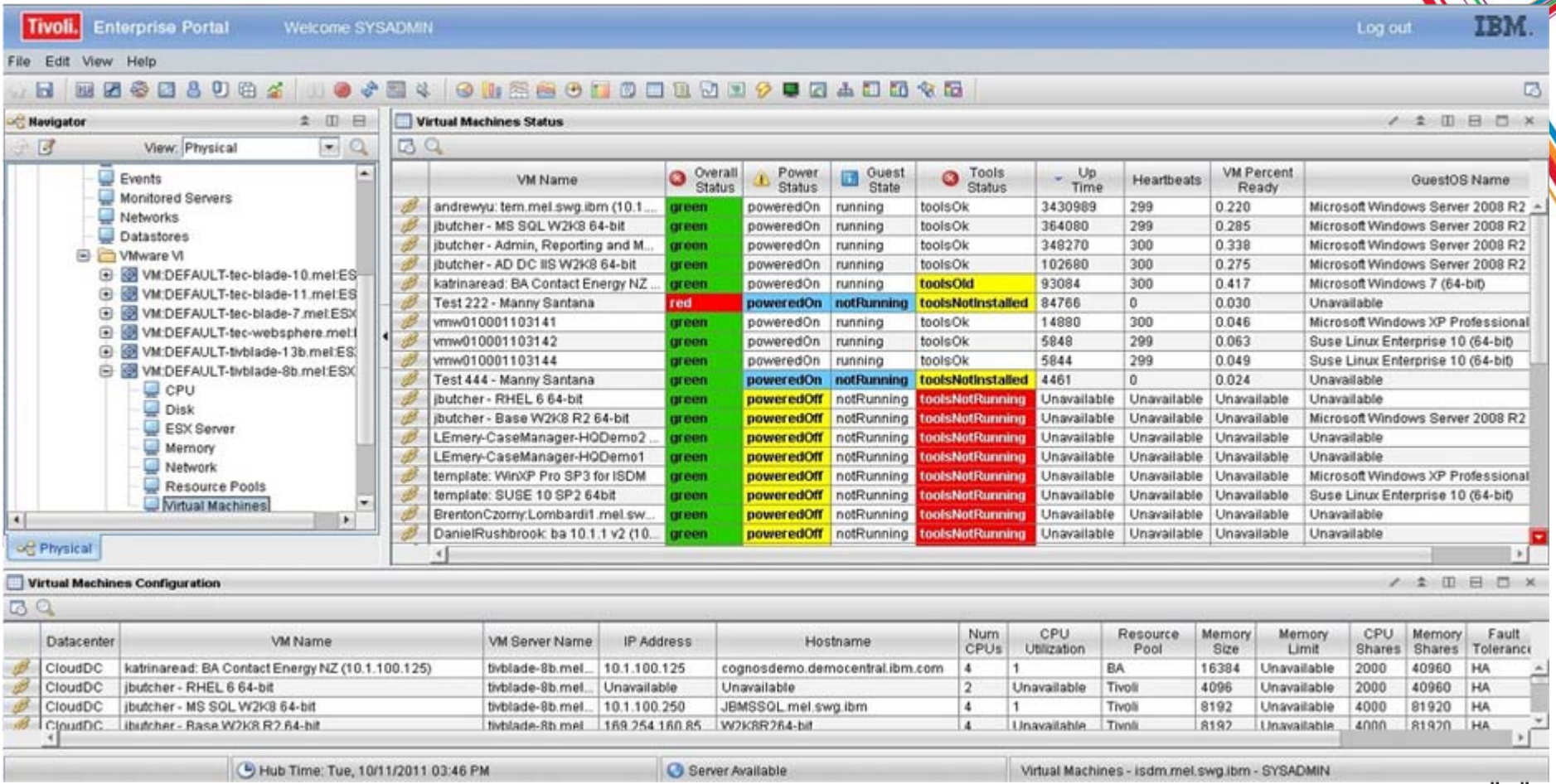
- Hypervisor agnostic
- Reduced hypervisor licensing
- Hardware agnostic
- Image lifecycle mgmt
- Open source based
- Small footprint



Now add value with IBM SmartCloud Monitoring

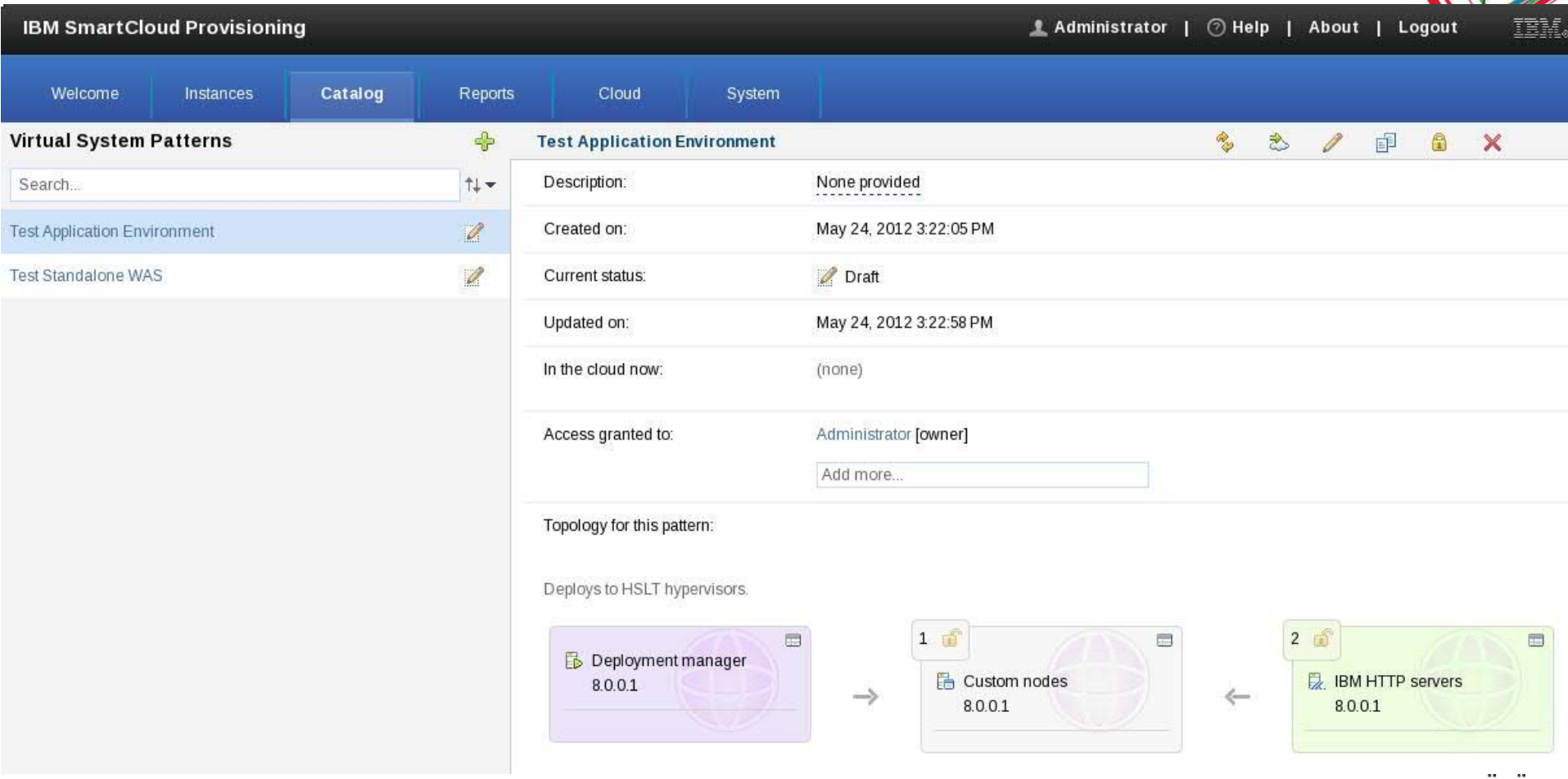
- Ease migration to private clouds
- Monitor heterogeneous environment
- Gain unprecedented visibility and control
- Understand overall health of cloud infrastructure and workloads
- Click-in-context/drill-down capabilities
- Take advantage of built-in analytics
- Employ analytics for smarter capacity planning
- Make informed decisions with what-if analysis tools
- Intelligent workload placement with policy-driven analytics

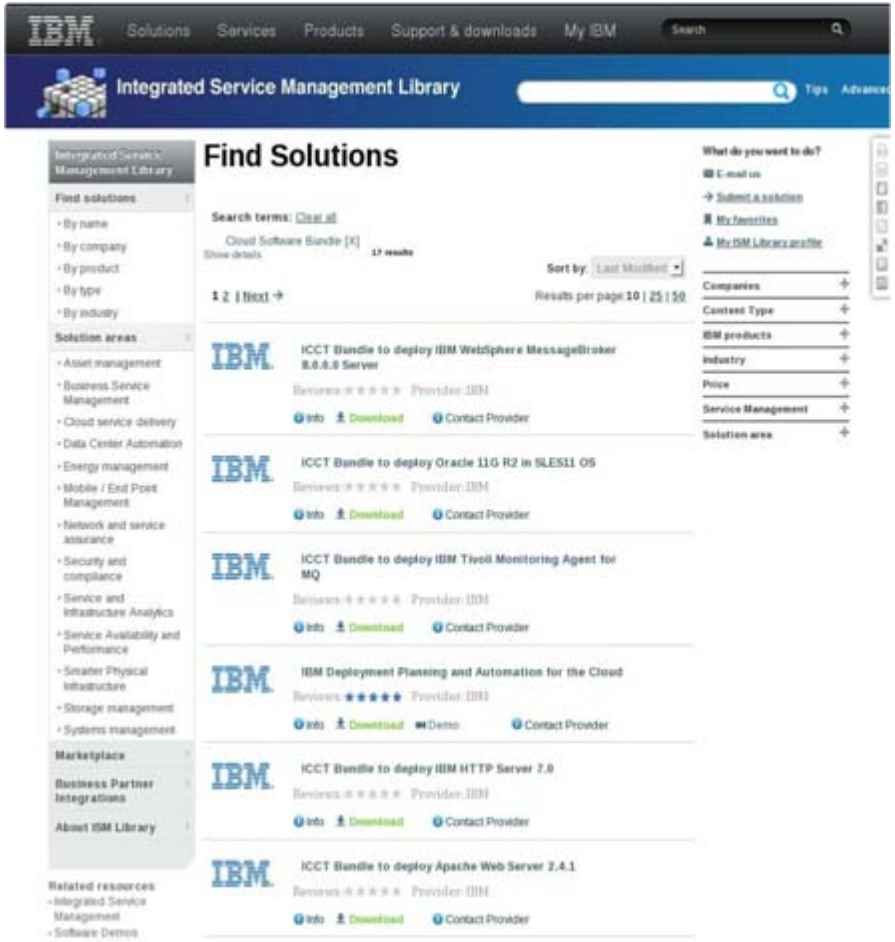



Tivoli. Enterprise Portal
Welcome SYSADMIN
Log out
IBM.
File Edit View Help
Navigator
View: Physical
Events
Monitored Servers
Networks
Datastores
VMware VI
VM:DEFAULT-tec-blade-10.mel:ES
VM:DEFAULT-tec-blade-11.mel:ES
VM:DEFAULT-tec-blade-7.mel:ESX
VM:DEFAULT-tec-websphere.mel:
VM:DEFAULT-tivblade-13b.mel:ES
VM:DEFAULT-tivblade-8b.mel:ESX
CPU
Disk
ESX Server
Memory
Network
Resource Pools
Virtual Machines
Physical
Virtual Machines Status
VM Name | Overall Status | Power Status | Guest State | Tools Status | Up Time | Heartbeats | VM Percent Ready | GuestOS Name
andrewyu: tem.mel.swg.ibm (10.1... | green | poweredOn | running | toolsOk | 3430989 | 299 | 0.220 | Microsoft Windows Server 2008 R2
jbutcher - MS SQL W2K8 64-bit | green | poweredOn | running | toolsOk | 364080 | 299 | 0.285 | Microsoft Windows Server 2008 R2
jbutcher - Admin, Reporting and M... | green | poweredOn | running | toolsOk | 348270 | 300 | 0.338 | Microsoft Windows Server 2008 R2
jbutcher - AD DC IIS W2K8 64-bit | green | poweredOn | running | toolsOk | 102680 | 300 | 0.275 | Microsoft Windows Server 2008 R2
katrinaread: BA Contact Energy NZ ... | green | poweredOn | running | toolsOld | 93084 | 300 | 0.417 | Microsoft Windows 7 (64-bit)
Test 222 - Manny Santana | red | poweredOn | notRunning | toolsNotInstalled | 84766 | 0 | 0.030 | Unavailable
vmw010001103141 | green | poweredOn | running | toolsOk | 14880 | 300 | 0.046 | Microsoft Windows XP Professional
vmw010001103142 | green | poweredOn | running | toolsOk | 5848 | 299 | 0.063 | Suse Linux Enterprise 10 (64-bit)
vmw010001103144 | green | poweredOn | running | toolsOk | 5844 | 299 | 0.049 | Suse Linux Enterprise 10 (64-bit)
Test 444 - Manny Santana | green | poweredOn | notRunning | toolsNotInstalled | 4461 | 0 | 0.024 | Unavailable
jbutcher - RHEL 6 64-bit | green | poweredOff | notRunning | toolsNotRunning | Unavailable | Unavailable | Unavailable | Unavailable
jbutcher - Base W2K8 R2 64-bit | green | poweredOff | notRunning | toolsNotRunning | Unavailable | Unavailable | Unavailable | Microsoft Windows Server 2008 R2
LEmery-CaseManager-HQDemo2 ... | green | poweredOff | notRunning | toolsNotRunning | Unavailable | Unavailable | Unavailable | Unavailable
LEmery-CaseManager-HQDemo1 | green | poweredOff | notRunning | toolsNotRunning | Unavailable | Unavailable | Unavailable | Unavailable
template: WinXP Pro SP3 for ISDM | green | poweredOff | notRunning | toolsNotRunning | Unavailable | Unavailable | Unavailable | Microsoft Windows XP Professional
template: SUSE 10 SP2 64bit | green | poweredOff | notRunning | toolsNotRunning | Unavailable | Unavailable | Unavailable | Suse Linux Enterprise 10 (64-bit)
BrentonCzorny:Lombardi1.mel.sw... | green | poweredOff | notRunning | toolsNotRunning | Unavailable | Unavailable | Unavailable | Unavailable
DanielRushbrook: ba 10.1.1 v2 (10... | green | poweredOff | notRunning | toolsNotRunning | Unavailable | Unavailable | Unavailable | Unavailable
Virtual Machines Configuration
Datacenter | VM Name | VM Server Name | IP Address | Hostname | Num CPUs | CPU Utilization | Resource Pool | Memory Size | Memory Limit | CPU Shares | Memory Shares | Fault Tolerance
CloudDC | katrinaread: BA Contact Energy NZ (10.1.100.125) | tivblade-8b.mel... | 10.1.100.125 | cognosdemo.democentral.ibm.com | 4 | 1 | BA | 16384 | Unavailable | 2000 | 40960 | HA
CloudDC | jbutcher - RHEL 6 64-bit | tivblade-8b.mel... | Unavailable | Unavailable | 2 | Unavailable | Tivoli | 4096 | Unavailable | 2000 | 40960 | HA
CloudDC | jbutcher - MS SQL W2K8 64-bit | tivblade-8b.mel... | 10.1.100.250 | JBMSSQL.mel.swg.ibm | 4 | 1 | Tivoli | 8192 | Unavailable | 4000 | 81920 | HA
CloudDC | jbutcher - Base W2K8 R2 64-bit | tivblade-8b.mel... | 169.254.160.85 | W2K8R264-bit | 4 | Unavailable | Tivoli | 8192 | Unavailable | 4000 | 81920 | HA
Hub Time: Tue, 10/11/2011 03:46 PM
Server Available
Virtual Machines - isdm.mel.swg.ibm - SYSADMIN

The tools are evolving...

- To provide out-of-the-box integration
  - with other IBM products (Network, Storage, Endpoint)
  - with OpenStack
  - **to achieve Integrated Service Management**
- To add value through advanced service automation with
  - IBM SmartCloud Orchestrator*
  - SCP: Pattern deployment
  - SCP: Hybrid cloud technology
- Built to current and emerging standards
- IBM Service Management Library offerings
  - http://www-304.ibm.com/software/brandcatalog/ismlibrary/search#rc=CloudSoftwareBundle:Cloud%20Software%20Bundle#page=1:1


IBM SmartCloud Provisioning
Administrator | Help | About | Logout
Welcome
Instances
Catalog
Reports
Cloud
System
Virtual System Patterns
Search...
Test Application Environment
Test Standalone WAS
Test Application Environment
Description:
None provided
Created on:
May 24, 2012 3:22:05 PM
Current status:
Draft
Updated on:
May 24, 2012 3:22:58 PM
In the cloud now:
(none)
Access granted to:
Administrator [owner]
Add more...
Topology for this pattern:
Deploys to HSLT hypervisors.
Deployment manager
8.0.0.1
1
Custom nodes
8.0.0.1
2
IBM HTTP servers
8.0.0.1


IBM
Solutions
Services
Products
Support & downloads
My IBM
Search
Integrated Service Management Library
Tips
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Industry
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Solution area
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By company
By product
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ICCT Bundle to deploy IBM WebSphere MQ 7.0.1 Server

IBM has the tools to build and manage your Cloud-enabled data centre / Private Cloud

- ✓ Leverage IBM's experience with the CCRA
- ✓ Identify gaps and procure the tools that support the fundamental building blocks
- ✓ Invest in tools that evolve with the industry, and your business

Questions?

Tools for Building and Managing Your Cloud Service Delivery Platform

Peter Tuton

IBM Service Management and Cloud Technical Specialist

Pulse2012

Meet the Experts. Optimise your infrastructure.

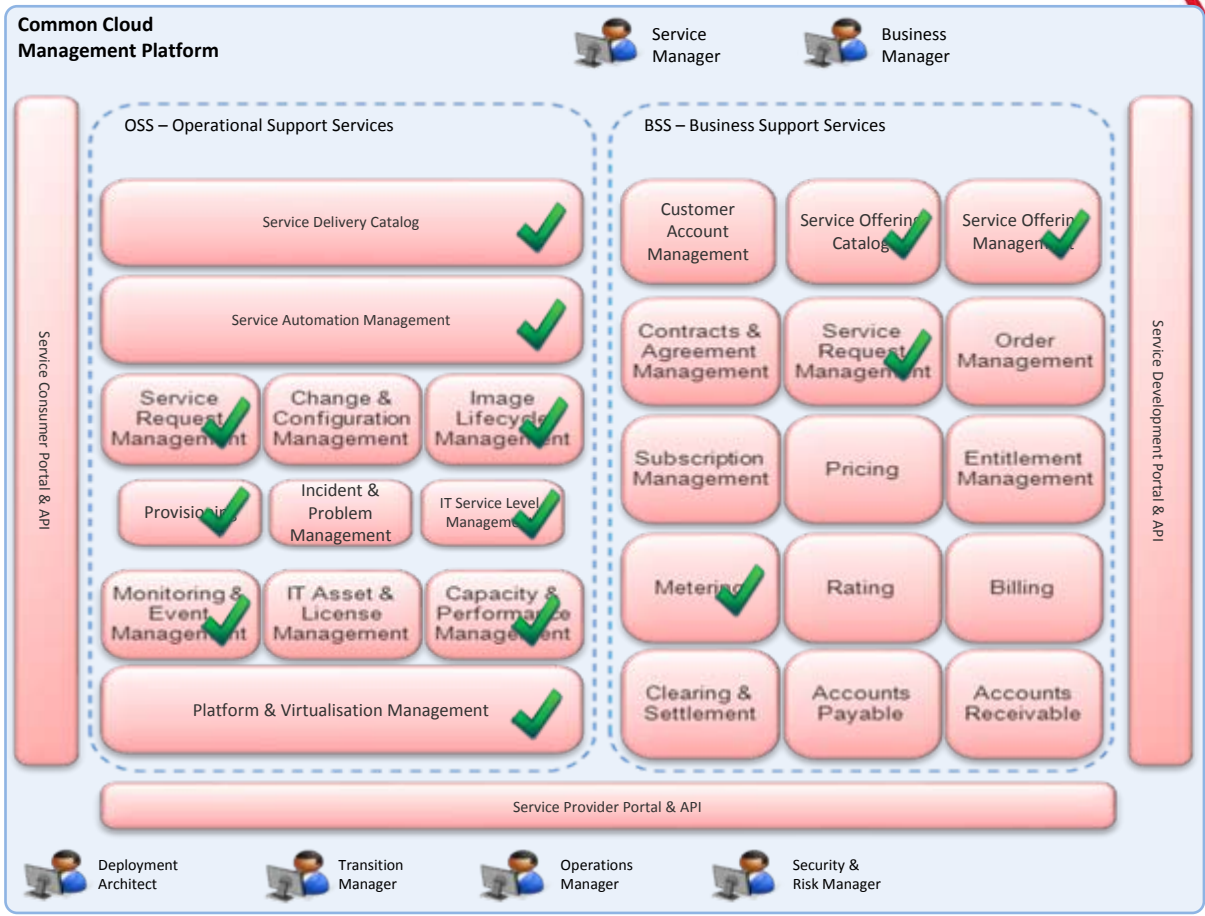
May 31 – June1

Sheraton on the Park Hotel, Sydney

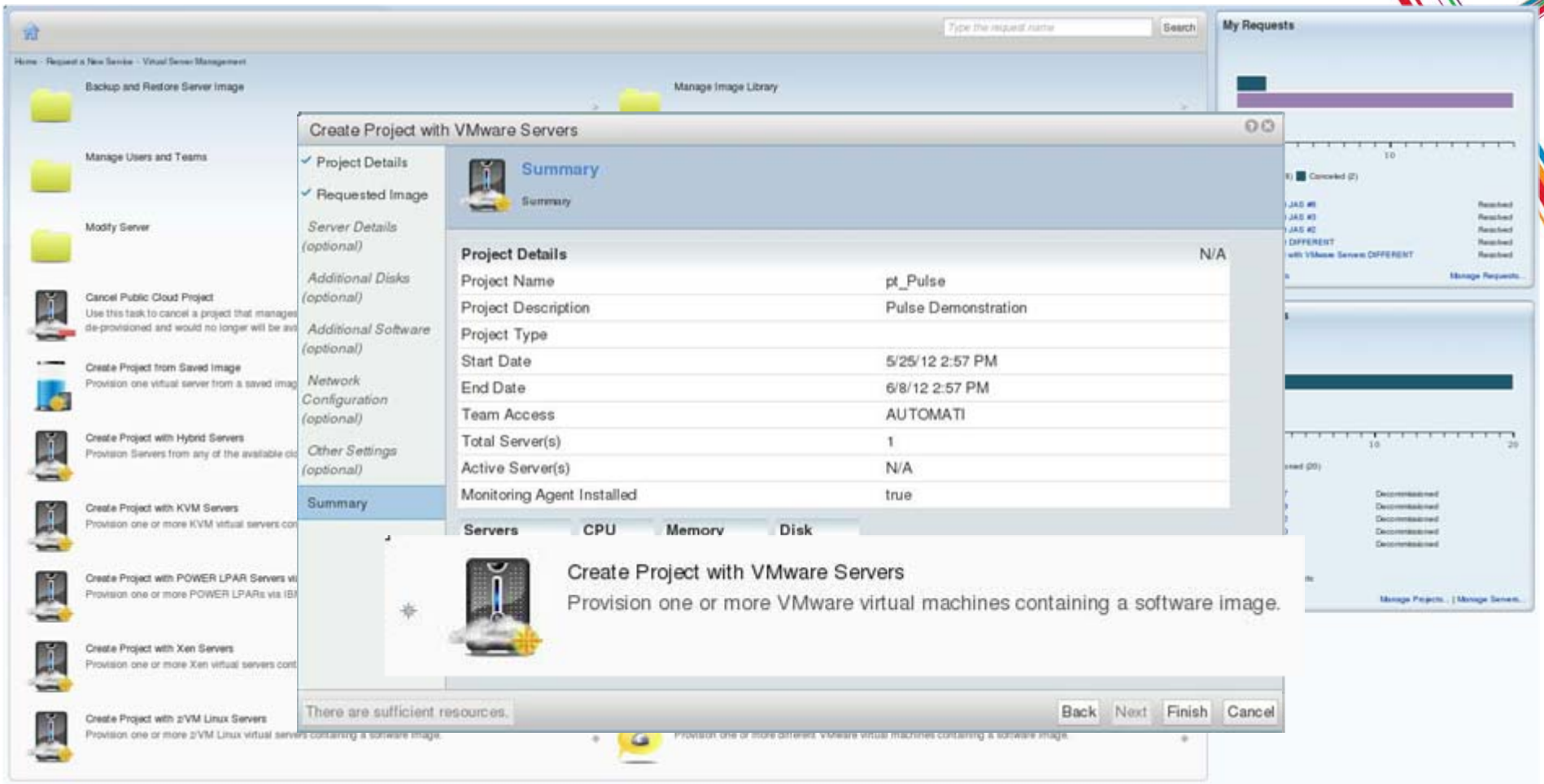
Backup

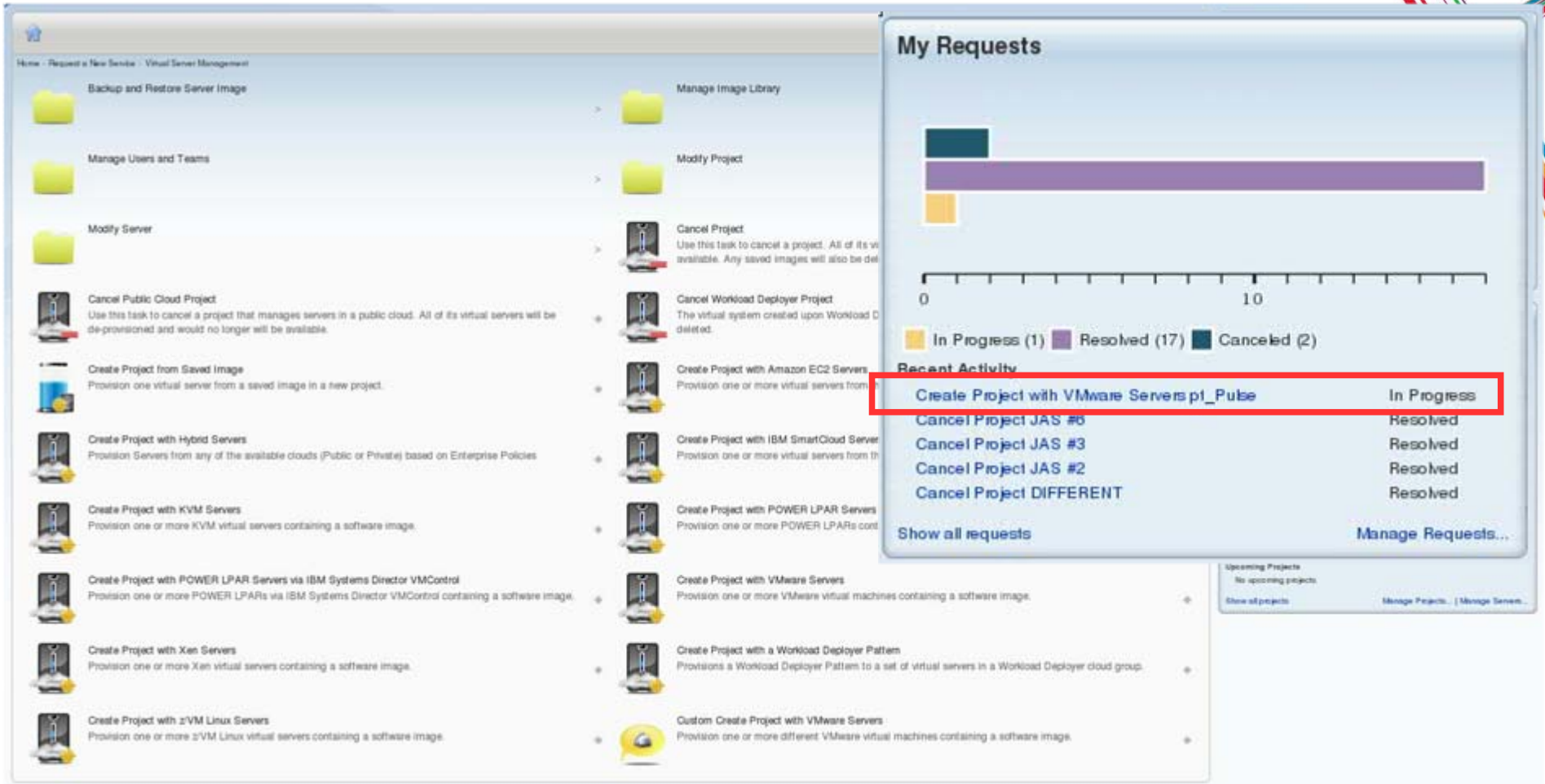
Advanced technology with IBM Service Delivery Manager

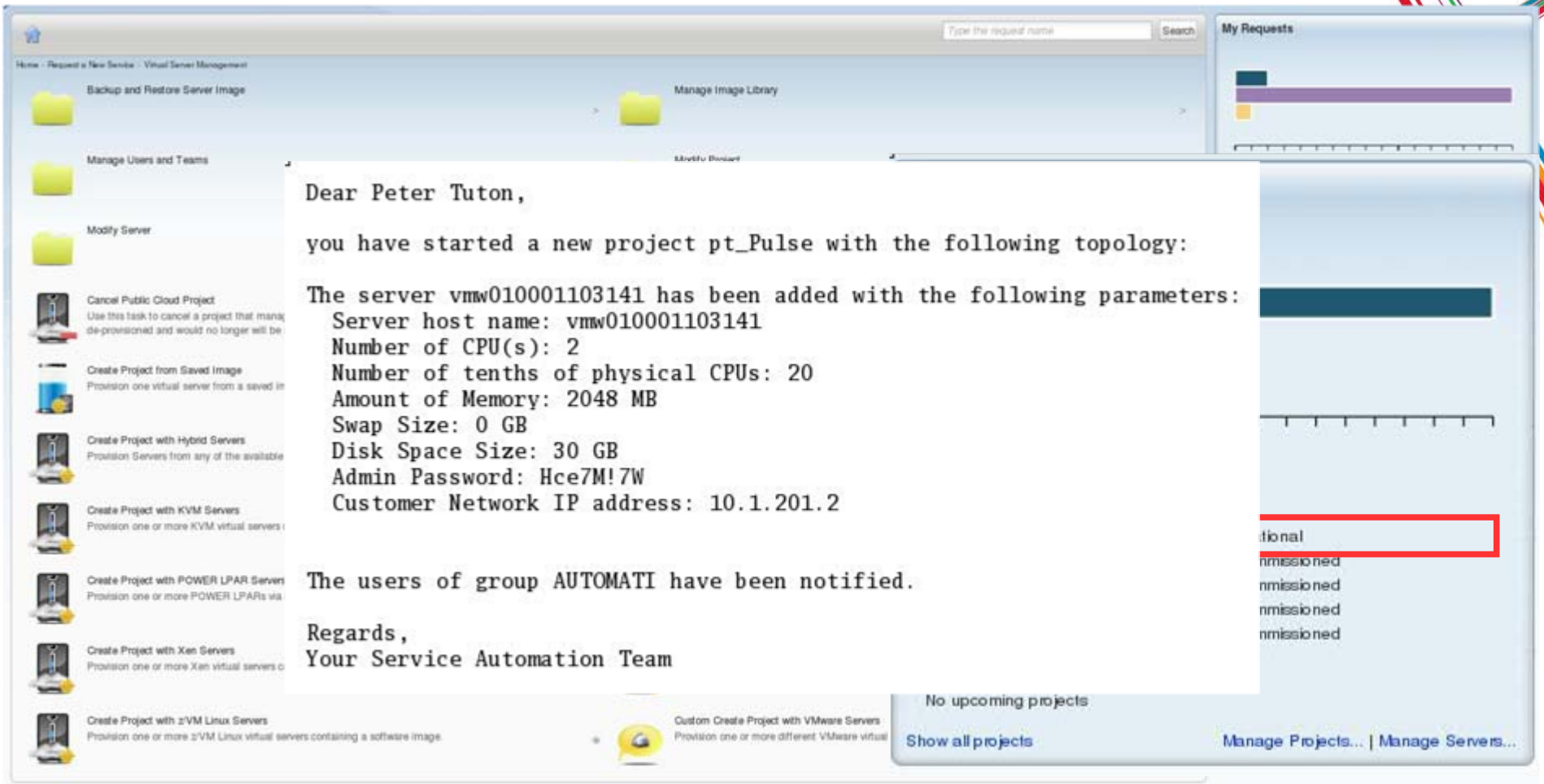
- A self-service portal interface for in-advance computing reservations of virtualised environments, including storage and networking resources
- Automated provisioning and de-provisioning of resources
- Real-time monitoring of physical and virtual cloud resources
- Integrated usage and accounting chargeback capabilities that can help system administrators to help, track, and optimise system usage
- Built-in high availability of the cloud management platform
- Prepackaged automation templates and workflows for most common resource types
- Can leverage existing hardware for the cloud infrastructure



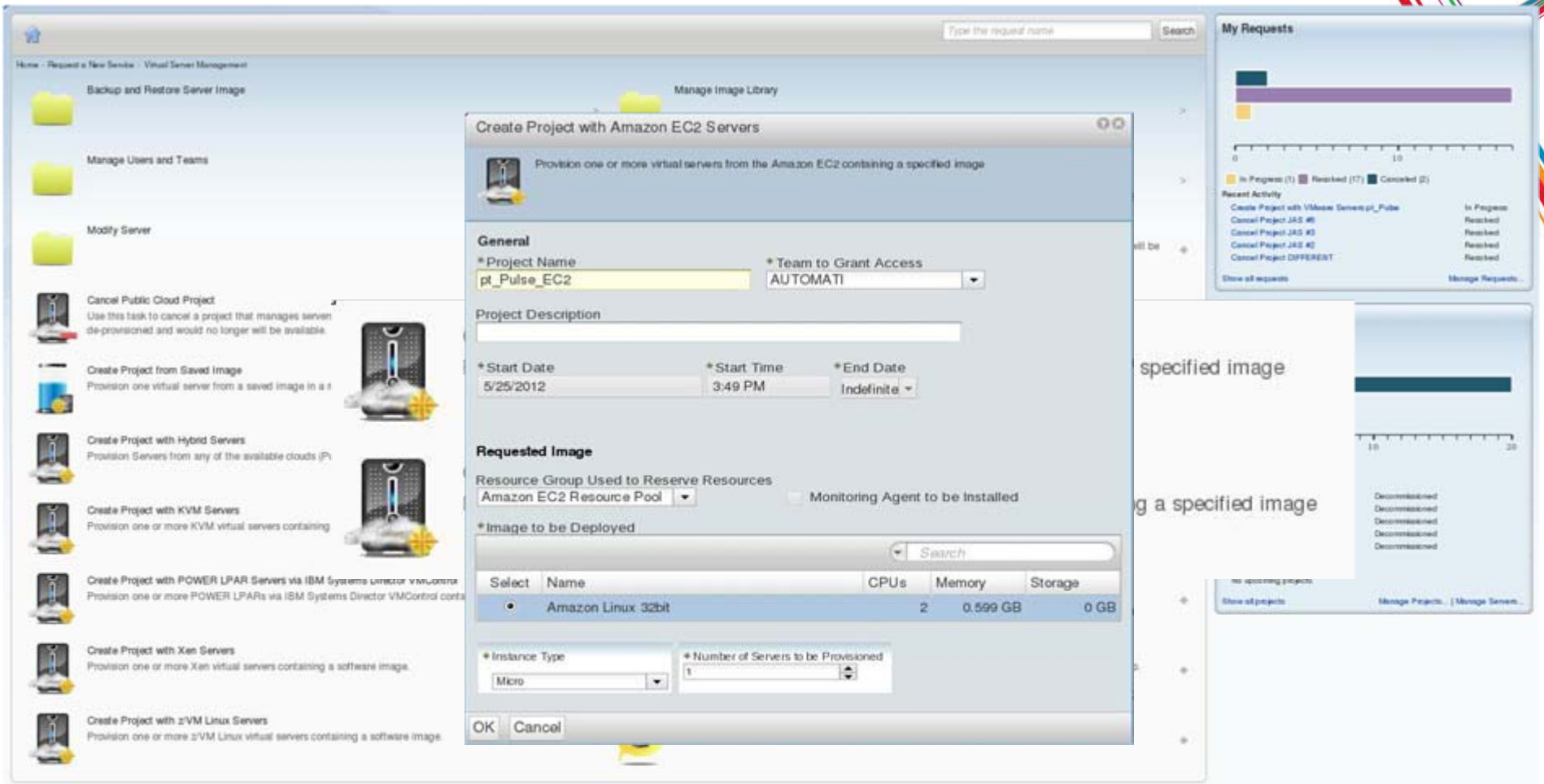
Service catalogue...


Backup and Restore Server Image
Manage Image Library
Manage Users and Teams
Modify Server
Cancel Public Cloud Project
Create Project from Saved Image
Create Project with Hybrid Servers
Create Project with KVM Servers
Create Project with POWER LPAR Servers
Create Project with Xen Servers
Create Project with z/VM Linux Servers
My Requests
Create Project with VMware Servers
Project Details
Requested Image
Server Details (optional)
Additional Disks (optional)
Additional Software (optional)
Network Configuration (optional)
Other Settings (optional)
Summary
Summary
Project Details N/A
Project Name pt_Pulse
Project Description Pulse Demonstration
Project Type
Start Date 5/25/12 2:57 PM
End Date 6/8/12 2:57 PM
Team Access AUTOMATI
Total Server(s) 1
Active Server(s) N/A
Monitoring Agent Installed true
Servers
CPU
Memory
Disk
Create Project with VMware Servers
Provision one or more VMware virtual machines containing a software image.
There are sufficient resources.
Back
Next
Finish
Cancel

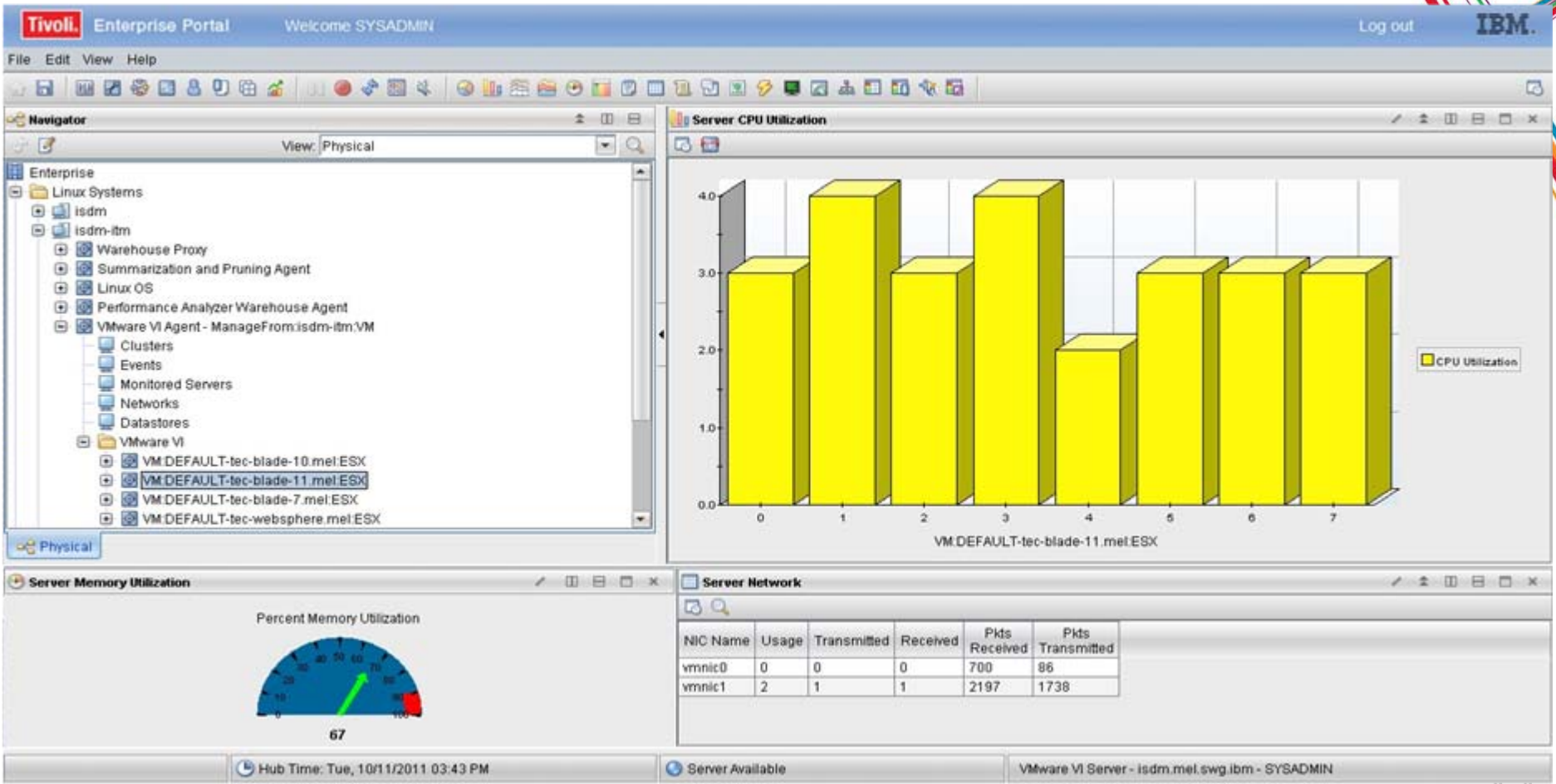

Backup and Restore Server Image
Manage Image Library
Manage Users and Teams
Modify Project
Modify Server
Cancel Project
Cancel Public Cloud Project
Use this task to cancel a project that manages servers in a public cloud. All of its virtual servers will be de-provisioned and would no longer will be available.
Cancel Workload Deployer Project
Create Project from Saved Image
Provision one virtual server from a saved image in a new project.
Create Project with Amazon EC2 Servers
Create Project with Hybrid Servers
Provision Servers from any of the available clouds (Public or Private) based on Enterprise Policies
Create Project with IBM SmartCloud Server
Create Project with KVM Servers
Provision one or more KVM virtual servers containing a software image.
Create Project with POWER LPAR Servers
Create Project with POWER LPAR Servers via IBM Systems Director VMControl
Provision one or more POWER LPARs via IBM Systems Director VMControl containing a software image.
Create Project with VMware Servers
Provision one or more VMware virtual machines containing a software image.
Create Project with Xen Servers
Provision one or more Xen virtual servers containing a software image.
Create Project with a Workload Deployer Pattern
Provisions a Workload Deployer Pattern to a set of virtual servers in a Workload Deployer cloud group.
Create Project with z/VM Linux Servers
Provision one or more z/VM Linux virtual servers containing a software image.
Custom Create Project with VMware Servers
Provision one or more different VMware virtual machines containing a software image.
My Requests
0
10
In Progress (1)
Resolved (17)
Canceled (2)
Recent Activity
Create Project with VMware Servers pt_Pulse
In Progress
Cancel Project JAS #6
Resolved
Cancel Project JAS #3
Resolved
Cancel Project JAS #2
Resolved
Cancel Project DIFFERENT
Resolved
Show all requests
Manage Requests...


Search
My Requests
Backup and Restore Server Image
Manage Image Library
Manage Users and Teams
Modify Server
Cancel Public Cloud Project
Create Project from Saved Image
Create Project with Hybrid Servers
Create Project with KVM Servers
Create Project with POWER LPAR Servers
Create Project with Xen Servers
Create Project with z/VM Linux Servers
Provision one or more z/VM Linux virtual servers containing a software image.
Custom Create Project with VMware Servers
Provision one or more different VMware virtual
Dear Peter Tuton,
you have started a new project pt_Pulse with the following topology:
The server vmw010001103141 has been added with the following parameters:
Server host name: vmw010001103141
Number of CPU(s): 2
Number of tenths of physical CPUs: 20
Amount of Memory: 2048 MB
Swap Size: 0 GB
Disk Space Size: 30 GB
Admin Password: Hce7M!7W
Customer Network IP address: 10.1.201.2
The users of group AUTOMATI have been notified.
Regards,
Your Service Automation Team
No upcoming projects
Show all projects
Manage Projects... | Manage Servers...

Hybrid cloud management from your own datacenter...

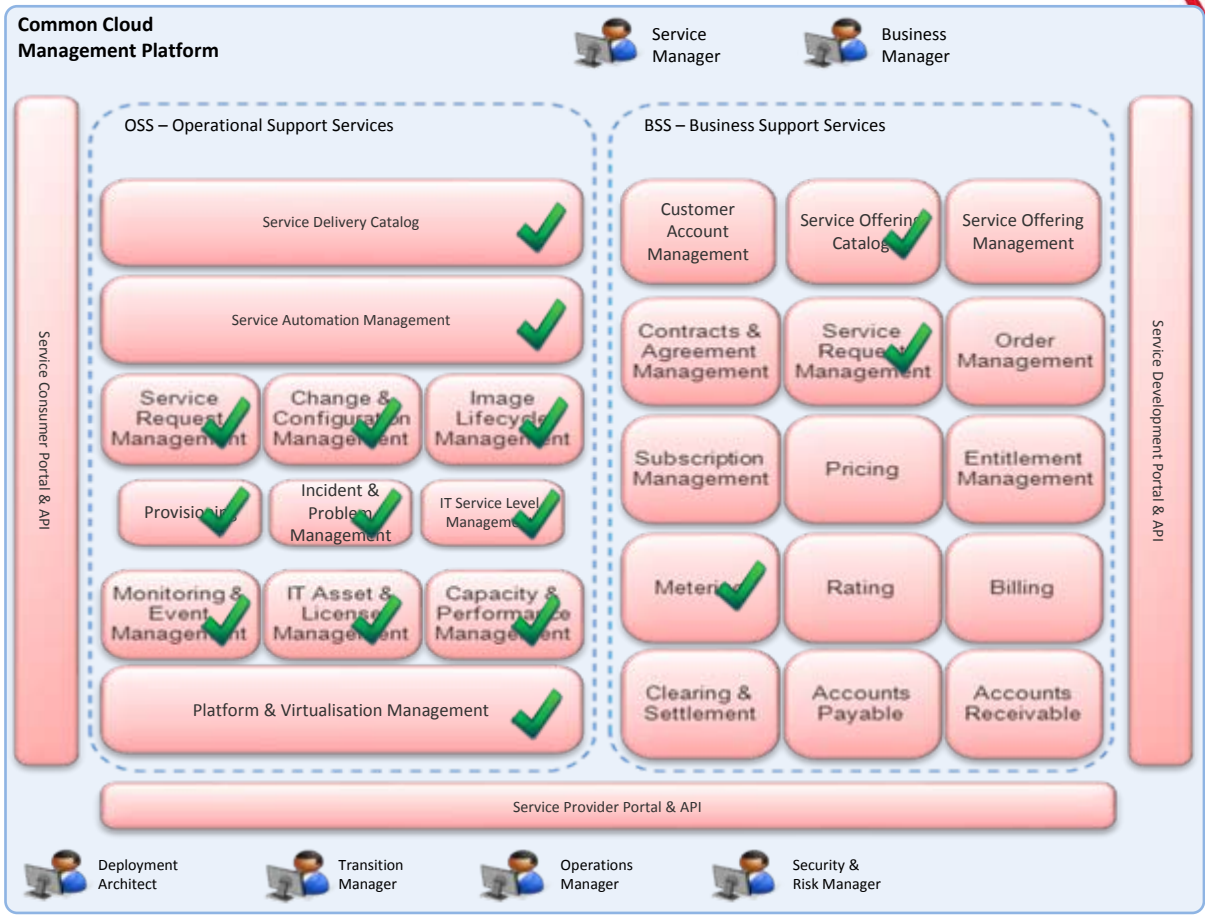

Backup and Restore Server Image
Manage Image Library
Manage Users and Teams
Modify Server
Cancel Public Cloud Project
Create Project from Saved Image
Create Project with Hybrid Servers
Create Project with KVM Servers
Create Project with POWER LPAR Servers via IBM Systems Director VMControl
Create Project with Xen Servers
Create Project with z/VM Linux Servers
Create Project with Amazon EC2 Servers
Provision one or more virtual servers from the Amazon EC2 containing a specified image
General
*Project Name
pt_Pulse_EC2
*Team to Grant Access
AUTOMATI
Project Description
*Start Date
5/25/2012
*Start Time
3:49 PM
*End Date
Indefinite
Requested Image
Resource Group Used to Reserve Resources
Amazon EC2 Resource Pool
Monitoring Agent to be Installed
*Image to be Deployed
Search
Select
Name
CPUs
Memory
Storage
Amazon Linux 32bit
2
0.599 GB
0 GB
*Instance Type
Micro
*Number of Servers to be Provisioned
1
OK
Cancel
My Requests
specified image
a specified image

Monitoring...


Tivoli. Enterprise Portal
Welcome SYSADMIN
Log out
IBM.
File Edit View Help
Navigator
View: Physical
Enterprise
Linux Systems
isdm
isdm-itm
Warehouse Proxy
Summarization and Pruning Agent
Linux OS
Performance Analyzer Warehouse Agent
VMware VI Agent - ManageFrom:isdm-itm:VM
Clusters
Events
Monitored Servers
Networks
Datastores
VMware VI
VM:DEFAULT-tec-blade-10.mel:ESX
VM:DEFAULT-tec-blade-11.mel:ESX
VM:DEFAULT-tec-blade-7.mel:ESX
VM:DEFAULT-tec-websphere.mel:ESX
Physical
Server CPU Utilization
4.0
3.0
2.0
1.0
0.0
0
1
2
3
4
5
6
7
CPU Utilization
VM:DEFAULT-tec-blade-11.mel:ESX
Server Memory Utilization
Percent Memory Utilization
67
Server Network
NIC Name
Usage
Transmitted
Received
Pkts Received
Pkts Transmitted
vmnic0
0
0
0
700
86
vmnic1
2
1
1
2197
1738
Hub Time: Tue, 10/11/2011 03:43 PM
Server Available
VMware VI Server - isdm.mel.swg.ibm - SYSADMIN

Metering...

Work with repor
Parameter Se
Account
Account
Account
Starting Acc
Ending Acc
Date Range
Select desired date
Invoice
Invoi
Tivoli. software
IBM.
Invoice by Account Level
Invoice Number 1
Date Range
Date Range (below)
Start Date
1 January 2011
End Date
10 October 2011
The Big Time Company
Corporate Headquarters
3013 Douglas Blvd.
Roseville, CA 95661
United States of America
TIVOLI - Tivoli Customer
Units
Rate
Charge
CPU Hour
288.67
0.70000000
202.05
Memory GB Hour
44,338.98
0.00300000
133.02
Server Hour
28.87
42.00000000
1,212.39
Storage GB Hour
360.23
0.00300000
1.09
Virtual Server Service - VMware
1,548.55
Total For: TIVOLI - Tivoli Customer
1,548.55

Finally, control processes with IBM SmartCloud Control Desk

- A comprehensive IT Asset and Service Management solution
- Helps reduce cost and minimise service disruptions
- Automated service request handling
- Efficient change management
- Otimised asset life-cycle management across IT and enterprise domains