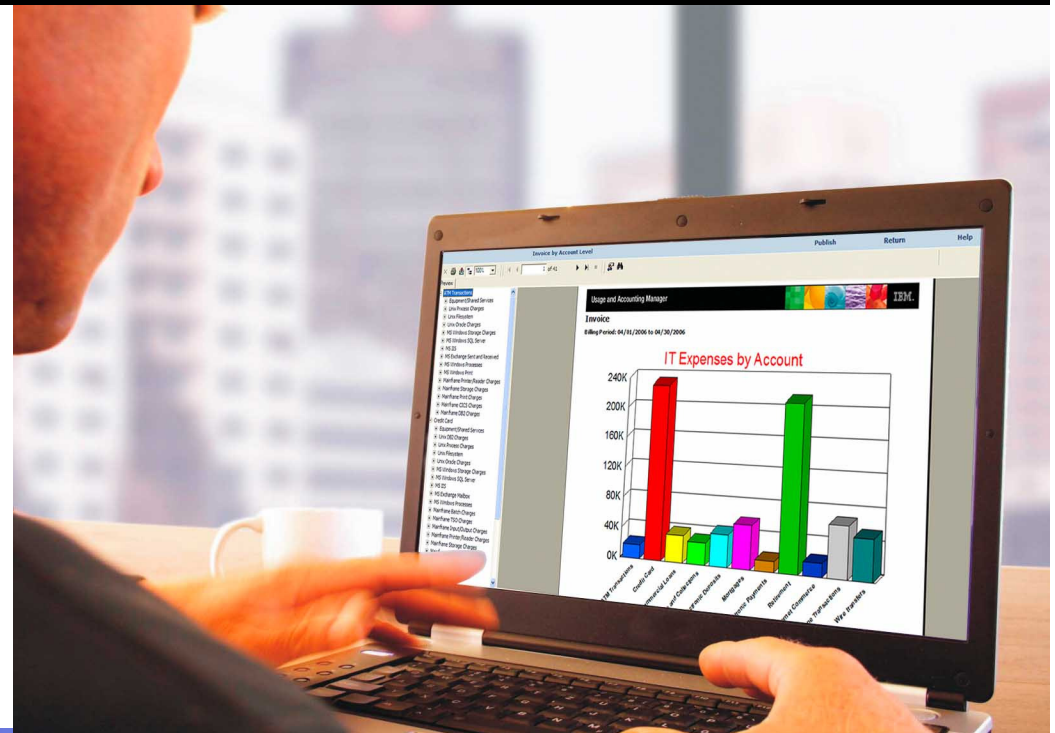IBM

IBM Tivoli Usage and Accounting Manager

Know what IT costs!

Usage Based Accounting & IT Financial Management

Alligning IT Costs
March 25, 2009

Mark Lynch

mark.lynch@us.ibm.com

an IBM Service Management Solution

IBM Software

What is Usage & Accounting Manager?

- **A cross-platform software system that determines the <u>cost of providing information services</u>.**

- **Helps manage IT costs by <u>appropriating costs</u> to an organization's products, services and business functions**

- **The ITUAM software system <u>measures</u>, <u>analyzes</u>, <u>reports</u> and <u>bills</u> the utilization and costs of different computing resources – including servers, storage, networks, databases, virtualized environments, messaging and many other shared services.**

Enabling Innovation with IBM Service Management

Business Objectives

Growth & Competitive Edge	Compliance & Risk Management	Optimize Investments

IBM Service Management

Provides the integrated visibility, control & automation across the service lifecycle that are needed to innovate and achieve business objectives.

Visibility   Control   Automation

Streamline Processes   Improve Return on Expense

Increase Agility & Edge   Deliver Service Assurance

Improve Customer Value   **Business Services & Assets**   Minimize Business Risk

IBM Service Management & Tivoli Usage and Accounting Manager

- **It's All About Visibility with TUAM!**
  - ►TUAM tells you who's using the IT resources
  - ►This is key in today's shared distributed and virtualized environments
  - ►TUAM tells you the cost of providing the shared IT service
  - ►How much does it cost to support:
    Banks: Commercial Loans, Credit Card, ATM
    Insurance: Claims, Policies, Statements
   Government: Agencies, Departments, Projects

- **What actions do we take?**
  - ►TUAM's information above may lead to further investment in certain applications or a reduction based on the application's contribution to the business.

What problem does it help solve?
Inability to allocate IT costs, usage, and value

Unix / Linux / Windows

Mainframes

Storage & many other systems

Time sheets

Databases & Networks

Internet & E-Mail

Power Consumption

IT Departments contain many different platforms, environments, sub-system, and users:

- **Costly to own, maintain, and operate**
- **With unique record formats and metrics**
- **Ill equipped to discuss services delivered in a business context**
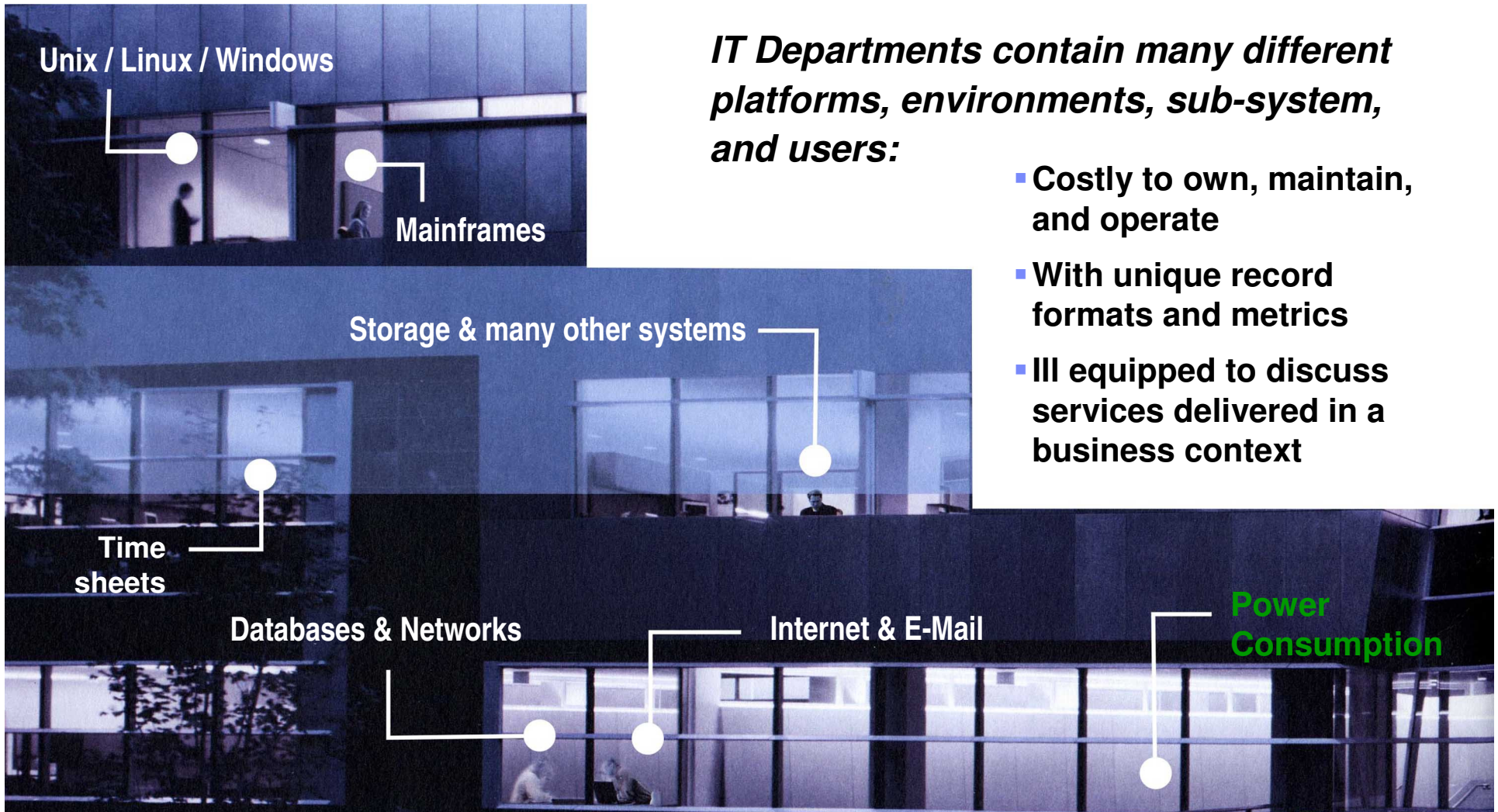
Know what IT costs!
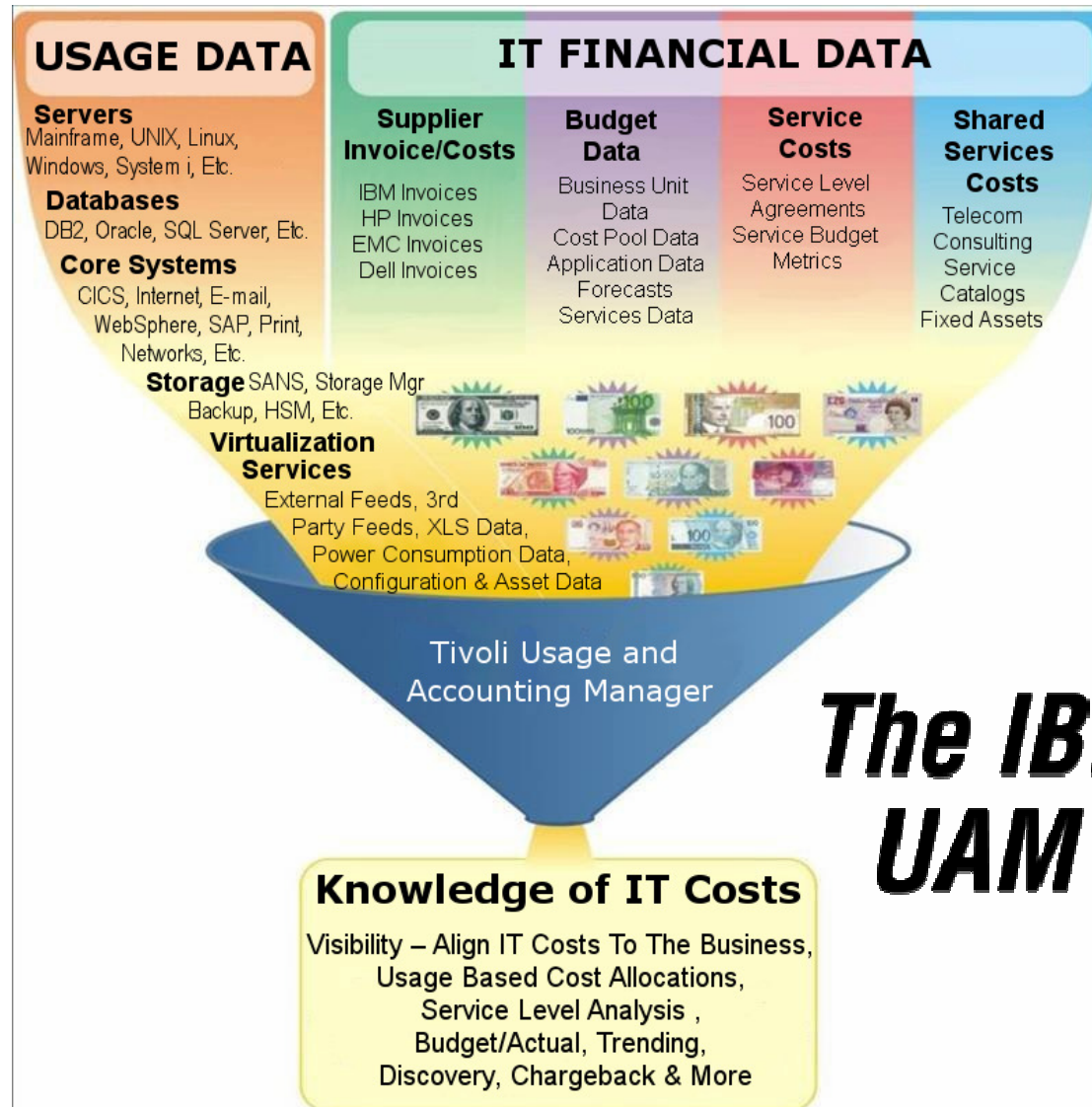
Usage and accounting capabilities can help realize immediate benefits

- **Increase Client (Business Units) Satisfaction**
  - ▶ Real Usage = Accurate Billing
  - ▶ Accountability = Improved services
  - ▶ Alignment between Business and IT costs

- **Lower Infrastructure Cost**
  - ▶ Reduced server sprawl
  - ▶ Higher utilization
  - ▶ Rationalization of resources

- **Continued Infrastructure Improvement**
  - ▶ Understanding costs can lead to managing costs
  - ▶ Usage comparisons can lead to more effective investments
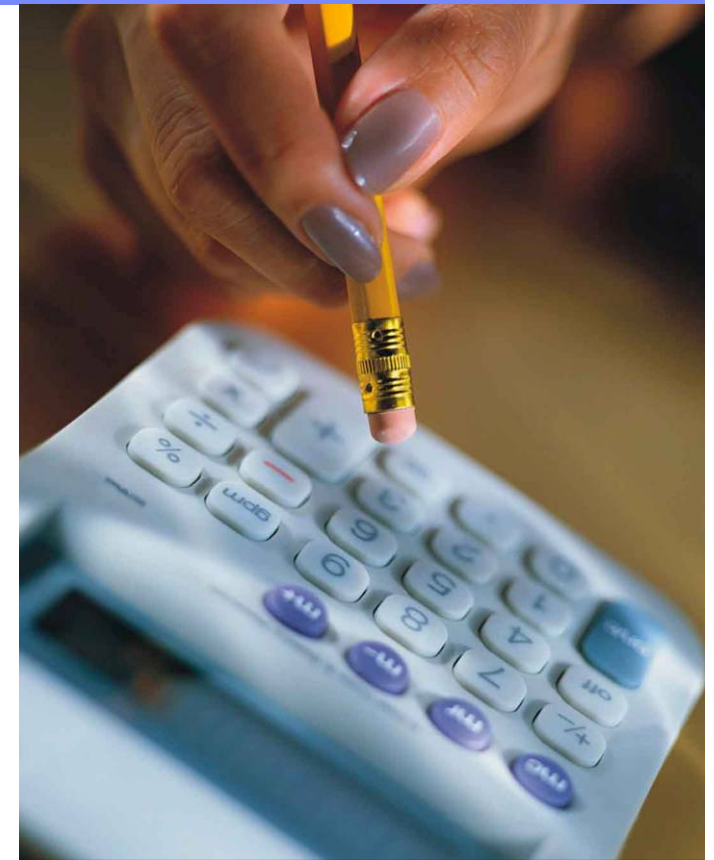
When running a business, nothing matters more than knowing how much something costs.

You can't manage what you don't measure!

Objectives of an IT usage and accounting management system . . .

- **Allocate/Distribute or Charge IT Costs to the Users, Cost Centers, Applications and other organizations that consumed them in a . . .**
  - ► **Fair**
  - ► **Understandable**
  - ► **Auditable/Reproducible, and**
  - ► **Easy to administer manner**

- **Optimize IT costs through . . .**
  - ► **Costs trend identification**
  - ► **Real time analysis**
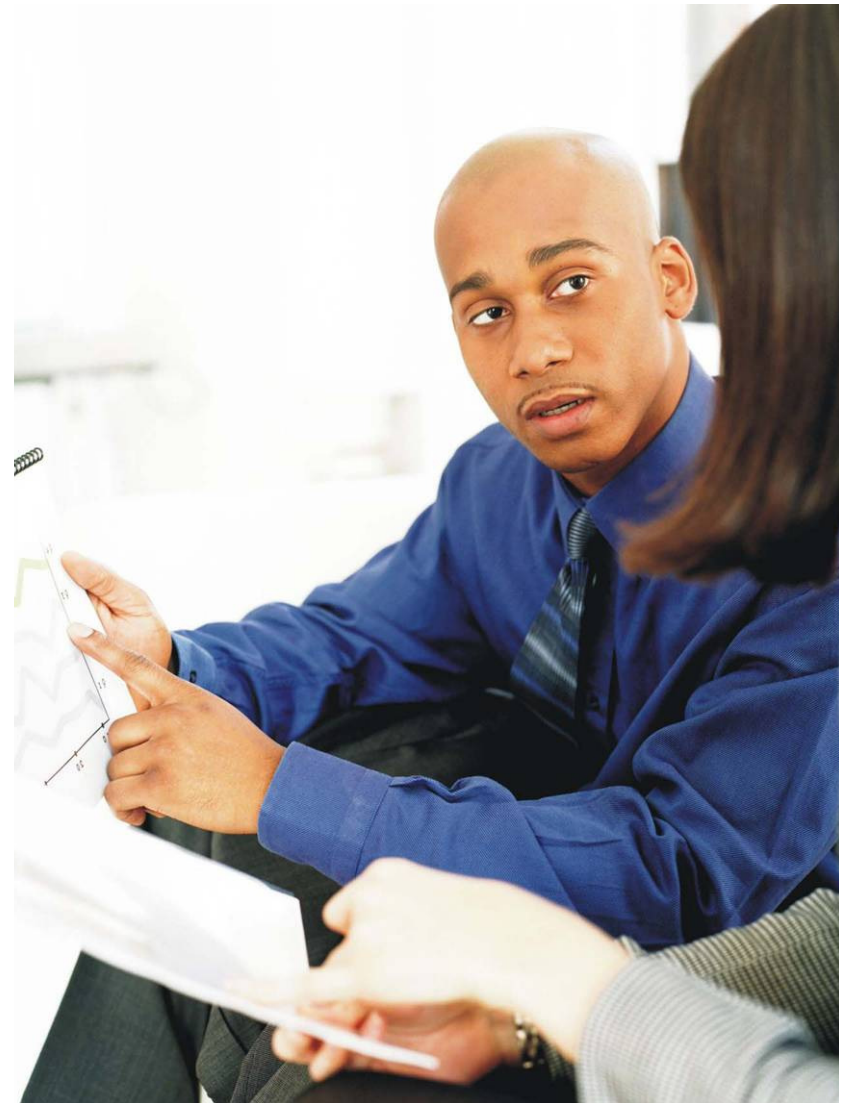
Invoice by Account Level - Graph   **Publish**   **Return**   **Help**

1   of 12   100%   Find | Next   Select a format   Export

Document Map   ×

□ rinvg007
　　Invoice by Account Level
　　□ Invoice by Acount Level
　　　⊞ ATM - ATM Transactions
　　　⊞ CCX - Credit Card
　　　⊞ COM - Commercial Loans
　　　⊞ DAC - Drafts and Collections
　　　⊞ DEP - Electronic Deposits
　　　⊞ MTG - Mortgages
　　　⊞ ONE - Online Electronic Payments
　　　⊞ RTM - Retirement
　　　⊞ SSI - Secure Sales - Internet Commerice
　　　⊞ TEL - Telephone Transactions
　　　□ WTX - Wire transfers
　　　　⊞ All Unassigned Rate Codes
　　　　⊞ UNIX Process Charges
　　　　⊞ UNIX Filesystem
　　　　⊞ UNIX Oracle Charges
　　　　⊞ MS Windows Storage Charges
　　　　⊞ MS Windows SQL Server
　　　　⊞ MS IIS
　　　　⊞ MS Exchange Sent and Received
　　　　⊞ MS Windows Processes
　　　　⊞ Mainframe Batch Charges
　　　　⊞ Mainframe TSO Charges
　　　　⊞ Mainframe Input/Output Charges
　　　　⊞ Mainframe Printer/Reader Charges
　　　　⊞ Mainframe Storage Charges
　　　　⊞ Mainframe Print Charges
　　　　⊞ Mainframe DB2 Charges

Usage and Accounting Manager   IBM.

Invoice

Invoice No. 0

Billing Period: 07/01/2007 to 07/31/2007

IT Expenses by Account

Accounts	Charges
ATM	4,071.10
CCX	19,417.76
COM	32,656.40
DAC	6,476.69
DEP	7,796.37
MTG	11,894.75
ONE	12,886.90
RTM	18,179.43
SSI	17,746.45

Invoice by Account Level   **Publish**   **Return**   **Help**

1   of 11   100%   Find | Next   Select a format   Export

Usage and Accounting Manager   IBM.

Invoice

Invoice No. 0

Billing Period: 07/01/2007 to 07/31/2007

Big Time Company

Any town, USA

ATM - ATM Transactions

Document Map

- rinvc007
  - Invoice by Acount Level
    - ATM - ATM Transactions
      - All Unassigned Rate Codes
      - Equipment/Shared Services
      - UNIX Process Charges
      - UNIX Filesystem
      - UNIX Oracle Charges
      - MS Windows Storage Charges
      - MS Windows SQL Server
      - MS IIS
      - MS Exchange Sent and Received
      - MS Windows Processes
      - Mainframe Printer/Reader Charges
      - Mainframe Storage Charges
      - Mainframe Print Charges
      - Mainframe CICS Charges
      - Mainframe DB2 Charges
      - VMware
    - CCX - Credit Card
    - COM - Commercial Loans
    - DAC - Drafts and Collections
    - DEP - Electronic Deposits
    - MTG - Mortgages
    - ONE - Online Electronic Payments
    - RTM - Retirement
    - SSI - Secure Sales - Internet Commerce
    - TEL - Telephone Transactions
    - WTX - Wire transfers

	Units	Rate	Charge
Real Tape Stored - Actual	6,150.00	.0000	0.00
All Unassigned Rate Codes			**0.00**
Blackberries	2	85.0000	170.00
Desktops	8	49.0000	392.00
Laptops	6	45.0000	270.00
Pagers	1	28.0000	28.00
Equipment/Shared Services			**860.00**
UNIX Process Character I/O (100,000s)	112,774	.0020 /M	0.27
UNIX Process Image Time (Hours)	991.40	.0000	0.00
UNIX Process User CPU (Minutes)	116.37	.0100	1.18
UNIX Process System CPU (Minutes)	33.16	.0180	0.57
UNIX Process Total CPU (Minutes)	149.53	.0300	4.47
UNIX Process Memory (MB Days)	307,089.27	.0006 /M	0.25
UNIX Process Image Count	20,860	.0200 /M	0.38
UNIX Process SU Image Count	51	.0700 /M	0.00
UNIX Process Charges			**7.12**
UNIX Filesystem Size (512-Byte Blocks)	1,863,896,148.00	.0005 /M	931.92
UNIX Filesystem Blocks Used (512-Byte Blocks)	1,001,448,830.00	.0010 /M	1,001.70
UNIX Filesystem Number of Files	5,973,621	.0000	0.00
UNIX Filesystem Size (GB Days)	889	.0000	0.00
UNIX Filesystem Used (GB Days)	478	.0000	0.00
UNIX Filesystem			**1,933.62**
UNIX Oracle Blocks	343,892.00	.0000	0.00
UNIX Oracle Mbytes	2,686.67	.0001	0.27

Internet

File   Edit   View   Favorites   Tools   Help

Back   •   •   •   •   •   Search   Favorites   •   •   •   •   •   •   •

Address   http://knowitcosts.dfw.ibm.com/nethook.asp?reportfile=IINXC001.RDL&reportID=0&AccountCodeStart=ATM%20&AccountCodeEnd=ATM%20z&AccountStart=1&AccountLength   Go

Usage and Accounting Manager   IBM.

ITUAM Reporting

Please select parameters for Reports.

Identifier :   PROCESSNAME

Date Drilldown :

| PROCESSNAME |
| User Name |
| System_ID |

OK   Cancel

Done   Internet

Publish   Return   Help

1 of 1 | 100% | Find | Next | Select a format | Export

Usage and Accounting Manager

IBM.

Invoice Detail

UNIX Process for ATM by PROCESSNAME

Billing Period: 07/01/2007 to 07/31/2007

PROCESSNAME	132 - UNIX Process Character I/O (100,000s)	133 - UNIX Process Image Time (Hours)	134 - UNIX Process User CPU (Minutes)	135 - UNIX Process System CPU (Minutes)	136 - UNIX Process Total CPU (Minutes)	137 - UNIX Process Memory (MB Days)
bellmail	3					1.4
df						
httpd		130.36				1.9
id						.2
ksh	3	.13	.00	.00	.01	.4
ls						
odmget	4			.01	.01	32.2
oracle	106,065	860.89	116.22	32.53	148.76	304,775.1
procstac	6,551		.14	.57	.71	2,083.0
pwd	139			.04	.04	53.2
sqlplus	8	.02	.00	.00	.01	2.6
tnslsnr						138.5
uname						.3
Total	112,774	991.40	116.37	33.16	149.53	307,089.2

/ITUAMREPORTS/STANDARD/iinxc001 Run On: 8/17/2007 12:56:33 PM

Page 1

Invoice by Account Level - Graph   Publish   Return   Help

12 of 12   100%   Find | Next   Select a format   Export

Document Map				
rinvg007				
Invoice by Account Level				
Invoice by Acount Level				
ATM - ATM Transactions				
CCX - Credit Card				
COM - Commercial Loans				
DAC - Drafts and Collections				
DEP - Electronic Deposits				
MTG - Mortgages				
ONE - Online Electronic Payments				
RTM - Retirement				
SSI - Secure Sales - Internet Commerice				
TEL - Telephone Transactions				
WTX - Wire transfers				

Description	Count	Rate	Amount
IIS Web Redirection Protocol Status 3xx	6,825	.0002	1.30
IIS Web Client Error Protocol Status 4xx	10,611	.00004000	0.43
IIS Web Server Error Protocol Status 5xx	20	.0005	0.00
IIS Web Bytes Sent	1,357,118,413	.0010 /M	1,357.16
IIS Web Time Taken (Milliseconds)	29,422,811	.0000	0.00
MS IIS			**1,372.80**
MS Exchange Bytes Received	30,921,800	.0015 /M	46.40
MS Exchange Bytes Sent	659,927	.0001 /M	0.07
MS Exchange Emails Received	535	.0003 /M	0.00
MS Exchange Emails Sent	36	.0010 /M	0.00
MS Exchange Sent and Received			**46.47**
MS Windows CPU Time in Seconds	5,649.12	.0750	423.67
MS Windows User CPU Time in Seconds	1,486.70	.2000	297.31
MS Windows Elapsed Time in Seconds	23,691,164.48	.0000	0.00
MS Windows KB Written	933,997.00	.00032000 /M	0.35
MS Windows KB Read	3,194,119.00	.00075000 /M	2.37
MS Windows Kernel CPU Time in Seconds	4,162.42	.1500	624.34
MS Windows Read Requests	4,578,278	.0030 /M	13.78
MS Windows Write Requests	503,340	.00075000 /M	0.31
MS Windows Page Fault Count	31,595,789.00	.0000	0.00
MS Windows Processes			**1,362.13**
Mainframe Jobs Started	773	2.0000	1,546.00
Mainframe Steps Started	3,329	.2000	665.80
Mainframe CPU Minutes	88.03	10.0000	880.33
Mainframe CPU Minutes (Initiator)	21.11	.0000	0.00
Mainframe CPU Minutes (All)	111.62	.0000	0.00
Mainframe Batch Charges			**3,092.13**
Mainframe TSO CPU Minutes	29.44	25.0000	736.07
Mainframe TSO Inputs	29,125	2.0000 /M	58.27
Mainframe TSO Outputs	32,650	1.0000 /M	32.67
Mainframe TSO CPU Minutes (Initiator)	4.94	.0000	0.00
Mainframe TSO CPU Minutes (All)	35.85	.0000	0.00
Mainframe TSO Connect Minutes	9,168.32	.0250	229.21
Mainframe TSO Charges			**1,056.22**

Document Map items under WTX:
- All Unassigned Rate Codes
- UNIX Process Charges
- UNIX Filesystem
- UNIX Oracle Charges
- MS Windows Storage Charges
- MS Windows SQL Server
- MS IIS
- MS Exchange Sent and Received
- MS Windows Processes
- Mainframe Batch Charges
- Mainframe TSO Charges
- Mainframe Input/Output Charges
- Mainframe Printer/Reader Charges
- Mainframe Storage Charges
- Mainframe Print Charges
- Mainframe DB2 Charges

Done   Internet

Usage and Accounting Manager

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ITUAM Reporting

Please select parameters for Reports.

Identifier :   System_ID

Date Drilldown :

- Stop Date
- JOB_CLASS
- JOB_PRIORITY
- System_ID
- Work ID
- Job Name
- Shift
- Start Date
- Account Code

ncel

Publish   Return   Help

1 of 2   100%   Find | Next   Select a format   Export

Document Map

- iinxc001
  - CIMS02
  - CIMS02RW
  - CIMS03
  - CIMS03AH
  - CIMS03AL
  - CIMS03FT
  - CIMS03GL
  - CIMS03GN
  - CIMS03GR
  - CIMS03IM
  - CIMS03IP
  - CIMS03MQ
  - CIMS03PR
  - CIMS03XX
  - CIMS04
  - CIMS041N
  - CIMS06
  - CIMS0601
  - CIMS0602
  - CIMS0691
  - CIMS06A1
  - CIMS06AB
  - CIMS06AH
  - CIMS06AL
  - CIMS06AP
  - CIMS06B1
  - CIMS06C0
  - CIMS06CA
  - CIMS06CC
  - CIMS06CL
  - CIMS06CR
  - CIMS06DB
  - CIMS06DD
  - CIMS06DS
  - CIMS06DT

Usage and Accounting Manager   IBM.

Invoice Detail

Mainframe Batch for WTX by Job Name

Billing Period: 07/01/2007 to 07/31/2007

Job Name	183 - Mainframe Jobs Started	184 - Mainframe Steps Started	185 - Mainframe CPU Minutes	186 - Mainframe CPU Minutes (Initiator)	187 - Mainframe CPU Minutes (All)
CIMS02	4	4			
CIMS02RW	18	18	.38	.08	.47
CIMS03	19	19			
CIMS03AH	4	4	.17	.02	.20
CIMS03AL	56	61	1.68	.36	2.08
CIMS03FT	2	2	.03	.01	.04
CIMS03GL	2	2	.06	.01	.08
CIMS03GN	1	2	.01	.01	.02
CIMS03GR	13	23	.45	.10	.57
CIMS03IM	7	16	.32	.08	.41
CIMS03IP	12	12	.09	.07	.16
CIMS03MQ	4	4	.02	.02	.04
CIMS03PR	3	3	.01	.01	.02
CIMS03XX	3	5	.05	.03	.08
CIMS04	18	18			
CIMS041N	2	2	.01	.03	.04
CIMS06	42	42			
CIMS0601	74	232	2.47	1.23	3.79
CIMS0602	7	14	.08	.12	.20
CIMS0691	22	44	2.28	.84	3.31
CIMS06A1	2	6	.00	.05	.05
CIMS06AB	1	12	.07	.05	.13

ViewReport - Microsoft Internet Explorer

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Back   ✕ ↻ ⌂   Search   ⭐ Favorites ⊙   ✉ ▾ 🖨 ⊠ ▾ 📄 🔍 ❋

Address 🔗 http://knowitcosts.dfw.ibm.com/CIMSReporting/ViewReport.aspx?AccountCodeStart=WTX+&AccountCodeEnd=WTX+z&AccountStart=1&AccountLength=4&DateStart=07%2f01%2f2007&DateEnd=07%2f31%2f2007&UserID=know ⌄   → Go

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📑 |◀ ◀ 2 of 2 ▶ ▶| 100% ⌄   Find | Next   Select a format ⌄ Export 🔁 🖨

Document Map					
□ iinxc001	CIMS06RN	1	1	.00	.00	.00
CIMS02	CIMS06RP	4	7	.41	.03	.45
CIMS02RW	CIMS06RU	3	3	.04	.02	.07
CIMS03	CIMS06TA	4	32	.29	.15	.45
CIMS03AH	CIMS06TM	4	15	.29	.09	.38
CIMS03AL	CIMS06UR	4	14	.11	.07	.19
CIMS03FT	CIMS06UT	8	16	.08	.09	.17
CIMS03GL	CIMS06UX	3	3	.03	.02	.06
CIMS03GN	CIMS06VL	5	5	.03	.03	.06
CIMS03GR	CIMS06Z	1	1	.00	.00	.00
CIMS03IM	CIMS06Z1	5	9	.58	.02	.63
CIMS03IP	CIMS08	3	3			
CIMS03MQ	CIMS0800	5	9	.15	.10	.25
CIMS03PR	CIMS10	43	43			
CIMS03XX	CIMS10A0	1	1	.00	.00	.00
CIMS04	CIMS10A1	1	13	.17	.12	.30
CIMS041N	CIMS10A2	1	3	.02	.02	.04
CIMS06	CIMS10A3	7	43	.41	.32	.74
CIMS0601	CIMS10A4	7	14	.11	.11	.23
CIMS0602	CIMS10A5	2	4	.05	.03	.09
CIMS0691	CIMS10A6	1	2	.02	.02	.03
CIMS06A1	CIMS10AL	9	13	.26	.05	.32
CIMS06AB	CIMS10B1	1	3	.15	.02	.17
CIMS06AH	CIMS10C1	1	3	.24	.01	.25
CIMS06AL	CIMS10C2	1	15	.31	.15	.47
CIMS06AP	CIMS10C3	1	4	.04	.05	.09
CIMS06B1	CIMS10CP	3	5	.31	.03	.34
CIMS06C0	CIMS10UN	8	21	.14	.21	.36
CIMS06CA	CIMS10XX	112	236	2.18	1.62	3.89
CIMS06CC	CIMSSMFD	31	682	30.90	7.68	39.60
CIMS06CL	Total	773	3,329	88.03	21.11	111.62
CIMS06CR						
CIMS06DB						
CIMS06DD						
CIMS06DS						
CIMS06DT						

Address http://www.cimsserver.com/ActiveXViewer.asp?AccountLength1=4&AccountLength2=20&AccountLength3=36&AccountLength4=56&AccountLength5=0&AccountName1=Application&AccountName2=Resource+Group&AccountName3

Application Cost   Publish   Return   Help

1 of 1

Preview | COM | COM Database | COM Database   Unix

- COM Database   Unix
  - COM Database   Unix   edd
  - COM Database   Unix   edd
  - COM Database   Unix   edd
  - COM Database   Unix   gar
  - COM Database   Unix   rox

Usage and Accounting Manager   IBM.

Application View

Platform			Charges
Server			
COM Database	**Unix**		
COM Database	Unix	eddie	0.00
COM Database	Unix	eddie EDDIE10	554.96
COM Database	Unix	eddie EDDIE920	840.70
COM Database	Unix	garfield	0.00
COM Database	Unix	roxie	0.00
COM Database	**Unix**		**1,395.66**

COM Database	**Unix**	**eddie EDDIE920**	
Unix Oracle Charges			840.70
COM Database	**Unix**	**eddie EDDIE920**	**840.70**

Usage and Accounting Manager   IBM.

Application View

Rate Group	Units	Charges
Rate		
COM Database Unix eddie EDDIE920		
Unix Oracle Charges		
Unix Oracle Logins	23	0.04
Unix Oracle Session CPU (Minutes)	411.36	40.81
Unix Oracle Connect (Hours)	3,562.49	160.31
Unix Oracle UGA Memory (MB Days)	9,266.99	0.00
Unix Oracle PGA Memory (MB Days)	86,747.06	0.19
Unix Oracle Rec CPU (Minutes)	0.02	0.02
Unix Oracle User Commits	1	0.00
Unix Oracle Physical Reads	273,677	41.04
Unix Oracle Physical Writes	52,944	18.51
Unix Oracle DB Block Gets	8,321,411	416.05
Unix Oracle Messages Sent	327,441	147.36
Unix Oracle Messages Received	327,707	16.37
Unix Oracle Charges		**840.70**

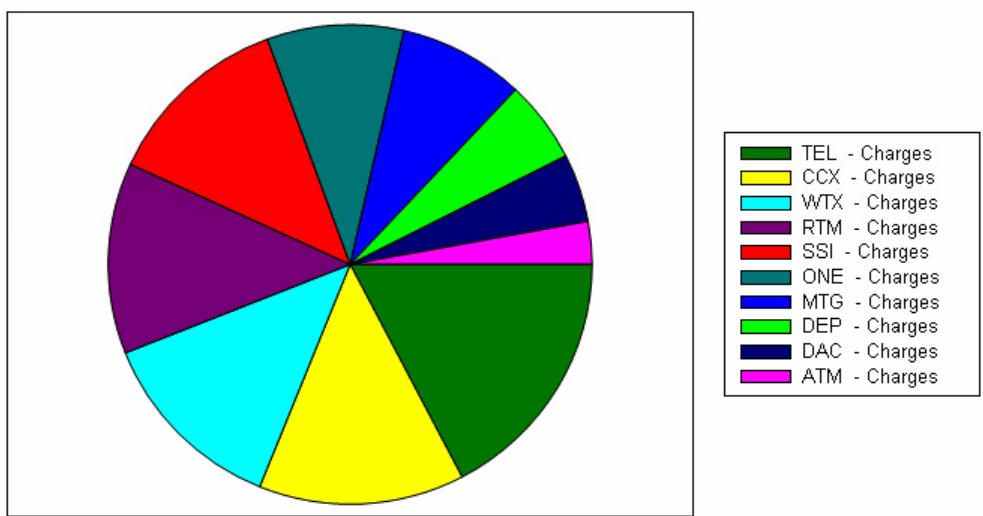Done   Internet

Back   Search   Favorites

Address   http://knowitcosts.dfw.ibm.com/CIMSReporting/ViewReport.aspx?AccountCodeStructure=4%2c20%2c36%2c56&InvoiceLevel=1&AccountCodeStart=+++++&AccountCodeEnd=zz   Go

Detail by Rate Group   **Publish**   **Return**   **Help**

1   of 1   100%   Find | Next   Select a format   Export

Usage and Accounting Manager   IBM.

Detail By VMware

Account Range: All Accounts

Billing Period: 07/01/2007 to 07/31/2007

Account Code	VMware CPU Usage	VMware Disk Kilobytes Read	VMware Disk Kilobytes Written	VMware Memory Kilobytes Active	VMware Memory Kilobytes Granted	VMware Network Kilobytes Read	VMware Network Kilobytes Transferred
⊞ ATM - ATM Transactions	54,825.00	40,185.00	2,015	11,140	44,464,061	308,280,112	3,492.00	3,077.00
⊞ CCX - Credit Card	28,839.00	12,920.00	4,788	6,768	27,081,652	161,443,787	3,768.00	449.00
⊞ COM - Commercial Loans	159,016.00	85,347.00	1,014	6,726	49,588,067	557,885,210	6,279.00	1,342.00
⊞ DAC - Drafts and Collections	20,160.00	12,778.00	868	2,464	15,779,026	176,159,872	1,504.00	154.00
⊞ DEP - Electronic Deposits	201,684.00	69,357.00	2,918	14,057	72,375,663	1,643,913,315	16,307.00	1,097.00
⊞ MTG - Mortgages	24,423.00	4,726.00	385	1,804	3,876,323	127,186,877	6,659.00	275.00
⊞ ONE - Online Electronic Payments	73,983.00	30,866.00	78	8,892	18,436,571	307,375,050	35,878.00	1,261.00
⊞ RTM - Retirement	71,698.00	34,878.00	8,253	6,510	68,677,105	461,916,062	1,883.00	146.00
⊞ TEL - Telephone Transactions	63,445.00	6,208.00	1,559	4,352	21,545,236	578,455,164	3,714.00	502.00
Run Total	**698,073.00**	**297,265.00**	**21,878**	**62,713**	**321,823,704**	**4,322,615,449**	**79,484.00**	**8,303.00**

/ITUAMREPORTS/STANDARD/rdetr001 Run On: 8/17/2007 12:59:41 PM

Page 1 of 1

Done   Internet

Back   Search   Favorites

Address http://knowitcosts.dfw.ibm.com/CIMSReporting/ViewReport.aspx?InvoiceLevel=1&AccountCodeStart=+++++&AccountCodeEnd=zzzz&AccountStart=1&AccountLength=4&DateStart=07%2f01%2f2007&DateEnd=07%2f31%2f200?   Go

Top 10 Pie Chart   **Publish**   **Return**   **Help**

1   of 1   100%   Find | Next   Select a format   Export

Usage and Accounting Manager   IBM.

Top 10 Cost Report

Account Range: All Accounts

Date Range: 07/01/2007 to 07/31/2007

Account Charges

Account	Percent	Charges	
TEL - Telephone Transactions	17.35 %	24,479.68	Invoice
CCX - Credit Card	13.76 %	19,417.76	Invoice
WTX - Wire transfers	12.88 %	18,182.51	Invoice
RTM - Retirement	12.88 %	18,179.43	Invoice
SSI - Secure Sales - Internet Commerce	12.57 %	17,746.45	Invoice
ONE - Online Electronic Payments	9.13 %	12,886.90	Invoice
MTG - Mortgages	8.43 %	11,894.75	Invoice
DEP - Electronic Deposits	5.52 %	7,796.37	Invoice
DAC - Drafts and Collections	4.59 %	6,476.69	Invoice
ATM - ATM Transactions	2.88 %	4,071.10	Invoice
Run Total		**141.131.64**	

Legend:
- TEL - Charges
- CCX - Charges
- WTX - Charges
- RTM - Charges
- SSI - Charges
- ONE - Charges
- MTG - Charges
- DEP - Charges
- DAC - Charges
- ATM - Charges

Internet

ViewReport - Microsoft Internet Explorer

File   Edit   View   Favorites   Tools   Help

Back | Search | Favorites

Address http://knowitcosts.dfw.ibm.com/CIMSReporting/ViewReport.aspx?AccountCodeStructure=4%2c20%2c36%2c56&InvoiceLevel=1&AccountCodeStart=+++++&AccountCodeEnd=zzzz&AccountStart=1&AccountLength=4&DateStart= | Go

Run Total Rate Group Percent   **Publish**   **Return**   **Help**

1 of 1   100%   Find | Next   Select a format   Export

Usage and Accounting Manager   IBM.

Run Total Rate Group Percent

Account Range: All Accounts

Billing Period: 07/01/2007 to 07/31/2007

Big Time Company

Any town, USA

	Charge
⊞ All Unassigned Rate Codes	0.00
⊞ Equipment/Shared Services	3,977.00
⊞ UNIX DB2 Charges	2,896.80
⊞ UNIX Process Charges	482.56
⊞ UNIX Filesystem	8,561.47
⊞ UNIX Oracle Charges	9,331.18
⊞ MS Windows Storage Charges	1,247.76
⊞ MS Windows SQL Server	1,261.94
⊞ MS IIS	7,340.01
⊞ MS Exchange Sent and Received	184.51
⊞ MS Exchange Mailbox	25,980.01
⊞ MS Windows Processes	35,967.94
⊞ Mainframe Batch Charges	5,134.85
⊞ Mainframe TSO Charges	1,450.79
⊞ Mainframe Input/Output Charges	477.32
⊞ Mainframe Printer/Reader Charges	95.07
⊞ Mainframe Storage Charges	52,893.73
⊞ Mainframe Print Charges	1.50
⊞ Mainframe CICS Charges	1,690.80
⊞ Mainframe DB2 Charges	14,812.80
⊞ VMware	0.00

Report Total   173,788.04

/ITUAMREPORTS/STANDARD\rivtc003 Run On: 8/17/2007 1:13:49 PM

Document Map   ×

⊟ rivtc003
  ⊞ All Unassigned Rate Codes
  ⊞ Equipment/Shared Services
  ⊞ UNIX DB2 Charges
  ⊞ UNIX Process Charges
  ⊞ UNIX Filesystem
  ⊞ UNIX Oracle Charges
  ⊞ MS Windows Storage Charges
  ⊞ MS Windows SQL Server
  ⊞ MS IIS
  ⊞ MS Exchange Sent and Received
  ⊞ MS Exchange Mailbox
  ⊞ MS Windows Processes
  ⊞ Mainframe Batch Charges
  ⊞ Mainframe TSO Charges
  ⊞ Mainframe Input/Output Charges
  ⊞ Mainframe Printer/Reader Charges
  ⊞ Mainframe Storage Charges
  ⊞ Mainframe Print Charges
  ⊞ Mainframe CICS Charges
  ⊞ Mainframe DB2 Charges
  ⊞ VMware

Run Total Ra

| | 1 | of 1 | 100 |

Document Map

- rivtc003
  - All Unassigned Rate Codes
  - Equipment/Shared Services
  - UNIX DB2 Charges
  - UNIX Process Charges
  - UNIX Filesystem
  - UNIX Oracle Charges
  - MS Windows Storage Charges
  - MS Windows SQL Server
  - MS IIS
  - MS Exchange Sent and Received
  - MS Exchange Mailbox
  - MS Windows Processes
  - Mainframe Batch Charges
  - Mainframe TSO Charges
  - Mainframe Input/Output Charges
  - Mainframe Printer/Reader Charges
  - Mainframe Storage Charges
  - Mainframe Print Charges
  - Mainframe CICS Charges
  - Mainframe DB2 Charges
  - VMware

Return   Help

MS Windows Processes	35,967.94	
RTM - Retirement	14,266.18	39.66 %
CCX - Credit Card	13,310.14	37.01 %
TEL - Telephone Transactions	1,159.69	3.22 %
DEP - Electronic Deposits	837.28	2.33 %
MTG - Mortgages	1,893.92	5.27 %
WTX - Wire transfers	1,362.13	3.79 %
COM - Commercial Loans	982.69	2.73 %
DAC - Drafts and Collections	1,713.28	4.76 %
ATM - ATM Transactions	319.65	0.89 %
ONE - Online Electronic Payments	57.84	0.16 %
SSI - Secure Sales - Internet Commerce	65.14	0.18 %

	Charge
All Unassigned Rate Codes	0.00
Equipment/Shared Services	3,977.00
UNIX DB2 Charges	2,896.80
UNIX Process Charges	482.56
UNIX Filesystem	8,561.47
UNIX Oracle Charges	9,331.18
MS Windows Storage Charges	1,247.76
MS Windows SQL Server	1,261.94
MS IIS	7,340.01
MS Exchange Sent and Received	184.51
MS Exchange Mailbox	25,980.01
MS Windows Processes	35,967.94
Mainframe Batch Charges	5,134.85
Mainframe TSO Charges	1,450.79
Mainframe Input/Output Charges	477.32
Mainframe Printer/Reader Charges	95.07
Mainframe Storage Charges	52,893.73
Mainframe Print Charges	1.50
Mainframe CICS Charges	1,690.80
Mainframe DB2 Charges	14,812.80
VMware	0.00
Report Total	**173,788.04**

/ITUAMREPORTS/STANDARD\rivtc003 Run On: 8/17/2007 1:13:49 PM

Done   Internet

ViewReport - Microsoft Internet Explorer

File   Edit   View   Favorites   Tools   Help

Back   × 🗘 🏠   Search   Favorites   🖂   🖶   🖼   📓 💽 🔵

Address http://knowitcosts.dfw.ibm.com/CIMSReporting/ViewReport.aspx?InvoiceLevel=1&AccountCodeStart=+++++&AccountCodeEnd=zzzz&AccountStart=1&AccountLength=4&UserID=   Go

Usage Trend Graph   Publish   Return   Help

◄◄   ◄   32   of 135   ►   ►►   100%   ▼   Find | Next   Select a format   ▼ Export   🔁   🖶

Usage and Accounting Manager   IBM.

Resource Trend

Account Range: All Accounts

Year: 2007

MS Windows SQL Server CPU (Seconds)

Usage Per Month

Month	Usage
2007/01 January	19,550.15
2007/02 February	12,272.03
2007/03 March	16,959.50
2007/04 April	20,207.87
2007/05 May	17,487.22
2007/06 June	16,124.19
2007/07 July	12,437.06
2007/08 August	9,497.82
Total	**124,535.83**

/ITUAMREPORTS/STANDARD/gtrdr001 Run On: 8/17/2007 1:08:08 PM

TUAM Data Collectors

TUAM Server Processing Engine ODBC Compliant Database

Report Server Web Reporting

Web-based Reporting End Users
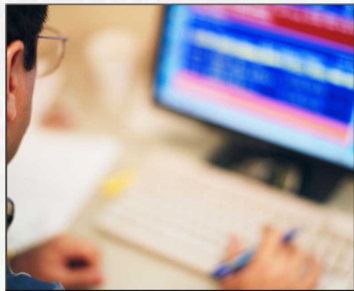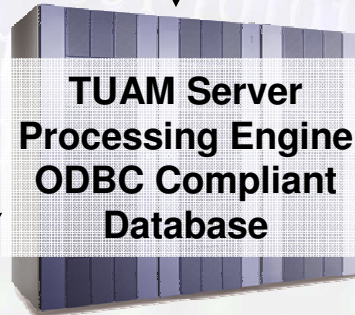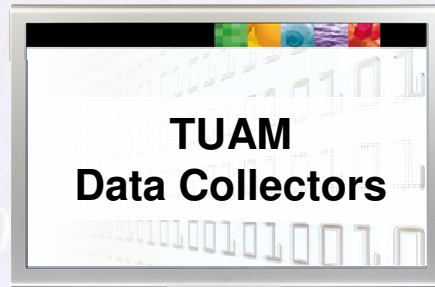
TUAM Web Console

Report Designer

Know what IT costs!

IBM Systems

z/OS via Tivoli Decision Support

Partial List

Goal:

ANY usage file from ANY system!

Mainframe

- Jobs Processed
- Steps Processed
- CPU Time
- Equation Time
- Service Units
- TSO CPU Time
- TSO I/O
- TSO Time
- Cards Read
- Cards Punched

CICS

- Elapsed Time
- CPU Time
- Transactions
- Input Messages
- Output Messages
- Total Messages
- File Access Count

DB2

- CPU Time
- Elapsed Time
- # of DB2 Records
- # of Get Pages
- # of Entry/Exit Events
- Accumulated CPU Time
- Accumulated Elapsed Time

Storage

- Space Allocated
- Space Used
- Space Wasted
- Migrated Datasets
- Backup Datasets
- Disk I/O
- Disk Datasets
- Tape I/O
- Tape Mounts
- Tape Storage

Print

- Lines Printed
- Pages Printed
- Paper & Forms
- Laser Printers
- Color/B&W
- Simplex/Duplex
- RDMS Systems

IBM Tivoli Usage and Accounting Data Collection

Partial List

Goal:

ANY usage file from ANY system!

Unix/Linux
- CPU – ucpu, scpu
- Connect Time
- Seat Time
- Window Time
- Disk & Character I/O
- Images Activated
- Software Packages
- Disk Storage Space
- Oracle Resource Usage
- AIX, HP/UX, and Solaris
- Linux: RedHat and Novell SUSE – all IBM Systems
- AIX Advanced Accounting & AIX Server VIO

Windows Server
- Elapsed Time
- CPU Time
- Kernal CPU Time
- User CPU Time
- Disk Space by Folder Name, File Name, etc.
- # of Read Requests
- KB's Read
- # of Write Requests
- KB's Written
- Etc.

Other OSs
- VMware
- z/VM
- i5OS
- Citrix
- Windows System Resource Manager

Tivoli Data Warehouse
- Tivoli Composite Application Manager (TCAM) for SOA
- IBM Systems Director Active Energy Manager (AEM)
- Other TDW Data

IBM Tivoli Usage and Accounting Enterprise Collector Pack

Partial List

Goal:

ANY usage file from ANY system!

E-Mail Systems
- Microsoft Exchange
- Lotus Notes
- Sendmail

Network and Printing
- Windows Print
- Cisco Netflow
- Unix/Linux ftp transfer usage

Internet
- WebSphere HTTP & XD
- Apache
- Microsoft IIS
- Microsoft Proxy Server
- Netscape Proxy Server
- Microsoft ISA Server

Databases
- DB2
- Oracle
- SQL Server
- Sybase (Windows)

Other
- Tivoli Storage Manager
- TotalStorage Productivity Center for Data
- Veritas Netbackup
- SAP

What people have done with the Data Collector Toolkit

Partial List

Goal:

ANY usage file from ANY system!

Network
- Netscout
- RMON2
- SNA Server/Host Integration Server
- Network Decisions
- Radius
- NetworkVantage
- Novell Web, Etc.

External
- Personnel Time
- Help Desk Time
- Equipment Rental
- Software
- Communications
- Networks
- Telecom Charges
- Suppliers/Vendors
- Recurring & Misc. Charges

ERP Systems
- PeopleSoft
- Oracle Financials
- Hyperion
- JD Edwards
- Lawson
- BAAN
- Walker
- Etc.

Internet / Telecom
- IBM WebSphere
- BEA WebLogic
- 3COM Routers
- Firewalls
- Switches/Lines
- PBX Systems
- RMON2
- WebTrends
- Etc.

What people have done with the Data Collector Toolkit

Partial List

Goal:

ANY usage file from ANY system!

Databases

- IMS
- IDMS
- ADABAS
- MS Access
- Focus
- Datacom
- Supra, M204
- Universal
- Etc.

Operating Systems

- z/VSE
- Unisys
- Netware
- MS Virtual PC
- MS Virtual Server
- Etc.

Output

- Actuate
- Business Objects
- MS Reporting Svcs.
- Oracle Reports
- Mainframe RDMS
  - CA/Dispatch
  - SAR/Express
  - Etc.
- Print Servers
- Etc.

Human Resources

- WSG Empire Time
- ChangePoint
- Kronos
- TimeSlips
- MS Project
- Help Desks
- Consultants
- Etc.

3rd Party Systems

- Tivoli Systems Management
- BMC Patrol Suite
- HP Openview
- ASG TMON
- CA Unicenter
- Net IQ
- CRM Products
- Etc.

Storage

- SANS
- Backup Systems
- Monitors/Managers
- Tape Systems
- Veritas
- Etc.

Allocation Methods

- Four Methodologies
  1. **Rate Based, Usage Based, Repeatable Chargeback**
  2. **Recurring Charges (Monthly Line Items)**
     - **Rate Based (999 Servers @ $1,500/month)**
     - **Flat Fee ($2,500 for Leased Lines)**
  3. **Usage Based Allocation**
  4. **All of the above**
- Shared or Dedicated
- Data Collectors for System Usage
  - ▶ **Virtualization, Processor, Storage, Database, Application, Etc.**
  - ▶ **Proration**

Financial Modeler

CIMS Standard Model

Budget Values | Percent Allocation | Cost Calculations | Rate Calculations

View cost calculations for each pool.

	Server Costs			Storage Costs			Software Costs			Other Hard	
	Mainframe	Unix	Wintel	Tape	DASD	San	Mainframe	Unix	Windows	Network	Host P
Total Budget 12 Months	**5,000,000**	**1,000,000**	**500,000**	**500,000**	**2,500,000**	**350,000**	**1,500,000**	**500,000**	**500,000**	**250,000**	
Budget Per Month	**416,667**	**83,333**	**41,667**	**41,667**	**208,333**	**29,167**	**125,000**	**41,667**	**41,667**	**20,833**	
Z017 - Pages Printed - Local	0	0	0	0	0	0	0	0	0	0	
Z016 - Lines Printed - Local	0	0	0	0	0	0	0	0	0	0	
WPRTSBPC - MS Windows Print Submi...	0	0	0	0	0	0	0	0	0	0	
LLH101 - Unix Pages Printed	0	0	0	0	0	0	0	0	0	0	
LLA107 - Unix Interactive Total CPU (...	0	16,667	0	0	0	0	0	29,167	0	0	
WSCBytes - IIS Web Bytes Sent	0	0	0	0	0	0	0	0	8,333	0	
WTimeTkn - IIS Web Time Taken (Milli...	0	0	14,583	0	0	0	0	0	8,333	0	
SQLWRITE - MS Windows SQL Server...	0	0	0	0	0	0	0	0	4,167	0	
SQLREADS - MS Windows SQL Server...	0	0	0	0	0	0	0	0	4,167	0	
SQLCPU - MS Windows SQL Server C...	0	0	14,583	0	0	0	0	0	8,333	0	
LLR105 - Unix Filesystem Used (GB D...	0	16,667	0	0	83,333	17,500	0	0	0	0	
LLA104 - Unix Interactive Connect Ti...	0	8,333	0	0	0	0	0	2,083	0	0	
LLE102 - Unix Oracle Session CPU (Mi...	0	25,000	0	0	0	0	0	10,417	0	0	
LLE107 - Unix Oracle User Commits	0	8,333	0	0	0	0	0	0	0	0	
LLE103 - Unix Oracle Connect (Hours)	0	8,333	0	0	0	0	0	0	0	0	
DISKSIZE - MS Windows Folder Disk U...	0	0	12,500	0	0	11,667	0	0	0	0	
EXMBXMSG - MS Exchange Mailbox (...	0	0	0	0	0	0	0	0	0	4,167	
EXMBXSIZ - MS Exchange Mailbox Siz...	0	0	0	0	0	0	0	0	8,333	1,042	
ZDSK@@06 - Migrated to Tape DSNs	0	0	0	0	104,167	0	0	0	0	0	
ZZ32 - DB2 Transaction CPU Minutes	104,167	0	0	0	0	0	25,000	0	0	0	
ZZ05 - Tape Mounts	0	0	0	39,583	0	0	0	0	0	0	
Z036 - TSO CPU Minutes (All)	104,167	0	0	0	0	0	0	0	0	0	
Z003 - Mainframe CPU Minutes	208,333	0	0	2,083	20,833	0	100,000	0	0	15,625	
Total	**416,667**	**83,333**	**41,667**	**41,667**	**208,333**	**29,167**	**125,000**	**41,667**	**41,667**	**20,833**	

Budget Values | Percent Allocation | Cost Calculations | Rate Calculations

View cost calculations for each pool.

	e Costs		Other Hardware Costs			Personnel Costs			Miscellaneous Cost			
	ix	Windows	Network	Host Printers	Misc.	Support Staff	DBA Group	Help Desk	Floor Space	Etc.	Total
Total Budget 12 Months	500,000	500,000	250,000	450,000	300,000	3,500,000	1,250,000	500,000	200,000	0	18,800,000
Budget Per Month	41,667	41,667	20,833	37,500	25,000	291,667	104,167	41,667	16,667	0	1,566,667
Z017 - Pages Printed - Local	0	0	0	15,000	0	0	0	0	0	0	15,000
Z016 - Lines Printed - Local	0	0	0	7,500	0	0	0	0	0	0	7,500
WPRTSBPC - MS Windows Print Submi...	0	0	0	3,750	0	0	0	0	0	0	3,750
LLH101 - Unix Pages Printed	0	0	0	11,250	0	0	0	0	0	0	11,250
LLA107 - Unix Interactive Total CPU (...	29,167	0	0	0	0	43,750	0	0	0	0	89,583
WSCBytes - IIS Web Bytes Sent	0	8,333	0	0	0	29,167	0	0	0	0	37,500
WTimeTkn - IIS Web Time Taken (Milli...	0	8,333	0	0	0	29,167	0	8,333	1,667	0	62,083
SQLWRITE - MS Windows SQL Server...	0	4,167	0	0	0	0	0	0	833	0	5,000
SQLREADS - MS Windows SQL Server...	0	4,167	0	0	0	0	0	0	833	0	5,000
SQLCPU - MS Windows SQL Server C...	0	8,333	0	0	0	0	31,250	0	0	0	54,167
LLR105 - Unix Filesystem Used (GB D...	0	0	0	0	0	14,583	0	0	1,667	0	133,750
LLA104 - Unix Interactive Connect Ti...	2,083	0	0	0	0	0	0	0	0	0	10,417
LLE102 - Unix Oracle Session CPU (Mi...	10,417	0	0	0	0	0	36,458	0	0	0	71,875
LLE107 - Unix Oracle User Commits	0	0	0	0	0	0	0	0	0	0	8,333
LLE103 - Unix Oracle Connect (Hours)	0	0	0	0	0	0	0	0	0	0	8,333
DISKSIZE - MS Windows Folder Disk U...	0	0	0	0	0	0	0	4,167	3,333	0	31,667
EXMBXMSG - MS Exchange Mailbox (...	0	0	4,167	0	0	0	0	0	0	0	4,167
EXMBXSIZ - MS Exchange Mailbox Siz...	0	8,333	1,042	0	0	0	0	6,250	0	0	15,625
ZDSK@@06 - Migrated to Tape DSNs	0	0	0	0	0	0	0	4,167	0	0	108,333
ZZ32 - DB2 Transaction CPU Minutes	0	0	0	0	0	0	26,042	0	0	0	155,208
ZZ05 - Tape Mounts	0	0	0	0	0	29,167	0	0	0	0	68,750
Z036 - TSO CPU Minutes (All)	0	0	0	0	0	0	0	8,333	0	0	112,500
Z003 - Mainframe CPU Minutes	0	0	15,625	0	25,000	145,833	10,417	10,417	8,333	0	546,875
Total	41,667	41,667	20,833	37,500	25,000	291,667	104,167	41,667	16,667	0	1,566,667

Ready   User: know

Done   Internet

File   Edit   View   Favorites   Tools   Help

Back   •   •   Search   Favorites   •   •   •   •   •   Links   Calendar   CIMS Support Call DB

Address   http://www.cimsserver.com/FinancialModeler/   Go

File   View   Action   Help

Logout   New   Open   Save   Add Rate   Add Pool   Add Subpool   Del Rate   Del Pool   Del Subpool   Shared

CIMS Standard Model

Budget Values | Percent Allocation | Cost Calculations | Rate Calculations

Exclude Accounts   + -   Start Date: 12/01/2005

End Date: 12/31/2005   Calculate Rates   Update Rates   Run Report

Resource Name	Budget Per Month	Total Units	Units Per Month	Current Rate	Per 1000	Zero Cost Rate	Factor	New Rate	
Z017 - Pages Printed - Local	15,000	73776.00000	73776.00000	0.00000		0.20332	1	0.20332	
Z016 - Lines Printed - Local	7,500	3136176.00000	3136176.00000	0.00100	M	2.39145	1	2.39145	
WPRTSBPC - MS Windows Print Submi...	3,750	0.00000	0.00000	0.02300		0.00000	1	0.00000	
LLH101 - Unix Pages Printed	11,250	0.00000	0.00000	0.15000		0.00000	1	0.00000	
LLA107 - Unix Interactive Total CPU (...	89,583	0.00000	0.00000	0.03000		0.00000	1	0.00000	
WSCBytes - IIS Web Bytes Sent	37,500	3664630808.00000	3664630808.00000	0.00100	M	0.01023	1	0.01023	
WTimeTkn - IIS Web Time Taken (Milli...	62,083	128058036.00000	128058036.00000	0.00000		0.00048	1	0.00048	
SQLWRITE - MS Windows SQL Server...	5,000	13989814.00000	13989814.00000	0.08000	M	0.35740	1	0.35740	
SQLREADS - MS Windows SQL Server...	5,000	300109049.00000	300109049.00000	0.00120	M	0.01666	1	0.01666	
SQLCPU - MS Windows SQL Server C...	54,167	14108.40000	14108.40000	0.01500	M	3839.27306	1	3839.27306	
LLR105 - Unix Filesystem Used (GB D...	133,750	1684.64200	1684.64200	0.00000		79.39372	1	79.39372	
LLA104 - Unix Interactive Connect Ti...	10,417	0.00000	0.00000	0.09500		0.00000	1	0.00000	
LLE102 - Unix Oracle Session CPU (Mi...	71,875	2209.13000	2209.13000	0.23000		32.53543	1	32.53543	
LLE107 - Unix Oracle User Commits	8,333	92116.30000	92116.30000	0.00250		0.09046	1	0.09046	
LLE103 - Unix Oracle Connect (Hours)	8,333	47084.33000	47084.33000	0.04500		0.17698	1	0.17698	
DISKSIZE - MS Windows Folder Disk U...	31,667	2054.05775	2054.05775	0.00001	M	15416.31437	1	15416.31437	
EXMBXMSG - MS Exchange Mailbox (...	4,167	4072213.00000	4072213.00000	0.00100		0.00102	1	0.00102	
EXMBXSIZ - MS Exchange Mailbox Siz...	15,625	204157478.66300	204157478.66300	0.15000	M	0.07653	1	0.07653	
ZDSK@@06 - Migrated to Tape DSNs	108,333	0.00000	0.00000	0.07000		0.00000	1	0.00000	
ZZ32 - DB2 Transaction CPU Minutes	155,208	1050.10392	1050.10392	5.00000		147.80251	1	147.80251	
ZZ05 - Tape Mounts	68,750	7.00000	7.00000	0.00000		9821.42857	1	9821.42857	
Z036 - TSO CPU Minutes (All)	112,500	52.11234	52.11234	0.00000		2158.79771	1	2158.79771	
Z003 - Mainframe CPU Minutes	546,875	351.41064	351.41064	10.00000		1556.22778	1	1556.22778	

Ready   User: know

Done   Internet

IBM Tivoli Usage and Accounting Manager is . . .

An integral part of an organization's financial reporting systems

(Shared Services, Invoicing, Product Profitability, ERP Integration, Cost Allocations, Activity Based Costing, Resource & Cost Trending, etc.)
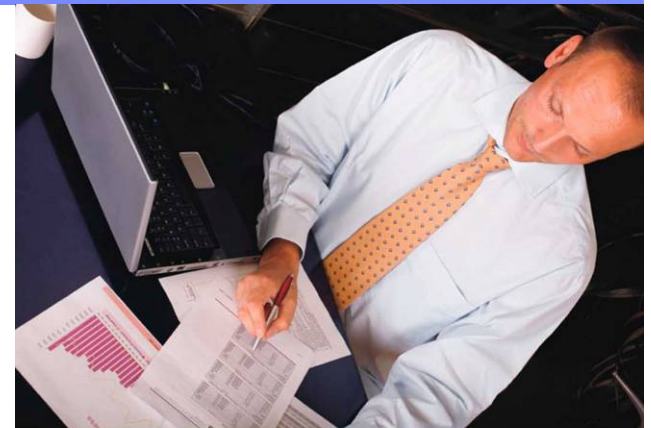
Used across multiple platforms

(Including Mainframe, Unix, Linux, Windows, etc.)

Supporting multiple sub-systems

(DB2, Oracle, SQL Server, CICS, Virtualization, Web, E-Mail, Networks, Storage, Print Servers, etc.)

Internet enabled

(Web-Based Reporting & Drill-Down and multiple outputs)

Report chart
(Partial list of categories)

- Budget Analysis Reports

- Database Reports

- E-Mail Reports

- Hog Reports

- Internet Reports

- Invoices

- Network Reports

- Operating System Reports

- Print Reports

- Resource Usage Reports

- Storage Reports

- YTD Reports

- **Power Consumption**

Energy Consumption Chargeback

With Active Energy Manager information . . . power consumption can also be tracked, analyzed and billed . . .

Expected Availability June/July 2008

Power Consumption Metrics

DC Power Energy Consumed by a Server	7.91	1.00000000	7.90
AC Power Energy Consumed by a Server	10.16	1.00000000	10.16
Ambient Temperature of a Server	150.00	0.00000000	0.00
Exhaust Temperature of a Server	180.00	0.00000000	0.00
Energy Management Charges			18.06

Usage and Accounting Manager   IBM.

Login   Reports   Spreadsheets   Favorites   Admin   Help   Logout   Home

Reports

Invoices
- Invoice by Account Level
- Invoice by Account Level - Graph
- Account Total Invoice
- Alternate Invoice
- Invoice with Shifts
- Invoice with Shifts - Graph
- Run Total Invoice with Shifts
- Run Total Invoice
- Run Total Percent
- Run Total Rate Group Percent

Account Reports
- Account Summary YTD
- Account Summary Daily
- Account Summary Daily 2
- Summary Crosstab - Charges
- Summary Crosstab 2 - Charges
- Summary Crosstab - Usage
- Summary Crosstab 2 - Usage
- Daily Crosstab - Charges
- Daily Crosstab - Usage
- Weekly Crosstab - Charges
- Weekly Crosstab - Usage
- Monthly Crosstab - Charges
- Monthly Crosstab - Usage

Top Usage Reports
- Top 10 Cost
- Top 10 Bar Graph
- Top 10 Pie Chart
- Top 10 By Rate Code

Variance Reports
- Cost Variance
- Cost Variance Drilldown
- Resource Variance

Trend
- Cost Trend
- Resource Usage Trend
- Cost Trend Graph
- Cost Trend Graph 2
- Usage Trend Graph
- Cost Trend by Rate

Resource Detail
- Detail By Multiple Identifiers
- Detail By Multiple Identifiers with Acct
- Detail by Rate Group
- Detail by Rate Group/Identifier
- Detail by Identifier
- Detail by Identifier by Date
- Batch Report
- CICS Transaction ID Report
- DB2 Summary
- Exchange 2000
- SQL Server 2000
- Windows Disk

Other
- Percentage
- Client
- Rate
- Configuration
- Line Item Budget

Custom

Expand All   Collapse All

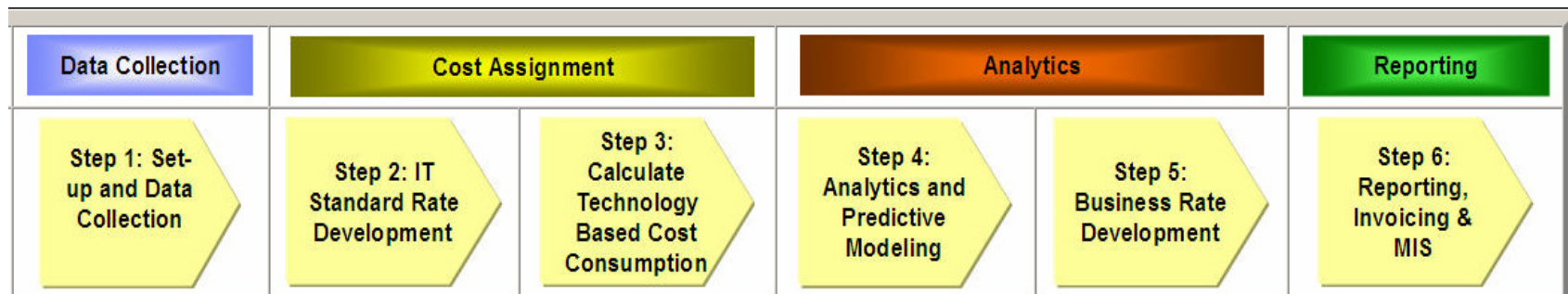# Implementation & Services

▪ Client Implementation

— TUAM is ready to use software that is user installable and can quickly report on usage of a variety of shared and virtualized systems.

▪ Tivoli Services

— TUAM QuickStart

— Extended Engagements

▪ IBM Global Technology Services

— Complete System Design & Implementation.

Data Collection	Cost Assignment		Analytics		Reporting
Step 1: Set-up and Data Collection	Step 2: IT Standard Rate Development	Step 3: Calculate Technology Based Cost Consumption	Step 4: Analytics and Predictive Modeling	Step 5: Business Rate Development	Step 6: Reporting, Invoicing & MIS

IBM UAM features
(Partial list)

- Account Code Editing
- Account Code Validation
- Automatic E-Mail Reporting
- Automatic Web Reporting
- Billing Equation
- Budget / Actual Reporting
- Business Rules Engine
- Contract Pricing
- Conversion Engine
- Cost & Resource Analysis Reports
- Creates GL Transactions
- Disk Space Accounting
- Discounts
- Efficient Daily Processing
- Efficient EOM Processing
- External Billing
- Flexible Account Code Generation
- Flexible Account Code Reporting
- Full Time Administrator Not Required
- Integrated Rate Table/Service Catalogue

- Miscellaneous and Recurring Transactions
- Multiple CPU's of Differing Speeds Supported (Normalization)
- Multiple Rate Tables by Acct.
- Multiple Reporting Levels with drilldown
- Paper & Form Chargeback
- Proration
- Rate Modeling
- Sales Tax
- Security Authentication/LDAP
- Server Based Reporting System
- Server Based Stand-Alone System
- Shift, Class, Priority Surcharge
- Tiered Pricing
- Usage Discovery
- Web Enabled & Automatic HTML Creation
- Web Based Administration
- Year To Date Reporting
- Zero Based Budget Support

Take a hard-nosed look at IBM UAM!

A Proven Product!

- Windows, Unix/Linux, Mainframe, Internet

- Powerful Server-Based System

- Competitive Prices

- Replaces In-House and Competing Products

- Hundreds of Users

- Excellent Technical Support

Customers

- Cross Industry
- Cross Platform

Know What IT Costs!

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