



# Achieving High Availability and Resiliency for Your Business with the New Capabilities of Tivoli System Automation Version 3.3

Allison Ferguson, Automation Solutions Product Manager

Barbara Kennedy, Tivoli Worldwide Product Market Manager

June 24, 2010





# Today's Automation Topics

1

**Keeping the Smarter Planet Highly Available and Resilient with System Automation**

2

**Optimizing Availability and Resiliency with System Automation Version 3.3**

3

**System Automation and Social Media**

4

**System Automation Resources to Help You**



Something meaningful is happening...  
The world is about to get a whole lot **smarter**.



“Every human being, company, organization, city, nation, natural system and man-made system is becoming **interconnected, instrumented and intelligent**. This is leading to new savings and efficiency—but perhaps as important, new possibilities for progress.”



## IBM Tivoli System Automation: Keeping the Smarter Planet highly available and resilient

**Smart is:** Maintaining *continuous business and IT operations* while rapidly adapting and responding to risks and opportunities with high availability and business resiliency

**SMART IS:** Always open for business in a 24/7 world.



**SMART IS:** Reducing cost through proactive incident response and reduced downtime



**SMART IS:** Managing risk with enterprise-wide resiliency strategy



**SMART IS:** Responding with speed and agility while minimizing risk exposure.



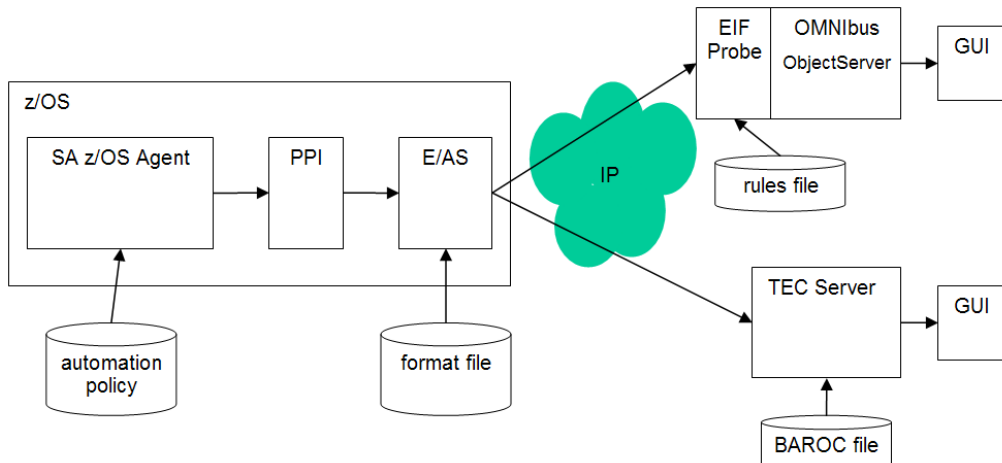
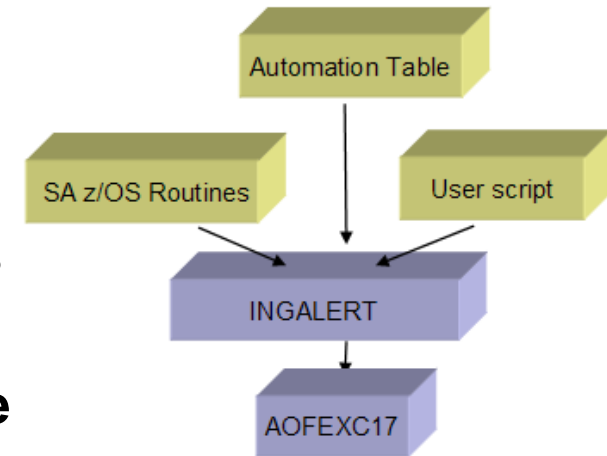


# SA z/OS Version 3.3 Release Themes

- **Integration with Other Tivoli Solutions in Support of the Service Center**
  - Continue tighter interoperation with monitoring products and new TEP workspaces
  - Integration with OmniBus and Tivoli Service Request Manager (TSRM) for improved alerting and event notification
- **Consumability Improvements**
  - Automatic generation of the Message Revision Table
  - Rolling recycle to stop and restart members of server groups, minimizing the impact to application availability
- **Feature Integration: Improved CICS and IMSPLEX Support**
- **Focus on Customer Needs and Requests**
  - CDEMATCH enhancements to support new comparators and wildcard characters
  - New INGEXEC command to route a command to one to more systems based on the location of resources
  - New INGMSGGS command to capturing messages and make them visible in the message history of the associated resource

## Integration: Sending Events to TEC/OMNIBus

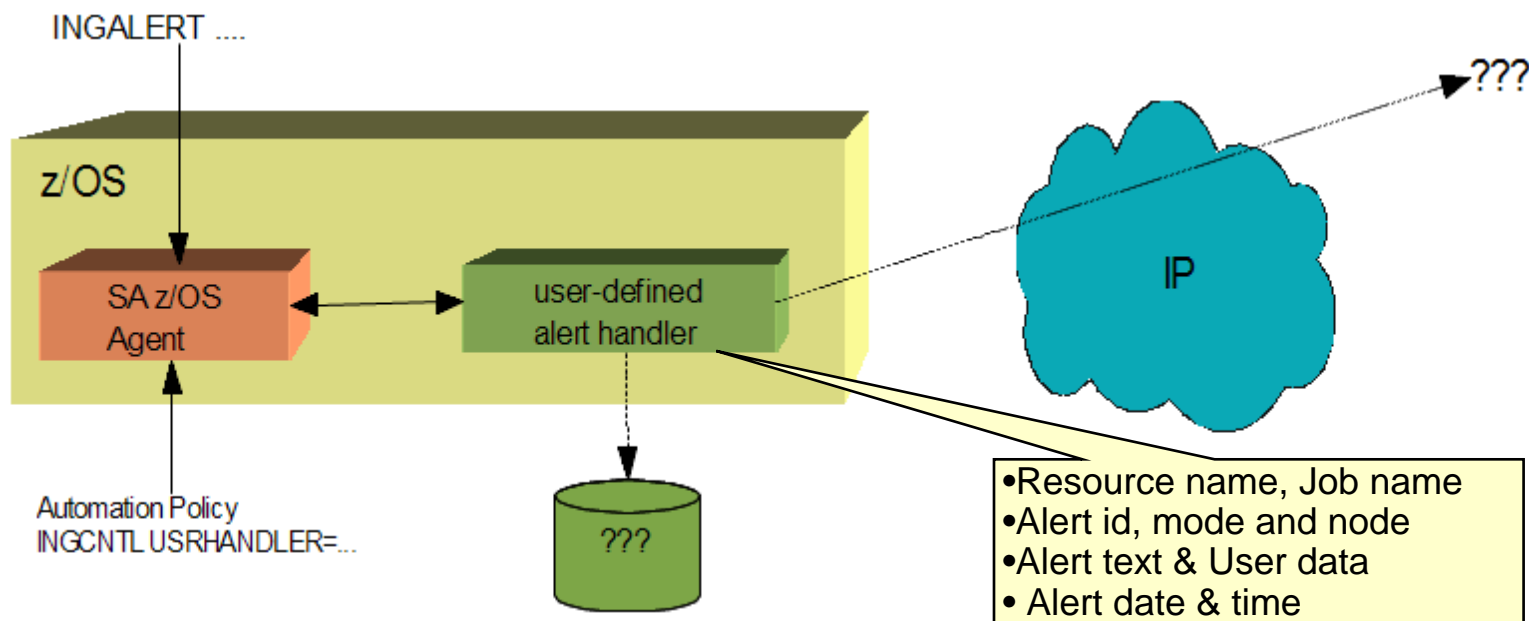
- **Based on the Alerting support Infrastructure**
  - Same set of pre-defined alert-points
- **User defined Events via INGALERT command**
  - Events can be issued for APLs, MVC, MTRs, APGs
    - „sysplex“ events only processed by one agent
- **Support for clearing events for given resource**
  - Clear single event or all events
  - Automatic clearing of events for APLs + MTRs
- **Highly customizable via policy**





## Integration: Sending Events to User Destination

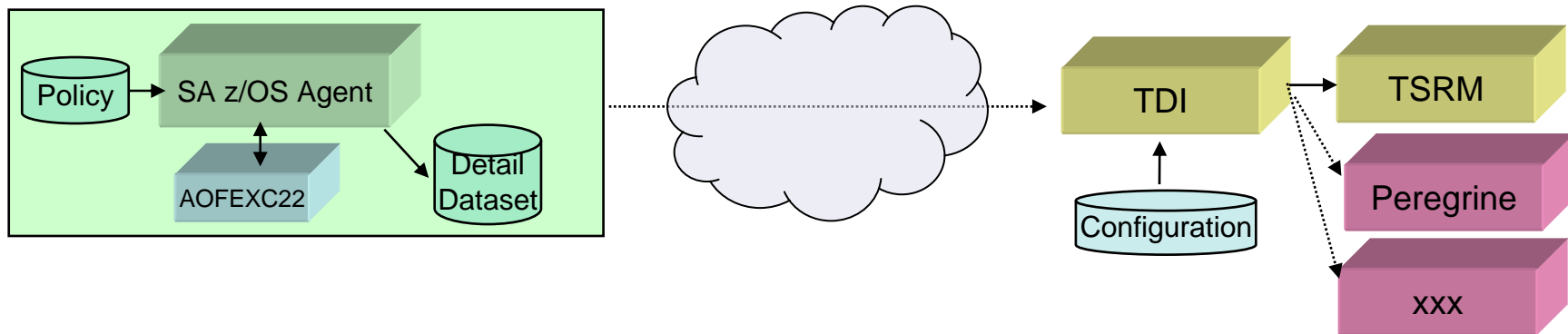
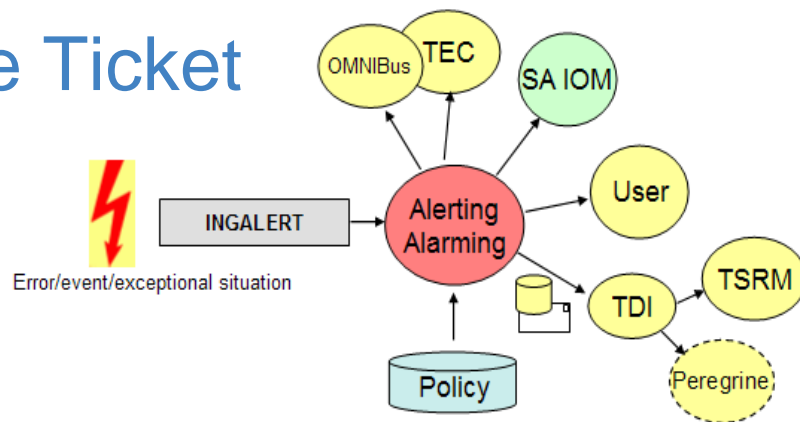
- Triggered via notification target **USR** in InformList
- **Same Alerting infrastructure**
  - Predefined alert points
- **Up to the Installation what to do with the event**
  - Sample exit AOFEXALT provided by SA z/OS





# Integration: Opening a Trouble Ticket

- Based on the Alerting Infrastructure
- Enabled/Disabled via INGCNTL cmd
- Resource dependent context data automatically gathered at point of error
  - Similar to INGLKUP REQ=COLLECT
  - Data stored in Detail Dataset (automatically allocated)
  - Exit AOFEXC22 used to collect user specific data

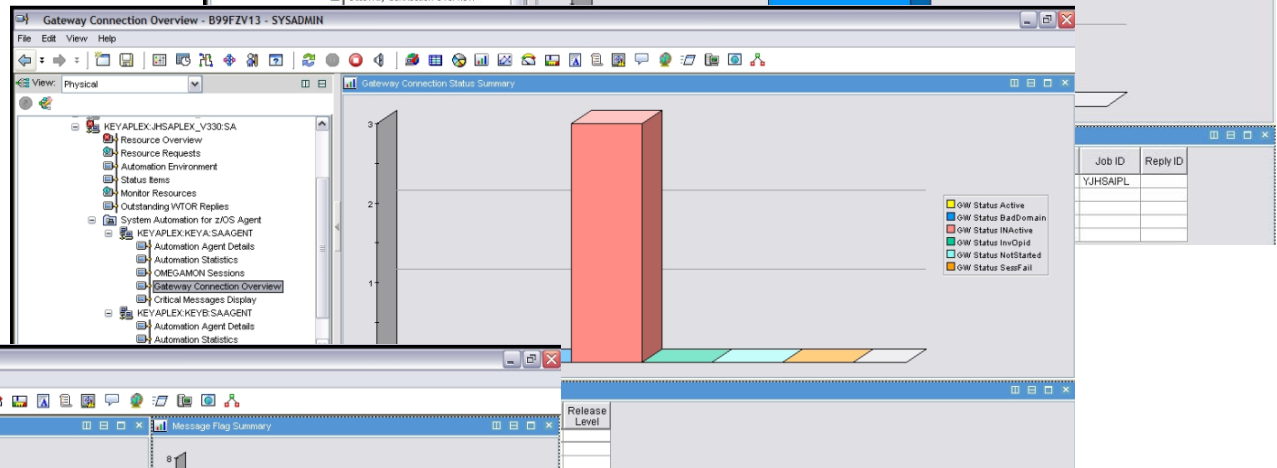
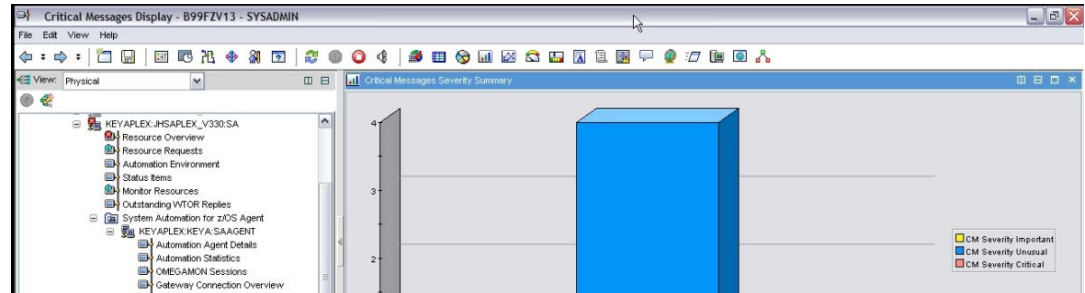






# Integration: New TEP Workspaces

- Exceptional Messages
- Gateway Sessions
- WTORS

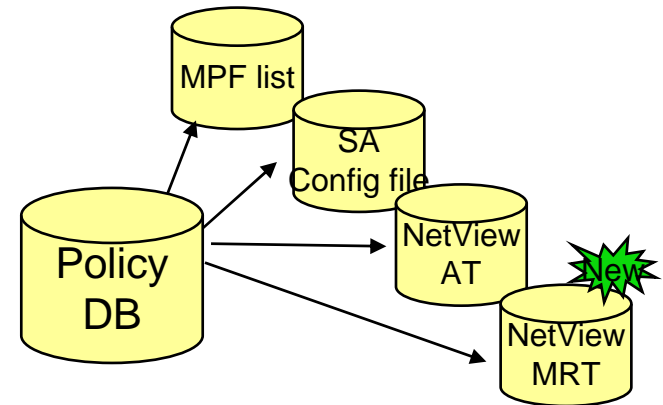


Resource Name	Resource Type	Resource System	Severity	ReplyID	Message ID	Message Text	Timestamp	Job Name	Job ID	User ID	Asid	Message Flag
KEYA	KEYA	KEYA	IMPORTANT	27	DF59961	"IMS READY" M9A1	09.28.31	IMS9A1C4	STC07211	M9A1USER	008A	WTOR
KEYA	KEYA	KEYA	IMPORTANT	67	DSI802A	IPXFO REPLY WITH VALID NCCF SYSTEM OPERATOR C...	15.59.30	NETAROLI		STCUSER	0094	WTOR
KEYA	KEYA	KEYA	IMPORTANT	77	DSI802A	IPXDO REPLY WITH VALID NCCF SYSTEM OPERATOR C...	13.01.29	NETCBOOW	STC089374	STCUSER	007A	WTOR
SYSVAPPL	APL	KEYA	NORMAL	32	DSI802A	IPXNG REPLY WITH VALID NCCF SYSTEM OPERATOR C...	07.47.07	NETBLJH	STC08656	STCUSER	003D	WTOR
KEYB	KEYB	KEYB	IMPORTANT	7	DSI802A	IPXFH REPLY WITH VALID NCCF SYSTEM OPERATOR C...	09.26.49	NETAROLI		STCUSER	0022	WTOR
KEYB	KEYB	KEYB	IMPORTANT	34	DF59961	"IMS READY" M9B1	09.28.25	IMS9B1C4	STC07209	STCUSER	0070	WTOR
SYSVAPPL	APL	KEYB	NORMAL	35	DSI802A	IPXNH REPLY WITH VALID NCCF SYSTEM OPERATOR C...	08.41.28	NETBLJH		STCUSER	007A	WTOR



# Consumability: Automatic MRT Generation

- **Automatic Generation of Message Revision Table (MRT) based on data stored on the policy database**
  - Highlighting of message (coloring)
  - Modifying of message text
    - Capitalization
  - Delete message
  - Suppress message
- **No specific MRT syntax skill required**
- **Common build keeps all configuration files in sync**
  - MRT loaded together with AT at configuration refresh
- **All automation data in one source**





## Consumability: Rolling Recycle

- **Stops and restarts members of server groups minimizing impact of application availability**

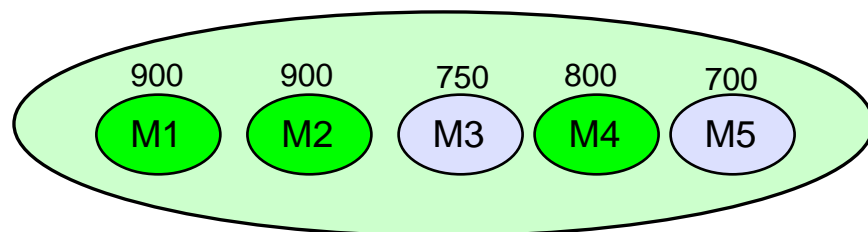
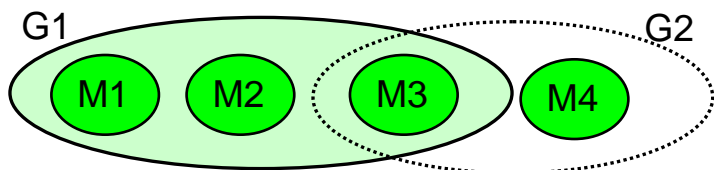
- Single action to initiate the rolling recycle via INGGROUP command
- Provision to abort the rolling recycle
- Rolling recycle continues across an Automation Manager fail over

```
>>--INGGROUP-- group_name -- ACTION={RECYCLE|CANCEL} ---- ... ---->
```

- **Currently active number of members maintained**

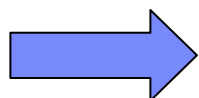
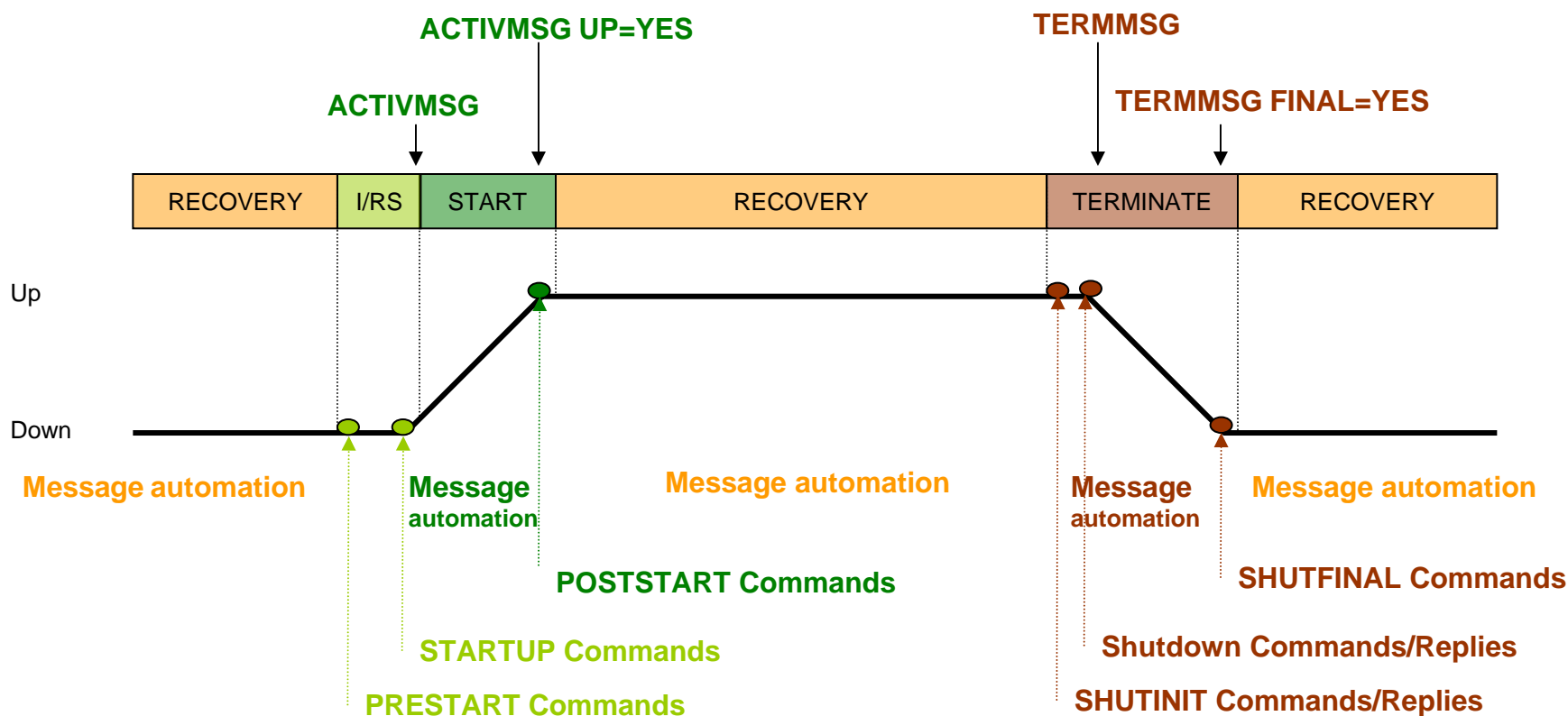
- Active members are recycled one after the other
- Inactive members are untouched

- **Watch for intersecting groups**





# Features: Flow of CICS Automation Startup/Shutdown



CICS automation now functions in the same manner as other features of System Automation for z/OS.



# Features: IMSplex Support

- **INGIMS command enhanced to provide an API for IMS commands**

- Type 1 IMS commands (/cmd ...)

- Type-1 command output is in message format, encapsulated within XML tags
  - SA z/OS does not format Type-1 command output

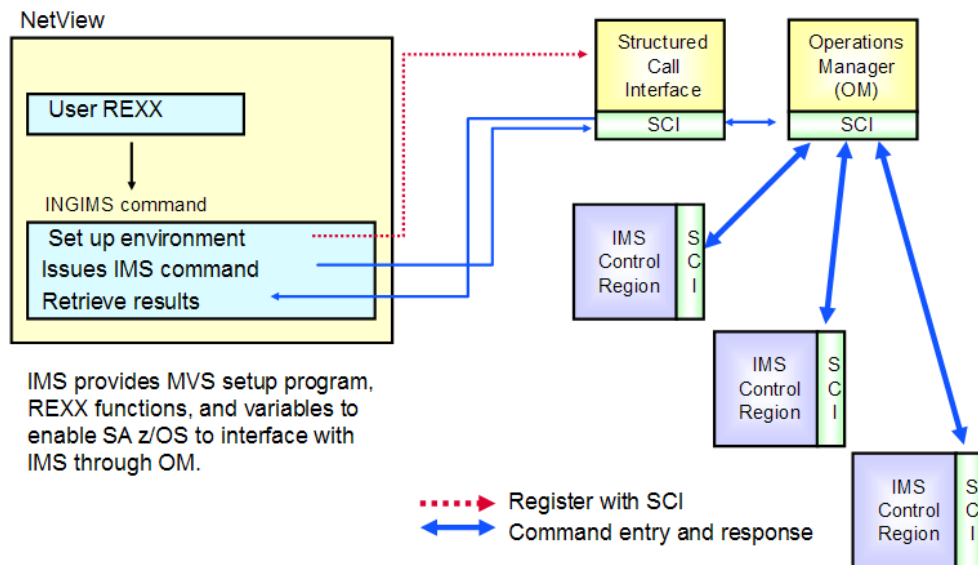
- Type 2 IMSplex commands (QRY, INIT, TERM, DEL, UPD, CRE)

- Command Response returned in XML format
- Automatically translated to display format

## Advantage

Commands can be entered to one or more IMS systems in an IMSplex

- Routes commands to IMSplex members registered for the command
- Consolidates command responses from individual IMSplex members into a single response to present to the command originator





# Customer Requests: CDEMATCH Command Enhancements

## ■ Support of Comparators

- @EQ (=), @GT (>), @GE (>=), @LT (<), @LE (>=), @NE → numeric comparison
- \$EQ (=), \$GT (>), \$GE (>=), \$LT (<), \$LE (>=), \$NE → text comparison

FOO	@GT 95		CRITICAL
FOO	@GE 75		WARNING
ABC	\$NE XXXX		NORMAL

Watch sequence

Must be numeric

## ■ Enhanced Wildcard Support

FOO*			CRITICAL
*FOO			WARNING
F%%O*			NORMAL

Placeholder for 1 character



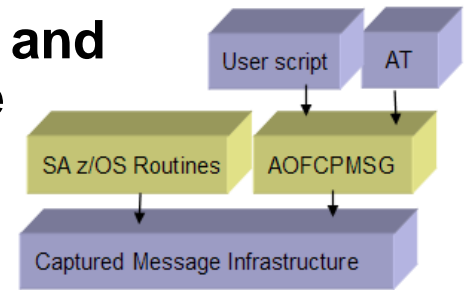
## Customer Requests: INGEXEC Command

- **New command to route given command to one to more systems based on the location of resources**
- **Eliminates the need to know where the resource is currently running**
- **Resource can be:**
  - Application, Appl group, Monitor, SYS resource, etc
- **Can be used to fan out command to multiple systems**
- **Command can contain subsystem variables (&SUBSxxxx)**
  - Resolved at the target system where resource runs
  - Use #SUBSxxxx when command is defined in SA policy
- **Output of command(s) is collected and returned to the operator in one or more multi-line messages**



# Customer Requests: Message Capturing Function

- **Enables installation to trap “important” messages and to make them visible in the message history of the associated resource**
  - Optionally forwarded to SDF and NMC
  - But several shortcuts done to update SDF/NMC directly
- **Restructured to be central “portal” for any kind of message forwarding to final destination**
  - Maintains central place for all exceptional messages
  - Message automatically removed from the exception table when the condition is no longer true
    - Message deleted by operator
    - Message deleted by SA user
    - By SA recovery/automation routine (eg CHKTHRES)
  - Forwarded to SDF, NMC, TEP, SA IOM, TEC/OMNIBus
    - Controlled by INFORM attribute of resource
- **New INGMSG command to display all “exceptional” messages**
  - Exceptional message have severity UNUSUAL, IMPORTANT, CRITICAL







## Customer Feedback About SA V3.3

"We manage all our mainframe services with SA z/OS. It makes a huge difference to the time and effort needed. Over 15 years we have grown our infrastructure by a factor of 4 or 5 times without increasing staff. Every new release improves our efficiency because we need less home-grown scripting. In 3.3, we especially like the closer integration with GDPS, and improvements in the customisation dialogue could save us an additional 5% effort. Also, we get closer to our goal of 24/7 availability while still having significant maintenance windows. We're really happy with this product.

The Beta gives us a closer connection to the lab and a better understanding of the product, so we use it more effectively."

**Peter Erbstoesser, Itergo, Germany**





## Customer Feedback About SA V3.3

"We have been testing SA 3.3 and we are very satisfied. We feel that SA 3.3 is very stable and reliable. We have changed our SDF configuration and are now using dynamic SDF panel definition and we are very satisfied with that. We have recently started to use DB2 automation and so far we are satisfied. We also use TWS automation."

**Niclas Voltaire,  
Svenska Handelsbanken, Sweden**





# IBM Tivoli Automation Resources

## System Automation for z/OS Resources

- [System Automation for z/OS web site](#)
- [SA for z/OS V3.3 Announcement Letter](#)
- [SA for z/OS V3.3 Information Center](#)
- [SAUsers Discussion Forum](#)
- [System Automation Education](#)
- Annual User Conference
  - [2010 Conference Summary](#)
  - [2011 Conference Plans](#)

## Portfolio Information

- [Business Continuity Process Manager web site](#)
- [Business Continuity Process Manager demo](#)
- [System Automation Application Manager web site](#)
- [System Automation for Integrated Operations Management web site](#)
- [System Automation for Multiplatforms web site](#)
- [System Automation for Multiplatforms demo](#)
- [GDPS web site](#)





# SAUsers Discussion Group: Home Page

File Edit View History Bookmarks Tools Help

http://tech.groups.yahoo.com/group/SAUsers/

Most Visited IBM SUSE Linux Entertainment News Internet Search Reference Maps and Directions Shopping People and Compa... Most Visited Most Visited

SAUsers : For the discussion of S...

Hi, Robert | Sign Out | Help

Preview Mail w/ Toolbar

YAHOO! GROUPS

Search Web Search

The only complete multivitamin with CoroWise™ phyosterols that may reduce the risk of heart disease by lowering cholesterol.\*

Centrum Cardio

Save \$3.00 Click here

\* Foods or dietary supplements containing at least 400mg per serving of free phyosterols taken twice a day with meals for a daily total intake of at least 800mg, as part of a diet low in saturated fat and cholesterol, may reduce the risk of heart disease by lowering blood cholesterol. A daily serving of Centrum Cardio® (2 tablets) contains 800mg of CoroWise™ phyosterols. \* Among leading brands.

rdplemons · rdplemons@us.ibm.com | Group Owner - Edit Membership

Start a Group | My Groups

SAUsers · For the discussion of SA for z/OS

Search for other groups... Search

Home Messages Pending Spam? [Delete] Post Attachments Files Photos Links Database Polls Members Pending Calendar Promote Invite Management Groups Labs (Beta) Applications

Info Settings

Group Information Members: 1307 Category: Software


Visit the Groups blog for the latest Yahoo! Groups information

Home

Activity within 7 days: 3 New Members - 21 New Messages - New Questions

Description (Edit)

The purpose of this group is to discuss technical issues related to the IBM System Automation for z/OS product with your peers. The purpose is not a place for SPAM, marketing or recruiting. By accepting membership in this group you agree to abide by those rules and will be removed if you violate them.



Most Recent Messages (View All) (Group by Topic)

Search: Search Advanced Start Topic

Re: WLM resources

Actual you can achieve what you want quite easily, I think. You can set the WLM status as part of POSTSTART and SHUTFINAL commands - i.e. POSTSTART could be

Posted - Tue Mar 30, 2010 4:30 am

Re: WLM resources

Andrew, this is a philosophic question. In my opinion RESET only reflects an initial state specifying that no other value for the resource has been set until

Kurt Kristensen  
kvedeldk  
Offline  
Send Email

dietmar\_knodel  
Offline  
Send Email

Arlington: Tue 13:06 London: Tue 19:06 Frankfurt: Tue 20:06 Hong Kong: Wed 02:06 Tokyo: Wed 03:06 Done

Now: Sunny, 69° F Tue: 82° F Wed: 85° F



# SAUsers Discussion Group: Files

File Edit View History Bookmarks Tools Help

http://tech.groups.yahoo.com/group/SAUsers/files/

SAUsers · For the discussion of SA for z/OS

Home  
Messages  
Pending  
Spam? [Delete]  
Post  
Attachments

Files  
Photos  
Links  
Database  
Polls  
Members  
Pending  
Calendar

Promote  
Invite

Management

Groups Labs (Beta)  
Applications

Files

Yahoo! Groups will be down for a scheduled outage on Thursday, April 1  
Visit the [Groups blog](#) for more information.

Add File | Create Text File | Create Folder

Name	Size	Creator	Created	Actions
<b>MTR's in SDF</b> MTR's to SDF samples and doc		rdplemons	Mar 17, 2006	Edit Delete Cut
<b>SNMP Trap Miscellaneous</b>		rdplemons	Apr 9, 2003	Edit Delete Cut
<b>BLU0log.txt</b> IPL Log - Help with setting up Transient Tasks	498 KB	teresamc1	Apr 15, 2003	Edit Delete Cut
<b>INGXML-2009-02-13.zip</b> PDB Visualization Tool - Update 2/09 supporting SA V3.2	330 KB	udoibm	Mar 9, 2009	Edit Delete Cut
<b>msglg162.zip</b> IBM Message Analysis Program (aka MSGLGPGM) 1.6.2 -- SYSLOG/DLOG analysis. Unzip, see README for upload instructions. User Guide in HTML format. No warranty expressed or implied.	177 KB	wkkelley57	Feb 27, 2009	Edit Delete Cut
<b>MSGLGPGM.ZIP</b> Latest version of SYSLOG/DLOG analysis routine. No warranty implied or expressed.	201 KB	johncox	Sep 20, 2004	Edit Delete Cut
<b>Native SNMP Trap.txt</b> Sample REXX Procedure for using native snmp traps	2 KB	rdplemons	Apr 18, 2003	Edit Delete Cut
<b>SAUsers Welcome message</b>	1 KB	rdplemons	Dec 19, 2007	Edit Delete Cut
<b>unsquish.txt</b> Unsquish SA's squished execs	3 KB	raifstork	Jun 12, 2006	Edit Delete Cut
<b>Using NetView and SA for Remote Consoles for MVS.ppt</b> Using NetView and SA for Remote Consoles for MVS	358 KB	rdplemons	Dec 3, 2003	Edit Delete Cut

Add File | Create Text File | Create Folder

2% of 100MB

Arlington: Fri 10:56 London: Fri 16:56 Frankfurt: Fri 17:56 Hong Kong: Fri 23:56 Tokyo: Sat 00:56 Done

Now: Cloudy, 70° F Fri: 77° F Sat: 82° F



# SAUsers Discussion Group: Opinion Polls

File Edit View History Bookmarks Tools Help

http://tech.groups.yahoo.com/group/SAUsers/polls

SAUsers : Polls

rdplemons · rdplemons@us.ibm.com | Group Owner - [Edit Membership](#) [Start a Group](#) | [My Groups](#)

**SAUsers** · For the discussion of SA for z/OS

Home  
Messages  
Pending  
Spam? [Delete]  
Post  
Attachments  
Files  
Photos  
Links  
Database  
Polls  
Members  
Pending  
Calendar  
Promote  
Invite  
Management  
Groups Labs (Beta)  
Applications

**Yahoo! Groups Tips**  
Did you know...  
Learn, share, and take your group to new heights with Moderator Central. [Check it out.](#)

**Best of Y! Groups**  
Check them out and nominate your group.

**Yahoo! Groups will be down for a scheduled outage on Thursday, April 1**  
Visit the [Groups blog](#) for more information.

**Polls** [Polls Help](#) [Create Poll](#)

**Open Polls**

Poll question	Votes	Creator	Polling ends
(There are no open polls)			

**Closed Polls**

Poll question	Votes	Creator	Actions
Friends of SA, 2-3 weeks ago, one of you asked what the Group failed flag is all about. This caused quite some discussions within the development team. The Group failed flag was initially introduced in V2.1 to give the installation a means to control whether or not a group resource should not be selectable in case the group resource fails. It turns out that the externals are in place, but I'm wondering if any of you are using this function. I have certain doubts since the function is poorly documented. In case the Group failed flag is not used by any of you, I'm starting to like the idea of retiring the function. Do you use the Group Failed Flag or would you be upset if it was retired from SA? Created on Nov 3, 2008	26	rdplemons ☹	<a href="#">Delete</a>
Do you use the migrate function to update the config database after modifying fragments? Would you use the migrate function to update the config database instead of going through the dialogues. Sep 18, 2003	18		<a href="#">Delete</a>
I was able to connect to the web conference web site and everything worked. Created on Feb 21, 2002	12	rdplemons ☹	<a href="#">Delete</a>
Do you use the Policy Visualization Tool? Created on Jan 30, 2007	41	udolbm ☹	<a href="#">Delete</a>

[Create Poll](#)

SPONSOR RESULTS

[In home Computer Repair](#)

Arlington: Fri 10:57 London: Fri 16:57 Frankfurt: Fri 17:57 Hong Kong: Fri 23:57 Tokyo: Sat 00:57 Done

Now: Cloudy, 70° F Fri: 77° F Sat: 82° F

# SAUsers Discussion Group: Event Calendar

File Edit View History Bookmarks Tools Help

http://tech.groups.yahoo.com/group/SAUsers/cal//group/SAUsers/?v=2&t=1270231059

SAUsers : Calendar

Hi, Robert | Sign Out | Help

Preview Mail w/ Toolbar

YAHOO! GROUPS

rdplemons · dplemons@us.ibm.com | Group Owner - [Edit Membership](#)

SAUsers · For the discussion of SA for z/OS

Search for other groups...

Start a Group | My Groups

Yahoo! Groups will be down for a scheduled outage on Thursday, April 1  
Visit the [Groups blog](#) for more information.

Calendar [Calendar Help](#)

Day Week **Month** Year Event Lists Tasks

April 2010 [Printable View](#)

[Add Event](#) - [Add Task](#)

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Week 14	28 <a href="#">[Add]</a>	29 <a href="#">[Add]</a>	30 <a href="#">[Add]</a>	31 <a href="#">[Add]</a>	1 <a href="#">[Add]</a>	2 <a href="#">[Add]</a>	3 <a href="#">[Add]</a>
Week 15	4 <a href="#">[Add]</a>	5 <a href="#">[Add]</a>	6 <a href="#">[Add]</a>	7 <a href="#">[Add]</a>	8 <a href="#">[Add]</a>	9 <a href="#">[Add]</a>	10 <a href="#">[Add]</a>
Week 16	11 <a href="#">[Add]</a>	12 <a href="#">[Add]</a> AOTC 2010	13 <a href="#">[Add]</a> AOTC 2010	14 <a href="#">[Add]</a> AOTC 2010	15 <a href="#">[Add]</a> AOTC 2010	16 <a href="#">[Add]</a> AOTC 2010	17 <a href="#">[Add]</a>
Week 17	18 <a href="#">[Add]</a>	19 <a href="#">[Add]</a>	20 <a href="#">[Add]</a>	21 <a href="#">[Add]</a>	22 <a href="#">[Add]</a>	23 <a href="#">[Add]</a>	24 <a href="#">[Add]</a>
Week 18	25 <a href="#">[Add]</a>	26 <a href="#">[Add]</a>	27 <a href="#">[Add]</a>	28 <a href="#">[Add]</a>	29 <a href="#">[Add]</a>	30 <a href="#">[Add]</a>	1 <a href="#">[Add]</a>

[Previous Month](#) | [Next Month](#)

Today is: April 2, 2010  
Time Zone: GMT +01:00

Tasks [\[Add Tasks\]](#)

Search Events

Advanced Search

Groups Calendar  
Options: [Edit Options](#)

YAHOO! Groups Tips

Did you know...  
It's your group. Make it marvelous.  
Check out Moderator Central.

Best of Y! Groups

Check them out and nominate your group.

SPONSOR RESULTS

Free HR Payroll Software  
[www.diyHomeBusiness.net](http://www.diyHomeBusiness.net) - Download & review free software helping your home business succeed.

In-home Computer Repair  
[housecallsite.com](http://housecallsite.com) - Custom computer service & repairs brought to your door. Call Today.

Educate-me.net - Educational Software

Arlington: Fri 10:57 London: Fri 16:57 Frankfurt: Fri 17:57 Hong Kong: Fri 23:57 Tokyo: Sat 00:57

http://tech.groups.yahoo.com/group/SAUsers/cal... Now: Cloudy, 70° F Fri: 77° F Sat: 82° F



# SAUsers Discussion Group: User Profile

File Edit View History Bookmarks Tools Help

http://tech.groups.yahoo.com/group/SAUsers/join

Most Visited IBM SUSE Linux Entertainment News Internet Search Reference Maps and Directions Shopping People and Compa... Most Visited Most Visited

SAUsers : Edit Membership

**SAUsers** For the discussion of SA for z/OS

**Yahoo! Groups will be down for a scheduled outage on Thursday, April 1**  
Visit the [Groups blog](#) for more information.

**Edit Membership** [Edit Membership Help](#)

You are a moderator of this group. If you wish to leave this group, you must remove your moderator privileges using the **Edit** link in the Member list.

**Step 1. Your Contact Information**

The profile shown below will be used to identify you when you access photos, messages, and other great features of your Yahoo! Group. The email address will be used for group messages.

**Yahoo! Profile**

This profile will be used to identify you when you access the group's Web features.

**rdplemons** ([Add new profile](#))

**Email Address**

Choose the email address that you would like group messages sent to.

dplemons@us.ibm.com  
 rdplemons@gmail.com  
 rdplemons@sbcglobal.net  
 rdplemons@yahoo.com  
[\(Add new email address\)](#)

The following email addresses from Account Info are not available for this membership:  
 8173209435@mobile.mycingular.com ([Verify](#))  
 If you want to use one of the unverified email addresses, please click on the "Verify" links. Verification ensures that you are the owner of the email address.

**Step 2. Message Delivery**

Yahoo! Groups lets you choose how you stay in touch.

**Individual Email**  
The option to choose if you want to get each group message and special notice individually and immediately, as it is posted.

**Daily Digest**  
The option to choose if you want to see all messages but limit the amount of email you receive. We'll compile an email of up to 25 messages and send daily (special notices too!).

**Special Notices** - Receive only important email notices from the group moderator.

**Web Only** - Don't get notified of the latest happenings. Read messages only on the web.

**Step 3. Message Preference**

Select a display format for any email messages you may receive: ([See samples](#))

**Fully Featured** *New & Improved!*  **Traditional**

**Home**  
 Messages  
   Pending  
   Spam? [Delete]  
   Post  
   Attachments  
 Files  
 Photos  
 Links  
 Database  
 Polls  
 Members  
   Pending  
 Calendar

Promote  
 Invite

Management

Groups Labs (Beta)  
 Applications

**Yahoo! Groups Tips**

Did you know...  
 Want to share photos of your group with the world? [Add a group photo to Flickr.](#)

**Best of Y! Groups**

Check them out and nominate your group.

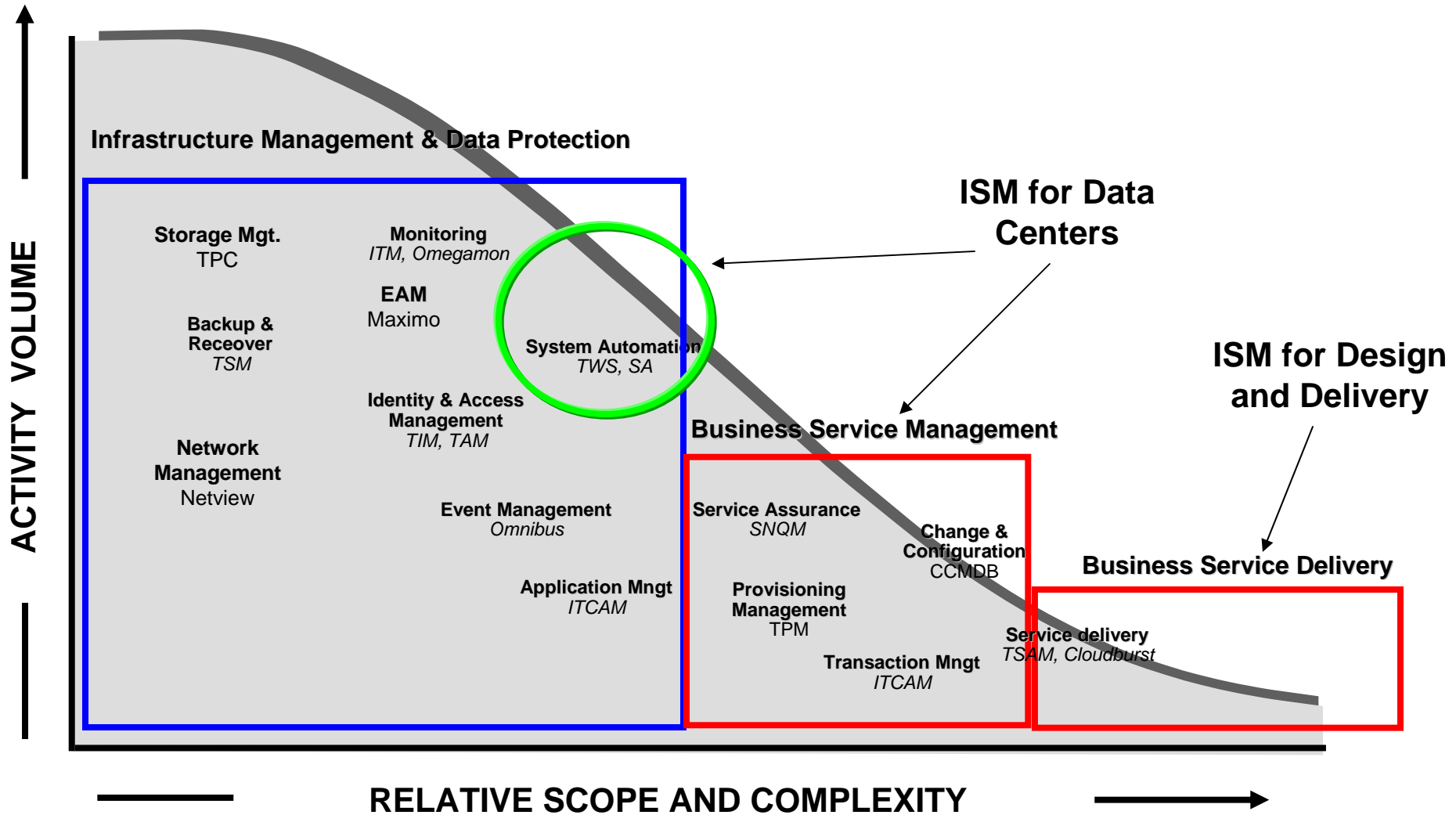
Arlington: Fri 11:07 London: Fri 17:07 Frankfurt: Fri 18:07 Hong Kong: Sat 00:07 Tokyo: Sat 01:07 Done

Now: Cloudy, 70° F Fri: 77° F Sat: 82° F





# THE Critical Position of Automation





# Service Management Center for System z Landing Page

<http://www-01.ibm.com/software/tivoli/solutions/zsmc/>

## IBM Service Management Center for System z

Enabling you to strategically use System z as an integrated, enterprise-wide hub for efficiently managing business and IT services



#1 in Google search (non-paid links)



### IBM Service Management Center for System z

The new IBM Service Management Center for System z® (SMCz) turns the mainframe into an enterprise-wide service management hub, centrally managing business and IT services across mainframes and distributed environments.

The IBM Service Management Center for System z is the answer to traditional mainframe management tools that were not designed for today's heterogeneous environments and are typically limited in the number of operating system platforms they support. IBM SMCz removes those limits and opens up an organization's options and flexibility for hosting a centralized service management hub.

IBM SMCz is based on the [IBM Service Management Strategy](#), which in turn is based on IBM's industry-leading systems management solutions. By enabling performance management and automation of the entire IT infrastructure, these solutions allow organizations to standardize service delivery and management processes with ITIL and best practices.

IBM SMCz extends [IBM Service Management](#) to the mainframe world, strategically exploiting System z as the integrated, enterprise-wide hub to better manage end-to-end all business – and IT – services. SMCz gives IT the superior visibility, control and automation needed to efficiently and effectively deliver business services over the entire IT infrastructure.

For the first time, with the IBM SMCz advanced and tightly integrated software portfolio, the System z mainframe assumes a major enterprise-wide role as the hub for managing and automating end-to-end business services.

With its support of Linux and a rich set of management solutions, System z is already an ideal platform to house new applications and workloads. Now coupling its renowned

### IBM Service Management Center for System z provides:



#### Centralized Management

Manage your entire enterprise from System z

- Enables System z as the Strategic Platform of Choice for managing the enterprise



#### Integration

Seamless and tight integration across service management and business delivery processes

- Further reduces complexity and cost, increases efficiency



#### Flexible Resource Management

Incremental roadmap to transform to a green and cloud infrastructure

- Further realize cost savings, Increase flexibility and efficiency

#### Stay Informed!

- [Service Management Center for System z Security \(980KB\)](#)
- [Buyers' Guide : Service Management for System z \(register for free download\)](#)
- [Creating and managing value with IBM Tivoli Service Management Center for System z \(register for free white paper\)](#)
- [Enhance the security of your enterprise with IBM System z and Tivoli Security solutions](#)
- [Free analyst report. Impressive IBM Tivoli Service Management Center for System z Delivers Enterprise-wide](#)

### IBM Destination z



A vibrant community to help you make the most of your mainframe

[Learn more](#)

### IBM Service Management for System z



Strategically exploit the power of System z to enable an enterprise wide management hub. Superior visibility, control and automation for highest quality, cost effective business service delivery.

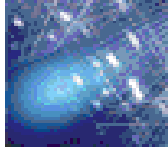
- [Join the Network](#)
- [Expert Bloggers](#)
- [Resource Library](#)
- [Special Offers, White Papers](#)

Embeddable 'Widget'  
Updated automatically



# Tivoli System z Community: Why? To Share Information

**IBM Service Management for System z**



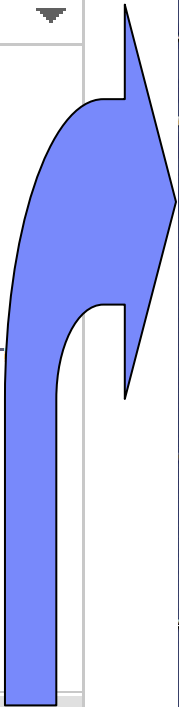
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**Join the Network**

**Expert Bloggers**

**Resource Library**

**Special Offers, White Papers**



IBM Service Management for System z community - Mozilla Firefox

https://www-950.ibm.com/communities/service/html/communityview?communityUId=9051592f-7640-466e-8524-6ae7d0c20c79

IBM Service Management for System z community

Overview

This Service Management for System z community is designed for the benefit of an extended network of System z software professionals to promote the exchange of information, ideas and best practices.

How to contribute: Read these instructions for sharing links with the community and participating in forum discussions.

- Wiki: Tivoli Service Management for System z
- Tivoli forums on developerWorks
- YouTube: Tivoli System z videos

Tags: destinationz, mainframe, service-management, systemz, tivoli, tiv, zadvisor, zadvocate, zos, zlv

Blog

- Perils, Pitfalls and Prolems - Pt 2 Tools to Tame the Heterogeneous
- Private Cloud on System z
- Perils, Pitfalls and Problems of Managing Heterogenous Virtualization
- Re: zPartners: Need-to-know info about the Business Partner Summit at Pulse in 2010 - see you there!
- Linux on System z

Important Bookmarks

- 75+ IBM Experts available to answer questions via online event November 12
- Clipper Group Navigator "System z as a Cloud for Business Services"
- Consolidate Management on System z Software
- IBM - IBM Tivoli Monitoring Newsletter
- IBM - Service Management for System z
- IBM - System z Advisor Newsletter
- IBM PartnerWorld - Products: Software - System z - zTips Newsletter
- TADDM Community
- Tivoli Business Partners: Tell us your story & nominate yourself for an award
- Tivoli Service Management Center for System z
- Top-10 Mistakes Made by CIOs & Top IT Managers at Mainframe Executive
- YouTube - Monitor and Manage Your Composite Transactions
- YouTube: IBM Tivoli System z





# Tivoli Service Management for System z

<https://www-950.ibm.com/communities/service/html/communityview?communityUuid=9051592f-7640-466e-8524-6ae7dcc20c79>

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Expert Video playlist

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View All

Bookmarks

Join the Community

- Create UserID/PW
- Create Profile

Blogs – Expert tips and news

Articles, Events



# Thanks for Your Participation    Need More Information?



**Please contact us:**

[Allison Ferguson](#)  
[fergusoa@us.ibm.com](mailto:fergusoa@us.ibm.com)

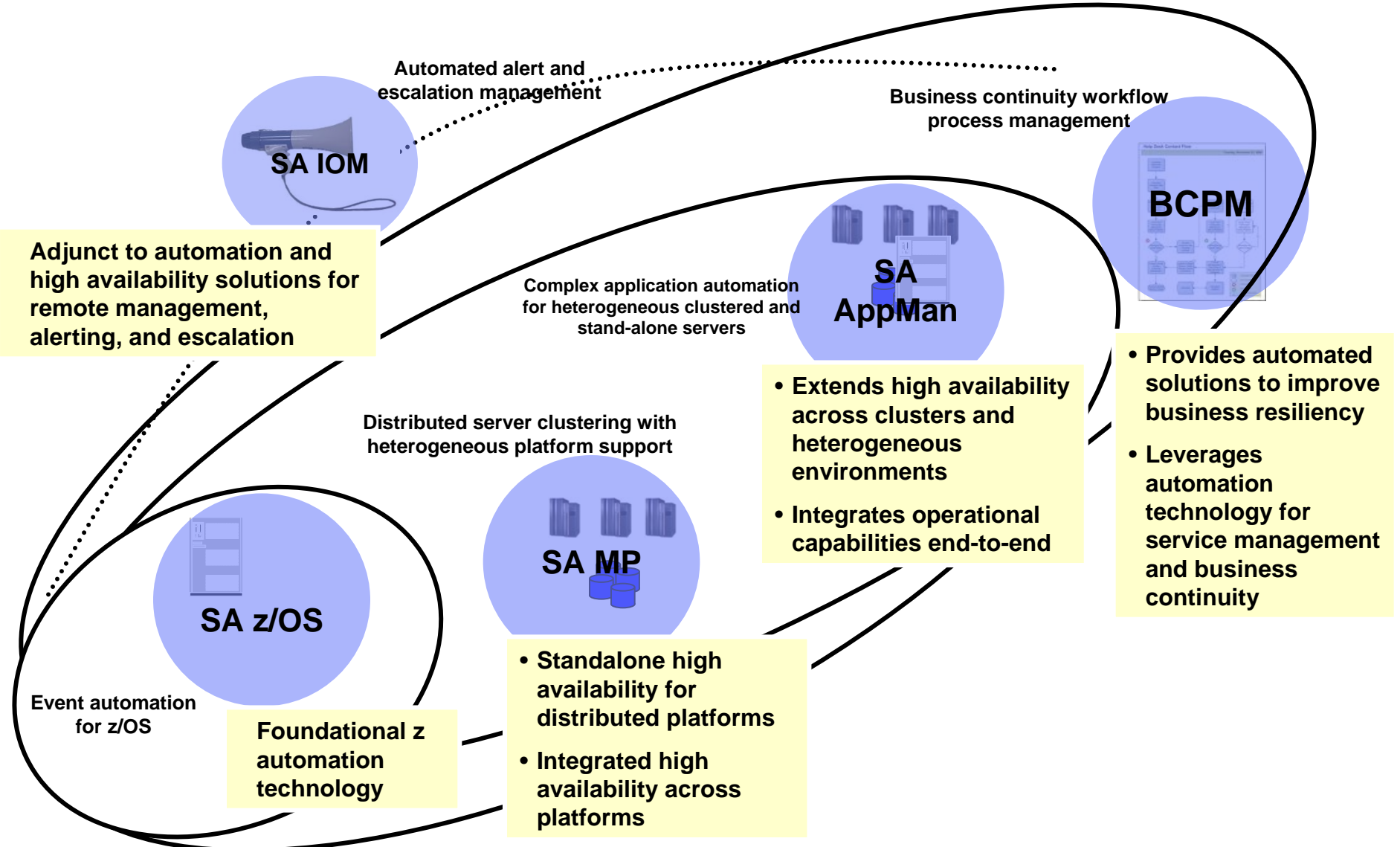
[Barbara Kennedy](#)  
[bjkenned@us.ibm.com](mailto:bjkenned@us.ibm.com)



# Additional Information



# System Automation High Availability and Resiliency Solutions

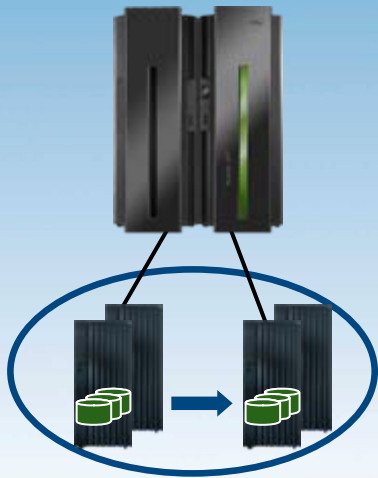


# GDPS: The Right Level of Protection for Your Business

Continuous Availability of Data within a Data Center

Single Data Center Applications remain active

Near-continuous availability to data

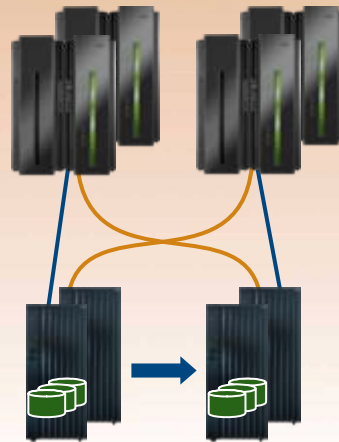


**GDPS/PPRC HM**

Continuous Availability & Disaster Recovery Metropolitan Region

Two Data Centers Systems remain active

Automated D/R across site or storage failure  
No data loss

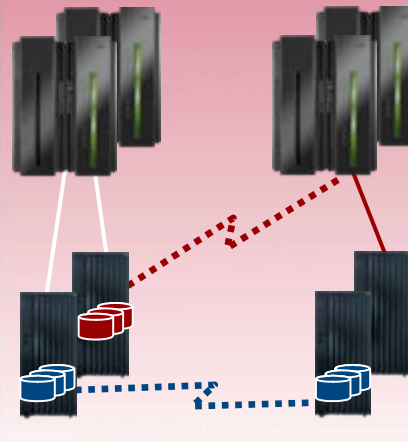


**GDPS/ PPRC HM  
GDPS/PPRC**

Disaster Recovery at Extended Distance

Two Data Centers

Automated Disaster Recovery  
"seconds" of Data Loss

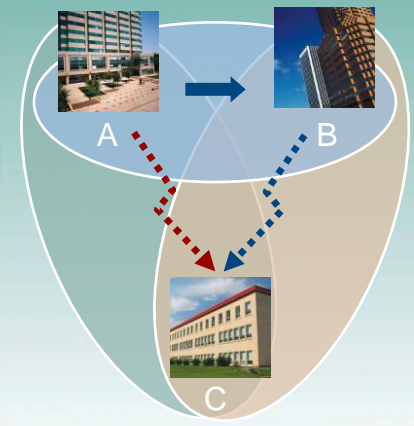


**GDPS/GM (blue line)  
GDPS/XRC (red line)**

Continuous Availability Regionally and Disaster Recovery Extended Distance

Three Data Centers

Data availability  
No data loss  
Extended distances



**GDPS/MGM  
GDPS/MzGM**





# System Automation for Multiplatforms System Automation Application Manager

