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Business Service Management on System z aligns business and IT

Teleconference – October 25, 2012

Highlights

Topics include:

- *Easily collect and forward status information from z/OS and improve end-to-end service visibility*
- *Auto-determine business and financial impact of service degradations to enable prioritization*
- *Identify and resolve critical problems with automated event correlation, isolation and resolution capabilities*
- *Retain events and business impact analysis to grow knowledge base and ease future correlation*

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Broadcast date: October 25, 2012, 11 a.m., EST / 4:00 p.m. BST / 3:00 p.m. UTC

Developed for: IT and enterprise architects, IT managers, systems analysts, systems programmers, project managers, technology researchers, and operations managers

Technical level: Intermediate

With enterprises becoming increasingly complex, and the volume of events growing, the problem of preventing problems from impacting service is becoming more urgent. IT shops need to respond proactively to infrastructure-related issues that are causing service degradation. But how do you get past multiple user administration interfaces, and difficulty in seeing historical and real-time events in a business context? How do you get to what matters most?

Business Service Management brings clarity and focus to what's important for IT in terms of business priorities. Prioritization of business services is the key to managing any enterprise environment, whether IBM® z/OS® or distributed, because your business services and all the underlying dependencies need to align. In this session, we will define Business Service Management and roadmap methods on what you need get you there.

Teleconference

Join us for this complimentary teleconference and learn how to architect and manage complex relationships between services and supporting infrastructure for increased visibility, impact assessment and reduced risk related to business events. We'll discuss a methodology to get z/OS events into Tivoli® Netcool® OMNIbus, and in turn Tivoli Business Service Manger. We'll highlight integration with the Tivoli Event Pump, and contrast it with other methods. This method closely aligns lines-of-business and IT operations teams, enabling collaborative and holistic management of services and dynamic infrastructures, such as cloud.

Register online right now

Register now for this teleconference by logging onto **ibm.com**/software/systemz/telecon/25oct

Join us after the teleconference for a live question-and-answer session. The teleconference will also be available for replay after the event.