



Tivoli software

Creating and managing value with IBM Tivoli Service Management Center for System z.



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Introduction

Due to the sprawl and complexity of distributed IT infrastructures, technology leaders spend much of their days fixing problems instead of optimizing the performance of service delivery and driving innovation. To help you meet your business objectives and mitigate common IT challenges, IBM has created a vision for a New Enterprise Data Center model that provides a new approach to business and IT service delivery. It is based on a recentralization of the data center and adoption of today’s best practices to help improve service delivery and return on investment, and to help align IT and business objectives. Underpinning this new model are the platform, architecture and service management solutions that IBM delivers to help you reduce IT infrastructure complexity, automate operations, reduce IT costs and improve service quality.

IBM Service Management provides an integrated set of solutions that enable the transformation to the New Enterprise Data Center. It enables business-driven service delivery and management based on IT Infrastructure Library® (ITIL®) and other best practices. It can help provide the required end-to-end visibility, control and automation for business service delivery and IT infrastructure management.

IBM Tivoli® Service Management Center for System z delivers these unique service management capabilities and solutions to the IBM System z™ platform. This tightly integrated portfolio of solutions substantially improves the management of mainframe environments and enables you to centralize, streamline and automate critical management processes, as well as to align IT objectives with business objectives. In addition, it allows you to leverage the operational advantages of the System z platform by establishing a centralized, enterprise-wide service management hub on the mainframe, giving you the ability to host your critical service management tools on this highly reliable, available and secure platform.

Highlights

IBM Tivoli Service Management Center for System z can help you reduce the overall cost of IT by transforming your data center from a reactive, resource focus to a business-driven, proactive service focus.

IT challenges

Complex business processes are delivered across heterogeneous applications and systems which are managed by technology experts that are grouped by operational domains and platforms. These domains and platforms typically are managed in isolated silos because of a lack of standardized and integrated IT management processes across the entire environment.

Large inefficiencies are generated at the enterprise level as each silo is managed to different performance levels, as management process maturity varies throughout the environment, and as a lack of common information hinders communication and coordination across silos. As phone calls are made to gather relevant information for root cause analysis, mean time to problem resolution is increased, leading to a higher rate of failed customer interactions. This situation leads to technology leaders jumping from one crisis to the next to resolve problems in service delivery, leaving no time for them to focus on driving innovation to improve competitiveness.

Traditional service management can limit an organization's implementation options.

Traditional service management aims to help organizations better manage their IT infrastructures by providing the ability to break down silos and establish standardized processes and procedures to manage their IT resources. However, there are two issues with the traditional service management approach. First, traditional service management tools are typically limited in the number of operating system platforms supported. This can limit an organization's options and flexibility on where to host a centralized service management hub, and can even limit which platforms service management can be applied to.

Highlights

Tivoli Service Management Center for System z can help minimize IT management silos by enabling service management implementation on distributed systems as well as on System z.

Second, while traditional service management tools are focused on IT resources and IT management processes, they often ignore integration with business services and processes. This can lead to an incomplete transformation of the data center, and to enterprises falling short of achieving the full potential of the New Enterprise Data Center model.

IBM can help you minimize traditional IT management silos by providing you with the flexibility to implement IT service management on distributed systems as well as on System z.

The New Enterprise Data Center and IBM System z10

IBM's vision for the New Enterprise Data Center is based on a recentralization of the data center and adoption of today's best practices to help reduce the complexity of IT infrastructures and increase business performance. It is a new approach to business and IT service delivery to help integrate and align IT and business objectives.

The New Enterprise Data Center starts with simplification but ultimately employs virtualization, management and automation end-to-end across server, storage and networking infrastructures. The cornerstone of the New Enterprise Data Center is the next-generation IBM System z10™ Enterprise Class mainframe. IBM designed the System z10 from the ground up to help increase data center efficiency. It can provide up to 70 percent more usable capacity and 50 percent more performance than IBM System z9® Enterprise Class. It can also enable lower software license costs, lower labor costs and lower energy and facilities costs compared to x86 servers.* System z10 is the most powerful tool available to our clients to help reduce cost, energy and complexity in their data centers. The mainframe's unique virtualization environment with dynamic policy-based management and just-in-time capacity continues to set the standard for the industry.

Highlights

Tivoli Service Management Center for System z enables organizations to leverage IBM Service Management solutions to better govern and automate IT and business processes.

IBM Service Management

The underlying management approach for the New Enterprise Data Center is based on IBM Service Management. IBM Service Management provides the tools to transform data centers from being reactionary to having a business-driven approach to service delivery and management. It builds on IBM's industry-leading, systems management solutions that help enable performance management and automation of the entire IT infrastructure, allowing organizations to standardize service delivery and management processes based on ITIL and best practices.

IBM Service Management provides a way to better govern and automate IT and business processes. It can directly link and align IT objectives with business objectives by helping organizations establish end-to-end:

- **Visibility** and transparency into your IT infrastructure's performance in executing business services. With IBM, you are better able to measure the performance of service execution, and to understand the business impact of incidents and changes, from a single operational console for both System z and distributed environments.
- **Control** over the IT infrastructure. IBM provides a way to automatically map your complex IT infrastructures into your lines of business, and track configuration changes made over time. With IBM, you can also better enforce end-to-end security and compliance policies, and provide end-to-end asset management.
- **Automation** of complex management processes and services. IBM provides a common process automation platform that is highly integrated with industry-leading operational management tools to provide a highly dynamic, reliable, available and more secure infrastructure for improved service execution, business integrity and competitiveness.

Highlights

Tivoli Service Management Center for System z can help IT organizations simplify IT infrastructure management, standardize processes and reduce operational costs.

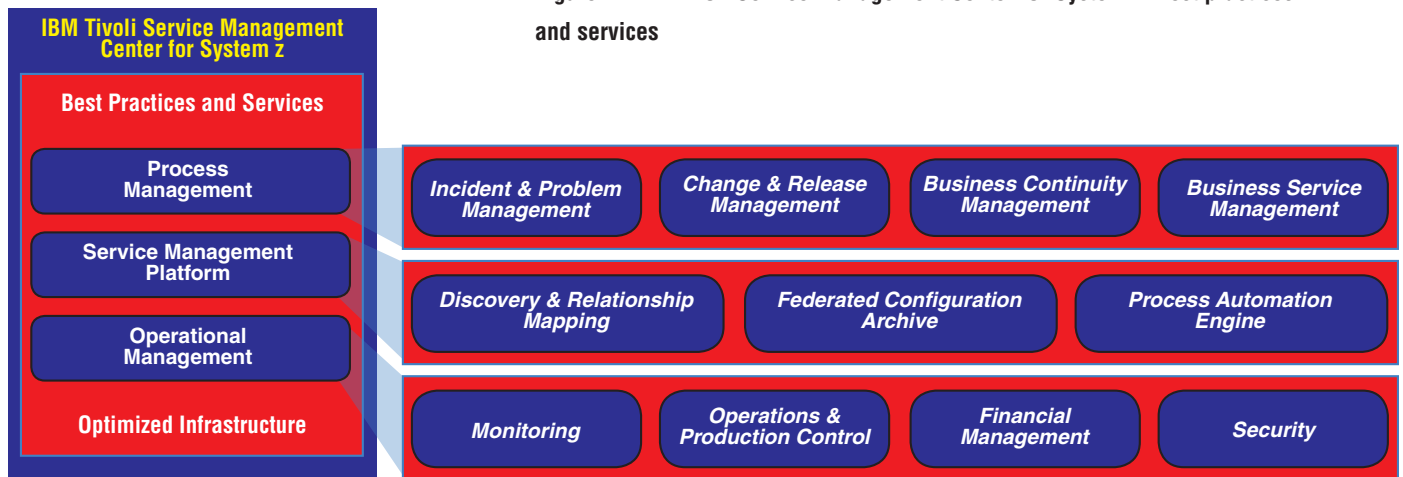
IBM Tivoli Service Management Center for System z

Many enterprises utilize System z as the strategic platform for the delivery of business services. The IBM Tivoli Service Management Center for System z is a new and unique set of integrated solutions that substantially improves the management of mainframe environments and enables you to host enterprise-wide service management processes and capabilities on the mainframe.

By hosting your critical service management solutions on System z, you can leverage this highly reliable, available and secure platform. This can simplify the management of complex IT infrastructures by reducing the duplicity of service and systems management tools used throughout the enterprise. It can also help increase operational efficiency by helping to break down silos across the data center, allowing you to standardize IT management processes and performance goals by leveraging the refined processes and best practices developed by your System z teams. It can also help you reduce the operational costs associated with server consolidation and virtualization including floor space requirements and power consumption.

IBM Tivoli Service Management Center for System z delivers a single service management platform for your entire business – to standardize key service management processes based on ITIL and best practices. As a set of integrated solutions, it offers many different entry points, allowing you to stage your transformation to the New Enterprise Data Center model and implement IBM Service Management in an orderly fashion. Depending on your existing solutions, process maturity level, and degree of alignment and integration between IT and business objectives, your adoption could start with any combination of the solution areas and best practices shown in Figure 1 and described in the section below.

Figure 1: IBM Tivoli Service Management Center for System z: Best practices and services



IBM Tivoli Service Management Center for System z delivers a single service management platform for your entire business, enabling integrated service management processes based on ITIL and other best practices.

IBM Tivoli Service Management Center for System z: Solution areas and best practices

The **Process Management** solution areas and best practices include:

- **Incident and Problem Management**, which helps establish visibility for operations and production teams into incidents and process-related events before they impact service delivery and end-user satisfaction. It can also initiate recovery operations to speed mean time to resolution and minimize the impact on the business.
- **Change and Release Management**, which helps establish control over requested changes to business service plans, schedules and IT assets. It can also provide visibility into the impact of requested changes on the business and automatically resolve cross-enterprise conflicts.
- **Business Continuity Management**, which supports both planned and unplanned incidents, providing centralized service continuity planning, management and the ability to test across the IT environment—applications, middleware, servers, networks and storage systems—for a holistic business continuity solution.

- **Business Service Management**, which helps establish real-time visibility into the performance of service execution, provides impact analysis of incidents and changes, and maps the IT infrastructure into lines of business. This information can facilitate the alignment of IT and business objectives.

The **Service Management Platform** solution areas and best practices include:

- **Discovery and Relationship Mapping**, which helps establish transparency and visibility into complex IT infrastructures by automatically discovering and mapping System z and end-to-end application, subsystem, workload and resources topologies and relationships into lines of businesses.
- **Federated Configuration Archive**, which provides comprehensive resource configuration histories and automatic discovery of configuration changes made throughout the IT infrastructure.
- **Process Automation Engine**, which provides the basis for coordinated and integrated process workflows. It allows you to leverage a common data model across the integrated solution set with a common workflow engine.

The **Operational Management** solution areas and best practices include:

- **Monitoring**, which helps establish consolidated, intelligent event correlation and proactive, exceptions-based management of applications, subsystems, critical workloads, operating systems, storage and networks. This can help streamline your incident and availability management process, which can significantly reduce mean time to incident resolution. IBM provides a common view of performance management to streamline your incident and availability management process, and integration with operations and production control solutions for proactive, automated responses to incidents before they become a problem to end users.

- **Operations and Production Control**, which helps establish centralized automation of heterogeneous workloads, services and IT resources. IBM provides centralized policy-based planning, execution, and optimization of enterprise-wide workload and service execution, and centralized policy-based high availability and disaster recovery automation for your entire IT infrastructure.
- **Financial Management**, which helps establish visibility into actual mainframe and distributed resource usage patterns, costs to deliver services to end users, and automated invoicing by department, user or other criteria. IBM provides a single end-to-end platform to manage enterprise-wide assets including production, facilities, transportation and IT to more efficiently control and optimize return on assets.
- **Security**, which helps establish visibility and control over administrative, audit and compliance challenges. IBM enterprise security solutions provide centralized, automated enforcement of security and compliance policies.

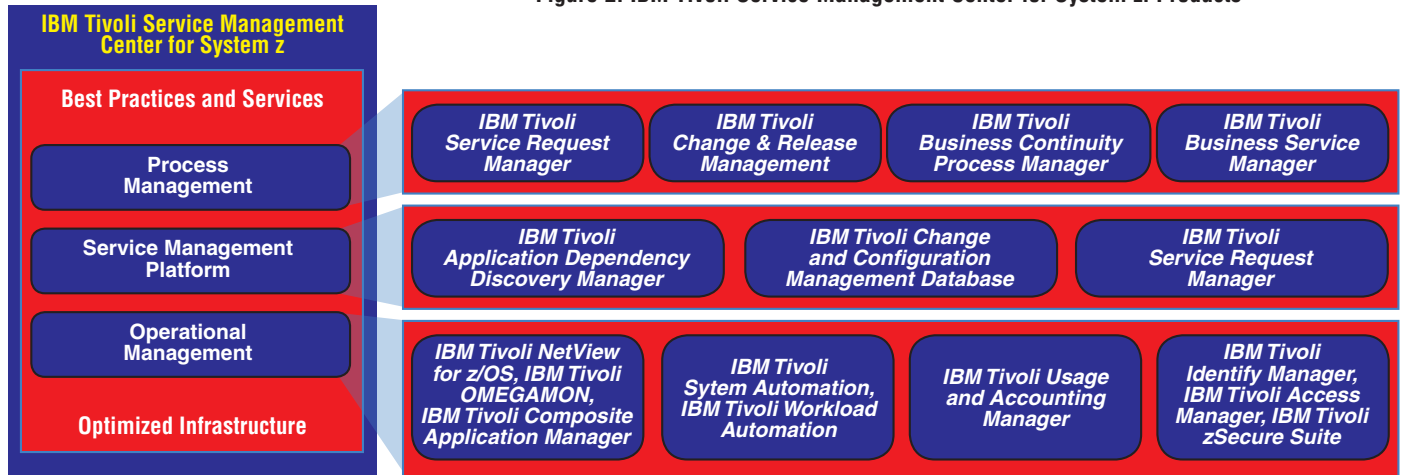
Entry points for IBM Tivoli Service Management Center for System z

Understanding where to start your implementation to gain the benefits of the New Enterprise Data Center can best be determined by first understanding the most urgent and pressing challenges you face, and the ultimate vision you have developed to address these challenges. Some enterprises have implemented infrastructure management solutions, but have yet to consolidate views into lines of business and service views, or to align IT and business objectives.

IBM can provide assistance with assessing your critical pain points and defining a roadmap and plan for you to realize business-driven service delivery and management. Assessment and implementation services for solutions and best practices can be provided to help you achieve these goals.

IBM Tivoli Service Management Center for System z can be implemented in orderly stages. Specific IBM solution entry points are shown in Figure 2.

Figure 2: IBM Tivoli Service Management Center for System z: Products



IBM Tivoli Service Management Center for System z offers a comprehensive set of solutions to support your unique business and IT objectives. Your adoption can start with any combination of these integrated solutions.

Conclusion

IBM Tivoli Service Management Center for System z is a set of integrated solutions that can help you establish visibility, control and automation over the IT infrastructure, service execution, and service management processes. It exploits System z advantages by driving mainframe processes, automation and service management across the enterprise. It can provide a flexible architecture with multiple entry points based on existing solutions in place. It is System z inclusive while providing an end-to-end platform for the enterprise. IBM Tivoli Service Management Center for System z can help lower the overall cost of IT by helping you transform IT from a reactive focus to a proactive business-driven service management focus.

IBM has extensive expertise in systems management, service management and process automation associated with ITIL and can help develop a roadmap and provide assistance to achieve your service management vision.

For more information

To learn more about IBM Tivoli Service Management Center for System z, contact your IBM representative or IBM Business Partner, or visit

ibm.com/software/tivoli/features/zsmc

About Tivoli software from IBM

Tivoli software offers a service management platform for organizations to deliver quality service by providing visibility, control and automation – visibility to see and understand the workings of their business; control to effectively manage their business, minimize risk, and protect their brand; and automation to optimize their business, reduce the cost of operations and deliver new services more rapidly. Unlike IT-centric service management, Tivoli software delivers a common foundation for managing, integrating and aligning both business and technology requirements. Tivoli software is designed to quickly address an organization's most pressing service management needs and help proactively respond to changing business demands. The Tivoli portfolio is backed by world-class IBM Services, IBM Support and an active ecosystem of IBM Business Partners. Tivoli clients and Business Partners can also leverage each other's best practices by participating in independently run IBM Tivoli User Groups around the world – visit www.tivoli-ug.org



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* Comparison is versus x86 blade servers without virtualization, reflecting a current-day consolidation. Reductions will vary based on the number and age of the x86 servers being consolidated.

TAKE BACK CONTROL WITH The Tivoli logo, which consists of the word 'Tivoli' in a white, sans-serif font inside a red rectangular box.