



IBM Tivoli Availability Process Manager

Highlights

- Improve the efficiency and effectiveness of incident and problem management
- Minimize time to resolution by involving the right experts at the right time
- Better manage IT environments
- Help increase availability of critical business services
- Evaluate the impact of service disruptions to service and operating level agreements
- Help maximize IT fixed-cost efficiencies

When a service interruption occurs in a company's IT environment, incidents are typically prioritized according to their level of perceived IT severity — not according to their impact to business-critical functions. When an organization does not have a comprehensive knowledge of incident impact, this can result in improper categorization, wasted IT resources and longer incident resolution times. To classify and prioritize incidents efficiently, it is crucial to have a clear understanding of impact to the business as well as service levels.

IBM Tivoli® Availability Process Manager meets this challenge by delivering visibility into IT components and applications, as well as the overall business impact, giving IT organizations the necessary tools to effectively diagnose and prioritize incidents and problems that affect mission-critical business services.

Tivoli Availability Process Manager is part of the IBM IT Service Management platform, which enables enterprises to integrate and automate services, operations and processes across the complete IT management value chain — people, processes, information and technology — all while utilizing their existing IT infrastructure. Based on a service oriented architecture (SOA) and best practices, IBM IT Service Management enables IT organizations to view their infrastructure holistically, manage it as a business and gain real business results.

Working in conjunction with IBM Tivoli Change and Configuration Management Database (CCMDB), the innovative Tivoli Availability Process Manager drives responsiveness and flexibility by automating IT management processes within silos and coordinating processes across silos.

It integrates with an organization's existing products and processes to implement predefined, customizable activities that enable businesses to optimize customer service and facilitate rapid response to change and new opportunities.

Improve the efficiency and effectiveness of incident and problem management

Tivoli Availability Process Manager delivers value on three levels. First, it combines resource dependency information from Tivoli CCMDB and status information from operational management products to help identify the source, or sources, of the problem — which narrows involvement to only essential IT staff — conserving both IT resources and optimizing time to resolution.

Second, by integrating with products like IBM Tivoli Business Systems Manager and IBM Tivoli Composite Application Manager for Response Time Tracking, it enables IT staff to quickly determine the business impact of the incident and prioritize accordingly. This speeds reaction time, reduces the length of a disruption and allows effective communication of the impact to IT customers.

Third, Tivoli Availability Process Manager obtains recent changes from Tivoli CCMDB and provides a launch-in-context capability to the Tivoli Enterprise Portal, where users receive suggested corrective actions and help minimize the time required to diagnose and resolve the issue. The result is greatly reduced service outage impact, improved incident quality and streamlined process implementations for availability, event, incident and problem management.

Help optimize time to resolution

Since IT environments undergo constant change, they require rapid reaction to categorize and prioritize incidents. Monitoring change across an organization presents a unique dilemma in a world where it is not uncommon for servers and software to be deployed by disparate IT departments. Tivoli Availability Process Manager helps organizations prioritize incidents appropriately and allocate the right resources to resolve them.

One way it does this is with the Determine Business Impact activity, which integrates into existing incident, problem and availability management processes for prioritization of

service disruptions according to mission-critical business objectives. Determine Business Impact combines resource relationship and associated change information from Tivoli CCMDB with status information from existing operational management products to identify the affected IT component and its impact on business and service level agreements (SLAs). Determine Business Impact helps focus on speedy incident and problem resolution as well as avoid wasted IT resources on nonbusiness-critical occurrences.

Better manage IT environments

When a service disruption occurs, each component in an infrastructure may appear to be functioning well against availability and performance metrics. However, if viewed end to end, overall transaction performance might not be acceptable. For a holistic view, the IBM Tivoli Enterprise Portal can be launched from the Tivoli Availability Process Manager to provide a robust management interface with a single view to centrally manage the entire IT environment, further maximizing existing IT staff resources.

For example, users can view individual transaction performance with IBM Tivoli

Composite Application Manager, as well as key performance metrics with monitoring products like IBM Tivoli OMEGAMON® XE for zSeries® and Netcool®. These products also offer Expert Advice, a built-in knowledge base that enhances IT operations capabilities by describing a problem and its possible causes, and providing suggestions on how to resolve it.

By linking to IBM Tivoli Data Warehouse, real-time and historical data comparisons can be made to help identify abnormal events or trends for speedy diagnosis and event resolution. In summary, this enables an IT organization to efficiently manage a greater volume of issues, without taxing or increasing resources.

Help increase availability of critical business services

By automating Component Failure Impact Analysis (CFIA) tasks to determine the business effect of service disruptions, Tivoli Availability Process Manager helps prioritize issues based on their business impact for the people who need it most: IT management, incident and availability managers, subject matter experts and service desk analysts who can classify and prioritize

The screenshot displays the Tivoli Composite Application Manager interface for a real-time CFIA view. At the top, there are navigation tabs: Search, Assess Failing Component, Assess Services Impacted, Assess SLA/OLA, and Summary. Below these is an Incident ID field and buttons for Save Incident, Save to File, and Printer Friendly View. The main content is organized into several sections:

- CMDB Component:** Internal Banking
- Failing Components:** A table with columns Name, Status, Type, Last Change, and Description. It lists three components:

Name	Status	Type	Last Change	Description
KKENNA2 Windows OS	Warning	com.collation.platform.model.topology.sys.OperatingSystem		KKENNA2 operating system used
Endicott Windows OS	Critical	com.collation.platform.model.topology.sys.OperatingSystem		Endicott operating system used
Internal Banking	Warning	com.collation.platform.model.topology.sys.BusinessSystem		All internal applications and
- Services Impacted:** A table with columns Name, Status, Impact, Role, and Description. It lists two services:

Name	Status	Impact	Role	Description
Banking	Warning	Test business impact string fo	Test role string for Banking	Top level business service con
Human Resources	Critical	Test business impact string fo	Test role string for Human Res	Top level business service con
- SLAs and OLAs:** A table with columns Name, Status, Schedule State, SLA Type, Customer, and Description. It lists one SLA:

Name	Status	Schedule State	SLA Type	Customer	Description
ITM Processor SLA	Violation	Critical	SLA	ITAM	Agreement is that external ban

Real-time CFIA view allows users to quickly assess the impact of a service outage on the business and identify the source of the outage.

incidents and problems according to their business impact.

The Determine Business Impact activity aids in prioritizing incidents and problems by evaluating the most business-critical components. The Tivoli CCMDB resource relationship information identifies any business

systems, business services or transactions that depend on those resources. Once identified, Tivoli Business Systems Manager or Tivoli Composite Application Manager for Response Time Tracking can help determine the error status of each of these configuration items.

Evaluate impact of service disruptions to service and operating level agreements

To help avoid potential penalties and violations, Tivoli Availability Process Manager provides a comprehensive view of SLAs and operating level agreements (OLAs) when a service disruption occurs. The Assess SLA/OLA task identifies all agreements related to affected services and resources in a single view for easier determination of whether an incident or problem is trending toward violation status.

Tivoli Availability Process Manager integrates seamlessly with existing operational management products. For example, it works with IBM Tivoli Service Level Advisor to monitor and obtain status of various service and operational agreements. IBM Tivoli Storage Process Manager, another process management component within the IBM IT Service Management platform, can also be used to identify any data service level objective groups (DSLOG) associated with the configuration items in question.

Help maximize IT fixed-cost efficiencies

Within a complex IT environment, determining the source of an incident or service disruption is often the greatest

challenge. Tivoli Availability Process Manager leverages Tivoli operational management products to connect information from different sources to enhance the quality of the IT support.

Determine Business Impact identifies the configuration item and works in conjunction with both Tivoli CCMDB and existing operational management products — such as IBM Tivoli Monitoring — to help isolate components in the enterprise that are affecting it, as well as any dependent configuration items. By combining resource relationship information in Tivoli CCMDB with resource status information from operational management products, incidents and problems can be more effectively routed to the most appropriate problem assignee.

All this information, from configuration item status to business impact and service level impact, is stored within Tivoli CCMDB as a snapshot that Tivoli Availability Process Manager can later retrieve and launch. Determining where the issue exists and keeping a record not only helps reduce lost IT staff time costs but also mitigates business impact due to lost revenues. This historical information can be used for

both existing problem management and root-cause analysis activities.

About Tivoli software from IBM

Tivoli software from IBM helps organizations efficiently and effectively manage information technology (IT) resources, tasks and processes in order to meet ever-shifting business requirements and deliver flexible and responsive IT service management, while helping to reduce costs. The Tivoli portfolio spans software for security, compliance, storage, performance, availability, configuration, operations and IT lifecycle management, and is backed by world-class IBM services, support and research.

For more information

To learn more about how Tivoli Availability Process Manager helps you automate your availability processes to speed time to resolution, contact your IBM representative or IBM Business Partner, or visit ibm.com/tivoli

Tivoli Availability Process Manager at a glance

Software requirements:

Tivoli Change and Configuration Database, Version 1.1

Supported operating systems:

IBM AIX®, Version 5.2, 5.3 System i/p

Red Hat Enterprise Linux® 3.0 AS/ES x86-32

Microsoft® Windows® 2003 Enterprise Edition x86-32

Integrated products

The following operational management and monitoring products integrate with Tivoli Availability Process Manager:

- Tivoli Monitoring
- Tivoli OMEGAMON XE
- Tivoli Composite Application Manager for Response Time Tracking
- Tivoli Enterprise Portal
- Tivoli Business Systems Manager
- Tivoli Service Level Advisor



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