



IBM Tivoli Storage Process Manager

Highlights

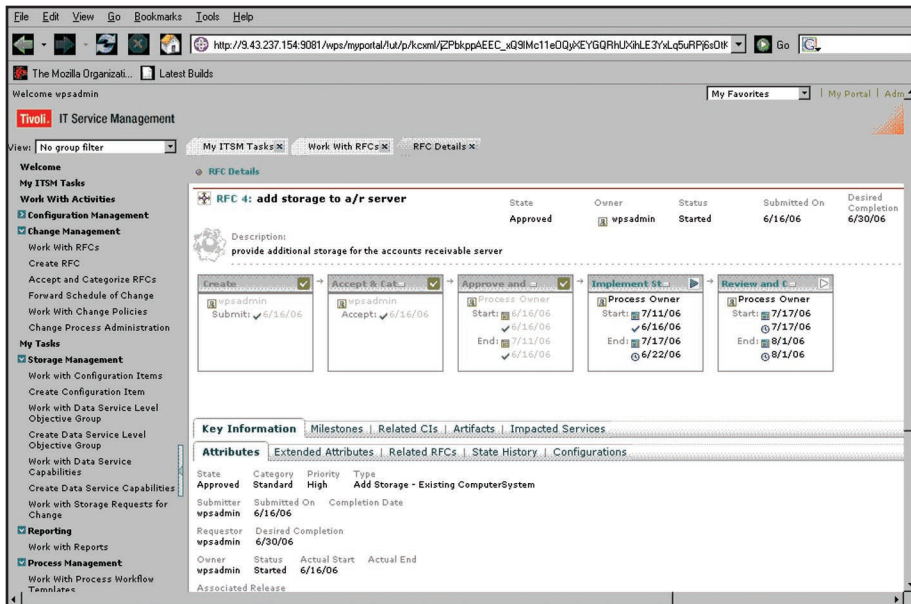
- Gain critical operational insight into your existing storage infrastructure and map it to your overall IT infrastructure
- Effectively plan and efficiently optimize the implementation of change, configuration and incident management in the storage environment
- Improve productivity, performance and transparency by aligning storage infrastructure management metrics with business requirements
- Set policies and procedures to facilitate compliance and reduce human error in the storage environment
- Gain a comprehensive view for prioritizing incidents to improve storage-related service levels

In recent years, compliance regulations regarding disclosure and privacy, such as Sarbanes-Oxley and the Health Insurance Portability and Accountability Act (HIPAA), have placed a tremendous storage demand on IT operations. To guard against compliance violations, the answer in many organizations has been to store virtually all information, which has led to an explosive demand for storage space and an increased volume of storage requests and storage alerts.

To efficiently and effectively manage the storage demands of today's enterprise, it is essential to clearly understand the relationships between your storage objects, the applications that they support and the network. Additionally, storage administrators must know how storage changes will impact the overall infrastructure before the changes are implemented. The challenge for IT organizations is to meet these demands without increasing costs.

IBM Tivoli® Storage Process Manager can help address this need by offering a way for IT operations to automate simple and complex change, configuration, release and incident management processes across heterogeneous storage objects — all in conjunction with your existing IBM and third-party operational management products. It provides a holistic view of storage changes within your infrastructure and a set of customizable, IT Infrastructure Library® (ITIL®)-aligned workflows to help optimize storage utilization, prioritize storage incidents and establish storage policies.

Tivoli Storage Process Manager is part of the IBM Process Management set of products, a component of the IBM IT Service Management platform that is designed to enable enterprises to integrate and automate services, operations and processes across the comprehensive IT management value



Storage Process Manager provides a process activity dashboard that enables the customer to have a contextual view of the activities and status of each while executing the storage provisioning process.

chain of people, processes, information and technology — all while utilizing your existing IT infrastructure. Based on a service oriented architecture (SOA) and ITIL best practices, IBM IT Service Management can enable IT organizations to view their infrastructure holistically, manage it as a business and gain real business results.

All IBM IT Process Management products are designed to work with your existing IBM and third-party operational and process management products and with IBM Tivoli Change and

Configuration Management Database (CCMDB), which serves as the basis of the IBM IT Service Management platform by tracking resource relationships and changes. Tivoli Storage Process Manager allows you to manage the costs of storage and align your storage management with overall business objectives.

Gain a comprehensive view of your IT infrastructure

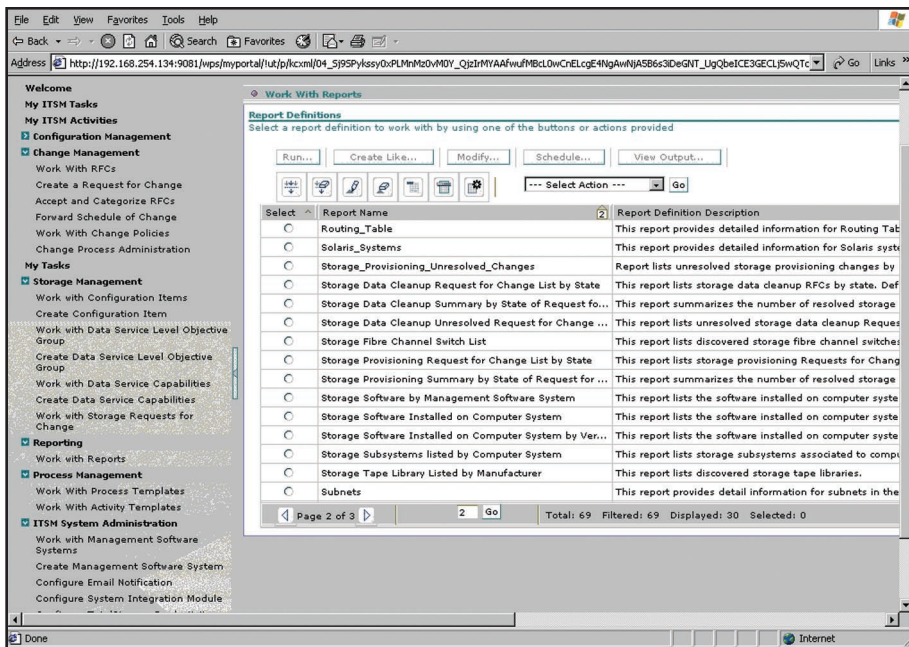
Tivoli Storage Process Manager can minimize storage complexity across the many tiers within your organization by delivering a more comprehensive view

of your IT infrastructure, allowing you to quickly and accurately categorize and prioritize storage incidents and problems. It also enables storage provisioning, data cleanup and requests for changes based on the criticality of the business applications.

The Tivoli Storage Process Manager infrastructure overview is designed so you can efficiently allocate storage and prioritize storage tasks. For example, a request to add storage to an e-mail server might take greater priority than a less-critical storage request. Giving precedence to essential business functions helps your IT organization maximize its resources without increasing costs. All of this information is presented in a single, easy-to-use, Web-based portal.

Automated discovery designed for rapid, out-of-the-box implementation of storage processes, fewer errors and improved productivity

The explosive growth of data storage needs has not only increased the volume of storage requests IT organizations must manage, it has also tremendously increased the likelihood for human error and outages — when



Storage Process Manager provides several reports that allow the customer to get a comprehensive view of their storage process and enable them to establish an audit trail in support of compliance.

out-of-space issues are not prevented or when there is a delay in provisioning storage space.

Working with Tivoli CCMDB, Tivoli Storage Process Manager is designed to automatically discover changes to the IT infrastructure, giving you a clear picture of your storage resources and their relationship to mission-critical applications across the enterprise. This helps in determining the correct storage relational dependencies and how potential changes will impact the rest of your IT infrastructure.

Tivoli Storage Process Manager delivers the up-front information storage administrators need to match the capabilities of your storage infrastructure to your business objectives. The result is that time lost due to human error and outages can be greatly minimized.

Prioritize storage incidents

In a constantly changing IT environment, storage alerts, such as backup failure notifications, are difficult to prioritize. Each one must be researched and addressed, but knowing which alert is aligned with a business-critical need is

nearly impossible without a clear insight into how each storage item relates to essential business functions. This lack of insight wastes valuable IT resources and time, because noncritical issues are sometimes resolved before those involving high-priority systems, such as those that are customer-facing.

Tivoli Storage Process Manager is designed to help you prioritize storage incidents, so mission-critical issues are addressed first.

Automate storage processes to improve efficiency

Tivoli Storage Process Manager lets you automate people-oriented tasks that have traditionally been performed manually. These built-in features help free storage administrators to focus on business-critical issues. Use Tivoli Storage Process Manager to establish:

- Storage object and management policies.
- Automated storage device discovery.
- Automated data cleanup, storage provisioning and incident prioritization processes.

Process automation helps increase the volume of storage requests you can manage. Additionally, it allows you to forecast the growth of your storage capacity and assess the key users of that capacity. It also allows you to rationalize

and classify data based on its value within your overall infrastructure and to organize that data into logical tiers.

Advanced workflows built into Tivoli Storage Process Manager, aligned with ITIL best practices, involve the right person in the storage process at the right time — aimed at eliminating wasted resources. Automated workflows within Tivoli Storage Process Manager can help implement provisioning, data cleanup and backup incident prioritization by working with your existing Tivoli storage products such as IBM TotalStorage® Productivity Center, IBM Tivoli Storage Manager and IBM Tivoli Provisioning Manager to perform the operational task, monitor status of the task and verify completion of the task. And, through integration with IBM TotalStorage Productivity Center, Tivoli Storage Process Manager provides a map to the management tools you have in place and stores this information in Tivoli CCMDB.

Align storage infrastructure capabilities with business requirements

Today, more than ever before, storage administrators are tasked with multiple data storage concerns:

- Organizational silos — managing storage across organizations with disparate storage policies and vast numbers of servers and end users.
- Service level agreements (SLAs) — that, if violated, can carry stiff penalties.
- Optimizing storage space utilization — to avert out-of-space conditions and backup failures.
- Risk management — to protect sensitive data through proper encryption and storage.
- Compliance — to manage audit requirements of access, change and implementation to comply with regulations.

Tivoli Storage Process Manager can help ease the burden of managing these storage issues by automating storage processes and integrating them with your existing IT infrastructure.

Customizable templates, aligned with ITIL best practices, help ensure that the right steps are taken during the storage process, helping you define roles and act on storage configuration changes with your existing operational management tools — which aids in assuring that tasks are being assigned to the appropriate person, at the right time, and only changes that are approved are implemented.

Improve service level performance

Tivoli Storage Process Manager lets you provision storage to minimize impact to SLAs and use best practices to align storage processes to your storage policies and procedures. Through automated discovery of your storage devices and capabilities, it can facilitate SLA compliance by giving you greater ability to define the storage object and create a management capability for each. It will then present this information while you are performing change, configuration, release, problem and incident management for data and storage. It also enables you to report process performance metrics around storage activities.

Tivoli Storage Process Manager supports compliance

Facilitate data cleanup

Traditionally, IT organizations have been hard pressed to gain a true understanding of their data storage requirements regarding both the business itself and regulations, forcing IT organizations to guess about their data storage requirements, including:

- How long to keep the information.
- How secure the information must be.
- The procedures by which the data can be cleaned.

Tivoli Storage Process Manager is designed to help you better align your data retention requirements to your business and regulatory requirements through customizable policy creation and enforcement.

Create an audit trail

It is not unusual for a large organization to operate hundreds of storage devices and backup and recovery servers. That is why it is essential for IT organizations to not only develop standardized procedures for storage management, but also to establish an audit trail to track changes within the infrastructure. Tivoli Storage Process Manager answers this need through its link to Tivoli CCMDB, which can detect and record changes within your IT infrastructure. Together, the products are designed to provide enhanced data tracking ability for your storage objects and processes.

Tivoli Storage Process Manager can also further your compliance capabilities by allowing you to define, record and report on storage system access, as well as storage access attempts. It is easily customizable and configurable for storage management policies and procedures, regardless of your industry.

Tivoli Storage Process Manager at a glance

Prerequisite:

- Tivoli Change and Configuration Management Database

The following products integrate with Tivoli Storage Process Manager to maximize your ability to control, monitor, manage and automate deep device configuration level changes from within your storage management processes:

- IBM TotalStorage Productivity Center
- Tivoli Storage Manager
- Tivoli Provisioning Manager

Conclusion

Tivoli Storage Process Manager can help your IT organization manage today's explosive demands for data storage and management, and strategically configure your storage environment to coincide with business objectives. By automating storage management processes and integrating them with existing tools and operational management information, Tivoli Storage Process Manager is designed to help you increase productivity, optimize storage utilization and reduce outages due to errors.

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 Storage Process Manager can help you automate and streamline your storage management processes, contact your IBM representative or IBM Business Partner, or visit ibm.com/tivoli/solutions/it-service-management-platform



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