

IBM Tivoli Business System Manager

Highlights

- Align and manage IT in the context of business priorities
- Leverage the executive dashboard to obtain information about key business services
- Display business service availability and analyze root causes in real time
- Enable IT management from anywhere, at any time with IBM WebSphere servers and Web console
- Integrate with third-party solutions, including CA TNG, BMC Patrol, HP OpenView and others

IBM Tivoli® Business Systems Manager is part of the IBM Tivoli Business Service Management portfolio of products that provides intelligent management software to enable businesses to optimize their operational agility. Typical business goals that Tivoli Business Service Management software supports include:

- Aligning IT operations with business priorities to maximize business value.
- Optimizing IT resources to help manage costs.
- Maximizing efficiency to drive productivity and revenue.
- Optimizing service availability to achieve enhanced customer satisfaction.

Tivoli Business Systems Manager offers availability management capabilities to help you become highly responsive to your customers. By utilizing the Tivoli Business Systems Manager executive dashboard, your executives can visualize the health of the most critical

business services — and any associated service level agreements. With this information, your organization can make resource decisions that optimally align IT with the needs of the business.

View IT availability in the context of your business priorities

Often, availability management is limited to monitoring uptime for individual IT resources — it's focused on technology. In contrast, to be highly responsive to your customers, you can deploy Tivoli Business Systems Manager to manage according to the priorities of your business. Use the software to organize and group IT resources into business system views that align to your business. Then use the views to thoroughly understand the performance of your IT resources — and to fine-tune that performance to drive your customers' productivity.

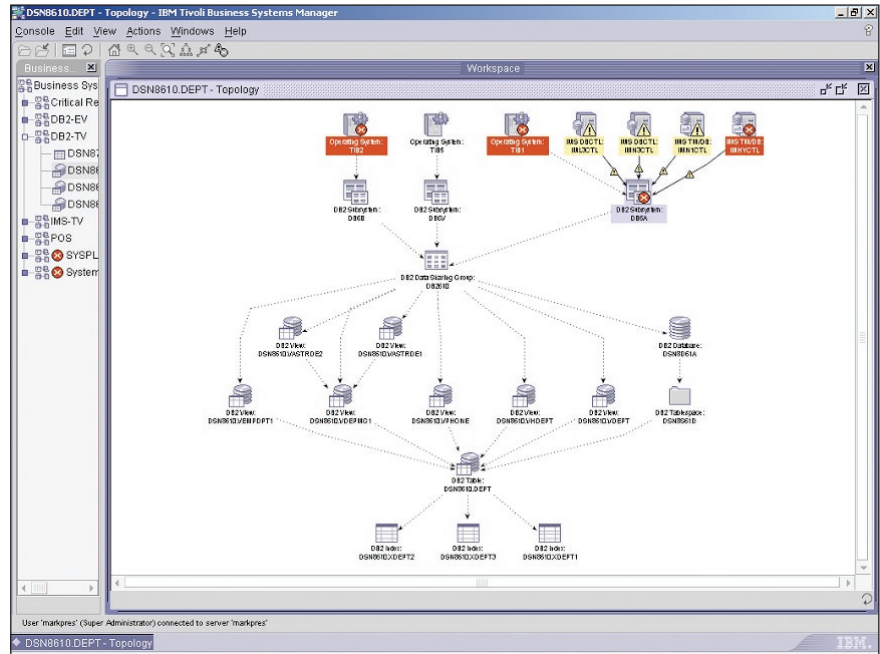
Business system views can be based on a line of business, a specific set of resources, an application, a department, a vertical area of responsibility or a geographical area. Tivoli Business Systems Manager provides views that allow you to:

- Assess, at a glance, the business impact of a resources outage or a problem.
- Understand the topology of resources and their relationships in the context of the business.
- Investigate incoming events and understand their impact on IT resources and the services being provided.

Executive dashboard facilitates understanding of key business services

Today, an on demand business knows that the decisions it makes about mission-critical systems can impact the overall competitiveness of the business. Consequently, IT organizations must provide information about mission-critical systems that can facilitate the decision making of business executives.

Executives can use the Tivoli Business Systems Manager executive dashboard to monitor the availability and IT performance of business services. Business executives find the executive dashboard easy to use because it provides status at a glance and



The topology view of Tivoli Business Systems Manager organizes information by network (IBM DB2®, IBM CICS® or IBM IMS™) to show the effect an outage has on the subcomponents, peer relationships and key resource connections within the enterprise.

describes performance and availability in business-level language. No technical details or expertise is required to interpret the data provided.

When a service is experiencing an availability problem, the service will either show a red or yellow status depending on the severity and impact of the problem. Additionally, you can customize the impact statements that appear on the dashboard to indicate how struggling or nonoperational services impact customers and users

of the service's functions and features. Your executives can also use the executive dashboard's problem statements to understand which resources are the root causes that keep services from being fully operational.

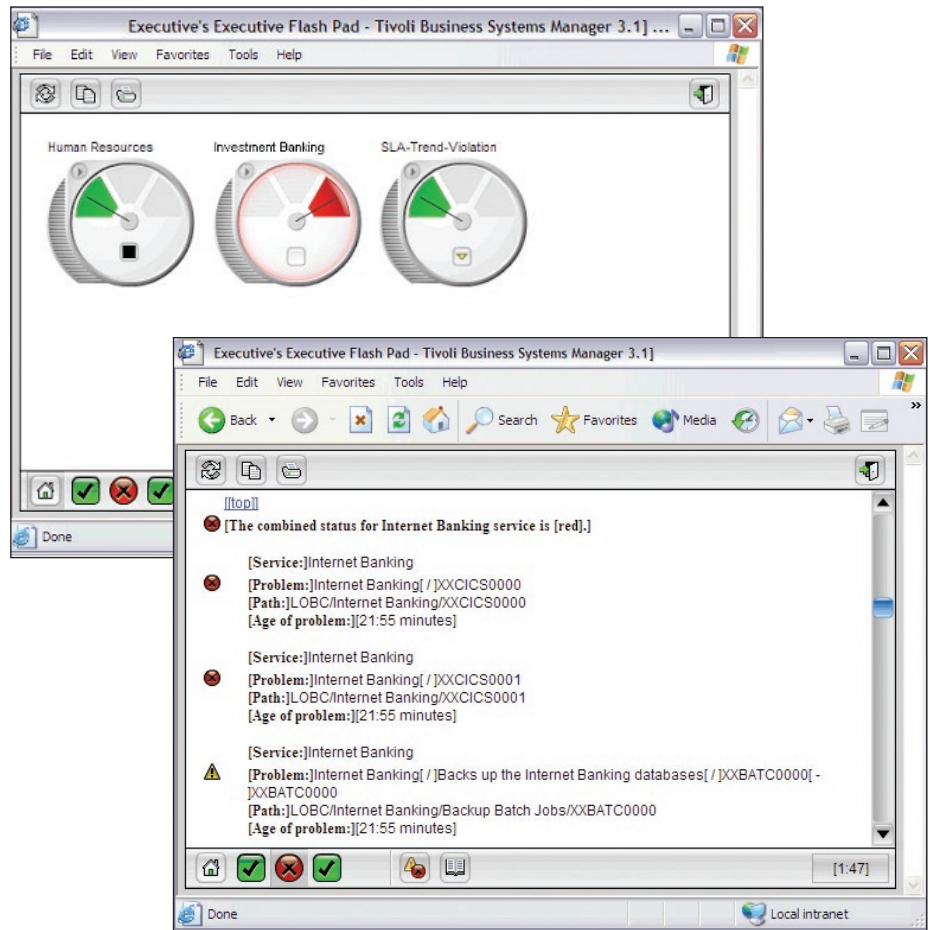
Optionally, you can integrate service level agreement data from Tivoli Service Level Advisor with the Tivoli Business Systems Manager availability data for the key business services. When you do so, your executives can use the executive dashboard to achieve an integrated business service management view.

Tivoli Business Systems Manager includes a standard executive dashboard view. You can also use the Tivoli Business Systems Manager executive dashboard application programming interface (API) to integrate service data into your own dashboard views.

Leverage real-time tools to address root causes of problems and maximize availability

With Tivoli Business Systems Manager, you can set predefined thresholds and receive alerts when your thresholds have been exceeded. Defining thresholds to eliminate unnecessary alerts can allow your IT staff to focus on problems that have greater impact on the business. The graphical alerts that are displayed with Tivoli Business Systems Manager allow:

- You to rapidly detect when the availability of a business system, application, subsystem or component is in jeopardy.
- Operators to act on a problem as soon as the alert appears.
- Other users with a view of the resource to automatically see when a problem is being addressed.



The Tivoli Business Systems Manager executive dashboard provides a high-level executive view of the availability, performance and service level agreement status of key business services.

Updated availability status can be retrieved in real time from the various views available with Tivoli Business Systems Manager (including hyperview, topology views and business impact views). Utilizing any of these views can help you expedite root-cause analysis and deliver accurate results.

Web console facilitates IT management from anywhere, at any time

Tivoli Business Systems Manager provides a lightweight Web console that allows you to view and manage IT availability from anywhere, at any time. The console's enhanced user filtering for events and business systems helps

you customize your task portfolio. Because your users can manage precisely those tasks for which they are responsible — from the various locations where they work — you can use the flexibility of the solution to help optimize your operational agility.

Console servers are hosted by IBM WebSphere® technology so that you can deploy state-of-the-art middleware console server technology for both Java™ and HTML Web consoles. With WebSphere server technology, you can deploy a reliable, secure and high-performance application server platform for business service management.

Integrate with your existing management tools

Because Tivoli Business Systems Manager is compatible with a variety of management resources, you can use the solution to protect — and help optimize the value of — your current investment. In addition to out-of-the-box integration with IBM Tivoli Service Level Advisor that coordinates service level agreement status with availability data, Tivoli Business System Manager is designed to integrate with:

- IBM Tivoli products such as IBM Tivoli Monitoring, IBM Tivoli NetView® and IBM Tivoli Enterprise Console®.
- Event information from popular third-party products such as BMC Patrol, CA TNG and HP OpenView.
- Third-party business metric data — such as sales data, trouble tickets, analytics from business intelligence tools and business system resource alignment data — from XML files.

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 Tivoli Business Systems Manager and integrated solutions from IBM, contact your IBM representative, or visit ibm.com/tivoli

Tivoli Business Systems Manager at a glance

Hardware and software requirements

For Tivoli Business Systems Manager servers:

- Microsoft® Windows® 2000 Advanced Server Edition with Service Pack 4 or Windows Server 2003 Enterprise Edition
- Microsoft SQL Server 2000 Enterprise Edition with Service Pack 4
- Microsoft SQL Server 2000 Driver for JDBC (required only on machines that have installed the Distributed Tivoli Enterprise Console Listener, EIF Sender or the common listener)
- Windows 2000 Resource Kit
- Windows Support Tools from the Windows installation CD
- MKS Toolkit for System Administrators, Version 8.6 or 8.7
- IBM WebSphere Application Server, Version 5.0.2.15 is provided with Tivoli Business Systems Manager, Version 3.1 and must be installed. Additionally, support is offered for 5.0.2.15 as part of Tivoli Business Systems Manager installation.

For optional Tivoli Business Systems Manager historical reporting:

- Windows 2000, Microsoft Internet Information Server (IIS), Version 5.0
- Windows 2003, Microsoft Internet Information Server (IIS), Version 6.0

Production user desktops are either Tivoli Business Systems Manager Windows NT®-based workstations or Tivoli Business Systems Manager Java-based consoles. Requirements for workstations:

- Microsoft Windows NT, Version 4.0 with Service Pack 6a
- Windows 2000 Professional Edition with Service Pack 4
- Windows 2000 Advanced Server Edition with Service Pack 4
- Microsoft Windows XP Professional Edition with Service Pack 2
- IBM AIX®, Version 5.1, 5.2 or 5L
- Sun Solaris, Version 8 or 9
- Red Hat Enterprise Linux®, Version 2.1

For Web console:

- Microsoft Internet Explorer, Version 6.0 or higher
- Firefox, Version 0.4
- Mozilla, Version 1.4 or higher

For executive dashboard:

- Internet Explorer, Version 6.0 or higher (for either the Flash-based or HTML-based executive dashboard)
- Macromedia Flash plug-in, Version 6 or higher (for the Flash-based executive dashboard)

For mainframe (IBM z/OS®, up to and including Version 1.7)

- Microsoft Host Integration Administrator Client 2000
- IBM Tivoli NetView for z/OS, Version 5.1



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