



IBM IT Lifecycle Management and Governance Services—event management and monitoring

Highlights

- ***Enables appropriate action on key events related data to improve performance and service levels***
- ***Helps reduce downtime through proactive problem resolution***
- ***Provides faster return on investment through proven experience, tools and methodology***

Providing a robust, business-driven event automation solution

To handle increasing customer demands and business opportunities, your IT infrastructure must be flexible and able to adapt to changing requirements. While service-oriented architectures (SOAs) and virtualization can help satisfy dynamic business requirements with shared services and composite applications, the complexity of these solutions often creates a significant challenge for your staff in quantifying and quickly identifying problems when they occur. With an increasing array of infrastructure applications, devices and connections that must be deployed, tracked and managed, you can experience poor IT performance and downtime. And, with so many nonsequential events occurring within your IT environment, there is no easy way to determine whether your business systems are operating properly. You need

real-time information about your IT infrastructure, but manually collecting, analyzing and taking appropriate action on key IT infrastructure operational data can be expensive. You need better visibility into business services and information about how your infrastructure can support those services. To proactively identify and resolve problems, you need help implementing processes and tools to monitor and manage your comprehensive IT environment.

Can you manage and monitor your IT service effectively, beyond simply knowing the status of your services and detecting deviations from normal operations? IBM event management and monitoring helps you design and implement event automation and correlation with a business-driven view to enable service excellence. IBM applies a proven event management and

monitoring design methodology along with our EMM workbench—a patented IBM asset for practitioners to facilitate collection, normalization and understanding of event and metric data—and convert it into actionable information. By leveraging IBM's proven approach, you get improved IT productivity and quality of service through proactive identification and resolution of problems—before they impact business performance.

Whether you are just getting started or want to expand your existing capabilities, IBM can help you enhance the systems management, services management and business services management aspects of your business, including support for SOA environments. Our services provide:

- *High level design services to assess and design event management and monitoring*
- *Implementation services to implement and deploy event management and monitoring*

Reducing operational inefficiencies with actionable information

IBM provides a streamlined, methods-based approach to consolidate, correlate, display and browse events. IBM's skilled consultants have the experience and expertise from actual customer engagements to design and instrument the key performance indicators (KPIs) and key quality indicators (KQIs) your business needs to take appropriate action. This solution can provide you with real-time information about your IT infrastructure, enabling the visibility and control you need to adequately support your business, along with the ability to measure and maintain service levels. We also help you solve the challenge of managing the complex multiplatform and multivendor IT solutions you have to support your mission-critical business requirements. By leveraging IBM's proven methodology, you can synchronize IT services with business objectives. And with an integrated

approach that includes task and process-level automation, you can gain increased organizational efficiency and reliability—across the entire service life cycle.

Improving IT performance and availability with rapid identification of problems

Using automated event management, IBM can help you better manage the growing volume of network events that can negatively affect availability and performance. Through anomaly detection, change detection and problem determination, we can help you reduce downtime and improve the availability of your IT service. Your staff's ability to perform will no longer be impeded by unforeseen events, undocumented changes and lack of adequate capacity and planning. In SOA environments, we provide ways to more easily monitor and manage composite applications spanning multiple subsystems for quicker problem resolution. With this solution, your IT organization will gain

the visibility and control necessary to provide business-relevant information and consistent, uninterrupted service levels.

Shortening time to value using IBM's proven approach

IBM can help you proactively monitor and manage your IT environment and automate complex, manual tasks that are time-consuming and prone to failure. Take advantage of IBM's high-level design and implementation services that leverage proven event management and monitoring methodology to support the development of key event management capabilities. Access more than 5,000 Infrastructure Technology Information Library® (ITIL®) certified practitioners in 30 countries, and

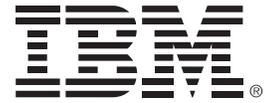
service management best practices from extensive experience developing ITIL enhancements and leveraging them with industry-leading organizations around the world. By applying our system and business process insight, you can gain enhanced business process flexibility and innovation. Using IBM data-driven event management and monitoring design, event summarization, event throttling and correlation rule generation tools and methodologies, you can rapidly experience operational efficiencies. From assessment of the business requirements and existing IT environment through targeted event management and correlation, IBM can help deliver and align a better value of your IT infrastructure to your business.

Why IBM?

IBM can help you execute a robust event automation solution, so you can harness your IT environment to achieve service excellence. With extensive experience supporting global customers and a proven service record, automation tools and methodology, IBM delivers world-class technical knowledge and consulting experience. We provide a complete solution—including consulting, implementation and software—using best practices such as IBM Process Reference Model for IT and IBM Tivoli® Unified Process. By assembling and deploying the full breadth of these capabilities efficiently and cost-effectively, you obtain the highest-quality services with predictable and consistent results.

For more information

To learn more about event management and monitoring, please contact your IBM representative or visit the following Web site: ibm.com/services



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Route 100
Somers, NY 10589 U.S.A.

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