

# How can I deploy Tivoli monitoring without employing expensive resources?

Information technology (IT) innovation moves at a pace, and every now and then a paradigm shift occurs, which changes the way we live and the way we do business. The advent of client-server computing provided such a shift in the 1980's, whilst the development of the World Wide Web provided a seismic shift and now pervades all aspects of society. Today, potentially, we are at the cusp of another paradigm shift, as the IT industry evolves yet again to exploit the concept of Cloud Computing.

Cloud Computing does not seem an obvious choice for Enterprise Systems Management (ESM) solutions however it is a perfect fit. Orb Data recognises that for many organisations, the risk associated with adopting any ESM solution is daunting and a Monitoring project, which touches almost every element of a company's IT infrastructure, can be exceptionally challenging. To this end Orb Data has developed a cloud service for organisations that need a monitoring solution but would prefer not to employ expensive resources to manage the required software and infrastructure. Orb Data's solution allows a customer to have experts in the field of IT infrastructure management taking care of running this service on their behalf whilst they get on with the day to day running of their business.



## THE SURVIVAL OF THE SMARTEST...

Orb Data brings together People, Process and Technology to help organisations manage Tivoli more efficiently, cost-effectively, productively: in a nutshell, Smarter. So they can be more competitive, agile and responsive to changing times.

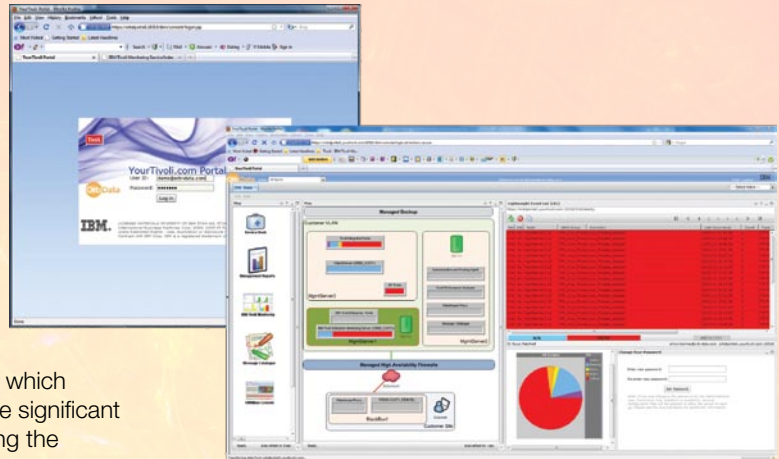
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## Tivoli as a Service

Orb Data's Tivoli as a Service (TaaS) monitoring solution is built around best practice availability management using both, key ITIL processes and our experience gained over many years of running and implementing successful IBM Tivoli implementations. In addition our YourTivoli.com portal will allow a customer to check the state of their infrastructure, run reports or make a change no matter where they are, be it in the office, on a train or working from home.

Using these foundations we have designed a service built around six key pillars, which when implemented together, help to realise the significant benefits of an availability solution whilst allowing the customer the freedom of a true Cloud solution.



## Event and Incident Management

Using our experience, we suggest a list of 'best practice' events for each of the supported infrastructure components in a customer's environment. Critically, each defined event is added to a Message Catalogue database that details amongst other things; the message severity, required action, support team to be notified, and message owner. This will ensure that each important service affecting event is identified, documented and when it arrives there is a clear resolution or escalation path already defined.

## Support

Support is key to any service and cloud solutions are no different. To this end we will proactively monitor and manage the environment by:

- 1 Monitoring the Management Infrastructure
- 2 Providing Proactive Remote Maintenance
- 3 Upgrading Tivoli Software Remotely
- 4 Managing Software Defects

## Reporting

Accurate reporting is important for any service to ensure that the value you think you are receiving is actually realised in reality. TaaS will provide a series of management, that can be delivered either weekly or monthly, to show events raised and capacity information for monitored systems.

The reports will include:

- Number of Service Affecting Events Identified by Tivoli
- Systems creating highest number of alerts
- Managed Infrastructure Availability (SLA) Report
- Capacity Reports for all Servers

## Change and Problem Management

According to Gartner 80% of outages are caused by some kind of change and this applies equally to systems management software. If a service or application is changed without a proper change management process then it may potentially break the monitoring solution. For this reason it is imperative that as part of the service a **change management** process is followed (or implemented) to ensure that when a change is made to a business service, the monitoring solution is part of that change, and the configuration of the service is updated to ensure all services are monitored at all times.

The Orb Data managed service will be run to try and maximise the value of the Tivoli product. By taking a regular feed from a service desk, we will aim to determine which incidents are not currently captured by the monitoring tools, and which ones can be resolved automatically. In this way we will continuously improve the service and ensure that the ROI is achieved as quickly as possible.

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