Leverage outboard, automated management of mainframe and distributed systems

IBM Tivoli System Automation for Integrated Operations Management

**Highlights**

- Improve productivity by providing outboard automation and remote access to a wide variety of mainframe and distributed systems in a secure fashion
- Help minimize downtime by automatically responding to critical system events regardless of physical location
- Speed problem resolution with automatic notifications and escalations
- Simplify the monitoring and management of remote systems by consolidating messages from different operating platform consoles to a single window
- Improve ROI by leveraging your existing monitoring investments via integration with common automation packages and frameworks

Businesses today are challenged by decreasing data center staff, combined with the pressure of managing a growing number of mainframes and distributed systems — and the ongoing pressure to provide new services to meet the needs of the business. The prohibitive costs of downtime, escalating labor costs and increasing complexity of IT systems and services all point to a need to increase system and service availability using existing resources. To effectively manage alerts and service interruptions as they occur, systems administrators need a way to access and control mainframe and distributed environments both locally and remotely.

IBM Tivoli® System Automation for Integrated Operations Management, an important part of the IBM Tivoli System Automation family of products, works in conjunction with other Tivoli System Automation products to enable administrators to remotely monitor a variety of operating platforms from any location in a secure fashion. You can use the software to start, stop and control mainframe and distributed systems — around the clock.

By integrating with your existing Tivoli automation products and a wide range of consoles, devices and applications within your data center, the software allows you to consolidate messages from different operating platform consoles to a single window, simplifying the monitoring and management of these systems. TCP/IP protocol access is available to remote systems, allowing staff to utilize TN3270 console functions just as they would in the local data center.
This workstation-based, remote monitoring software enables you to easily automate system console events and actions and respond to critical events from virtually anywhere — when system problems cause internal automation to be unresponsive or unavailable — helping you increase productivity without increasing operational costs. Use it to:

- Send instant notifications via e-mail, pager, SMS messaging and voice when system events threaten data center performance.
- Monitor messages from multiple consoles and provide automated actions to respond to the situation from any location.
- Customize notifications and escalations according to expertise, worker shifts, notification preferences and other criteria.
- Communicate with multiple data center consoles, including those for IBM z/OS® and other systems that support ASCI consoles.

Help minimize business impact of problems and aid disaster recovery
Tivoli System Automation for Integrated Operations Management enables you to automate any event in your environment, so that if it cannot automatically be repaired, a notification is sent to the next appropriate person without any operator interaction. Sophisticated notification and escalation features help contact the appropriate subject matter experts to resolve problems — before they impact the business. In addition, the product aids in disaster recovery by allowing remote management of your disaster recovery systems, without the need to deploy administrators to system locations.

For example, when a performance degradation occurs, Tivoli System Automation for Integrated Operations Management automatically alerts systems specialists that you have designated (via predefined policies) by e-mail or wireless device. Alert criteria can include information on:

- Who should receive the alert (by individual or group).
- How they should be contacted (according to their preference).
- When they should be contacted (according to their calendar).
- How long to wait for an acknowledgement before escalation occurs.
- And who should be notified next in the “escalation tree.”
Your experts can directly acknowledge receipt of the notification. Then they can log in and issue commands from home or another location using any computer. By enabling administrators to address performance issues from multiple locations, you can quickly resolve problems and reroute computing resources before customers experience service interruptions.

A clearly defined “escalation tree” helps ensure that the escalation moves along quickly to the appropriate person or group. Text and graphics can also be passed along with the alerts, for more informed decision making. Automated escalation helps reduce the average time and cost to repair application and system outages.

**Specialists can use multiple response options**

Once an alert is sent, it must be positively acknowledged within a specified timeframe, or it will escalate to the next designated person on your list. Systems administrators are able to acknowledge an alert via the Web-based user interface, by replying to a call or by sending a text message as a reply to the alert text message. The user can also reject the alert, to continue the escalation process.

**Remote management helps improve productivity**

Tivoli System Automation for Integrated Operations Management enables your administrators to leverage a single point of access into a wide variety of systems and platforms for status checks and intervention in a secure fashion. The easy-to-use console combines data from multiple consoles into one multifunctional access point. The product enables you to easily improve staff productivity by providing remote management of distant data centers through simplified access, anywhere and any time, to affected systems in the event of a disruption or outage — and for more routine tasks, such as status checks and interventions.

**Protect your investment through an open, flexible solution**

Based on flexible, open technology that helps you automate corrective actions to fully utilize your existing monitoring investments, Tivoli System Automation
for Integrated Operations Management helps you leverage robust programming by utilizing IBM REXX™, an IBM mainframe programming language. Using REXX enables you to fully utilize your existing investment, by easily integrating with common automation packages and frameworks.

**Software ideal for z/OS users**

Tivoli System Automation for Integrated Operations Management is ideal for organizations that need to communicate with multiple data center consoles using z/OS systems. Outboard automation enables you to access mainframe systems for initial program load (IPL) and Virtual Telecommunications Access Method (VTAM) initiation, so you are able to automate tasks that cannot be automated from programs running on the operating system, such as restarts. Because the product responds externally to your operating system, your organization is able to respond much more quickly in the event of an operating system–related slowdown or outage.

**Remotely monitor in a secure fashion**

While remote monitoring helps maintain productivity, a common concern is maintaining security from a remote location. TN3270 access to mainframe and other platforms delivers connectivity via local area network (LAN), remote TCP/IP connections or dial-up in a secure fashion. In addition, all data between the server and client are encrypted, helping to provide improved data security.

Advanced password and authentication management features give users the option of using security features within the product or to use native Microsoft® Windows® password and authentication tools.

**Supports a variety of consoles and devices**

Tivoli System Automation for Integrated Operations Management supports a variety of consoles and devices. Console emulations provided include:

- 3270 and TN3270 connections.
- 3151 connections.
- REXX script access to the hardware management console (HMC) simple network management protocol (SNMP) application programming interface (API).

Console emulation is provided for numerous third-party systems as well, enabling a valuable interface to centrally automate a variety of systems.

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**Tivoli System Automation for Integrated Operations Management at a glance**

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<tr>
<th>Hardware requirements</th>
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<td>Tivoli System Automation for Integrated Operations Management runs on hardware capable of supporting the operating systems listed below.</td>
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<th>Software requirements</th>
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<td>Tivoli System Automation for Integrated Operations Management runs on the following operating systems:</td>
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<tr>
<td>• Windows Vista™ Enterprise or Windows Vista Business</td>
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<tr>
<td>• Windows XP Professional Edition</td>
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<td>• Windows 2003 Professional server or workstation</td>
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For more information
For more information about how Tivoli System Automation for Integrated Operations Management can help your organization automate and remotely manage mainframes and distributed systems, contact your IBM representative or IBM Business Partner, or visit ibm.com/tivoli

About Tivoli software from IBM
Tivoli software provides a set of offerings and capabilities in support of IBM Service Management, a scalable, modular approach used to deliver more efficient and effective services to your business. Helping meet the needs of any size business, Tivoli software enables you to deliver service excellence in support of your business objectives through integration and automation of processes, workflows and tasks. The security-rich, open standards–based Tivoli service management platform is complemented by proactive operational management solutions that provide end-to-end visibility and control. It is also backed by world-class IBM Services, IBM Support and an active ecosystem of IBM Business Partners. Tivoli customers and business partners can also leverage each other’s best practices by participating in independently run IBM Tivoli User Groups around the world — visit www.tivoli-ug.org