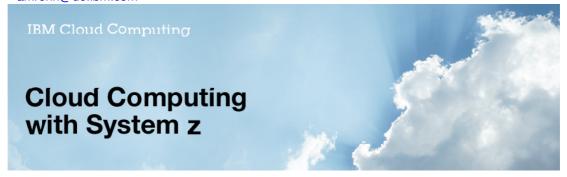
Share Boston

# Cloud Computing with IBM System z Share Boston Session 7151 August 2010

Erich Amrehn
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IBM Boeblingen TMCC Design Center & DI Leadership Center
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Thanks to the following people for there contribution

-Dr. Kristof Kloeckner, Gerd Breiter, Michael Behrendt, Dr. Michael Waidner, Claudia Prawirakusuma, Elisabeth Puritscher,

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# **Agenda**

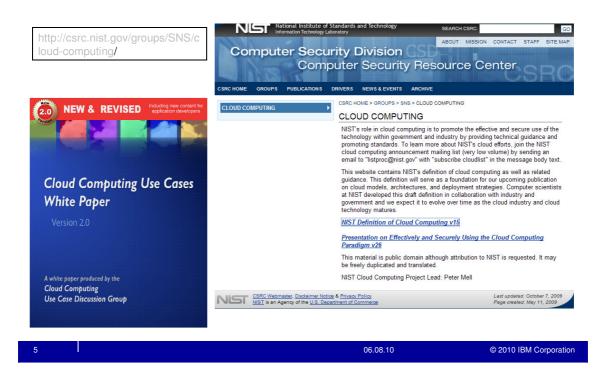
#### Cloud Computing Introduction

- On it's Way to Become a Standard ... NIST and DMTF
- An Evolution from Known Technologies It's More than Virtualization
- Delivery Models Private -> Public Clouds
- Software as a Service (SaaS), Platform as a Service (PaaS), Infrastructure as a Service (IaaS), Business process as a Service

#### IBM System z Cloud Solution's

- A World Wide Federated Cloud project on IBM System z
- Boeblingen Tivoli Service Automation Manager setup and example
- A walk to Tivoli Service Automation Manager setup after installation
- Solution Edition for Cloud Computing and Data Cloud
- Summary & Discussion

# Cloud Computing – On Its Way to become a Standard ... NIST







Across Vendors within a cloud

Standards Taxonomy Types of standards

Enterprise

Within an Enterprise

## IBM's Perspective on Cloud Standards

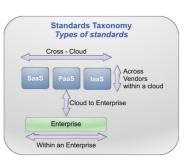
- Since there is a diversity in the types of cloud platforms and models, open standards are a critical customer requirement
- IBM believes that the industry should align around a core set of principles defined by the Open Cloud Manifesto. The most important of these principles are:
  - Existing standards should be reused
  - All standards efforts should be based on customer requirements
  - Standards development efforts should stay coordinated
- IBM initiated a community based use case effort that collects customer requirements for an open cloud:
  - First draft completed 8/2009. Broad industry participation/interest (1000 participants with 30+ contributors)
  - Common API's was a common theme for version 2
  - Version 3 is focused on Security and SLA's

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#### IBM's Perspective on Cloud Standards

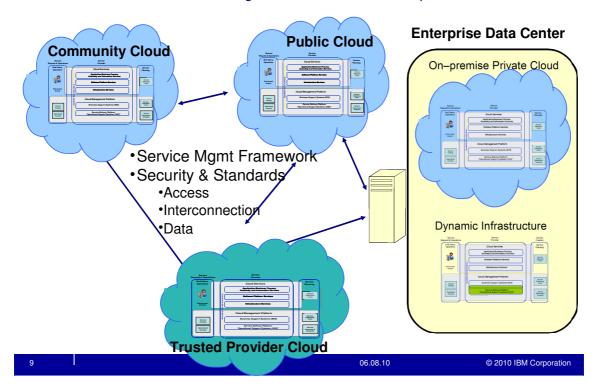
- IBM partners with Zend, Microsoft and others on common API's for developers: SimpleCloudAPI.org
  - A new open source initiative which enables developers to build truly portable cloud applications.
- We are working with standard orgs to drive standards in several key areas:
  - Virtualization
  - Security
  - Common interfaces to ensure flexibility in moving applications and data (API's)
  - Tools and development languages
  - Programming / Platform model / Data Integration
  - Management and governance systems interfaces (API's)
  - Metering, monitoring, deployment, service lifecycle
  - Network







#### Standards, Interconnects, & Management will drive Cloud Adoption



IBM

## Cloud Computing: The next step in the evolution of IT

#### 1. Centralized Computing: 1960 –

- Optimized for sharing, industrial strength, systems management, ...
- Managed by central IT organization
- Back office applications involving transactions, shared data bases, ...
- Mainframes, supercomputers, minicomputers, ...

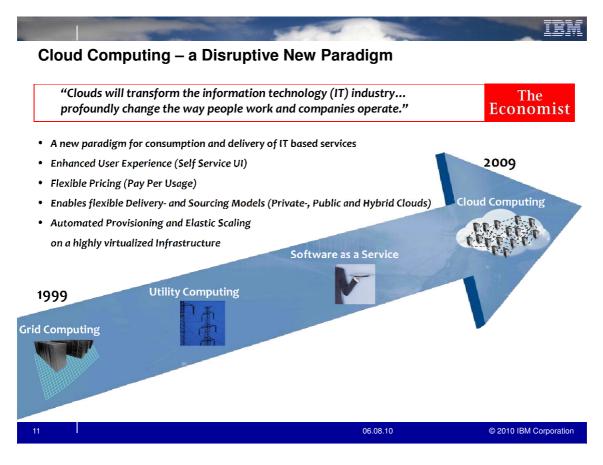
#### 2. Client/Server: 1985 -

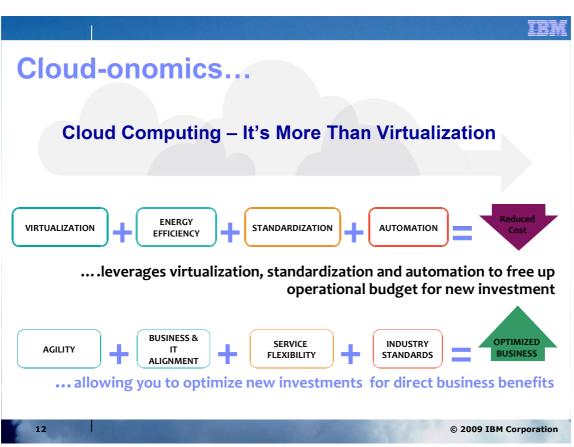
- Optimized for low costs, simplicity, flexibility, ...
- Distributed management across multiple departments and organizations
- Large numbers of PC-based applications
- PC-based clients and servers, Unix, Linux, ...

#### 3. Cloud Computing: 2010 -

- New consumption and delivery model
- Optimized for massive scalability, delivery of services, ...
- Centralized model, hybrid service acquisition models
- Supports huge numbers of mobile devices and sensors
- Internet technology-based architecture

Just like introducing the Client/Server model impacted almost everything we did in IT (operation IT, developing applications, ...), Cloud computing has severe impact on the IT industry







**Cloud Services** 

Cloud Computing Model

## Cloud:

# **Consumption & Delivery Models Optimized by Workload**

"Cloud" is a new consumption and delivery model inspired by consumer Internet services.

Enabled by Virtualization, (Service) Automation, Standardization

#### Cloud enables:

- Self-service
- Sourcing options
- Economies-of-scale

#### "Cloud" represents:

The Industrialization of Delivery for IT supported Services

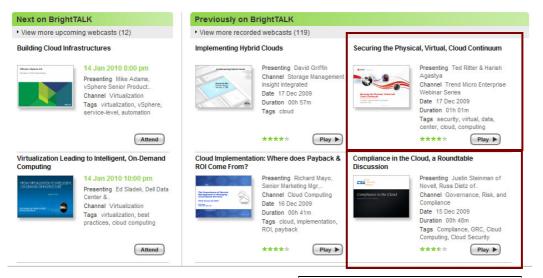
#### Multiple Types of Clouds will co-exist:

- Private, Public and Hybrid
- Workload and / or Programming Model Specific

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#### Cloud Computing - More Challenges To Come - Security, ROI,...



http://www.brighttalk.com/webcasts/search/cloud



# **Security Remains the Top Concern for Cloud Adoption**

80%

Of enterprises consider security the #1 inhibitor to cloud adoptions

48%

Of enterprises are concerned about the reliability of clouds

*33%* 

Of respondents are concerned with cloud interfering with their ability to comply with regulations

"How can we be assured that our data will not be leaked and that the vendors have the technology and the governance to control its employees from stealing data?"

"Security is the biggest concern. I don't worry much about the other "-ities" – reliability, availability, etc."

"I prefer internal cloud to laaS. When the service is kept internally, I am more comfortable with the security that it offers."

Source: Driving Profitable Growth Through Cloud Computing, IBM Study (conducted by Oliver Wyman)



# **Specific Customer Concerns Related to Security**

Protection of intellectual property and data	30%
Ability to enforce regulatory or contractual obligations	21%
Unauthorized use of data	15%
Confidentiality of data	12%
Availability of data	9%
Integrity of data	8%
Ability to test or audit a provider's environment	6%
Other	3%

Source: Deloitte Enterprise@Risk: Privacy and Data Protection Survey

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# **Top Security Threats and Risks**

# Gartner: Top Risks (2008)

- Privileged user access
- Regulatory compliance
- Data location
- Data segregation
- Recovery
- Investigative support
- I ong-term viahilitµHeiser 09]

#### **ENISA: Top Security Risks (2009)**

- · Loss of governance
- Lock-in
- Isolation failure
- Compliance risks
- Management interface compromise
- Data protection
- · Insecure or incomplete data deletion
- Malicious insider

[ENISA 09/a]

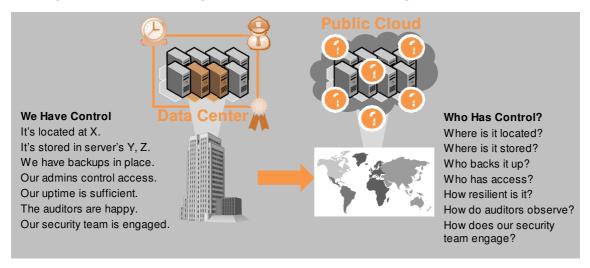
#### CSA: Top Threats (2010)

- Abuse and nefarious use of cloud
- Insecure interfaces and APIs
- Malicious insiders
- Shared technology issues
- Data loss or leakage
- Account or service hijacking
- Unknown risk profile

[CSA 10]



# Why is Cloud Security Perceived as Such a Big Problem?



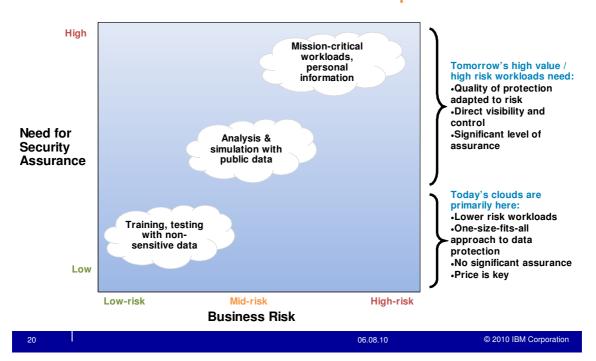
- · Loss of control, perceived or real
- · Lack of experience
- · No established standards
- Uncertainty on how to interpret regulations and practices
- Effects
  - Public clouds rarely used for mission critical workloads
  - Preference for application-as-a-service
  - · Preference for private and hybrid cloud

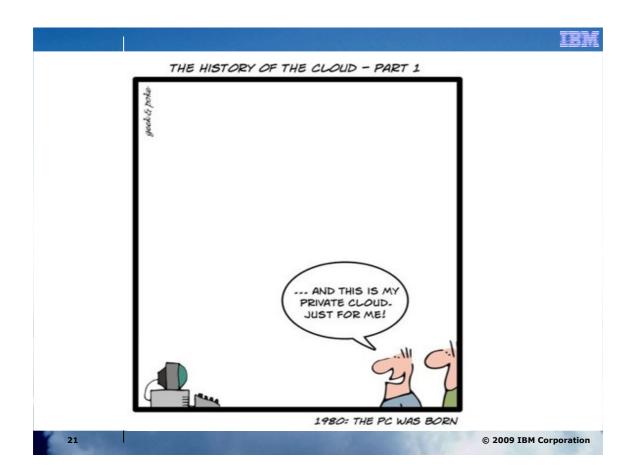
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# IBM

#### One-size does not fit-all:

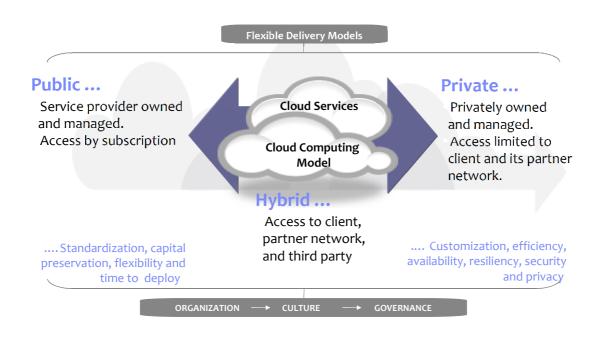
## Different cloud workloads have different risk profiles

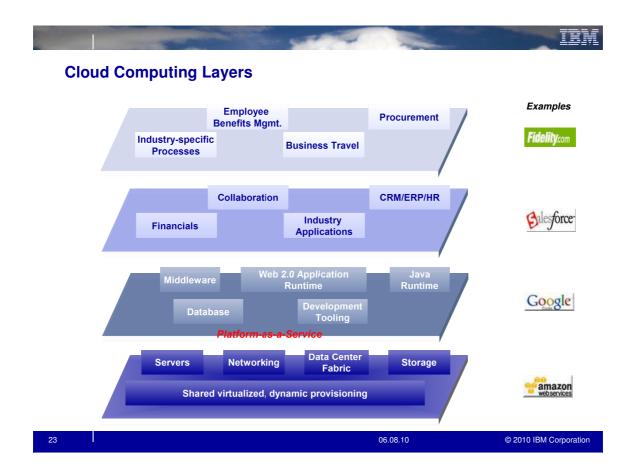




# Cloud Computing Delivery Models

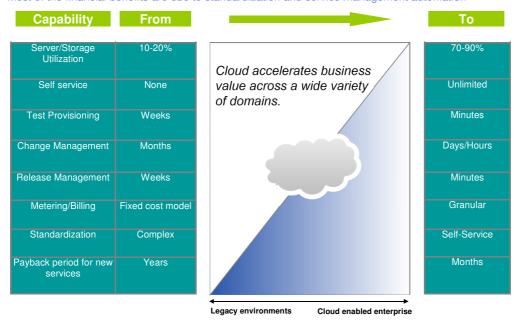
IBM





## **Enterprises Have Achieved Significant Benefits through Cloud Computing**

Most of the financial benefits are due to standardization and service management automation



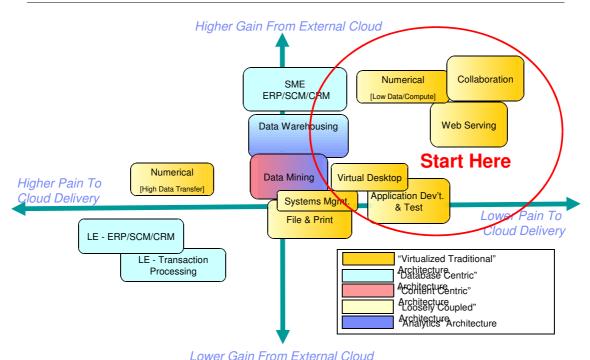
## **Five Cloud Architectures Are Emerging**



- Virtualized Traditional Extensions of Java Application Servers, Support for 'Traditional' Transactional Workloads
  - Moving existing workloads to the cloud
  - Requires best practices, patterns, tooling
- Database Centric data driven + small computation on small data
  - With multi-tenancy attractive for enterprise and service providers
- Content Centric computation needs to be close to data + large computation on large data
  - Data Mining, Analytics, Data Warehouse,
- Loosely Coupled computation and data are separate
  - Can be addressed by existing middleware, but 'relaxed consistency' models emerging
- Analytics Data and Storage Integration

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# Clients will adopt cloud computing based on workload affinity. TEM





#### What questions to ask to determine if Cloud is a good fit?

#### **Key Pain Points**

- Lost business opportunity because IT too slow to react. Lack of agility.
- Long deployment timelines for new systems (weeks/months+).
- Many people involved in the process, high cost & complexity.
- Many steps are manual and prone to error.
- Huge up front investment for new infrastructure when I want to start small.
- Server Sprawl
- Low Utilization
- Compliance, auditing, and security patching costly.
- Don't know what compute resources are used or how much they cost?

#### **Key Questions to ask?**

- How quickly can you react to deliver a new IT service?
- How many steps are in the provisioning process?
- What is the ratio of system admins to servers?
- Have you experienced outages due to human error?
- How are systems sized and scaled quickly (peak usage, CUOD)?
- How many images per user?
- Am I sized for min, mean, or peak?
- How many different configurations used?
- What level of metering and method of charging used? How do we manage license compliance?

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#### **Workload Fit for Public Clouds**

#### **Workloads Moving to Public Clouds**

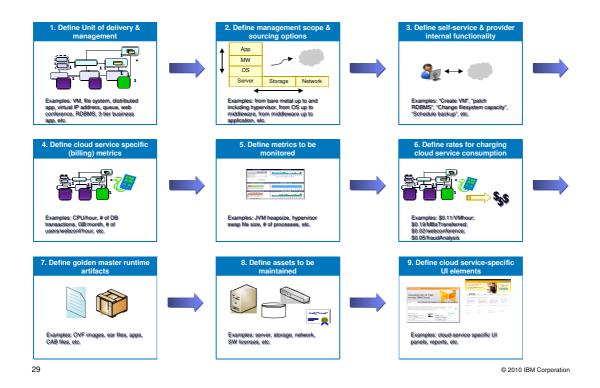
- Test and Pre-production systems
- Non-business critical application domains, like e-mail and collaboration (e.g. LotusLive)
- Software development environments
- Batch processing jobs with limited security requirements (e.g. HPC)
- Isolated workloads where latency between components is not an issue
- Storage Solutions/Storage as a Service
- Backup Solutions/Backup & Restore as a Service
- Data intensive workloads if the provider has storage capabilities tied to the cloud compute offering
- Purposed and Pre-Integrated SW/HW solutions (virtual appliances)

#### **Workloads Not Yet Moving to Public Clouds**

- Highly sensitive data workloads (e.g. employee and health care records)
- Multiple, co-dependent services (e.g. high throughput online transaction processing)
- Workloads requiring a high level of auditability, accountability (e.g. those subject to Sarbanes-Oxley)
- 3<sup>rd</sup> party software which does not have a virtualization or cloud aware licensing strategy
- Workloads requiring detailed chargeback or utilization measurement (e.g. capacity planning, dept. level billing)

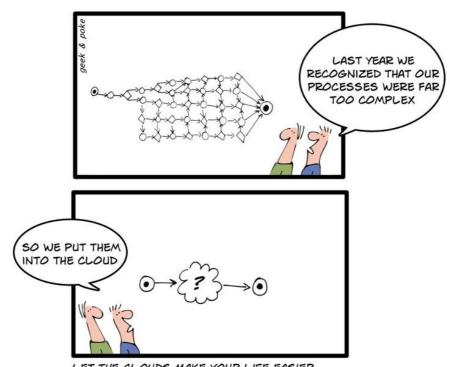
# 9 steps towards implementing a managed cloud service





# Does Cloud Computing solve problems?





LET THE CLOUDS MAKE YOUR LIFE EASIER

3M Corporation

## Universal interest across all industries and geographies

Cost takeout is cited as the top value consideration



• Cost savings are the key driver of public cloud adoption with clients seeking a 20 - 30% improvement in order to adopt

Security and control are top concerns



69% say security is the top inhibitor to their use of public clouds

Workloads and patterns are emerging



- Almost all workloads require connection to other IT services
- Collaboration and analytics meta-patterns are emerging

Industries with the greatest cost pressures lead adoption



• Over 50% of clients in Retail, Manufacturing, Utilities, Government have cloud projects budgeted or in process

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## **Lessons learned summary (1)**

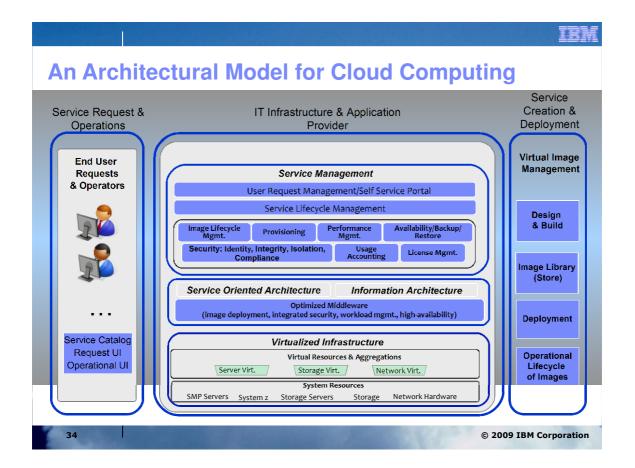
IBM

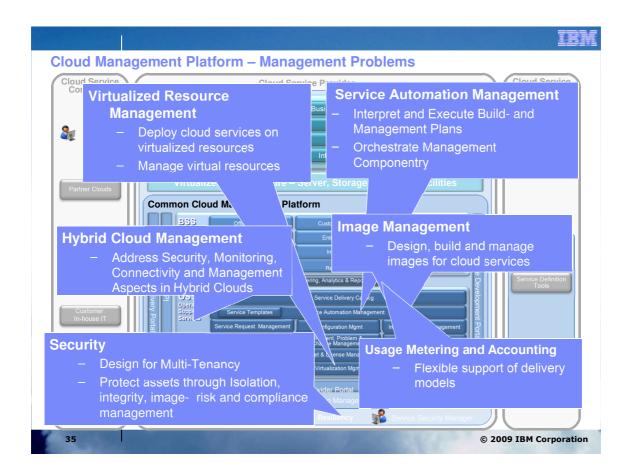
- Cloud Computing does achieve cost savings really.
  - Cost savings justify the investment
- It's a transformative process
  - Drive from executive level
  - Focus on people and process rather than technology
  - Requires new roles and changes methods
- All usual laws for introducing new technology apply
  - Start with a pilot
  - Sound project foundations need to in place
  - Be driven by the requirements, not the solution
  - Use incremental and phased approach to balance risk, build consensus and demonstrate early savings

## **Lessons learned summary (2)**



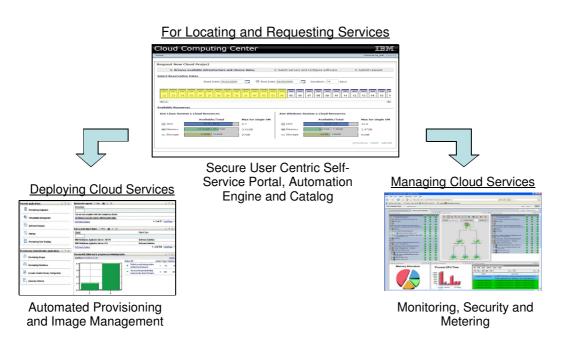
- Cloud has its sceptics and challenges stakeholder management is critical
- Automate & optimize across technology, processes and organizations
  - Optimize deployment process to maximise greatest benefits of automation move non-critical path steps out entirely
  - Design Service Catalog carefully to minimise the number of variations and achieve standardization
- Cloud Computing is maturing very rapidly significant business benefits can already be achieved today

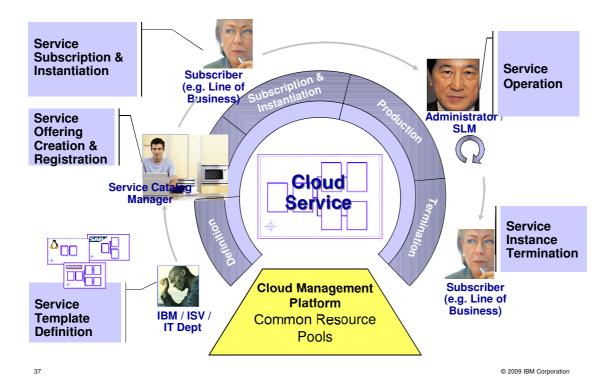




# Integrated Service Management is the Underpinning of Clouds

IBM



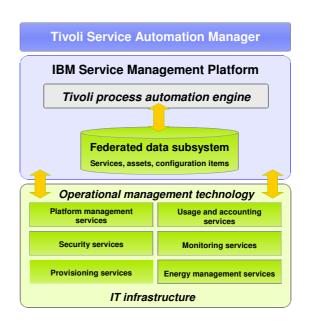


IBM Tivoli Service Automation Manager

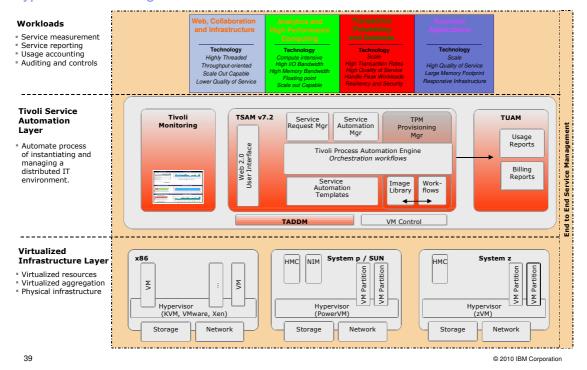
Aggregated capabilities for managing your cloud environment

# IBM Tivoli® Service Automation Manager

- Built on top of the IBM Service Management Platform
- Orchestrates technology, processes, people and data to provide cloud computing services and service management of cloud computing
- Provides rapid provisioning of physical and virtual resources

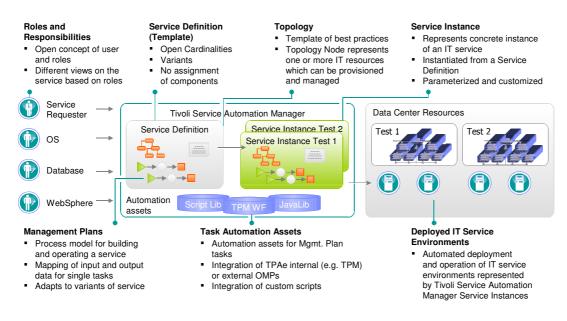


#### Typical Cloud Management Platform Middleware Stack

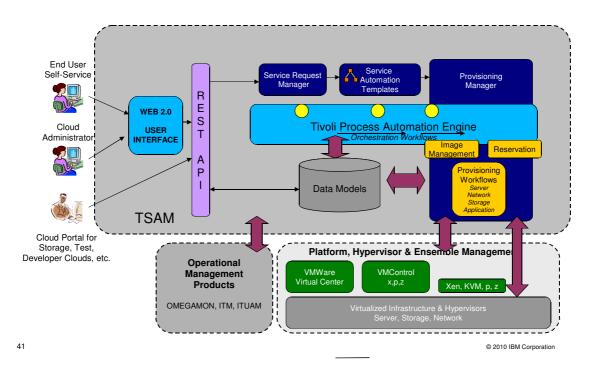


IRM

# **Tivoli Service Automation Manager Concepts**



#### Converged service delivery platform for cloud computing



# Tivoli Service Automation Manager Supported Systems

**IBM** 

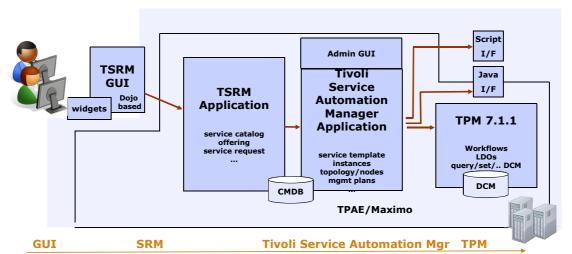
#### Management Server

Platform	os	OS Comm ent	Admin WS support
System-z	SLES 10 64bit		not available 
System-p	AIX 6.1 / AIX 5.3 64bit		not available 
System-x	SLES 10 RH 5.4 64bit		Win2003, Win2008, Win2008, WinXP, WinVista SLES 10.2 64bit (required for Cloudbur st)

#### Managed Server

Platform	Hypervisor	Guest
System-z	z/VM 5.4	RHEL 5.4 64 bit SLES 10 64 bit
System-p	P-Hypervisor	AIX 5.3, AIX 6.1 64 bit,
System-x	VMware ESXi 3.5 U4	RHEL 5.4, SLES 10.2, CentOS 5.3 32/64 bit, Windows XP/Vista/2008
System-x	XEN on RHEL	RHEL 5.4, SLES 10.2, CentOS 5.3 32/64 bit
System-x	KVM on RHEL 5.4	RHEL 5.4 64 bit

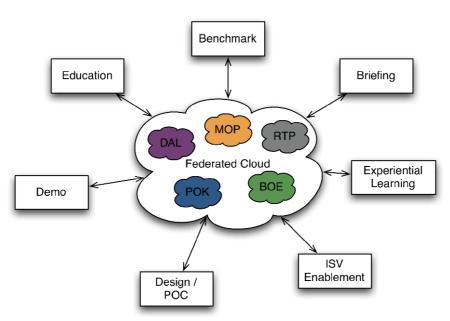
## **IBM Tivoli Service Automation Manager 7.2 – Components**



- · Interaction with end user
- Collect parameters for management plans
- Prepare service request from given input parameters
- Perform reservation of resources
- Approval and notifications on business level
- **Topology definition**
- Orchestration by management plans Management plan definition
- Management plan execution
- push down on eg. TPM (or Script) Approval and notifications on technical level (admin)
- Situation governance incl. error handling by admin
- Work assignments on admin level ("inbox")
- Management plan fulfillment by executing TPM workflows/LDOs
- ... or native scripts
- ... or Java based actions
- ... or manual tasks
- · Change resource state

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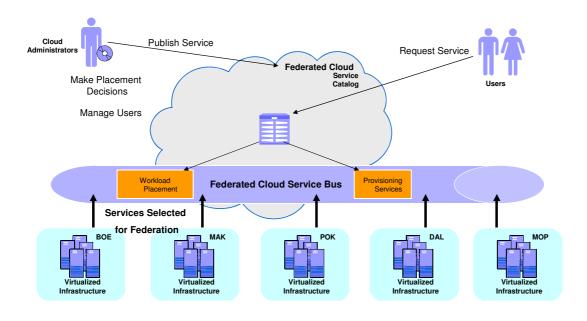
# Local and or Federated Business Services



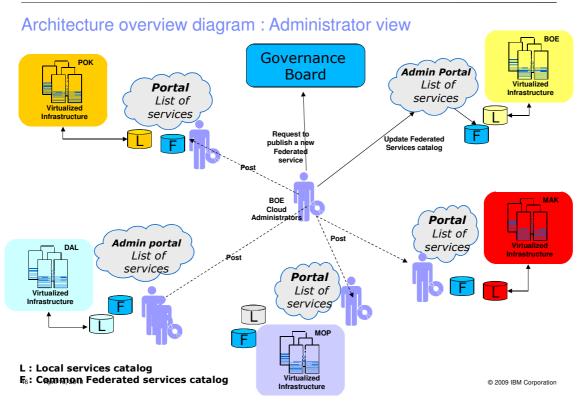
IBM

IRM

#### **STG Federated Cloud**



## IBM





#### **Criteria for service federation: Work in Progress**

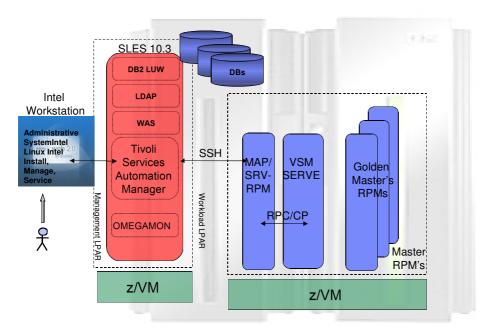
- Business value of the service with measurable KPI:
  - Leverage others centers capabilities
  - Avoid development/ownership of assets...reuse existing solutions and assets
  - Increase HW utilization...could optimize it
- Frequency of utilization of the service:
  - Several times a month
- Standardization of the service
  - Few choices among options
  - Limited set of functions
- Robustness of the service
  - No important requirement for availability of support for the service
  - Potential issues and fixes

Others

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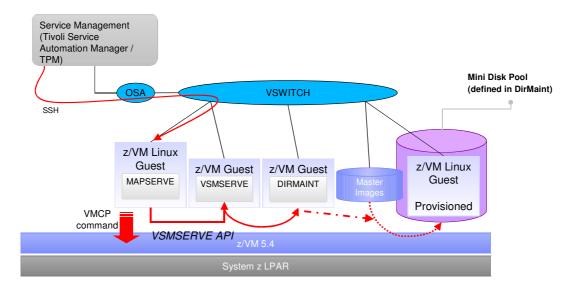
## **Tivoli Service Automation Manager Boeblingen Setup**



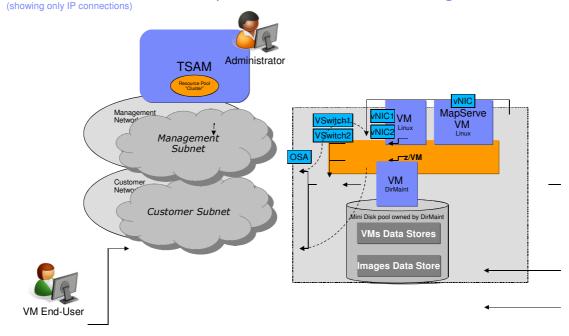
# **Environment Setup - Example** Service Consumer **Cloud Management Environment** z/VM Linux Guest z/VM Linux z/VM Guest z/VM Guest Guest MAPSERVE Service Requester Service z/VM Guest Administrator VSMSERVE z/VM Guest DIRMAINT © 2010 IBM Corporation

IBM

# **z/VM Configuration Provisioning Details**



# Dual Subnets, z/VM, Multiple Shared Data Store Configuration

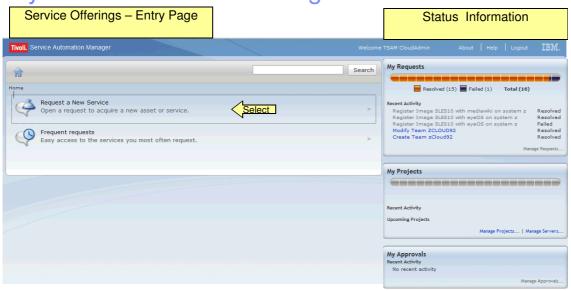


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## IBM

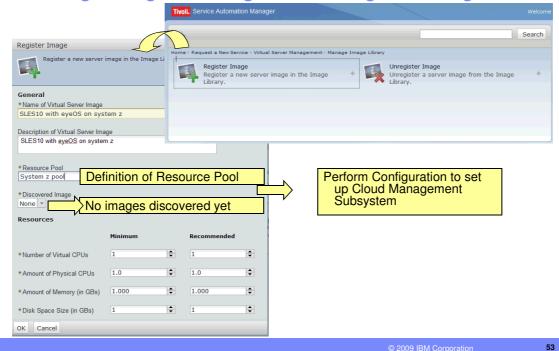
# Tivoli Service Automation Manager on Linux on System z – Service Catalog after Installation



2009 IBM Corporation

IRM

# Offering - Register Image and Unregister Image



TRM

# Configuration to Set Up Cloud Management Subsystem

Set up the Tivoli Service Automation Manager Cloud Management Subsystem to enable provisioning of Linux guests on z/VM:

Resource pool 'System z pool'

Add the following lines to /etc/cloud/vrpool.properties:

5.tpmHPType=zVM
5.maxVCPU=4
5.name=System z TMCC16 pool
5.order=6
5.PtoVCPUfactor=1.0
5.tpmPool=TMCC16 z pool

- Customize XML template liles to import following data into the Tivoli Provisioning Manager (TPM) Data Center Model:
  - Network components
  - ▶ Host platforms
  - Virtual Server templates
  - Boot servers
  - Software definitions



# XML Template File to Configure System z Cloud Management Subsystem

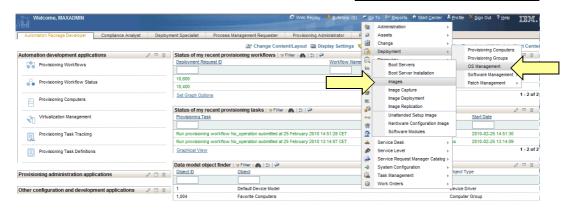
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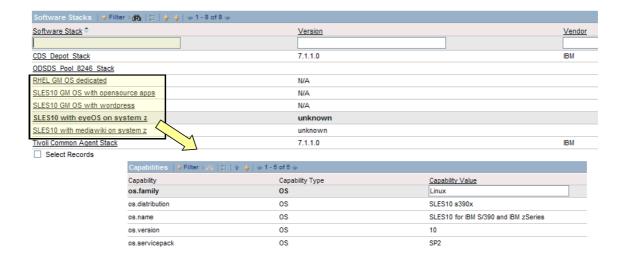


# Administration Console – Manage Cloud Subsystem

Manage Software Stack and Image Library



# Software Stacks - IBM Delivered and XML Template Configured

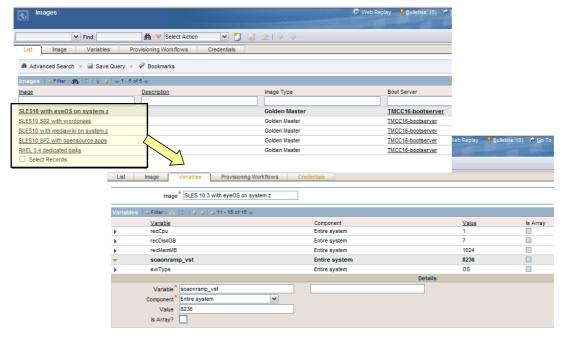


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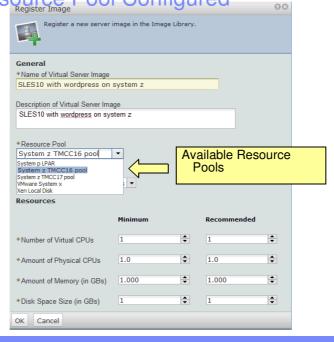
## IBM

# Image Library – XML Template Configured Images



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Tivoli Service Automation Manager Offering –
System z Resource Pool Configured



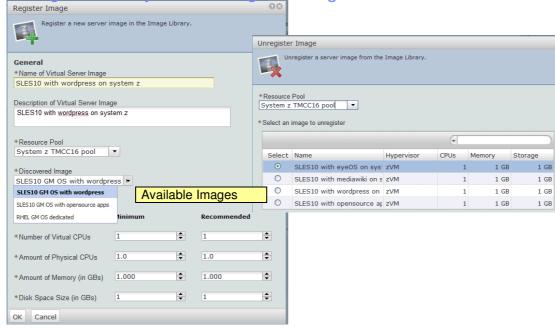
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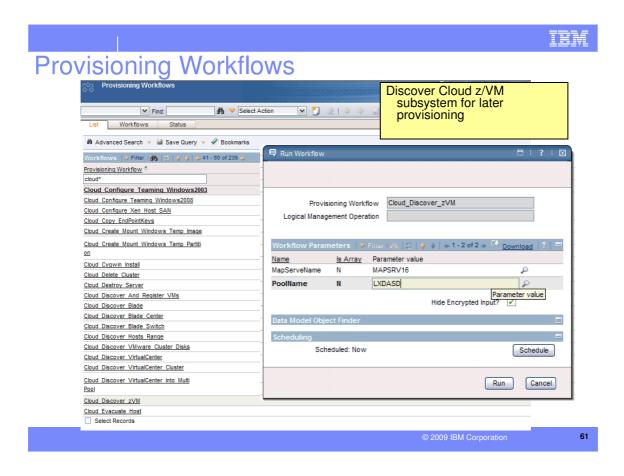
TRM

Tivoli Service Automation Manager

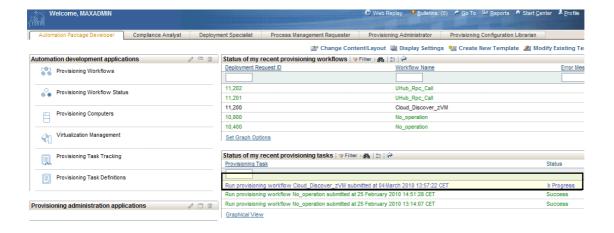
Offering - Linux System z Images Configured



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## Administration Console - Workflow 'Discover z/VM' Status



# **IBM System z Solution Edition for Cloud Computing**

Creates...

That delivers ...

Solution Edition for Cloud Computing An infrastructure solution for cloud computing built on Tivoli & System

The framework to migrate workloads for rapid adoption of cloud computing benefits

The solution components...

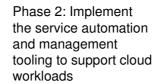
#### **IBM Software**

**IBM Hardware** 

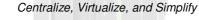




 Phase 1: Create cloud computing use cases within the enterprise



 Phase 3: Educate the client on cloud computing for on-going success and provide a sample workload



Learn more at: http://www.ibm.com/systems/z/solutions/editions/cloud/index.html

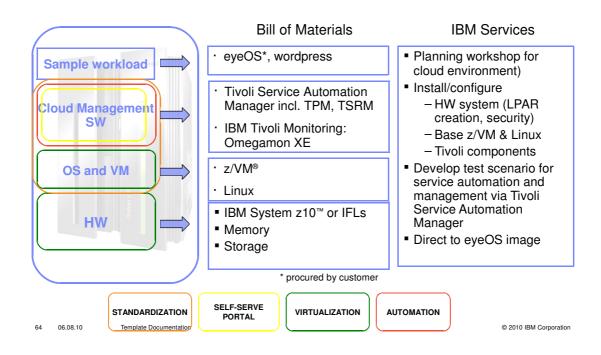
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Tivoli Service Automation Manager: Essentials for Cloud Computing on System z



# **Solution Edition for System z Cloud Computing - Components**



Summary

Enterprises need to consider cloud deployments as part of their IT roadmaps

- Enterprise adoption is driven by workload considerations and will happen across a spectrum of deployment options
- Governance and architecture are critical for success introducing cloud computing is transformational
- There will be many clouds and many enterprise deployments will be hybrid
- IBM is investing in enabling deployment choices and offering services 'on the IBM cloud'
- We would like to stay engaged with you as you develop your cloud strategy

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**Questions?** 



# Cloud Computing is real -- It's not just another hype There's real technology available today to build clouds



# For more information, please visit: ibm.com/cloud

# Or contact me at: amrehn@de.ibm.com

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#### **Additional Resources**

- IBM Tivoli Service Automation Manager:
  - http://www-01.ibm.com/software/tivoli/products/tsam-facts.html
- Solution Edition for Cloud Computing:
  - http://www.ibm.com/systems/z/solutions/editions/cloud/index.html
- Provisioning Linux on System z Redpaper:
  - http://www.redbooks.ibm.com/abstracts/redp4663.html?Open
- IBM WebSphere Cloudburst Appliance (WAC):
  - http://www-01.ibm.com/software/webservers/cloudburst/features/?S\_CMP=wspace
  - http://www.youtube.com/websphereclouds#p/search/3/yya-gvCMiwQ
- Linux Distributions Supported by each System z Platform:
  - http://www-03.ibm.com/systems/z/os/linux/support\_testedplatforms.html
- IBM Software available for Linux on System z:
- http://www-1.ibm.com/servers/eserver/zseries/os/linux/software.html
- Destination z
  - http://www-03.ibm.com/systems/z/destinationz/



# TRANSZAP Mainframes for SW As a Service

Leading SaaS provider of ePayable, digital data, and spend analysis solutions

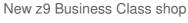
- 44,000+ users
- 4,200 companies
- \$80 B in transaction detail, processed



Available • Secure • Elastic

#### Traditional Lintel shop

- Challenge to scale, manage, secure
- Complex configurations
- · Linear costs for growth



- 100% YTY growth-plan to production
- · Flexible capacity on demand
- Centrally managed & secured
- Manageable cost of incremental growth

"The IBM z9 provides the stability and scalability needed to accommodate Transzap's triple digit volume growth in a SaaS environment."

- Peter Flanagan, President

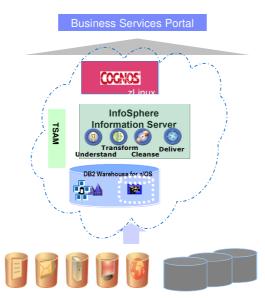
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# System z Data Cloud allows customers to bring BI services with less cost and higher qualities of availability and security.

# What is a Data Cloud?

- Centralize BI for optimization using Cognos on z/Linux
- Take Data from anywhere: structured, unstructured, applications, mainframe, or distributed
- Deliver consumer driven services to a broad set of users / lines of business
- Automate delivery of services



Leverage the data centric strengths of z: allows for multitenant data support, Sysplex enablement and massive consolidation at the application layer

# Why z for data clouds?

- Save costs with operational efficiencies of z and virtualization
- Deliver qualities of service: availability, security, recoverability
- Allow for elastic growth in tenants and data
- Prevent unforeseen operations costs that occurs with a patchwork IT investment pattern