



# Managing Resources, Applications and Data in zEnterprise New Dimension in Computing

The ONE system that will unite the others  
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Integrated Service Management



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## Agenda

- Service Management – Then and Now
  - IBM Tivoli Service Management Center for System z (SMCz)
  - IBM Integrated Service Management (ISM)
- zEnterprise changes the way we do business
- ISM capabilities enhanced by zEnterprise

## Turn back time to 2008 ...

- **IBM Tivoli Service Management Center for System z (SMCz) announced at the System z10 Enterprise Class (z10 EC) mainframe launch**
  - brings advanced, ITIL-based service management and process automation to all native System z workloads
  - mainframe is the enterprise-wide hub for business service management
  - fully exploits unique System z Quality of Service (QoS) strengths
  - end-to-end management within the enterprise (consisting of multiple stand-alone servers (z, p, x) and appliances

## In today's economic environment, clients are telling us they face three key service management demands:

- **Higher service expectations -**
  - Improve efficiencies across the business
  - Respond to new opportunities quickly
- **Rising cost pressures -**
  - Improve ROI, remove complexities
  - Add value now
- **New risks and threats -**
  - Increase collaboration, but in a protected way
  - Support anywhere, anytime access



...while acting with a sense of speed and urgency.

By 2010 ...

- **IBM's Integrated Service Management encompasses SMCz**
- **zEnterprise becomes a reality, simplifies many aspects of enterprise management and changes the way we look at service management**

Integrated Service Management



# IBM's Integrated Service Management (ISM) framework can optimize costs and streamline operations

## Integrated Service Management



### VISIBILITY



*See your business services*

Understand health and performance of services across your enterprise infrastructure

### CONTROL



*Manage service risk and compliance*

Govern and secure complex infrastructure and ensure regulatory compliance

### AUTOMATION



*Optimize business service delivery*

Drive down cost, minimize human error and increase productivity

# zEnterprise:

*A system of systems that unifies IT for optimized service delivery*

## zEnterprise Unified Resource Manager

- Unifies management of resources, extending IBM System z qualities of service end-to-end across workloads
- Provides advanced, workload based, hardware and virtualization management

## IBM zEnterprise™ 196 (z196)

- Optimized to host large scale database, transaction, and mission critical applications
- The Most efficient platform for Large-scale Linux consolidation
- Capable of massive scale up
- New easy to use z/OS® V1.12

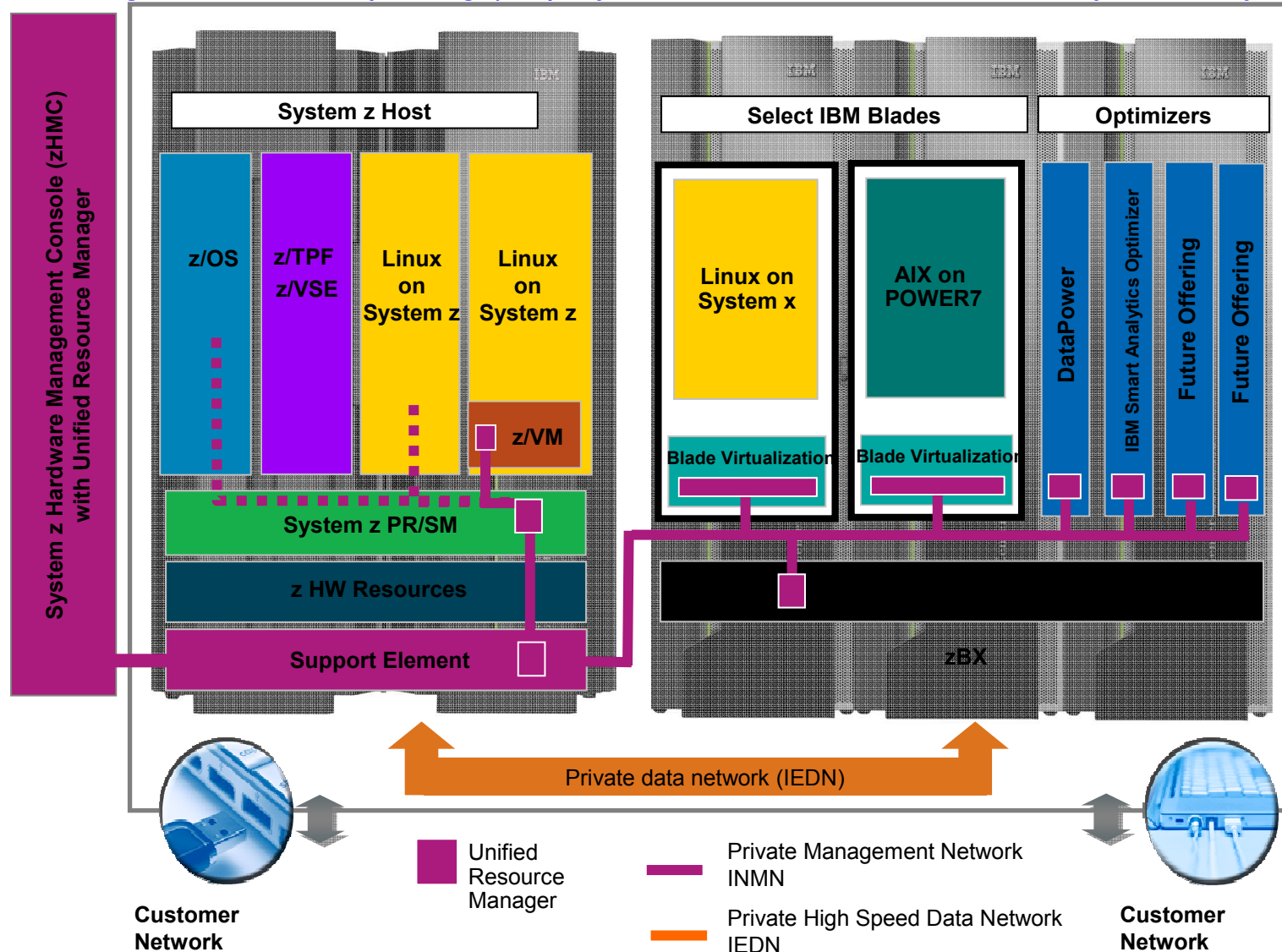
## zEnterprise BladeCenter Extension (zBX)

- Selected IBM POWER7™ blades and IBM System x® Blades\* for tens of thousands of AIX® and Linux applications
- High performance optimizers and appliances to accelerate time to insight and reduce cost
- Dedicated high performance private network



# zEnterprise Architecture

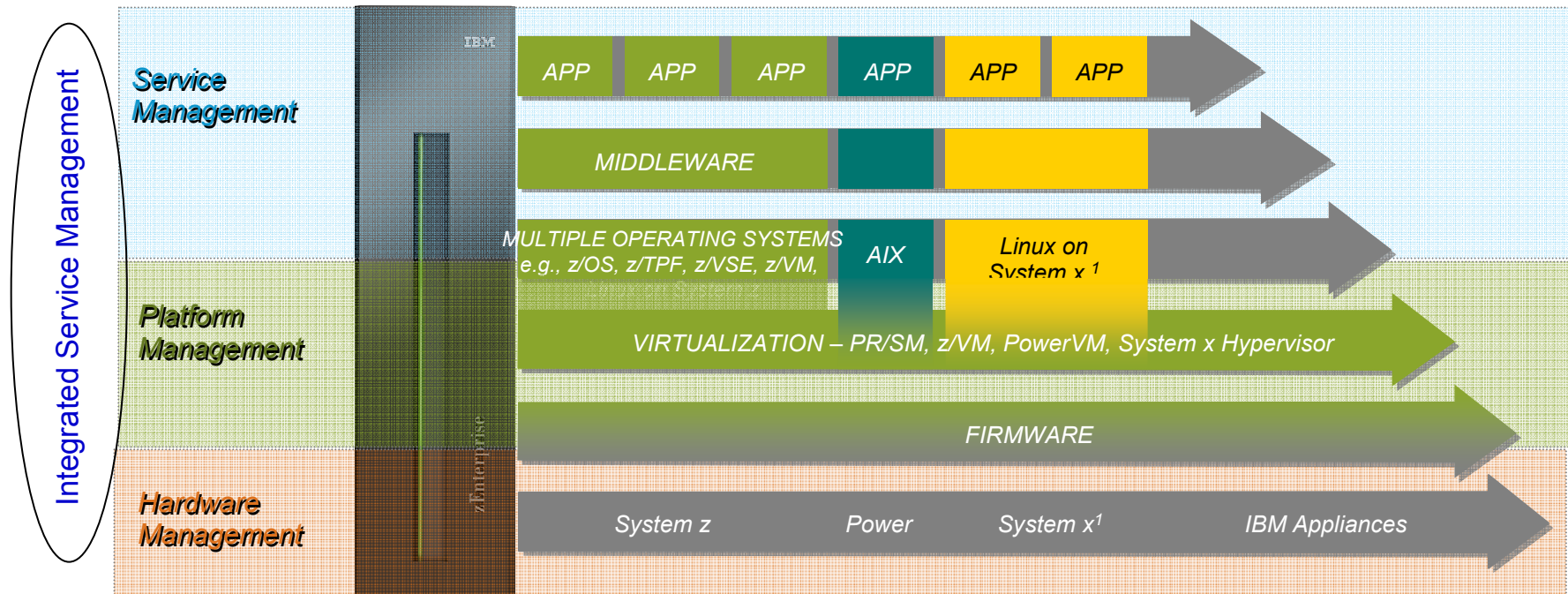
Workload Management and Reporting (Deployment, Performance, Availability, Security, Energy)





# Integrated Service Management

- **Integrated Service Management (ISM)** is a cross-brand framework, that provides a vision for:
  - Service Management
  - Platform Management
  - Hardware Management



# Management Stack

zManager enables ISM by providing Platform and Hardware Management for zEnterprise resources

Integrated Service Management

## Service Management



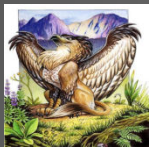
- End-to-End Workload and Security Management that align IT Management with Business Goals
- Common Usage and Accounting for business management
- Dynamic Management of Application Workloads based on Policies

## Platform Management



- Workload based Resource Allocation and Provisioning
- Physical and Virtual Resource Management
- Goal Oriented Resource Management of zEnterprise

## Hardware Management



- Configuration management
- Operational controls
- Lifecycle management for the platform's virtual resources

### PLUS zManager:

- Virtualization management – single view of virtualization across z platform
- Hypervisor management and creation of virtual networks
- Operational controls, service and support
- Workload awareness and platform performance management
- Energy Monitoring and Mgmt

# ISM for zEnterprise ensures service quality and integrity across hardware and software



ISM extends across all zEnterprise service management layers

*Integrated Service Management*

Service Lifecycle Management

Higher Quality  
Lower Risk



VISIBILITY



CONTROL



AUTOMATATION

Platform Management

Productivity Savings



**IBM zEnterprise Unified Resource Manager (zManager)**

Systems & Hardware

CapEx Savings



**Consolidation & virtualization on IBM zEnterprise**

**Workload-optimization on IBM zEnterprise**

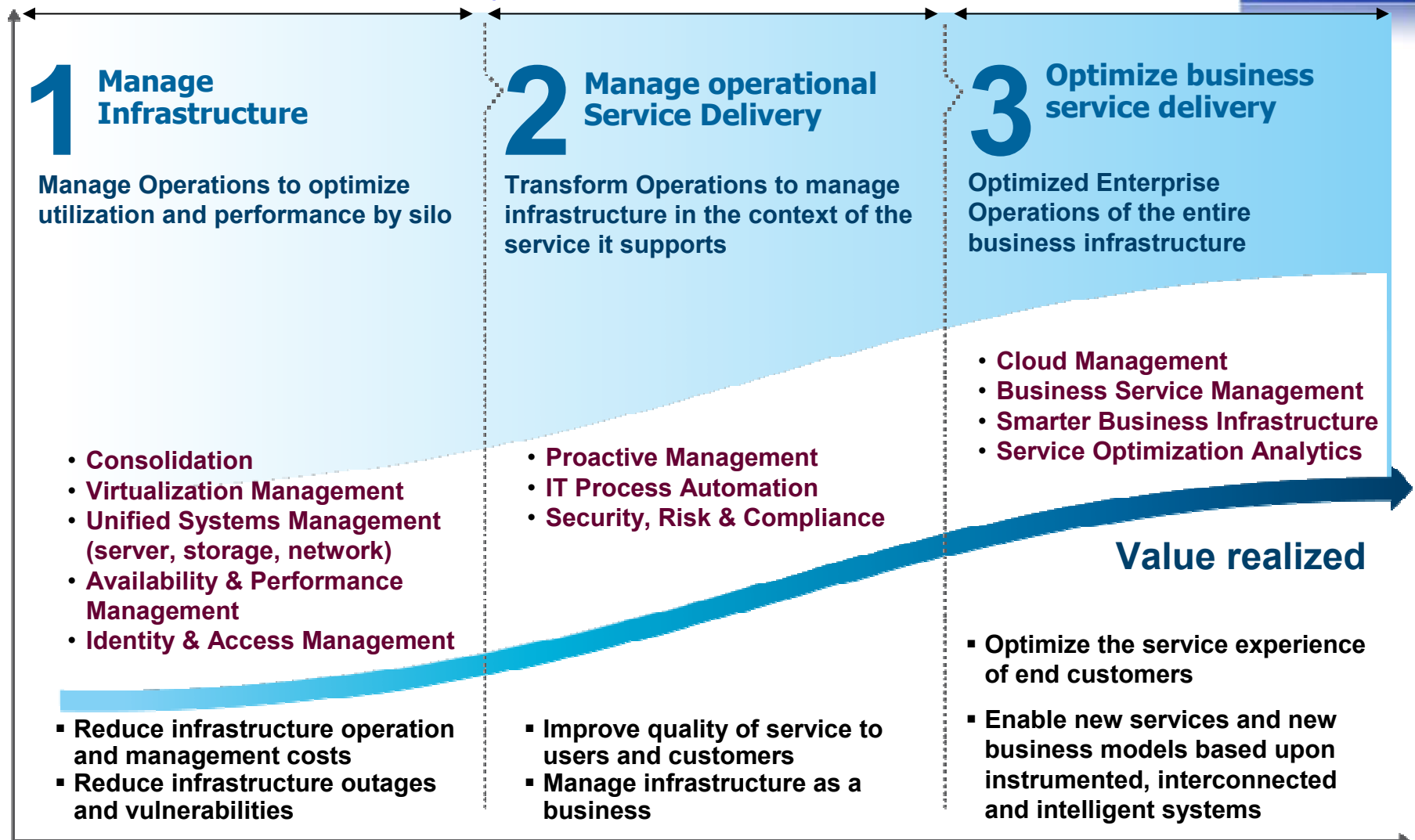
## There are a number of Integrated Service Management solutions that will drive significant customer value

- **Application Performance Management** provides visibility into the entire application infrastructure by identifying performance bottlenecks
- **Asset and Financial Reporting** provides visibility and accounting of costs of service delivery across platforms
- **Security and Compliance** allows organizations to centrally manage and protect access to web applications, business services, infrastructure and data resources for the enterprise
- **Application Automation and Resilience** provides complete policy-based application automation

### Integrated Service Management



# ISM as a progression can help you move to an optimized business service delivery model



## IBM's new zEnterprise mainframe will require end-to-end Integrated Service Management

### Changing the Economics of Service Delivery



- IBM Integrated Service Management will allow customers to achieve economic value they are looking for from new hybrid capability provided by zEnterprise
- IBM Integrated Service Management for zEnterprise provides Application Management, Application Resilience, Financial Management, Cloud support and Security needed to fully utilize zEnterprise

## QUESTIONS ?



Thank  
YOU