



IBM Tivoli Foundations Application Manager and IBM Tivoli Foundations Service Manager

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Overview

IBM® Tivoli® Foundations Application Manager

IBM Tivoli Foundations Application Manager is a systems resource appliance designed for general business IT organizations. It provides the capability to comprehensively monitor, alert, and report on the performance and availability of the server operating system, databases, and e-mail applications. IBM Tivoli Foundations Application Manager has built in best practices, domain knowledge, enhanced problem determination tools, and expert advice.

IBM Tivoli Foundations Application Manager deploys and configures quickly to help get your IT staff productive quickly. It can integrate with other Tivoli appliances and solutions to provide end-to-end management of the IT environment.

IBM Tivoli Foundations Service Manager

IBM Tivoli Foundations Service Manager is a service support management appliance, designed for general business customers, that provides basic service desk capabilities through IT Infrastructure Library® (ITIL®) aligned service request, incident, and problem management processes.

IBM Tivoli Foundations Service Manager deploys and configures quickly to help get your staff productive quickly, and can integrate with other Tivoli appliances to provide robust support management capabilities.

Planned availability date

Fourth quarter 2009 (date subject to change)

Previews provide insight into IBM plans and direction. Availability, prices, ordering information, and terms and conditions will be provided when the product is announced.

Description

IBM Tivoli Foundations Application Manager

IBM Tivoli Foundations Application Manager will help provide:

- Intuitive installation and configuration tools to help IT Administrators quickly deploy and get running for fast time-to-value
- Comprehensive operating system, database, and e-mail resource metrics for managing the performance and availability of your IT resources
- Customizable user interface that can bring together the right set of data and reports (called workspaces) in an easy-to-use interface

- Predefined views and windows, called workspaces, that deliver immediate value in displaying performance and availability data, as well as facilitating communication between individuals by providing a common view, with the flexibility to quickly create additional workspaces tailored to the needs of each individual or group
- Built-in alerting situations and expert advice to help both novices and experts quickly identify, isolate, and resolve problems quickly
- Integration with other Tivoli appliances to provide complete end-to-end management of the IT environment

IBM Tivoli Foundations Service Manager

IBM Tivoli Foundations Service Manager will help provide:

- Service request, incident and problem management
 - Provides process-based services support through IT Infrastructure Library (ITIL) aligned service request, incident, and problem processes. Powerful visual workflow and escalation enable quick resolution.
- Self service portal
 - Allows users to proactively address their own issues reducing call volume to support team
- Role-based Key Performance Indicators (KPIs)
 - Service desk agents, managers, or executive can monitor role-based KPIs in an easy to configure, intuitive graphical display.
- Reporting
 - BIRT reporting engine for trending and historical reports
 - Common out-of-the-box reports for immediate use
- Survey tool
 - Provides necessary tooling to create and distribute surveys to obtain feedback from end users on services provided
- Process workflow tool
 - Easy-to-use, drag and drop workflow tool to create workflows that align with your process
- Best practice contents
 - Out-of-the-box content such as process workflows, ticket templates, KPIs, reports, role-based start centers for immediate use
- Escalation management
 - Proactively monitor conditions and send notifications for prompt action
- Integration toolkit
 - Provides Web services-based integration capability to integrate with IBM as well as third-party software applications
- Dashboards
 - Real-time dashboards provide actionable information and identify potential problem areas, enabling support to take appropriate corrective actions before critical services are adversely affected.
- E-mail listener
 - Efficiently processes inbound e-mails into service requests streamlining service desk operations and increasing user satisfaction.
- Bulletin board
 - Provides real-time message display on service outages to all employees

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To learn how Electronic Services can work for you, visit

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