Overview

The Tivoli® technology preview will help you plan for the future. This advanced view of the products can help you understand the value and benefits of these Tivoli products. As part of the operational management products, they support the IBM Service Management strategy.

IBM Service Management helps organizations better manage their IT infrastructure to more effectively and efficiently deliver IT services. IBM Tivoli can help ensure IT service continuity by:

- Optimizing costs by automating reactive IT management processes
- Creating resilient IT services
- Improving productivity with a predictive approach to IT management
- Managing compliance and risk in the IT environment
- Providing data integrity and audit readiness

Compliance, complexity, speed of change, and cost are driving the need to evolve IT from a technology to a business focus. IBM is uniquely positioned to help you meet business and IT challenges with products that leverage autonomic technology, service oriented architecture, as well as process tools and deep consultative expertise, which will enable you to realize faster time to value. IBM Service Management solutions from Tivoli are comprised of:

- **Process management products** — integrate and automate IT management processes across organizational silos for rapid responsiveness and greater flexibility
- **Service management platform** — standardizes and shares information that integrates people, processes, information and technology for real business results
- **Operational management products** — automate tasks to address application or business service operational management challenges
- **Best practices** — worldwide practical experience from proven consulting services to maximize your current investments and make Service Management and IT infrastructure actionable.

The Description section gives you a list of operational management products as well as what's new in each product.

General availability for all products contained in the preview announcement is planned for fourth quarter 2007, unless otherwise noted.

Previews provide insight into IBM plans and directions. General availability, prices, ordering information, and terms and conditions will be provided when the products are announced. All statements regarding IBM’s future direction and intent are subject to change or withdrawal without notice and represent goals and objectives only.
The following operational management products provide leading performance and availability management solutions that support the IBM Service Management strategy:

- IBM Tivoli OMEGAMON® XE on z/OS® V4.1.0 SPE
- IBM Tivoli OMEGAMON XE for CICS® on z/OS V4.1.0 SPE
- IBM Tivoli OMEGAMON XE for CICS TG on z/OS V4.1.0
- IBM Tivoli OMEGAMON XE for IMS™ on z/OS V4.1.0 SPE
- IBM Tivoli OMEGAMON XE for Storage on z/OS V4.1.0 SPE
- IBM Tivoli OMEGAMON XE for DB2® Performance Expert on z/OS V4.1.0
- IBM Tivoli OMEGAMON XE for DB2 Performance Monitor on z/OS V4.1.0
- IBM Tivoli OMEGAMON XE on z/VM® and Linux™ V4.1.1
- IBM Tivoli OMEGAMON XE for Mainframe Networks V4.1.0 SPE
- IBM Tivoli Monitoring V6.2
- IBM Tivoli Performance Analyzer V6.1

OMEGAMON XE on z/OS V4.1.0 Small Programming Enhancements (SPE): IBM Tivoli OMEGAMON XE on z/OS provides comprehensive performance and availability information covering sysplex and LPAR level components. Some of the areas covered by this offering are: Workload Manager, Coupling Facility, Cross System Coupling Facility (XCF), Global Enqueue, DASD, CPU, storage, USS, individual workloads and bottleneck analysis. OMEGAMON XE on z/OS provides a detailed comprehensive sysplex to system level monitoring capability of resources and workloads to help you maximize your resources and minimize the number of problems you may have and the time fixing them.

New SPE features include:

- Support for new z/OS V1.9, allowing you to adopt new technology.
- OMEGAMON 3270 Classic enhancement for Work Load Manager (WLM) support.
- OMEGAMON 3270 Classic enhancements in the area of CPU information for four hour MSU/capping and enclaves support.

OMEGAMON XE for CICS on z/OS V4.1.0 (SPE): The product facilitates proactive management of complex CICS systems to help you achieve high performance and avoid costly downtime. With a flexible and easy-to-use browser interface, Tivoli OMEGAMON XE for CICS on z/OS helps monitor and manage CICS transactions and resources to isolate and quickly detect situations and events in order to avoid or resolve problems as quickly as possible.

Features included in this SPE release:

- Support for new CICS TS V3.2 and z/OS V1.9.
- OMEGAMON Classic enhancement to provide the ability to display current storage for a single instance of an executing transaction. The enhancement allows quicker diagnostic capability to help identify problems and reduce mean time to fixes.
- The ability to determine which task had a file enqueue when an AFCY (timeout) abend occurs. The ONDV function will be enhanced for more wait resource information. This will provide expanded problem determination capability.
- Multiple OMEGAMON XE for CICS on z/OS enhancements to the Classic component addressing CICS TS V3.2:
  - 64-bit support in Classic
  - INQUIRE WORKREQUEST information
IBM Tivoli OMEGAMON XE for CICS TG on z/OS V4.1.0: For more information, refer to Software Announcement 207-156, dated July 17, 2007.

IBM Tivoli OMEGAMON XE for CICS TG delivers monitoring and management capabilities to the CICS Transaction Gateway component that many customers use to allow distributed applications to get to System z™ CICS regions. The product is focused on proactive monitoring and managing of critical resources and workloads associated with key business applications.

New highlights:

• Automatically discovers all active CICS Transaction Gateway regions, identified by their job names; provides a quick and easy way to monitor and manage your CICS Transaction Gateway on z/OS environment.
• Individual CICS TS Server Analysis pertinent to CICS Transaction Gateways allows the user to quickly identify the CTG transaction and which CICS TS server it is associated with.
• CTG workload and resource utilization views provide a total picture of the CTG environment so that you can ensure that critical workload is available and running efficiently.

OMEGAMON XE for IMS on z/OS V4.1.0 SPE: The product is a powerful management tool to help you optimize the performance and availability of your vital IMS systems. It provides a single point of control over IMS in Parallel Sysplex® environments and reports on performance of coupling facility structure statistics, shared queue counts, database lock conflicts, and a number of other key IMS attributes that help you stay ahead of potential delays or outages.

New SPE features:

• Support for new IMS V10 and z/OS V1.9.
• Provide the ability to create a situation and send an alert for IMS transactions that are in stopped status and are being traced (status STOP,TRA). This feature expands the scope of XE transaction monitoring.
• Provide TRF capability to report on IMS Control Region Overhead CPU time for better detailed performance analysis and tuning.
• Include enhancements to the LOCK command, WTO messages, and Shared Queues information in TRF for better monitoring and alerting capability.

OMEGAMON XE for Storage on z/OS SPE: This product provides comprehensive monitoring of the z/OS I/O sub-system performance and storage availability. You can manage the performance and availability of mainframe-attached storage, including DASD and tape devices, and the datasets that reside on them. OMEGAMON XE for Storage on z/OS SPE also features in-depth analysis of two important IBM storage software components: Data Facility Systems Managed Storage, which manages the service levels and priorities of datasets based on user created storage goals, and Data Facility Hierarchical Storage Manager (DFHSM). The new release concentrates on the storage administrator and the daily functions needed to manage a complex environment.

New SPE features:

• Provide a Dynamic Workspace Link (DWL) from the cross system volume report to data set level performance view, allowing users to quickly diagnose a problem.
• Provide an DFSMShsm™ cancel command for active tasks, assisting in the daily storage administration function becoming easier.

IBM Tivoli OMEGAMON XE for DB2 Performance Expert on z/OS V4.1.0 and IBM Tivoli OMEGAMON XE for DB2 Performance Monitor on z/OS V4.1.0: IBM Tivoli OMEGAMON XE for DB2 Performance Expert on z/OS provides comprehensive monitoring functionality to
manage the efficiency and performance of DB2 on z/OS applications, online, in real time, and in batch reports along with a Performance Warehouse for expert analysis of DB2 application performance data. It also includes buffer pool analysis features for superior overall DB2 management capabilities. OMEGAMON XE for DB2 Performance Monitor on z/OS is available with online, real-time monitoring and batch reporting functionality.

Enhancements planned for OMEGAMON XE for DB2 Performance Expert (and monitor) V4.1.0:

- Continued competitive 3270 VTAM® classic interface enhancements:
  - Improved navigation and other key usability enhancements for advanced customer environments for the high-performing 3270 OMEGAMON classic interface.

- Improved scalability associated with post-processing the large amounts of DB2 performance data with OMEGAMON XE for DB2 Performance Expert's batch reporter facilities so now you can split DB2 trace data into up to five separate datasets for easier management. The five types are General, Package, Buffer Pool, Group Buffer Pool, and DDF.

- Enhanced support for SAP and other distributed applications in OMEGAMON Near Term History providing new critical management data for distributed applications now collected to Near Term History for enhancing problem analysis for recently terminated threads.

- Improved configuration for ease of use with DB2 subsystem autodiscovery and manual configuration, first phase of improvements in ICAT organization and clarity.

- Continued cross-OMEGAMON integration via DWL between OMEGAMON XE for Mainframe Networks and NetView® for z/OS.

OMEGAMON XE on z/VM and Linux V4.1.1: IBM Tivoli OMEGAMON XE on z/VM and Linux provides a wide range of information about the z/VM operating system, its resources and workloads. Also, information on Linux instances running as z/VM guests and the Linux workloads running on those guests reveal how these instances and workloads on Linux are performing and impacting z/VM and each other. Tivoli OMEGAMON on z/VM and Linux helps you minimize the time and costs associated with managing this multifaceted computing environment, and achieve your goals for high availability.

OMEGAMON XE on z/VM and Linux V4.1.1 will provide insight into workload performance on both z/VM and Linux on z by integrating performance information collected in both environments. V4.1.1 of the z/VM agent will provide:

- Additional integrated monitoring of Channels, Mini Disk Cache, and Control Unit Cache, which allows users to identify bottlenecks in their I/O subsystem.

- Enhanced reporting of Linux CPU metrics, providing more detailed information to tune Linux guests.

- Currency support for new operating system versions, z/VM platform support includes z/VM V5.3; Linux platform support includes RHEL 5, and SLES 9 and 10.

- New, open standards, Eclipse-based reports (utilizing Business StorIntelligence and Reporting Tools — BIRT) providing historical resource usage (CPU real/virtual, storage/memory, DISD/disk/file system), which can be used for trending and capacity planning.

OMEGAMON XE for Mainframe Networks V4.1 SPE: IBM Tivoli OMEGAMON XE for Mainframe Networks helps you stay ahead of those performance lags by managing the health of your network connections proactively. Within your z/OS environment, Tivoli OMEGAMON XE for Mainframe Networks analyzes VTAM performance — VTAM storage, VTAM buffers, and VTAM I/O, and TCP/IP performance — with TN3270, FTP, high-performance routing/enterprise extender (HPR/EE) and other key communications systems — and alerts you to resource problems and unstable connections. A vast range of metrics helps you pinpoint where network problems like TCP/IP stack problems, network traffic flow, bottlenecks and slow throughput may cause workflow delays.

To support customers who are moving to secure data transmission across open networks using IPSec, IBM Tivoli is delivering monitoring of IPSec in OMEGAMON XE for Mainframe Networks V4.1. IBM Tivoli OMEGAMON XE for Mainframe Networks will provide users the ability to monitor the effectiveness of IP filters and the performance of IPSec tunnels for the TCP/IP stacks on a z/OS system. Users will be able to identify potential network attacks or configuration problems with IP filters and IPSec security associations. The information provided may be used to perform problem determination and to identify possible corrective actions.
Common OMEGAMON XE enhancements

- ICAT support for IPv6 will allow the installation of the OMEGAMON portfolio into organizations utilizing IPv6.
- Multiple ICAT enhancements to improve customization of the OMEGAMON products during install and maintenance cycles.

IBM Tivoli Monitoring V6.2: IBM Tivoli Monitoring V6.2 builds on the robust monitoring capabilities of IBM Tivoli Monitoring V6.1 and provides improved ease of use, enhanced views, and even tighter integration with other Tivoli products for better service management. The major enhancements of this release:

- Tools to help automate the migration of IBM Tivoli Monitoring V5 resource models to IBM Tivoli Monitoring V6.2 situations, providing easier transition for existing IBM Tivoli Monitoring V5 users to IBM Tivoli Monitoring V6.2.
- Tivoli Enterprise™ Portal (TEP) user authentication via the LDAP to help reduce implementation and administration work.
- Introduction of Agent Builder that facilitates creation of custom monitors in a matter of minutes, allowing users to monitor almost anything in their environment with minimal effort.
- Performance improvements and scalability to support managing very large IT environments.
- Monitoring of System p™ AIX® environment enhancements, including mapping of virtual resources to physical resources, created by the AIX development team, providing the best-of-breed monitoring of the System p AIX environment written by the experts.
- Regular expressions for log file monitoring support using IBM Tivoli Monitoring Universal Agent provides even more powerful log file monitoring capabilities and enhances the ability to monitor custom applications.
- Better visualization with improved chart views, IBM Tivoli Monitoring infrastructure topology view enhancements, and support for a full function browser within a workspace; these features can help enhance the ability for operators and administrators to use a single console for more efficient and effective troubleshooting and diagnosis of issues.
- Common Event Viewer, which integrates IBM Tivoli Monitoring, IBM Tivoli Enterprise Console®, and IBM Tivoli Netcool OMNibus events into a single console, creating a common look and feel no matter which event management tool is used.

The IBM Tivoli Monitoring V6.2 family of products monitors a broad range of IT resources, consolidating information about the performance and availability of these resources in a single consistent interface, providing alerts and contextual knowledge when issues occur, and automating corrective actions when appropriate. This helps to improve the IT organization’s efficiency and effectiveness in responding to and resolving events, incidents, and problems. In addition, this data can be used as a foundation for higher value capabilities such as business service management, service level management, capacity planning, and more. By itself or integrated into a broader solution, IBM Tivoli Monitoring helps to improve the IBM Service Management capabilities of the IT organization.

IBM Tivoli Performance Analyzer V6.1

- Is a seamless extension to IBM Tivoli Monitoring
- Uses IBM Tivoli Monitoring agents; no need for additional agents
- Provides simple, intuitive forecasting of resource trends
- Focuses monitoring attention on emerging problems
- Automates performance trending and reporting
- Highlights emerging problems before they become a threat to service levels
- Eliminates surprises caused by unforeseen resource shortages
- Speeds up problem determination lifecycles
- Enhances value and investment in resource monitoring and automation
- Leverages existing IBM Tivoli Monitoring user interface and automation capabilities
Has out-of-box support for distributed systems monitoring
Integrates with capacity estimation tools
Is extensible solution that enables users to extend analytics to add key information
Supports Universal Agent
Complements capacity management tools

IBM Tivoli Performance Analyzer V6.1 enables system administrators to identify problems, more quickly resolve them, and predict future problems in order to avoid them. Since it seamlessly plugs into IBM Tivoli Monitoring and TEP and has built-in domain knowledge of distributed systems, users can immediately be more effective without having to turn to other specialists with deep capacity modeling tools.

IBM Tivoli Performance Analyzer helps organizations to effectively and proactively execute infrastructure management. As a seamless, integrated part of Tivoli's infrastructure management platform, it enhances the value of performance management products, such as IBM Tivoli Monitoring, by adding forward-looking predictive capability to IBM Tivoli Monitoring's strong real-time, near-time, and historical data management capabilities. IBM Tivoli Performance Analyzer enables resource management to focus on future performance issues, providing for proactive operational management.

Composite application management

The following products are operational management products that provide leading application management solutions that support the IBM Service Management strategy:

- IBM Tivoli OMEGAMON XE for Messaging V6.0.1
- IBM Tivoli Composite Application Manager for SOA V6.1 Fixpack 1
- IBM Tivoli Composite Application Manager for SOA V7.1
- IBM Tivoli Composite Application Manager for Internet Service Monitoring V6.0.1

IBM Tivoli OMEGAMON XE for Messaging V6.0.1: IBM Tivoli OMEGAMON XE for Messaging provides the most comprehensive suite of tools to monitor and configure IBM WebSphere® MQ, IBM WebSphere Message Broker, and IBM WebSphere InterChange Server environments critical to business applications.

IBM Tivoli OMEGAMON XE for Messaging provides capabilities for auto-discovery and immediate monitoring of complex MQ environments. It identifies common problems and automates corrective actions by monitoring key WebSphere MQ, WebSphere Message Broker, and WebSphere InterChange Server metrics to help detect and repair messaging infrastructure problems before they impact business applications. It provides tools for subject matter experts to drill down to locate the problem, identify root causes, and resolve bottlenecks or outages effectively. It sends event notifications and provides data collection for real-time and historical data analysis for capacity planning, thus reducing administration costs and maximizing return on investment with increased efficiency of the IT staff. IBM Tivoli OMEGAMON XE for Messaging provides user-customized, role-based displays including business views, platform views and resource views using the TEP. It also provides functionality for integration with other solutions to simplify management of service oriented architecture (SOA) environments.

IBM Tivoli OMEGAMON XE for Messaging V6.0.1 is designed to:

- Better integrate with IBM Tivoli Monitoring and OMEGAMON when compared to home grown tools.
- Launch in context from OMEGAMON XE for Messaging to OMEGAMON for CICS to improve problem resolution time for messages that use CICS.
- Provide auto discovery of queue managers and grouping of queue managers to help make it easier for new customers to get started.
- Provide problem resolution assistance by providing real-time status data for queues and channels in MQ environments.
- Monitor and configure queue managers remotely.
- Help improve performance in large MQ environments with large scale implementation improvements.
• Provide currency with platform support.
• Provide upgrade path for existing customers.

**IBM Tivoli Composite Application Manager for SOA V6.1 and V7.1:** IBM Tivoli Composite Application Manager for SOA delivers unparalleled, integrated management tools for your Web and enterprise infrastructure that help maintain availability and performance of your on-demand business. With IBM Tivoli Composite Application Manager for SOA, you can monitor, manage, and control the service layer of your IT architecture. When you use the software in conjunction with other members of the Tivoli availability family, you can drill down to the application, resource, and messaging layers to identify the source of bottlenecks or failures and pinpoint services that take the most time or use the most resources.

IBM Tivoli Composite Application Manager for SOA supports IBM Service Management by integrating with the Availability Process Manager to help maintain high service levels. In addition, IBM Tivoli Composite Application Manager for SOA can discover services and their relationships, and store this information in the Tivoli Change and Configuration Management Database, which expands the view of IBM Service Management to the services layer.

**Major enhancements**

**IBM Tivoli Composite Application Manager for SOA V6.1 Fixpack 1**

IBM Tivoli Composite Application Manager for SOA supports monitoring of service flows through WebSphere Message Broker. This helps to quickly identify problems with service flows inside WebSphere Message Broker and link in the TEP to OMEGAMON XE for Messaging to find the root cause and correct the problem so that high service levels are maintained.

**New features:**

• Provides services views by service requestor to enable monitoring and visualization of WebSphere Application Server data by Web service requestor USERID, allowing you to track and monitor quality of service for individual users, number of service invocations made by a specific requestor, and average response time as seen by a specific requestor. This information can also be used for chargeback purposes.

**IBM Tivoli Composite Application Manager for SOA V7.1**

**New features:**

• Service-to-service topology view in the TEP that provides relationship diagrams that visually show impact of service outages, and help identify root cause of problems.

• TEP-based linking in context from a node in the topology view providing launch in context to other IBM Tivoli Composite Application Manager, IBM Tivoli Monitoring, and OMEGAMON applications, enabling operators to drill down from services to application components and IT resources, to identify the source of failures and reduce downtime.

• Provide additional Message Broker monitoring capabilities including SOAP and non-SOAP over MQ, JMS, and HTTP.

• Provide Web service requestor visualization of service data by Web service requestor HOSTNAME, and extend the supported service containers beyond WebSphere Application Server.

**IBM Tivoli Composite Application Manager for Internet Service Monitoring V6.0.1:** IBM Tivoli Composite Application Manager for Internet Service Monitoring is part of the Tivoli family of solutions for application management that includes IBM Tivoli Composite Application Manager, IBM Tivoli Monitoring, and IBM Tivoli OMEGAMON solutions, which work together to provide a comprehensive, integrated, end-to-end view of your applications via the TEP.

IBM Tivoli Composite Application Manager for Internet Service Monitoring provides end-user experience management and service polling to measure availability, performance, and content accuracy of services via simulated transaction monitoring of over 24 protocols. IBM Tivoli Composite Application Manager for Internet Service Monitoring's support for 24 protocols complements the robotic and real user response time monitoring functions of IBM Tivoli Composite Application Manager for Response Time, and together they form Tivoli's comprehensive end-user experience management and service polling solution that:

• Measure availability, performance, and content accuracy of services via 24 protocols
– User services: FTP, HTTP, HTTPS, IMAP4, NNTP, POP3, RTSP, SMTP, WMS, Streaming Media
– Support services: DHCP, DIAL, DNS, ICMP, LDAP, NTP, RADIUS, RPING, SAA®, SNMP, TCP PORT, SIP, SOAP

• Simulate users of applications
• Include periodic testing
  – Measure against defined SLA — percent availability
  – Identify long-term trends with historical reporting
• Have broad application and service coverage
• Integrate with IBM Tivoli Composite Application Manager for Response Time via the TEP to provide comprehensive end-to-end management of end-user response time

IBM Tivoli Composite Application Manager for Internet Service Monitoring answers the following questions:

• Is my service or application working now?
• Why is it failing?
• Is the performance degrading?
• Is it meeting my SLA?

Information from IBM Tivoli Composite Application Manager for Internet Service Monitoring on performance, availability, and problem identification can be used with several other IBM Tivoli products to help deliver even greater value.

• IBM Tivoli Service Level Advisor can use response time information to help identify service level problems and trends.
• IBM Tivoli Business Service Manager can leverage response time information to help identify the impact to overall business systems.
• Other IBM Tivoli Provisioning Manager products can use response time information to take provisioning actions to help prevent service level agreement breaches.
• IBM Tivoli Monitoring can be used to determine if resource monitors (for CPU, memory, disk utilization, and so on) reveal the cause of response time problems.
• IBM Tivoli Composite Application Manager can use response time information to help identify if component bottlenecks are effecting the end-user experience.

IBM Tivoli Composite Application Manager for Internet Service Monitoring supports autonomic computing by providing proactive response time analysis to help organizations prevent a SLA breach before it happens.

Scheduling and automation management

The following are operational management products providing leading scheduling and automation management solutions to support the IBM Service Management strategy:

• IBM Tivoli Workload Scheduler V8.4
• IBM Tivoli Workload Scheduler for Applications V8.4
• IBM Tivoli Dynamic Workload Broker V1.2
• IBM Tivoli System Automation for z/OS V3.2

IBM Tivoli Workload Scheduler V8.4: IBM Tivoli Workload Scheduler delivers service-based workload automation. Tivoli Workload Scheduler is built on an SOA, with open, published J2EE and Web services interfaces to easily integrate and align heterogeneous applications and systems workloads with enterprise-level business services. It provides built-in fault tolerance and easily scales to manage high levels of activity up to hundreds of thousands of workloads per day in production environments from a single point of control. Not only does this give you the flexibility and reliability you require, it also enables you to improve workload coordination,
visibility, and control across the organization, increases workload velocity into existing resources, and improves operational performance and cost efficiency.

New features of Tivoli Workload Scheduler V8.4:

- Advanced advent-based scheduling capabilities to better manage workloads in connection with real-time business demands
- Extensive Web-based reporting capabilities including templates for production and plan workloads, and custom SQL reporting
- Ability to submit SAP workloads through the Tivoli Dynamic Workload Console to provide more consistent visibility and control over mixed enterprise workloads, and more easily integrate and align ERP environments with enterprise-level business services
- Trial and forecast planning through the Tivoli Dynamic Workload Console to help fine tune workload plans and IT resource utilization
- Agentless technology for increased flexibility in smaller workload environments
- Integration with TEP to include workload automation exceptions monitoring with a wide range of systems management events from a single point of operational control
- IPv6 support to improve network routing and autoconfiguration
- LDAP support to easily authentic users with existing security infrastructures

**IBM Tivoli Workload Scheduler for Applications V8.4:** To apply the highly sophisticated workload management capabilities of Tivoli Workload Scheduler and Tivoli Workload Scheduler for z/OS to ERP application environments, use IBM Tivoli Workload Scheduler for Applications. It extends Tivoli Workload Scheduler software by providing extensive awareness and interfacing into ERP applications. Tivoli Workload Scheduler for Applications leverages the built-in workload capabilities of Oracle e-Business Suite, PeopleSoft, SAP R/3, and SAP Business Warehouse, coordinating workload automation across mainframe and distributed environments.

New features of Tivoli Workload Scheduler for Applications V8.4:

- Enhanced SAP event monitoring and scheduling for consistent dynamic scheduling capabilities across mixed, inter-dependent heterogeneous applications and systems
- Automatic import and synchronization of SAP calendars to provide more consistent visibility and control over ERP workloads

**IBM Tivoli Dynamic Workload Broker V1.2**

For more information, refer to Software Announcement 207-150, dated July 3, 2007.

IBM Tivoli Dynamic Workload Broker transforms static IT infrastructures into dynamic, virtualized environments by dynamically routing workloads to the best available resources. This eliminates labor intensive efforts to plan workload assignments across heterogeneous resources, and labor intensive efforts to address unplanned incidences in the IT infrastructure. When changes occur in the IT environment, Tivoli Dynamic Workload Broker automatically adapts workload execution in real time to ensure production plans are executed and increase workload velocity through available assets.

New features of Tivoli Dynamic Workload Broker V1.2:

- Advanced auditing and reporting services to easily demonstrate compliance with government regulations and enterprise controls
- Platform support extended to include Solaris and HP-UX operating systems so you can integrate and virtualize more of your distributed IT infrastructure

**IBM Tivoli Workload Scheduler for z/OS V8.3**

- Two new features have been made available through Tivoli Workload Scheduler for z/OS V8.3 PTFs:
  - Added TCP/IP support to help enhance communication between Tivoli Workload Support Engine and Agents, and to help enable SNA replacement
  - Removed limitation of Windows™ password in text file to help provide a stronger security environment
IBM Tivoli System Automation for z/OS V3.2: IBM Tivoli System Automation for z/OS (SA z/OS) is designed to provide high availability for critical business applications through policy-based self-healing, and to automate the z/OS system’s Input/Output, processor, and systems operations. System administrators can define a DESIRED STATE of the system, and the software will monitor and launch the appropriate response in case the system deviates from that DESIRED STATE. It includes automation policy modules for many middleware and applications such as IMS, CICS, DB2, WebSphere, GDPS™, and mySAP Business Suite. The unique functions of Tivoli System Automation for z/OS help you with single z/OS systems and Parallel Sysplex clusters to:

- Reduce the frequency and duration of incidents that impact IT availability
- Establish a single point of high availability within the IT organization
- Address shortcomings of high availability with best practices
- Ease management of complex IT infrastructures
- Reduce costs
- Move the IT organization from reactive error correction to proactive service enhancement

The new release of SA for z/OS V3.2 provides improved ease of use, with integration to the TEP for management of the z/OS automation data. With this capability, the TEP can serve as the central integration point for all IBM Tivoli Monitoring, IBM Tivoli OMEGAMON XE, and IBM Tivoli Composite Application Management products, as well as IBM Tivoli Workload Scheduler and IBM Tivoli Netview for z/OS.

Additional enhancements of this release:

- Ability to trigger a move operation at the beginning of system shutdown; a new preference value will be introduced to start the move of the application when the shutdown of the system is initiated.
- Integration of the new Tivoli System Automation for Integrated Operations Management (SA IOM) that provides an integrated solution for customizable automated alert system through a single Web-based console system and notifications sent via beeper, voice, digital pager, and e-mail.
- The integration of OMEGAMON XE integration provides the ability to issue SOAP requests to retrieve detailed performance data from any product installed in the IBM Tivoli Monitoring infrastructure. This new enhancement provides improved health monitoring of applications, pro-active automation based on health status changes and, therefore, higher availability.
- Nested class support for policy definitions helping to avoid the definition of the same data multiple times and improves ease-of-use for new customers.
- New, additional automation policy modules that provide high availability for IBM Business Service Manager, IO-Operations component, and an end-to-end policy for SAP, as well as failover support within a sysplex for CICS and IMS.
- Bulk update for Application Groups and User Entry-Type Pairs allowing for quick changes across multiple Application Groups (for example, relationship definitions or resource specifications) and quick changes when lots of updates need to be performed.
- Shared WLM resource name support allowing the installation to use a single WLM resource for multiple TSA resources; also allows a WLM resource name to be assigned to an application group.

The IBM Tivoli System Automation family of products provides a broad range of automation tools to drive high availability of the IT resources across heterogeneous environments for planned and unplanned incidents.

Network management

The following operational management products provide leading network management solutions that support the IBM Service Management strategy:

- IBM Tivoli NetView for z/OS V5.3
- IBM Tivoli Network Manager IP Edition V3.7
- IBM Tivoli Network Manager IP Entry Edition V3.7
IBM Tivoli NetView for z/OS V5.3: IBM Tivoli NetView for z/OS V5.3 provides state-of-the-art management for your business critical IT network infrastructure. Use NetView to manage your mainframe systems, your networks, and the key services these systems and networks support. This release expands NetView’s capabilities to continue to match the evolution you are encountering in your System z environments and to strengthen ties to the Tivoli portfolio to allow you to better manage your IT environments.

Expanded TEP integration
NetView for z/OS V5.3 continues the direction begun in V5.2 and strengthens its presence in the TEP through:

- Connectivity improvements using a System z-based Enterprise Management Agent
- A wide array of new and expanded workspaces and views
- Situations (pre-defined conditions warranting operator attention) and expert advice
- Information about the health of NetView itself
- Broader cross-product integration with the OMEGAMON XE product suite

Enhanced IP management
NetView’s long history of providing management for the mainframe environment (including the operating system, its communications server, and other functions) continues with several important enhancements to better manage IP networks and sysplex environments.

TCP/IP management, continues to be a focus area with NetView. NetView has added numerous TCP/IP management enhancements over time. NetView V5.3 further strengthens these capabilities with enhancements for management of SNA over IP, several important additions to connection management, and expanded support for IPv6.

The Automated Operations Network (AON) component’s packet trace control capabilities are enhanced to allow control of multiple active traces. Additionally, all possible component trace options can now be specified through AON.

Sysplex monitoring
Sysplex environments are increasingly important in System z installations. NetView already discovers the z/OS images within a sysplex and the stacks on each of those images, and provides management capabilities for such environments. NetView also discovers a variety of Dynamic Virtual IP Addressing (DVIPA)-related information, including connections through a sysplex distributor, DVIPA connection status, and other information. Although related, the two types of information have been collected, stored, and displayed independently of each other. With NetView V5.3, you can now bring related information together, and more easily manage these environments.

Discovery Library Adapter (DLA)
NetView’s DLA extracts TCP/IP resource information and relationships from the NetView for z/OS Resource Object Data Manager (RODM) data cache, formats the data into an output XML file, and sends that managed resource information to the IBM Configuration and Change Management Database (CCMDB).

NetView for z/OS TCP/IP data in the CCMDB database enables consuming applications, such as Tivoli Application Dependency Discovery Manager (TADDM), to locate resources discovered by other providers, such as an FTP server or router, in a TCP/IP network. This resource correlation helps operators and network analysts to solve outages and improve configuration and change management.

Of particular value is the correlation in CCMDB between TCP/IP z/OS resources discovered by NetView for z/OS and z/OS resources discovered by the z/OS DLA.

IBM Tivoli Network Manager IP Edition V3.7: IBM Tivoli Network Manager IP Edition helps the network management staff visualize and understand the layout of complex networks and the impact of network events and failures upon them.

IBM Tivoli Network Manager IP’s topology-based event correlation and root cause analytics
allows Network Operations Center technicians to work more efficiently by focusing time and attention on root cause events and identifying symptom events that can be filtered into a separate view. This dramatically reduces the time needed to heal the network and ensures that customer-facing network operations staff has meaningful, contextual information at their fingertips. This helps IBM Tivoli Network Manager Operations Center operations meet their customer's highest service expectations.

IBM Tivoli Network Manager IP’s advanced network discovery and visualization capabilities mean that Network Operations Center operators are also provided with the ability to view the network infrastructure and associated events that are critical to specific customer services.

IBM Tivoli Network Manager IP also provides detailed flexible inventory reporting and the network data required to reconcile other systems you use to support your business.

IBM Tivoli Network Manager IP can provide enterprises and service providers with the accurate real-time visibility of the network infrastructure that they need to effectively:

- Reduce operational expenditures
- Reduce future capital expenditure
- Maximize revenues

This is achieved by IBM Tivoli Network Manager IP's network discovery and modelling capability that provides an organization:

- Accurate network discovery and connectivity modelling
- Visualization of the discovered network
- Monitoring of the discovered network
- Topology-based event correlation analysis — root cause analysis
- Asset reporting (through Netcool for Asset Management)

IBM Tivoli Network Manager IP V3.7 is the next release of IBM's automatic network discovery and topology-based management product for IP networks (formerly called IBM Tivoli Netcool/Precision for IP Networks) in service providers and large enterprises.

This release brings enhanced functionality to both users and administrators of the product and will deliver significant benefits:

- Improved ease of purchase and maintenance — IBM Tivoli Network Manager IP V3.7 is available for purchase through the IBM Passport Advantage® program.
- Faster time-to-value — Out-of-the-box deployment capabilities using a quick start installer is provided to quickly install and configure IBM Tivoli Network Manager IP in line with best practices.
- Improved ease of use for system administrators and network operators — Numerous enhancements have been provided to ease the tasks of the administrator and operator, and expedite their workflow processes.
- Extended next generation network support — Enhanced MPLS discovery and event correlation rules. In analyzing common problems that occur in MPLS networks, event correlation rules are prioritized based on how often a problem occurs and whether it affects service.
- Updated topology model — Integration with CCMDB and updated inventory reports that are supported on MySQL V5.0, DB2 Distributed V8.1, V8.2, and V9.1, and Oracle 9i V2/10g.
- Upgrade support — Upgrades from IBM Tivoli Netcool/Precision V3.6, IBM Tivoli NetView Distributed V7.1.4/7.1.5, IBM Tivoli Switch Analyzer V1.3, and third-party network management tools are all supported.
- Extended platform support — Support has been extended to include the following platforms: AIX V5.3 and V5.4, Sun Solaris on Sparc V9 and V10, Microsoft™ Windows Server 2003 and Windows XP, Red Hat Linux V3.0 and V4.0 on Intel® (V4.0 on AMD64 too) and SLES V9.0 V10.0 on Intel and AMD64.
- Globalization — User interfaces (both system administrator and network operator interfaces) now support globalization and are available in the following languages: English, Chinese Simplified, Chinese Traditional, Japanese, and Korean.
IBM Tivoli Network Manager IP Entry Edition V3.7: IBM Tivoli Network Manager IP Entry Edition is a new offering based around the original IBM Tivoli Network Manager IP Edition and is focused on the mid-market organization.

Just as in the case of IBM Tivoli Network Manager IP, IBM Tivoli Network Manager Entry Edition helps network management staff visualize and understand the layout of complex networks and the impact of network events and failures upon them.

IBM Tivoli Network Manager Entry Edition's topology-based event correlation and root cause analytics allows Network Operations Center technicians to work more efficiently by focusing time and attention on root cause events and identifying symptom events that can be filtered into a separate view. This dramatically reduces the time needed to heal the network and ensures that customer-facing network operations staff has meaningful, contextual information at their fingertips. This helps Operations Center operations meet their customer's highest service expectations.

IBM Tivoli Network Manager Entry Edition's advanced network discovery and visualization capabilities mean that Network Operations Center operators are also provided with the ability to view the network infrastructure and associated events that are critical to specific customer services.

IBM Tivoli Network Manager Entry Edition can provide the smaller enterprise and service provider organization with the accurate real-time visibility of the network infrastructure that they need to effectively:

- Reduce operational expenditures
- Reduce future capital expenditure
- Maximize revenues

This is achieved by IBM Tivoli Network Manager IP network discovery and modelling capability that provides an organization:

- Accurate network discovery and connectivity modeling
- Visualization of the discovered network
- Monitoring of the discovered network
- Topology-based event correlation analysis — root cause analysis
- Asset reporting (through Netcool for Asset Management)

Major new features in this release

IBM Tivoli Network Manager Entry Edition V3.7 is the first release of IBM's automatic network discovery and topology-based management product for IP networks (formerly called IBM Tivoli Netcool/Precision for IP Networks) for the medium-sized enterprise and federal market.

This release brings enhanced functionality to both users and administrators of the product and will deliver significant benefits:

- Tailored for the mid-market organization — While retaining the breadth of coverage and performance strengths of IBM Tivoli Network Manager IP, IBM Tivoli Network Manager IP Entry Edition provides a competitively packaged solution suited for the medium-sized organization.
- Single consolidated network management offering — All prerequisite Netcool products (OMNIbus and Webtop) bundled in a limited format providing a simple and clear price point.
- Improved ease of purchase and maintenance — Available for purchase through the IBM Passport Advantage program.
- Faster time-to-value — Out-of-the-box deployment capabilities using a quick start installer is provided to quickly install and configure IBM Tivoli Network Manager IP in line with best practices.
- Numerous enhancements have been provided to ease the tasks of the administrator and operator, and expedite their workflow processes.
- Upgrade support — Upgrades from IBM Tivoli Netcool/Precision V3.6, IBM Tivoli NetView Distributed V7.1.4 and V7.1.5, IBM Tivoli Switch Analyzer V1.3 and third-party network
management tools are all supported.

IBM Tivoli Network Manager Transmission Edition V5.6: Working in combination with IBM Tivoli Network Manager IP Edition V3.7, IBM Tivoli Network Manager Transmission Edition V5.6 (formerly Netcool/Precision for Transmission Networks) is designed to help manage layer 1, 2, and 3 transmission networks, including wavelength division multiplexing (WDM), synchronous optical network (SONET), synchronous data hierarchy (SDH), IP, Ethernet, and MPLS, from a single console. Network topology information from all of your network devices can be stored in a common, commercial, off-the-shelf database and manipulated using standard practices.

Both products help network management staff visualize and understand the layout of complex network events and the impact of network events, and failures upon them. IBM Tivoli Network Manager IP Edition V3.7 topology-based event correlation and root cause analytics and IBM Tivoli Network Manager Transmission Edition V5.6 event correlation and event enrichment help Network Operations Center technicians work more efficiently by focusing time and attention on root cause events and by helping to identify symptom events that can be filtered into a separate view.

IBM Tivoli Netcool/OMNIbus V7.2: Netcool/OMNIbus delivers industry leading real-time, centralized event management capabilities. A large variety of events can be managed from networks, devices, servers, and applications capable of generating alarms, alerts, and other autonomous events, including security events. With performance and scalability that can handle rates exceeding millions of events per day, Netcool/OMNIbus offers powerful, highly scalable event management for around-the-clock operations.

Leading telecommunications service providers use Netcool/OMNIbus to monitor their complex wireline/wireless networks and services in real time, and to relay their status to operators and network managers in a timely fashion. The software helps improve operator efficiency and maximize network reliability, thus leading to enhanced customer satisfaction.

Leading enterprises rely on Netcool/OMNIbus to consolidate the management of their IT networks, applications, and servers, which would otherwise need multiple management systems and tools, via a single pane of glass view. This manager of manager capability helps make it easier for enterprises to manage problems across large, heterogeneous networks and IT silos, and thereby reduce costs and improve overall productivity.

Applying automated problem diagnosis, notification, and resolution helps operations teams improve performance, reduce costs of offering services, and enables your business to operate more efficiently and competitively:

- Realtime analysis of IT faults enables staff to derive the status of business-related services.
- Rapid event notification improves responsiveness to real or potential service outages.
- Reduces mean time to repair (MTTR) by consolidating all event management information into a central location, and helps staff find and resolve faults more rapidly.

Major new features in this release:

- **IPv6 support**: Both the current IPv4 and the evolving IPv6 networks are able to be monitored via Netcool/OMNIbus via dual stack environment, especially critical for federal government networks as well as for customers in Japan, Korea, and so on.
- **Leveraging IBM Tivoli Monitoring and Business Service Manager**: This includes IBM Tivoli Monitoring, extended self monitoring, and the use of TEP for event views.
- **Extended platform support**: Includes new Windows and Linux platforms.
- **Out-of-the-box failover**: Improved ease of configuration for high-availability systems accelerated event notification; fast-track event propagation for high priority events with supporting "pop-up" GUI applications.
- **Remote help**: Improved support for administrators with IBM Support Assistant.
- **Tivoli Data Warehouse Gateway** — Event archiving from Tivoli Enterprise Console or OMNIbus to Tivoli Data Warehouse to support incremental upgrade from Tivoli Enterprise Console.

**Storage management**

The following operational management products provide storage management solutions that
support the IBM Service Management strategy:

- IBM Tivoli Storage Manager V5.5
- IBM Tivoli OMEGAMON XE for Storage on z/OS 4.1 SPE (described previously)
- IBM Tivoli Advanced Catalog Management for z/OS V2.1
- IBM Tivoli Advanced Audit for DFSMSshsm V2.1
- IBM Tivoli Advanced Reporting for DFSMSshsm V2.1
- IBM Tivoli Allocation Optimizer for z/OS V2.1

**IBM Tivoli Storage Manager V5.5**: IBM Tivoli Storage Manager family of products is designed to help provide a solution focused on the key data protection activities of backup, archive, recovery, space management, database and application protection, ERP, bare machine recovery, and disaster recovery planning. Tivoli Storage Manager also includes capabilities which can help protect your mission-critical data requiring 24 x 7 availability, as well as options for high-efficiency backup of key business applications, with virtually no backup related performance impacts.

Tivoli Storage Manager is currently helping protect the data of many thousands of customers in virtually every type of industry around the world. Tivoli Storage Manager scales from small installations to very large installations, capable of managing the data on most systems from a PC, to UNIX® server, to a mainframe computer.

Tivoli Storage Manager is an integral part of IBM Service Management. Tivoli Storage Manager is positioned in IBM Service Management as an IBM operational management product. As a key IBM operational management product, Tivoli Storage Manager helps users to ensure the availability of their applications and data, aids in optimizing storage requirements, and helps meet ongoing needs for secure data storage.

Planned new features of IBM Tivoli Storage Manager V5.5

- **Performance and optimization enhancements**
  - Efficient use of disk storage pools — Tivoli Storage Manager supports two types of disk storage pool formats: random and sequential. Tivoli Storage Manager V5.5 plans to continue to improve its exploitation of sequential disk storage pools. Tivoli Storage Manager V5.5 should enable concurrent retrieve access to sequential file volumes from multiple Tivoli Storage Manager operations. This should deliver improved performance of operations on sequential file disk storage pools. Also, migration is planned to be based on the total occupancy of the sequential file disk storage pool and not on the total number of sequential file volumes that have data. This should provide you with more optimal use of disk used for sequential file disk storage pools.

- **Enhanced security**
  - IBM Tivoli Storage Manager V5.5 is expected to deliver simple encryption key management for the Tivoli Storage Manager backup/archive client. Currently, Tivoli Storage Manager supports encryption on the Tivoli Storage Manager client but does not provide any key management, requiring users to store a password on the client or enter a password to access files. With this enhancement, transparent encryption is planned to be seamlessly handled with the Tivoli Storage Manager server storing the key. Tivoli Storage Manager's encryption key management is planned to be available for the Tivoli Storage Manager application clients and for supported encryption tape drives.

- **Planned new application and networking support**
  - Tivoli Storage Manager for Copy Services V5.5 should support Microsoft Exchange 2007.
  - Tivoli Storage Manager V5.5 should support TCP/IP V6.

- **Additional expected IBM System Storage™ N series (NAS) integration enhancements**
  - Tivoli Storage Manager for Advanced Copy Services V5.5 is expected to provide new capabilities that further enhance the integration of Tivoli Storage Manager with IBM N series (NAS) devices. These capabilities should enable high performance and low-application impact backups that utilize NAS storage. Expected in Tivoli Storage Manager for ACS 5.5 are N series snapshot for DB2 on AIX, and Linux on x86.

- **Windows replication enhancements**
  - Replication technology is a key backup/recovery capability that can enable high...
performance and low application impact backups and restores. Tivoli Storage Manager for Copy Services V5.5 plans to extend Volume Shadow Copy Services (VSS) support to now include Microsoft SQL.

- Administration productivity enhancement
  - Fault tolerant export and imports is a planned ease of use and productivity enhancement for the Tivoli Storage Manager Administrator. Tivoli Storage Manager V5.5 will deliver a restartable import and export capability, which can allow for imports and exports to be resumed if halted for some reason.

IBM Tivoli Advanced Catalog Management for z/OS V2.1: Advanced Catalog Management provides a central point of control and management for ICF Catalogs, Tape Catalogs, and VSAM files, including a variety of tools to help ensure backup and forward recovery for these key datasets. Planned enhancements include a simplified SMP/E installation with enhanced publications and program directory; inclusion in IBM SystemPack and ServerPack delivery mechanisms; small improvements to diagnostics and reporting options; and integration with OMEGAMON XE for Storage using the TEP as the interface. This can provide both a dedicated TEP workspace for Tivoli Advanced Catalog Management and automatically shares key information elements with OMEGAMON XE for Storage, enabling immediate discovery and investigation of problems, and the ability to automatically take corrective action using the TEP interface.

IBM Tivoli Advanced Audit for DFSMShsm V2.1: Advanced Audit provides fast, efficient, and complete auditing of the DFSMShsm environment, finding, filtering, and providing automated corrective actions for errors discovered in the DFSMShsm environment, including the tape environment. Planned enhancements include a simplified SMP/E installation with enhanced publications and program directory; inclusion in IBM SystemPack and ServerPack delivery mechanisms, and integration with OMEGAMON XE for Storage using the TEP as the interface. This can provide both a dedicated TEP workspace for Tivoli Advanced Audit and automatically shares key information elements with OMEGAMON XE for Storage, enabling immediate discovery and investigation of problems, and the ability to automatically take corrective action using the TEP interface.

IBM Tivoli Advanced Reporting for DFSMShsm V2.1: Advanced Reporting provides fast, efficient, and complete reporting on the health and performance of the DFSMShsm environment, providing both daily health-checking reports and the ability to customize and drill down to find the information needed to optimize performance and critical system resources in the DFSMShsm environment. An easy-to-use interface allows users to model and then implement corrective actions when needed. Expected enhancements in this version is integration with OMEGAMON XE for Storage using the TEP as the interface. This can provide both a dedicated TEP workspace for Tivoli Advanced Reporting and automatically shares key information elements with OMEGAMON XE for Storage, enabling immediate discovery and investigation of problems, and the ability to automatically take corrective action using the TEP interface.

IBM Tivoli Allocation Optimizer for z/OS V2.1: Allocation Optimizer enables users to avoid and recover from common out-of-storage errors before they prevent jobs from running. Planned additions to the Tivoli Allocation Optimizer for z/OS are the direct result of customer requirements and include new functions such as NOTCAT2 along with VSAM DSORG filtering. A new simulation mode for testing function before implementation has also been developed. Planned enhancements include the Tivoli Allocation Optimizer using the TEP as the interface. This can provide both a dedicated TEP workspace for Tivoli Allocation Optimizer and automatically shares key information elements with OMEGAMON XE for Storage, enabling immediate discovery and investigation of problems, and the ability to automatically take corrective action using the TEP interface.

Reporting and usage management

The following operational management products provide leading reporting and usage management solutions that support the IBM Service Management strategy:

- IBM Tivoli Decision Support for z/OS V1.8
- IBM Tivoli Usage and Accounting Manager V7.1

IBM Tivoli Decision Support for z/OS V1.8: IBM Tivoli Decision Support for z/OS collects log data from various sources and provides a central repository for easy access to the historical enterprise-wide IT utilization information and statistics valuable for use in providing performance
reporting, data for service level management, and usage accounting. The data sources include: DB2, NetView, SMF, IMS, VM, CICS, EREP, Lotus® Domino®, TWS, and many, many others. With this detailed data, users can accurately generate reports that can truly measure the resources of their computing systems.

As a major part of the IBM Service Management initiative and with its focus on IT Financial Management, Tivoli Decision Support for z/OS greatly aids today’s CIOs, who not only need to provide responsive and reliable IT systems, but are being asked to also provide their support in governmental and compliance situations. Tivoli Decision Support for z/OS provides the necessary data to help not only with valuable statistics and resource management but also to deliver the timely information that is now needed at the highest corporate levels. By integrating with a myriad of Tivoli and IBM products, and in relationship with the CCMDB, Tivoli Decision Support for z/OS is able to provide reliable, accurate IT financial information that supports the entire enterprise.

Tivoli Decision Support for z/OS has provided these data types for many years and continues to support the latest versions of the varied data sources. That continues with Tivoli Decision Support for z/OS V1.8. Additionally, customer-requested features have been added to the product to allow better management of their systems. These are:

- **Integration with the TEP**
  - A supplied Tivoli Decision Support for z/OS agent will utilize TEP workspaces to access and display Tivoli Decision Support for z/OS data, which can be presented and analyzed in various fashions.

- **IBM Tivoli Usage and Accounting Manager integration**
  - The former CIMS mainframe collectors and accounting engine components will be renamed as Usage and Accounting Collectors (UAC) and integrated into Tivoli Decision Support for z/OS V1.8.

- **Web reporting and publishing**
  - Tivoli Decision Support for z/OS will use the BIRT to produce Web-based reports. This will entail converting Tivoli Decision Support for z/OS report queries and their parameters into an XML-based report design as per the BIRT Report Object Model. You will then be able to publish pre-defined reports to a Web server to be viewed by end users. A subset of common reports will be provided in BIRT report format and a conversion tool will be provided to help you migrate your own reports.

- **Support for usage of OMEGAMON CICS SMF data**
  - Tivoli Decision Support for z/OS will provide the capability to collect OMEGAMON CICS SMF records that will bring improved integration between Tivoli Decision Support for z/OS and the OMEGAMON suite of products. This support requires no customization other than generating the OMEGAMON CICS SMF records.

- **Support for IMS V10**
  - Tivoli Decision Support for z/OS will provide the capability to collect IMS V10 SMF records.

- **Enhanced support for DB2 V9**
  - For DB2 V9, current, additional zIIP information will be added to the appropriate reports. The latest record definitions will be updated with the current offset information. This will include updated procedures as well. Additionally, there will be removal of obsolete sections from older unsupported versions of DB2.

- **Performance and migration improvements**
  - Performance improvements have been made to the IMS feature by reordering the key sequences in the transaction tables, and by improving internal processing of IMS data within the log procedure. The migration documentation has been updated so that the process for migration is improved. Once Tivoli Decision Support for z/OS V1.8 is installed, the results from all future migration jobs will be recorded as the first step to an automated migration.

**IBM Tivoli Usage and Accounting Manager V7.1:** Tivoli Usage and Accounting Manager supports users in their efforts to account for the usage of IT resources, to assign financial costs of IT to the actual consumers of IT resources, and if desired, to bill those consumers for their share of the IT resources. This financial information helps companies to align the needs of the business with IT costs and make better decisions about IT spending. Armed with accurate reports on IT usage and costs, IT managers can truly manage their IT environment from a
financial perspective.

Tivoli Usage and Accounting Manager facilitates this entire process, from collecting usage information on hundreds of types of IT resources to actually billing the business units, departments, or even individual users for their use of these IT resources. The product provides out-of-the-box collection of usage information for mainframes, UNIX, Windows, virtualized environments, Internet servers, network devices, storage devices, and more. This allows you to quickly and easily assign costs for virtually any piece of IT infrastructure.

Tivoli Usage and Accounting Manager supports IBM Service Management by gathering the financial costs of providing IT services. Understanding the cost of services helps to ensure that IT services are delivered in a fiscally efficient manner, to align business goals with IT spending, and to plan for the cost of providing IT services into the future as needs evolve.

New features in V7.1:

- Globalization — Full support for global customers, including double-byte character languages.
- Cross-platform — No longer dependent on Windows to use the product.
- New data collectors — Expanded support out of the box for the latest customer infrastructure components.

Service management

IBM Tivoli Service Request Manager is a leading service request solution and a key enabler of the IBM Service Management strategy. It provides a path for growth, and leverages best practice to drive efficiency and cost savings into the enterprise.

IBM Tivoli Service Request Manager provides incident and problem and management capabilities and unifies key service support, service delivery and asset management processes. It increases service efficiencies, reduces disruptions, streamlines support and delivery operations, improves customer satisfaction, and reduces costs.

Highlights of this solution:

- Incident and problem management capabilities support the prioritization of fixing the end user's problem over root cause analysis to increase service levels and employee productivity.
- End-user self service provides an easy-to-access, browser-based user interface to submit tickets, view updates, and search solutions.
- An e-mail listener feature efficiently processes inbound e-mails into service requests.
- Ticket templates save time by pre-populating work order fields with information found in the service request.
- Searchable solutions provide quick access to solutions for specific service requests and help build the internal knowledgebase.
- Built-in configuration tools allow users to quickly and easily make changes to their workspace, user interface, workflows, reports, and more.
- Low cost of ownership and ease of configuration provide a robust architecture based on leading standards-based technology with a Web-architected platform built on J2EE with advanced business process management capabilities.

Business Partner information

If you are a Direct Reseller - System Reseller acquiring products from IBM, you may link directly to Business Partner information for this announcement. A PartnerWorld ID and password are required (use IBM ID).

BP Attachment for Announcement Letter 207-188


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**Customized offerings**

Product deliverables are shipped only via Customized Offerings (for example, CBPDO, ServerPac, SystemPac®).

CBPDO and ServerPac are offered for Internet delivery, where ShopzSeries product ordering is available. Internet delivery of ServerPac may help improve automation and software delivery time. For more details on Internet delivery, refer to the ShopzSeries help information at http://www.software.ibm.com/ShopzSeries

Media type for this software product is chosen during the customized offerings ordering process. Based on your customer environment, it is recommended that the highest possible density tape media is selected. Currently offered media types are:

- CBPDOs — 3480, 3480 Compressed, 3490E, 3590, 3592*
- ServerPacs — 3480, 3480 Compressed, 3490E, 3590, 3592*
- SystemPacs — 3480, 3480 Compressed, 3490E, 3590, 3592*

* 3592 is highest density media. Selecting 3592 will ship the fewest number of media.

Once a product becomes generally available, it will be included in the next ServerPac and SystemPac monthly update.

Production of software product orders will begin on the planned general availability date.

- CBPDO shipments will begin one week after general availability.
- ServerPac shipments will begin two weeks after inclusion in ServerPac.
- SystemPac shipments will begin four weeks after inclusion in SystemPac due to additional customization and data input verification.

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