IBM Runbook Automation and IBM Alert Notification deliver more agile, automated operations management

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At a glance

IBM® Runbook Automation

Runbook Automation empowers your IT Operations teams to be more efficient, effective, and reliable. Operators can focus their attention where it is most urgently needed with event-triggered guidance and automated tasks. They can receive guidance to the best resolution with recommended actions and prefilled context, and improve reliability with the relevant information needed to act quickly and consistently.

With Runbook Automation, you can:

- Increase efficiency by getting rid of the noise and running lean operations.
- Improve effectiveness by solving problems faster and running agile operations.
- Strengthen reliability by controlling your operations with consistent and automated responses.

IBM Alert Notification

Alert Notification allows your IT staff to get instant notification of alerts for any critical IT issues. Without addressing these issues in an expedient manner, you will end up affecting your business performance, leading to unsatisfied customers and lost revenue.

With Alert Notification, you can:

- Never miss your actionable critical alerts.
- Immediately route alerts to the right people.
- Speed alert response with automated escalation policies.

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For ordering, contact your IBM representative or an IBM Business Partner. For more information, contact the Americas Call Centers at: 800-IBM-CALL (426-2255).

Reference: YE001

Overview
**IBM Runbook Automation**

Runbook Automation empowers your IT Operations teams to automate common tasks, and communicate and share knowledge in order to expedite fixing common operational problems. You can create and execute runbooks and automated tasks for faster, more repeatable and consistent problem investigation, diagnosis, and resolution.

**IBM Alert Notification**

Alert Notification allows your IT Operations teams to instantly deliver notifications of problem occurrences in your IT Operations environment using automated communication methods such as email, SMS, and voice messaging. They can use custom groups to send alerts to all the right people for a problem or class of problems. Groups can be created based on administrative roles, application names, department names, or other criteria. Custom filters can be created for alerting different users based on incident type and severity.

Alert Notification allows your IT Operations teams to save time and money by directing actionable alerts to the appropriate people or groups at the appropriate time. Alert Notification offers standard integration with IBM Netcool® Operations Insight and Runbook Automation. Alert Notification offers additional integration through the REST API to help extend the capabilities to all of the sources in your environment.

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**Key prerequisites**

- Internet connection
- Supported browser

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**Planned availability date**

February 19, 2016

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**Description**

**IBM Runbook Automation**

Runbook Automation is an easy-to-use service that helps IT Operations management teams to simplify and automate organizational complexity, varying skill sets, confusing alert noise, and reliance on too much manual effort. These issues all contribute to persistent delays, disruptions, and risk of error.

Runbook Automation provides the following capabilities for creating, managing, and executing guided tasks and automated activity:

- Simple creation of event triggered operational guidance and automated tasks:
  - Empowering event-triggered automation and knowledge capture for critical operations management workflows. Your operations teams can create, test, and publish operational automation through guided runbooks to easily create incremental push button automation up to full hands-off automation.
  - Since IT Operations teams have varying skill sets and resource availability, Runbook Automation is designed to provide flexibility in the way you can author and enable runbook execution. The default progression of creating runbooks include manual runbooks, semi-automated runbooks, and fully automated runbooks.
  - Manual runbooks: A step-by-step runbook that describes the exact manually driven procedures an operator has to follow using standard tools accessed from the environment.
– Semi-automated runbooks: Each step describes exactly what an operator has to do, with the added benefit of predefined automated steps that the operator executes. The operator simply pushes a button to execute an automated task on a target system.

– Fully automated runbooks: The runbook is selected by the system in response to a trigger and executed without operator attention.

• Event-triggered automated guidance and actions:
  – Empowering event-triggered automation and knowledge capture for critical operations management workflows to automatically direct operations teams to fix problems faster.
  – Operations programmers, subject matter experts, or architects are able to configure an event trigger using the Runbook Automation Trigger Service to enable IT Operations events in their IBM Netcool OMNibus event management tool to direct (through a link in the IBM Netcool OMNibus Event Console) the IT operator or other operations staff to the runbooks relevant to the event.

• Flexible interoperability with management and collaboration tools, both cloud based and on-premises:
  – Create runbook content and manage it in the cloud, and execute automated tasks locally.
  – Runbook Automation is designed to provide immediate complementary value to on-premises Netcool OMNibus organizations through a hybrid cloud service model.

• Runbook execution tracking statistics:
  – As operations teams use runbooks and follow guided steps, activity is automatically tracked as each step is completed.
  – Once the entire activity is completed, users can click to rate their experience using the runbooks and easily provide feedback to the runbook authors.
  – Operations managers can see how frequently runbooks are used, how long the runbook tasks take, and the runbook user favorability ratings.
  – These statistics enable operations managers to identify opportunities for implementing automation and tracking progression of improvements.

**IBM Alert Notification**

Alert Notification is an easy-to-use, simple notification service that meets the increasing demand for agility and efficient collaboration among IT Operations team members who use multiple monitoring tools. It gives IT staff instant notification of alerts for any issues in your IT Operations environment, optimizing your business performance, increasing customer satisfaction, and protecting revenue. Since Alert Notification is provided as a service, the required server infrastructure is installed and managed by IBM, reducing your time to value and offering low-maintenance ownership.

• Custom IT environment monitoring:
  – Alert Notification offers easy-to-implement filtering of alerts, for example, on the severity of problems, so that you can focus on the real problems and disregard the noise in your IT environment. You can create custom groups of contacts to reflect the structure of your organization, so that the right notifications reach the right staff, streamlining and simplifying the process of determining who to contact when specific problems occur and how to contact them.

• Notification channels:
  – Define the IT subject matter experts who can respond to problems in your environment and store their contact details in Alert Notification so that they can be automatically notified of problems in their area of responsibility. Users can be organized into groups and you can send notifications to several users at once. Notifications can be sent by email, SMS, and voice message.

• Alert management and notifications:
  – Policy-based notifications let you define which alerts you want Alert Notification to notify you about. You can create filters based on the alerts that occur in
your IT environment, customize the filters, and assign users and groups who are notified when matching problems occur. Unacknowledged alerts can be escalated after a set time period to the appropriate contact. Filters such as the severity and status of alerts can be created for your IT monitoring requirements.

- Alert viewer:
  - Monitor the status of alerts and notifications online, perform actions on alerts, and track them in realtime. Alert severities enable you to easily prioritize your to do list. The notification state allows you to track alerts from their receipt by the system through acknowledgment to resolution. You can track changes in the Alert History. You can use predefined and real-time filters to change which alerts you want to see.

Utilizing the capabilities in Alert Notification can empower you to improve responsiveness, save resolution time, and focus resources on actionable notifications requiring immediate attention.

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<tr>
<th>Program number</th>
<th>VRM</th>
<th>Program name</th>
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</thead>
<tbody>
<tr>
<td>5725-Y61</td>
<td>SaaS</td>
<td>IBM Runbook Automation</td>
</tr>
<tr>
<td>5725-Y73</td>
<td>SaaS</td>
<td>IBM Alert Notification</td>
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Education support

IBM training provides education to support many IBM offerings. Descriptions of courses for IT professionals and managers are on IBM authorized training - Worldwide.

Call IBM training at 800-IBM-TEACH (426-8322) for catalogs, schedules, and enrollments.

Offering Information

Product information is available via the Offering Information website

http://www.ibm.com/common/ssi

Also, visit the Passport Advantage® website

http://www.ibm.com/software/passportadvantage

Publications

No publications are shipped with these programs.

Visit the IBM Knowledge Center for more information about IBM Runbook Automation and IBM Alert Notification.

Services

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### Technical information

#### Specified operating environment

**Software requirements**

- Internet connection
- Web browser

The program's specifications and specified operating environment information may be found in documentation accompanying the program, if available, such as a readme file, or other information published by IBM, such as an announcement letter. Documentation and other program content may be supplied only in the English language. Such information is provided subject to the following Statement of Good Security Practices: IT system security involves protecting systems and information through prevention, detection and, response to improper access from within and outside your enterprise. Improper access can result in information being altered, destroyed, misappropriated, or misused, or can result in damage to or misuse of your systems, including for use in attacks on others. No IT system or product should be considered completely secure and no single product, service, or security measure can be completely effective in preventing improper use or access. IBM systems, products, and services are designed to be part of a lawful, comprehensive security approach, which will necessarily involve additional operational procedures, and may require other systems, products, or services to be most effective.

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Product Group: Middleware
Product:

**IBM Runbook Automation (5725-Y61)**
**IBM Alert Notification (5725-Y73)**

Product Category: Network Management and Performance

### Passport Advantage

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<td>SaaS per Instance Monthly Subscription with Support</td>
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<td><strong>IBM Alert Notification (5725-Y73)</strong></td>
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<tr>
<td>SaaS per Authorized User Monthly Subscription with Support</td>
<td>D1KJDLL</td>
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### Charge metric

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<th>Charge metric</th>
<th>Minimum commitment</th>
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<tbody>
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<td>5725-Y61</td>
<td>Per Instance per month</td>
<td>12 months</td>
</tr>
<tr>
<td><strong>IBM Alert Notification</strong></td>
<td>5725-Y73</td>
<td>Per Authorized User per month</td>
<td>12 months</td>
</tr>
</tbody>
</table>

**IBM Runbook Automation**

**Per Instance**

Per Instance is a unit of measure by which the IBM SaaS can be obtained. An Instance is access to a specific configuration of the IBM SaaS. Sufficient entitlements must be obtained for each Instance of the IBM SaaS made available to access and use during the measurement period specified in customer’s Proof of Entitlement (PoE) or Transaction Document.

An Instance is an administrative subscription with a unique domain of control empowering configuration control of Runbook Automation content, authoring, access, and execution.

Note: Instance is independent of the size of the organization. If you have only one administrative subscription and set of domain rules, then you only need one Runbook Automation Instance. Larger companies may need more than one Runbook Automation Instance.

**Example 1**

A company has three lines of business that run independent of each other. They want to purchase Runbook Automation for all three unique businesses (domains of control). This requires one license per month for each of the three Instances.

**Example 2**

A company has multiple lines of business but they have a central IT Operations organization. They only need one Runbook Automation Instance license per month.

**IBM Alert Notification**

**Per Authorized User**

Anyone set up in Alert Notification is considered an Authorized User. See definition below for more information.
### Example

A company wants to purchase Alert Notification and they have one administrator who will be configuring the Alert Notification and 20 users who will be using it. They require 21 Authorized Users monthly licenses.

### Authorized User

Authorized User is a unit of measure by which the program can be licensed. An Authorized User is a unique person who is given access to the program. The program may be installed on any number of computers or servers and each Authorized User may have simultaneous access to any number of instances of the program at one time. Licensee must obtain separate, dedicated entitlements for each Authorized User given access to the program in any manner directly or indirectly (for example, via a multiplexing program, device, or application server) through any means. An entitlement for an Authorized User is unique to that Authorized User and may not be shared, nor may it be reassigned other than for the permanent transfer of the Authorized User entitlement to another person.

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Money-back guarantee

No

Volume orders (IVO)

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Variable charges apply

No

Educational allowance available

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