IBM Tivoli Service Level Advisor V1.1 Helps Enable Improved Service Level Management

Overview
Service level management can require negotiating and articulating a service level agreement (SLA), monitoring the business process, reporting on SLA compliance, and fine-tuning business practices and infrastructure to help deliver increasingly better service. Service level management also includes the ability to maintain service levels cost-effectively, while meeting customers’ requirements.

IBM Tivoli® Service Level Advisor V1.1 enables effective service level management for providers of IT services. As a part of the Tivoli Performance and Availability portfolio of products providing Business Impact Management, this new product helps simplify the process of defining service offerings according to the terms of the SLA, and associating these services with customers. Service Level Advisor can enable providers of IT services to manage the IT infrastructure proactively, and help maintain high levels of customer satisfaction. It automates the evaluation of IT service delivery against SLAs, with end-to-end correlation of any monitored component metrics stored in the Tivoli Enterprise™ Data Warehouse and also provides alerts and historical reports of SLA violations including trends towards violations.

IBM Tivoli Service Level Advisor is designed to help providers of IT services reduce their costs with rapid installation, an intuitive GUI, auto-discovery of services elements, and automatic correlation of device level metrics. This can improve consistency of service delivery, reduces the time to create SLA reports, and help providers of IT services leverage their existing investments in application and performance monitoring tools.

At a Glance
IBM Tivoli Service Level Advisor V1.1 offers providers of IT services:

- Automated evaluation of IT service delivery against SLAs, which can significantly reduce the time and effort required, while helping to provide consistency of business process service delivery.
- Alerts for SLA violations and trends to violations through event traps or e-mail, which can enable proactive correction of service level problems in advance of the SLA evaluation period.
- Flexible Web-based reporting allows the detail of SLA reports to be customized for specific customer sets.
- An end-to-end view of service levels using a single management tool through data aggregation of performance and availability of application, network, and component elements, helping to eliminate the need for labor-intensive manual correlation of point-product reports.
- Use of Tivoli Enterprise Data Warehouse as a focal point for data aggregation using a pre-defined, consistent data format, which reduces the time to deploy new monitoring features and metrics for SLAs.

Planned Availability Date
April 12, 2002
IBM Tivoli Service Level Advisor is part of the IBM Tivoli Performance and Availability product set that provides Business Impact Management for providers of IT services. Business Impact Management helps align IT with the business goals of the organization, rather than focusing on the technology itself. These goals may be related to streamlining business processes and optimizing resources to help manage costs, increase efficiency to manage productivity and increase revenue, and assuring service availability to enhance customer satisfaction.

IBM Tivoli Service Level Advisor is designed to enable providers of IT services to:

- Reduce service level management costs and improve IT resource productivity

IBM Tivoli Service Level Advisor can help eliminate the time-consuming and labor-intensive process of manually correlating metrics from multiple IT infrastructure components with a customer SLA, then translating the results into meaningful service level reports. It can also provide a means of driving consistent service level management, by negotiating SLA terms with customers against a defined set of service offerings. This can reduce the overall number of SLAs to be managed.

- Maintain high levels of business productivity and customer satisfaction

Service Level Agreements help set expectations on the part of the provider of the IT services and the customer, forming a partnership for mutual business benefit. IBM Tivoli Service Level Advisor can help demonstrate whether service levels are met, and also provide warnings of impending service problems. This allows the IT department to be proactive in managing service levels, and can help reduce the impact of IT problems to minimize impact on business objectives.

- Manage services at a business level

IBM Tivoli Service Level Advisor provides the ability to manage performance and availability levels of all monitored service elements with a single tool, and aggregate them into service offerings that represent a customer’s view of the service. Services can easily be offered to multiple customers at service levels that fit the customer’s business requirements, not only in terms of availability and performance, but also in terms of schedules. This reduces the need for excessive and costly over-provisioning of the IT infrastructure beyond the customer’s requirements.

IBM Tivoli Service Level Advisor helps to simplify and automate the process of managing SLAs, and to enable proactive management and reporting on service levels. This solution gives the providers of IT services a single interface to help them manage service levels for all services regardless of whether the service is a single component of the infrastructure, or is made of multiple components. These service elements may include any combination of monitored business applications, as well as networking, databases, and hardware components for end-to-end service assurance. IBM Tivoli Service Level Advisor can provide an easy way for the IT department to define services, and the corresponding performance and availability of those services in the customers’ terms as defined in a SLA. This service definition not only includes performance objectives, but also the times and days the service levels are required, thus creating a service offering. These service offerings
IBM Tivoli Service Level Advisor is designed to help you leverage your current investment in IT monitoring and correlation applications. These applications are the source of SLA metrics, which are stored in a centralized Tivoli Enterprise Data Warehouse. In addition to its data warehousing, and cross-domain reporting capabilities, the Tivoli Enterprise Data Warehouse provides an aggregation point for the IBM Tivoli Service Level Advisor. At times scheduled by the IT department, the metrics from the monitoring services are transferred from the Tivoli Enterprise Data Warehouse to the IBM Tivoli Service Level Advisor which compares the collected data against the terms of the SLA. Based on the schedules and thresholds defined when the SLA information was entered, it not only provides alerts for SLAs that have been violated, but it can also provide early warnings that can enable the IT department to proactively manage the services, and help avoid SLA violations. This alert includes a projected date and time that the SLA violation will occur.

Reports are easy to create, yet are flexible enough to provide details on a specific customer or resource, or any combination of customers or resources as defined by the IT department. The reports provide information on SLA violations, as well as a historical view of trends toward SLA violations. IBM Tivoli Service Level Advisor provides generic reports that can be customized to meet the customer/client’s Web page styles by adding banners and links. The reporting functions also provide the capability to embed charts and graphs into existing Web content using Java™ servlets. This allows the providers of the IT services to use their existing Web server user IDs and passwords to restrict access to the SLA evaluation reports.

Summary of IBM Tivoli Service Level Advisor functions:

- Automated evaluation for SLA compliance
- IBM-exclusive patent-pending SLA trending algorithm
- Aggregation of monitored metrics in multi-technology environments
- Notification of violations for trends toward violations via Tivoli Event Console events, SNMP traps, or e-mail including projected date and time of violation
- Flexible reporting of summary or detailed SLA status
  - Group customers into IT provider-defined “realms” by geography, organization, or other criteria
  - View status by customers, SLAs, SLA components, SLA results, SLA violations, or SLA trends toward violations
    - High-level executive views
    - Detailed customer views
    - Web-based, printer-friendly
- Integrated Tivoli Enterprise Data Warehouse
- Auto-discovery of data collection and correlation metrics from performance and availability tools. At least one application must be enabled to store these metrics in the Tivoli Enterprise Data Warehouse. Application enablement is provided for the following IBM Tivoli products:
  - IBM Tivoli Business Systems Manager
  - IBM Tivoli Enterprise Console®
  - Tivoli Web Services Manager
- IBM Tivoli Applications Performance Management
- IBM Tivoli Monitoring for Transaction Performance
- Tivoli Distributed Monitoring / IBM Tivoli Monitoring
- User-based administrative roles for service level management tasks:
  - IBM Web Console manages user login/authentication
  - Service offering specialist role to create, modify, publish and withdraw service offerings
  - Customer order specialist role to add/modify/group customers, and to create/manage service orders
- Differentiate elements of external (customer-facing), internal (IT department), and outsourced services
- Interoperability with IBM Tivoli Business Systems Manager
  - View SLA status (steady, trend, violation) on IBM Tivoli Business Systems Manager console
  - Include IBM Tivoli Business Systems Manager line-of-business status in SLAs
- Interoperability with IBM DB/2 V7.2 (included)
- Interoperability with IBM WebSphere® Web application server
  - Standard Edition V3.5
  - Advanced Edition V4.0
  - Advanced Edition Single Server V4.0 (included)

**Euro Currency**

This program is not impacted by euro currency.

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**Reference Information**

Refer to:

Software Announcement 202-087, dated April 9, 2002

**Trademarks**

WebSphere is a registered trademark of International Business Machines Corporation in the United States or other countries or both.

Java is a trademark of Sun Microsystems, Inc.

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Education Support

Training is available for many Tivoli® products. Education is offered through IBM Education and Training, and through Tivoli Systems. Worldwide information about education offerings is available on the IBM Education and Training home page at:

http://www.training.ibm.com

For current information on Tivoli Systems education, call 512-436-8000, or visit the Tivoli Systems home page at:

http://www.tivoli.com/services/education

Offering Information

Product information will be available on day of announcement through Offering Information (OITOOL) at:

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

Publications

One copy of the following publication will be supplied with the basic machine-readable material in English and translated languages:

<table>
<thead>
<tr>
<th>Title</th>
<th>Form Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Read ME First</td>
<td>GI11-0920</td>
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The following publications are included in English in displayable softcopy form (PDF & HTML) on the Tivoli Service Level Advisor or the Tivoli Enterprise™ Data Warehouse CD-ROM.

<table>
<thead>
<tr>
<th>Title</th>
<th>Form Number</th>
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</thead>
</table>

The publications on the above CD-ROMs can be downloaded in English in softcopy from the following Web site on the planned availability date.

http://www.tivoli.com/support/documents

Technical Information

Specified Operating Environment

Hardware Requirements: The hardware requirements for IBM Tivoli Service Level Advisor V1.1 are:

- IBM pSeries (RS/6000®) — CPU 375 MHz, or higher, 1 GB RAM, 1 GB hard drive
- IBM xSeries (Netfinity®) and other Intel® Pentium® brands
  - CPU — 700 MHz, or higher, 1 GB RAM, 1 GB hard drive
- Sun SPARC — 400 MHz, or higher, 1 GB RAM, 1 GB hard drive

Software Requirements: The following operating systems are supported for IBM Tivoli Service Level Advisor V1.1:

- Windows® 2000 Server Service Pack 2+
- Windows 2000 Advanced Server Service Pack 2+
- Windows NT® 4.0 with Service Pack 6
- Red Hat 7.1, SuSE 7.1
- AIX® V4.3.3 and AIX V5.1, both with patches required for JRE V1.3
- Solaris 2.7 and Solaris 2.8

Compatibility: IBM Tivoli Service Level Advisor V1.1 is compatible with the following versions of IBM Tivoli products:

- Data Monitoring sources
  - Tivoli Distributed Monitoring V3.7.1
  - Tivoli Web Services Manager V1.7
  - Tivoli Application Performance Management V2.1
  - IBM Tivoli Monitoring for Transaction Performance V1.7
  - Tivoli Enterprise Console® V3.7
  - IBM Tivoli Enterprise Console V3.7
  - IBM Tivoli Business Systems Manager V1.5
- Database
  - IBM DB2® V7.2 Fixpack 5 (included)
- Web Application Servers
  - IBM WebSphere® Standard Edition V3.5
  - IBM WebSphere Advanced Edition V4.0

This announcement is provided for your information only. For additional information, contact your IBM representative, call 800-IBM-4YOU, or visit the IBM home page at: http://www.ibm.com.
IBM WebSphere Advanced Edition Single Server V4.0 (included)

Packaging: IBM Tivoli Service Level Advisor is distributed with:

- International Program License Agreement (Z125-3301)
- License Information document (GC23-4482)
- CD-ROMs
- Publications (refer to the Publications section)

Security, Auditability, and Control

IBM Tivoli Service Level Advisor uses the security and auditability features of the operating system software.

The customer is responsible for evaluation, selection, and implementation of security features, administrative procedures, and appropriate controls in application systems and communication facilities.

Ordering Information

Note: As IBM Tivoli Service Level Advisor is a brand new product there are no existing customers entitled to receive media.

Passport Advantage Customer: Media Pack Entitlement Details

Customers with active Maintenance or subscription for the products listed below are entitled to receive the corresponding media pack.

<table>
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<tr>
<th>Media Pack Description</th>
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<tr>
<td>IBM Tivoli Service Level Advisor 1.1 Multi Lingual Media Pack</td>
<td>BJ04KML</td>
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New Licensees

Orders for new licenses will be accepted now.

Shipment will begin on the planned availability date.

Ordering Information for Passport Advantage

To order IBM Tivoli Service Level Advisor under Passport Advantage:

- Select a License/Maintenance part number from the table, then specify the quantity of this part number based on the number of processors required
- Select a media pack part number in the desired quantity
- The product can be downloaded from Passport Advantage on the Planned Availability Date if desired

The quantity of the Passport Advantage part numbers in the following table is based on the number of processors required. To order for Passport Advantage, specify the desired part number and quantity.

<table>
<thead>
<tr>
<th>Description</th>
<th>Part Number</th>
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<td>D513ALL</td>
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Passport Advantage Software Maintenance

Software Maintenance is included with each product authorization acquired under Passport Advantage.

Software Maintenance provides an easy and effective way by which you have access, during the coverage period, to eligible new versions and releases and to remote technical support for your covered products.

The technical support included in Software Maintenance provides remote support during normal business hours in your country or location as well as access to escalation management 24 hours a day, 7 days a week, for mission-critical (severity 1) problems.

With Software Maintenance, you receive the following technical support benefits:

- Telephone access and/or electronic access via the Web to an IBM Customer Support Center
- Support for routine, short duration installation and usage ("how-to") questions and code-related problems
- Support during normal country business hours, namely prime shift hours, Monday through Friday, excluding national or statutory holidays
- Support for mission-critical (severity 1) problems during non-prime shift hours, namely all hours outside normal country business hours including national and/or statutory holidays
- Support for mission-critical (severity 1) problems during offshift is also two hours.
- Two-hour response time objective during prime shift for voice and electronic submission. The response objective for critical/emergency problems during offshift is also two hours.
- Access to hints, tips, and frequently asked questions
- Access to escalation management 24 hours a day, 7 days a week
- Open Authorized Technical Caller list to submit problems to IBM Support Centers on your behalf. Open to any number of technical specialists within your IS organization. Each caller must be registered through the IBM problem submission Web site in order to submit problems. Problem submission is handled by the Site Technical Contact as listed on the Passport Advantage enrollment form.
- eCare for Software is an initiative designed to enhance your electronic support experience by providing the following advantages:
Single view of IBM distributed software that includes easy/integrated access to the following information and functions:

- Marketing
- Technical
- Developer
- Business Partner
- IBM Services
- Downloads

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

- Comprehensive electronic (via the Web) self-help capabilities available 24 hours a day, 7 days a week
- Advanced search capabilities
- A single interface to the IBM problem submission/management system for IBM distributed software

Passport Advantage allows you to have a common anniversary date for Software Maintenance renewals, making it easier for you to manage and budget for access to eligible new versions and releases, and for related technical support, for your covered products. The anniversary date, established at the start of your Passport Advantage Agreement, recurs on an annual basis while your Passport Advantage Agreement remains in effect. However, regardless of when Software Maintenance is acquired, the coverage period for Software Maintenance is always up to the anniversary date specified in the acquisition.

Software Maintenance renewals offer you favorable pricing to continue your coverage without interruption.

Refer to the IBM International Passport Advantage Agreement and to the IBM Software Maintenance Handbook for specific terms relating to, and a more complete description of, technical support provided through Software Maintenance.

Terms and Conditions

Terms and conditions for IBM Passport Advantage are as follows:

**Agreement:** For orders under Passport Advantage: IBM International Program License Agreement (IPLA), IBM International Passport Advantage Agreement (PAA), and an IBM International Passport Advantage Agreement Enrollment Form

**Transferable:** Yes, except for programs acquired at a discount or allowance

**Limited Warranty Applies:** Yes

**Guarantee:** 30 day money-back guarantee

**Usage Restriction:** Yes. Usage is limited to the quantity of processors licensed.

**Volume Offering (IVO):** No

**Upgrade Protection Applies:** Covered as long as Tivoli Support or Passport Advantage Software Maintenance is in effect

**Educational Allowance Available:** Yes, 15% to qualified education institution customers.

**Licensed Program Materials Availability:**
- Restricted Materials of IBM: None
- Non-Restricted Source Materials: None
- Object Code Only (OCO): All

**Maintenance Applies:**
- Software Maintenance under Passport Advantage: Yes

**Complementary Introductory Support:** Not available

**Program Services and End of Support:** Program services for an IBM Tivoli program are one year from the date IBM or your Business Partner makes the program available to you. The program services duration period shall be less than one year for programs acquired after the announcement of a program’s end-of-support (EOS) date. EOS for programs or versions/releases of programs will be announced 12 months prior to the effective date.

**Passport Advantage Software Maintenance:**
- **Support Center applies:**
  - Yes
  - Access is available through the IBM Support Center, 800-237-5511.
- **Availability of Passport Advantage Software Maintenance:**
  - Passport Advantage Software Maintenance is provided at no additional charge for each eligible program acquired until the first or second anniversary date, dependent on the part numbered ordered.
  - Passport Advantage Software Maintenance is provided for renewal for a fee at each anniversary date. Customers who do not renew their Software Maintenance will have to purchase the Maintenance after License option to renew their maintenance agreement when they require a new level of software code or remote technical support.

**Passport Advantage Software Maintenance**
- **Available until 12 months after announcement of product discontinuance, (that is, end-of-life (EOL))**
- **Passport Advantage Software Maintenance are applicable to:**
  - The current release.
  - The immediate previous release for twelve months after the general availability of the current release

**APAR Mailing Address:**
Tivoli Systems Inc.
11400 Burnet Road
Austin, TX 78758
USA
Attention: Product Development

**IBM Operational Support Services — Support Line:** No

**Product Web Site:** A complete list of products, terminology definitions, and licensing documents are available at the following Web site:

http://www.tivoli.com/products/licensing/
Prices

Passport Advantage

For Passport Advantage and charges, contact your IBM representative or your authorized IBM Business Partner. For additional information about the Passport Advantage offering, visit the following Web site:

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

Order Now

Use Priority/Reference Code: YE001

Phone: 800-IBM-CALL
Fax: 800-2IBM-FAX
Internet: ibm_direct@vnet.ibm.com
Mail: IBM Atlanta Sales Center
     Dept. YE001
     P.O. Box 2690
     Atlanta, GA 30301-2690

You can also contact your local IBM Business Partner or IBM representative. To identify them, call 800-IBM-4YOU.

Note: Shipments will begin after the planned availability date.

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Windows and Windows NT are registered trademarks of Microsoft Corporation.
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