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Top 10 Things an ITM Client can/should do to Enable Business Service Management (and how to do them)

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To: Heath Newburn <hnewburn@us.ibm.com>, john.willis@zabovo.com

Heath, John,

It's been my experience over the almost two years now at IBM that most clients are not ready to implement true BSM. I'm not sure if it's because of the paths we've led them down with our product strategies, capabilities or legacy ways of doing things or not but I do see enough things that concern me.

I'd like to put together a series of blog postings focused on what an ITM client can/should do to enable and/or prepare for doing Business Service Management (BSM) within their environment. My thoughts are something like a Top 10 list of what you can/should do and (briefly) how to do them.

I know very very little about ITM and some things I've jotted down may not be possible. These are some general things I've done in the past with other vendor solutions (SystemEdge, Foglight) and are some of the general best practices I advise clients on.

What would your Top 10 list be? What can/should we be telling clients to do to implement ITM in such a way that then end result is a powerful BSM solution that would be shown to both IT and non-IT audiences (exec/mgmt/operations)? How would we position ITM as a key BSM enabler? How would we position ITM as the right vehicle for laying down a solid foundation for BSM? How would we tell clients to implement ITM in such a way to get valuable EVENTS and METRICS for BSM solutions (vrs SME group use, diagnostics/triage, etc.)? How would we implement ITM to avoid FALSE POSITIVES and FALSE NEGATIVES on a BSM Dashboard?

My assumption would be that this would be things implemented with current versions and planned roadmap products. I'd not want to focus on things that should be done in TEC as OMNIbus is the pre-req for TBSM, etc.

Hope you can help out here!

Doug

Top Ten Things that an ITM 6.x Clients Can Do To Enable Business Service Management and How to Do Them.

Get upgraded to a common version... (how can we let clients be running versions of ITM that are 3, 4, 5 or more versions back?????)

Fundamental Visibility into Hardware and Operating System
-> Enough visibility to provide value to SME groups but
-> Emphasis should be on things that TRULY impact whatever is installed upon the server or the bigger service/application that this server supports
-> Any event generated from this monitoring should be EASILY and UNIQUELY identifiable through custom fields or properties set (custom names, OS info, location, contact info, service/application support, functional purpose, etc.)
-> Situation names should be UNIQUE and not generic

Fundamental Visibility into Application, Processes, Daemons, Transactions, Flows, Queues, etc.
-> Enough visibility to provide value to SME groups but
-> Emphasis should be on things that TRULY impact the bigger service/application that this application,
process, daemon, transaction, flows, queues, etc. supports
-> Any event generated from this monitoring should be EASILY and UNIQUELY identifiable through custom
fields or properties set (custom names, location, contact info, service/application support, functional purpose,
etc.)
-> Situation names should be UNIQUE and not generic
-> Use of specific ITM components such as modules or agents for databases, applications (SAP, WAS, etc)
is always preferred, but use of other ITM components such as the UA should be used to get this fundamental
visibility in place

Any event generated conveys a specific, unique message about the impact on the system/server, what's
running on it, what depends on it, and what its role is

BSM Situation Formats for BSM? Does it make sense to have a series of situations specifically for BSM?

Easy access to real time state and metrics via direct database queries, WS/SOAP queries, etc. TBSM 4.1.1
has exposed the ability to interface with WS and XML sources now in addition to it's database support.
What's the most efficient and easy to implement way to get at these real time state and metrics values?

"BSM Events" or "Dashboard Events" that are sent all of the time in advance of normal threshold crossing for
use in driving dashboard/scorecard content

Documentation, Documentation, Documentation - how to document everything implemented in ITM so that
one would know exactly what causes something to go into an error or fault state and what must happen to go
back to a normal state. Is there an "autodoc" or way to get an HTML output of all ITM configurations that
could be linked to?

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