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Sommario/riassunto

This IBM Redbooks publication discusses Business Service Management best practices. Business Service Management is a key component of IBM’s on demand Automation Blueprint. It is the top layer of the system management discipline which enables IT management to be related to the business. The ultimate goal of the IT infrastructure is to leverage its value to support the business. The IT infrastructure management should then be aimed at minimizing disruption to business processes and functions. This goal is realized with the Business Service Management (formerly also called Business Impact Management). Using Business Service Management, IT resources management is aligned with the business processes and functions: - Establishing a Service Level Agreement with IT users - Understanding how IT resources impact business processes - Ensuring IT resources fulfill the Service Level Agreement and minimizing disruption to business functions This book describes the relevant concepts, as well as planning for and implementing Business Service Management. The implementation is described using a sample business function of an e-business solution.