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Nota di contenuto	Front cover -- Contents -- Notices -- Trademarks -- Preface -- The team that wrote this redbook -- Become a published author -- Comments welcome -- Chapter 1. Business Service Management with IBM Tivoli Business Systems Manager -- 1.1 Business Service Management -- 1.1.1 Concepts -- 1.1.2 IT Infrastructure Library (ITIL) -- 1.1.3 Business Service Management solution with Tivoli -- 1.2 IBM Tivoli Business Systems Manager overview -- 1.2.1 Objects and resources -- 1.2.2 Components and interaction -- 1.2.3 User interface -- 1.3 Discussion scope -- 1.4 Lab environment -- Chapter 2. Implementation process methodology overview -- 2.1 Implementation methodology -- 2.2 Deployment and planning considerations -- 2.2.1 IBM Tivoli Business Systems Manager servers and connectivity -- 2.2.2 Requirement gathering and solution design -- 2.2.3 Solution design session -- 2.3 Installing IBM Tivoli Business Systems Manager -- 2.3.1 Software installation -- 2.3.2 Event enablement interface -- 2.3.3 Common Listener interface -- 2.3.4 Upgrading or migrating from previous releases -- 2.3.5 Uninstalling IBM Tivoli Business Systems Manager -- 2.4 Defining business systems -- 2.4.1 Automated business system processing overview -- 2.4.2 XML processing overview

-- Chapter 3. Building business systems: design, concepts and implementation -- 3.1 Business systems design methodology -- 3.1.1 Terminology and definitions -- 3.1.2 Methods for creating business systems -- 3.1.3 Important considerations -- 3.2 Piggybank, Inc. background -- 3.2.1 Data centers -- 3.2.2 Piggybank resources -- 3.2.3 Piggybank applications -- 3.2.4 Console users -- 3.2.5 Monitoring environment -- 3.3 Mapping enterprise to business system -- 3.4 Using Automated Business System -- 3.4.1 Before defining business system -- 3.4.2 Designing Piggybank business system folders. 3.4.3 Defining Automated Business System configuration -- 3.4.4 Loading the ABS configuration file -- 3.4.5 More about functions -- 3.5 XML interface for business system -- 3.5.1 XML interface -- 3.5.2 Object structure -- 3.5.3 Defining XML file for business system -- 3.5.4 Running and loading XML -- Chapter 4. Presenting and using executive services and executive view -- 4.1 Executive view assignment considerations -- 4.2 Working with executive view definition -- 4.2.1 Java console dialog -- 4.2.2 Using Command Line Interface -- 4.2.3 Using business system creation program -- 4.3 Developing executive API application -- 4.3.1 API overview -- 4.3.2 Application development -- 4.3.3 Application servlet development -- 4.3.4 Deploying the application -- Chapter 5. Policy-driven batch management -- 5.1 IBM Tivoli Workload Scheduler overview -- 5.1.1 Domain-based scheduling -- 5.1.2 Terminology -- 5.1.3 Scheduling resources -- 5.2 IBM Tivoli Service Level Advisor overview -- 5.2.1 Service level management -- 5.2.2 IBM Tivoli Service Level Advisor architecture -- 5.2.3 PiggyBank's IBM Tivoli Service Level Advisor setup -- 5.3 Getting batch management information -- 5.3.1 Setting up IBM Tivoli Workload Scheduler intelligent adapter -- 5.3.2 Batch management console -- 5.4 Service level for IBM Tivoli Workload Scheduler -- 5.4.1 Batch interface to Tivoli Data Warehouse -- 5.4.2 Setting up IBM Tivoli Service Level Advisor -- 5.4.3 Defining Batch system in IBM Tivoli Service Level Advisor -- 5.5 Getting Service Level information in dashboard -- 5.5.1 Data from the archiver -- 5.5.2 Loading data to measurement table -- 5.5.3 TEC event generated -- 5.5.4 Executive dashboard -- Chapter 6. Using IBM Tivoli Intelligent Orchestrator to populate business systems structure -- 6.1 IBM Tivoli Intelligent Orchestrator overview -- 6.1.1 Terminologies -- 6.1.2 Architecture. 6.1.3 New features for Version 3.1 -- 6.2 Dynamic business system integration -- 6.2.1 Data Center Model in IBM Tivoli Intelligent Orchestrator -- 6.2.2 Designing the workflow -- 6.2.3 Building workflow for adding a server -- 6.2.4 Building workflow for removing a server -- 6.3 Integration in action -- 6.3.1 Adding a Web server -- 6.3.2 Removing a Web server -- Chapter 7. Problem management integration with the Peregrine Service Center -- 7.1 Peregrine Service Center overview -- 7.1.1 Peregrine Service Center architecture -- 7.1.2 Service Center and IBM Tivoli Business Systems Manager -- 7.1.3 Terms and definitions -- 7.2 Implementing SCAuto for TBSM -- 7.2.1 Installation requirements -- 7.2.2 Running the SCAuto for TBSM installer -- 7.2.3 Adding new fields to the database dictionary -- 7.2.4 Loading files into Peregrine Service Center -- 7.2.5 Adding a format control for automatic close events -- 7.2.6 Updating IBM Tivoli Business Systems Manager mappings -- 7.2.7 Configuring database server for SCAuto for TBSM -- 7.2.8 Configuring access to problem ticketing -- 7.2.9 Starting the automatic close event notification service -- 7.3 Removing SCAuto for TBSM -- 7.4 Using Problem Ticketing -- 7.4.1 Problem ticketing -- 7.4.2 Automatic ticketing -- 7.5 Troubleshooting -- Appendix A. Additional material -- Locating the

Web material -- Using the Web material -- System requirements for downloading the Web material -- Loading application into WebSphere Studio Application Development Integration Edition V5.1.1 -- Using the ABS Java application -- Abbreviations and acronyms -- Related publications -- IBM Redbooks -- Other publications -- Online resources -- How to get IBM Redbooks -- Help from IBM -- Index -- Back cover.

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