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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

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