



IBM IDC Brno

SSO & DCS I

Eva Soldánová



Obsah

- **Organizační struktura**
- **Koncept**
- **Komunikace**
- **Change management**
- **Problem management**
- **Nástroje**

IBM

International Business Machines

■ Strategický outsourcing

<http://www-5.ibm.com/cz/services/so/>

DESET HLAVNÍCH DŮVODŮ, proč firmy sahají k outsourcingu

1. Snížení a kontrola provozních nákladů.
2. Lépe se zaměřit na hlavní předmět podnikání.
3. Získat přístup k prvotřídnímu know-how.
4. Uvolnit interní zdroje pro jiné úkoly.
5. Potřebné zdroje nejsou interně dostupné.
6. Urychlení a zlepšení kvality outsourcovaných procesů.
7. Projekt je interně těžko říditelný nebo se dostává mimo kontrolu.
8. Snížení investičních nákladů - outsourcing je řazen mezi provozní náklady a zlepšuje tak finanční hodnocení výkonu firmy.
9. Rozložení rizik a jejich společné sdílení.
10. Získání hotovosti z prodeje potřebného zařízení poskytovateli outsourcingu.



SLA

Service Level Agreement

- Metrika pro měření kvality poskytovaných IT služeb
- Přínosem jsou informace
 - o okamžitém stavu IT prostředí
 - o efektivnosti využití IT prostředí
 - pro plánování kapacit služeb
 - o míře spokojenosti koncových uživatelů

IDC

Integrated Delivery Center

- zákaznická centra IBM poskytující nejširší okruh komplexních služeb v oblasti strategického outsourcingu a vzdálené správy informačních technologií po celém světě.
- **Výhody IDC**
 - poskytování servisu z malého počtu fyzických míst
 - kombinace prací z několika oblastí jako jsou například správa serverů a sítí, call centra, servis management (problem a change management) a reportování
 - jsou řízeny jako jedna entita
 - zvyšují kvalitu servisu standardizací, automatizací a konsolidací

SSO

Server System Operation

- Monitoring a správa vzdálených systémů
- Proaktivní monitoring
- Správa dávkových operací, tisků, zálohovacích procesů



Náš tým

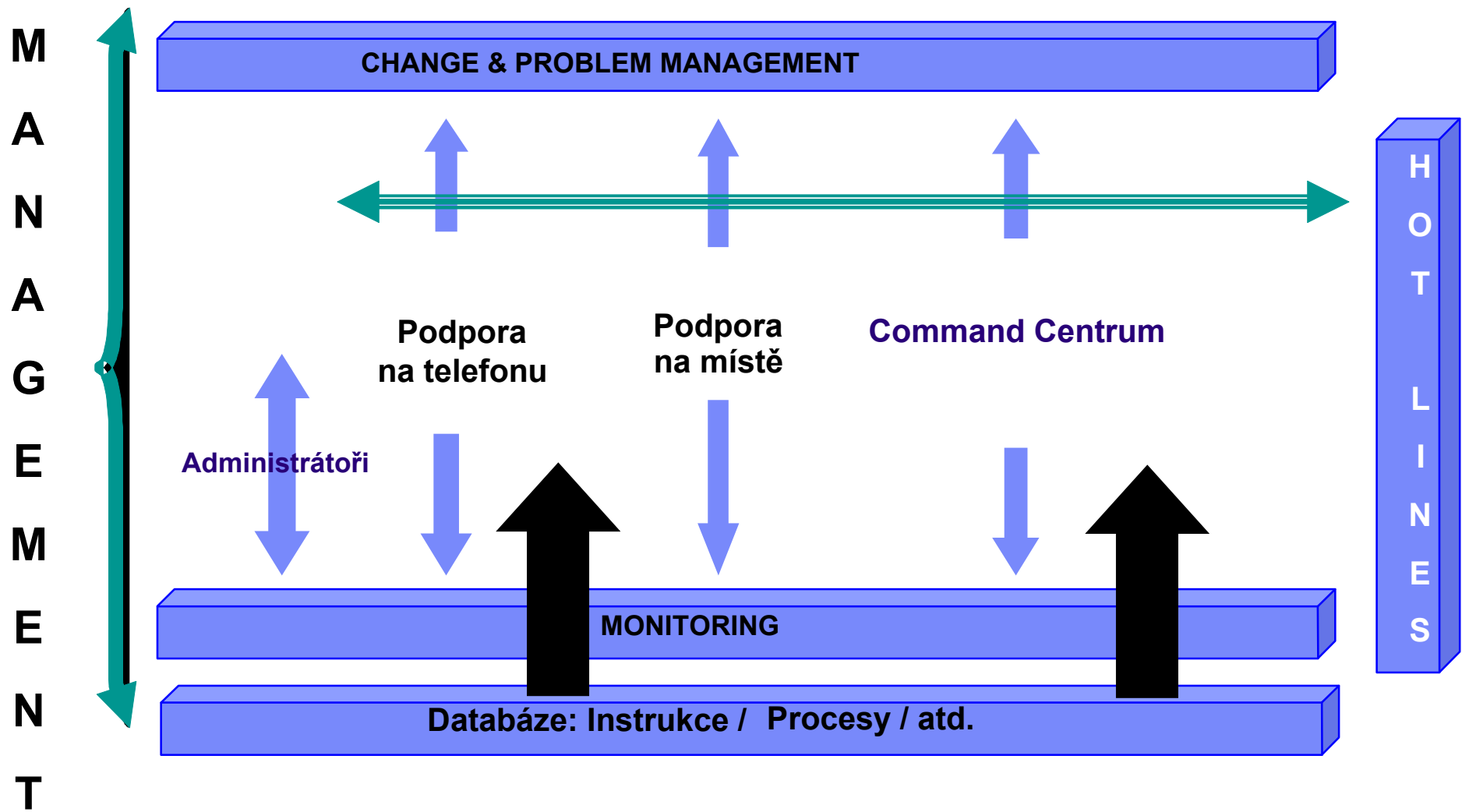
- 1. úroveň podpory
 - CO
 - OS
 - ERP aplikace
 - databáze
 - ...
 - JAK
 - monitoring
 - nápravné akce
 - batch management
 - ...

DCS

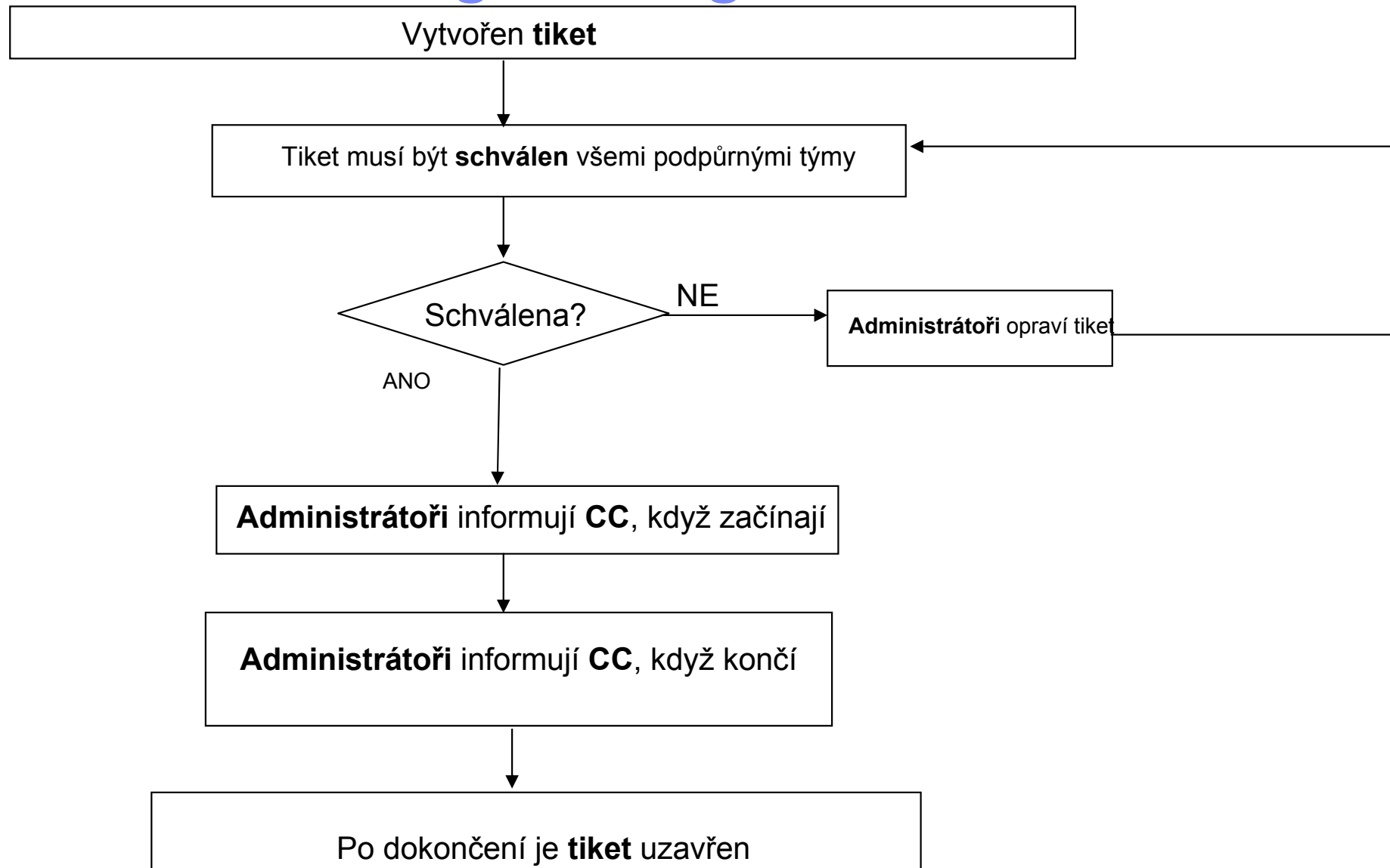
Desktop Client Support

- **Správa koncových stanic:**
 - image servis
 - oprava chyb
 - koordinování a provádění instalací, změn
 - centralizovaná podpora koncových stanic
 - zajištění záchrany a obnovy při výpadku
 - ...
- **Výhody DCS**
 - minimalizace nákladů
 - zajištění jednotné konfigurace koncových stanic
 - okamžitý přehled o používaných licencích
 - ...

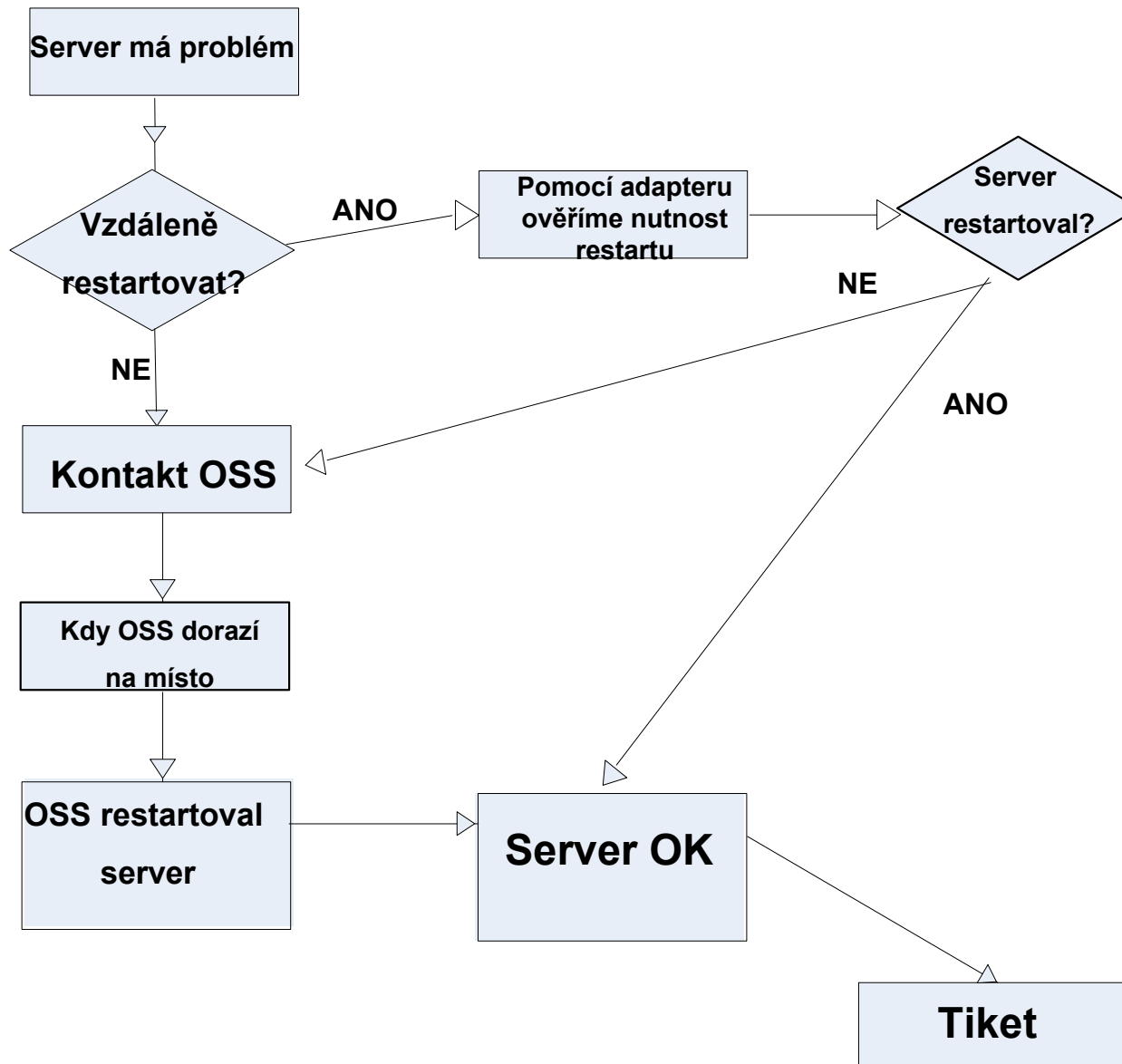
Komunikační plán



Change management



Problem management



Shift2Shift

- Co to je?
- Proč?
- Co obsahuje

The screenshot displays the Shift2Shift application interface. On the left, there is a navigation menu with the following items: SO LGE CHECKLIST, LGE Shift to Shift, BRNO Shift to Shift, iSeries Shift to Shift, zSeries Shift to Shift, Customers, and Checklist. The main window title is 'ShiftToShift' and it includes standard window controls (Close, Print, ShiftToShift, Expand, Collapse). Below the title bar, there is a search bar with the text 'Search in View 'BRNO Shift To Shift'' and an 'Indexed' status indicator. The main content area is a table with the following columns: Subject, Console, Author, and Date. The table contains 14 rows of data, each starting with a red star icon. The second row is highlighted.

Subject	Console	Author	Date
* BRNO Shift To Shift 28.01.2006 at 06:21:59	OPERATOR14	Michal Stekly	28.01.2006 06:15:03
* BRNO Shift To Shift 28.01.2006 at 06:50:32	SHIFT LEADER	Eliska Krizova	28.01.2006 01:53:14
* BRNO Shift To Shift 28.01.2006 at 14:26:05	OPERATOR2	Patrik Stefurek	28.01.2006 01:25:01
* BRNO Shift To Shift 28.01.2006 at 07:15:20	OPERATOR13	Josef Macinka	27.01.2006 23:31:33
* BRNO Shift To Shift 28.01.2006 at 00:33:57	OPERATOR22	Jiri Lengsfeld	27.01.2006 22:09:44
* BRNO Shift To Shift 27.01.2006 at 21:59:11	OPERATOR1	Andrea Horsakova	27.01.2006 21:58:41
* BRNO Shift To Shift 27.01.2006 at 18:35:33	OPERATOR14	Jan Huml	27.01.2006 18:29:07
* BRNO Shift To Shift 27-01-2006 at 22:13:24	OPERATOR13	Slawomir Konieczek	27.01.2006 18:18:55
* BRNO Shift To Shift 27.01.2006 at 22:12:13	OPERATOR2	Jan Bartes	27.01.2006 15:15:02
* BRNO Shift To Shift 27.01.2006 at 14:18:11	OPERATOR14	Martin Senkyr	27.01.2006 14:06:51
* BRNO Shift To Shift 27.01.2006 at 14:32:05	SHIFT LEADER	Marcela Abecassis	27.01.2006 09:59:44
* BRNO Shift To Shift 27.01.2006 at 14:42:32		Daniel Sacha	27.01.2006 09:56:13
* BRNO Shift To Shift 27.01.2006 at 06:28:09	OPERATOR13	Josef Macinka	27.01.2006 06:20:44

Tiket

- jedinečnost
- status
- popis problému
- řešení problému
- kam s ním?
- vyřešení problému

Save Cancel Help

General Date/Time SCIM Outages

General

Problem Abstract*:

Request Type*: Call Code*:

Problem Status*:

Contact's Employee ID*:

Customer ID*: Account ID:

Reporter User ID*: Cause Change Number:

Reporter Group ID*: WorkGroup*:

Node ID:

Problem Description*:

Problem Resolution:

Additional Info:

Date And Time

Date Occurred*: (mm/dd/yyyy) Time Occurred*: (hh:mm:ss)

Severity*:

CC

Command Centrum

- Monitoring

- TEC, WebTEC

<http://www-5.ibm.com/cz/software/tivoli/index.html>

- Patrol

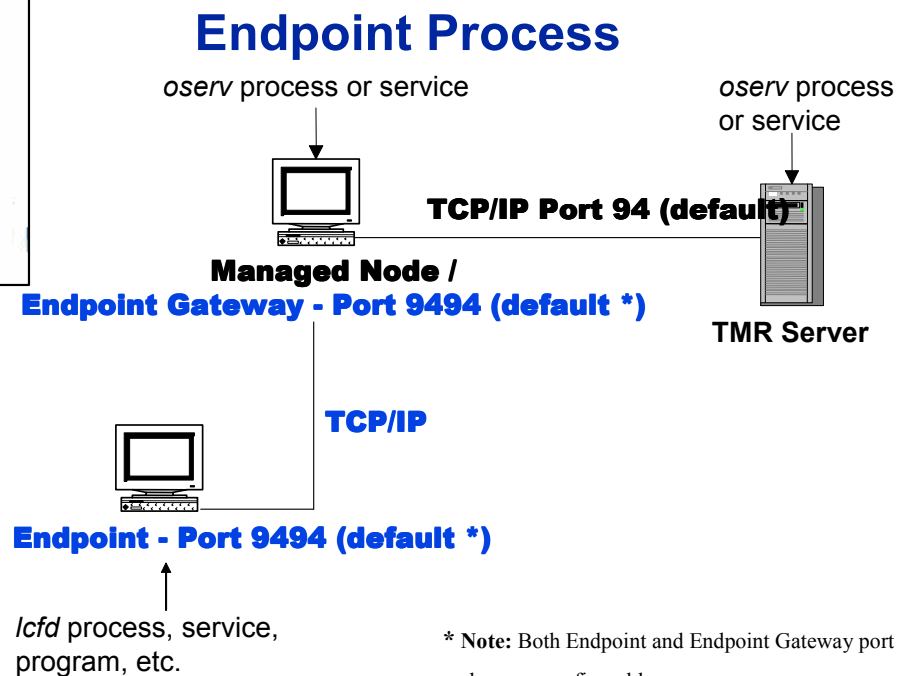
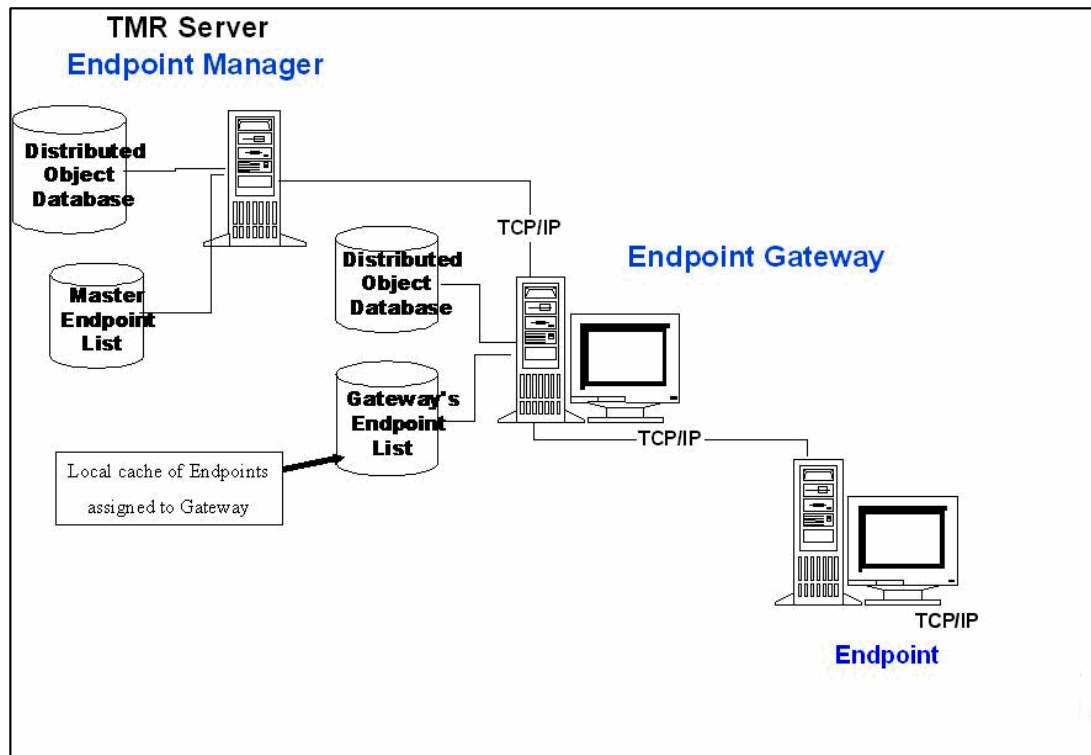
- Vzdálená připojení

- Citrix MetaFrame

- pro Unix, Windows, SAP, Oracle

Tivoli. software

Tivoli - infrastruktura



* Note: Both Endpoint and Endpoint Gateway port values are configurable.

TEC

Tivoli Enterprise Console

- monitoring

The screenshot shows the 'Event Viewer: Group Console01.evg' window. It displays a 'Working Queue' with 7 selected items. Below this is a table of events:

Severity	Time Received	Hostname	Message	Stat...	Class
Critical	January 25, 2006 4:05:53 AM C...	J17_sapquadb01	GENDSKLGE001E Disk space used %: /oracle/Q03/oraarch increases beyond 95%	Open	Generic_monitor_disk
Fatal	January 25, 2006 3:13:12 AM C...	J17_sapdevdb04	mySAP Application Server of the instance sapdevdb04_XD3_01 is unknown	Open	SAP_Application_Server_St...
Fatal	January 25, 2006 12:19:32 AM ...	J17_sapdevdb03	mySAP Application Server of the instance sapdevdb03_D03_00 is unknown	Open	SAP_Application_Server_St...
Critical	January 24, 2006 9:59:23 PM C...	AUT_argisdb1	Maintenance_start	Open	Maintenance_Start
Critical	January 24, 2006 9:59:23 PM C...	AUT_argisas1	Maintenance_start	Open	Maintenance_Start
Critical	January 24, 2006 9:53:01 PM C...	AUT_argissun	Maintenance_start	Open	Maintenance_Start
Critical	January 24, 2006 9:52:08 PM C...	AUT_argisearth	Maintenance_start	Open	Maintenance_Start

Below the 'Working Queue' is a section for 'All Events' with a similar table structure:

Severity	Time Received	Hostname	Message
Harmless	January 25, 2006 4:08:27 ...	INF_fremop4cmxte01	GENPROLGE001I Daemon: tec_task up (Impacts Tivoli)
Harmless	January 25, 2006 4:07:33 ...	INF_fremop2sa2wts01	GENDSKLGE002I Disk space used % : c: less than 76%
Harmless	January 25, 2006 4:06:40 ...	64A_SSARTDC01	CPUAVGLGE003I CPU utilization 0mn avg value: 0% < 0%
Critical	January 25, 2006 4:05:53 ...	J17_sapquadb01	GENDSKLGE001E Disk space used %: /oracle/Q03/oraarch increases beyond 95%
Harmless	January 25, 2006 4:05:43 ...	64A_STOULAGDRW1	ORACLELGE101I: darwin Database OK - Status :OPEN.
Warning	January 25, 2006 4:05:35 ...	64A_sproerp15	GENDSKLGE003E Disk Monitor : Ressource File not Valid : One or more ressources are not monitored
Warning	January 25, 2006 4:05:35 ...	64A_SROISDC1	GENSERLGE003E NTService Monitor : Ressource File not Valid : One or more ressources are not monitored
Critical	January 25, 2006 4:05:28 ...	INF_fremop4cmxte01	GENPROLGE002I Daemon: tec_task down (Impacts Tivoli)
Minor	January 25, 2006 4:04:51 ...	USB_mopb4tsmsv-02	FILTERLGE001E: TSM: ANR8311E An I/O error occurred while accessing drive DRIVE31 (/dev/drv31p1) for WRITE ope
Minor	January 25, 2006 4:04:50 ...	USB_mopb2tsmsv-06	FILTERLGE001E: TSM: ANR1411W Access mode for volume TM0526 now set to 'read-only' due to write error.~; NUMB
Minor	January 25, 2006 4:03:38 ...	64A_SSARTDC01	CPUAVGLGE008E CPU utilization 0mn avg value: 4% > 0%
Harmless	January 25, 2006 4:02:15 ...	64A_SROISAGDRW1	ORACLELGE301I: RTEC Tablespace AutoExtend OK - Status :No Errors detected.

Alert

informační alert pro stop monitoringu:

Y31_BWLAF01P	2006-2-13 0:40:36	console07	Maintenance is starting on Y31_BWLAF01P	Netview_Maintenance_St
--------------	-------------------	-----------	---	------------------------

následný alert pro návrat monitoringu:

Y31_BWLAF01P	2006-2-13 0:55:39	console07	Maintenance is over on Y31_BWLAF01P	Netview_Maintenance_St
--------------	-------------------	-----------	-------------------------------------	------------------------

Web TEC

- co vidí operátor

The screenshot shows a web browser window titled "TEC Reports (Search) - Microsoft Internet Explorer". The address bar shows the URL "http://www.ibm.com/ibm/tec/reports/". The page content includes a search filter section with fields for Host, Class, Message, Console, Severity (>=), Days ago (16), and For n days. Below the filter is a table of reports with columns: Hostname, Date, Console, Message, and Class. The table is sorted by Days Ago (16 days). The reports include various messages such as "TEC communication OK", "Node Down", "Interface 168.124.127.77 down", and "Host availability: B54_MAR00040 Equal to down".

Hostname	Date	Console	Message	Class
INF_trenop24cmxtte02	2006-1-15 13:15:0	infra_hb	TEC communication OK	HEARTBEAT_TMR
INF_trenop4cmxtte01	2006-1-15 13:15:0	infra_hb	TEC communication OK	HEARTBEAT_TMR
A2F_CRB_MAR_Transpac_CMP9402	2006-1-15 13:14:49	console10	Node Down.	TEC_ITS_NODE_STATU
A2F_CRB_MAR_Transpac_CMP9402	2006-1-15 13:14:49	console10	Interface 168.124.127.77 down.	TEC_ITS_INTERFACE_S
INF_toptmcb20	2006-1-15 13:14:47	infra_hb	TEC communication OK	HEARTBEAT_TMR
B54_MAR00040	2006-1-15 13:14:46	console23	Host availability: B54_MAR00040 Equal to down	universal_host
INF_trenop24stxtm01	2006-1-15 13:14:45	infra_hb	TEC communication OK	HEARTBEAT_TMR
INF_toptmcb22	2006-1-15 13:14:44	infra_hb	TEC communication OK	HEARTBEAT_TMR
INF_toptmcb17	2006-1-15 13:14:44	infra_hb	TEC communication OK	HEARTBEAT_TMR
INF_toptmcb21	2006-1-15 13:14:44	infra_hb	TEC communication OK	HEARTBEAT_TMR
INF_toptmcb24	2006-1-15 13:14:44	infra_hb	TEC communication OK	HEARTBEAT_TMR
INF_toptmcb23	2006-1-15 13:14:43	infra_hb	TEC communication OK	HEARTBEAT_TMR
INF_trenop24stxtm01	2006-1-15 13:14:43	infra_hb	TEC communication OK	HEARTBEAT_TMR
A2B_CRBDCMPR002	2006-1-15 13:14:43	console02	COMMONLGE004E LOGFILE KO-Cant open log file /c/test.txt.	universal_scutum
INF_toptmcb15	2006-1-15 13:14:43	infra_hb	TEC communication OK	HEARTBEAT_TMR
A41_csp1pr009	2006-1-15 13:14:40	console22	CFILGE001E Transfer KO SFK, IDT=A1513144, IDF=NRSP_INF, PART=SV_WSS01, DIAG=0	universal_application
AVD_beia1sapp050	2006-1-15 13:14:36	console15	COMMONLGE004E LOGFILE KO-Cant open log file /oracle/PX1/saptrace/background/alert_PX1.log	universal_scutum
AVD_beia1sprn050	2006-1-15 13:14:35	console15	FileFilter : Cannot open filter file /opt/Tivo/itc/dat/1/LC/FNEW/Tmw2k/Unix/TSA_file_filter.param'	TSA_FileFilter_Error

UNKNOWN
HARMLESS
WARNING
MINOR
CRITICAL
FATAL

PATROL

IBM
USFV5 TEC Reports

Host : Class : Message : Sev : >= Days ago : For n days : Submit

Days Ago 5 days , For 0.5 days

Last refresh date : 20060129_06H30M (updated every 15 minutes) [View statistics](#)

Hostname	Date	R	Message	Class
frsd0app02.infra.montpellier.mebs.ihost.com	2006-01-26 12:58:21	0	frsd0app02 10.149.82.167 ORACLE_TBSP_INSTANCE triggered a CRITICAL alarm on AutoExtended for instance (PCO_PSAPBTABD) at Thu Jan 26 12\;55\;12 2006. The current value = 1\,000000 Alarm range is 1 to 1	PATROL_APP
FRFCAP05DANX8.infra.montpellier.mebs.ihost.com	2006-01-26 12:57:01	0	FRFCAP05DANX8 10.149.76.39 PROCPRES triggered a FATAL alarm on PROCPPCountCheck for instance (WebSphere_Portal) at Thu Jan 26 12\;53\;10 2006. The current value = 2\,000000 Alarm range is 2 to 2	PATROL_APP
FRSD0APP04.infra.montpellier.mebs.ihost.com	2006-01-26 12:55:48	0	FRSD0APP04 10.149.82.172 SAP_ABERR_CONT triggered a CRITICAL alarm on NumberNewAlerts for instance (SDX_FCO_Abap4Errors) at Thu Jan 26 12\;54\;24 2006. The current value = 1\,000000 Alarm range is 1 to 2	PATROL_APP
dk01cm416mas3e.v515.cts.com	2006-01-26 12:51:36	0	dk01cm416mas3e 10.140.86.29 NT_PROCESS triggered a FATAL alarm on PROCDown for instance (NOTEPADNO_ARGUMENT_1) at Thu Jan 26 12\;51\;25 2006. The current value = 1\,000000 Alarm range is 1 to 1	PATROL_APP
dk01cm416mas3e.v515.cts.com	2006-01-26 12:51:35	0	dk01cm416mas3e 10.140.86.29 NT_PROCESS triggered a FATAL alarm on PROCStatus for instance (NOTEPADNO_ARGUMENT_1) at Thu Jan 26 12\;51\;25 2006. The current value = 1\,000000 Alarm range is 1 to 2	PATROL_APP
bohsap02.infra.montpellier.mebs.ihost.com	2006-01-26 12:49:04	1	bohsap02 10.149.82.82 SAP_OS_SWAP triggered a FATAL alarm on R3PageOut for instance (SWAP) at Thu Jan 26 11\;55\;35 2006. The current value = 550300 \,000000 Alarm range is 500000 to 2147483647	PATROL_APP
bohsap02.infra.montpellier.mebs.ihost.com	2006-01-26 12:44:10	0	bohsap02 10.149.82.82 SAP_OS_SWAP triggered a CRITICAL alarm on R3PageOut for instance (SWAP) at Thu Jan 26 11\;50\;44 2006. The current value = 361436 \,000000 Alarm range is 300000 to 500000	PATROL_APP

Internet

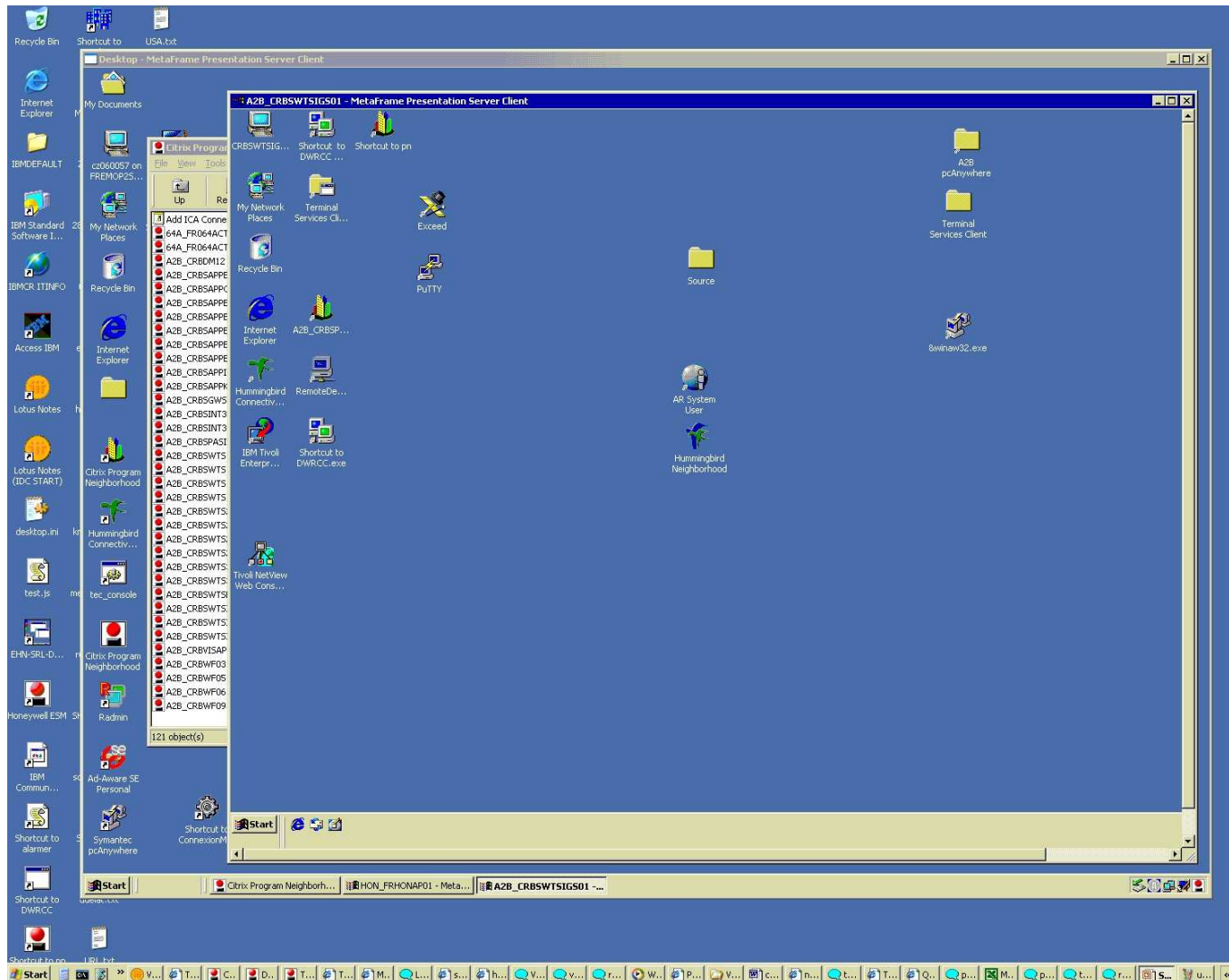
Citrix MetaFrame

- maximální flexibilita
- univerzální přístup
- jakékoliv zařízení
- jakékoliv místo
- jakákoliv síť

www.citrix.com



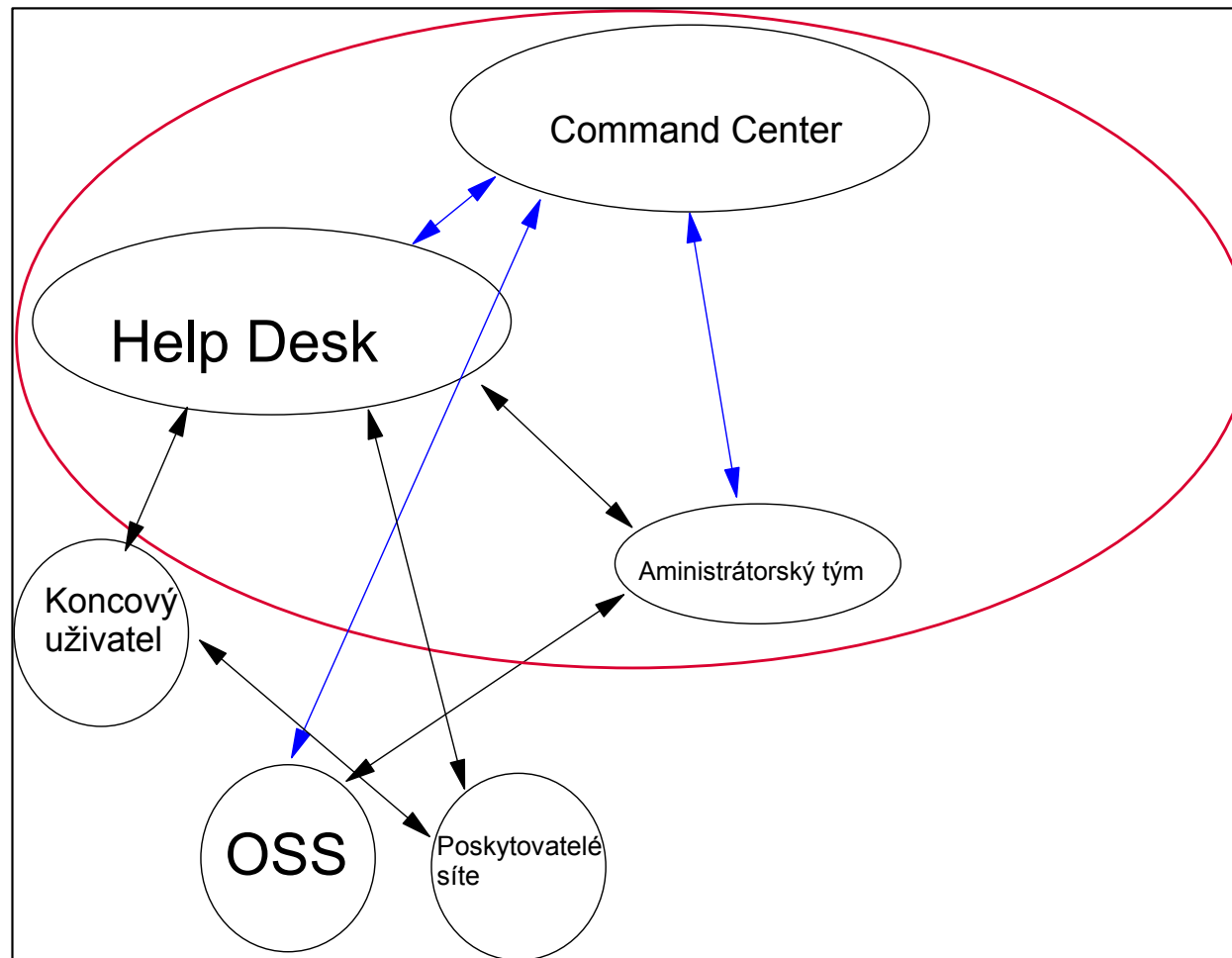
Okna v oknech



Vzdálená připojení

- **Unix**
 - putty, tera term, ...
 - telnet, ssh, ...
- **Windows**
 - Carbon Copy, PC Anywhere, RAdmin, Remote Desktop, Terminal Services, Client Connection Manager, VNC, SSH, ...
- **SAP**
 - SAPlogon (SAPgui)
- **Oracle**
 - sqlplus

Komunikace



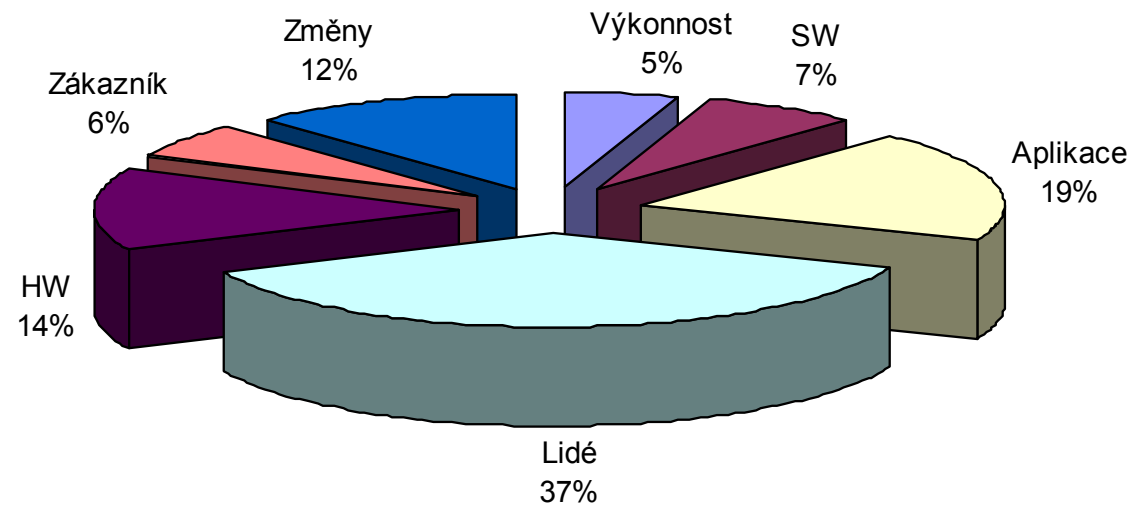
Automatizace CC?

- **Rozlišení problému**
 - reálnost
 - návaznost
 - důležitost



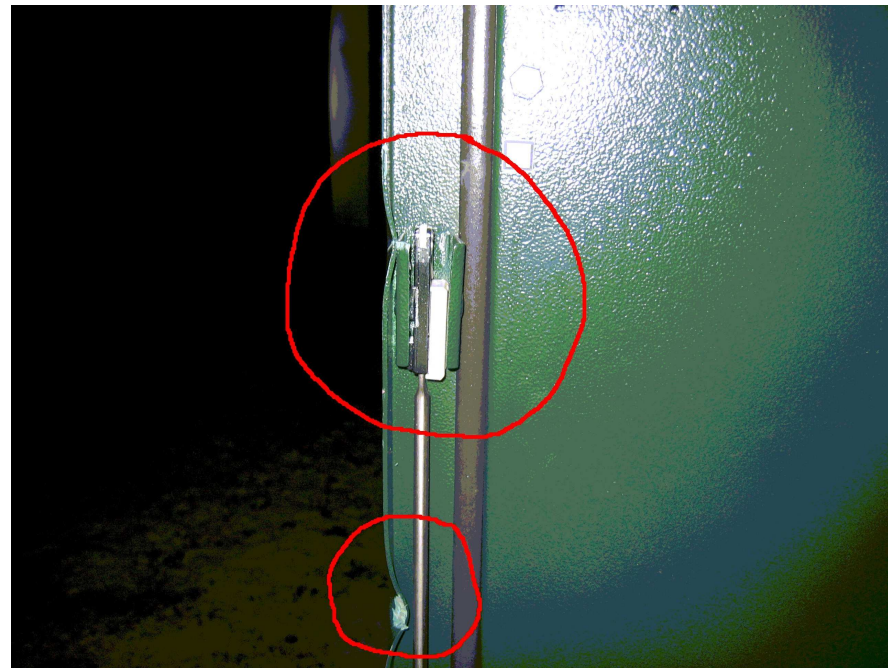
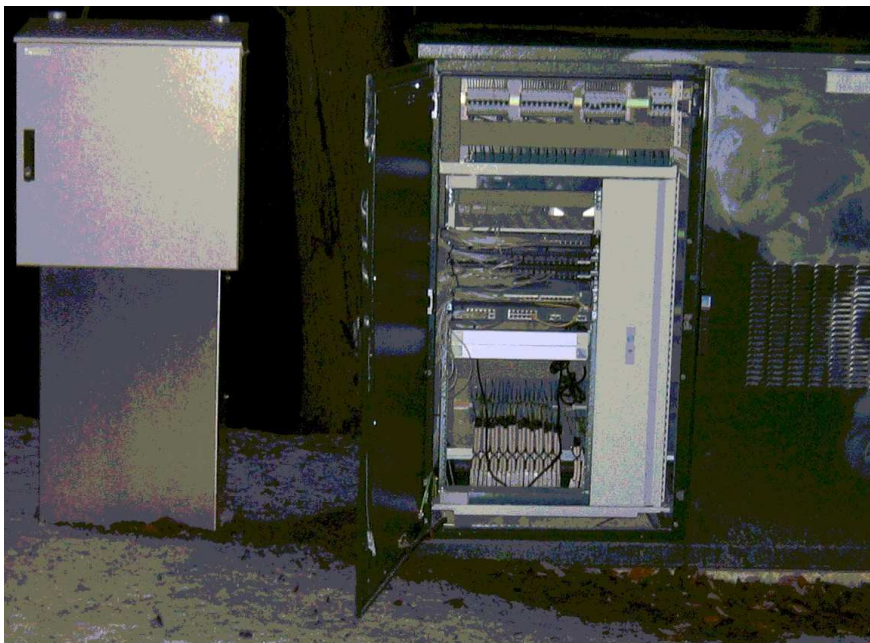
Proč?

Výpadky systémů za čtvrtletí



Příklad z praxe

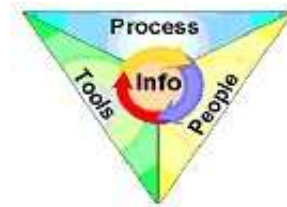
Hostname	Date	R	Message	Class
dk01ap118masr e.v511.cts.com	2006-01-29 01:06:05	1	dk01ap118masre 10.140.82.62 IBM_ANN_MDLOG triggered a FATAL alarm on Status for instance (RLOG002W_se01x171mlc010) at Sun Jan 29 01:05:45 2006. The current value = 1\0.000000 Alarm range is 0 to 0	PATROL_APP



Použité zkratky

- IBM = International Business Machines
- IDC = Integrated Delivery Center
- GSDC = Global Services Delivery Center
- SSO = Server System Operation
- DCS = Desktop Client Support
- HW = Hardware
- SW = Software
- OS = Operating System
- SLA = Service Level Agreement
- IT = Information Technologies
- SNMP = Simple Network Management Protocol
- TCP/IP = Transmission Control Protocol / Internet Protocol
- ERP = Enterprise Resource Planning
- PC = Personal Computer
- CC = Command Center
- HD = HelpDesk
- TEC = Tivoli Enterprise Console
- ICQ = I seek you
- OSS = On Site Support
- RSA = Remote Supervisor Adapter
- LAN = Local area network
- WAN = Wide area network
- TMR = Tivoli Management Region
- Icfcd = Lightweight Client Framework Daemon

Zdroje



The Blue Rose 2/2003

<http://www.ibm.com/cz/>

