



IBM IDC Brno

SSO & DCS I

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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

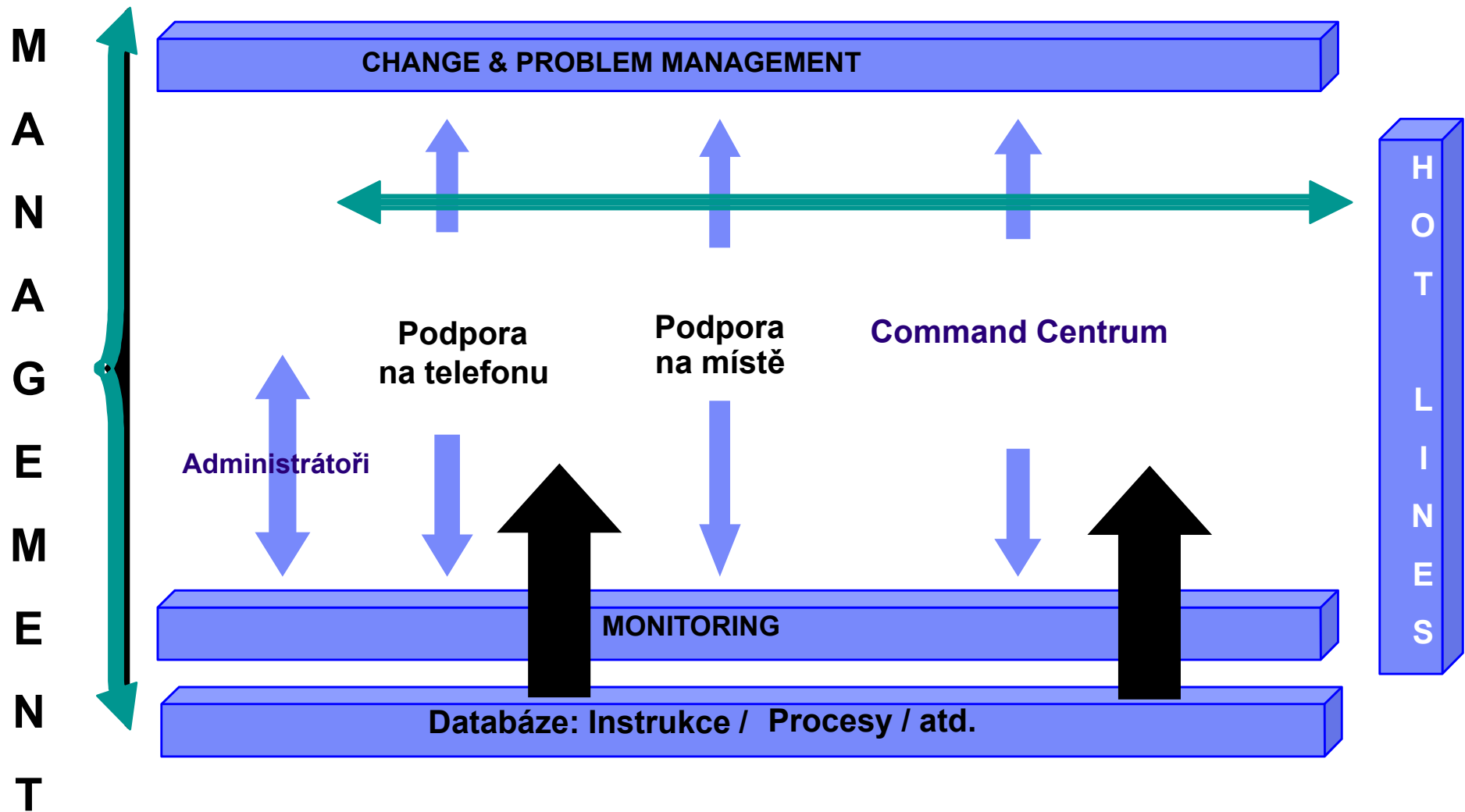
- 1. úroveň podpory
 - CO
 - OS
 - ERP aplikace
 - databáze
 - ...
 - JAK
 - monitoring
 - nápravné akce
 - batch management
 - ...

DCS

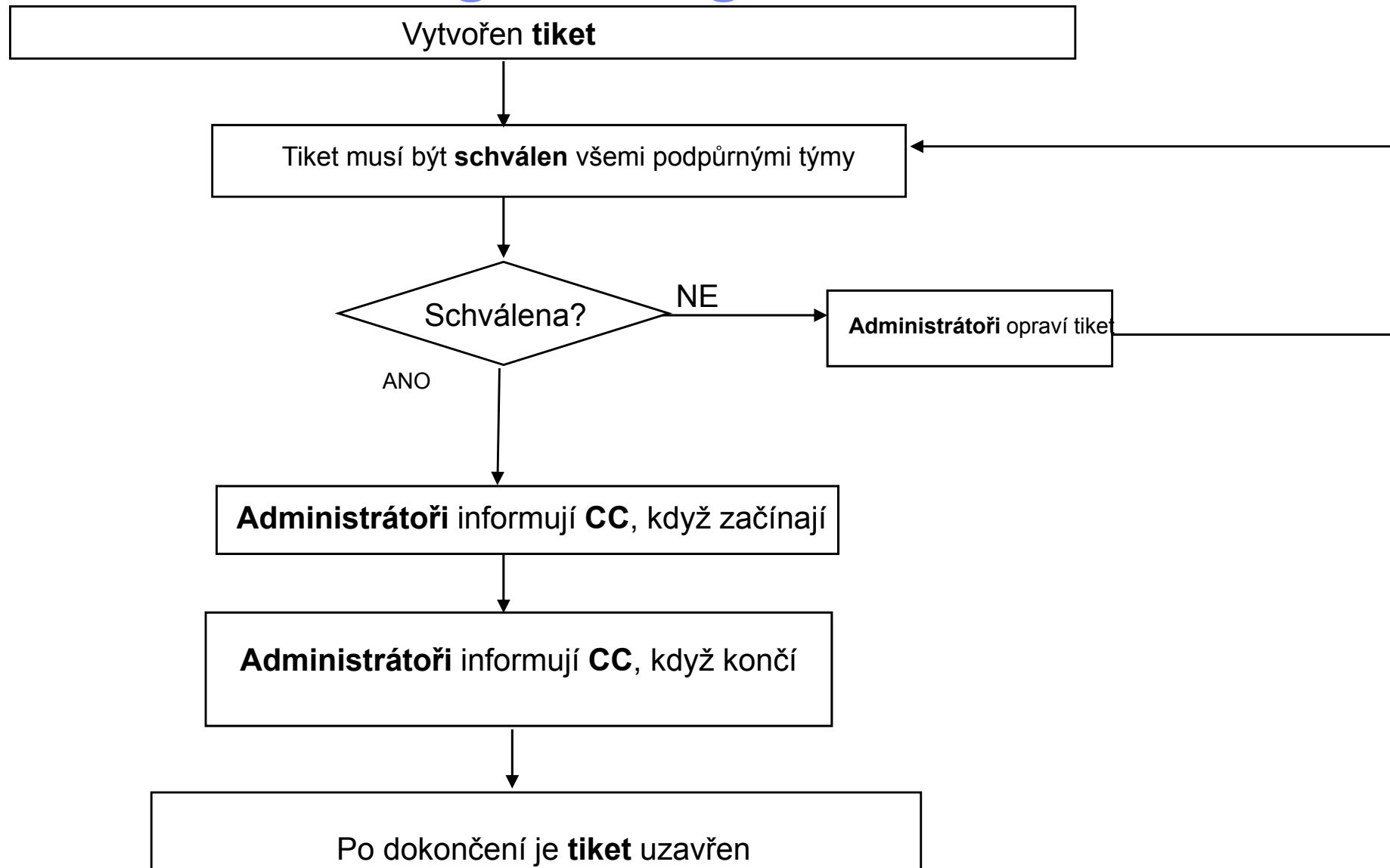
Desktop Client Support

- **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
 - ...

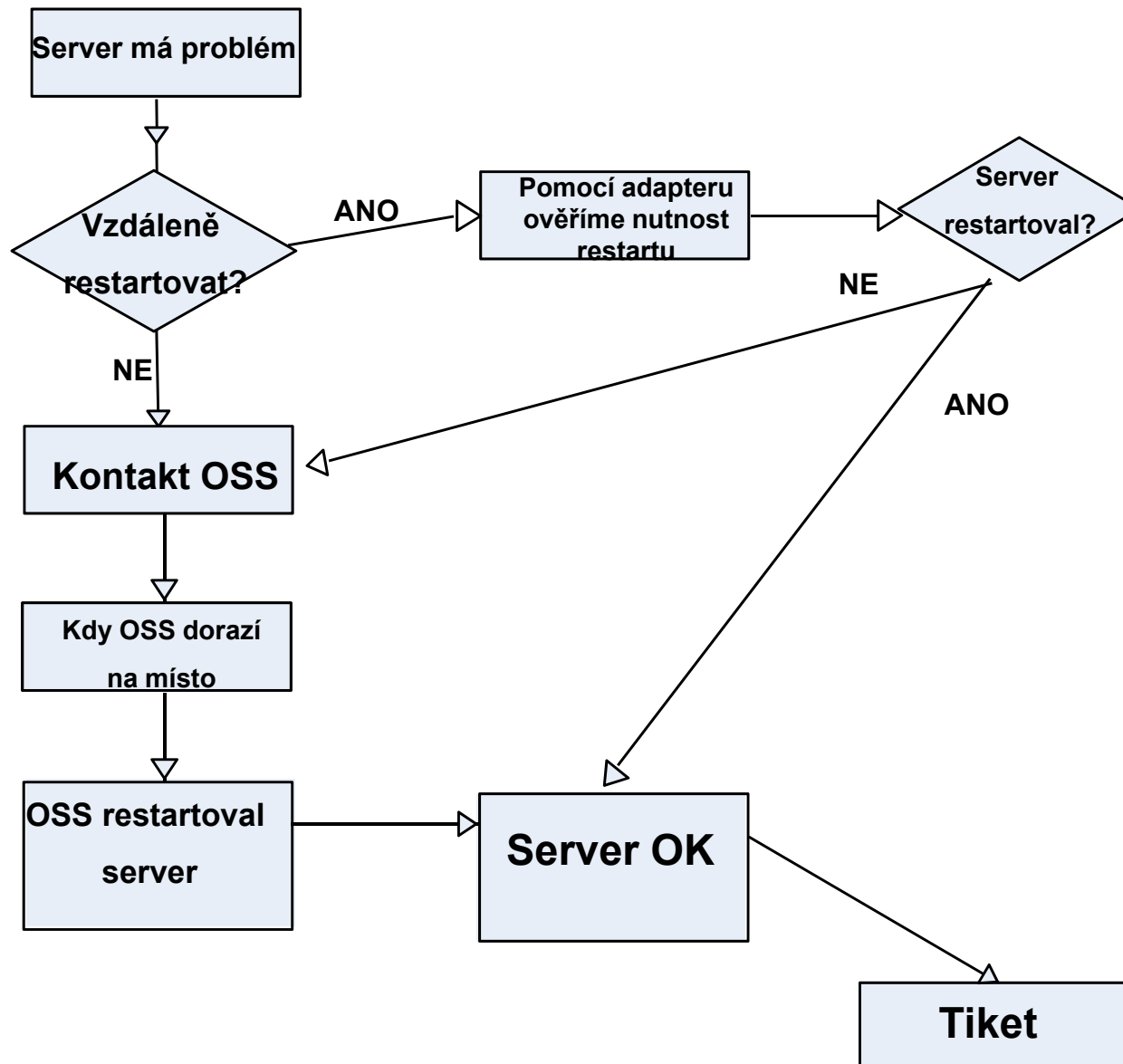
Komunikační plán



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 shows a search bar with the text 'Search in View 'BRNO Shift To Shift'' and an 'Indexed' status. Below the search bar 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 in blue.

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 Stefurak	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 Horsekova	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*: Reporter Group ID*:

WorkGroup*: Node ID:

Cause Change Number:

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

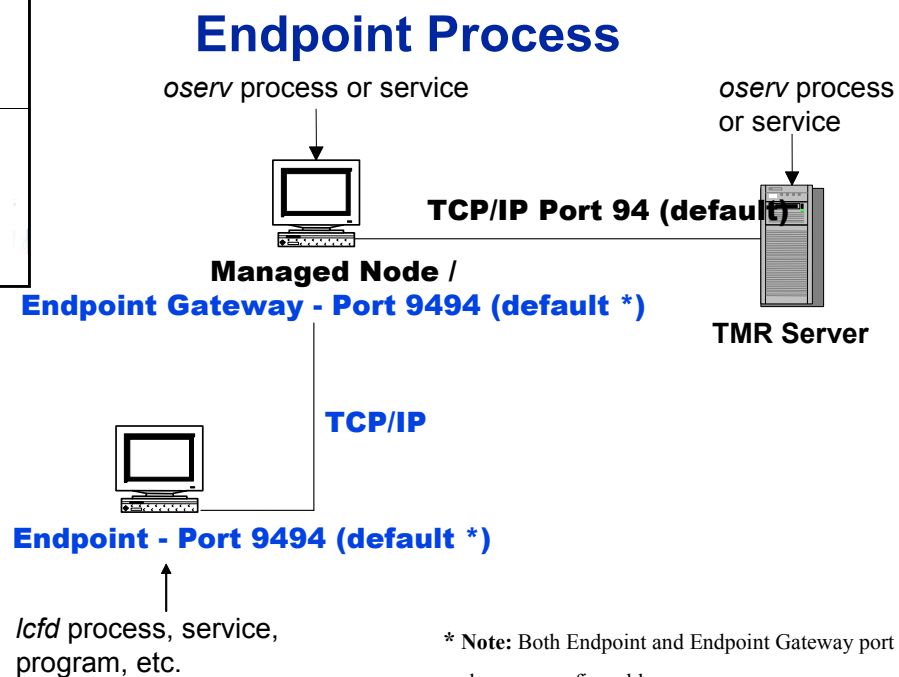
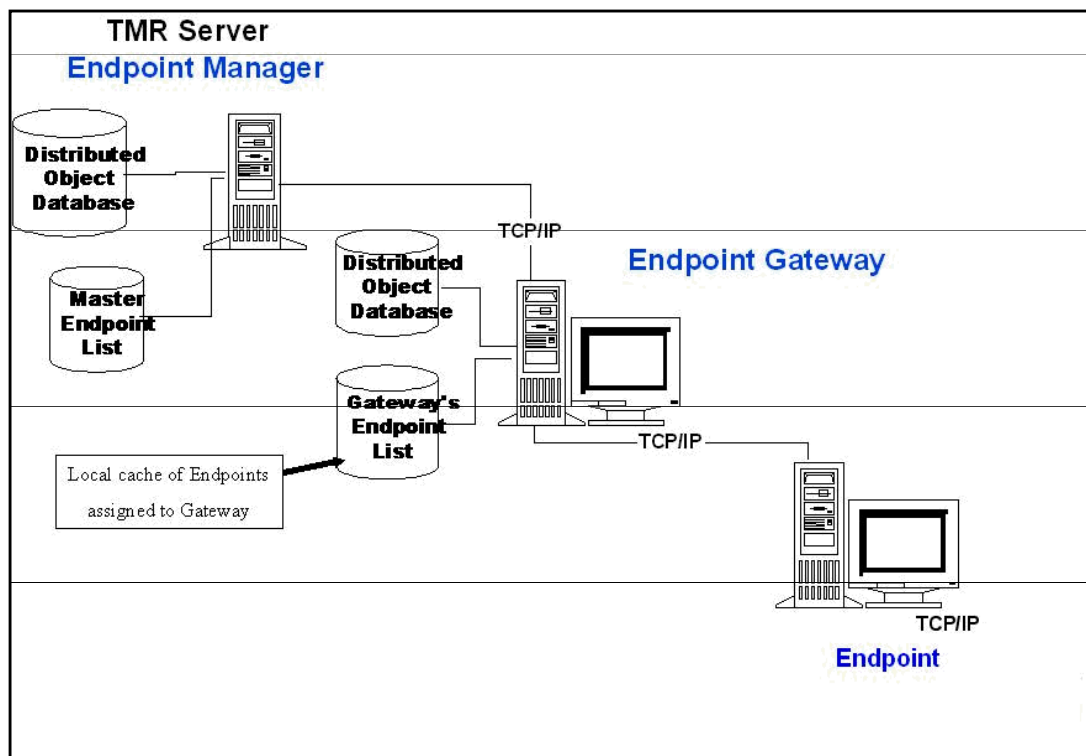
- Vzdálená připojení

- 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 displays the 'Event Viewer: Group Console01.evg' window. The top section shows a 'Working Queue' with a toolbar and a 'Total: 7 Selected: 0' indicator. Below this is a table of events:

Seve...	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/dr31p1) 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
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následný alert pro návrat monitoringu:

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

- co vidí operátor

Days Ago 16 days , For 0.5 days
Last refresh date: 20060131_13H00M (updated every 15 minutes) [View statistics](#)

Hostname	Date	Console	Message	Class
INF_fremop24cmxtte02	2006-1-15 13:15:0	infra_hb	TEC communication OK	HEARTBEAT_TMR
INF_fremop4cmxtte01	2006-1-15 13:15:0	infra_hb	TEC communication OK	HEARTBEAT_TMR
A3F_CMS_N3N_Transpac_CMP9400_9	2006-1-15 13:14:49	console10	Node Down.	TEC_ITS_NODE_STATU
A3F_CMS_N3N_Transpac_CMP9400_9	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_fremop24stxtte01	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_fremop24stxtte01	2006-1-15 13:14:43	infra_hb	TEC communication OK	HEARTBEAT_TMR
A2B_CR8SDCMPRD02	2006-1-15 13:14:43	console02	COMMONLGE004E LOGFILE KO-Cant open log file c:/test.txt.	universal_scustom
INF_toptmcb15	2006-1-15 13:14:43	infra_hb	TEC communication OK	HEARTBEAT_TMR
A41_cslpr009	2006-1-15 13:14:40	console22	CFILGE001E Transfer KO SPK, IDT=A1513144, IDF=NRSP_INF, PART=SV_WSS01, DIAG=0	universal_application
AVD_beisapp050	2006-1-15 13:14:36	console15	COMMONLGE004E LOGFILE KO-Cant open log file /oracle/PX1/saptrace/background/alert_PX1.log	universal_scustom
AVD_beisprp050	2006-1-15 13:14:35	console15	FileFilter : Cannot open filter file /opt/Tivo/itc/dat/1/LCFNEW/Tmw2k/Unix/TSA_file_filter.param	TSA_FileFilter_Error

UNKNOWN
HARMLESS
WARNING
MINOR
CRITICAL
FATAL

PATROL



USFV5 TEC Reports

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

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	U	FRFCAP05DANX8 10.149.76.39 PROCPRES triggered a FATAL alarm on PROCPCountCheck 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

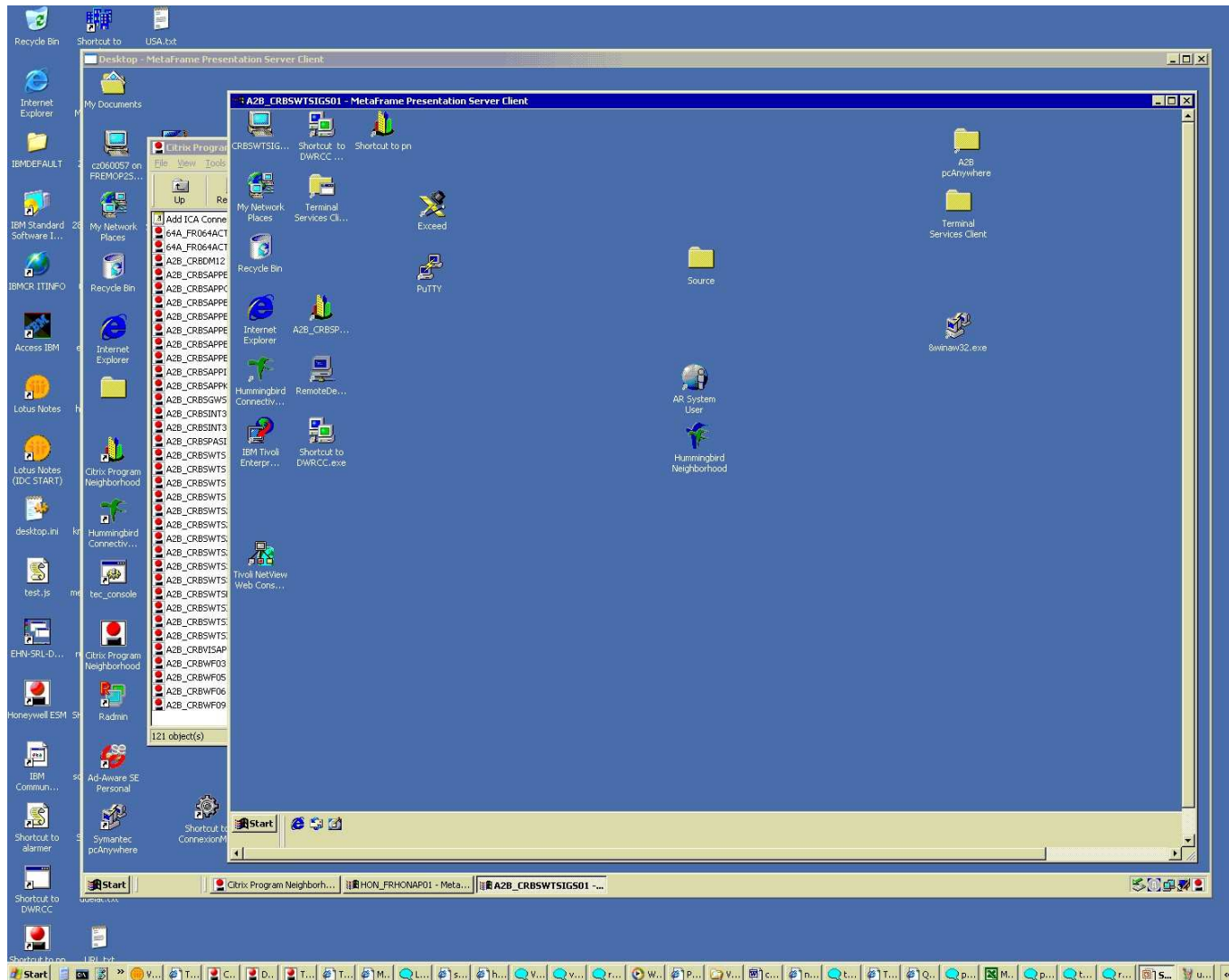
Citrix MetaFrame

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

www.citrix.com



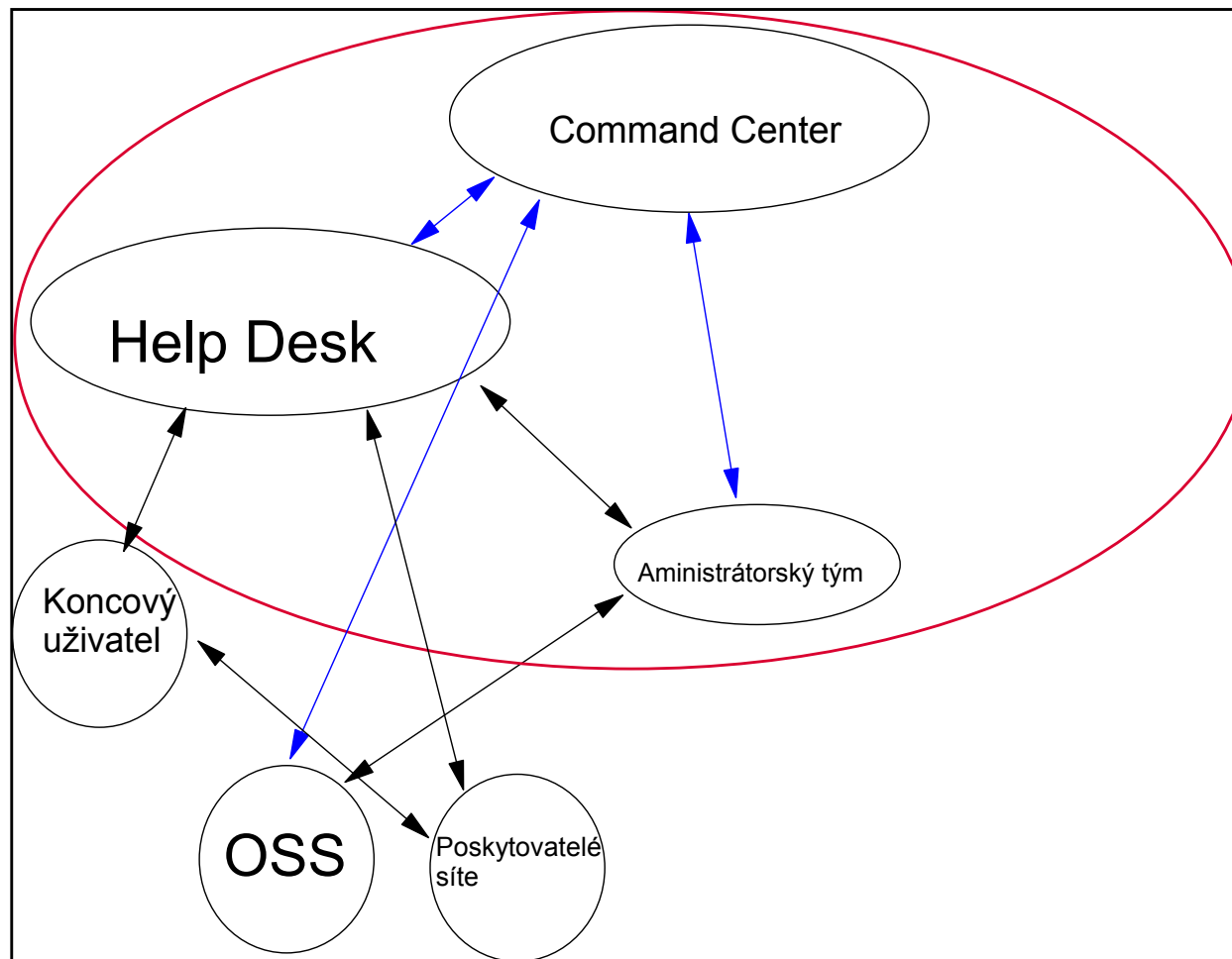
Okna v oknech



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



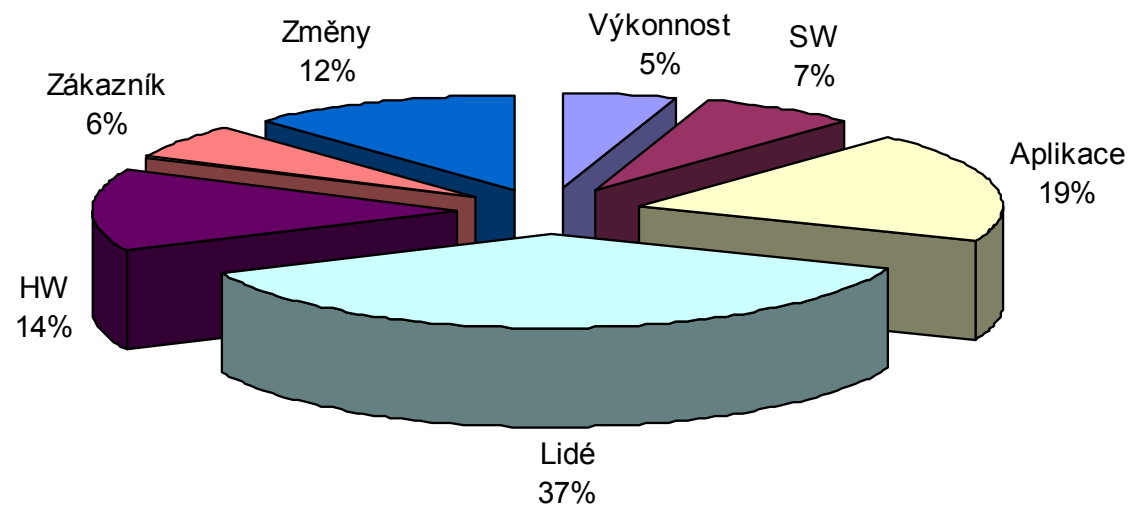
Automatizace CC?

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



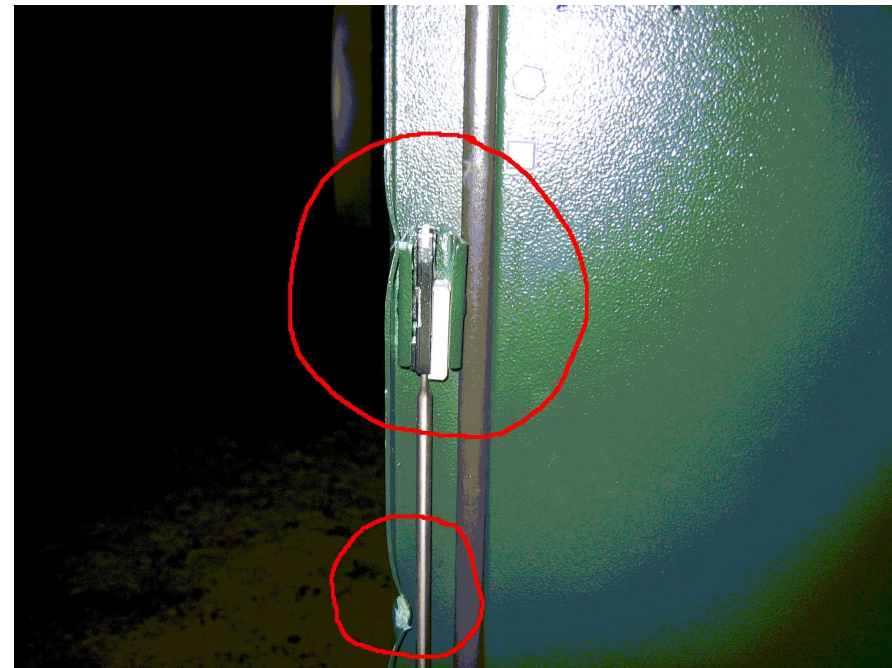
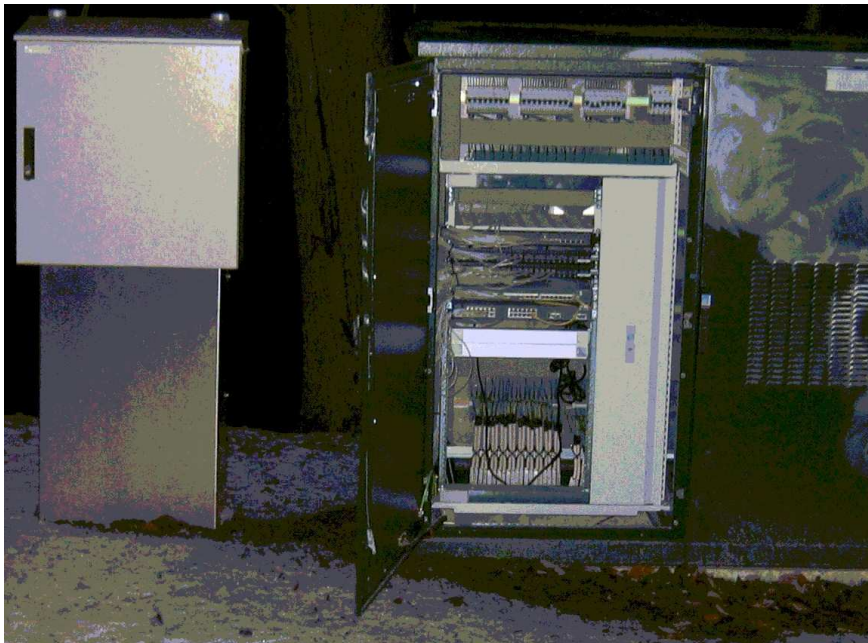
Proč?

Výpadky systémů za čtvrtletí



Příklad z praxe

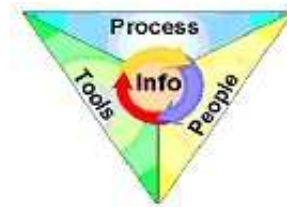
Hostname	Date	R	Message	Class
dk01ap118masre.v511.cts.com	2006-01-29 01:06:05	1	dk01ap118masre 10.140.82.62 IBM_ANN_MDLOG triggered a FATAL alarm on Status for instance (RLOG002W_se01x171mlc010) at Sun Jan 29 01:05:45 2006. The current value = 1\0.000000 Alarm range is 0 to 0	PATROL_APP



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/>

