

Case Study  
Retail  
IBM Tivoli Monitoring, TEC

Author:

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Senior Tivoli Consultant, with over 25 years of extensive experience in the Information Technology Industry with a excellent technical background in supporting Enterprise Management, Security Compliancy, and E-business Disciplines, Tivoli Architecture/Automation, and Systems Management. His primary expertise focuses on Tivoli Management Framework, ITM, Monitoring for Databases, Messaging and Collaboration, Business Integration Manager, Tivoli Enterprise Console/NetView, Access Manager, and Identity Manager.

Challenge:

The client, a major consumer goods manufacturing company, has deployed the Tivoli Enterprise product suite for the management of its IT resources including the network infrastructure, systems, and applications. In order to optimize their Tivoli implementation, the client wanted to move to Tivoli's three-tiered architecture. This new approach, available with Tivoli Framework, would allow the client to increase the performance of their management tools, to decrease the load these tools place on the network and systems they manage, and to expand their EM implementation into overseas client.

To accomplish this migration, the client was faced with some large challenges. The Tivoli products were critical to the daily operations and service management of the organization. Any changes would have to be done with minimal downtime and would have to account for numerous third party management and e-business tools that had been integrated into the Tivoli Enterprise environment. These tools included HP OpenView, MQ Series, Maestro, Service Desk and more. The client needed assistance from a company that has experience in complex EM implementations and a methodology for dealing with critical, sensitive projects – enter Trinity Solutions.

**Solutions in Action:**

Trinity Solutions was engaged in this project with the scope of assessing the current deployment of the Tivoli product suite and designing a migration methodology that would take them to the new architecture with minimal affects on the organization. TS' engagement started with a discovery process of the client's Tivoli deployment and its integration with various point solutions. TS was able to quickly review and recommend a Tivoli architecture that incorporated the client's business and geographic procedures leveraging the salient architectural features of the Tivoli. As a result, an extensively detailed and systematic document describing how to migrate the current environment to a new architecture with best practices customizations was delivered. This also included a recommendation to migrate from a single Tivoli Management Region (TMR) deployment to a three-TMR interconnected deployment. The key differences that were intrinsic to the Tivoli architecture also needed to be incorporated into the management methodologies of the client IT resources.

When this engagement was complete the client invited Trinity Solutions to assist them in the execution of the Tivoli Migration Plan. TS' consulting team was involved in upgrading the Tivoli Management and Tivoli Enterprise Console servers. They

implemented the migration of Tivoli Plus Modules and performed custom scripting to enhance the functionalities of the product. Throughout the process TS consultants worked directly with client engineers to provide training and knowledge transfer. As a result of TS' involvement, the client had major aspects of the Tivoli migration efforts successfully completed – on time and within budget.

#### eBusiness Infrastructure Availability Management using Tivoli Products

The client is a major international shipping corporation operating remote offices and servicing customers all throughout the world. They developed a web-based multi-purpose application called Pegasus, which serves not only to fulfill and track customer requests, but also to provide internal communication between business units.

Trinity Solutions was brought into the project to develop three separate enterprise management server environments and to monitor their web applications. This was done before any monitoring capabilities were in place. Trinity Solutions was responsible for designing the e-business enterprise management architecture as well as implementing and developing the management environment.

Monitoring was divided into four categories: internal application, Internet applications, systems, and network. IBM Tivoli Monitoring and TEC were installed to monitor application logs and system attributes. Tivoli Netview was used to monitor network SNMP devices and host availability.

The client was under strict time constraints; therefore, the project was completed in a non-process fashion. It was completed in approximately eighteen weeks, and was divided into three phases: Initial implementation and design, Development of Production environment, and finally, Backward Migration into Staging, Test, and Development environments

#### **Results:**

The end results of the project include a fully functional Tivoli monitoring environment that proactively monitors and manages the e-infrastructure with minimal maintenance and administrative demands. Approximately 200 monitors, 20 rules, and eight adapters were developed for client requirements.

#### Future client considerations

TS has developed a good relationship with the management and operations personnel at NYK/NSRI. It seems likely that they will need additional Tivoli administrative support