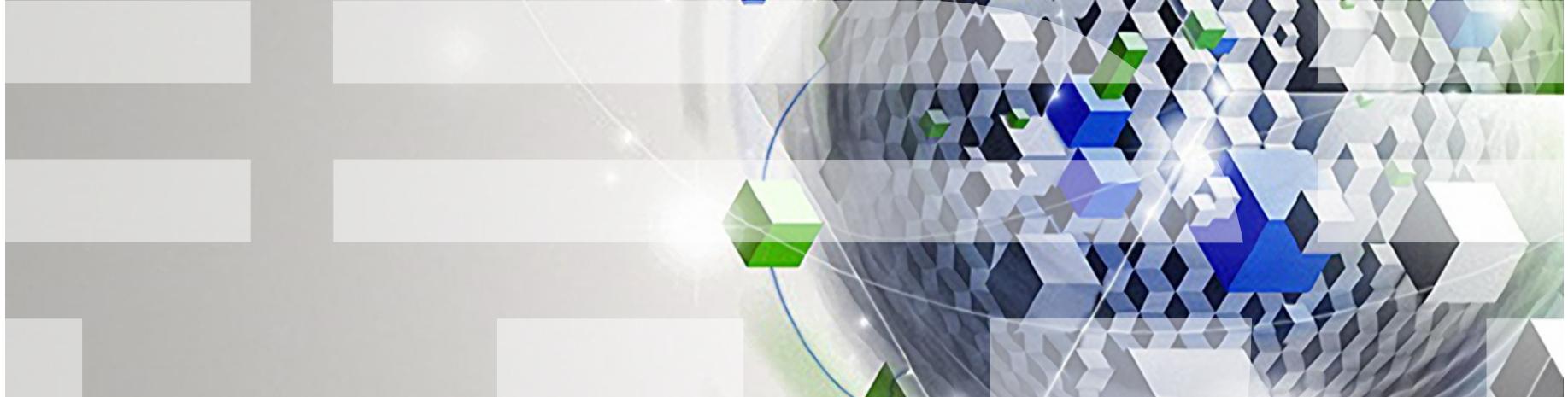


IBM SmartCloud Control Desk

Sep 17, 2012

Vijay Aggarwal (aggarwav@us.ibm.com)

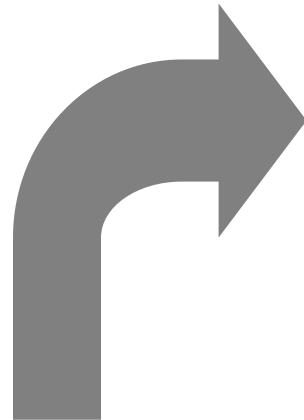
Design Lead
Service Desk, Service Catalog



Legal Disclaimer

- IBM's statements regarding its plans, directions, and intent are subject to change or withdrawal without notice at IBM's sole discretion.
- Information regarding potential future products is intended to outline our general product direction and it should not be relied on in making a purchasing decision.
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- Performance is based on measurements and projections using standard IBM benchmarks in a controlled environment. The actual throughput or performance that any user will experience will vary depending upon many factors, including considerations such as the amount of multiprogramming in the user's job stream, the I/O configuration, the storage configuration, and the workload processed. Therefore, no assurance can be given that an individual user will achieve results similar to those stated here.

IBM SmartCloud Control Desk – Easier to buy, Easier to Deploy



TAMIT 7.2.1

TSRM 7.2.1

CCMDB 7.2.1

Previous product model

Multiple Packages

SmartCloud Control Desk Service Provider Edition
Support multiple clients

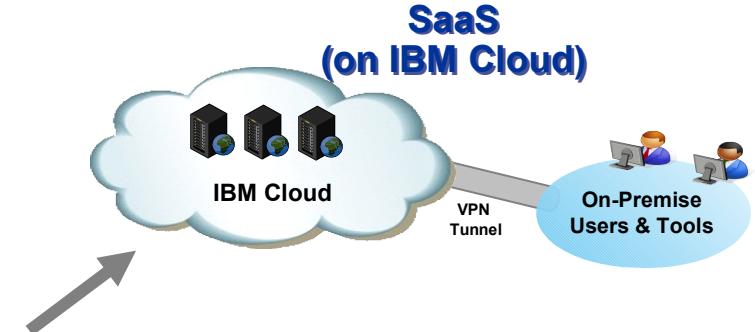
SmartCloud Control Desk

Full ISM Suite with
Service Request Mgmt
Service Desk
Service Catalog
Change Mgmt
Configuration Mgmt
Release Mgmt
IT Asset Mgmt
Procurement Mgmt
License Mgmt

SmartCloud Control Desk Entry Edition

Simple Service Desk
Inexpensive entry price
Simplified UI / workflows

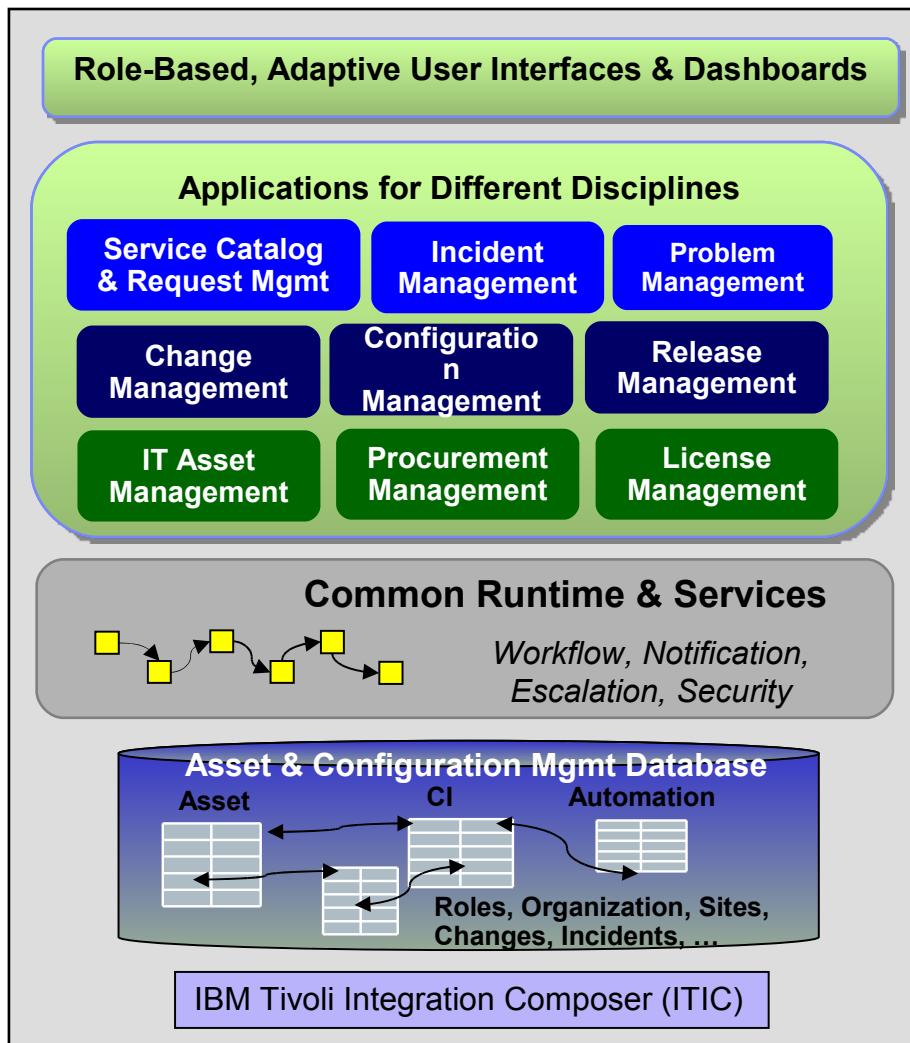
Multiple Delivery Models



Virtual Machine Images

Enterprise (custom) Install

IBM SmartCloud Control Desk – Key Enhancements in 7.5



- **Improved user experience**

- New product-wide Navigation Bar
- Simplified UIs for apps (Entry / Advanced)
- In-app view of workflow assignments
- Improved end-user self service center
- Offering creation via App Designer
- CI topology views with swimlanes
- “Instant Audit” CI Comparison

- **Major functional and performance improvements**

- New OOB auth CI model (“broad and shallow”)
- Dramatic ITIC performance improvements
- Improved runbook automation
- Support for new license models
- Asset-CI linkage & automation

- Improved end-to-end process integration
- **DevOps integration** with Rational tools using OSLC
-
- Simpler integrated install
- Faster to deploy (includes SaaS / VM image)
- Easier to maintain – single maintenance stream
- Extensive Out-of-the-box content for quick TTV
- Mobile (smartphone) support
 - Blackberry, iOS, Android

Usability Enhancements

Improving intuitiveness and navigation for new users

- Introducing a system-wide nav bar.
- Frequent tasks – from the toolbar items specified by the app
- Other tasks – from the select action menu.
- System properties to turn nav bar on or off – e.g. for upgrade customers who don't want new UI look
- Changes to tab group – to only show list information initially when landing in app (and not the details tabs)

The screenshot shows the IBM Cognos Analytics interface with the new system-wide navigation bar. The top navigation bar includes links for 'Bulletins: (1)', 'Reports', 'Profile', 'Sign Out', and 'Help'. Below the top bar is a toolbar with various icons for search, save, print, and other functions. On the left, there's a sidebar with sections for 'Available Queries', 'Frequent Tasks' (including 'New User', 'Change Status', 'Create KPI', 'Create Report'), and 'Other Tasks' (including 'Change Status', 'Set Security Profile', 'Security Controls', 'Manage Sessions', 'Manage Blocked IP Addresses', 'Run Reports', 'Cognos Reporting'). The main content area is titled 'Users' and displays a grid of user data. The grid columns are: User, Person, First Name, Last Name, Display Name, Status, and Type. The data includes rows for users like ADAMS, AMAN, AMANDAG, AURELOG, BENJAMINW, etc., each with a unique ID and status like ACTIVE or TYPE 1. Each row has edit and delete icons in the last column.

User	Person	First Name	Last Name	Display Name	Status	Type
ADAMS	ADAMS	Hank	Adams	Hank Adams	ACTIVE	TYPE 1
AMAN	AMAN	Aman	White	Aman White	ACTIVE	TYPE 1
AMANDAG	AMANDAG	Amanda	I. Gilhooley	Amanda I. Gilhooley	ACTIVE	TYPE 1
AURELOG	AURELOG	Aurelio	Gottschalk Jones	Aurelio Gottschalk Jones	ACTIVE	TYPE 1
BENJAMINW	BENJAMINW	Benjamin	M. Wright	Benjamin M. Wright	ACTIVE	TYPE 1
BERNARDJK	BERNARDJK	Bernard	J. Kimmel	Bernard J. Kimmel	ACTIVE	TYPE 1
BERNITAR	BERNITAR	Bernita	Rogers	Bernita Rogers	ACTIVE	TYPE 1
BETHUNE	BETHUNE	Dave	Bethune	Dave Bethune	ACTIVE	TYPE 1
BILLIEKC	BILLIEKC	Billie	K. Cordero	Billie K. Cordero	ACTIVE	TYPE 1
BOUDREAU	BOUDREAU	Jane	Boudreau	Jane Boudreau	ACTIVE	TYPE 1
BPILLA	BPILLA	Bob	Pilla	Bob Pillance	ACTIVE	TYPE 1
BRIANBM	BRIANBM	Brian	B. McCarver	Brian B. McCarver	ACTIVE	TYPE 1
BRUCEC	BRUCEC	Bruce	Chapman	Bruce Chapman	ACTIVE	TYPE 1
CALCOTT	CALCOTT	Steve	Calcott	Steve Calcott	ACTIVE	TYPE 1

Selecting a record and going into the record

- List tab no longer present in the tab group.
- Only record details tabs are viewable.
- Bread-crumb to show the specific record.
- Label – description rendering approach modified to reduce risk of horizontal scrolling.

The screenshot shows a user interface for managing users. The top navigation bar includes links for 'Bulletins: (1)', 'Reports', 'Profile', 'Sign Out', 'Help', and the 'IBM' logo. On the left, there's a sidebar with 'Available Queries' (All Records, All Bookmarks, Users with the Status 'BLOCKED'), 'Frequent Tasks' (New User, Change Status, Create KPI, Create Report), and a 'Find' search bar. The main content area is titled 'Users' and shows a record for 'ADAMS'. A purple oval highlights the 'Status' field, which is set to 'ACTIVE'. Below this, the 'Login Information' section shows the user name 'adams'. The 'Personal' section contains fields for Person (ADAMS), Display Name (Hank Adams), Address (100 Bedford Road), Status (ACTIVE), Primary Phone (781-335-9267), Primary E-mail (hanky14@hotmail.com), City (Burlington), State/Province (MA), ZIP/Postal Code (01730), Country (USA), First Name (Hank), Last Name (Adams), Workflow Delegate, Memo, Supervisor, and Default Insert Site (BEDFORD). The 'User Settings' section includes fields for Storeroom Site for Self-Service Requisitions, Default Storeroom for Self-Service Requisitions, Password Expiration Date, and checkboxes for 'Use Default Insert Site as a Display Filter', 'System Account', 'Can Access Inactive Sites', and 'Use Screen Reader'.

Header changes – Home button and Apps buttons

- Home button is the new Start Center link
- GOTO menu moved to the left – still is an overlay menu

The screenshot shows the 'Users' screen in the IBM System Manager application. The top navigation bar includes a 'Home' icon, a 'Go To Menu' button, and a 'Select Action' dropdown. The right side of the header features 'Bulletins: (1)', 'Reports', 'Profile', 'Sign Out', and 'Help' links, along with the 'IBM.' logo. On the far left, there is a vertical 'GOTO' menu with categories like Administration, Assets, Change, Contracts, Financial, Integration, Inventory, IT Infrastructure, Planning, Planning and Scheduling, Preventive Maintenance, Purchasing, Release, Security, Self Service, Service Desk, Service Level, Service Provider (SP), Service Request Manager Catalog, System Configuration, Task Management, and Work Orders. The main content area displays user information for a record named 'ADAMS'. The user's name is listed as 'User Name: ADAMS'. The status is 'ACTIVE'. The 'Personal' section contains fields for Display Name ('Hank Adams'), Address ('100 Bedford Road'), Primary Phone ('781-335-9267'), Primary E-mail ('hanky14@hotmail.com'), Workflow Delegate, Memo, City ('Burlington'), State/Province ('MA'), ZIP/Postal Code ('01730'), and Country ('USA'). The 'User Settings' section includes fields for Default Insert Site ('BEDFORD'), Storeroom Site for Self-Service Requisitions, Default Storeroom for Self-Service Requisitions, Password Expiration Date, and checkboxes for 'Use Default Insert Site as a Display Filter', 'System Account?', 'Can Access Inactive Sites?', and 'Use Screen Reader?'. The bottom of the screen shows the footer with the text 'C. J. Paul - May 2, 2012', 'IBM Confidential', and '© 2011 IBM Corporation'.

Simplified Specification Attribute Display

Service Requests - Mozilla Firefox

File Edit View History Bookmarks Tools Help

http://vmismauto27.tivlab.austin.ibm.com/maximo/ui?event=loadapp&value=sr&uisessionid=35

Most Visited Getting Started Latest Headlines IBM

Service Requests

Summary: Build New Server

Details:

Offering: PMSC_2020A >> Build New Server

Asset: >>

Location: >>

Configuration Item: >>

Class Description: Composite Services

Quantity: 1

Service Group: IT >>

Service: SRVDEPLOY >>

Site: PMSCRTP

Work Logs Filter > 0 - 0 of 0 Download

Record Class Created_By Date Type Summary

...No rows to display...

New Row

Specifications Filter > 1 - 8 of 8 Download

Attribute Description Value Unit of Measure

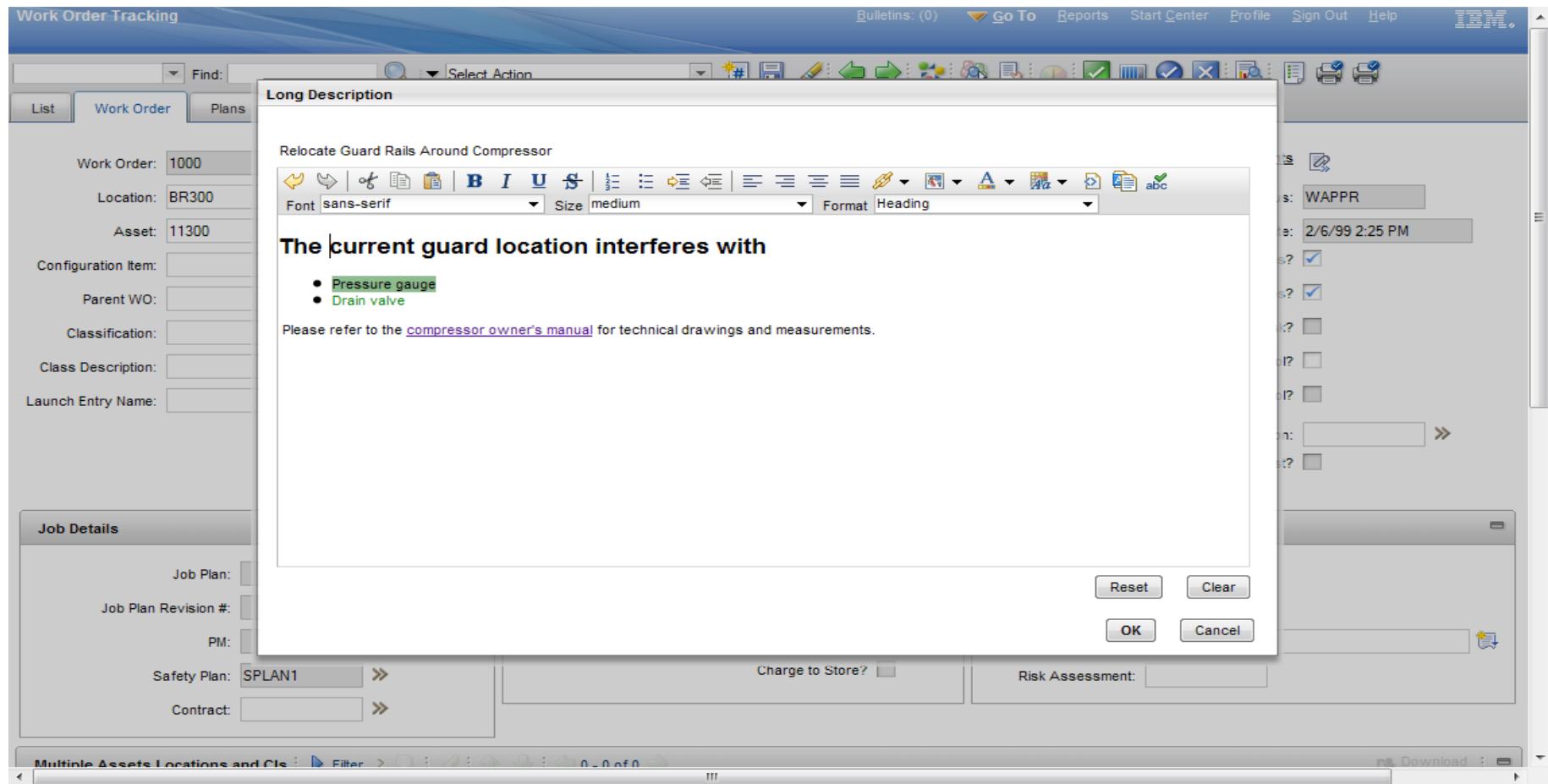
Attribute	Description	Type	Value	Unit of Measure
HOSTNAME	Host Name		BVT	
IPADDR	IP Address		1.2.3.4	
NETZONE	Network Zone			
OS	Operation System			
RELDATE	Expected Release Date		Tomorrow	
IDACCESS	User IDs and Access Requirement			
PROJNAME	Project Name		Automation	
CONTACT	Project Contact		Nithin	

New Row

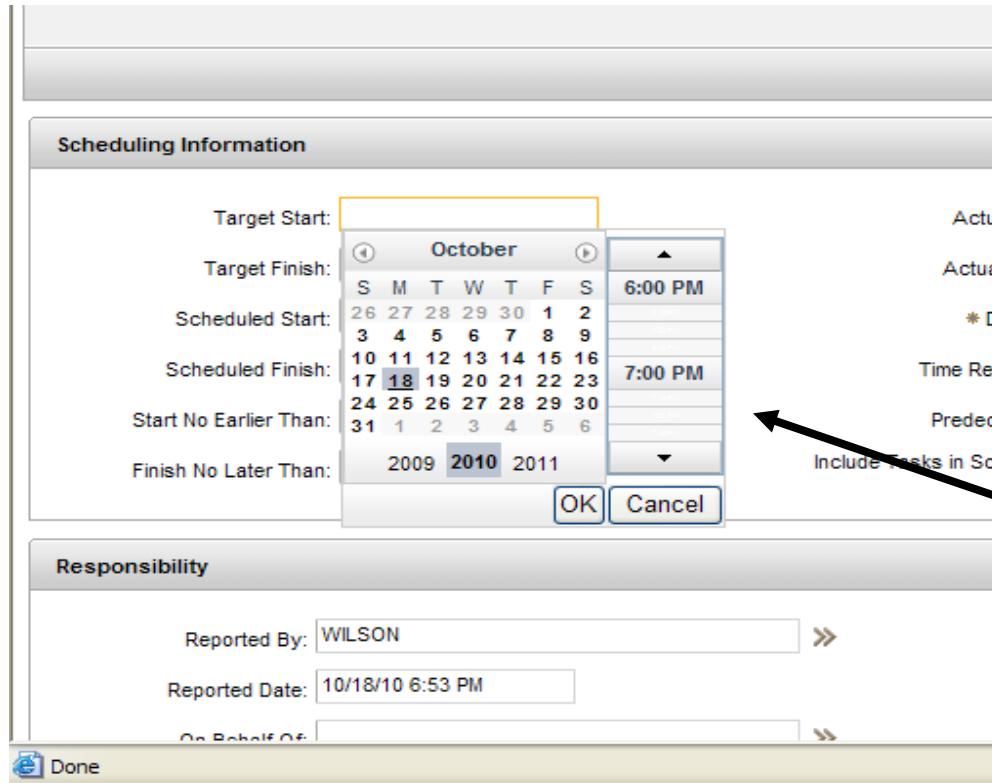
Waiting for vmismauto27.tivlab.austin.ibm.com...

Single column for Value

Rich Text – Long description and Communication templates



New Calendar



New calendar control offers faster response to clicks because it does not make round trips to the server.

Typeahead Searching for Simple Domains

Screenshot of the IBM Tivoli Systems Management Information (TSM) interface, specifically the Service Requests module, demonstrating typeahead search functionality.

The URL in the browser is <http://ismauto3.tivlab.austin.ibm.com/maximo/ui/?event=loadapp&value=sr&uisessionid=123>.

The search bar in the top navigation bar contains the letter 'p'. A dropdown menu is open, showing suggestions:

- PHONECALL : PHONE CALL
- INTERESTINGREPORT : INTERESTING REPORT
- WALKUP : WALK UP

The suggestions are displayed in a standard Windows-style dropdown menu with a yellow border around the selected item.

Below the search bar, the 'Source' field also contains the letter 'p', and a similar dropdown menu is displayed:

- Reported By: PMSCSRUUSR
- Name: Service Requisition User
- Phone: 512-341-2086
- E-mail: pmscsrusr@ibm.com

The 'Affected Person' section shows identical fields for the same user.

In the 'Service Request Details' section, the 'Summary' field contains 'Summary : BVT 2238'. A dropdown menu is open over this field, listing:

- Classification: [empty]
- Classification Path: [empty]
- Class Description: [empty]
- Virtualized? [checkbox]
- GL Account: [empty]
- Service Group: [empty]
- Service: [empty]
- Vendor: [empty]

Other visible fields in the 'Service Request Details' section include:

- Details: [large empty text area]
- Indicated Priority: [dropdown]
- Reported Priority: [dropdown]
- Impact: [dropdown]

At the bottom left, there is a 'Done' button.

Configuring Typeahead

Screenshot of the IBM Maximo Application Designer interface showing the configuration of typeahead properties for a multipart textbox.

The main window displays a form for an "Offering" object. A "Multipart Textbox Properties" dialog is open, specifically the "Autofill Properties" tab. This tab contains a note about configuring autofill properties to use cached data instead of server data, mentioning type-ahead and set values. It includes three buttons: "Configure Type-Ahead", "Configure Set Values", and "Configure Filters".

A blue curved arrow points from the "Configure Type-Ahead" button in the "Autofill Properties" dialog to the "Asset" field in the main form. The "Asset" field is highlighted with a green background, indicating it is the target field for configuration.

The browser's address bar shows the URL: <http://vmisauto27.tivlab.austin.ibm.com/maximo/ui/?event=loadapp&value=designer&uisessionid=37>.

Problem: It difficult to remember asset numbers. Although the description is easy to remember, using a lookup dialog is slow.

Solution: You can configure autofill properties so that one or more fields from a table domain can be used with typeahead completion.

Make it easier & simpler for IT Staff to create SR, Incidents

The screenshot shows a web-based application interface for managing service requests. The left sidebar contains navigation links for 'Service Requests', 'Available Queries', 'Frequent Tasks', and 'Other Tasks'. The main area displays a 'Service Requests' grid with columns for 'Internal Priority', 'Status', and 'Owner'. A central modal dialog box is open, titled 'Create New Service Request', containing two tabs: 'User Information' and 'Service Request Details'. The 'User Information' tab includes fields for 'Service Request' (with a search icon), 'Affected Person' (with a search icon), 'Name' (text input), 'Phone' (text input with a search icon), and 'E-mail' (text input). The 'Service Request Details' tab includes fields for 'Summary' (text input with a search icon) and 'Details' (text area). At the bottom of the dialog are 'Reported Priority' and 'Service Request Type' dropdowns, along with 'Submit Now' and 'Cancel' buttons.

Help and Logging Enhancements

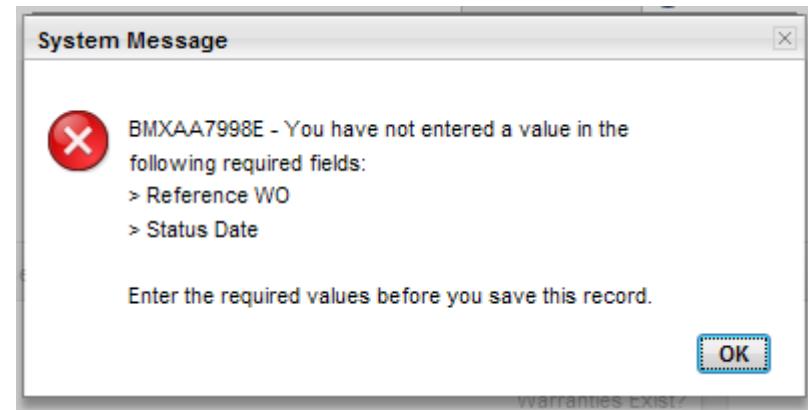


HELP Feature Improvements	Benefit
<i>Technical content of the product is now in one information center and installed on the customer network</i>	<i>Permits better access to a more complete library of information.</i>
<i>A single search for all products</i>	<i>All help for all Service Management products available in one place!</i>
<i>Information content improvements made to complex areas of product</i>	<i>Included links to relevant topics for more information. Accomplish your work while you stay in the product. Search with highlighting. Print one Help topic or a group</i>

LOGGING Improved	Benefit
<i>Property added to allow for English logging regardless of base language</i>	<i>This is to allow IBM Support to quickly identify problems.</i>
<i>Enhancements to the level of detail provided with (BIRT) Reporting engine logging</i>	
<i>Report created that shows error messages and describes how customers can resolve the problem themselves</i>	
<i>Reporting error message report made more accessible</i>	

Required field identification on save

- Dialog lists all missing values
 - Note that labels now match the field label even if a custom label was specified in the presentation
- Tab with error that is not current tab
 - “Status Date” is on the Work Order tab



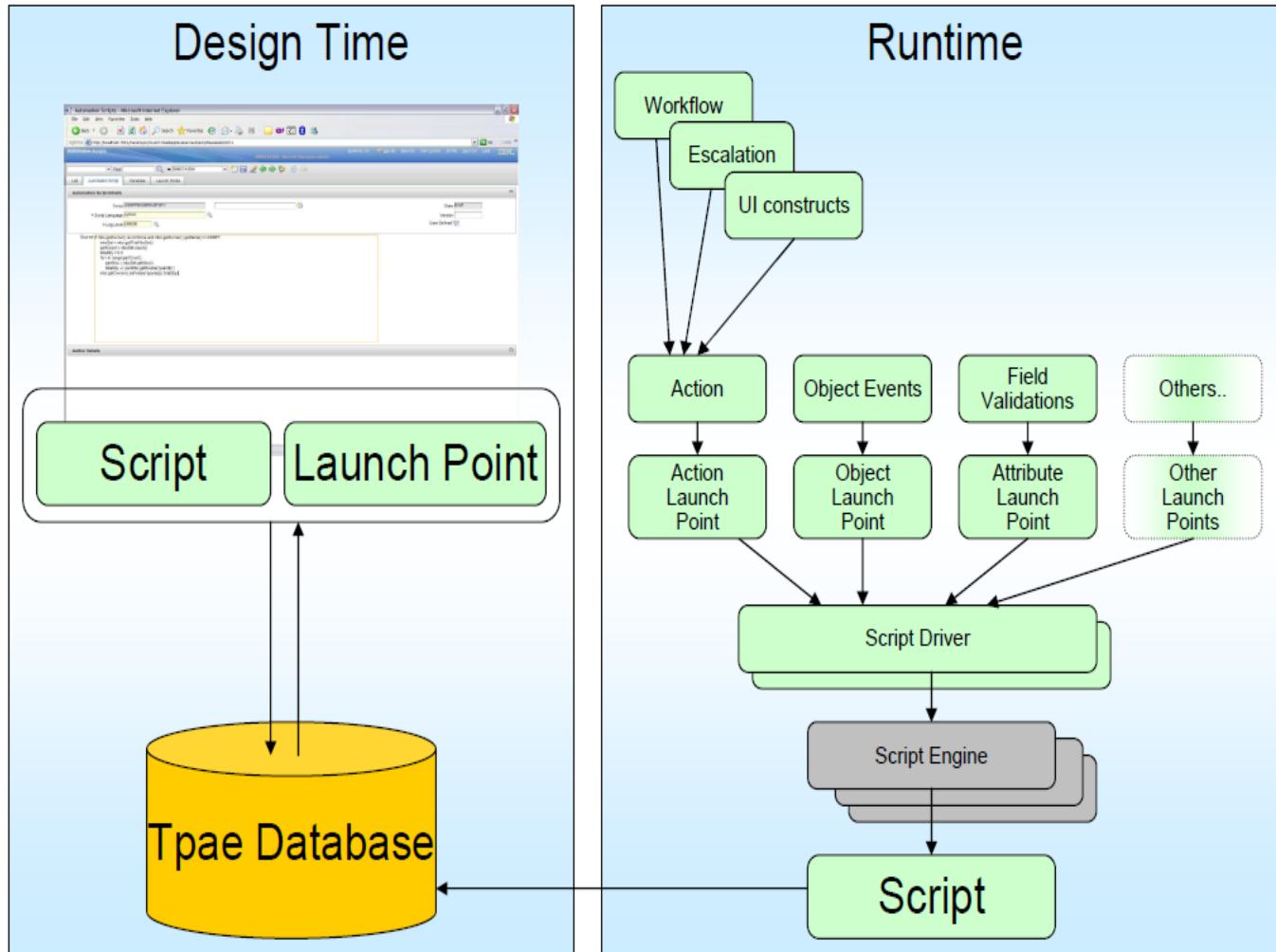
A screenshot of the 'Work Order Tracking' application. The top navigation bar includes 'Work Order Tracking', 'Bulletins: (0)', 'Go To', 'Reports', 'Start Center', 'Profile', 'Sign Out', 'Help', and the IBM logo. The toolbar below has buttons for 'List', 'Work Order' (highlighted with a red border), 'Plans', 'Assignments', 'Related Records', 'Actuals', 'Safety Plan', 'Log', 'Failure Reporting', and 'Specifications'. The main work area shows a form with fields: '* Work Order:' (with a red border), 'Parent WO:' (with a red border and a double arrow icon), 'Site: BEDFORD', 'Status: WAPPR', and a 'Download' button. Below the form is a table titled 'Children of Work Order' with columns: Sequence, Record, Record Class, Summary, Location, Asset, and Status. The status column for the first row is also highlighted with a red border.

Advanced Configuration - Scripting Support

Advanced Configuration features

- Benefits of scripting vs Java customization
 - No need to set up a development environment
 - No need to rebuild EAR file
 - No need to restart the system
- Wizards to create launch points
 - Execute scripts conditionally (based on criteria)
 - Execute scripts during field validations
 - Execute scripts in the context of workflow/escalation actions
 - Workflow conditions and conditional expressions can be enabled
- Declare input and output variables
- Bind variables to MBO attributes, system properties, MAXVARs or literals
- Import existing script files created externally into application
- Promote scripts and launch points from development to production with Migration Manager

Scripting architecture in 7.5



Job Plan Revisioning

Job Plan Revisioning – optional system setting to enforce tracking of JP revisions/revision history-in but needs to be enabled

The screenshot shows the IBM Maximo Job Plans application interface. A red circle highlights the 'Revision' field in the top navigation bar, which contains the value '1' and the comment 'added another task'. Below this, a 'View Revision History' dialog is open, displaying two tables: 'Job Plan Details' and 'Job Task Details'.

Job Plan Details:

Revision Number	Status	Changed By	Changed Date	Revision Comments
1	ACTIVE	WILSON	7/12/10 4:40 PM	added another task
0	REVISED	WILSON	7/12/10 4:40 PM	

Job Task Details:

Sequence	Task	Revision	Revision Status	Description	Duration	Meter
	90	1	ADDED	Inspect for final sign off	0:00	

At the bottom of the application window, the taskbar shows various open applications including Notepad, Microsoft Word, and Microsoft Excel.

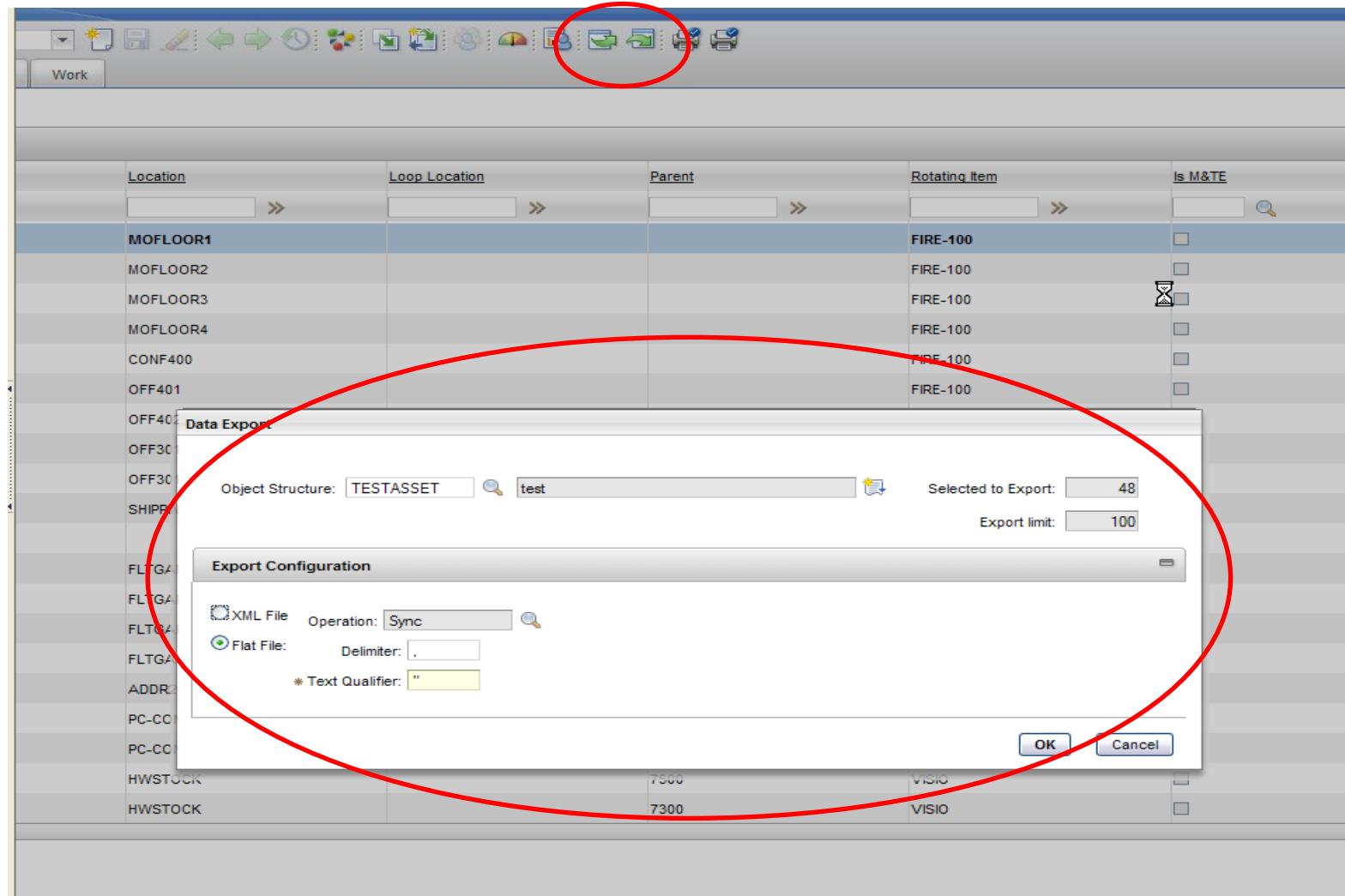
Import/Export Enhancements

Application Level Import/Export

- Customers can easily import and export data from any Maximo application
- User can import bulk records
- User can export a result set of records, make a series of quick changes within excel, xml, etc. and then import back to Maximo

Feature	Benefit
<i>Import and Export data from any Maximo application</i>	Allows customers to make changes very quickly to a series of records. Formerly had to perform this task “record by record” (i.e. bulk change to asset records)
<i>May be enabled for any Maximo application</i>	Customers may selectively make these tool bar buttons available to appropriate user roles or groups
<i>User can import bulk records</i>	A customer may bring a new business unit online much more quickly (i.e. importing asset records for new business unit)

Application Level Import/Export



Improving Response Time: Asynchronous Validation

The Problem – Performance Perception

- Tabbing from field to field in TPAE 5, 6 and 7.1 causes validation to occur
- The validation requires a round-trip between browser and server
- The TSRM user cannot move to the next field until the validation happens
 - Result: The system feels slow, and the user may enter data in the next field and then lose it if they don't realize that validation is occurring for the previous field

The Solution: Asynchronous Validation

- Allow the user to move at his/her own pace through the system/tab through fields and enter data without being constrained by the speed of the server round-trip
- Validation happens in the background
 - Instead of forcing the user to wait for a server response, show any warnings or errors via icon in the UI so that the user can go back and address the problem when he is ready
- Keep the database clean by not allowing the user to save if there are any unresolved errors: present a message if user tries to save with unresolved errors

Asynchronous Validation: I can enter data at my own pace, and address errors and warnings when I want to

The screenshot shows a user interface for managing work orders. At the top, there is a navigation bar with tabs: List, Work Order (selected), Plans, Assignments, Related Records, Actuals, Safety Plan, Log, and Data Sheet. Below the navigation bar, there are several input fields: 'Work Order' set to 1116, 'Issue PC' with a download icon, 'Site' set to BEDFORD, and 'Parent WO' with a red error icon and a '»' button. A message box is displayed over the interface, indicating an error: 'You entered: d' followed by 'BMXAA4566E - Parent WO D is not a valid parent work order.' It includes buttons for 'Edit My Value' and 'Go Back'.

Children of Work Order 1116 | Filter > 0 - 0 of 0

Sequence	Record	Record Class	Summary
...No rows to display...			

Tasks for Work Order 1116 | Filter >

Sequence	Task	Summary
1	10	this is plan 1
2	20	this is plan 2

Work Order: 1116 Issue PC

Parent WO: »

You entered: d

BMXAA4566E - Parent WO D is not a valid parent work order.

Click "Edit My Value" to change the value you entered or "Go Back" to the value that was there before.

Edit My Value Go Back

Self Service Center and Service Catalog Enhancements

Improve the “Self Service Center” for End Users

The screenshot shows the IBM Self Service Center interface. A red box highlights the 'Report an Issue' and 'Request a new Service' sections under the 'Home' category. Another red box highlights the 'My Assets' pod on the right side of the screen.

New navigational hierarchy showing (updated) ticket templates (similar to catalog offerings)

New “My Assets” pod

The screenshot shows the 'My Assets' pod. A red box highlights the table of assets. A green arrow points from the 'Show All My Assets...' link in the 'My Assets' pod to the 'Show All My Assets...' link in the 'My Assets' table. A red box highlights the 'Pop-up dialog showing asset information'.

Asset Number	Serial	Description	Status	Location	Refresh Date	Planned Refresh Da	Primary	User	Custodian
NEW6		this asset has a really really really long name. what will happen when it displays in the asset pod	SEALED		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
NEW3	KL-23904	New asset 3	SEALED		...	12/30/2011 2:00 AM	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
MYLAPTOP	I4e		NOT READY		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
AMY1	XXXX-YYYYT	my asset	NOT READY		...	10/26/2011 2:00 AM	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Pop-up dialog showing asset information

“Show All My Assets”

Self-Service Center Enhancements

- Manage assigned Assets – ensures that assets have correct ownership
- Self-service users can skip Start Centers and go directly to the Self-Service Center application when they log in, or log in a second time after log out.
- More effective search on offerings – results are ranked by quality of match
- While “Reporting” an issue, user can browse and select common types of issues. For example, “password reset”, “network issue”, “computer not working”, etc. This feature helps in ensuring that requests do not get routed to the wrong group.
- Users can save contents of cart as “Cart Templates” and re-order for one or more users.
- Self-service Center has more configurability.
 - Customers can hide the menu elements in the “Navigation Pod” (e.g., “Report an issue”, “Help me fix an issue”, etc.)
 - Customer can add more menu elements, e.g.:
 - Add a URL
 - Add a link to another Maximo application
 - Add a link to another Maximo dialog

Support for Tables in an Offering

Building Access

Offering: WP_BLDACCE Building access

Description: Request this offering to get the Building access. Specify the building details also the start and end dates

* Requested For: PMSCSRUUSR Attachments

* Start Date: 1/26/11 * End Date: 1/28/11

* Employee Name: Karen Buros * Requested For: PMSCSRUUSR

Employee Serial Number:

Add Buildings

Building Number	Description	Access Type
AUS 101		AUS Level1
RTP 500		Complete

New Row

Add to Favorites OK Cancel

Support for Cart Templates

The screenshot shows the IBM Maximo Self Service Center interface in Mozilla Firefox. The main window displays a search results page for 'building'. A modal dialog box titled 'Self Service Shopping Cart' is open, showing a table of items. A blue circle highlights the 'Create Template' button in the dialog's footer. The dialog also contains fields for 'Offering' (Building Access - Custom MBO as Tabular Data), 'Service Request' (1097), 'Requested For' (PMSCSRUUSR), and 'Reported Date' (9/25/11 22:05:35). The dialog has buttons for 'Submit', 'Update Template', 'Add Template to Cart', 'Empty Cart', 'Save and Close', and 'Cancel'.

Self Service Center - Mozilla Firefox

File Edit View History Bookmarks Tools Help

http://tsrmvcell32.tivlab.raleigh.ibm.com:9080/maximo/ui/?event=loadapp&value=srmsctr&uisessionid=51

Most Visited Getting Started Latest Headlines IBM

Self Service Center

Bulletins: (0) Go To Reports Start Center Profile Sign Out Help IBM.

Home > Search Results

Building Access - Custom MBO as Tabular Data

Submit this offering to ...
Specify the user, start details.

Self Service Shopping Cart

Click 'Save and Close' to save the changes and close the dialog. Click 'Cancel' to undo the recent changes on 'Requested For' and 'Description' but not the changes which have been committed.

Cart 1046 for Service Requisition User

Description: PMSCSRUUSR-2011-09-25T21:50:44

Items in Cart

Offering	Service Request	Requested For	Reported Date
Building Access - Custom MBO as Tabular Data	1097	PMSCSRUUSR	9/25/11 22:05:35

Previous | 1 - 1 of 1 | Next

Submit Create Template Update Template Add Template to Cart Empty Cart Save and Close Cancel

My News
Recent Activity
No recent activity

New (3) Total (4)

Approved by Line Manager
New

New
New

Show All My Requests...

Catalog Offering App Enhancements: Preview Dialog

Offering Information

Offering: PMSC_2007A * Add Database To Server

* Classification: PMSC_SSM \ PMSC_DS

Classification Description: DB Subsystem Support

Offering Presentation

Specify whether this Offering will use the default dialog

* Presentation Type: Default Preser

Specifications

Attribute RACKLOC SERVNAME IPADDR DBTYPE DBOPTION ACCCONTR

Presentation

Attribute Sequence Mandatory? Hidden? Read Only? Checkbox? Calendar? Multiline? Exclude From Template? Validation

Attribute	Sequence	Mandatory?	Hidden?	Read Only?	Checkbox?	Calendar?	Multiline?	Exclude From Template?	Validation
RACKLOC	1	<input type="checkbox"/>							
SERVNAME	2	<input type="checkbox"/>							
IPADDR	3	<input type="checkbox"/>							
DBTYPE	4	<input type="checkbox"/>							

Add Database To Server

Offering: PMSC_2007A Add Database To Server

Description:

Requested For:

Rack Location:

Service Name:

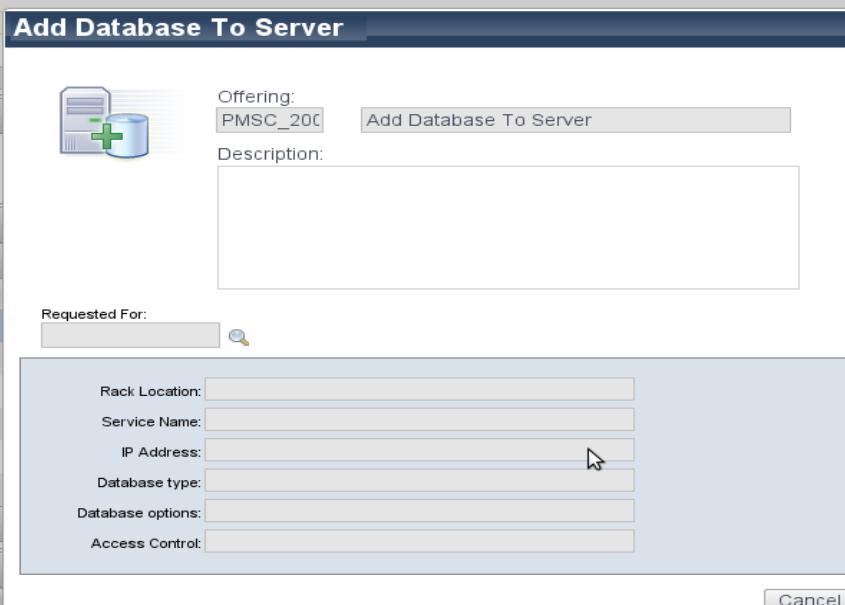
IP Address:

Database type:

Database options:

Access Control:

Cancel



Service Catalog Enhancements – Ease of Creating Offerings

- Enhancements to Default Dialogs
 - Hover help on attributes
 - Attribute ordering
 - Support for checkbox, dates and textbox
- Preview Offering Dialog from Offerings application – reduces number of clicks
- No need to write Presentation XML by hand
 - Provides ability to edit custom dialogs in App Designer
 - No need to modify library.xml for offering dialogs
- Offerings can store data in a MBO (instead of Specification Attributes)
 - This can provide the full power of MBOs for offerings, including conditional UIs.

Support for Creating Work Orders and Change

Offerings - Mozilla Firefox

File Edit View History Bookmarks Tools Help

http://tsrmvcell32.tivlab.raleigh.ibm.com:9080/maximo/ui/?event=loadapp&value=pmscoffer&uisessionid=49

Most Visited Getting Started Latest Headlines IBM

Offerings

List Offering Specifications

Offering: PMSC_2021A Build New Server with Middleware Attachments Click image to enlarge
Status: ACTIVE

Item Set: PMSCS1
Offering Type: Service Request
Service Group: IT
Service: SRVDEPLY
Classification: PMSC_C
Classification Description: Composite Services

Shipping Info Required?
Display Initially?
Offering Uses Quantity?
Keywords:
Service Desk Offering?
Frequent Request?

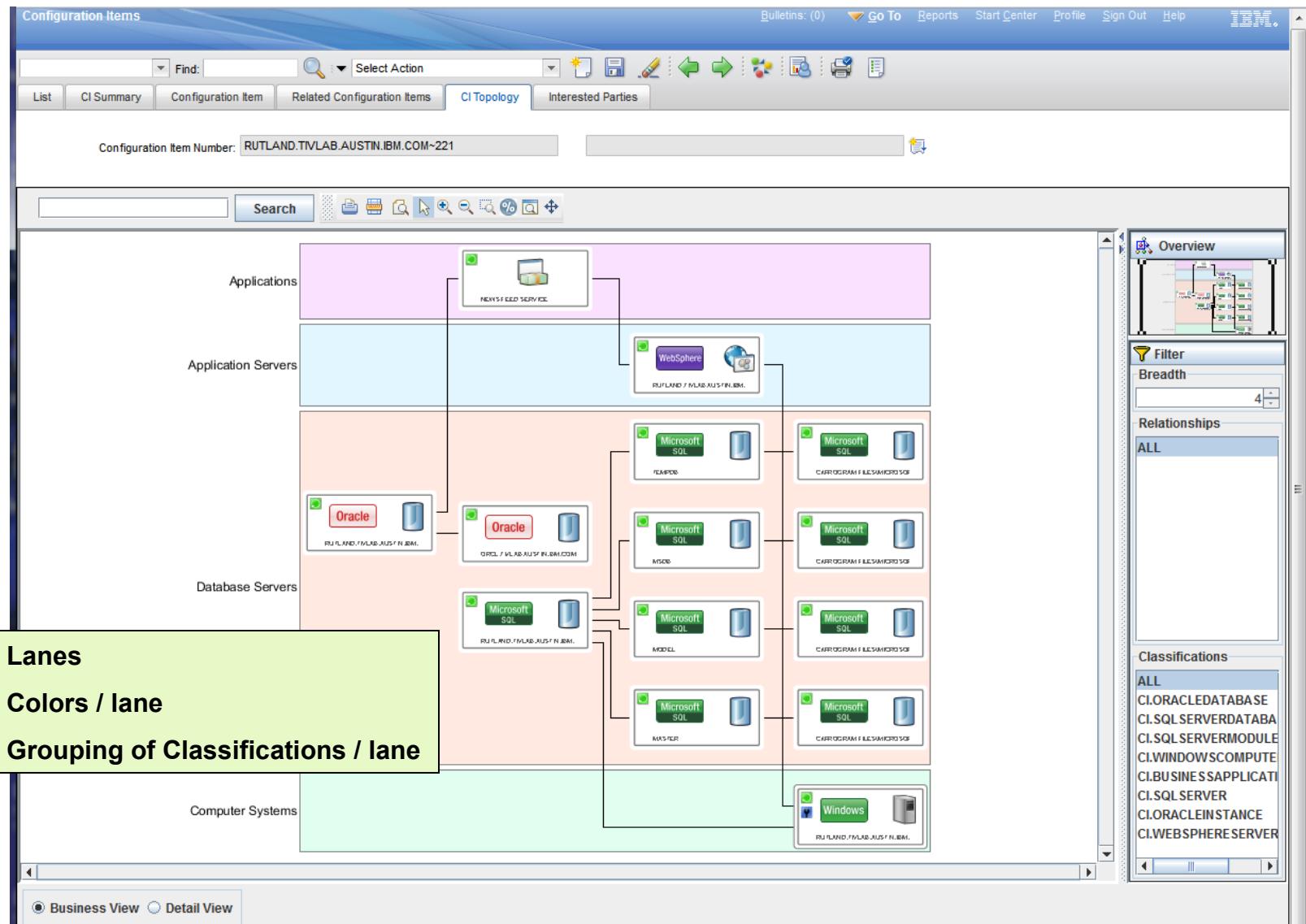
Validation Scripts
Prepopulation Script: PREPOPUSER Add to Cart Script: ADDTOCART Submit Cart Script:

Service Request Processing
Workflow
Type: Default
Line Manager Approval
Preapproved?
Default Workflow?
Workflow:
Fulfillment Manager Approval
Preapproved?
Default Workflow?
Workflow:
Fulfillment Options
Ticket Template: PMSC_0021T
Create Standard Work Order?
Create Change Work Order?
Job Plan:
Copy Options
Copy SR Specification to Work Order?
Copy SR Attributes to Work Order?
Copy SR Attributes to Work Order and Tasks?

Done

CI Enhancements

Swim Lane views to make CI topologies easier to understand



Simplified CI Views & “Instant Audit”

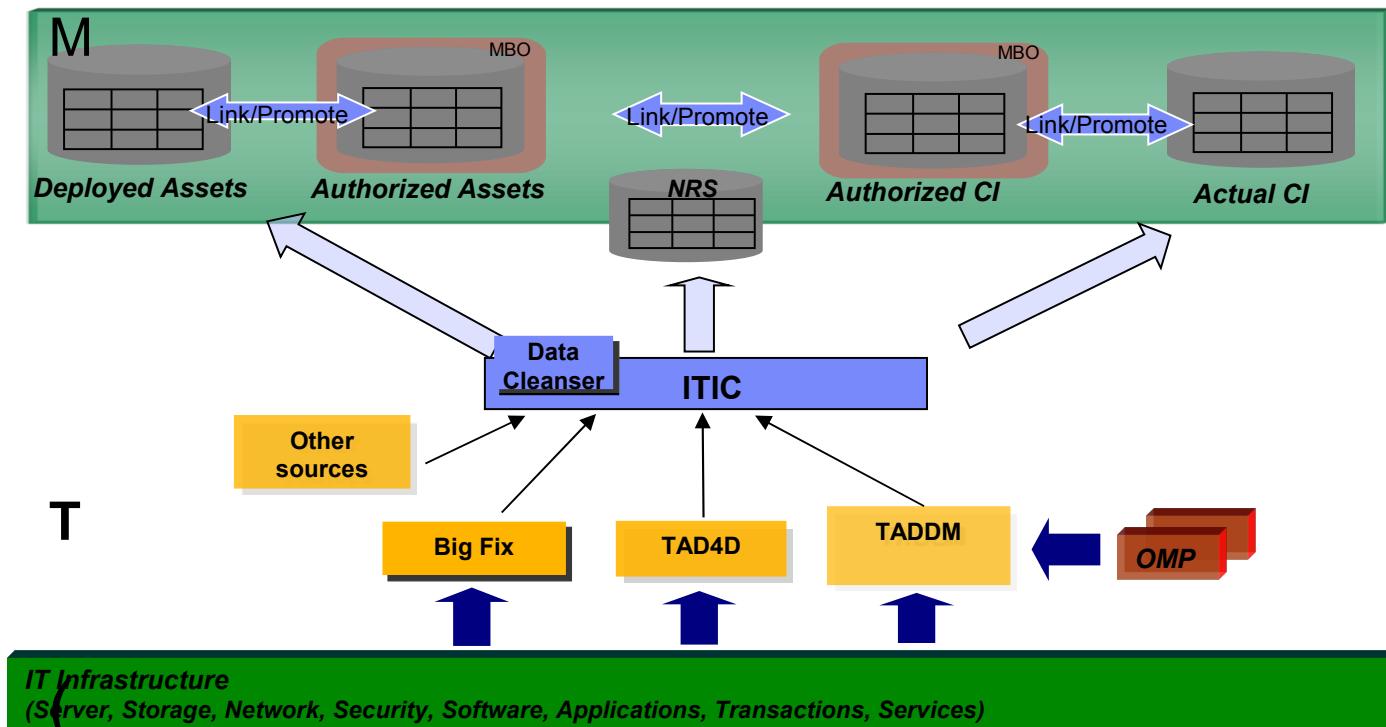
- Simplified CI views showing summary information
- For every CI – Authorized CI attributes and Actual CI attributes are displayed side-by-side enabling “Instant Audit”.
- Differences are highlighted in red – to allow quick visual identification of differences.

The screenshot shows a web browser window titled "Configuration Items - Windows Internet Explorer provided by IBM". The URL is <http://foundation25.tivlab.raleigh.ibm.com/maximo/ui/?event=loadapp&value=d&uisessionid=3>. The page displays a table of configuration item specifications. The table has columns for Attribute, Value, Actual Value, Unit of Measure, and Match. The "Match" column contains icons for search and delete. The "Value" and "Actual Value" columns are highlighted in red, indicating differences. The table shows various attributes of a computer system, such as name, signature, manufacturer, architecture, and serial number. Below the table, there is a section for "Blackout Periods" which is currently empty.

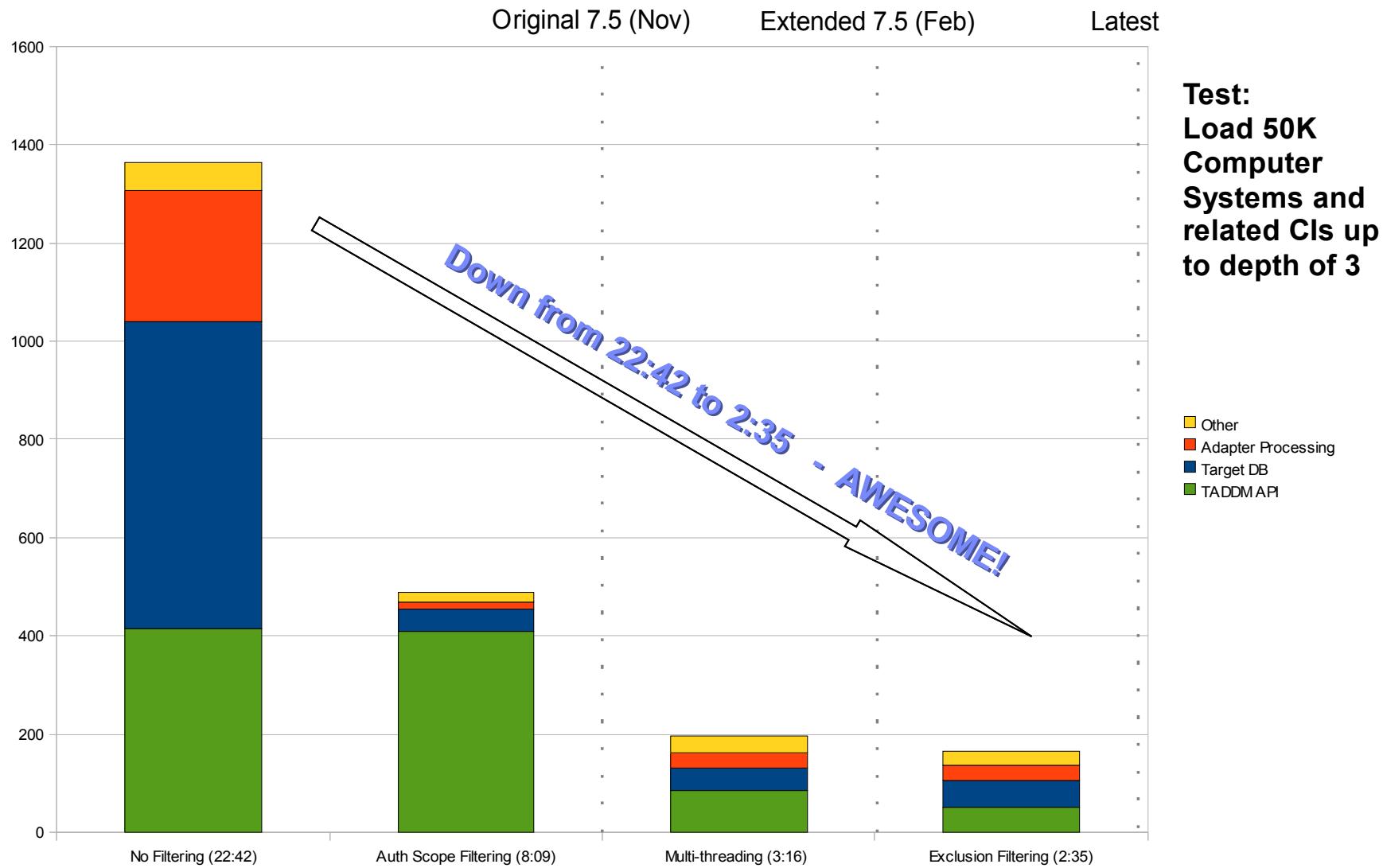
Attribute	Value	Actual Value	Unit of Measure	Match
COMPUTERSYSTEM_NAME	LBJ	LBJ_NEDIMYER		
COMPUTERSYSTEM_SIGNATURE	9.48.141.210(00145EFD7854)	9.48.141.210(00145EFD7854)		
COMPUTERSYSTEM_MANUFACTURER	IBM	IBM		
COMPUTERSYSTEM_ARCHITECTURE	Intel	Intel		
COMPUTERSYSTEM_FQDN	lbj.tivlab.austin.ibm.com	lbj_nedimyer.tivlab.austin.ibm.com		
COMPUTERSYSTEM_CPUTYPE	Intel(R) Xeon(TM) CPU 3.00GHz	Intel(R) Xeon(TM) CPU 3.00GHz		
COMPUTERSYSTEM_TYPE	ComputerSystem	ComputerSystem		
COMPUTERSYSTEM_UUID	91924A59-8625-3272-9067-9D18C6C7AFDC	91924A59-8625-3272-9067-9D18C6C7AFDC		
COMPUTERSYSTEM_SERIALNUMBER	KQPWLA4	KQPWLA4		
COMPUTERSYSTEM_CPUSPEED	2,992,000,000.0	2,992,000,000.0		

Data Architecture – Improvements in 7.5

- Data Model Loaded at install time – does not need TADDM to be installed
 - Simple Authorized CI Model
 - Comprehensive Authorized CI Model
- Creation of CI from Asset or Asset from CI
- Automated Asset – CI Linkage



Dramatic Performance Improvements: Data import from TADDM into “Actual CI” tables



Asset – CI Linkage

To improve the usability and provide concise and accurate data when using both assets and CIs.

Specific issues addressed:

- Automatically identify an asset and a CI of the same device and link them when they are created separately.
- Automatically create a CI for an existing asset for customers who start with Asset Management and then want to add Configuration Management.
- Automatically create an Asset for an existing CI for customers who start with Configuration Management and then want to add Asset Management.
- Customer will no longer need to update both asset and CI for shared data. Automatically update an asset when a CI get updated and vice versa.
- View all shared attributes on either the asset or CI application.

Automated Asset-CI Linkage

Reconciliation Manager is enhanced to link assets and CIs.

The screenshot shows the 'Reconciliation Tasks' application interface. On the left, there's a sidebar with 'Common Actions' like New Reconciliation Task, Save Reconciliation Task, and Clear Changes. Below that are sections for Activate/Deactivate Reconciliation Task, Duplicate Reconciliation Task, Delete Reconciliation Task, and Add to Bookmarks.

The main area is titled 'Reconciliation Task' and shows a task named 'CCLinkAssetsAndCIs'. It includes fields for 'Filter Type', 'Task Filter', 'Comparison Results', 'Customer', 'Active?', 'Schedule', 'Last Completion Date', and 'Is Case Sensitive?'. A note says: 'A reconciliation task combines a task filter (optional), one or more link rules, and one or more comparison rules (optional) into a task. Specify a schedule for running the task, and activate the task to run it. The task filter specifies a subset of objects to reconcile. The value in the Comparison Results field specifies how the system reports the results of the reconciliation evaluations: all results, failed reconciliations, or successful reconciliations.'

A large callout bubble points to the 'Customer' field with the text: 'Automated linking is done by activate an asset/CI reconciliation Task.'

Below the task details is a 'Type of Reconciliation' section. It shows 'Data Set 1: CI' and 'Data Set 2: ASSET'. A table lists a single link rule: 'Sequence: 10, Link: CCIAssetCISerialNum, Description: Matches asset serial numbers with CI serial numbers., Data Set 1: CI, Data Set 2: ASSET'. Buttons for 'Select Link Rule' and 'New Row' are at the bottom.

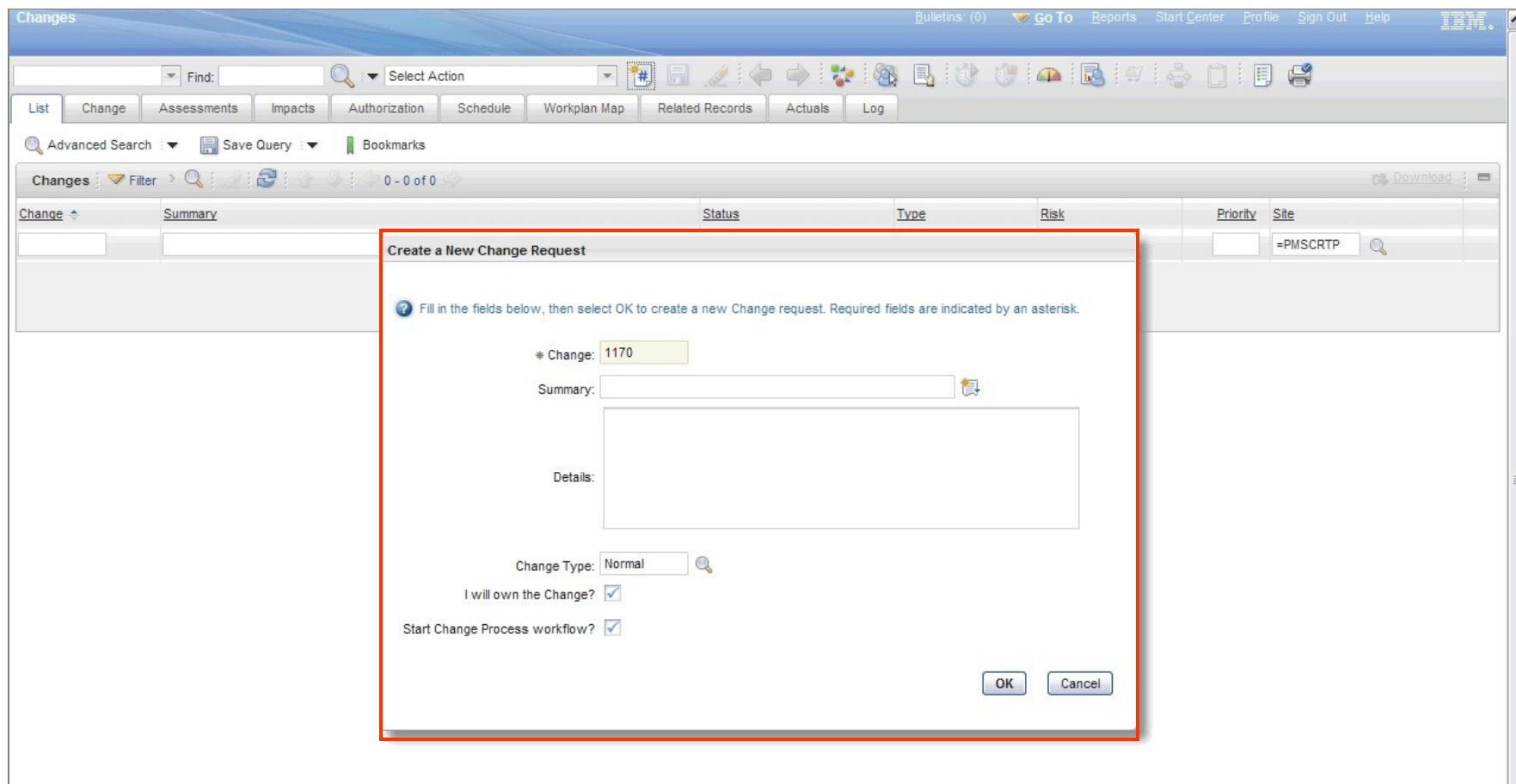
A callout bubble points to the 'Link Rules' table with the text: 'An asset/CI reconciliation task must have CI as data set 1, asset as data set 2 and at least 1 link rule. When CI is selected as data set 1, there will be now 2 options for data set 2, Actual CI or Asset'

Another callout bubble points to the 'Link Rules' table with the text: 'Customers define their rules for linking assets and CIs in Reconciliation Link Rules application.'

Change Enhancements

Make it easier & simpler for IT Staff to create Change

- Simple pop-dialog for “create new”
- Lands user in the record once OK is pressed.

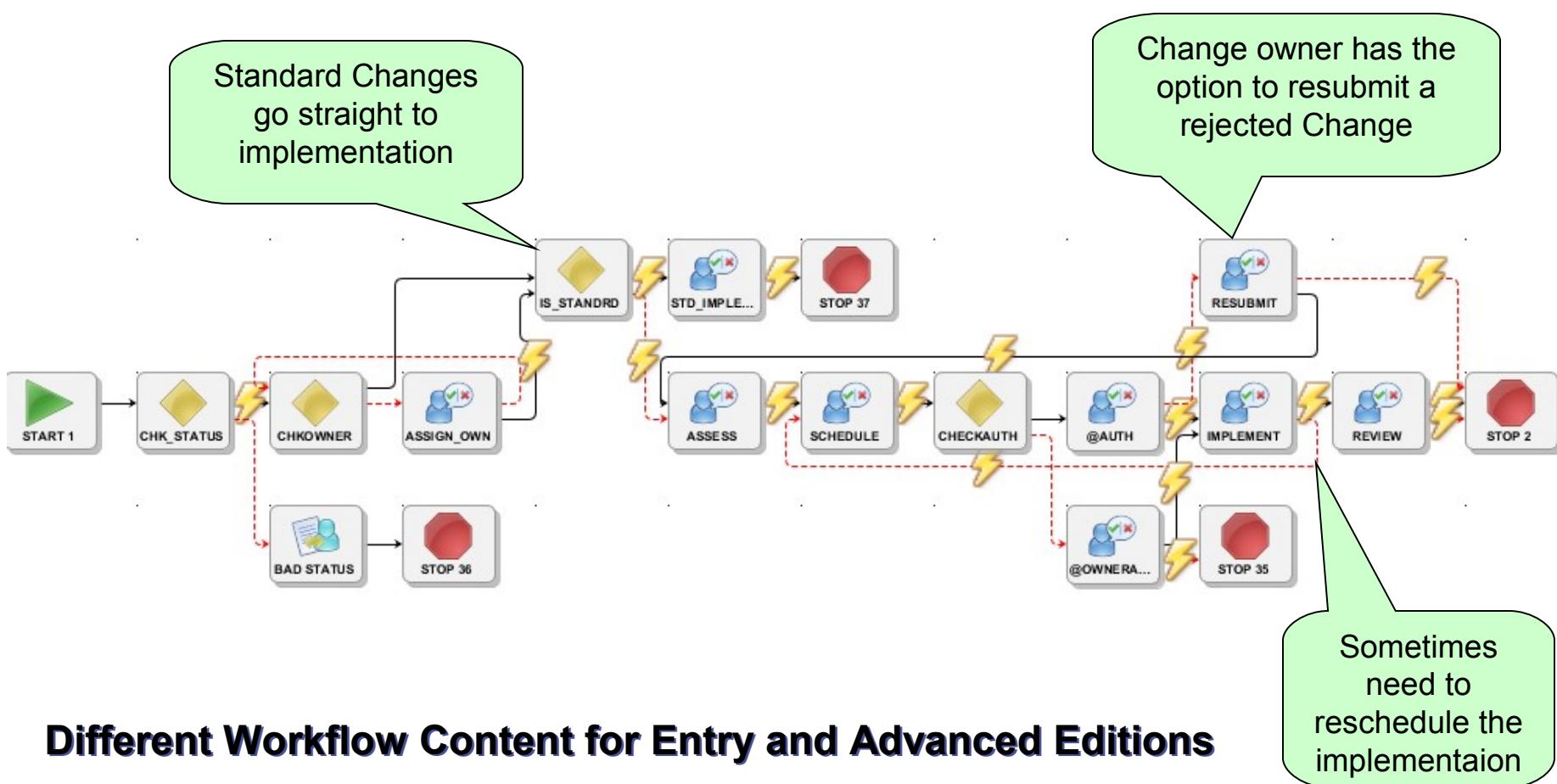


New “Change Schedule” application

Open the twisty to see children

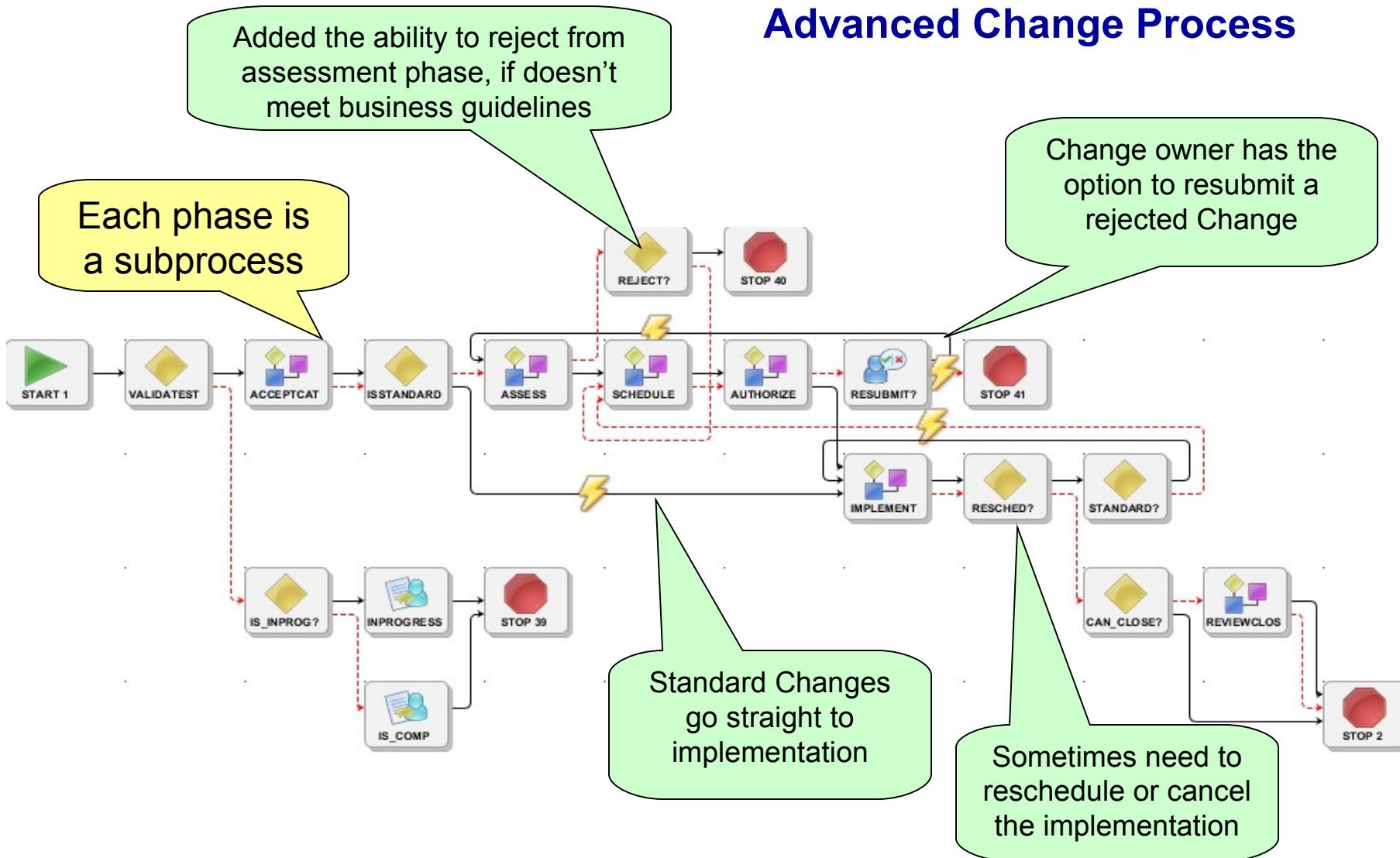
The screenshot shows a software interface titled "Change Schedule". On the left, there is a list of work items with descriptions and IDs (e.g., 1001, 1011, 1023, 1024, 1025, 1026, 1027, 1028, 1029, 1030, 1031, 1032, 1033, 1037, 1042, 1051, 1057). A green callout bubble points to the icon next to item 1024, which is labeled "Release Plan Activity". To the right of the list is a Gantt chart titled "January Release". The chart displays several tasks: "Release Plan Activity" (from Jan 29 to Jan 30), "Design and Build Release" (from Jan 30 to Jan 31), "Test and Accept Release" (from Jan 31 to Feb 1), "Plan Release Rollout" (from Feb 1 to Feb 2), and "Distribute and Install Release" (from Feb 2 to Feb 3). The tasks are represented by colored bars with labels inside.

Change ITIL Process - Simple flow



Different Workflow Content for Entry and Advanced Editions

Advanced Change Process



Adaptive UI: Change - Express View

The screenshot shows the 'Changes' module in the IBM Adaptive UI. The top navigation bar includes links for 'Bulletins (0)', 'Reports', 'Profile', 'Sign Out', and 'Help'. The main content area is titled 'View Record List > 1076' and displays the following sections:

- Progress Map:** A horizontal timeline showing the workflow steps: ACC_CAT → ASSESS → SCHED → AUTH → IMPL → INPRG → COMP → REVIEW → CLOSE.
- Change Details:** Fields include 'Change' (1076), 'Owner' (SDATIER1), 'Status' (REVIEW), and 'Attachments' (link).
- Impact:** Set to 3.
- Urgency:** Set to 4.
- Risk:** An empty field.
- Summary:** 'add memory to server'.
- Details:** An empty text area.
- Classification:** An empty field.
- Class Description:** An empty field.
- Primary Target:** Fields for 'Configuration Item' (empty), 'Configuration Item Name' (empty), and 'Target Description' (empty).
- Requester Information:** 'Reported By' field containing 'SNADMIN'.

License Management Enhancements

New & Improved! License Management Functions

- Manage License Template Functionality
- Support Mainframe Value Unit Conversion
- Add/View Software Consumption Data
- Add Part Number to Licensed Product
- View open PO/PR against a selected license
- Support Over Allocation of Capacity on License
- Allow allocations to multiple application users

IT Asset Management - Improvements in v7.5

- The Software License manager has ability
 - to quickly create new licenses by selecting from a list of common predefined license templates.
 - to quickly and accurately associate products to a license. The list of available products will be filtered based on certain attributes.
 - to view open PO/PRs against the selected license
 - to view deployed software covered under the license
 - to select and allocate capacity to multiple people
 - to default allocated capacity
 - to add software consumption data from sources other than discovery tools for use in comparing to licenses
- The License app will support the ability to link from the work order to the license to allow for the concept of license reservation and allocation.
- The Hardware Asset Manager has the ability
 - to Change the Asset Status from Work order
- TAMIT and TADd 7.2 versions requires that the Software Catalog content be published and retrieved from the Software Knowledge Base Toolkit. The SWBToolkit can now be downloaded from IBM
- Allows the user to select a list of records (from the List Tab) and set the attributes for all selected records.
- TAMIT to support the context menu service (CMS) launch in context for ease of product integrations

New in IT Asset Management

- **New ‘Licenses’ Application**

- Create and manage entitled licenses
 - Manage how license is internally allocated
 - Generate PR/PO and Costs

- **New ‘Software Catalog’ Application**

- Integrates with Software Knowledge Base Toolkit or can be populated by discovery
 - Provide a distinct list of Software Products
 - Ability to create Items used in procurement applications
 - Ability to set aliases on products, including those discovered by Tivoli or third party tools

- **New ‘Deployed Software’ Application:**

- Lists all software instances which have been discovered
 - Provides details of individual installed software instance

- **New Self Service Application**

- Provides End Users with a view of all Assets they are assigned to and their designated role and allows them to validate the information and initiate an effort to address any discrepancies

- **Other enhancements**

- Added License to existing procurement cycle
 - Enhanced Technology Refresh and End-of-Life functionality in Asset
 - Promotion of Deployed Assets to Authorized Assets (with default values)
 - Software Contract Enhancements
 - Discovered/Authorized Support for Virtual Machines
 - Software Knowledge Base Toolkit Integration
 - Reconciliation usability Enhancements
 - New/Updated Integration Adapters
 - New License Management Reports

License Template Functionality

Manage License Templates

Template	Description
1001	Installed Based License
1002	Points Based License
1003	Processor Based License
1004	Processor Core Based License
1005	Resource Value Unit Based License
1006	PVU Full Capacity Based License
1007	PVU Sub Capacity Based License
1008	MSU Full Capacity Based License
1009	MSU Sub Capacity Based License
1010	Value Units Full Capacity Based License

Details

Template:	1001	License Term:	INSTALLED
Description:	Installed Based License	Is Sub-Capacity?	<input type="checkbox"/>
Vendor:	<input type="text"/>	Compliance Period:	DAILY
Type:	GENERIC	Capacity:	<input type="text"/>
Platform:	DISTRIBUTED	Capacity Unit:	INSTINST
Scope:	ENTERPRISE	Core Multiplier Group:	<input type="text"/>

Manage License Templates

Template	Description
1001	Installed Based License
1002	Points Based License
1003	Processor Based License
1004	Processor Core Based License
1005	Resource Value Unit Based License
1006	PVU Full Capacity Based License
1007	PVU Sub Capacity Based License
1008	MSU Full Capacity Based License
1009	MSU Sub Capacity Based License
1010	Value Units Full Capacity Based License

Details

Template:	1001	License Term:	INSTALLED
Description:	Installed Based License	Is Sub-Capacity?	<input type="checkbox"/>
Vendor:	<input type="text"/>	Compliance Period:	DAILY
Type:	GENERIC	Capacity:	<input type="text"/>
Platform:	DISTRIBUTED	Capacity Unit:	INSTINST
Scope:	ENTERPRISE	Core Multiplier Group:	<input type="text"/>

- Available from License Application -> Select Action -> Manage License Templates

BACKUP

Runbook automation enhancements

- New “Automation” tab on incident application – collection point for runbooks related to incident resolution.

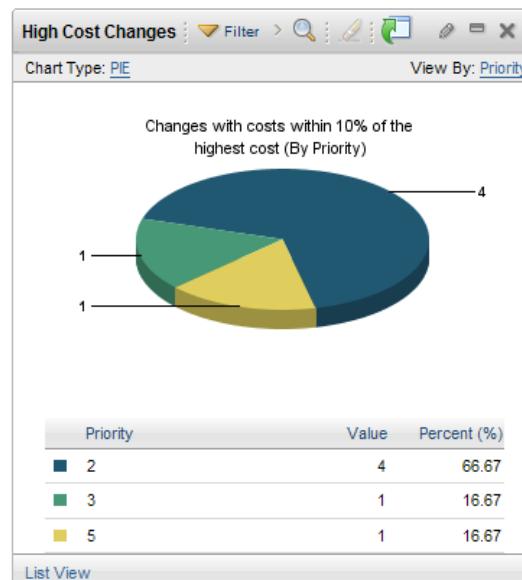
The screenshot shows a software interface for managing incidents. At the top, there is a navigation bar with tabs: Incident, Activities, Related Records, Solution Details, Log, Failure Reporting, Specifications, and Automation. The 'Automation' tab is currently selected. Below the navigation bar, there are fields for 'Incident' (set to 1040), 'Site' (empty), and 'Status' (set to NEW). A note says, "To get the latest log details for the automated workflows, refresh the incident record by refetching it using the Available Queries." A 'View Automation Logs' button is located next to this note. Below this, there is a table titled 'Workflows' with columns: Description, Process, and Process Revision. The table contains five rows of data:

Description	Process	Process Revision
Run diagnostics on WAS server - Automated	RBADIAG	1
Run diagnostics on WAS server - Interactive	RBADIAGINT	1
Ping Server - Automated	RBAPING	1
Ping Server - Interactive	RBAPINGINT	1
Get the list of Windows Computer Systems using REST API	RBARESTAPI	1

New! Cost Analysis Start Center

Welcome,

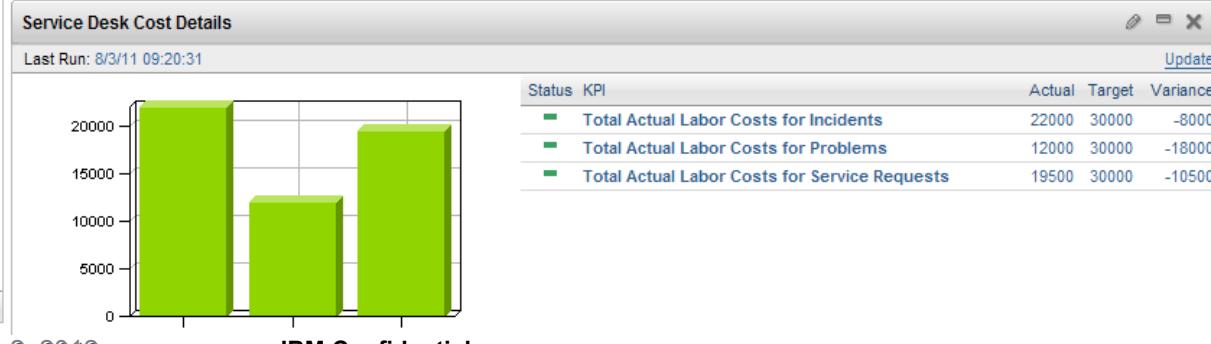
Bulletins: (0) Go To Reports Start Center Profile Sign Out Help IBM



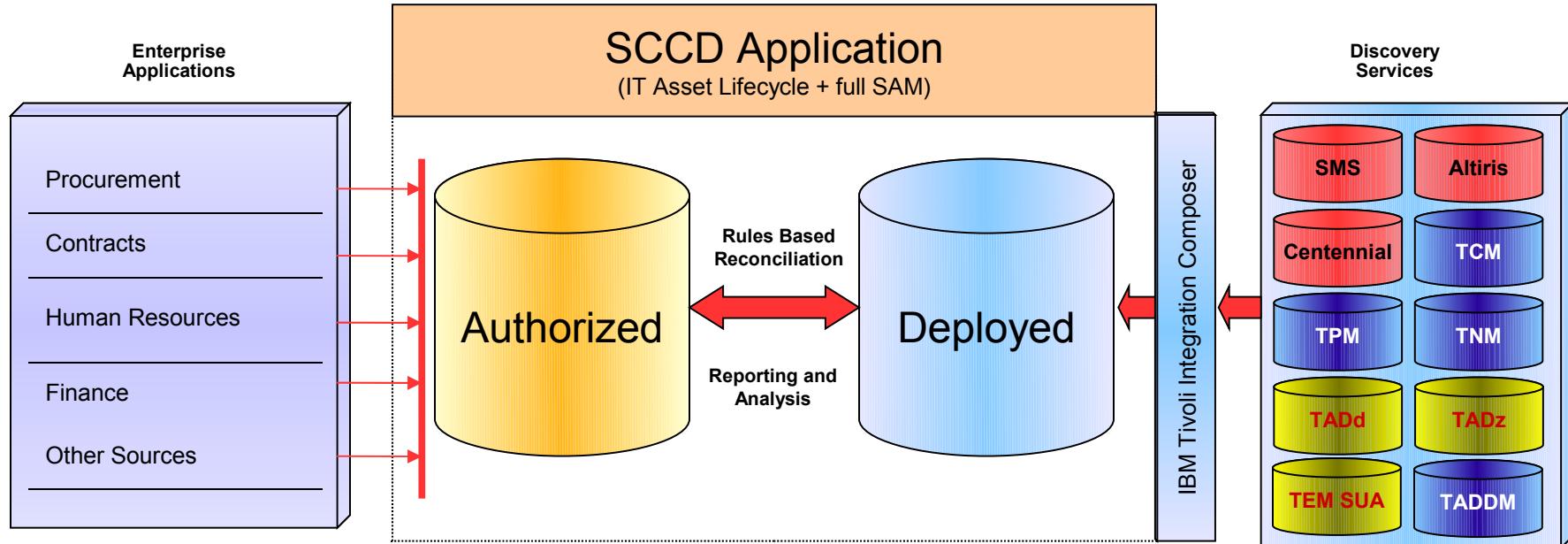
Changes with Costs within 10% of the Highest Cost - Details

Change	Priority	Class Structure	Configuration Item	Actual Labor Cost	Actual Material Cost	Actual Tool Cost	Actual Service Cost
1148	5	PMCHG_SOFTWARE	TESTSERVER1	5,500.00	3,800.00	2,300.00	5,900.00
1149	2	PMCHG_ITSERV		5,500.00	3,800.00	2,300.00	5,900.00
1150	2	PMCHG_ITSERV	LINUX_SVR1	5,500.00	3,800.00	2,300.00	5,900.00
1151	2	PMCHG_ITSERV	TESTSERVERA1	5,500.00	3,800.00	2,300.00	5,900.00
1152	3	PMCHG_HDWRCHG	TESTSERVER1	5,500.00	3,800.00	2,300.00	5,900.00
1153	2	PMCHG_ITSERV	TESTSERVERA3	5,500.00	3,800.00	2,300.00	5,900.00

Set Graph Options 1 - 6 of 6



IT Asset Management Architecture



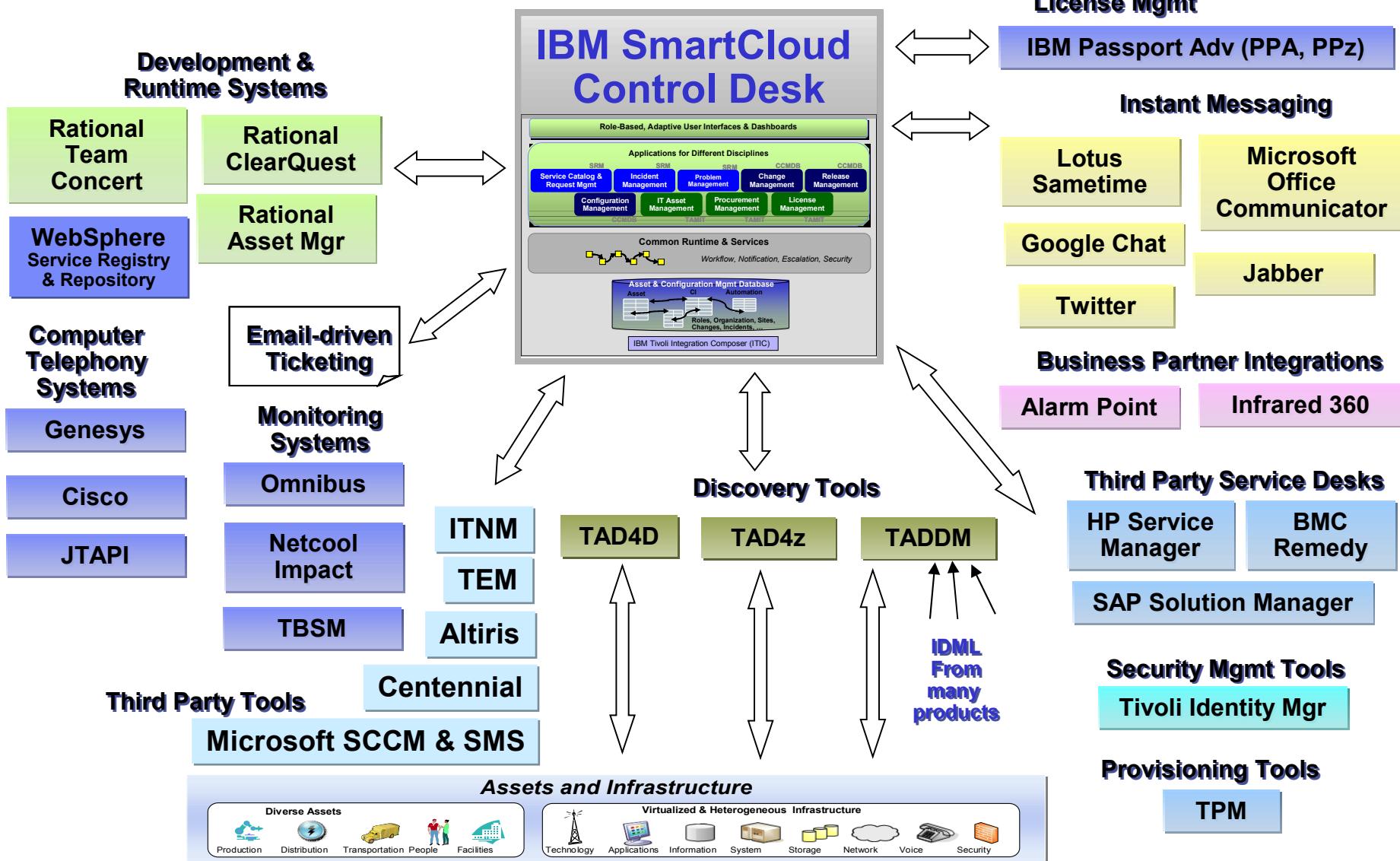
Authorized Entitlements

- Authorized assets and Licenses are the inventory of record
- They are populated via the procurement process and other business processes
- Assets/Software may or may not be deployed and are central to managing purchases, leases, warranties, service agreements, stockrooms and more.

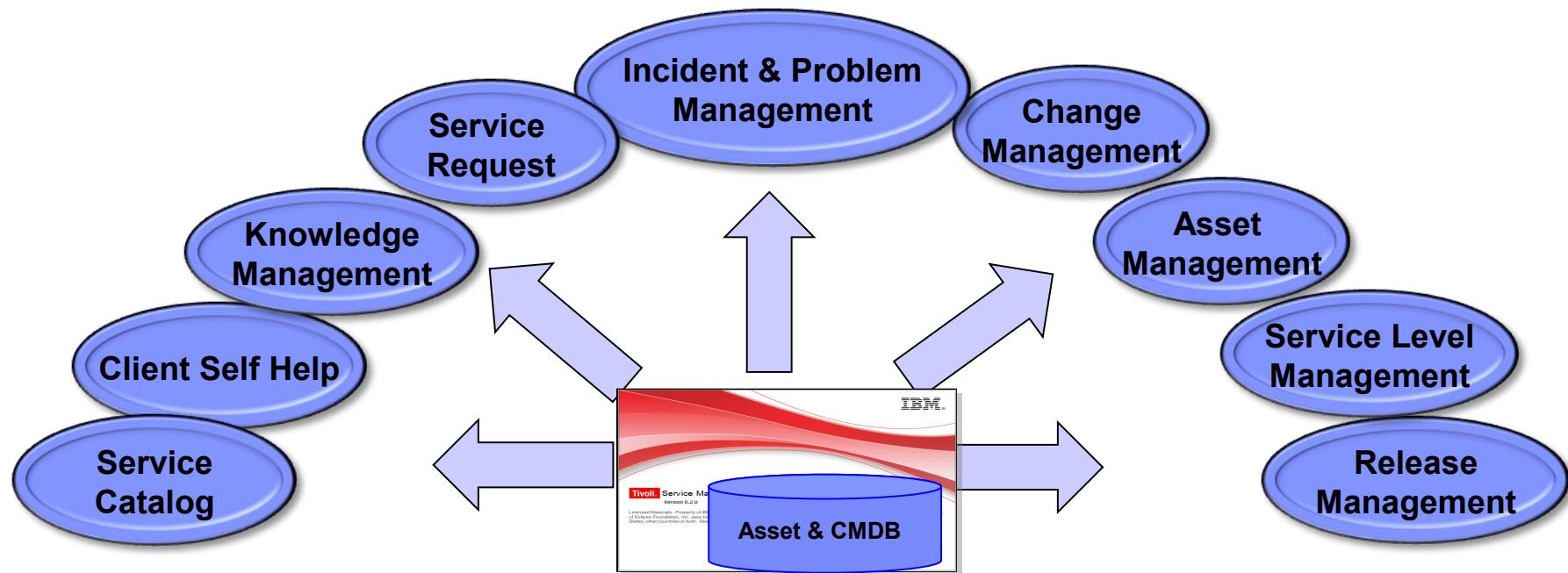
Out of the Box Reconciliation

- Linkage based on unique attribute(s), like serial number
- Identification of ‘authorized’ Assets missing in Deployed Asset Inventory
- Identification of Deployed Assets missing in ‘authorized’ Asset Inventory
- Comparison of attributes/specifications

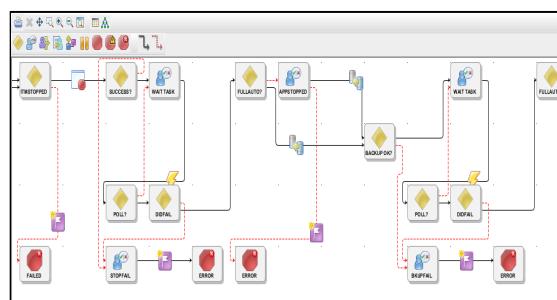
Extensive Integrations available Out-of-the-box



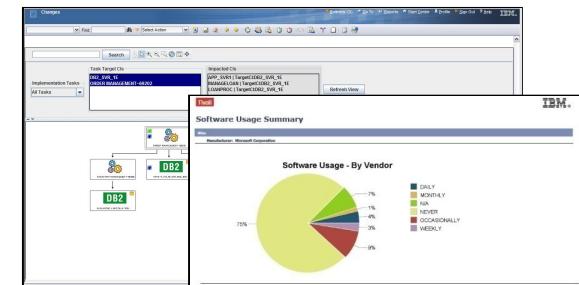
What is SmartCloud Control Desk?



Self-Help, Catalog & Request Management



Process Automation Workflows & Fulfillment



Reports & Analytics

SaaS offering on IBM Cloud

- Originally announced Dec 2010 with limited capabilities as Tivoli Live service manager
 - to be renamed soon to SmartCloud Control Desk
- Utilities to enable quick on-boarding and time-to-value
 - Quick Config App, Import data from spreadsheets
- Enabled VPN support in 2H 2011 – enables integration with on-premise tools.
- Development -> test -> production directly on the cloud
- SCCD 7.5 is a significant usability and performance upgrade

Off-premise SaaS Instance

