

Itil Capacity Management Ibm Press

IBM Hyper-Scale in XIV Storage

Practical, Real-World ITIL Configuration Management--From Start to Finish The IT Infrastructure Library® (ITIL) places the "best practices" in IT operations at your command. ITIL helps you make better technology choices, manages IT more effectively, and drives greater business value from all your IT investments. The core of ITIL is configuration management: the discipline of identifying, tracking, and controlling your IT environment's diverse components to gain accurate and timely information for better decision-making. Now, there's a practical, start-to-finish guide to ITIL configuration management for every IT leader, manager, and practitioner. ITIL-certified architect and solutions provider Larry Klosterboer helps you establish a clear roadmap for success, customize standard processes to your unique needs, and avoid the pitfalls that stand in your way. You'll learn how to plan your implementation, deploy tools and processes, administer ongoing configuration management tasks, refine ITIL information, and leverage it for competitive advantage. Throughout, Klosterboer demystifies ITIL's jargon, illuminates each technique with real-world advice and examples, and helps you focus on the specific techniques that offer maximum business value in your environment. Coverage includes Assessing your current configuration management maturity and setting goals for improvement Gathering and managing requirements to align ITIL with organizational needs Describing the schema of your configuration management database (CMDB) Identifying, capturing, and organizing configuration data Choosing the best tools for your requirements Integrating data and processes to create a unified logical CMDB and configuration management service Implementing pilot projects to demonstrate the value of configuration management and to test your planning Moving from a pilot to wide-scale enterprise deployment Defining roles for deployment and ongoing staffing Leveraging configuration management information: Reporting and beyond Measuring and improving CMDB data accuracy Covers ITIL version 3. Preface xvii Acknowledgments xxi About the Author xxiii Chapter 1: Overview of Configuration Management 1 Part I: Planning for

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Availability and Capacity Management in the Cloud

Organizations are struggling with an unprecedented surge in data, both user-created and machine-created. With an increasing reliance on this rapidly growing data, effective scaling of data storage represents a key challenge for all enterprises. IBM® Hyper-Scale helps you easily overcome provisioning scenarios that normally challenge traditional systems. IBM Hyper-Scale can accommodate several critical client scenarios for centralized administration, data mobility, load balancing, over-provisioning, and storage system repurposing. IBM Hyper-Scale introduces the following major concepts and technologies, with the IBM XIV® Storage System (Gen3 models): IBM Hyper-Scale Manager is a flexible, consolidated multi-system management application that builds upon the originally released Multi-System Manager with XIV Storage Software V11.2. IBM Hyper-Scale Manager is based on, and seamlessly integrated with, the XIV graphical user interface (GUI) and spans multiple XIV systems. It virtually transforms multiple systems into a single system, allowing customers to centrally manage up to 144 XIV systems. IBM Hyper-Scale Mobility was released with XIV Storage System V11.3. It is a powerful function for moving volumes between storage containers transparently, with no disruption to host applications. IBM Hyper-Scale Consistency was released with the IBM XIV Storage Software Version 11.4. It offers cross-system consistency, enabling coordinated snapshots across independent XIV systems. It helps to ensure data protection across multiple XIV systems. This IBM Redpaper™ publication provides a broad understanding of the IBM Hyper-Scale feature. This publication is intended for XIV clients and users who want a practical understanding of IBM Hyper-Scale

concepts and usage. For information about the IBM Hyper-Scale concepts, refer to the IBM white paper, IBM Hyper-Scale and Its Implementation in XIV Storage: A powerful new approach to scaling storage management.

IBM SmartCloud: Building a Cloud Enabled Data Center

Organizations are looking for ways to get more out of their already strained IT infrastructure as they face new technological and economic pressures. They are also trying to satisfy a broad set of users (internal and external to the enterprise) who demand improvements in their quality of service (QoS), regardless of increases in the number of users and applications. Cloud computing offers attractive opportunities to reduce costs, accelerate development, and increase the flexibility of the IT infrastructure, applications, and services. Infrastructure as a service (IaaS) is the typical starting point for most organizations when moving to a cloud computing environment. IaaS can be used for the delivery of resources such as compute, storage, and network services through a self-service portal. With IaaS, IT services are delivered as a subscription service, eliminating up-front costs and driving down ongoing support costs. IBM® has defined the Cloud Computing Reference Architecture (CCRA) based on years of experience of working with customers who have implemented cloud-computing solutions. The IBM CCRA is a blueprint or guide for architecting cloud-computing implementations. This IBM Redguide™ publication highlights the Cloud Enabled Data Center adoption pattern and describes how you can use it to define an IaaS solution. This guide is intended for chief technology officers, data center architects, IT architects, and application architects who want to understand the cloud-computing infrastructure necessary to support their applications and services by using an IaaS solution. It explains the technical and business benefits of a Cloud Enabled Data Center solution. It introduces a Cloud Enabled Data Center maturity model where each maturity level corresponds to an increase in the degree of automation and the cloud-computing capabilities that are available. In addition, this guide describes the architectural framework provided by the IBM CCRA and explains details about the Cloud Enabled Data Center adoption pattern.

Capacity Management 70 Success Secrets - 70 Most Asked Questions on Capacity Management - What You Need to Know

IBM® Tivoli® Storage Productivity Center V5.1 products offer storage infrastructure management that helps optimize storage management by centralizing, simplifying, automating, and optimizing storage tasks associated with storage systems, data disaster recovery, storage networks, and capacity management. IBM Tivoli Storage Productivity Center V5.1 products include: IBM Tivoli Storage Productivity Center V5.1 IBM Tivoli Storage Productivity Center Select Edition V5.1 Tivoli Storage Productivity Center V5.1 is designed to provide device management capabilities, such as automated system discovery, provisioning, data replication, configuration, and performance monitoring for storage systems and storage networks. Tivoli Storage Productivity Center Select Edition V5.1 offers the same features as Tivoli Storage Productivity Center V5.1 but at attractive entry-level pricing for operations with smaller capacities. It is licensed per storage device, such as disk controllers and their respective expansion units. This IBM Redbooks® publication is intended for storage administrators and users who are installing and using the features and functions in IBM Tivoli Storage Productivity Center V5.1. The information in this book can be used to plan for, install, and customize the components of Tivoli Storage Productivity Center in your storage infrastructure.

Capacity Management - A Practitioner Guide

Capacity Management is described in most key ITSM frameworks: ITIL, ISO 20000 Microsoft Operations Framework (MOF) and the Application Service Library (ASL) all note the importance of Capacity Management. This major title meets the need for an in-depth practical guide to this critical process. Written and reviewed by some of the world's most respected experts in this field it shows how Capacity Management best practice can support provision of a consistent, acceptable service level at a known and controlled cost. Practical advice covers the essential control of two balances: Supply versus demand and resources versus cost. In times of mean, frugal economic measures, it is essential to focus on those practices that are effective and yield practical results. In enlightened times of sustainability, it is also a requirement to find solutions that satisfy the criteria for 'greenness'. This excellent title shows how Capacity Management works not only within an IT environment but also why it is pivotal in meeting high profile business demands. Aligns with ISO/IEC 20000 and ITIL® \u00adISO/IEC lists a set of required capacity management deliverables \u00adITIL outlines what should be done in capacity management \u00adthis book starts to describe how to do it Covers details of what capacity management is all about: \u00adwhat is capacity management \u00adwhy do it – benefits and cost-benefit analysis

how to do it – data-flows and activities who does it – roles and perspectives implementation, maintenance, improvement, tools Provides comprehensive templates and checklists: objectives, interfaces and data-flows, sub-practices and activities metrics, application sizing parameters, data for modelling deliverables, reports, CMMI levels, KPIs, risk matrix sample capacity plan

Storage as a Service Offering Guide

The IT Service Management Foundation Exam Guide is a practically oriented guide to passing the ITIL v3 Foundation exam. It is designed to work as a supplement to an instructor-led training class or as a tool for self-study.

Implementing ITIL Change and Release Management

The Business-Focused, Best-Practice Guide to Succeeding with ITIL Change and Release Management ITIL® (Information Technology Infrastructure Library®) can help organizations streamline and integrate their operations, dramatically improving efficiency and delivering greater business value. For the first time, there's a comprehensive best-practice guide to succeeding with two of the most crucial and challenging parts of ITIL: change and release management. Leading IBM® ITIL expert and author Larry Klosterboer shares solid expertise gained from real implementations across multiple industries. He helps you decide where to invest, avoid ITIL pitfalls, and build successful, long-term processes that deliver real return on investment. You'll find detailed guidance on each process, integrated into a comprehensive roadmap for planning, implementation, and operation—a roadmap available nowhere else. Klosterboer offers in-depth coverage of the crucial issues every implementer will face, including make-or-break challenges most consultants can't or won't talk about. For example, he demonstrates how to set a reasonable project scope, migrate data, execute successful pilot programs, and continually improve quality once ITIL practices are in place. This book's practical insights will be invaluable to every IT executive, professional, and user who wants to bring their current change and release practices in line with ITIL—and transform them from a source of frustration into a source of value. Coverage includes Discovering and managing your change and release management requirements Identifying the resources you'll need to succeed Building comprehensive schedules for executing change/release management projects Moving from planning to real-world

implementation Choosing the right tools—or modifying the tools you’ve already invested in Using change/release management to facilitate auditing and ensure compliance Leveraging the full business benefits of mature change/release management processes Covers ITIL version 3

Lotus Domino for S/390 Release 5

A disruption to your critical business processes could leave the entire business exposed. Today's organizations face ever-escalating customer demands and expectations. There is no room for downtime. You need to provide your customers with continuous service because your customers have a lot of choices. Your competitors are standing ready to take your place. As you work hard to grow your business, you face the challenge of keeping your business running without a glitch. To remain competitive, you need a resilient IT infrastructure. This IBM Redbooks publication introduces the importance of Business Continuity in today's IT environments. It provides a comprehensive guide to planning for IT Business Continuity and can help you design and select an IT Business Continuity solution that is right for your business environment. We discuss the concepts, procedures, and solution selection for Business Continuity in detail, including the essential set of IT Business Continuity requirements that you need to identify a solution. We also present a rigorous Business Continuity Solution Selection Methodology that includes a sample Business Continuity workshop with step-by-step instructions in defining requirements. This book is meant as a central resource book for IT Business Continuity planning and design. The companion title to this book, IBM System Storage Business Continuity: Part 2 Solutions Guide, SG24-6548, describes detailed product solutions in the System Storage Resiliency Portfolio.

Capacity Planning for Logical Partitioning on the IBM Eserver ISeries Server

There has never been a Capacity Management manual like this. Capacity Management 70 Success Secrets is not about the ins and outs of Capacity Management. Instead, it answers the top 70 questions that we are asked and those we come across in forums, our consultancy and education programs. It tells you exactly how to deal with those questions, with tips that have never before been offered in print. This guidebook is also not about Capacity Management best practice and standards details. Instead it introduces everything you want to know to be successful with Capacity Management. A quick

look inside of the subjects covered: ITIL Categories, ISO9000 ITIL, IT Services Service Enablers Processes: Service Level Management Service Asset and Configuration Management, IT support needs to translate these goals into technical goals for the IT organization, ITIL Capacity Management, Conflict: It supports the organization in planning and executing its business....., ITIL Management, Specialist Training, ITIL Managers Case Inputs About ITIL Security Management, Capacity Management of ITIL, Service Delivery: Capacity Management In ITIL, This is especially true for regulated industries seeking ITIL compliance, ITIL Made Easy, ITIL V3: From Process to Service Life Cycle, ITIL v3 Foundation Glossary, Features of Any Standard ITIL Service Delivery Case, Para-Virtualization Technique, ITIL elearning in IT service management the art of service, Features of an ITIL sample test, Planning to implement service management IT infrastructure, ITIL Sample Questions, Why IT Professionals Need IT Service Management Foundation, Common Capacity Management Activities, Service Management ITIL, ITIL In Action: Service Delivery, IT IT service management consultant, Microsoft ITIL, Your ITIL Foundation Coverage, Presenting the Various Benefits of Outsourcing, ITIL IT service management elearning, Capacity Management Activities, IT Service Management-An Introduction based on ITIL, Operational Activities of Capacity Management, What is ITIL methodology, Consultancy IT management service, ITIL Overview, IT service management an introduction, Help Desk Glossary, A Short Definition of ITIL Best Practice, Will ITIL V5 still have Capacity Management as a process? Or is it replaced by Cloud Management?, ITIL BASED IT SERVICE MANAGEMENT, ITIL and IT Service Management, Remedy IT service management, Service Management Processes, IT Service Management and ITIL Working Together Towards Total Customer Satisfaction, ITIL Capacity Management Towards Provision of Consistent Levels of Service, ITIL Foundation Cheat Sheet, Implementing ITIL, and much more...

Performance Management: Using IBM InfoSphere Optim Performance Manager and Query Workload Tuner

Practical, Real-World ITIL Configuration Management-From Start to Finish The IT Infrastructure Library® (ITIL) places the \"best practices\" in IT operations at your command. ITIL helps you make better technology choices, manages IT more effectively, and drives greater business value from all your IT investments. The core of ITIL is configuration management: the discipline of identifying, tracking, and controlling your IT environment's diverse components to gain accurate and timely information for better decision-making. Now, there's a practical, start-to-finish guide to ITIL configuration

management for every IT leader, manager, and practitioner. ITIL-certified architect and solutions provider Larry Klosterboer helps you establish a clear roadmap for success, customize standard processes to your unique needs, and avoid the pitfalls that stand in your way. You'll learn how to plan your implementation, deploy tools and processes, administer ongoing configuration management tasks, refine ITIL information, and leverage it for competitive advantage. Throughout, Klosterboer demystifies ITIL's jargon, illuminates each technique with real-world advice and examples, and helps you focus on the specific techniques that offer maximum business value in your environment. Coverage includes Assessing your current configuration management maturity and setting goals for improvement Gathering and managing requirements to align ITIL with organizational needs Describing the schema of your configuration management database (CMDB) Identifying, capturing, and organizing configuration data Choosing the best tools for your requirements Integrating data and processes to create a unified logical CMDB and configuration management service Implementing pilot projects to demonstrate the value of configuration management and to test your planning Moving from a pilot to wide-scale enterprise deployment Defining roles for deployment and ongoing staffing Leveraging configuration management information: Reporting and beyond Measuring and improving CMDB data accuracy Covers ITIL version 3. Preface xvii Acknowledgments xxi About the Author xxiii Chapter 1: Overview of Configuration Management 1 Part I: Planning for Configuration Management 17 Chapter 2: Gathering and Analyzing Requirements 19 Chapter 3: Determining Scope, Span, and Granularity 37 Chapter 4: Customizing the Configuration Management Process 55 Chapter 5: Planning for Data Population 67 Chapter 6: Putting Together a Useful Project Plan 85 Part II: Implementing Configuration Management 97 Chapter 7: Choosing the Right Tools 99 Chapter 8: Implementing the Process 117 Chapter 9: Populating the Configuration Management Database 127 Chapter 10: Choosing and Running a Pilot Program 137 Chapter 11: Communication and Enterprise Roll Out 149 Part III: Running an Effective Configuration Management System 161 Chapter 12: Building a Configuration Management Team 163 Chapter 13: The Many Uses for Configuration Information 179 Chapter 14: Measuring and Improving CMDB Accuracy 193 Chapter 15: Improving the Business Value of Configuration Management 207 Index 217

ITIL Capacity Management (paperback)

The Business-Focused, Best-Practice Guide to Succeeding with ITIL Capacity Management Using ITIL® capacity

management processes, IT organizations can eliminate waste and overbuying, reduce both equipment and staffing costs, drive more value from existing investments, and consistently provide the right resources to meet the needs of the business. Now, in this comprehensive, best-practice guide, leading ITIL expert Larry Klosterboer systematically explains how to manage capacity using the ITIL framework and techniques. Drawing on his extensive ITIL experience, Klosterboer covers all facets of ITIL-based capacity management, and offers proven solutions to the challenges IT organizations encounter in implementation. He presents expert guidance on accurately projecting demand and growth, planning and staffing, tool selection, process implementation, and much more. This book's practical insights will be invaluable to every IT leader who wants to leverage ITIL's best practices for capacity management, and for every business and technical manager who wants IT to deliver greater value, efficiency, and effectiveness. Coverage includes Making the business case for capacity management Establishing specific goals for capacity management Mastering ITIL capacity management terminology Predicting capacity in dynamic, fast-changing organizations Implementing systems that help you anticipate trends Defining capacity plans, staffing capacity management teams, and implementing ongoing processes Linking capacity with performance management and with other ITIL processes Selecting the right capacity management tools for your environment Integrating capacity issues into your IT project management discipline Using "business capacity planning" to help the entire business become more agile

Performance and Capacity Themes for Cloud Computing

This IBM® Redpaper™ is the second in a series that addresses the performance and capacity considerations of the evolving cloud computing model. The first Redpaper publication (Performance Implications of Cloud Computing, REDP-4875) introduced cloud computing with its various deployment models, support roles, and offerings along with IT performance and capacity implications associated with these deployment models and offerings. In this redpaper, we discuss lessons learned in the two years since the first paper was written. We offer practical guidance about how to select workloads that work best with cloud computing, and about how to address areas, such as performance testing, monitoring, service level agreements, and capacity planning considerations for both single and multi-tenancy environments. We also provide an example of a recent project where cloud computing solved current business needs (such as cost reduction, optimization of infrastructure utilization, and more efficient systems management and reporting capabilities) and how the

solution addressed performance and capacity challenges. We conclude with a summary of the lessons learned and a perspective about how cloud computing can affect performance and capacity in the future.

Capacity Planning for Computer Systems

This IBM® Redbooks® publication is a guide to IBM Power Systems Private Cloud with Shared Utility Capacity featuring Power Enterprise Pools (PEP) 2.0. This technology enables multiple servers in an to share base processor and memory resources and draw on pre-paid credits when the base is exceeded. Previously, the Shared Utility Capacity feature supported IBM Power E950 (9040-MR9) and IBM Power E980 (9080-M9S). The feature was extended in August 2020 to include the scale-out IBM Power servers that were announced on 14 July 2020, and it received dedicated processor support later in the year. The IBM Power S922 (9009-22G), and IBM Power S924 (9009-42G) servers, which use the latest IBM POWER9™ processor-based technology and support the IBM AIX®, IBM i, and Linux operating systems (OSs), are now supported. The previous scale-out models of Power S922 (9009-22A), and Power S924 (9009-42A) servers cannot be added to an enterprise pool. With the availability of the IBM Power E1080 (9080-HEX) in September 2021, support for this system as part of a Shared Utility Pool has become available. The goal of this book is to provide an overview of the solution's environment and guidance for planning a deployment of it. The book also covers how to configure IBM Power Systems Private Cloud with Shared Utility Capacity. There are also chapters about migrating from PEP 1.0 to PEP 2.0 and various use cases. This publication is for professionals who want to acquire a better understanding of IBM Power Systems Private Cloud, and Shared Utility Capacity. The intended audience includes: Clients Sales and marketing professionals Technical support professionals IBM Business Partners This book expands the set of IBM Power documentation by providing a desktop reference that offers a detailed technical description of IBM Power Systems Private Cloud with Shared Utility Capacity.

Implementing ITIL Configuration Management

SmartCloud Control Desk is a comprehensive IT Asset and Service Management solution that helps reduce cost and minimize service disruptions. It does so through automated service request handling, efficient change management, and

optimized asset lifecycle management across IT and enterprise domains. SmartCloud Control Desk helps to reduce total cost of ownership by using one unified solution to license, install, and manage multiple ITIL processes under one price point. It can also help reduce business risk by using advanced impact analysis and defining automated change procedures that ensure integrity of existing infrastructure while supporting business agility. SmartCloud Control Desk improves efficiency and quality of service by unifying asset, change, and problem management. It lowers cost and mitigates license compliance risk by performing end to end software asset management. It also delivers an adaptive, role-based simplified UI that can be more intuitive for novice users, which reduces training costs, while allowing access from anywhere at anytime through mobile device support that includes BlackBerry, iOS, and Android. In addition, SmartCloud Control Desk supports both a profit center business model for internal IT organizations, and an external Service Provider model. It allows organizations to manage customers and customer agreements and bills for managed assets, usage, and work activities while improving utilization rates and reducing unnecessary purchases by managing the IT asset lifecycle. You can deploy SmartCloud Control Desk in a variety of ways; traditional on-premise, SaaS, VM image. This approach can make it more affordable to meet your current business needs, and seamlessly move between delivery models while keeping the same functionality. This IBM® Redbooks® publication covers IBM SmartCloud® Control Desk product configuration, customization, and implementation best practices.

Governing Operational Decisions in an Enterprise Scalable Way

Destined to become the standard reference for CICS performance planning, this comprehensive guide details the factors that drive CICS performance, and helps readers develop comprehensive performance plans. It provides a single point of reference for designing and planning CICS performance through integration of software engineering, queueing theory, and workload capacity principles.

Performance Modeling and Engineering

This IBM® Redbooks® publication presents decision governance topics from a theoretical discussion perspective and then goes on to make links to the practical aspects of applying these concepts by using the IBM Operational Decision

Manager platform. This book explores enterprise governance context to clarify the bigger picture for how governance is carried out across the enterprise. You will also find this book valuable if you are using or considering the usage of an operational decision management system (or business rules management system (BRMS)) in your organization. You might be following a standard such as the The Open Group Architecture Framework (TOGAF) Architecture Development Method (ADM) and decided to use a decision management system that lets the business people take control of the business decisions that are made by the technology systems in their organization. This book also describes Control Objectives for Information and Related Technology (COBIT), which provides a comprehensive framework that assists enterprises in achieving their objectives for the governance and management of enterprise IT. Another topic of great importance that this book covers is the relationship to ITIL, a public framework that describes best practices in IT Service Management. Of the five stages of the ITIL lifecycle, this book focuses on the objectives and processes of the Service Transition stage.

IT Service Management Best Practices Using IBM SmartCloud Control Desk

Capacity Planning for Computer Systems covers the principles, concepts, and practical application of capacity planning to computer systems. This book is divided into nine chapters and begins with an introduction to the foundation and metrics of capacity planning. The subsequent chapters deal with the business elements, service levels, forecasting, and predictions of capacity planning, along with the regression techniques, forecast monitoring, and revision for the field. The remaining chapters highlight the applications of capacity planning, including in systems optimization, computer disk, tape, and tape drive. These chapters also provide the charting and graphics presentations for capacity planning. This book will be of value to computer scientists and researchers.

DB2 II

IBM® Tivoli® Storage Productivity Center V5.1 products offer storage infrastructure management that helps optimize storage management by centralizing, simplifying, automating, and optimizing storage tasks associated with storage systems, data disaster recovery, storage networks, and capacity management. IBM Tivoli Storage Productivity Center

V5.1 products include: IBM Tivoli Storage Productivity Center V5.1 IBM Tivoli Storage Productivity Center Select Edition V5.1 Tivoli Storage Productivity Center V5.1 is designed to provide device management capabilities, such as automated system discovery, provisioning, data replication, configuration, and performance monitoring for storage systems and storage networks. Tivoli Storage Productivity Center Select Edition V5.1 offers the same features as Tivoli Storage Productivity Center V5.1 but at attractive entry-level pricing for operations with smaller capacities. It is licensed per storage device, such as disk controllers and their respective expansion units. This IBM Redbooks® publication is intended for storage administrators and users who are installing and using the features and functions in IBM Tivoli Storage Productivity Center V5.1. The information in this book can be used to plan for, install, and customize the components of Tivoli Storage Productivity Center in your storage infrastructure.

Capacity Planning for Business Intelligence Application

This IBM® Redbooks® publication describes the architecture and components of IBM InfoSphere® Optim™ Performance Manager Extended Edition. Intended for DBAs and those involved in systems performance, it provides information for installation, configuration, and deployment. InfoSphere Optim Performance Manager delivers a new paradigm used to monitor and manage database and database application performance issues. It describes product dashboards and reports and provides scenarios for how they can be used to identify, diagnose, prevent, and resolve database performance problems. IBM InfoSphere Optim Query Workload Tuner facilitates query and query workload analysis and provides expert recommendations for improving query and query workload performance. Use InfoSphere Optim Performance Manager to identify slow running queries, top CPU consumers, or query workloads needing performance improvements and seamlessly transfer them to InfoSphere Optim Query Workload Tuner for analysis and recommendations. This is done using query formatting annotated with relevant statistics, access plan graphical or hierarchical views, and access plan analysis. It further provides recommendations for improving query structure, statistics collection, and indexes including generated command syntax and rationale for the recommendations.

IBM Eserver PSeries Sizing and Capacity Planning

This IBM® Redbooks® publication presents decision governance topics from a theoretical discussion perspective and then goes on to make links to the practical aspects of applying these concepts by using the IBM Operational Decision Manager platform. This book explores enterprise governance context to clarify the bigger picture for how governance is carried out across the enterprise. You will also find this book valuable if you are using or considering the usage of an operational decision management system (or business rules management system (BRMS)) in your organization. You might be following a standard such as the The Open Group Architecture Framework (TOGAF) Architecture Development Method (ADM) and decided to use a decision management system that lets the business people take control of the business decisions that are made by the technology systems in their organization. This book also describes Control Objectives for Information and Related Technology (COBIT), which provides a comprehensive framework that assists enterprises in achieving their objectives for the governance and management of enterprise IT. Another topic of great importance that this book covers is the relationship to ITIL, a public framework that describes best practices in IT Service Management. Of the five stages of the ITIL lifecycle, this book focuses on the objectives and processes of the Service Transition stage.

Implementing ITIL Configuration Management

IBM® Storage as a Service (STaaS) extends your hybrid cloud experience with a new flexible consumption model enabled for both your on-premises and hybrid cloud infrastructure needs, giving you the agility, cash flow efficiency, and services of cloud storage with the flexibility to dynamically scale up or down and only pay for what you use beyond the minimal capacity. This IBM Redpaper provides a detailed introduction to the IBM STaaS service. The paper is targeted for data center managers and storage administrators.

IBM Eserver PSeries Sizing and Capacity Planning

With the fast development of networking and software technologies, information processing infrastructure and applications have been growing at an impressive rate in both size and complexity, to such a degree that the design and development of high performance and scalable data processing systems and networks have become an ever-challenging issue. As a

result, the use of performance modeling and measurement techniques as a critical step in design and development has become a common practice. Research and development on methodology and tools of performance modeling and performance engineering have gained further importance in order to improve the performance and scalability of these systems. Since the seminal work of A. K. Erlang almost a century ago on the modeling of telephone traffic, performance modeling and measurement have grown into a discipline and have been evolving both in their methodologies and in the areas in which they are applied. It is noteworthy that various mathematical techniques were brought into this field, including in particular probability theory, stochastic processes, statistics, complex analysis, stochastic calculus, stochastic comparison, optimization, control theory, machine learning and information theory. The application areas extended from telephone networks to Internet and Web applications, from computer systems to computer software, from manufacturing systems to supply chain, from call centers to workforce management.

IBM Power Systems Private Cloud with Shared Utility Capacity: Featuring Power Enterprise Pools 2.0

This book is written for information data center management, quality assurance professionals, and both systems and applications technical staff. It provides a comprehensive guide to automating the measurement of software quality and reliability, as well as programmer productivity using conventional system log technology as the means to monitor and track software quality improvement. It can be used to assist in implementing a cost-effective Total Quality Management (TQM) program for any host data center, which is based upon proven capacity planning and performance analysis methods using SMF, RMF, SAS, MXG, MICS and other system performance analysis tools approved and recommended by the Computer Measurement Group (CMG) and IBM Guide user groups. Vendor ASQM products are demonstrated, along with methods and tips that can be used to develop your own ASQM software using SAS (Statistical Analysis Systems) language. This book answers many questions that are commonly asked by information data center management, and provides a handy back-up reference for seasoned professional mainframe network capacity planning and computer performance evaluation analysts, as well as novice performance specialists.

IBM Tivoli Storage Productivity Center V5.1 Technical Guide

Capacity management' is a procedure applied to run data technics (IT). Its main objective is to establish that IT volume encounters present and time to come trade conditions in a cost-efficient way. One commonplace explanation of volume administration is depicted in the ITIL model. ITIL variant 3 perspectives volume administration as containing 3 sub-processes: trade volume administration, facility volume administration, and part volume administration (known as asset volume administration in ITIL variant 2). There has never been a Capacity Management Guide like this. It contains 35 answers, much more than you can imagine; comprehensive answers and extensive details and references, with insights that have never before been offered in print. Get the information you need--fast! This all-embracing guide offers a thorough view of key knowledge and detailed insight. This Guide introduces what you want to know about Capacity Management. A quick look inside of some of the subjects covered: Information Technology Infrastructure Library - Capacity management, ITIL - Service delivery, Volume - Related terms, ITIL - ICT technical support, Performance engineering - Service management, Financial management for IT services - Capacity management, Capacity planning, Cloud computing Cloud management challenges, Cloud infrastructure - Cloud management challenges, ITIL security management - Relations with other ITIL processes, Service desk - Other activities, Information Technology Infrastructure Library - Service design, ITIL - Service-level management, Air traffic management, Database administrator, Network performance management, Systems management - Functions, ITIL - Capacity management, Real Time Locating System - Applications, Cloud computing - Cloud management challenges, IaaS - Cloud management challenges, ITIL - Service design, Australian Computer Society - Special Interest Groups, Virtual Iron - The Virtual Iron platform, and much more...

DB2 II

In Availability and Capacity Management in the Cloud: An ITSM narrative, Daniel McLean's fictional IT service management practitioner, Chris, faces the challenge of integrating cloud services into an ITSM structure. Based on the real-life experience of the author and other ITSM practitioners, this book tells the story of a cloud services implementation, exposing potential pitfalls and exploring how to handle issues that come with such projects.

Automated Software Performance Measurement

Capacity Management 35 Success Secrets - 35 Most Asked Questions on Capacity Management - What You Need to Know

A-Z of Capacity Management

This IBM Redbooks publication provides an overview of the IBM Tivoli Asset Management for IT portfolio. The portfolio is made up of the three primary products, IBM Tivoli Asset Management for IT, IBM Tivoli License Compliance Manager for z/OS, and IBM Tivoli License Compliance Manager. By using these products together, you can implement a comprehensive IT asset management solution. This book provides a functional overview of each of the products in the portfolio and also provides example scenarios of how they can be used to address IT asset management disciplines. The IBM Tivoli Asset Management for IT product is a relatively new acquisition. It has its roots in enterprise asset management and has very rich function. This product will be enhanced and adapted to provide functions specific to IT asset management, such as facilities to handle contract management, full asset life-cycle management, integration with Enterprise Resource Planning (ERP) solutions and much more. This book introduces the portfolio and describes its current capabilities. Our intention for the future is to provide additional materials for a deeper understanding of best practices for using the portfolio to implement a complete IT asset management solution.

CICS

In this era where data and voice services are available at a push of a button, service providers have virtually limitless options for reaching their customers with value-added services. The changes in services and underlying networks that this always-on culture creates make it essential for service providers to understand the evolving business logic and appropriate support systems for service delivery, billing, and revenue assurance. Supplying an end-to-end understanding of telecom management layers, Fundamentals of EMS, NMS and OSS/BSS is a complete guide to telecom resource and service management basics. Divided into four sections: Element Management System, Network Management System, Operation/Business Support Systems, and Implementation Guidelines, the book examines standards, best practices, and

the industries developing these systems. Each section starts with basics, details how the system fits into the telecom management framework, and concludes by introducing more complex concepts. From the initial efforts in managing elements to the latest management standards, the text: Covers the basics of network management, including legacy systems, management protocols, and popular products Deals with OSS/BSS—covering processes, applications, and interfaces in the service/business management layers Includes implementation guidelines for developing customized management solutions The book includes chapters devoted to popular market products and contains case studies that illustrate real-life implementations as well as the interaction between management layers. Complete with detailed references and lists of web resources to keep you current, this valuable resource supplies you with the fundamental understanding and the tools required to begin developing telecom management solutions tailored to your customer's needs.

The IT Service Management Foundation Exam Guide

Most often we are told the \"what and why\" of capacity management, but not how to make it happen. This book provides good practical approach on how to implement the process, with a view to bringing its benefits to the organization. Capacity management is incomplete without business driven capacity planning.

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