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# IBM Tivoli Business Services Manager 6.1.1 for Administrators Information

**Length:** 5.0 Days  
**Ref:** TM337G-X  
**Delivery method:** Classroom  
**Price:** EUR

## Overview

Tivoli Business Service Manager provides tools to model and track the status of business processes. Business service models use rules to create a hierarchy of related business services. The rules and service models show the immediate business impact of low-level service outages on higher-level business services. In this course you learn how to develop, manage, and build service models, configure service dashboards, and manage a Tivoli Business Service Manager deployment. You will learn how to use the Jazz for Service Management tools to visualize service model data and data from other applications. You will also learn to customize dashboard content for different target audiences and platforms, including mobile devices.

## Public

This intermediate-level course is for system administrators responsible for maintaining a Tivoli Business Service Manager 6.1.1 deployment, IBM/Business Partner technical specialists and services consultants.

## Prerequisites

You should have the following skills:

- General Business Service Manager concepts
- Experience with Tivoli Netcool/OMNIBus
- General understanding of DB2 database, schema, **and** instance concepts and configuration
- General understanding of user **and** group name repository concepts, such as LDAP

## Objective

- Define general Business Service Management concepts
- Describe Tivoli Business Service Manager functions and architecture
- Define Tivoli Business Service Manager service model concepts
- Start and stop Tivoli Business Service Manager components
- Create service templates and configure incoming status rules to track business service status
- Create business model hierarchies with template dependencies

- Create and test service instances and service model behavior
- Expand web server template functions to respond to more complicated data input
- Create and test output expressions to evaluate multiple rules in the same template
- Create measuring response rules to track numerical key performance indicators
- Create average response rules to calculate key performance indicators for parent services
- Use weighted averages to calculate key performance indicators for parent services
- Create, test, and manage service level agreements to track service model operation
- Create services that use business data to track service status
- Aggregate business data in parent templates by using child services
- Configure ESDA rules to automatically build and track services based on a seed service
- Use Tivoli Impact policies in ESDA rules to create complex service models
- Create automatic population rules to create services based on monitor events
- Create automatic population rules to create services with business data
- Create business services automatically using data from discovered resources
- Use the Business Service Composer to create service models from discovery-based services
- Configure Tivoli Business Service Manager to use LDAP user and group repositories
- Configure Tivoli Business Service Manager to use secure sockets layer (SSL) communications with an LDAP server
- Create and manage authorization roles to control access to Tivoli Business Service Manager resources
- Describe how to map business management requirements with dashboard creation
- Create custom page layouts to support business dashboard designs
- Create and manage custom dashboard pages by using the Jazz for Service Management visualization services
- Use custom dashboards to support multiple user communities
- Create and configure business services with the command line
- Export and migrate Tivoli Business Service Manager customizations by using the command line
- Describe and tune the Tivoli Integrated Portal Server Java Virtual Machine
- Troubleshoot component problems by using system log files
- Configure Tivoli Business Service Manager to support single sign-on
- Configure and use Launch-in-Context tools to change context between application administrative consoles

## Topics

### **Introduction to IBM Tivoli Business Service Manager 6.1.1**

- Business Service Management overview

### **Service model basics**

- Starting and stopping Tivoli Business Service Manager components

- Creating templates and incoming status rules
- Creating template dependencies
- Creating and testing service instances

## **Expanding service model capabilities**

- Expanding service matching flexibility
- Expanding service identification fields
- Creating multiple instances for the same node
- Creating and testing output expressions
- Creating numerical incoming status rules and customizing the service tree
- Creating average response rules for a parent service
- Using weighted averages in aggregation rules

## **Service level agreements**

- Service level agreement overview
- Creating service level agreements
- Testing and analyzing service level agreement operations
- Creating and using maintenance schedules

## **Data fetchers**

- Creating services with business data
- Aggregating business data in parent templates

## **External Service Dependency Adapter rules**

- External Service Dependency Adapter rule basics
- Expanding the ESDA rule scope
- Creating child services with Tivoli Business Service Manager policies

## **Automating service model creation**

- Creating services with events and automatic population rules
- Creating services with data fetchers and automatic population rules
- Creating services from discovered resources
- Creating service models with the Business Service Composer and discovered resources

## **Security**

- Tivoli Business Service Manager security overview
- Configuring Tivoli Business Service Manager to use LDAP

- Configuring secure communications with an LDAP server
- Managing access with authorization roles

## **Custom dashboards and page management**

- Dashboard tools overview
- Data connections
- Creating dashboard pages
- Managing dashboards

## **Command line administration**

- Creating and configuring services with the command line
- Exporting and importing deployment customizations with the command line

## **Maintenance and troubleshooting**

- Deployment administration
- Troubleshooting and support resources
- Tuning the Tivoli Integrated Portal server

## **Single sign-on and application integration**

- Configuring single sign-on