

RESOLVE

generationE Solution Accelerator



RESOLVE Runbook Automation

Collaborative Process Optimization for IT Operations



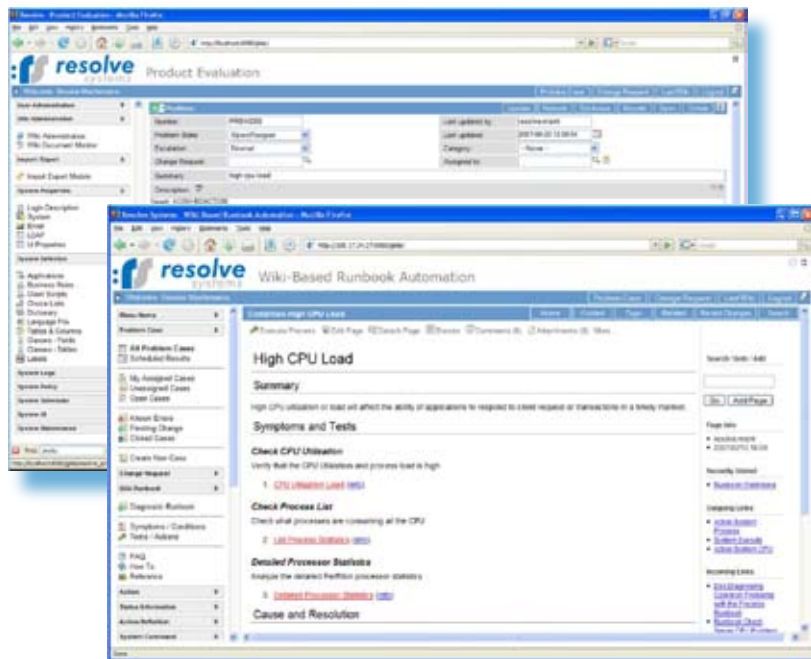
Improving the efficiency and effectiveness of IT Operations continues to be a key focus of IT investments. With labor comprising over 70% of IT spending, increases in operational expenses have taken away from investments in new business innovation.

IT Problem and Change Management today continue to require IT operations to dedicate highly-paid subject matter experts to perform repetitive diagnostic steps. This often results from problem remediation steps being carried out independently and without the use of historical reference or automation. This perpetuates a recurring “learning cycle” that fails to benefit from process improvement and increases costs over time.

IT Operations Challenges:

- Overwhelmed Level 3 Support / Engineering
- Under utilized Level 1 and 2 Support
- Frequent problem escalation
- Lack of standardized runbooks
- Manual diagnostic tests and actions
- Risk of losing knowledge capital and personnel investment due to turnover and attrition
- Training / experience ramp up time

Innovative software that helps IT operations standardize best practices and procedures for problem remediation; driving knowledge capture, business alignment, process controls and runbook automation.



Solution Design

Resolve is an innovative wiki-based runbook automation system to help capture and automate best practices for IT Operations. The wiki-based runbook is designed specifically to promote collaboration and process reuse without the overhead of traditional document management applications.

In addition, Resolve's integrated automation system leverages existing investments in tools, scripts and utilities to transform static procedures into actionable tools from which users can perform diagnostics tests and resolutions on-demand or as a coordinated process in response to alerts.

With Resolve, runbooks are now actionable and are easy to keep up to date.

One Step Ahead of IT. IN STEP with Your Business.

Business Benefits

Resolve enhances generationE IBM Service Management solutions to:

- Deliver improved efficiency and effectiveness of IT operations with existing resources
- Capture knowledge capital and standardize best practices as actionable runbooks
- Reduce MTTR through on-demand and orchestrated process automation
- Improve utilization of Level 1 and 2 support and reduce problem escalation
- Reduce training time and knowledge transfer
- Compliance audit trails and minimize risk

The generationE Approach

Successful implementation of a Runbook Automation solution is greatly dependent on the ability to correctly identify, define and align operational best practices with business objectives. With industry leading consultants and a proven methodology, generationE provides the essential ingredient to ensure a “best-in-class” integrated solution for runbook process optimization.

The generationE Resolve platform ensures that events are processed with Tivoli Netcool context-specific diagnostic and remediation procedures. In turn, these best practices are captured as Resolve runbooks with embedded automations to reduce repetitive actions and minimize MTTR.

TECHNICAL FEATURES

- Collaborative Wiki-based runbook management system to capture best practices
- Wiki documents support native HTML, wiki syntax, template and Groovy/Java scripting
- Actionable runbooks with embedded ActionTask for executing automations on-demand or as an orchestrated process
- Runbook problem worksheet containing actions and test results for multi-group problem diagnosis and resolution
- Designed for Tivoli Netcool Omnibus and Impact
- Includes generationE enhanced Netcool Event Acceptance and Remediation Process (EARP)
- Distributed agent and agent-less automation / integration to leverage existing tools, utilities and scripts
- Web user interface with role-based permissions and access controls
- Audited ActionTasks and processes for IT governance and compliance
- Includes over 200 ActionTasks and System Integrations



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