

# Systems Engineering Solutions

## FOR IBM TIVOLI PROCESS AUTOMATION ENGINE (TPAE) BASED SYSTEMS

- Maximo Asset Management
  - Tivoli Service Request Manager
  - Tivoli Asset Management for IT
- Mitigate application deployment risk
  - Align your IT operations with your business objectives
  - Implement effective application delivery and management
  - Adapt to evolving business processes and requirements
  - Benchmark and optimize performance

Does poor system performance inhibit your ability to serve your customers – either internally or externally? Have your enterprise application deployments been slowed or stopped because one or more sites had difficulty implementing the solution successfully? When you experience network availability or performance issues, is it difficult to pinpoint exactly where the bottlenecks are occurring? Are you concerned that your technology architecture will not be able to meet current or future requirements? Is the system configuration out of control, thus impacting your ability to effectively implement change, troubleshoot and sustain operations?

If you answered “Yes” to any of these questions, you need Total Resource Management’s Systems Engineering Solutions.

We can help you design and deploy IT solutions effectively and efficiently across your enterprise and provide continuous monitoring and improvement services that ensure your IT solutions will work.

Total Resource Management delivers a complete Systems Engineering strategy and implementation solution that optimizes the technology used to manage IT assets. Our solution starts with providing our customers with a deep understanding of their:

- IT solution
- the technology and application platforms behind it
- the supporting network infrastructure

all in alignment with business practices, objectives and information assurance policies. We deploy industry best practices designed to mitigate system deployment and operational risk, and leverage proven enterprise software tools that produce quantifiable metrics.

Does the answer YES to some of your questions make you nervous? Are you concerned that your technology architecture will not be able to meet current or future requirements?

### TRM can help you develop:

- Strategic and tactical alignment between IT and business objectives
- Proper capacity planning to maximize performance and availability
- Effective configuration management to deal with evolving requirements
- Risk mitigation plans for deployment and sustainment efforts
- Performance, availability and quality data
- Metrics (i.e. SLAs and KPIs) that are agreed upon across all stakeholders
- Recognition and understanding of constraints (schedules, funding, resources, skill sets and information assurance)

## ENTERPRISE SYSTEM

- Capacity Planning
- High Availability
- Performance Benchmarking
- Quality Assurance
- Deep Diagnostics
- System Tuning
- System Monitoring
- Configuration Management
- Service Level Management

## DATA CENTER

- Capacity Planning
- High Availability
- Performance Benchmarking
- Infrastructure Tuning
- Infrastructure Monitoring
- Configuration Management
- Service Level Management

## WAN

- Capacity Planning
- High Availability
- Performance Benchmarking
- Infrastructure Tuning
- Infrastructure Monitoring
- Configuration Management
- Service Level Management

## LAN

- Capacity Planning
- High Availability
- Performance Benchmarking
- Infrastructure Tuning
- Infrastructure Monitoring
- Configuration Management
- Service Level Management

## END USER

- Capacity Planning
- Performance Benchmarking
- Service Level Management

The Technology Asset lifecycle begins with your business needs. Guided by your mission and objectives, we help you determine the applications, services and IT products will support your strategic initiatives. This portfolio of IT initiatives is then managed by a Systems Engineering methodology that enables the effective management of time and resources, budgets, programs and projects within a single framework.

### Continual Optimization through Metrics

Once the system is designed, we develop baseline metrics that validate initial design assumptions and future changes to the application, network and system infrastructure. We then tie those baseline metrics back to service level objectives/agreements.

TRM's Systems Engineering Solutions use proven methods and a variety of market-leading software tools to automate processes and data collection. You'll see reliable and accurate data in a format that is easy to understand.

### TRM Systems Engineering Solutions

#### Capacity Planning

Capacity planning methods that produce end-to-end systems architecture that meet the initial capacity requirement, plus is flexible enough to scale.

#### High Availability

Systems designed to not only maximize overall system availability, but to align that availability with the business requirements and constraints:

- Clustering
- Backup and Recovery
- Storage Area Networks
- Business Continuity Planning

#### Performance Benchmarking

Benchmarking for performance and availability of your system:

- Web server
- Database server
- Integration server
- Application server
- Report server
- Storage device

In addition, benchmarking the underlying infrastructure:

- Data center
- Local Area Networks
- Wide Area Networks
- Desktops

#### Quality Assurance

Functional and regression testing methods to minimize the introduction of defects into production.

#### System & Infrastructure Tuning and Monitoring

System and infrastructure tuning that maximizes quality, performance and availability – with automated system and network level monitoring and escalation.

#### Configuration Management

Configuration management methods that enable effective and efficient system and application level changes.

#### Service Level Management

Define, implement and manage service level targets, service level agreements and key performance indicators centered around end-to-end quality, performance and availability.

TRM's Systems Engineering Solutions bring it all together by enabling better automation, visibility, management and control of your Enterprise Systems – end-to-end.