



## Tivoli Nation - July 29<sup>th</sup> & 30<sup>th</sup>, 2008 Conference Information and Abstract List

### Tuesday 29th July

Registration and showcase opens at 8am  
Keynote sessions from 9am  
Breakout sessions from 11am  
Networking reception from 5.00pm

### Wednesday 30th July

Showcase opens at 8.30am  
Celebrity guest keynote speaker from 9am  
Breakout sessions from 10.30am  
Conference close at 4.30pm

### Venue: Sheraton on the Park

161 Elizabeth St, Sydney, Australia  
<http://www.starwoodhotels.com/sheraton/sydney>  
Phone: +61 2 9286 6000

Final list of abstracts for Tivoli Nation 2008, current as at 22<sup>nd</sup> July 2008.

<http://ibm.com/au/tivolination>

### Event Keynote and Guest Speakers

#### **Chris O'Connor, Vice President of Strategy & Market Management, IBM Tivoli Software USA**

Chris O'Connor is the Vice President of Strategy and Market Management for the Tivoli Brand within IBM Software Group. He has been active in the IT Industry for the past 20 years both with-in IBM and at other industry software providers. His team's mission is to direct the end-to-end Tivoli Product portfolio strategy and investment composition. This responsibility includes directly measuring world-wide market capabilities and also directly supporting customer adoption with an advanced technology team. His team is composed of expertise from around the world of key leaders from IBM, its recent acquisitions and the industry.

#### **Kristin Lovejoy, Director – Governance and Risk Management Strategy, IBM Tivoli USA**

Kristin Lovejoy joined IBM, Tivoli in February of 2007 as part of the leadership team of Consul risk management solutions, a leader in compliance management solution development and delivery, after it was acquired by IBM. Today, Ms. Lovejoy is the executive responsible for IBM's Corporate Governance, Risk, Compliance and Security strategies. Kristin Lovejoy is recognised as Top 25 CTO by InfoWorld in 2005 and as Top 25 Most Influential Security Executives by Security Magazine in 2006. Ms. Lovejoy is a recognised expert in the field on security, compliance and governance. Ms. Lovejoy holds a U.S. and EU patents for Object Oriented Risk Management Model and Methodology.

#### **Ivor Macfarlane, Fellow of the Institute of Service Management, IBM Global Technology Services, USA**

Ivor has been involved with IT Service Management Best Practice since 1989, and is a major contributor to relevant publications. His authoring credits include ITIL books, versions 1, 2 and 3, ISO/IEC 20000, the itSMF UK's pocketbook and dictionary and the ITSM library. He has been actively involved with itSMF since 1994 and is currently the chair of the itSMF's international Publications Executive Sub-Committee (IPESC). As an IT Service Management Consultant and Trainer, Ivor has delivered training and seminars in every continent (except Antarctica), spoken for itSMF in 26 countries to date and delivered consultancy assignments in Europe, USA and New Zealand. He joined IBM in June 2007 and continues to contribute to best practice development, write and talk about IT Service management and work with IBM's customers to help them improve their service management practices.



## Tracks

### IT Service Management

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How can you manage your business operations more effectively and focus additional resources on creating growth and competitive edge? The IT Service Management track will explore business benefits of Service Management, supported by best practices and real-world examples, helping you to manage risk, cost, revenue, quality and compliance requirements.

### Availability & Performance Management

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The Service Availability and Performance management track will show you how IBM Tivoli helps you create an integrated Service Management environment that puts you firmly in control of your operating environment, thereby maximising the value from your assets and proactively addressing performance issues before they impact service availability.

### Network Service Assurance

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The Network Service Assurance track will help you learn how to gain an accurate view of the service environment, control the performance and availability of the network and IT infrastructure, automate identifying the root cause of a problem, and reduce the time to repair.

### Storage Management

*Page 13*

Managing storage infrastructures is becoming increasingly complex and costly, driven by the variety of information types, the volume of data and the velocity of change. This track discusses storage management solutions that help to simplify, automate and integrate your storage infrastructure as part of your business processes.

### IBM System z

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This year, IBM is pleased to offer our IBM System Z customers a full track of System Z focussed sessions. Share insights, information and ideas with fellow IBM System Z travellers, on topics including managing the data centre for energy efficiency, best practises for System Automation and the strategic use of the System z platform as an integrated, enterprise-wide, hub for the efficient management of business and IT services.

### Enterprise Asset Management

*Page 19*

IBM's commitment to our asset management software has never been greater. These sessions contain compelling content from our clients, Business Partners and IBM subject matter experts (gurus) showcasing implementations, utilisation, and how optimal business value has been created through IBM Maximo Asset Management and the Maximo Industry Solutions.

### Security

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IBM sees information technology security changing as more collaborative business models, sophisticated criminal attacks, and increasingly complex infrastructures emerge. As a result, today's wide array of security technologies, implemented tactically in silos, are not sufficient to deal with the new reality of risk. IBM's approach is to strategically manage risk end-to end across all domains of information technology security: Identity, Information, Applications, Network, Server & Endpoint and the physical infrastructure. This track will highlight effective use of solutions in managing today's security risk. It will offer insight into how the rest of the IBM portfolio can help you address your compliance control objectives.



## Tivoli Nation - July 29<sup>th</sup> & 30<sup>th</sup>, 2008 IT Service Management Sessions

### **Session 1: IT Service Management Strategy and Roadmap**

Chris O'Connor, Vice President Strategy & Market Management, Tivoli USA

This presentation will open the IT Service Management Track at Tivoli nation, and will overview the new developments within the portfolio, as well as discuss the Roadmap going forward

Chris O'Connor is the Vice President of Strategy and Market Management for the Tivoli Brand within IBM Software Group. He has been active in the IT Industry for the past 20 years both with-in IBM and at other industry software providers. His team's mission is to direct the end-to-end Tivoli Product portfolio strategy and investment composition. This responsibility includes directly measuring world-wide market capabilities and also directly supporting customer adoption with an advanced technology team. His team is composed of expertise from around the world of key leaders from IBM, its recent acquisitions and the industry.

### **Session 2: ITIL in 2008 and Beyond**

Ivor MacFarlane, ITIL Book Author and GTS Consultant, IBM UK

ITIL has regenerated again – version 3 this time. It has been out for over a year now, but what is it really about? As you would expect there is much opinion amongst the pundits and a lot said about 'service lifecycles. But what is ITIL V3 really – and can we still use it? This talk sets out to give a simple interpretation of the service focused approach, what ITIL, what it covers, where it is going next and how to begin reading and using it

Ivor has been involved with IT Service Management Best Practice since 1989, and is a major contributor to relevant publications. His authoring credits include ITIL books, versions 1, 2 and 3, ISO/IEC 20000, the itSMF UK's pocketbook and dictionary and the ITSM library. He has been actively involved with itSMF since 1994 and is currently the chair of the itSMF's international Publications Executive Sub-Committee (IPESC). As an IT Service Management Consultant and Trainer, Ivor has delivered training and seminars in every continent (except Antarctica), spoken for itSMF in 26 countries to date and delivered consultancy assignments in Europe, USA and New Zealand. He joined IBM in June 2007 and continues to contribute to best practice development, write and talk about IT Service management and work with IBM's customers to help them improve their services.

### **Session 3: The Roadblocks to a Successful ITSM Implementation**

Jean de Villiers, Head of Professional Services, Planwell Technology

Organisations implementing IT Service Management concepts have begun to understand that it is all about "people, process and technology". Yet many of them continue to embark on this journey with a roadmap full of options and no clear understanding of how they will get from A to B. Whilst roadmaps provide a huge array of possible routes, structured journey plans provide a sensible guide as to how to achieve results that are based on solid return on investment and "bang for buck". They also get the organisation from A to B in the most efficient and effective way.

Jean de Villiers is the Head of Professional Services for Planwell Technology. Jean has eighteen years' experience in the IT industry, with a strong background in IT Service Management, and has been in the IT Infrastructure Library (ITIL) space since 1995. Jean is passionate about sensible approaches to ITSM solutions, based on measurable plans with tangible returns.

#### **Session 4: Service Management Strategy and the Tivoli Process Automation Platform**

Rich Johnston, Product Manager, CCMDB

- Understand the capabilities and values of the common architecture and process automation platform.
- Visualize key intelligence to help make important decisions within change and configuration management.
- Understand the interdependencies of your IT infrastructure and the services they support.

Join this session for a lesson on how to gain visibility and control and inject automation into the management of your IT Infrastructure. Learn how the IBM service management strategy and capabilities can help you integrate across the domains of managing configurations, change, releases, incidents, problems and assets.

Rich has 30 + years experience with IBM where over his career he has held many jobs working in software directly with customers and within various development and management positions. His past assignments has been in both mainframe and distributed technologies. As the Product Manager for Tivoli's CCMDB, he is responsible for the success of the key component in IBM's Service Management initiative. Rich's objective for the CCMDB is to insure that it is able to contain the key knowledge, in terms of CI's, process artefacts, and asset data that customer require to base critical business decisions. Therefore a CMDB must be accessible by many different applications.

#### **Session 5: Tivoli IT Asset Management and Financial Management Portfolio: Architectural Overview**

Tim McCrimmon, Product Manager, Tivoli Asset Management for IT Portfolio, IBM USA

The IBM Service Management architecture enables customers to gain integration benefits that go beyond the benefits achieved in any one solution. This session will review the IBM Service Management architecture and provide examples such as how information from Tivoli Asset Management for IT improves response time and quality for customers using the Tivoli Service Request Manager help desk.

#### **Session 6: Tivoli Service Request Manager 7.1 Unleashed**

Cameron Ord, Service Management Solution Architect, IBM Australia

This session will provide a high-level overview of functions and features that will be available in IBM Tivoli Service Request Manager (TSRM) 7.1. We will explain the function that enables an end user to order new services directly through a service catalog. In addition, we will present how the enhanced service desk function can help you to restore IT services quickly. We will also cover how integration of TSRM 7.1 with asset management, CCMDB and other operational management products can improve the availability and stability of IT infrastructure.

#### **Session 7: Save \$ with a Green Data Centre using Cool Blue Technology**

Andrew Assauw, Regional Technical Manager, IBM Australia

With the worldwide focus on energy consumption, and the environmental impact of energy consumption, it is critical that we understand the impact of and methods for evolving our data centers to be more "green." Tivoli development is very focused on providing the tools that will be required across a range of disciplines from integrated monitoring, event integration and business service awareness, to reporting and rich visualization. Whether you are integrating IT and facilities, or simply want to more effectively manage your IT facilities, this session is for you.

Andrew has been involved in the design and implementation of distributed systems, network and application management solutions for enterprise customers throughout Australia. As the Regional Technical Sales Manager for Tivoli Australia/New Zealand, he manages a team of IT Specialists who are responsible for positioning and proving the technical capabilities of IBM Tivoli Software across all of IBM's customer and business partner segments. Andrew holds IBM IT Specialist Senior Certification and is a member of IBM A/NZ's Green Team whose task is to raise the profile of IBM's green initiatives.

### **Session 8: Tivoli Provisioning Manager for Operating System Deployment**

Scott Kay, IBM Tivoli Advisory Technical Specialist

This session will discuss the latest developments in the Tivoli provisioning product suite, and overview the product roadmap moving forward.

Scott Kay, is an Accredited Technical Specialist with 16 years experience in the IT industry, 10 of which have been spent working with Tivoli desktop management tools such as Tivoli Configuration Manager, Tivoli Provisioning Manager, Tivoli License Manager and Tivoli Provisioning Manager for OS deployment. Scott was a member of the team that authored the IBM Redbook Titled "Vista Deployment Using Tivoli Provisioning Manager for OS Deployment" and co authored the redpaper titled "Architecting a highly Efficient Image Management System with Tivoli Provisioning Manager for OS Deployment".

### **Session 9: 2008 Insight: The Changing Nature of Cybercrime**

Craig Lawson, Senior Security Consultant/X-Force Expert

In this session, IBM will share the results of its latest X-Force research and development team report and will update you on next generation spam and phishing techniques, new attack vectors to be aware of (that could compromise networks) and the latest malware innovation.

Join us for a very interesting look into what tools, techniques and trends the 'cyber underworld' has been utilising for the first half of this year (2008).

Craig serves as senior security consultant and X-Force expert at Internet Security Systems, an IBM Company (ISS). With more than eight (8) years of dedicated information technology (IT) security experience, Craig is responsible for servicing and supporting ISS Australasia's enterprise clients and partners.

Specifically, his role involves pre-sales consulting, security system design and integration. Further, as ISS Australasia's X-Force expert, Craig can provide detailed insight into X-Force research and development initiatives, including day-zero vulnerability analysis, tracking of global security trends and vulnerability discovery.

Craig's industry qualifications include a Bachelor of Business (Computing), Associate Diploma of Business Computing, Certified Information Systems Security Professional (CISSP) and SANS GIAC certifications.

### **Session 10: The Agility and Extensibility of Tivoli Application Dependency Discovery Manager,**

Vincent Abbosh, Australia Development Laboratory, IBM

IBM Tivoli Application Dependency Discovery Manager (TADDM) is a robust application mapping and discovery tool that gathers an inventory of applications, their configurations and their dependencies, helps you understand change and helps address compliance through detailed reports and auditing tools. It offers visibility into application complexity and supports a wide range of business applications and processes that can benefit from the information it discovers.

TADDM is built out of loosely coupled components, which allows for great deal of extensibility and adaptability. In this session, we will demonstrate how you leverage these capabilities in order to gain more value out of TADDM, by customizing discoveries, developing new sensor plug-ins and mining discovered data using external reporting tools.

Vincent Abbosh is an Advisory Software Engineer in IBM Tivoli Advanced Technology Group working at IBM Australia Development Lab on the Gold Coast. He has over 15 years of experience in IT and software development in the areas of security and service management



## Tivoli Nation - July 29<sup>th</sup> & 30<sup>th</sup>, 2008 Availability & Performance Management Sessions

### **Session 1: IBM Service Availability and Performance Management Strategy**

Heath Newburn, Portfolio Manager Availability & Performance Management, IBM Tivoli USA

This presentation will open the Availability & Performance Track at Tivoli nation, and will overview the new developments within the portfolio, as well as discuss the Roadmap going forward.

### **Session 2: End-to-End SOA Performance Management**

Rosalind Radcliffe, STSM, SOA Management Architect

This presentation covers how organizations can use recently announced solutions and integrations from IBM Tivoli software to visualize their services based environment from the business service layer to the resource level, and from end user to back-end system, in a single common console. Attendees will see how the solutions' pieces fit together to control the environment as well as the automation possibilities. They will also see how these would be integrated into a typical customer environment.

Rosalind Radcliffe is a Senior Technical Staff Member in IBM Software Group. She is currently responsible for the SOA Management strategy including working with Customers on their requirements, working across the IBM portfolio to provide the capabilities to be able to provide management, and providing direction for the SOA Management Products.

### **Session 3: Managing Microsoft Environments with Tivoli Monitoring for Microsoft Applications**

Heath Newburn, Portfolio Manager Availability & Performance Management, IBM Tivoli USA

### **Session 4: Application Response Time and Transaction Tracking with ITCAM.**

Mike Schulze, Application Management Development, IBM Tivoli Software

- Consolidated reports showing application performance from monitors in the environment
- Transaction tracking across servers to isolate performance problems

An IBM Development Manager will discuss the direction for the response time and transaction tracking, built around an integrated, ITM-based platform. This will include a preview of upcoming features, including Application Management Console; simplified configuration; monitoring of Internet services; a simple, easy to-use interface for Rational Performance Tester (used for robotic monitoring); Web-response monitoring improvements; support for tracking transactions across servers and messaging systems; and integration with the Tivoli portfolio.

### **Session 5: Service Level Management, Trending and Reporting**

Chris Frost, IT Specialist - Tivoli Automation, IBM Australia

Tivoli Common Reporting is the standard Tivoli infrastructure for creating, viewing and managing Tivoli product reports, and is included at no charge with many Tivoli products. See how you can use Tivoli Common Reporting to mine data collected by Tivoli products, and produce reports such as device availability, resource utilisation, trend analysis and outage history. Also featured will be a demonstration of creating a report based on Tivoli Monitoring data.

Chris Frost joined IBM as a graduate hire after completing a computer science degree at Monash University. He began his career in IBM working in the Technical Exploration Centres - a software demonstration laboratory. Through this role he used Tivoli tools extensively to monitor and maintain Technical Exploration Centre environments across Australia. Chris joined Tivoli two years ago and continues to specialist in monitoring products including ITM and ITCAM. He is ITIL-certified.

### **Session 6: Scheduling workloads with Tivoli Workload Scheduler**

Glenda Lyon, Tivoli Workload Scheduler Sales Enablement, Tivoli USA

The overall workload automation segment is seeing increased revitalization and interest driven by the need to improve IT business service delivery. This session will highlight how organisations can move beyond traditional job scheduling to support emerging business requirements that increased workload velocity, improved operational processes, optimized IT resource utilization, and improved overall service delivery to their customer base.

### **Session 7: Who Made the @%&!% Change?**

Rich Johnston, Product Manager, IBM Tivoli software

- Establishing a change process to ensure that all interested parties are informed of pending changes
- Knowing not only what changes have been made, but who made them and when
- Assessing change impact and CI conflicts before making the change Bugs, unauthorized changes and undocumented implementation tasks can all lead to service disruptions and outages, which always prompt the question, "Who made the @%&!% change?" Without a controlled change management process to answer the what, why, who, when, where and how questions of a proposed change, it's no wonder that up to 85 percent of problems are caused by IT changing something.

### **Session 8: IBM Tivoli Monitoring on Linux for System z: a case study**

Brendan Kelly, Tivoli AP Global Response Team

This presentation derives from a real customer engagement and covers architecture, implementation and configuration of ITM in a mainframe Linux environment; It covers how we implemented ITM, what the issues were, how we solved them and final results.

Target audience: IT Specialists/Architects;

Session objectives: Transfer knowledge of real life lessons learned with respect to ITM in an internally firewalled Linux on System z environment. ;

Details:

- Engagement background, migration from Borland Enterprise Server (BES) to Websphere Application Server (WAS);
- Environment architecture, including both applications and monitoring infrastructure;
- IBM Tivoli Monitoring (ITM) server side installation, including portal server (TEPS), hub monitoring server (TEMS), universal agent (UA) and data warehouse (TDW) components;
- ITM agent installation, includes linux agents on both x and z and the zVM agent;
- ITM configurations, including SSL and internal firewall traversal for real time and historical data;
- ITM customizations, including situations, policy workflows, UA sockets listener and UA SNMP alerting to HP OpenView;
- Oracle based TDW configurations and pit-falls, including how to fix database when summarization hasn't run for months;
- IBM Tivoli Composite Application Manager (ITCAM) for WAS integration into ITM;

Brendan is a Certified Consulting IT Specialist, currently working in the Tivoli AP Global Response Team responsible for critical situation support of the Service and Asset Management tools along with IBM Tivoli Monitoring on the mainframe. He has worked in the industry for 17yrs with a background in z/OS systems programming and Linux systems administration, mainly on System z. He has also done ITSO residencies in Austin, Texas, on Migrating Microsoft IIS applications to Linux on zSeries with Apache and A First look to OMEGAMON. He is currently a co-leader of the Open Source Community of Practice and a core team member of the Technical Support Services CoP. He has been an elected member of the A/NZ Technical Experts Council, an Academy affiliate, since 2007 and recently been invited onto the IT Specialist Certification Review Board.

### **Session 9: Integration of WebSphere and Tivoli to Go Beyond Business Service Management.**

Rosalind Radcliffe, STSM, SOA Management Architect

All businesses operate in a complex ecosystem of connected, interrelated business and IT events. Everything from fluctuating interest rates to operational performance degradations has an impact on your business. Sometimes these patterns are easy to identify, but more often they are hard to detect and correlate. Join this session to hear how IBM's cross-brand solutions from WebSphere and Tivoli software enable you to meet these challenges by gaining visibility to any relevant data source, process and correlate events from multiple sources, and automate actions after key events have been detected.



Rosalind Radcliffe is a Senior Technical Staff Member in IBM Software Group. She is currently responsible for the SOA Management strategy including working with Customers on their requirements, working across the IBM portfolio to provide the capabilities to be able to provide management, and providing direction for the SOA Management Products

**Session 10: Mine the OPAL base to enrich your Tivoli environment**

John MacMullen, ISV technical Enablement, Tivoli USA

The OPAL database contains pre-built integrations that Extend the Value of Your IBM Service Management Environment. Customers or Business Partners can extend strategic Tivoli availability management products to provide additional business value, such as IT optimization. IBM provides a variety of integration touch-points to help Business Partners build value-added solutions. This presentation will also feature a demonstration of OPAL.

John MacMullen has been in the computer industry for 22 years and with IBM for 8 years, working with the Ready for Tivoli program in many capacities. He's developed programs for IBM Tivoli Monitoring, Tivoli Provisioning Manager and Maximo. He has also worked directly with partners to assist them in their integration efforts. John has 5 children, 3 currently in college and I enjoys theatre and weight training.



## Tivoli Nation - July 29<sup>th</sup> & 30<sup>th</sup>, 2008 Network Service Assurance Sessions

### Session 1: Service Assurance 2.0

Dr Wing To, VP Development Network Management, IBM Tivoli UK

Learn how IBM Tivoli software is driving the next generation of integrated solutions for the NOC and SOC for even more operational efficiencies and enhanced service management.

- Provide intelligent integration between fault management (FM) and SQM/SLA systems that enable users to seamlessly move across the network, and that provide service and customer views through “landing in context” as you move from one application to another.
- Enable flow-through root cause analysis between the SQM/SLA management system and the fault management system.
- Link thresholds for monitoring service level agreements (SLAs) together with key quality indicators (KQIs) and alarms for measuring customer experience, to enable preventive action to be taken before any degradation occurs in the service level or customer experience.

IBM Tivoli software is shaping the strategy of our service assurance portfolio to enable high-value integration not only between our FM and SQM/SLA management systems but also between our service assurance systems and those of other software providers.

Dr Hing Wing To, VP Network Management, Development, Tivoli, is responsible for leading the development of Tivoli products in network service assurance including event management, network discovery and performance management. Wing joined IBM Tivoli through IBM's acquisition of Micromuse in February 2006 and has been with Micromuse since the start of 2000. At Micromuse he was responsible for the product management and development teams and worked with the executive team to set the Netcool strategy. Prior to Micromuse, Wing was a senior network architect at Global Operations, Cable and Wireless, leading the design and deployment of network management systems across their global managed data services. Wing holds a Ph.D. in Computing from Imperial College, University of London

### Session 2: Consolidated Operations: Whats new with Netcool/OMNIBus and Event Management?

Mark Armstrong, Senior Product Manager, IBM Tivoli Network Management, Tivoli Ireland

- \* Learn how to build an event management solution focused on IT and network operations.
- \* Learn how to leverage your event management solution as a “manager of managers.”
- \* Learn how your business is affected by events and faults in your IT and network environments.

From this session you will take away a complete understanding of the event management capabilities in Tivoli Netcool/OMNIBus. You will see how the Tivoli Netcool/OMNIBus product family enables you to build an end-to-end, business-focused event management solution that facilitates merging IT and network operations centers. This session will help you understand the value that Tivoli Netcool integrations (probes and gateways) provide as a key differentiator to meet the changing and demanding needs of the business and the value of Netcool/OMNIBus as a “manager of managers.” This session explores the new features to be introduced in Netcool/OMNIBus 7.2.1 and Netcool/Webtop 2.2. It will also include a review of how Tivoli TEC and Netcool/OMNIBus provide event management today and how the products will evolve to provide a smooth transition for customers to the converged event management solution.

Mark Armstrong is a Senior Product Manager at IBM Tivoli with worldwide responsibility for the IBM Tivoli Network Manager product family. Mark has more than 15 years experience in the software industry, the last 10 years focussed primarily on Network Management software. Mark was part of the original Netcool team who joined IBM as part of the Micromuse acquisition. Mark has a BSc in Computer Applications from Dublin City University.

### **Session 3: From alarms and peg counts to service quality indicators and customer experience metrics - IBM Tivoli's strategy for service and customer centric network management**

Wim Harthoorn, Solutions Architect, IBM UK

In the days when a Service Provider's business was just delivering connectivity, attention to fault and performance management was enough to deliver service quality. Now that competitive pressures have pushed the revenues from these basic services down, a Service Provider's profitability will come from attracting and retaining customers to their new premium services. To do this successfully an operator will need to have visibility of the service quality delivered and of the perceived customer experience.

This will allow managers to:

- optimise their network resources without risking service penalties or bad publicity
- determine when they can compete on quality as well as on price
- determine the service quality risks when deciding whether to outsource or to retain capability in-house

This presentation looks at how IBM Tivoli are evolving their product set to meet the demands of managing network services in the 21st century

### **Session 4: BSM - Bringing IT Forward to What Matters Most**

Clayton Ching, BSM Senior Product Manager, Tivoli USA

Tivoli Business Service Manager (TBSM) is moving forward and integrating with key Tivoli product enabling a BSM solution unmatched in the industry. TBSM integrates with Netcool/Impact and Netcool/OMNIBus providing the foundation of BSM. Integrations with Tivoli Application Dependency Discovery Manager (TADDM) enables complete end-to-end discovery and change management. Service Quality Management Center (SQMC) provides; Customer Experience Management, SLA Management and Service Availability Monitoring. This presentation will define and discuss assembling BSM your companies business.

Clayton Ching is a BSM Senior Product Manager, responsible for the setting the strategic direction for IBM's Tivoli Business Service Manager product. Mr. Ching brings 20 years of experience to IBM, joining IBM in a 2005 acquisition of Micromuse Inc, where he worked as product manager for Micromuse's Business Service Management infrastructure, System/Application Service Monitors and the enterprise reporting solutions. His professional experience has been with Bechtel, Candle Corporation, and Peakstone where he has worked in development, systems engineering, education and product management.

### **Session 5: A real life view of the role of consolidated fault management plays in the building of Next Generation OSS**

Jon Birch, MD Fastwire, and Michel Azzi, Manager of OSS Strategy and Planning, Vodafone Australia.

Michel Azzi

Michel has worked in the Telecommunications industry for many years. During the years he has been at Vodafone he has been instrumental in defining the OSS architecture for Vodafone Australia and overseeing the implementation.

Jon Birch

Jon is a co-founder of Fastwire and is responsible for Fastwire's operations in Australia, New Zealand and Europe. Jon has been working in the IT and Telecommunications industry for over 20 years, in both sales leadership and consultancy roles. His work at Fastwire has been to build a company that works with Service Providers and Enterprises in Australia, Asia and Europe that delivers leading edge solutions and services that help solve the challenges of building and managing telecommunications networks.

### **Session 6: Performance Management Convergence—End-to-End Performance Management**

Wim Harthoorn, Solutions Architect, IBM UK

Today's market demands access to content and data anytime, anywhere, regardless of network infrastructure. The challenge facing the operators is measuring the end-to-end performance across wireline and wireless networks. In order to provide this capability, we are seeing the demand for a converged architecture in our wireline and wireless performance products. IBM is well positioned to deliver that capability with its market-leading wireless-access and core IP performance management systems.

### **Session 7: From Ops to IT: Lessons Learnt Successfully Deploying Tivoli For Operational & IT Network Management**

Brett Stevens, General Manager - Telecommunications, Business & Government, TUSC

In this presentation, Brett Stevens shares TUSC's key lessons learnt from the successful deployment of Tivoli's Network Management suite, gained in a broad range of operational and IT environments. TUSC is a certified Tivoli systems integrator and reseller. TUSC has deployed the highly scalable Tivoli suite in complex, multi-vendor, multi-network carrier-grade telecommunications environments managing millions of events daily, as well as in enterprise IT environments.

Brett Stevens, General Manager - Telecommunications, Business & Government  
Brett Stevens is General Manager of TUSC's Telecommunications, Business and Government customer unit. He has over 25 years experience in the telecommunications and IT sector, gained in Australia and overseas. Prior to joining TUSC in 2007, Brett held senior management roles at Alcatel-Lucent, SingTel Optus and HP.

### **Session 8: Consolidated Operations: What's new with IBM Tivoli Network Manager?**

Mark Armstrong, Senior Product Manager, IBM Tivoli Network Management, Tivoli Ireland

- Leverage IBM Tivoli Network Manager as a comprehensive network management solution to consolidate and optimize operations

This session will introduce the latest versions of IBM Tivoli Network Manager and what role they play in IT optimization and service management. You will see how IBM Tivoli Network Manager enables you to build an end-to-end, business focused network management solution. With IBM Tivoli Network Manager IP and Entry Edition v3.8 soon to be released we'll examine the release contents in detail and discuss roadmap possibilities.

Mark Armstrong is a Senior Product Manager at IBM Tivoli with worldwide responsibility for the IBM Tivoli Network Manager product family. Mark has more than 15 years experience in the software industry, the last 10 years focussed primarily on Network Management software. Mark was part of the original Netcool team who joined IBM as part of the Micromuse acquisition. Mark has a BSc in Computer Applications from Dublin City University.

### **Session 9: Improving Operations with Advanced Integration, Correlation, and Task Automation.**

Don Cronin, Program Director, Business Service Mgmt, Tivoli USA

Tivoli Netcool/Impact has long been leveraged by hundreds of customers to enhance their operations and service management needs through automating tasks, enriching business context, performing advanced cross-domain correlation, and integrating data from the most challenging environments. This session will provide: A deep dive into the areas these customers have achieved the greatest return on investment. Insight as to where Impact is leveraged to extend the full Tivoli suite of products. Details on what is new and improved in the upcoming release - Impact v5.1.

Don Cronin has more than 25 years experience in developing software for IBM and Tivoli. He currently manages the development for Tivoli's BSM (Business Service Management) solution which includes TBSM and Impact. He has led the BSM development for Tivoli over the past 5 years. Prior to that Don led the development for security software (including Identity management and firewalls) for Tivoli's security business, and was a key technologist for IBM's security strategy. He has also led the development for key networking and management software.

### **Session 10: IBM Research in the Network and Information Service Across the Defence Coalition**

Dr Dinesh Verma, TJ Watson Labs, IBM USA

IBM is leading a large research program in network sciences looking at the challenges that arises network centric warfare among coalition partners. The research program, sponsored by UK Ministry of Defence and US Army Research Labs, is looking for research that cuts across the four technical areas of networks, security, sensor information processing and distributed coalition planning. The research work, is being conducted collaboratively across different Universities and industrial research labs in US and UK, with technical leadership and program management by IBM. The output from the research work is being transitioned to the militaries of the two governments, and several key technologies are being adopted into the suite of IBM products.



The program leverages and augments the capabilities of IBM systems like Tivoli Netcool and WebSphere MQ series to provide a better match for network centric operations in the coalition context.

Dr Dinesh C. Verma is a researcher and senior manager in the Networking technology area at IBM T J Watson Research Center, Hawthorne, New York. He received his doctorate in Computer Networking from University of California Berkeley in 1992, the Bachelors' in Computer Science from Indian Institute of Technology, Kanpur, India in 1987, and a Masters in Management of Technology from Polytechnic University, Brooklyn, NY in 1998. He holds twenty-four US patents related to computer networks, and has authored over fifty papers and four books in the area. He is the program manager for the US/UK International Technology Alliance in Network and Information Sciences. He is a fellow of the IEEE, and has served in various program committees and technical committees. His research interests include topics in wireless networks, network management, distributed computing, and self-managing systems.



## Tivoli Nation - July 29<sup>th</sup> & 30<sup>th</sup>, 2008 Storage Sessions

### **Session 1: Storage Software Strategy**

Kelly Beavers, Director IBM Storage Software, IBM Tivoli USA

This session provides an overview of market positioning, strategy, and future directions for IBM's storage software portfolio to provide unified recovery management, improved utilisation of storage resources, and scalability and performance to deal with exploding data growth. We'll also review near-term product enhancements planned for SVC, TPC, TSM, and our continuous data protection solutions, including FilesX.

Kelly Beavers leads the storage software business across IBM, including Tivoli Storage Manager, TotalStorage Productivity Center, System Storage SAN Volume Controller, and the recent acquisition of FilesX. Kelly has over 27 years experience with IBM, including 16 years in Finance, Pricing, and Business Development, and 7 years in Channel Strategy and Marketing. She currently leads a team of business professionals responsible for managing product requirements, technical strategy, competitive market position, and business performance of the IBM Storage Software portfolio.

### **Session 2: Meet FilesX - the Next Generation in Data Protection**

Bob Kelly, FilesX Product Evangelist, Tivoli Storage Software

Recover and optimise your Microsoft Windows data - fast! Smaller offices and remote branch offices of large enterprises have unique data protection challenges such as limited resources and dedicated IT staff. IBM addresses these needs by providing Next Generation Data Protection products that are simple to use, install and configure. This session will focus on the IBM FilesX acquisition, delivering disk-to-disk, block-based, continuous data protection solutions for small and medium-sized businesses and remote offices.

Prior to acquisition Bob Kelly was Director of Business Development at FilesX. Bob has over 25 years of experience in the computer storage industry. Prior to joining FilesX, Bob held various Sales and Marketing positions at IBM, EMC, Quantum and Digital Equipment Corporation.

### **Session 3: How Do I Archive Thee? Let Me Count the Ways**

Justin Hildebrandt, IBM Asia Pacific Storage Solutions Specialist

This session will provide attendees with a high level overview of IBM data archival solutions and will cover both the IBM hardware and software components as well as the use of emerging technologies such as data de-duplication and encryption to address TCO and data security and explore customers case studies. All IBM archival and retention solutions are designed to help meet regulatory requirements and feature automated policy based management, so the session will start with an overview of the IBM System Storage DR550, N series with SnapLock and Multilevel Grid Access Manager and Grid Medical Archive Solution. After an examination of the above and an overview of other complementary products (such as IBM Content Manager and Common Store) the second part of the session will focus on the IBM encryption solution for long term data archival and IBM's recent portfolio of data de-duplication solutions including the recent acquisition of Diligent Technologies.

### **Session 4: A History of TSM at Harvey Norman**

Geoff Nicholson, Application Systems Manager, Harvey Norman

Tivoli Storage Manager has been providing protection for business-critical applications and ensuring rapid recovery, data reliability and integrity at Harvey Norman for over 5 years. Hear how the environment has evolved over time, the lessons learned and the best practices implemented to achieve a resilient infrastructure. Geoff will outline Harvey Norman's present and future needs for information protection, as well as how reliability, operational support and security requirements were met with TSM.

Geoff Nicholson is responsible for the Enterprise Management and the Operations Control teams at Harvey Norman. Geoff has been working in IT at Harvey Norman for 10 years, and using the Tivoli tools (both as an owner and an end user) for the last 5 years. As part of the



Enterprise Management role, he is responsible for providing a sound return on Investment on the Tivoli tools, including TSM, TEC, ITM, Netview and TCM.

#### **Session 5: Tivoli Storage Manager Deep Dive**

Deon George, Tivoli Storage Technical Specialist, IBM Tivoli Australia

As a leader in enterprise data protection, Tivoli Storage Manager has been providing protection for business-critical applications and ensuring rapid recovery, data reliability and integrity in some of the largest data centers for over fifteen years. We will focus on enhancements in Tivoli Storage Manager that can help produce better utilisation of storage resources including planned enhancements for the next major release of TSM 6.1. Key topics include: IBM's solutions for data de-duplication; the security capabilities built into IBM's storage solutions; and planned features that can help improve storage administrator productivity.

Deon George is an IBM Certified Pre-Sales Storage Technical Professional, specialising in IBM's Tivoli Storage and TotalStorage Virtualisation products. He has also co-authored IBM RedBooks on IBM's San Volume Controller and Linux on System z Servers, and produced a RedPaper on using Tivoli Storage Manager to backup Linux and Open Source databases. Deon has been specialising in IBM's Storage Software Portfolio for 5 years.

#### **Session 6: Storage Optimisation using TPC and SVC**


Joe Cho, Tivoli Storage Technical Specialist, IBM Tivoli Australia

This session will cover the techniques for making your existing disk storage infrastructure more efficient and flexible. This will include the use of storage virtualization such as the IBM System Storage SAN Volume Controller to improve resource utilisation, infrastructure management using IBM TotalStorage Productivity Center and System Storage Productivity Center. We'll cover upcoming release plans and product features that provide a platform for provisioning and automation of storage service management.

Joe Cho has been with IBM for 2 years. He has a Bachelor Degree in Computer Engineering at UNSW and a Masters in MBA. Prior to joining the Storage team, Joe worked in Tivoli Product Management supporting the Tivoli Sales team specialising in Tivoli Licensing. Currently, Joe works with the Storage Technical team covering the Tivoli Storage portfolio.

#### **Session 7: Business Continuity and the SVC**

Rob Maude, News Ltd

News Ltd  Business Continuity in their enterprise. Attend this session to find out the details of the continuous operation, high availability and disaster recovery architecture. We'll cover the best practices of the implementation, the lessons learned, and the business benefits this strategy has delivered. We'll also cover how SVC has become a key part of the DR strategy, delivering a highly flexible and scalable storage infrastructure.

#### **Session 8: Beyond The Academics of Business Resilience using TSM**

Tony Cataldo, SAN/TSM Administrator, Shared Systems, ITS - Infrastructure Services, Monash University

This session will discuss how TSM was implemented to improve business resilience by offering disaster recovery & business continuity in the ITS department at Monash University. We'll cover all the details, including the infrastructure, configuration and small dedicated storage team needed to avoid disaster. Also, we'll highlight the benefits gained in choosing TSM as our backup product especially considering an annual 50% growth rate in storage/backup requirements. Lastly, you will understand the future plans for the TSM environment and the introduction of TPC to help better manage existing and future resources.

Tony has been working in the IT industry for over 18 years. Presently working in the Infrastructure Services Group for Monash University's ITS Division, as SAN & TSM Systems Administrator for the last 4 years. Previously had worked for 9 years at the Telstra Research Laboratories as a System Administrator managing a large network of unix workstations and servers.



### **Session 9: Using Tivoli products to monitor, configure and protect your VMware ESX storage environments**

Trevor Foley, Tivoli Storage Software Specialist, IBM Tivoli Australia

Nearly everyone has virtualised their servers. Now you have the challenge of providing data protection for these critical virtual systems. Learn how Tivoli storage management can help provide centralised backup and archiving of data anywhere on your network, via the new VMware™ Consolidated Backup (VCB) interface. You can coordinate backup of multiple virtual machines into Tivoli Storage Manager, and use the complementary storage management tools SVC and TPC to simplify the storage layer of your virtualised infrastructure. A HOT TOPIC not to be missed!

Trevor Foley has been with IBM for over 8 years. His current role is specialising in the Tivoli storage and TotalStorage products. He has extensive knowledge and technical understanding of Tivoli storage software products, including TSM, CDP, TPC as well as storage virtualisation. IBM is a key participant in the Storage Management Initiative, and Trevor is our lead technical expert, demonstrating our multi-vendor storage management solutions.

### **Session 10: Taking the pulse of your Tivoli Storage Software**

Phil O'Donnell, Tivoli Principal Consultant, IBM Software Services A/NZ

Are you wondering about the condition of your TSM installation? Have you ever wondered if your backups, disaster recovery plans and data retention policies are operating effectively and efficiently? You may be missing out on new functions or complimentary products that could vastly improve your whole backup and restore environment. Here's your chance to get some insight on where to look for those critical backup and restore problems. We'll cover what can be done using best practices and techniques, through presentation of approaches such as the TSM Health Check, to help make your existing TSM installation more efficient and flexible.

Phil is the SWG Services Tivoli Brand Leader. He has worked in the IT industry for 18 years with 10 years in Tivoli. He has extensive experience implementing TSM solutions in the UK and Australia.



## Tivoli Nation - July 29<sup>th</sup> & 30<sup>th</sup>, 2008 System z Sessions

### **Session 1: Keynote - Service Management Center for System z**

Michael Kott , Manager, IBM Tivoli ABSM Market Management, Agoura Hills, CA

Organizations interested in managing their end-to-end service management from System z, and leveraging the maturity of their management disciplines developed over years on that platform will want to come to this session. IBM Tivoli Service Management Center for System z is a new integrated set of IBM software solutions designed to substantially improve management of System z and end-to-end environments. These solutions help organizations deploy service management strategies spanning all of their platforms and processes. This session will focus on integration capabilities that help align IT and business with new System z inclusive solutions that extend the values associated with business service management and process automation.

Michael is the manager of IBM Tivoli Product Management for System z solutions. He joined IBM Tivoli four years ago with the acquisition of Candle Corporation, where he was AVP of Mainframe Datacenter Management, directing strategies for mainframe offerings and providing overall product management.

### **Session 2: IBM Tivoli z/OS Monitoring Strategy and Direction**

Bill Davis, Program Director, WW z/OS Advanced Technology Team.

What is new in the OMEGAMON XE for z/OS products? Are you aware of the products that will be integrating with the Tivoli Enterprise Portal in 2008 - 2009? This presentation will preview our new OMEGAMON 4.2.0 product releases, ongoing System z product integration projects, and provide you with a glimpse of things to look forward to for 2008 - 2009.....

The z/OS Advanced Technology Team is tasked with assisting customers in the implementation of the latest z/OS product and solution offerings. Prior to this assignment Bill was the Product Manager for the OMEGAMON and zNetview product portfolio.

### **Session 3: Network Management for a Dynamic Data Center**

Laura Knapp, Network Performance Specialist, IBM Tivoli, Raleigh, USA

As companies embrace agility in their ongoing quest to provide enhanced services the overall network must be dynamic resulting in the need to have more extensive visibility, control, and automation of the base network infrastructure. Tivoli responds with an every increasing integrated set of tools that allow role based dashboards, enhanced correlation, event enrichment and service assurance all with the goal of making IT more effective to the business. Come and hear how you can enhance your network management area to support the business in reaching its goals.

Laura Knapp has spent thirty years in the networking business. Her background includes development, troubleshooting, product management and customer support. Her experience allows her to cover all aspects of networking and to bring a pragmatic view to complex technologies.

### **Session 4: Mainframe Security War Stories From The Trenches (or how to avoid a security disaster)**

Mike Cairns, System z Security Technical Specialist, IBM ANZ, co-author of the upcoming redbook "z/OS Mainframe Security and Audit Management using IBM Tivoli zSecure"

Mike will present a selection of the most common z/OS and security configuration errors he's been asked to correct in his 15 year specialisation as a RACF consultant. He will also talk about the current trends in IT security management and auditing in the z/OS environment, introducing the Tivoli zSecure suite of products. Q&A session time permitting.

Michael Cairns is a Technical Sales Specialist with IBM Tivoli ANZ. He has worked directly for a wide variety of IBM mainframe customers since 1986 in Australia, New Zealand, and the UK, both large and small. He joined IBM in 2007 with the acquisition of the zSecure suite of mainframe security management products. He specializes in z/OS® security, particularly the



RACF® Security Server and associated products. His background includes Application Development, Systems Programming, Capacity and Performance Management, and Security Architecture. He teaches and mentors in mainframe security throughout the Asia Pacific region and is a Technical Editor at IBM Systems Magazine, regularly writing about z/OS management and security issues.

**Session 5: IT Financial Management - Enhanced visibility of resource consumption across the enterprise**

Laura Knapp, and Alan Place, Development Manager, Tivoli Decision Support for z/OS, IBM Tivoli Australia Development Laboratory, West Perth

As cost pressures continue to mount, IT organizations need to be able to have an end-to-end view of IT resource consumption across the enterprise. Learn how solutions from IBM Tivoli can provide this visibility and rationalize it by line of business to provide a business focused view of IT resource usage and costs. This presentation will provide an architectural overview of IBM Tivoli Usage and Accounting Manager and how it works in tandem with IBM Tivoli Decision Support for z/OS to deliver an industry leading IT Financial Management solution for the System z environment. The target audience for this presentation will be individuals charged with reporting on IT consumption by lines of business in order to demonstrate the value of IT to the business.

**Session 6: The Data Centre of the Future**

John Crooks, IBM Systems & Technology Platform Specialist, IBM ANZ

Over the next five years, IBM is investing more than US\$100 million to enable technology administrators and computer programmers to more easily program, manage and administer the mainframe system -- as well as to increasingly automate the development and deployment of applications for the mainframe environment. John will talk about IBM's vision for this new enterprise data center and how Tivoli operational software today can help dramatically improve operational efficiency and reduce rising costs. He'll also discuss how this new framework allows clients to leverage emerging technologies, such as cloud computing, and best utilise the mainframe's vast power for tackling new business challenges.

**Session 7: Tivoli System Automation Family Update**

Christopher O Lockyer-Bratton, Systems Management Specialist, IBM Tivoli, Phoenix, USA

Take in a comprehensive look at the latest family of System Automation products and the business value solutions they address. See how the latest advances in enterprise-wide automation and disaster recovery protect your organisation's ability to do business, and to enhance your customer's satisfaction and retention.

Chris Lockyer-Bratton has worked with the Tivoli zSeries products for over 7 years, after spending the majority of his working life around IBM Mainframe Systems Management and Operating System products. He is now part of the Tivoli worldwide Sales Enablement team.

**Session 8: IBM Tivoli Monitoring on z/Linux: Virtual dinosaurs in the age of green monitoring**

Bernie McGrath, Centrelink

Server sprawl, management overheads and the green revolution have prompted recent interests in virtualisation. The ability support a broad range of workloads while providing unmatched availability, reliability and serviceability ensure the mainframe is central to Centrelink's past and present IT strategy. IBM Tivoli Monitoring, running on z/Linux, provides an end to end view of infrastructure components. Attend this presentation to find out how Centrelink realises the value of its existing mainframe infrastructure to consolidate workloads and proactively monitor a complex IT environment.

Bernie represents a new generation of mainframe systems programmers. Starting his professional career via Centrelink's graduate program in 2006, he has worked to support and develop systems under z/OS, z/VM and z/Linux. Mentored by a supportive team of seasoned professionals Bernie has met a steep learning curve with enthusiasm and a willingness to exploit the benefits of the renewed mainframe.



**Session 9: Selecting Suitable Workloads for zLinux deployment**

Christopher Lockyer-Bratton, Systems Management Specialist, IBM Tivoli, Phoenix, USA

When planning application deployment, especially in the relatively new zLinux environment, the most important question is "What constitutes a good workload to put on this system?" This session will help you understand what makes an ideal zLinux application, how to plan for zLinux deployment, and how to learn from real-life deployment experiences.

**Session 10: Rountable Discussion**

Michael Kott, Bill Davis, Laura Knapp, Christopher Lockyer-Bratton

Do you have a question about any of the IBM Tivoli products? Do you want to share some experiences? Are you looking for other companies who are seeking the same solutions as you? Join a team of IBM Worldwide staff and other customers in this free-form discussion.



## Tivoli Nation - July 29<sup>th</sup> & 30<sup>th</sup>, 2008 Enterprise Asset Management Sessions

### **Session 1: Maximo Product Roadmap**

Dave Calvert, Design Architect, Maximo Applications, IBM Tivoli USA

- Review of the Asset Management development strategy, including continued support for multiple asset classes and asset convergence
- Discuss the Asset Management product road map and upgrade and language availability
- Overview of Maximo 7.1 and highlights of functional enhancements

Maximo Asset Management is a comprehensive suite of products built on a single, common platform, where each product can be implemented as a standalone solution or seamlessly deployed together. This presentation will include a review of the Asset Management development strategy, including the ability to support multiple asset classes and the convergence of traditionally maintained assets with IT assets. We'll discuss the product road map and give attendees a high-level overview of Maximo 7.1.

Dave Calvert is a Design Architect for Maximo applications. Dave has 18 years of experience with asset management software including 13 years of experience with Maximo in various capacities from Account Management, Sales Support, Product Rollout Strategies, Product Strategy and Product Management for Industry Solutions. Dave has worked closely on key upgrades to Maximo over the years, including the broadening of Enterprise Asset Management to IT and Service Management, Maximo Mobile, and most recently, migration of Maximo Industry Solutions to the Maximo 7.1 platform.

### **Session 2A: Upgrade Planning**

Peter Burgun, Senior Managing Consultant, IBM Global Services

- Benefits of upgrading
- Upgrade overview and tools
- Upgrade planning and post-upgrade tasks

Upgrading the Maximo application to IBM Maximo Asset Management 7 has overwhelming benefits, including the opportunity to leverage improvements in architecture, function, security, scalability and expandability. This presentation will include a discussion on the benefits of upgrading, an overview of the upgrade process, the tools and tasks involved in upgrading, and planning for the upgrade. This session is intended for all attendees interested in learning about the benefits and processes of upgrading to IBM Maximo Asset Management 7.

Peter Burgun has over 16 years experience in implementing Maximo throughout the Asia-Pacific region. He has been involved in many of the large scale Maximo implementations and upgrades in Australia and New Zealand, as either a Project Manager or Solutions Architect. He has worked in a wide variety of industries including power generation and transmission, water and waste water, mining, petrochemical and manufacturing; as well as facilities, environmental and fleet management.

### **Session 2B: Maximo Reporting Road Map**

Richard Berthet, Technical Sales Representative, IBM Tivoli Australia and New Zealand

- Review reporting road map and available report options
- Detail architecture and integration of V7 Business Intelligence Reporting Tool
- Highlight new Maximo Version 7 reporting functions, introduce query-based and ad hoc reporting, and demonstrate key reporting features

This presentation will review the Maximo reporting road map, including its history and future paths into version 7 and 8. It will then delve into the integration details of the new V7 reporting tool, Business Intelligence Reporting Tool (BIRT). Details and demonstrations on new reporting functions, with a focus on security, performance and configurability, will also be included. Maximo users interested in integrating, creating, administering or using reports in V7 will find this session of special interest.

Richard Berthet (that's Berthet as in Gourmet) has worked in engineering, marketing and sales environments of the computer and communications industry for over 25 years. And during that time he has been part of the evolution of computing from card punch (well almost) to PC and seen the merging of computing and communications. During 11 years with PSDI/MRO

Software and a further 6 working with partners, Richard has been closely involved with Maximo, introducing the Windows version to Australia in 1990. He has been active in Maximo sales, support, implementation and training and currently focuses on the technical sales aspects of the Maximo Enterprise Asset Management business in Australia for IBM Australia. When not at work or studying for his Masters in Business and Technology Richard can be found riding a motorcycle around country New South Wales, or Queensland or anywhere!

### **Session 3A: Strategy Execution Through Systems at the Brisbane Airport**

Stephen Goodwin, General Manager Operations, Brisbane Airport Corporation;  
Glen Mac Elroy, Principal, SAI Solutions

- Maximo integration with Cognos business intelligence software for strategic performance and compliance reporting
- Using data systems to link people, process and technology inputs to outputs and strategic outcomes
- Enhancing management through data-driven decisions

Strategy execution is hard—only 10 percent of businesses implement strategy successfully. Brisbane Airport Corporation addressed strategy execution effectively by focusing on system alignment and integration at all levels using a process, people and technologies model. This session will explain the airport's integration of Maximo for task and asset management with Cognos to report on management performance, asset and operations performance, and process compliance. This integration comprises the core for the integrated decision support systems (IDSS), the key features of which include visibility of all data in context of the responsible people and management reports that are intrinsically linked to this data.

Stephen Goodwin, BEcon, MAICD

Stephen's previous experience included operational roles for some of Queensland's leading organisations, including the Central Queensland Electricity Commission and Comalco. Stephen rose to a senior Human Resources position with ICI Dulux, encompassing Queensland, New South Wales and the Selleys Group on a national basis, where he worked for almost 9 years prior to joining the FAC and then BAC in 1997. Stephen began at BAC in 1997 as BAC's Manager Human Resources until April 2002. He remained in this role until April 2003 when he was then General Manager Operations.

Glen Mac Elroy BEng(hons), GDMgmt, CPEng, RPEQ

Glen has over 20 years experience in asset and operations management working in a range of industries including defense, power generation chemical industry and engineering consultancy. Glen extended his expertise in technology application to industry through his leadership and business development for technology start up companies and remains a director of Synengco Pty Ltd offering intelligent operations management systems to asset intensive industries globally. Currently the founder and principal with SAI Solutions providing strategic execution and business system development consultancy services and programs to large asset based companies.

### **Session 3B: IBM Maximo 6.2.1 Upgrade at Port Waratah Coal Services**

Greg Harrap, Port Waratah Coal Services

Maximo has been in use at PWCS since 1995 with Maximo Series 2, but it was not until 2002, when it was interfaced with Oracle Financials as part of the upgrade to Maximo 4.1.1, did it become a valued tool in the organisation. At that time, PWCS Work Management was fully designed to formalise the process of identifying and vetting work requests, planning work, scheduling work, completing work and providing a mechanism to feedback improvements. Since then it has been regarded as a core business system.

With support for Maximo 4.1.1 running out and our version of Oracle Financials already being unsupported, it was necessary to upgrade both systems to avoid being in a position of business risk. This presentation will describe our journey to Maximo 6.2.1 which included an upgrade to Oracle Financials (11.5.10), the Interface (MEA) and the Database (Oracle 10gR2).

Greg started his working life as an indentured Mechanical Engineering Trainee at BHP's Newcastle Steelworks. BHP was moving into computerised maintenance management when Greg graduated and thus he gained experience in BHA before being involved in a site wide Mincom implementation. Then Greg was Reliability Centred Maintenance Coordinator across three departments before being involved in bedding in SAP, as the Mincom replacement. He then became Maintenance Planning Engineer in the Steelmaking Department, before

becoming Maintenance Superintendent at Bloom Mill and Billet Processing. The BHP Steelworks shutdown in 1999 and Greg moved to Port Waratah Coal Services, which is the coal loader in Newcastle. He was ear-marked to implement SAP over the existing Maximo system. That didn't happen to plan as it was realised that Maximo was a perfect fit for PWCS and just needed some structure in it use. Greg's been through three Maximo upgrades since and continues to strive to improve maintenance practices at PWCS.

#### **Session 4A: Maximo for Service Providers**

Bo Batty, Product Designer / Architect – Maximo Service Provide, IBM Tivoli USA

- The Service Provider Business Model
- Multi-Customer – Insulating Customers from Customers
- Maximizing Value for the Service Provider – Efficiency and Profitability
- Pricing your Services – in EAM and ITAM
- An Example of a Billing Process
- Product Roadmap

The Maximo Service Provider product supports the business model of an outsourcer who manages the assets of their Customers and provides maintenance services for those assets. The Service Provider drives profitability with timely and accurate billing to improve cash flow, and improving the service delivery process to reduce costs. This presentation will cover the basic components of the Service Provider product: Customers, Customer Agreements, Price Schedules, and Billing; and will discuss the value they provide for both EAM and IT outsourcers. This presentation will be valuable to those interested in:

- Managing assets and services for multiple customers,
- Managing assets and providing services as a profit center
- Billing for asset and service management

Bo Batty is the lead Product Manager / Product Architect and Designer for Maximo Service Provider product. He has also been the Product Manager for Industry Solutions and core Maximo Products.

#### **Session 4B: Tivoli Support - Your Partner in Driving Success**

James Wenn, Tivoli Software Support Exec, IBM Tivoli Asia Pacific and Japan

IBM Support is continuously striving to use the latest tools in working with our customers for providing Technical Support. Attend this session if you learn how to place, maintain and track your issues via voice, email and the web and learn how IBM can remotely look into your system to speed diagnosis and resolution. Understand the collection of IBM Automated tools to report issues and keep you a step ahead with regular Support Technical Exchanges! This session is not to be missed in order to gain a solid understanding of how IBM Support can better help you.

James Wenn is the Asia Pacific (AP) Executive for IBM Tivoli Post Sales Technical Support. This covers the provision of Remote Phone Support, Customer Satisfaction and Critical Situation Management for customers across AP incl Japan. Before being appointed to lead the Tivoli support business James was the AP support leader for the IBM Lotus team. James' principle focus has been on Customer Satisfaction, Communication, building the skill base of the local team in AP and assisting new companies into the IBM family. Prior to this James was responsible for the Lotus Premium Support Business, providing both enhanced remote call support services, a range of on-site technical teams and Technical Support Account Advocates. James technical background is on network computing and work-group architecture, with a high exposure to Defence messaging. James has been with IBM for 14 years and resides in Canberra with his family. Before IBM, James was employed by the Commonwealth Government and his last role with them was installing LAN's in local and overseas locations.

#### **Session 5: Panel Session**

Dave Calvert, Bo Batty, Ron Wallace, James Wenn, Dean Verheaghe, and the Local Maximo Team

Do you have a question about Maximo? Do you want to share some experiences? Are you looking for other companies who are seeking the same solutions as you? Join a team of IBM Worldwide staff and other customers in this free-form discussion.

### **Session 6A: Maximo Live**

Louis Stoop, Technical Sales Lead, Maximo and Tivoli Service Desk, IBM Tivoli Asia Pacific

During this session you will see the highlights of the Maximo 7 product in action. We will show you how the new BIRT reports operate in Maximo, how the new UI configurations work, how we can make packages to migrate maximo from one environment to another. We will also make a round on Functionality enhancements like Linear assets, Work and Asset Management and Job plans. There will be a Q&A at the end where you can ask your questions regarding the new functionality.

Louis Stoop has over 12 years experience in the EAM industry with Maximo. With extensive experience of working in Europe and the US, he has been based in Asia for the last nine years. With his multi industry experience, and having worked with a diverse range of clients from Oil/Gas, Utilities, Transportation and Manufacturing sectors, he has built up practical experience on how to successfully deploy Maximo in your organisation.

### **Session 6B: Mobile Maximo**

Dave Calvert, Design Architect, Maximo Application, IBM Tivoli USA

- General Maximo Mobile architecture
- System administration and configuration
- Work Manager with new Service Desk enhancements and Inventory Manager

This session will present the new Maximo Mobile offerings and include a discussion of the Maximo Mobile architecture and administration as well as the two mobile applications, Work Manager and Inventory Manager. This session will also highlight the new Service Desk features available in the new Work Manager release as well as the new Mobile Data Manager tools. Participants can expect a demonstration of the applications and an in-depth discussion of how these mobile solutions can help streamline business processes.

### **Session 7A: Leveraging Maximo at Huntsman Chemicals**

Mark Presnell, Systems Engineer, Huntsman Chemical Company Australia

Huntsman Chemicals, West Footscray currently runs Maximo Asset Management v 5.2 on Oracle 9 and Websphere 4.0.6. Maximo manages 28,000 fixed assets across the site, processes approximately 12,000 workorders per year, 3,000 purchase orders and 7,000 store requests per year. Mark's presentation will focus on the current implementation of Maximo 5.2, including the workflow processes used in work management and purchasing approvals, with a demonstration of email integration. He will also discuss the various reporting tools used and KPI reports generated from Maximo. Several of the Huntsman Maximo customisations will be shown.

Mark Presnell is a Mechanical Engineer who commenced with Huntsman in 1981 (when site was Monsanto). He has worked in a variety of positions including maintenance supervision and construction. Mark has an affinity with computers and has been custodian of Huntsman West Footscray CMMS systems since 1993. He was part of a core team that implemented the project to install Maximo 5.2 in 2005.

### **Session 7B: Tailoring Maximo for Diverse Businesses Maintaining Mobile Equipment**

Steve Jones, Performance Contracts Systems Manager, Sandvik Mining and Construction

- Global instance of Maximo 6 at one of the world's largest companies
- Maximo applications facilitates global standard codes for locations and assets
- Storing best practices in job plans and PMs to help optimise life-cycle operating costs and compliance with contractual obligations

This presentation will explain how Maximo has enabled Sandvik to manage many areas of its global business—from mobile fleet to consumables—at remote sites around the world. Sandvik uses a global instance of Maximo and consolidates information from multiple sites to provide reporting on equipment availability, life-cycle costs, maintenance and more on a global level. The session will also discuss performance and how Maximo's EAM interfaces to enterprise resource planning (ERP.)

Cancelled

Steve Jones is the Performance Contracts Systems Manger for Sandvik Mining and Construction and has been with Sandvik for 11 years. With more than 18 years of experience in the mining industry, his experience covers a diverse range, which has enabled him to work with business and IT to find effective solutions. Steve is currently working with a small team to

implement Maximo globally with a 'Core' naming and numbering structure to enhance our Global reporting capabilities.

### **Session 8A: Maximo for Utilities**

Jerry Miller, Maximo Design Architect, IBM Tivoli USA

- Review current functions in Maximo for Utilities and road map for future releases
- Discuss compatible unit estimating (CUE) and crew management in Maximo and demonstrate the current product
- Discuss GIS capabilities in the current product

IBM Maximo for Utilities addresses the needs of transmission and distribution in the water, gas and electric utility markets. This presentation will explore the current capabilities supporting compatible unit estimating (CUE) and the multi-level compatible unit library; the ability to manage crew type and crew makeup; and the ability to track labor, skills and certifications. We will discuss using Maximo Enterprise Adaptor (MEA) to extend your solution to fixed asset accounting CPR, mobile workforce management and graphical design tools. We will also discuss GIS enablement within the Maximo for Utilities Industry Solution, and will conclude with the product road map.

Jerry Miller is a Design Architect for the Maximo for Utilities solution. He has been with IBM for 4 years and has been working within the T&D Industry for over 20 years. In his current role, he is responsible for identifying the product roadmap and future product enhancements. Jerry is a member of IEC TC 57 Working Group 14. Jerry began his career working for Florida, Power and Light as a Construction Services Engineer and was later a Business Process Re-Engineer. After FPL, he spent 6 years implementing Work and Asset Management systems within Gas and Electric utilities. Jerry has a BS in Industrial and System Engineering from the University of Florida and a MBA from Florida Atlantic University.

### **Session 8B: IBM Maximo Linear Asset Manager**

Leon Pavlidis, Lead Solutions Architect, Australian & New Zealand, IBM Tivoli Australia

- Managing linear assets with IBM Maximo Linear Asset Manager and the importance of dynamic segmentation
- Linear referencing in the burgeoning world of GIS

Overview of IBM Maximo Linear Asset Manager and key features

This presentation provides an introduction to IBM Linear Asset Manager 7.1. We hope to communicate IBM's commitment to owners of linear assets and our vision for maintaining them with this new offering. Users will learn how to define a linear asset using attributes, features and user-definable relationships. We will illustrate how both features and relationships can be leveraged to support a variety of linear work, from spot patching on roads to leak management on pipelines. Those who manage any asset whose length plays a critical role in its maintenance will find this Maximo presentation valuable.

As the Lead Solutions Architect for the Maximo Business Unit of IBM Australia & New Zealand, Leon Pavlidis works closely with clients and prospects to help them formulate a Strategic Asset and Service Management solution, to meet their business requirements. Leon has been working with Maximo for 6 years. With 18+ years experience in Strategic Asset and Service Management and Enterprise Resource Planning, Leon is well placed to advise IBM customers on appropriate Asset Management strategies, and how to integrate these strategies within their existing and future business processes. Leon has previously worked as a consultant for global companies such as JDEdwards, Infinity Solutions/Fujitsu and Marcam, where he initially gained his grounding in Strategic Asset/Service Management for Capital-intensive industries.

### **Session 9A: THE EDGE® comes to life with Maximo**

Bev Flintoff, Systems Support and Maintenance Coordinator, The EDGE®

THE EDGE® manages three of Auckland's landmark buildings - Aotea Centre, The Civic and Auckland Town Hall – as well as the city's largest outdoor CBD space – Aotea Square. THE EDGE® is New Zealand's leading performing arts, commercial entertainment and convention facility, and a central feature of Auckland's Aotea Quarter. On taking over the responsibility for the management of the facilities it became clear that they needed an asset management solution and new business processes to ensure maximum availability and total financial control over the lifetime of the assets. A rigorous system selection process was undertaken in conformity with Auckland City Council's procurement policies. The unanimous choice was Maximo from IBM Tivoli, with installation services provided by UtilityAP Limited. The solution went live earlier this year and the presentation will profile the scope of the work, lessons learnt and outcomes of the project.

Bev has had a key role in the implementation project team installing Maximo® 6.1 to be used as a Facilities Management System managing four venues: Aotea Centre, Auckland Town Hall, The Civic theatre and Aotea Square. Her experience with Maximo started with the migration from a legacy Mainpac system to Maximo 4.1.

### **Session 9B: Extending Maximo in Local Government: Partnering for Success**

Jamie Booker, Maximo Systems Administrator, Redland City Council and David Lestani, Director of Professional Services, Clarita Solutions

This breakout session will provide an overview of Maximo 6.2 customisations implemented at Redland City Council and explain how a partnership approach allowed Redland City Council focus on achieving its core business drivers. The presentation will cover projects in the following areas:

- Geographic Information Systems (GIS): Validating and creating Maximo assets using a custom GIS Asset Import tool, Display asset specification data geographically using dynamic views from Maximo's data dictionary, Mapping KPIs for service outages and programmed maintenance
- Transportation: Custom tool to import BP and Caltex fuel transactions into asset meters
- Finance: Asset depreciation framework
- Facilities: Building requests

Jamie is the Maximo Systems Administrator at Redland City Council. Jamie has many years experience developing leading edge solutions in C#, Java and J2EE. Combining this knowledge with the Maximo Business Objects and ESRI's ArcObjects has seen Maximo grow into one of Council's core enterprise applications.

David is a senior consultant for Clarita Solutions, a leading Australian Asset Management and GIS consultancy firm. As a former consultant for ESRI Australia David's depth of knowledge in GIS has helped many organisations manage assets dispersed over large areas. David is an IBM Certified Deployment Professional for Maximo V6 EAM.

### **Session 10A: Maximo Spatial**

Jerry Miller, Maximo Design Architect, IBM Tivoli USA

- Visualise assets and work in their geospatial context to optimise decisions supporting spatial business analysis
- Discuss the relationship between GIS assets and Maximo assets, locations, work orders and service requests
- Create and manage work orders and assets in the map view and mashup layers of geospatial content for what-if analysis

GIS function in Maximo is designed to extend and enhance users' ability to capture, analyse, and display assets, locations, and work orders in a geospatial perspective. Knowing the location greatly increases the value of this data. This is especially true of asset information where knowing the relationship to other assets and resources improve the performance of both the assets and the resources. The main focus of this presentation is to discuss how Maximo Spatial Asset Management works with the ESRI ArcGIS Server. We will also discuss the product road map and ongoing development of this product. This presentation is intended for all attendees interested in learning about IBM Maximo Asset Management that is enabled for GIS.



### **Session 10B: Maximo Integration Framework Overview**

Michael Horry, Managing Consultant, IBM Global Services

- Maximo Integration product overview and new functions in Maximo 7.1
- Update on ERP adapters
- Review of product features

This presentation will concentrate on the integration capabilities provided with Maximo Asset Management. The initial portion of this presentation will highlight the new features in Maximo version 7.1 and an update on the SAP and Oracle Business Suite adapters. This will be followed by an in-depth review and product demonstration of the key features of the integration framework.

Those involved with the integration of data between Maximo and other applications will find this presentation valuable. This session is intended for Maximo System Administrators, IT Managers or System Implementers.

Michael Horry is a Managing Consultant in the IBM Global Business Services Supply Chain Maximo practice. He is an expert on distributed system enterprise integration and the designer of the Asset Valuation Framework Professional Services solution for Maximo 6. Mike has close to 10 years IT experience with the past seven years focused on working with Maximo. Mike joined IBM Global Business Services as part of the MRO Software acquisition where he has worked on more than ten client sites on major implementations and Maximo rollouts.

## Tivoli Nation - July 29<sup>th</sup> & 30<sup>th</sup>, 2008 Security Sessions

### **Session 1: IBM's Security and Compliance Strategy**

Kristin Lovejoy, Director of GRM and Corporate Security Strategy, IBM

- CISOs are challenged to secure critical business processes, not just the underlying IT assets.
- IBM drives a comprehensive security model that mitigates risk across the asset-security life cycle in all five IT domains that affect business processes.
- IT security should be considered a governance and risk management discipline to help drive optimal business results.

Security is changing. Enterprises need to secure business processes, not just IT assets, and they need to manage risk across all five IT domains: identities, technologies, information, applications and physical. This session is an opportunity for attendees to learn about IBM's strategy and approach to help meet security, risk management and compliance goals.

Kristin Lovejoy joined IBM, Tivoli in February of 2007 as part of the leadership team of Consul risk management solutions, a leader in compliance management solution development and delivery, after it was acquired by IBM. Today, Ms. Lovejoy is the executive responsible for IBM's Corporate Governance, Risk, Compliance and Security strategies. Kristin Lovejoy is recognized as Top 25 CTO by InfoWorld in 2005 and as Top 25 Most Influential Security Executives by Security Magazine in 2006, Ms. Lovejoy is a recognized expert in the field on security, compliance and governance. Ms. Lovejoy holds a U.S. and EU patents for Object Oriented Risk Management Model and Methodology.

### **Session 2: Experience Implementing IT Security Controls Using the Cobit Framework**

Brett Paskin, Senior Managing Consultant, IBM Certified Consultant, CISSP®, IBM Worldwide Information Security Community of Practice Co-Leader - AP

Cobit is now one of the de facto best practice for IT Controls, however what is it, how does it relate to IT Security and other 'best practices'? More importantly how do you implement Cobit within an IT organisation ?. This presentation provides a brief overview of Cobit and provides an approach and examples used to implement it within a large organisation to improve IT Security Controls.

Brett Paskin is the Chief Enterprise Security Architect in the IBM Security and Privacy Practice Australia with over 30 years experience in the IT Industry. Brett is the author of IBM's Information Security Framework and is their Asia Pacific teacher for IBM's IT Security Methods and Architecture. Brett is a Certified Information System Security Professional (CISSP) and an IBM Certified IT Consultant plus a core team member of IBM's Worldwide Security & Privacy Practice. He has successfully applied his technical and management ability both within Australia and internationally across a broad range of industries including Government, Telecommunications, Manufacturing and Distribution, plus Finance and Insurance. Brett has extensive industry experience in defining and implementing Enterprise Information Security Programs and Security Solutions in both private and public sectors.

### **Session 3: Tivoli Security Strategy and Product Update - 2008**

Venkat Raghavan, Director Product Management Security, Risk and Compliance, Tivoli USA

Tivoli Security portfolio has grown tremendously for the past 18 months with acquisitions and new products. Building on the IBM Security strategy this session will describe Tivoli focus in these core areas: Identity & Access Management, Application Security, Data Security, Infrastructure Security and Compliance. This session will also lay out a number of our new product releases in 2008 that such as Policy, Entitlements and Role Management, Unstructured Data Security, Tivoli Key lifecycle Management, Log Management and SIEM and SOA Identity Services

Venkat Raghavan - Director, Security, Risk and Compliance Product Management Mr. Raghavan is a Director, Security, Risk and Compliance Product Management in IBM Software Group responsible for strategy and market management for security and compliance. In his role Mr. Raghavan



oversees market strategy for Tivoli's identity management, security and compliance offerings. Mr. Raghavan has over 14 years of experience in the security industry working various roles such as market management strategy, product management, product marketing and development. He has a Masters degree in Computer Science from Clemson University and an M.B.A in marketing from George Washington University.

#### **Session 4: New and emerging IBM security solutions**

Joe Skocich, World Wide Tivoli Identity & Security Compliance Strategy, Tivoli USA

What are the new and emerging security technologies? How has regulatory compliance shaped the development road maps of these technologies? What business value do these technologies bring to the business? What is IBM doing to bring these technologies into our security framework? What has IBM done with recent acquisitions such as Consul and Encentuate to bring more business value to our customers? This session will discuss how security technologies are evolving to provide more business value in lieu of being the business prohibitor. .

Joe Skocich has over 10 years of experience providing Identity Management solutions. Prior to that, he spent 12 years working in various systems management and application development capacities in the finance and telco industries. He joined IBM in 2002 with the acquisition of Access360. His current role is World Wide Security & Compliance Strategy with emphasis on Identity Management. He is also tasked with evaluation and due diligence of emerging technologies (ISS, Consul, Watchfire, etc.) that fit into IBM's Governance, Risk and Compliance strategy.

#### **Session 5: Federation and Interoperability in the real world: A Federal Government case study**

Trent Moore, Solution Architect, Security & Information Protection, Centrelink

Glen Gooding, Lab Services Security Leader, Tivoli Gold Coast Security Labs

Both citizens and the federal government want an integrated approach to accessing government services. The ultimate goal of AGOSP (Australian Government Online Service Point) is citizen-centric government which makes it easier for the citizen to find and access services. SSO and common credentials is one of the key building blocks to this, as is maintaining trust through preserving privacy - hence the use of a federated model.

Centrelink has developed the Authentication Hub to provide cross-agency SSO for the federal government. Initially deployed to support DHS agencies: Centrelink, Medicare and Child Services Agency this solution will progressively be extended across federal government.

Learn more about the solution which has the potential of affecting all Australians wishing to conduct business with the Federal Government. This will be a joint presentation by leaders from the Centrelink and IBM team that architected and implemented the solution.

Trent Moore has worked in Centrelink for over 10 years on identity and access management systems in roles ranging from application developer, technical architect through to his current role as a solution architect. In his role as solution architect, Trent has responsibility for the security architecture and technology frameworks to support Centrelink online business over the web and phone, B2G, and Centrelink's implementation of SOA. This includes authentication services that use federated identity technologies to enable single sign-on for citizens to online services across multiple government agencies. Trent has a Bachelor of Science with majors in Computer Science and Mathematics from the University of Tasmania and a Master of Information Technology from the University of Canberra.

Glen Gooding is the Tivoli Lab Services Security Practice Lead based out of IBM's Australia Development Lab, located on the Gold Coast, Australia. Prior to this tenure Glen held the technical lead role of the Americas National security team, a group of Consulting IT Specialists that are the 'best of the best' sales engineering talent in their area of expertise. Glen brings 20 years of industry based experience to the IBM team, and has been involved heavily with IBM's enterprise web based access management products for the past 12 years. Glen has been involved with many large federated security deals that IBM has been part of, both internationally and here locally.

### **Session 6: Improving Security, Compliance and Productivity through E-SSO: an Introduction to Encentuate**

Cheehan Tee, Manager of IBM Singapore Software Lab. (Formerly Encentuate VP Engineering)

The Tivoli Enterprise Single Sign-On solution from Encentuate – a recent IBM acquisition – has won the SC Magazine Award for Best Identity Management solution and Best Multi-Factor solution three years in a row. Find out why: it's quick to deploy, adored by users and at the same time improves password security and compliance. See how it overcomes the traditional IT security trade-off by providing *security through convenience*.

### **Session 7: User-centric Identity - Beyond Federation**

Neil Readshaw, IBM Gold Coast Security Development Labs, IBM Tivoli

“Every business relationship we establish is founded on the confidence of knowing who we are dealing with—whether it is an individual, a business or a government. Issues such as identity theft, phishing and pharming highlight some of the new challenges we face when trying to establish a trusted relationship in the “online” world. Similarly, initiatives in the “real” world to improve our safety and security are forging changes in passports, driver’s licenses and employee identification. These market forces are making identity a key leverage point in the global economy, where trust in one’s identity and ID credentials is essential to almost every transaction in every industry. This session will describe the assets, skills and approach IBM can employ to define and build an identity ecosystem you can trust.

Neil Readshaw is a member of the Tivoli Advanced Technology team. Neil works with clients, business partners and IBM teams across Asia Pacific to design solutions using the Tivoli security products. Neil works with emerging user-centric identity products and technologies from IBM, the open source community and beyond.

### **Session 8: Identity Management - the Journey for IAG**

Heng Mok, Infrastructure Architect – Security Technology Services ,INSURANCE AUSTRALIA GROUP (IAG)

In today’s world, a number of organisations have grappled with the big bang approach to building the business case and deployment of identity and web access management solutions. IAG's approach has been to deploy a progressive architecture to prove value, test the technology and show the operational value of automating repeatable processes. IAG is now in its third phase of its identity management roadmap.

This paper aims to outline:

- How identity management has evolved at IAG
- The approach used to deliver identity management
- Key issues faced
- Key learnings along the journey
- Where to from here

Heng Mok is the Security Architect at Insurance Australia Group, Australia. Heng has worked in the security industry for the last 10 years and has broad security experience across a number of areas including, risk management, compliance, technical design, infrastructure security, architectural processes, application security, security architecture and strategy. Prior to IAG Heng has worked in a range of security roles encompassing consulting, system integration and web development. He is a SANS certified security professional and Certified Information Systems Auditor. Heng also currently runs the Melbourne Security User Group and is an active member of the Global Tivoli User Council.

### **Session 9a: Application Security Management: Are You Vulnerable?**

Greg Pedley, A/NZ Rational Software Specialist, IBM Australia

Join this presentation to gain a better understanding of why web application vulnerabilities pose the most significant threat to the online security of your organization. Realize why analysts state that 90% of all web applications live today are vulnerable to attack. Understand that currently there is an imbalance in security spending and where hackers target their attacks. Realize why this must be addressed today, before your organization is targeted tomorrow.

Greg Pedley is an Application Security Specialist for IBM in Australia and New Zealand. After a decade in the software industry, and the last 5 years within the web application



security environment, Greg is uniquely able to provide insight into this problem. Greg has spent the previous 5 years helping organizations in the United States, who are on the fore front of the fight against web application security, gain an edge on malicious intruders.

**Session 9b: 2008 Insight: The Changing Nature of Cybercrime**

Craig Lawson, Senior Security Consultant/X-Force Expert

In this session, IBM will share the results of its latest X-Force research and development team report and will update you on next generation spam and phishing techniques, new attack vectors to be aware of (that could compromise networks) and the latest malware innovation.

Join us for a very interesting look into what tools, techniques and trends the 'cyber underworld' has been utilising for the first half of this year (2008).

**Session 10: Enterprise Multiplatform Auditing featuring IBM Tivoli Security solutions**

David Edwards, Consulting IT Specialist, Tivoli Security Product Specialist, Tivoli Global Response Team Asia-Pacific, Co-Chair A/NZ Security and Privacy Community of Practice

During late 2007 a residency was held to explore enterprise-wide auditing in a mainframe-centric environment. This included solutions deployed to both z/OS and Linux for system z, and included many of the IBM Tivoli audit and compliance products, including the IBM Tivoli zSecure suite and IBM Tivoli Compliance Insight Manager. A key auditing scenario involved a typical e-business deployment involving IBM Tivoli Access Manager for e-business, applications on WebSphere Application Server accessing data in IBM DB2 databases, with components spread across z/OS and Linux for System z. Other scenarios looked at auditing privileged user access, such as auditing root access on Linux for System z with IBM Tivoli Access Manager for Operating Systems and IBM Tivoli Compliance Insight Manager. This session will present the findings of the residency, particularly the areas related to the IBM Tivoli products.

David Edwards is a Consulting IT Specialist with the Tivoli Global Response team. He has 20 years of experience in IT covering areas as diverse as application development, CICS® systems programming, distributed systems management, and being a product specialist in the Tivoli Security products. He holds a Bachelor of Science (chemistry and applied mathematics) degree from Monash University and a graduate diploma in computer science from Swinburne University. He has written extensively on the Tivoli Systems Management and Security products, including co-authoring four IBM Redbooks, as well as authoring a number of IBM Redpapers and developerWorks® articles.