

Tivoli User Community (TUC)  
Announcements/Updates

*Rocky MUG*

*October 23, 2009*

# Topics

- Premier Tivoli User Groups
- Virtual User Group Access
- Facts about the Tivoli User Community website
- New Enhancements to the website
- User Community Transformation Project
  - User Profiles
  - Listening Initiatives
  - User Generated Videos
- Events
  - Ask the Expert Online JAM session (November 12)
  - Pulse 2010



## Premier Tivoli User Groups

### 13 New Premier Tivoli User Groups for 2009/2010

- Australian IBM Maximo User Group - New South Wales & ACT
- Australian IBM Maximo User Group - South Australia
- Australian IBM Tivoli User Group - Canberra
- BeNeLux Tivoli User Group
- Carolinas Users Group
- Great Lakes Tivoli Security User Group
- India IBM Tivoli User Group - Pune
- Japan Tivoli Users Group(JTUG)
- Maximo User Group - UK
- New York Tivoli Storage Manager User Group
- New Zealand IBM Maximo User Group
- Russian Tivoli User Group
- Swiss Tivoli User Group

### Qualifications

1. Membership Growth  $\geq$ 25% year to year or 200+ members (June 08 - July 09)
2. Frequency of meetings  $\geq$ 2 meetings per year
3. Meetings are posted on the TUC site
4. Stable and proactive customer leadership
5. Constructive meetings (*clear and complete agenda layout, use evaluation forms, efficient use of time and meeting room facilities*)

### Rewards

- Appreciation gifts to raffle off at their meetings
- Tivoli Executive to attend/speak at one of their upcoming meetings.
- Three geography specific group Support Technical Exchanges (STEs) tailored sessions

### **2009/2010 Premier Tivoli User Community Club members**

[Australian IBM Maximo User Group – New South Wales & ACT](#)

[Australian IBM Maximo User Group – South Australia](#)

[Australian IBM Tivoli User Group - Brisbane](#)

[Australian IBM Tivoli User Group - Canberra](#)

[Australian IBM Tivoli User Group - Melbourne](#)

[Austrian GSE Tivoli User Group](#)

[Bay Area Security Tivoli User Group](#)

[BeNeLux Tivoli User Group](#)

[Carolinas Users Group](#)

[Central Ohio TSM User Group](#)

[Dallas-Fort Worth Tivoli Storage Users Group](#)

[Danish Tivoli User Group](#)

[German Region GSE \(Guide Share Europe\)](#)

[Great Lakes Tivoli Security User Group](#)

[India IBM Tivoli User Group - Mumbai](#)

[India IBM Tivoli User Group - Pune.](#)

[Japan Tivoli Users Group\(JTUG\)](#)

[Maximo ITSM User Group](#)

[Maximo User Group - UK & Ireland](#)

[Maximo Utility Working Group](#)

[New York Tivoli Storage Manager User Group](#)

[New Zealand IBM Maximo User Group](#)

[North Central Tivoli Storage Manager User Group](#)

[Northern California MAXIMO User Group \(NorCalMUG\)](#)

[NYMTUG- NY Metro Tivoli Users Group](#)

[Ohio Valley Tivoli User Group](#)

[Russian Tivoli User Group](#)

[Southern Ontario Tivoli Users Group](#)

[Swedish Tivoli User Group](#)

[Thailand IBM Tivoli User Group - Bangkok](#)

[Tivoli Identity & Access Management - South New England User Group](#)

[Tivoli North Central User Group](#)

[Tivoli User Group - UK](#)

[Tivoli Users Group – Mainframe - Brasil](#)

[TSM User Group Denmark](#)

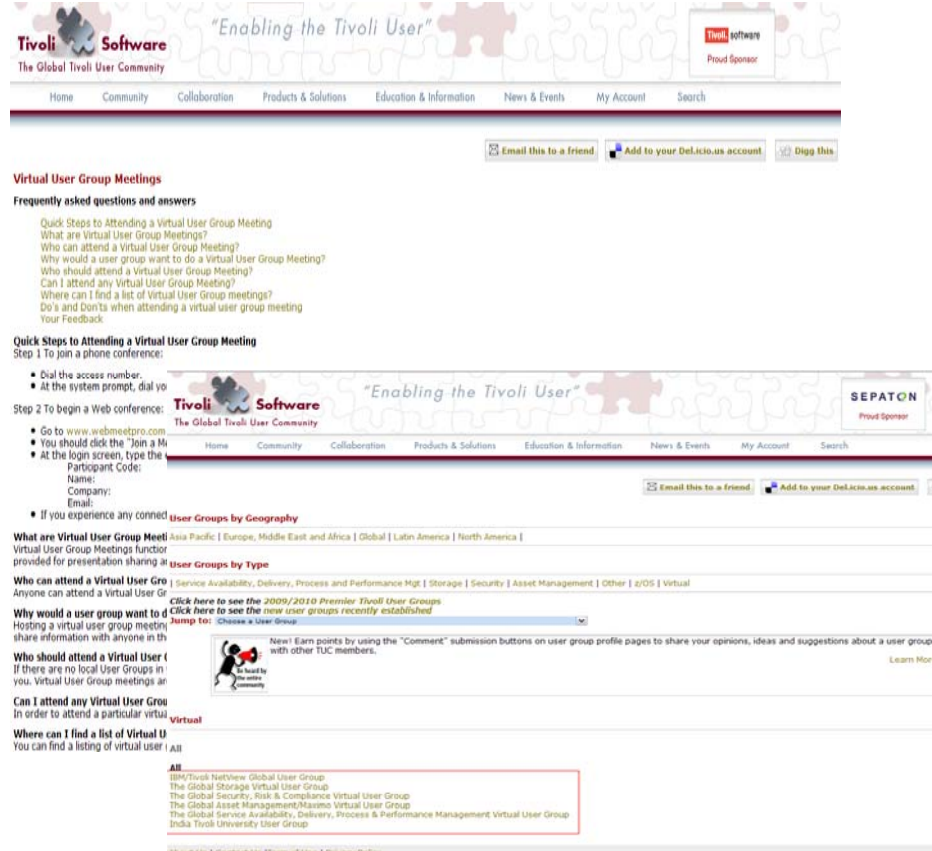
[Twin Cities Tivoli User Group \(TCTUG\)](#)

# Virtual User Group Access – Easy to Use and Attend!

## Questions and Answers

- What are Virtual User Group Meetings?**  
 Virtual User Group Meetings function the same way as Local User Group meeting, except that the group **meets via a conference call to hear the presenters/leaders and a website URL** is provided for presentation sharing and online chat, rather than a face-to-face meeting.
- Who can attend a Virtual User Group Meeting?**  
**Anyone** can attend a Virtual User Group meeting; all you need is a phone and computer and be signed up as a member of that particular user group and it's Virtual User Group meeting.
- Why would a user group want to do a Virtual User Group Meeting?**  
 Hosting a virtual user group meeting is the perfect way for Tivoli User Group Leaders to **supplement face to face meetings**. A virtual user group meetings, allow members to **stay engaged and share information** with anyone in the world in a fraction of the time and at a fraction of the cost that it would take to hold a physical meeting or event.
- Can I attend any Virtual User Group Meeting?**  
 Yes, just join a Virtual user group and register for the meeting as you would a local meeting.

## Step by Step instructions... & FAQs



The screenshot shows the Tivoli Software website interface. At the top, there's a navigation bar with links for Home, Community, Collaboration, Products & Solutions, Education & Information, News & Events, My Account, and Search. Below this, there are social media sharing options: 'Email this to a friend', 'Add to your Del.icio.us account', and 'Digg this'.

The main content area is titled 'Virtual User Group Meetings' and includes a section for 'Frequently asked questions and answers'. The questions listed are:

- Quick Steps to Attending a Virtual User Group Meeting
- What are Virtual User Group Meetings?
- Who can attend a Virtual User Group Meeting?
- Why would a user group want to do a Virtual User Group Meeting?
- Who should attend a Virtual User Group Meeting?
- Can I attend any Virtual User Group Meeting?
- Where can I find a list of Virtual User Group meetings?
- Do's and Don'ts when attending a virtual user group meeting
- Your Feedback

Below the questions, there are two steps for attending a meeting:

- Step 1 To join a phone conference:**
  - Dial the access number.
  - At the system prompt, dial yo
- Step 2 To begin a Web conference:**
  - Go to [www.webmeetpro.com](http://www.webmeetpro.com)
  - You should click the "Join a M
  - At the login screen, type the Participant Code:
    - Name:
    - Company:
    - Email:
  - If you experience any conned

There are also sections for 'User Groups by Geography' (listing Asia Pacific, Europe, Middle East and Africa, Global, Latin America, North America) and 'User Groups by Type' (listing Service Availability, Delivery, Process and Performance Mgt, Storage, Security, Asset Management, Other, etc.).

At the bottom of the page, there is a footer with 'About Us | Contact Us | Terms of Use | Privacy Policy' and the copyright notice '© 2007-2009 Green Intelligence Inc.'

Listing of Virtual UG meeting

## Did you know? Facts about the TUC website

- Your **user group leader** can



- Do a quick poll AND a survey of its members
- Post presentations and documents from these meetings and other presentations that you've seen at other meetings
- Elect to have a Virtual user group meeting (presentations, conference call and chat all via web and phone)
- Provide FREE certification and education session at your meetings to draw in new members and satisfy your current membership

- **You** can



- Sign up to become a "helping hand" in the Peer to Peer Knowledge Exchange (P2P)



- Download and Upload documents and best practices via the Tivoli Information Exchange (TIE)



- Post comments and presentations in various sections of the website through the "Be heard" capability.

# What the community website is doing for you!



## Check out these improvements from 1<sup>st</sup> half of 2009

You can view these features on our live site by clicking on the links below.

### Did you know you can?..

- 1) **Email a page/content to a friend** Quickly email interesting content to your friends and colleagues with just a few clicks.
- 2) **Access your account page using an alternative email address** By updating your user group profile with an alternative email you will be able to access your account even if you no longer have access to the first/primary email address.
- 3) **Do Digg and Del.icio.us** Now you can contribute to the "collective intelligence" by archiving your favorite Tivoli related information and hot topics using Digg and Del.icio.us.
- 4) **Register to attend a user group meeting and join that same local user group at the same time.** A non-member can now register to attend a local user group meeting and the system will ask/prompt them to also join the user group.
- 5) **Join a Virtual User Group and attend a meeting from anywhere on the globe.**

[The Global Storage Virtual User Group.](#)

[The Global Security, Risk & Compliance Virtual User Group](#)

[The Global Asset Management/Maximo Virtual User Group](#)

[The Global Service Availability, Delivery, Process & Performance Management Virtual User Group](#)

### 6) **Navigate easier through the Tivoli Technical Exchange**

- sort by most recent date
- sort by content author
- search by keywords in title
- post live links

### 7) **Get more out of the Peer to Peer Knowledge Exchange**

- ask a question to more than one expert at a time
- Product/topic list has been updated.

### 8) **Increased search capability for presentations posted by user group leaders. Sort by:**

- Topic
- Timestamp
- Number of downloads
- Ratings
- User Groups

# User Community Transformation - Profiling

- **New functionality will enable ability to search out other members and collaborate**
  - Currently, there is no capability for members to identify and connect with others sharing common interests.
  - Go live is early October
- **How it works....**
  - Complete information profile:
    - **Current:** company, user group, geo, industry, type organization
    - **New:** organizational role, products used, interest areas, user name, photo
    - Opt-in required to ensure privacy
  - Search for other members using criteria
  - Connect with members... *by industry....by user group... by interest area.....*
    - View member's profile including contributions to community
    - Send a private message to members (no email addresses or contact information are provided)
- **Where we need your help....**
  - Members will be asked to update their profiles in the beginning of October
  - Encourage user group members to opt-in and take advantage of new capability



*Member to Member  
connection capability*

**Coming October 2009**



**Update my TUC profile**

# User Community Transformation - Listening

- **New program to understand community view on emerging issues, technologies and terminology used**
  - Objective is to understand how technologies, products and solutions are used by the community and what's important to members
  
- **How it works....**
  - Several broad issues will be explored on a quarterly basis
  - Members will be invited to serve on panels, invited to interviews, provide input at user group meetings, etc
  - Results will be summarized and shared with the community
  - We're looking into incentives to encourage participation
  
- **Where we need your help...**
  - Let us know, via updating your profile and/or your Geo User Group Manager if you're willing to:
    - Participate in interviews, panels, etc.
    - Provide agenda time at a user group meeting
  - Tell us what type of incentives have value



### *Quarterly activities*

- *interviews*
  - *panels*
  - *surveys*
  - *& also @ user group meetings*
- 
- **Q3 topics were:** *Service Management, Virtualization and Energy Efficiency*
  - **Q4 proposed topics:** *Monitoring and Storage*

# User Community Transformation – Video generation

- **New capability for members to contribute their own video content to the community**
  - Currently, we lack a strong focus on user generated content
  - Short, technically focused videos provide value to members
- **How it works...**
  - Members can create their own live action video or screen capture video. (We will also provide tool for screen capture videos)
  - Videos will be posted on the community as well as the YouTube channel for IBM
  - Members will be able to rate videos. Videos will be linked to the contributor's profile and show up on extended profile.
- **Where we need your help...**
  - Tell us what type of content is most valuable
  - Contribute videos – tech tips that others will find useful (2-3 minutes)



**Starting in Oct/Nov 2009**

**Videos like these:**

**PC Screen w/voice**

<http://www.youtube.com/watch?v=UvZ2Y498I50>

<http://www.youtube.com/watch?v=zNw9IzO2szI>

**Conversational video**

<http://www.youtube.com/watch?v=kOudjrzkaqY>



## Ask the Expert Online JAM session Thursday November 12, 2009 8:00 am ET/New York – 8:00pm ET/New York

**50+ IBM Experts supporting 20+Topics/Products will be available to answer your technical questions via the Global Tivoli Software User Community for a concentrated period of 12 hours.**

**On June 11, 2009 57 Experts were available to answer questions on 22 products resulting in 237 questions asked in a 12 hour period of time**

### **Application Monitoring**

IBM Tivoli Composite Application Manager (ITCAM) (5)

IBM Tivoli Composite Application Manager (ITCAM) for Transactions (11)

IBM Tivoli Monitoring (ITM) (60)

IBM Tivoli OMEGAMON (6)

IBM Tivoli Service Center Manager for System z (SCMz), and NetView for z/OS (2)

Tivoli Application Dependency Discovery Management (TADDM) (8)

### **Asset Management (IT Asset)**

All IBM Maximo Asset Management products - Enterprise Asset (23)

Tivoli Asset Management for IT (3)

### **Change, Configuration, Release process and CCMDB**

Change and Configuration Management Database (CCMDB) - Change Process Manager - Release Process Manager (8)

### **Network and Service Assurance**

Tivoli Netcool Impact (11)

Tivoli Netcool Proviso (5)

Tivoli Netcool/OMNibus (16)

Tivoli Network Manager (Precision and NetView/d) (14)

### **Security Management Federated Identity Manager (FIM)**

Tivoli Access Manager Enterprise Single Sign On (TAM ESSO) (4)

Tivoli Security Information and Event Manager (TSIEM) (5)

Tivoli Access Manager (TAM) (5)

Tivoli Directory Server (TDS) (1)

Tivoli Identity Manager (TIM) (6)

### **Storage Management**

Tivoli Storage Manager (TSM) (22)

Tivoli Storage Manager (TSM) FastBack [Recovery Management] (8)

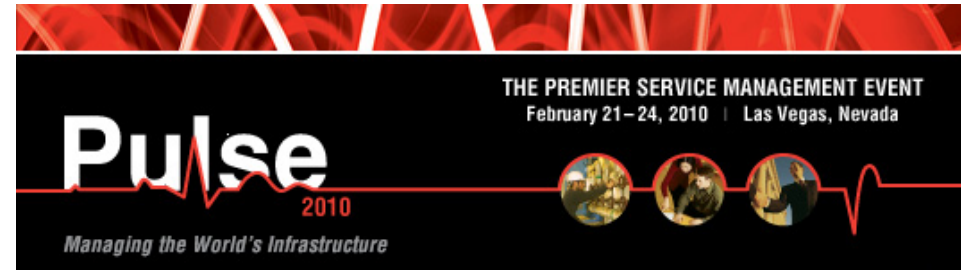
Total Storage Productivity Center (TPC) (6)

### **Service Desk & Service Catalog**

Tivoli Service Request Manager (TSRM) (8)

# Pulse 2010

## February 21-24 in Las Vegas, NV



- 5,000+ attendees
- 350+ breakout sessions
- 300+ client experience sessions
- Location MGM Grand Hotel with all Pulse attendees: 5,000+ rooms
- Customized Agendas
- Justification to attend
- Help shape Pulse 2010 – post your suggestions to the [Pulse online community forum](#)



[More info on Pulse page of TUC](#)

# The Pulse 2010 Curriculum Construct

## Theme: Integrated Service Management

### 5 Streams

<i>Service Management for Information Technology</i>	<i>Enterprise Asset Management</i>	<i>Service Assurance for Service Providers</i>	<i>Service Management for Business Leaders</i>	<i>Software Delivery Lifecycle Management</i>
<b>6 Tracks</b>	<b>1 Track</b>	<b>1 Track</b>	<b>3 Tracks</b>	<b>3 Tracks</b>
<ol style="list-style-type: none"> <li>1. Service Delivery &amp; Process Automation</li> <li>2. Service Availability &amp; Performance Management</li> <li>3. Security, Risk Management &amp; Compliance</li> <li>4. Storage &amp; Information Infrastructure</li> <li>5. Energy &amp; Efficiency</li> <li>6. Cloud Computing</li> </ol>	<ol style="list-style-type: none"> <li>1. Enterprise Asset Management</li> </ol>	<ol style="list-style-type: none"> <li>1. Service Assurance for Service Providers</li> </ol>	<ol style="list-style-type: none"> <li>1. Service Management for Your Industry</li> <li>2. Hot Topics in Service Management</li> <li>3. Service Management for Midsized Businesses</li> </ol>	<ol style="list-style-type: none"> <li>1. Smarter Products Delivery &amp; Management</li> <li>2. Quality Management for Applications &amp; Services</li> <li>3. Change Management for Applications &amp; Services</li> </ol>
<b>Owners: Chris O'Connor (Tivoli) &amp; Rich Esposito (GTS)</b>	<b>Owners: Bill Sawyer (Tivoli) &amp; Joel McGlynn (GBS)</b>	<b>Owners: John Steigerwald &amp; Denis Kennelly (Tivoli)</b>	<b>Owners: Dave Bartlett (Tivoli) &amp; Karen Parrish (SWG)</b>	<b>Owners: Scott Hebner (Rational) &amp; Giovanni Lanfranchi (Tivoli)</b>
<b>TARGET AUDIENCE:</b> IT Director/Manager Service Architect Systems Administrator Security Analyst Storage Manager Data Center Manager Business Transformation Mgr	<b>TARGET AUDIENCE:</b> Plant/Facility Manager Maintenance Supervisor Production Personnel Supply Chain Manager Infrastructure Manager Operations Manager	<b>TARGET AUDIENCE:</b> Network Manager Infrastructure Manager Network Operations Center (NOC) Manager Operational Support Systems Personnel	<b>TARGET AUDIENCE:</b> C-Level Executive Controller Strategy & Technology Executive Solution Executive VP, Infrastructure	<b>TARGET AUDIENCE:</b> Development Director/Mgr Developer IT Architect Development Process Manager Quality Manager Test/Performance Manager

# Speaking at Pulse 2009

## Benefits

- Complimentary full conference admission - a \$2195 value! *Note: speakers are responsible for travel, transportation and lodging*
- Gain recognition among your peers
- An invitation to a special client speaker reception
- Access to the on-side Client VIP Lounge
- EAM abstracts are eligible for Maximo's annual best practices award.



## Presentation Content ideas

- Share best practices
- Innovative deployments
- ROI
- Upgrades
- Integration
- Consolidation: Leveraging multiple Tivoli solutions on one platform
- Hot Topics: Green, Cloud & Compliance
- Industry Solutions

# Call For Papers Critical Milestones



Aug 17

- Call For Speakers Live!

Nov 2

- Call For Speakers Closes

Nov 23

- Speakers Notifications

## Next Steps

### Need Justification?

- In 2008, Pulse defined and set course for service management
- In 2009, 200 client driven sessions will serve as proof points of IBM's SM delivery capabilities
- The conference theme will be **Managing the World's Infrastructure:**
  - 10 Post conference In-depth technical training sessions
  - 300+ breakout sessions
  - 60 Labs w/ 25+ proctors – extended lab hours
  - Certification testing
  - Excellent networking opportunities with industry peers
  - First-hand insight from Keynotes, Breakout sessions, and Partners

**Have additional speaker questions?** [FAQ link](#)



• Call For Speakers Closes

### How do I submit a nomination form to speak?



**Visit Pulse web-site**

<http://www.ibm.com/software/tivoli/pulse>

- Step 1: Type in client ID #
- Step 2: Create speaker profile
- Step 3: Fill out session proposal
  - Drill down into stream or track that is best suited for talk
  - Drop down descriptions are provided along the way
- Done in minutes!

# Summary

- 36 Premier Tivoli User Groups for 2009/2010
- Virtual User Group Access for local UGs and Virtual UGs
- Great offering available to local user groups via the Tivoli User Community website
- New Enhancements to the website – increase search capability & more
- User Community Transformation Project
  - User Profiles – live in early Oct
  - Listening Initiatives – new topics in Oct (Monitoring and Storage)
  - User Generated Videos – coming in Nov
- Events
  - Ask the Expert Online JAM session (November 12)
  - Pulse 2010, February 21 – 24 in Las Vegas, NV