



ITBlaaS

Cloud Based IT Business Intelligence for z/OS



What is ITBlaaS?

ITBlaaS stands for IT Business Intelligence as a Service. IT Business Intelligence, or ITBI, is a software solution that provides transparency in the relationship between IT costs and business activities. ITBI collects technical data such as CPU, memory and disk utilization from your IT Infrastructure and combines it with business information such as costs, which organization is using the resources and for which activities. This data is gathered into a data warehouse and made available to the user through an advanced Business Intelligence reporting tool.

In ITBlaaS, this solution is provided as a Cloud based service through the internet. In addition to simply providing the solution, SMT Data also provides a number of services to ensure that you get maximum value out of ITBI.

Who is ITBlaaS for?

The ITBI solution creates enormous value for any company that has significant IT related costs. While the ITBI Solution can be installed locally on a server in the customer's data center, many customers prefer SMT Data to host the service as a Cloud solution, thereby freeing the customer from providing a server and operating the ITBI Solution. A Cloud based solution of course requires the customer to send technical capacity and performance data to SMT Data's Cloud server on a daily basis through the internet. Since the data is purely technical, this is usually not an issue.

ITBI™

TRANSPARENCY
YOUR WINDOW TO VALUE

IT business intelligence (ITBI™) creates complete transparency in the relationship between IT and business. And in the process it not only facilitates vast savings and huge leaps in efficiency. It also builds a common language between people who speak in terabytes per second and those who prefer millions of Euros per quarter.

Which services are provided?

ITBI as a Service is more than just a software solution running in the Cloud. SMT Data also provides a number of services to ensure that you get maximum value out of ITBI. Not only do we operate the ITBI solution for you, our performance and capacity experts also evaluate the performance and capacity characteristics of your z/OS system on an ongoing basis. These services include:

Provisioning of ITBI as a Cloud solution. We provide a Windows server that receives technical performance and capacity data from the customer's z/OS system and we provide access to that data through an advanced Business Intelligence reporting tool.

Implementation and Education. SMT Data assists the customer in setting up the solution and educate the customer in using the ITBI tools.

ITBI Portal. A web based portal with standard BI reports is set up for the customer. These reports contain 25 years of experience and best practice from SMT Data's consultants working with z/OS customers.

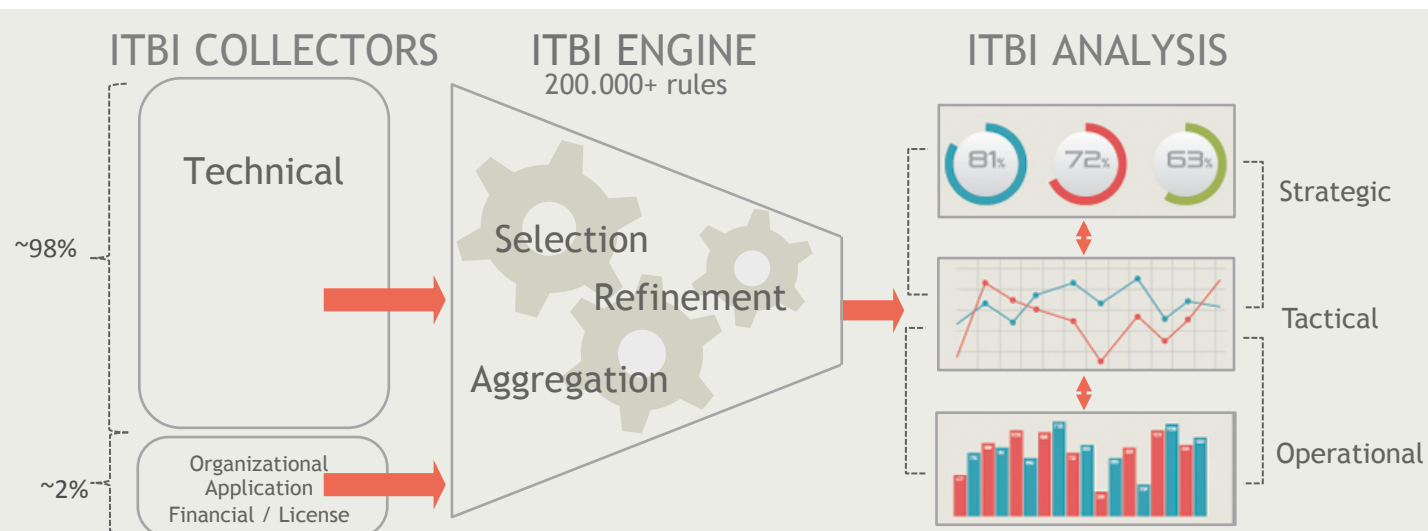
Maintenance and Updates. SMT Data maintains the ITBI Solution for you and update it on a regular basis with new features.

Operating the ITBI Solution. We operate the ITBI solution and ensure it is working correctly.

Day-to-day Deviations. A SMT Data ITBI Manager evaluates the customer's z/OS capacity and performance characteristics on a daily basis and reports any significant issues or deviations to the customer.

Monthly Status Meetings. A SMT Data senior ITBI consultant reviews the customer's z/OS capacity and performance characteristics and presents findings and recommendations to the customer each month.

In addition to the standard services mentioned above, SMT Data also provides a wide range of technical and decision support consulting services.



What are the benefits?

All the benefits of ITBI are made available to the customer. Simply put, ITBI allows you to reduce IT costs by creating transparency into the cost drivers in your IT installation and insight into how business activities affect those cost drivers. The benefits of implementing ITBI as a Service, rather than an onsite installation of ITBI in your data center include:

Quick implementation. You are up and running in a few days.

Fewer skills and resources required. You don't need to provide a server, or allocate resources to learn to operate or update the ITBI solution.

Ongoing updates. Product enhancements are installed on an ongoing basis by SMT Data. You don't have to keep your installation up to date.

Flexible pricing. You don't have to pay for the software license up front.

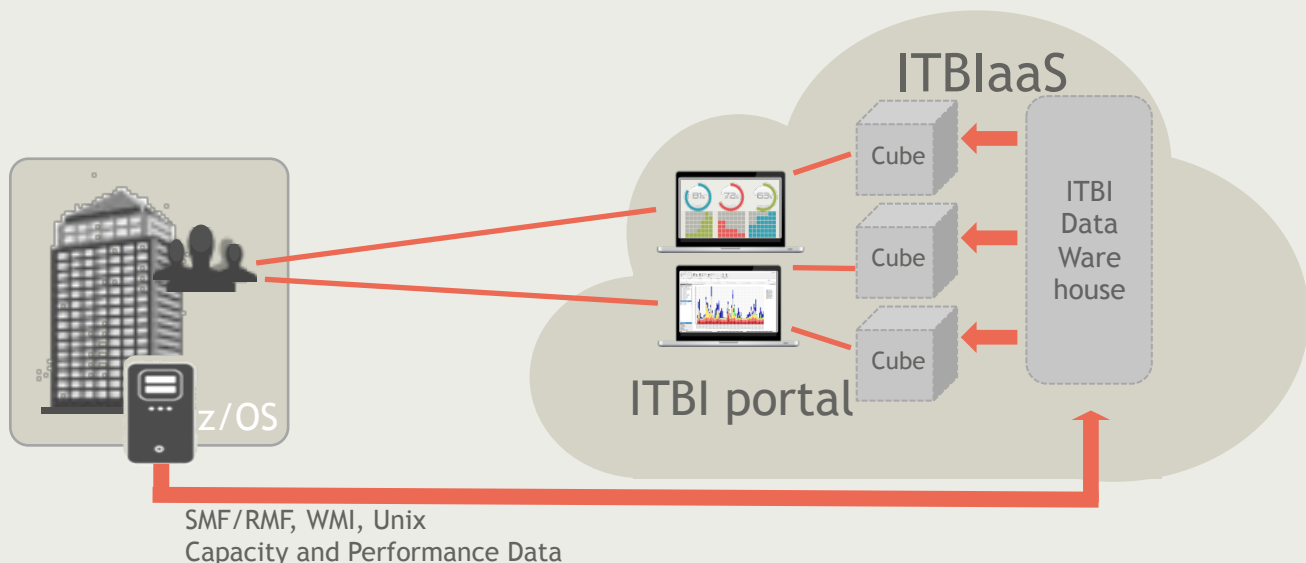
A fixed monthly fee covers all software and service costs.

World class z/OS capacity and performance experts. A senior ITBI consultant gives you monthly feedback including findings and specific recommendations.

What is required?

The requirements for ITBlaaS are very simple. The ITBI solution is hosted on a server provided by SMT Data. The customer (or the customer's outsourcer) provides technical performance and capacity data from its z/OS system on a daily basis. We then automatically read this data into the ITBI Solution and make it available to the customer in an advanced BI reporting environment through a web portal. The customer provides the following data on a daily basis. Note this is purely technical capacity and performance data generated by the z/OS system. It does not require any special software to be installed on the z/OS system, and does not contain sensitive customer or personal information. The customer runs a nightly batch job to extract this data and send it to the SMT Data server via secure file transfer. This is data that is normally collected by z/OS, so the additional overhead of extracting and transferring the data is small.

- SMF record type 30, 101 and 110
- RMF record type 70 and 72





Data security considerations deliverables

1. In order for SMT Data to provide ITBI as a hosted managed service, we need access to purely technical capacity and performance data generated by the z/OS system and subsystems (CICS, DB2, IMS). It does not require any special software to be installed on the z/OS system, and the data does not contain sensitive customer or personal information. The customer runs a nightly batch job to extract this data and send it to the SMT Data server via secure file transfer (secure FTP). For more information please refer to: www.ibm.com/systems/z/os/zos/features/rmf/product/components.html
2. SMT Data hosts the ITBI server using an Amazon EC2 Cloud based server. Amazon is recognized for its ability to deliver a very high level of security and reliability. For more information on Amazon security please see: aws.amazon.com/security/

Prices, terms and conditions

ITBI as a Service is provided for a fixed monthly fee. The fee is dependent on the size of the customer's z/OS system. Please contact SMT Data for more information.

Specific terms and conditions including a service level agreement will be provided in a Statement of Work, to be agreed between the customer and SMT Data.

Note that for customers who are not able to send this technical data offsite, SMT Data provides a Managed Service offering with similar services to those outlined above.

For further information about ITBlaaS please contact sales@smtdata.com