

European Tivoli University 2009

A better learning experience



30th November - 4th December

Helsinki
Finland

Tivoli. software

Enroll before August 30th to the "must-attend" Technical Event and get 100 euros discount as early bird!

Five good reasons to attend:

• Powerful and Exciting Agenda

The best in technical education – a year's worth in a week! - with five technical information-intensive tracks

• Impressive Exhibition

Don't miss our Exhibition Area where IBM and our partners will demonstrate their latest solutions, live demos and education offerings. This is a great part of your education experience !

• Free Certification

Prove your knowledge by taking the Tivoli Certification exams – at least one test free of charge

• Deep technical practical knowledge

Do very exciting hands-on lab sessions and see how the Tivoli family works in reality.

Network Opportunities – Enlarge your Network

Take the chance to meet IBM products experts, Business Partners, fellow participants and establish business contacts.

TRACK HIGHLIGHTS

Tracks consist of both lectures and hands on labs and are designed to help you deliver quality services more efficiently and effectively. In addition to these tracks we will also be providing product sessions designed to keep you up to date on all the latest developments within Tivoli, and those planned in the near future.

• Service Availability and Performance Management

Tivoli solutions for Service Availability & Performance Management provide customers with the visibility, control and automation needed to assure service quality and reduce operations costs.

Discover how to improve visibility into business service performance, and understand the impact of application, server, middleware, and network infrastructures on service health and the customer experience.

Learn how to integrate management across operational silos, staff, and tools and improve return on existing investments with Tivoli integrations and common tooling. Maximize productivity, control new spend, and improve mean-time-to-resolution with predictive analytics and root cause analysis, and policy-based workflow automations.

• Storage

This track will provide students with a deeper understanding of the latest enhancements of the Tivoli Storage Portfolio like the newest Tivoli Storage reporting, monitoring and configuration tools such as IBM Storage Enterprise Resource Planner and the IBM Tivoli Key Life Cycle Manager.

Students will also learn the technical capabilities and benefits of interfacing to other IBM Storage products that compliment the Tivoli range such as IBM Content Management and the IBM System Storage Multilevel Grid Access Manager Software.

Students will learn how to bring HSM to Databases through the integration of TSM to the IBM Optim Solution.

Education for TSM for Fastback will also be included to provide a deeper understanding of its use and deployment scenarios in the real world.

Security

This track will provide students with a better understanding and deeper technical skills on the products and offerings in the latest Tivoli Security portfolio, to include new features, functionality and capabilities as well as integration and deployment scenarios.

• Network Management

The Network Management track will provide technical presentations and hands on labs demonstrating management within the operational support systems stack. It will include best practices and product deployment experiences across the Fault Management, Performance Management (Wireline and Wireless) and Service Quality Management functions.

• Service Delivery and Process Automation, Maximo

The products and solutions within this track provide a single role based service management platform to manage, inventory and execute client processes and work. This platform facilitates control of the client's processes and work by the enforcement of process standards and controls through defined and managed workflows, auditable approvals and escalations, and finally, but not insignificantly, this platform reduces cost and error by automating change, configuration, provisioning, release and asset management tasks.

Who should attend : Systems Analysts, Application Developers, System Administrators, System Programmers, System integrators, Decision makers , IT Professionals, IBM Business Partners.



Enroll now!

- Customers and Business Partners should enroll online : ibm.com/training/conf/europe/Tivoli
- IBMers should enroll via Learning@IBM

Conference organized
by IBM Training
In partnership with



IBM and the IBM logo are trademarks or registered trademarks of International Business Machines Corporation in the United States, other countries, or both. Other company, product and service names may be trademarks or service marks of others.

References in this publication to IBM products or services do not imply that IBM intends to make them available in all countries in which IBM operates.

©2009 IBM Corporation. All rights reserved.

European Tivoli University 2009

A better learning experience



30th November - 4th December

Helsinki
Finland

Tivoli. software

Practical Information

Enrollment

IBMers should enroll via Learning@IBM using code TTU09FI
Customers and Business Partners should enroll online via
ibm.com/training/conf/europe/Tivoli



Should you have any problems enrolling online, please send a note to [:conferences@be.ibm.com](mailto:conferences@be.ibm.com)
Upon enrollment, you will receive an electronic confirmation letter. If you do not receive this confirmation within a week, please send a note to conferences@be.ibm.com

Location

HELSINKI EXHIBITION AND CONVENTION CENTER

Messuaukio 1, P.O.Box 21,
FIN-00521 Helsinki
Telephone: +358 9 150 91, Telefax: +358 9 142 358
Internet: www.finnexpo.fi

Hotel Reservations

Please note that you are responsible for your hotel booking and that your hotel reservation is not part of your registration to the conference. For information about hotel in the local area, please visit the enrollment info page on the conference website. The reservation is based on a first come first served policy.

Fee

The conference fee is **€ 1850** excluding VAT. This fee provides access to all keynote and elective sessions, workshops, panel discussions, Exhibition, conference proceedings, meals, refreshments and conference events mentioned in the conference agenda. The conference fee will be billed to you by IBM Finland.

Language

All conference sessions will be in English.

Questions ? More information ?

Please contact us at conferences@be.ibm.com

Enroll now!

- **Customers and Business Partners** should enroll online:
ibm.com/training/conf/europe/Tivoli
- **IBMers** should enroll via Learning@IBM using code TTU09F