IBM Control Desk
Version 7 Release 6

Planning for Deployment Guide

IBM

Contents

Chapter 1. System architecture and components

To prepare for installation, you must set up the required components of a Control Desk deployment.

Control Desk requires multiple software servers that are referred to as middleware. The middleware components can run on one or more computers. The components that are used in a typical Control Desk installation are illustrated in the following figure.
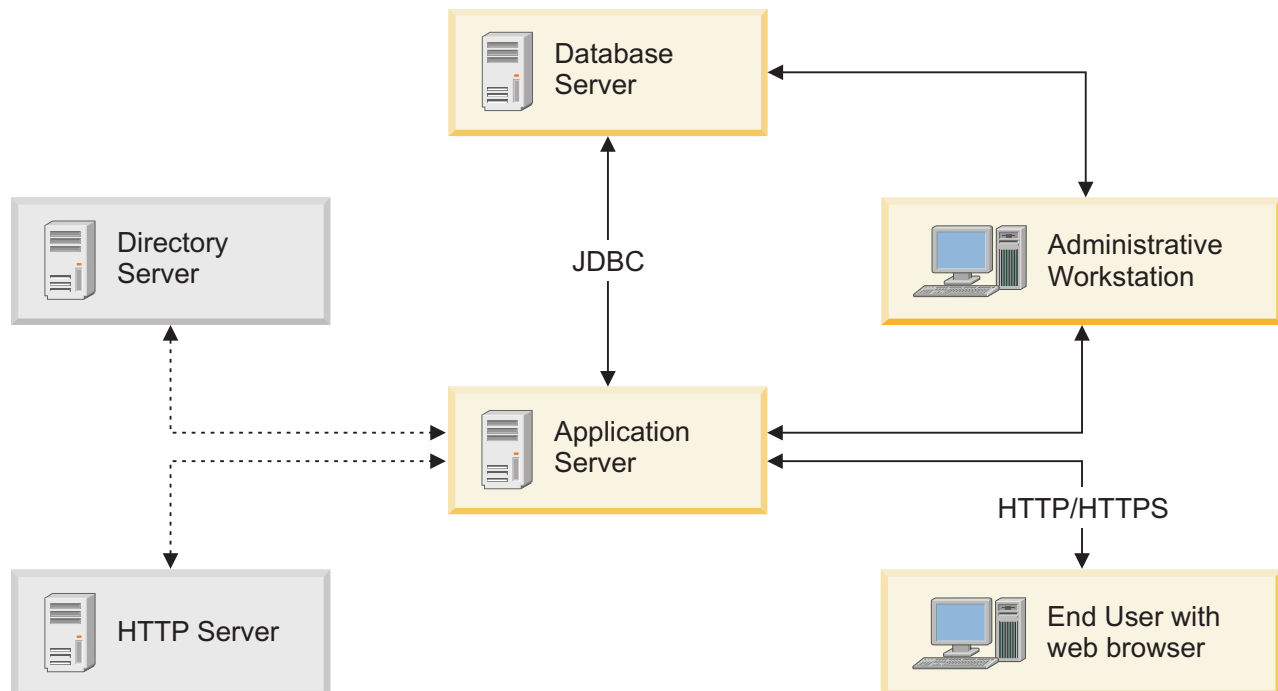
The following components are required for a Control Desk installation:

Administrative workstation

> Used to install Control Desk. After the installation, use the administrative workstation to make updates or changes to the configuration.

Database

> Stores all information about assets, such as their conditions, their locations, and related records in any of the supported databases.
>
> You can store this information in the IBM® DB2® database that is provided in the product installation image.
>
> A list of supported databases is provided in the system requirements information, available from the *Quick Start*.

Application server
> Manages the Control Desk JavaServer Pages (JSPs), XML, and business logic components. Control Desk uses a commercial Java™ 2 Platform, Enterprise Edition (J2EE) application server.

You can use the IBM WebSphere® Application Server software that is provided in the product installation image.

Control Desk supports Oracle WebLogic Server.

Web browser

You access the Control Desk applications by using a Web browser, connected over a company network or over the Internet.

In addition to the required components, you can use the following optional components with Control Desk:

HTTP server

You can configure a separate, dedicated HTTP server to work with the J2EE application server.

Directory server

You can configure a directory server, such as a Lightweight Directory Access Protocol (LDAP) server, to provide identity management and authentication for the J2EE server.

Chapter 2. Prerequisite hardware and software

As you plan your deployment, review the list of prerequisite hardware and software

The prerequisite hardware and software are listed on the System Requirements page on the IBM Control Desk wiki.

These requirements are the minimum for a working system. Best practices for maximizing the performance of your system are available at developerWorks.

You can also use the Performance Analyst tool to evaluate your environment and make recommendations for improving the performance of applications that are based on Tivoli®'s process automation engine. For information about this tool, see the IBM Smarter Performance Analysis Suite community on Service Management

Connect: https://www.ibm.com/developerworks/mydeveloperworks/groups/service/html/communityview?communityUuid=28cb6d68-ab67-4203-96f9-5538e654a5ff

Use these resources together to design the environment into which you plan to deploy the product.

For a list of the product images, refer to the download document at http://www-01.ibm.com/support/docview.wss?uid=swg21960939.

Chapter 3. Downloading files

IBM Control Desk is available for electronic download.

The images available for the product are listed in the download document. Click this link or enter it into your browser: http://www.ibm.com/support/search.wss?q=icd76download.

Chapter 4. Project Start guide

You can use the Project Start work book to plan your deployment.

Project Start work book

Click the preceding link to download the Project Start work book. Project Start is your guide to an efficient and effective implementation of the product.

Chapter 5. Supported languages

This section describes the languages supported by Control Desk.

The following are the supported languages:

- Arabic
- Brazilian Portuguese
- Croatian
- Czech
- Danish
- Dutch
- English
- Finnish
- French
- German
- Hebrew
- Hungarian
- Italian
- Japanese
- Korean
- Norwegian
- Polish
- Russian
- Simplified Chinese
- Slovak
- Slovenian
- Spanish
- Swedish
- Traditional Chinese
- Turkish

Note: While Control Desk and the launchpad support the Turkish language, the administrative workstation must not be set to the Turkish locale before or after installing Control Desk. After Control Desk has been installed successfully, Turkish can be deployed as an additional language using the language pack installation program. The administrative workstation must remain set to a non-Turkish locale to accommodate future product deployment actions.

Chapter 6. **** MISSING FILE ****

This file was generated during the publishing process

**** MISSING FILE ****

This file was generated during the publishing process

**** MISSING FILE ****

This file was generated during the publishing process

Chapter 7. **** MISSING FILE ****

This file was generated during the publishing process

Chapter 8. **** MISSING FILE ****

This file was generated during the publishing process

Chapter 9. **** MISSING FILE ****

This file was generated during the publishing process

Chapter 10. **** MISSING FILE ****

This file was generated during the publishing process

19

Chapter 11. **** MISSING FILE ****

This file was generated during the publishing process

Chapter 12. Planning for system performance

When you plan your deployment, you need to understand the architecture and how implementation choices affect system performance. For more complete information about performance settings, refer to the Best Practices for System Performance guide.

The decisions that you make when planning and customizing your deployment affect system performance. However, deployments in virtualized environments that have shared memory and processors, such as VMware, might not see performance benefits from these implementation options.

Automated workflows
Automated workflows can be created to implement processes and validate certain inputs. If your users require many complicated workflows, more processing power is used. As a result, workflows can have a noticeable effect on performance. Setting up the system so that automated workflows are processed on dedicated JVMs can help your implementation to run efficiently and effectively.

Concurrent users on processing cycles
Consider the tasks and goals of your users. Are they entering items that use low processing cycles, such as service requests? Or are they completing complicated tasks that require additional memory, such as frequent database lookups? How many transactions per hour do you expect that your users to produce? Will your users all use the system at roughly the same hours or do your users work shifts throughout the day and night? You can set up separate Java virtual machines (JVMs) or clusters of JVMs to handle high load levels for a specific function. For example, you can deploy four clusters to separate the functions of the user interface, cron tasks, integration framework, and reports.

Cron tasks
Cron tasks are automated jobs that can run on a set schedule. As you plan your deployment, consider the volume and processing power that your cron tasks require and plan to schedule them outside of normal business hours. Additionally, you can use a clustered environment to run cron tasks on dedicated JVMs, which can minimize the system performance impact for users.

Customization
Extensive customization, such as conditional user interface or complex query restrictions, can result in few users per JVM because of the extra processing that is required. If your deployment requires complex customization, make sure that you have enough hardware and memory to handle the increased demands.

Hardware
The type of hardware used in your deployment can determine how many active users that each JVM can support.

Monitoring tools
When planning your deployment, consider which monitoring tools that you plan to use in production. You also can consider how you plan to monitor your middleware and your network bandwidth.

Network infrastructure

Ensure that you have sufficient bandwidth between the servers in your infrastructure. You might consider putting all servers on the same local area network to minimize network latency issues. Additionally, consider the available bandwidth between the servers and the clients. Before deployment, you can monitor the network throughput from various client locations to locate potential problems.

Performance testing

The best way to discover performance issues is to run performance tests before your deployment enters the live or production stage. Performance tests determine the responsiveness and stability of a system under a particular workload. You can design use cases that test the most frequently used and important functions for your deployment.

Chapter 13. **** MISSING FILE ****

This file was generated during the publishing process

Chapter 14. Content packages for development systems

IBM Control Desk provides an easy way to supplement your base installation with additional content packages. Content packages consist of additional artifacts and configurations that can be installed with Control Desk.

The packages are not required for the product applications to operate properly, but they provide significant value either as samples or as templates that you can refine to meet your specific business needs. The packs are built on a solid foundation of ITIL standards and real-world customer experiences. Examples of optional content include job plans, reports, roles, escalations, and start centers. By reducing the amount of configuration needed to get processes ready for launch, this content can save you considerable time. No additional costs are incurred for content packs.

The content is packaged based on IT service management disciplines. Content packs are available for the following functions:
- Service Desk
- Service Catalog
- Configuration Management
- Change Management
- Release Management
- IT Asset Management (hardware)
- Software Asset Management

The content can be applied to the product in two ways.

Optional Content Packages
> This content is delivered with the product. You can choose whether to install this content when you install or upgrade your product. The optional content is carefully designed, tested, and supported.

Process Content Packs
> Process Content Packs are maintained in the Integrated Service Management (ISM) Library. After IBM Control Desk is installed, you can install Process Content Packs with the ISM Content Installer application in IBM Control Desk. Published packs for your version of IBM Control Desk are displayed in the application. You can click the **Download** link and follow the on-screen instructions to add the pack to your system. Read the documentation that accompanies the pack for information about prerequisites, post-installation tasks, usage guidelines, and references. Process Content Packs are provided as is. However, the development teams make a best effort to support them.

The following table describes the content packages that are available for each distribution method.

Table 1. Content package availability

IT Service Management Function	Process Content Packs	Optional Content
Service Desk	Yes	Yes
Service Catalog	Yes	Yes

Table 1. Content package availability (continued)

IT Service Management Function	Process Content Packs	Optional Content
Configuration Management		Yes
Change Management	Yes	Yes
Release Management		Yes
IT Asset Management (hardware)	Yes	Yes
Software Asset Management	Yes	

Keep in mind that content packages are specifically designed for a given product version. For example, if you install version 7.6.0 of the product, you must also use an Optional Content pack or Process Content Pack that is for version 7.6.0

In the cloud environment, you must choose either Optional Content packs or Process Content Packs. Because only one approach can be selected, review and assess your requirements carefully to determine which option is the best for your needs.

The following table provides some general guidelines that you can use when determining which content packs to implement.

Table 2. Guidelines for selecting content packages

Implementation Needs	Consider using	Reason for choosing this option
Phased approach	Process Content Packs	Process Content Packs are a better option if you want to have an initial rollout and add content in phases after your initial implementation.
Demo data	Optional Content packages	If you plan to have pre-production instances that you test and fine tune before you migrate to a clean production instance for your initial rollout, Optional Content is the better choice. Optional Content is designed for environments that benefit from sample data, including the loading of mock service requests, incidents, change records, and so forth.
Mature processes already exist	Process Content Packs	Process Content Packs are usually a better option if your IT service management process are already well defined.

Table 2. Guidelines for selecting content packages (continued)

Implementation Needs	Consider using	Reason for choosing this option
Speedy implementation	Process Content Packs	Because Optional Content is intended primarily for pre-production environments, Process Content Packs tend to work better if you want a quick initial rollout.

If you cannot discern a clear path using the preceding guidelines, review the content packs in detail to determine your best option.

Process Content Packs

Process Content Packs are packages that consist of artifacts and configurations that can be installed with Control Desk after the product is installed. The packages are not required for the product applications to operate properly, but they provide significant value either as samples or as templates that you can refine to meet your specific business needs.

Process Content Packs are maintained in the Integrated Service Management (ISM) Library. After Control Desk is installed, you can install Process Content Packs with the ISM Content Installer application in IBM Control Desk. Published packs for your version of IBM Control Desk are displayed in the application. You can click the **Download** link and follow the on-screen instructions to add the pack to your system. Read the documentation that accompanies the pack for information about prerequisites, post-installation tasks, usage guidelines, and references.

Process Content Packs are provided as is. However, the development teams make a best effort to support them.

Table 3. Process Content Packs

Process Content Pack	Description
Service Desk	Provides production ready configurations to support Service Desk processes for service request and incident management. Configuration artifacts include roles, security groups, start centers, and workflows that are related to service request and incident processes.
Service Catalog	Provides production ready configurations to support the creation of a Service Catalog. Configuration artifacts include roles, security groups, start centers, workflows, catalogs, and offerings to enable users to request offerings, approvals to be managed and the offering fulfillment to be managed.
Hardware Asset Management	Provides production ready configurations to support Hardware Asset Management. Configuration artifacts include roles, security groups, start centers, and sub processes that are related to hardware management.

Table 3. Process Content Packs (continued)

Process Content Pack	Description
Software Asset Management	Provides production ready configurations to support Software Asset Management. Configuration artifacts include start centers, work queues, license management, and service catalog offerings that are related to software management. The content has been tested with other Process Content Packs, but might not operate with other content.
Change Management	Provides production ready configurations to support Change Management. Configuration artifacts include roles, security groups, start centers, and workflows that are related to the management of changes.

Optional Content packages

Optional Content packages are installed when IBM Control Desk is installed. When planning your implementation, review the content package options and determine whether you want to install one or more packages.

Optional Content packages are installed when the cloud hosting team creates your IBM Control Desk virtual machine. When planning your implementation, work with the hosting team to determine whether to install one or more packages in your instances.

Optional content includes predefined artifacts and sample data that provide extensive capabilities for service desk, service catalog, configuration management, change management, release management, and IT asset management functions. For detailed information about optional content, see Optional Content.

Chapter 15. **** MISSING FILE ****

This file was generated during the publishing process

Chapter 16. **** MISSING FILE ****

This file was generated during the publishing process

**** MISSING FILE ****

This file was generated during the publishing process

**** MISSING FILE ****

This file was generated during the publishing process

**** MISSING FILE ****

This file was generated during the publishing process

Appendix A. **** MISSING FILE ****

This file was generated during the publishing process

Appendix B. **** MISSING FILE ****

This file was generated during the publishing process

Appendix C. **** MISSING FILE ****

This file was generated during the publishing process

Appendix D. **** MISSING FILE ****

This file was generated during the publishing process

Notices

This information was developed for products and services offered in the US. This material might be available from IBM in other languages. However, you may be required to own a copy of the product or product version in that language in order to access it.

IBM may not offer the products, services, or features discussed in this document in other countries. Consult your local IBM representative for information on the products and services currently available in your area. Any reference to an IBM product, program, or service is not intended to state or imply that only that IBM product, program, or service may be used. Any functionally equivalent product, program, or service that does not infringe any IBM intellectual property right may be used instead. However, it is the user's responsibility to evaluate and verify the operation of any non-IBM product, program, or service.

IBM may have patents or pending patent applications covering subject matter described in this document. The furnishing of this document does not grant you any license to these patents. You can send license inquiries, in writing, to:

IBM Director of Licensing
IBM Corporation
North Castle Drive, MD-NC119
Armonk, NY 10504-1785
US

For license inquiries regarding double-byte character set (DBCS) information, contact the IBM Intellectual Property Department in your country or send inquiries, in writing, to:

Intellectual Property Licensing
Legal and Intellectual Property Law
IBM Japan Ltd.
19-21, Nihonbashi-Hakozakicho, Chuo-ku
Tokyo 103-8510, Japan

INTERNATIONAL BUSINESS MACHINES CORPORATION PROVIDES THIS PUBLICATION "AS IS" WITHOUT WARRANTY OF ANY KIND, EITHER EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF NON-INFRINGEMENT, MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. Some jurisdictions do not allow disclaimer of express or implied warranties in certain transactions, therefore, this statement may not apply to you.

This information could include technical inaccuracies or typographical errors. Changes are periodically made to the information herein; these changes will be incorporated in new editions of the publication. IBM may make improvements and/or changes in the product(s) and/or the program(s) described in this publication at any time without notice.

Any references in this information to non-IBM websites are provided for convenience only and do not in any manner serve as an endorsement of those

websites. The materials at those websites are not part of the materials for this IBM product and use of those websites is at your own risk.

IBM may use or distribute any of the information you provide in any way it believes appropriate without incurring any obligation to you.

Licensees of this program who wish to have information about it for the purpose of enabling: (i) the exchange of information between independently created programs and other programs (including this one) and (ii) the mutual use of the information which has been exchanged, should contact:

IBM Director of Licensing
IBM Corporation
North Castle Drive, MD-NC119
Armonk, NY 10504-1785
US

Such information may be available, subject to appropriate terms and conditions, including in some cases, payment of a fee.

The licensed program described in this document and all licensed material available for it are provided by IBM under terms of the IBM Customer Agreement, IBM International Program License Agreement or any equivalent agreement between us.

The performance data and client examples cited are presented for illustrative purposes only. Actual performance results may vary depending on specific configurations and operating conditions.

Information concerning non-IBM products was obtained from the suppliers of those products, their published announcements or other publicly available sources. IBM has not tested those products and cannot confirm the accuracy of performance, compatibility or any other claims related to non-IBM products. Questions on the capabilities of non-IBM products should be addressed to the suppliers of those products.

This information is for planning purposes only. The information herein is subject to change before the products described become available.

This information contains examples of data and reports used in daily business operations. To illustrate them as completely as possible, the examples include the names of individuals, companies, brands, and products. All of these names are fictitious and any similarity to actual people or business enterprises is entirely coincidental.

COPYRIGHT LICENSE:

This information contains sample application programs in source language, which illustrate programming techniques on various operating platforms. You may copy, modify, and distribute these sample programs in any form without payment to IBM, for the purposes of developing, using, marketing or distributing application programs conforming to the application programming interface for the operating platform for which the sample programs are written. These examples have not been thoroughly tested under all conditions. IBM, therefore, cannot guarantee or imply reliability, serviceability, or function of these programs. The sample

programs are provided "AS IS", without warranty of any kind. IBM shall not be liable for any damages arising out of your use of the sample programs.

Each copy or any portion of these sample programs or any derivative work must include a copyright notice as follows:
© (your company name) (year).
Portions of this code are derived from IBM Corp. Sample Programs.
© Copyright IBM Corp. _enter the year or years_.

Trademarks

IBM, the IBM logo, and ibm.com are trademarks or registered trademarks of International Business Machines Corp., registered in many jurisdictions worldwide. Other product and service names might be trademarks of IBM or other companies. A current list of IBM trademarks is available on the web at "Copyright and trademark information" at www.ibm.com/legal/copytrade.shtml.

Java and all Java-based trademarks and logos are trademarks or registered trademarks of Oracle and/or its affiliates.

Linux is a trademark of Linus Torvalds in the United States, other countries, or both.

Microsoft, Windows, Windows NT, and the Windows logo are trademarks of Microsoft Corporation in the United States, other countries, or both.

UNIX is a registered trademark of The Open Group in the United States and other countries.

Terms and conditions for product documentation

Permissions for the use of these publications are granted subject to the following terms and conditions.

Applicability

These terms and conditions are in addition to any terms of use for the IBM website.

Personal use

You may reproduce these publications for your personal, noncommercial use provided that all proprietary notices are preserved. You may not distribute, display or make derivative work of these publications, or any portion thereof, without the express consent of IBM.

Commercial use

You may reproduce, distribute and display these publications solely within your enterprise provided that all proprietary notices are preserved. You may not make derivative works of these publications, or reproduce, distribute or display these publications or any portion thereof outside your enterprise, without the express consent of IBM.

Rights

Except as expressly granted in this permission, no other permissions, licenses or rights are granted, either express or implied, to the publications or any information, data, software or other intellectual property contained therein.

IBM reserves the right to withdraw the permissions granted herein whenever, in its discretion, the use of the publications is detrimental to its interest or, as determined by IBM, the above instructions are not being properly followed.

You may not download, export or re-export this information except in full compliance with all applicable laws and regulations, including all United States export laws and regulations.

IBM MAKES NO GUARANTEE ABOUT THE CONTENT OF THESE PUBLICATIONS. THE PUBLICATIONS ARE PROVIDED "AS-IS" AND WITHOUT WARRANTY OF ANY KIND, EITHER EXPRESSED OR IMPLIED, INCLUDING BUT NOT LIMITED TO IMPLIED WARRANTIES OF MERCHANTABILITY, NON-INFRINGEMENT, AND FITNESS FOR A PARTICULAR PURPOSE.

IBM Online Privacy Statement

IBM Software products, including software as service solutions, ("Software Offerings") may use cookies or other technologies to collect product usage information, to help improve the end user experience, to tailor interactions with the end user or for other purposes. In many cases no personally identifiable information is collected by the Software Offerings. Some of our Software Offerings can help enable you to collect personally identifiable information. If this Software Offering uses cookies to collect personally identifiable information, specific information about this offering's use of cookies is set forth below.

Depending upon the configurations deployed, this Software Offering may use session and persistent cookies that collect each user's name, user name, password, or other personally identifiable information for purposes of session management, authentication, single sign-on configuration or other usage tracking or functional purposes. These cookies can be disabled, but disabling them will also likely eliminate the functionality they enable.

If the configurations deployed for this Software Offering provide you as customer the ability to collect personally identifiable information from end users via cookies and other technologies, you should seek your own legal advice about any laws applicable to such data collection, including any requirements for notice and consent.

For more information about the use of various technologies, including cookies, for these purposes, see IBM's Privacy Policy at http://www.ibm.com/privacy and IBM's Online Privacy Statement at http://www.ibm.com/privacy/details in the section entitled "Cookies, Web Beacons and Other Technologies" and the "IBM Software Products and Software-as-a-Service Privacy Statement" at http://www.ibm.com/software/info/product-privacy.

Index

C
configuration   1
   Control Desk   1
Control Desk   1

L
languages   9

IBM®

Printed in USA