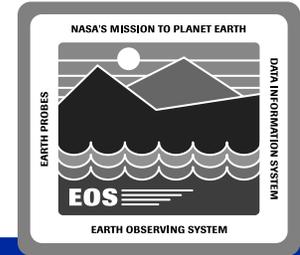


Management

Matthew Scher

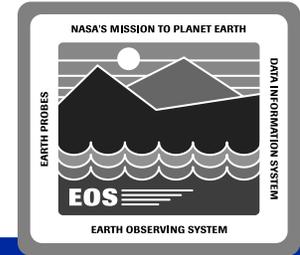
August 4, 1995

EP6 Management Topics



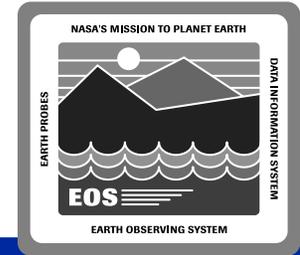
- **Management Agent Services**
- **Management Framework**
- **User Registration Services**
- **Trouble Ticketing Services**

Management Agent Services



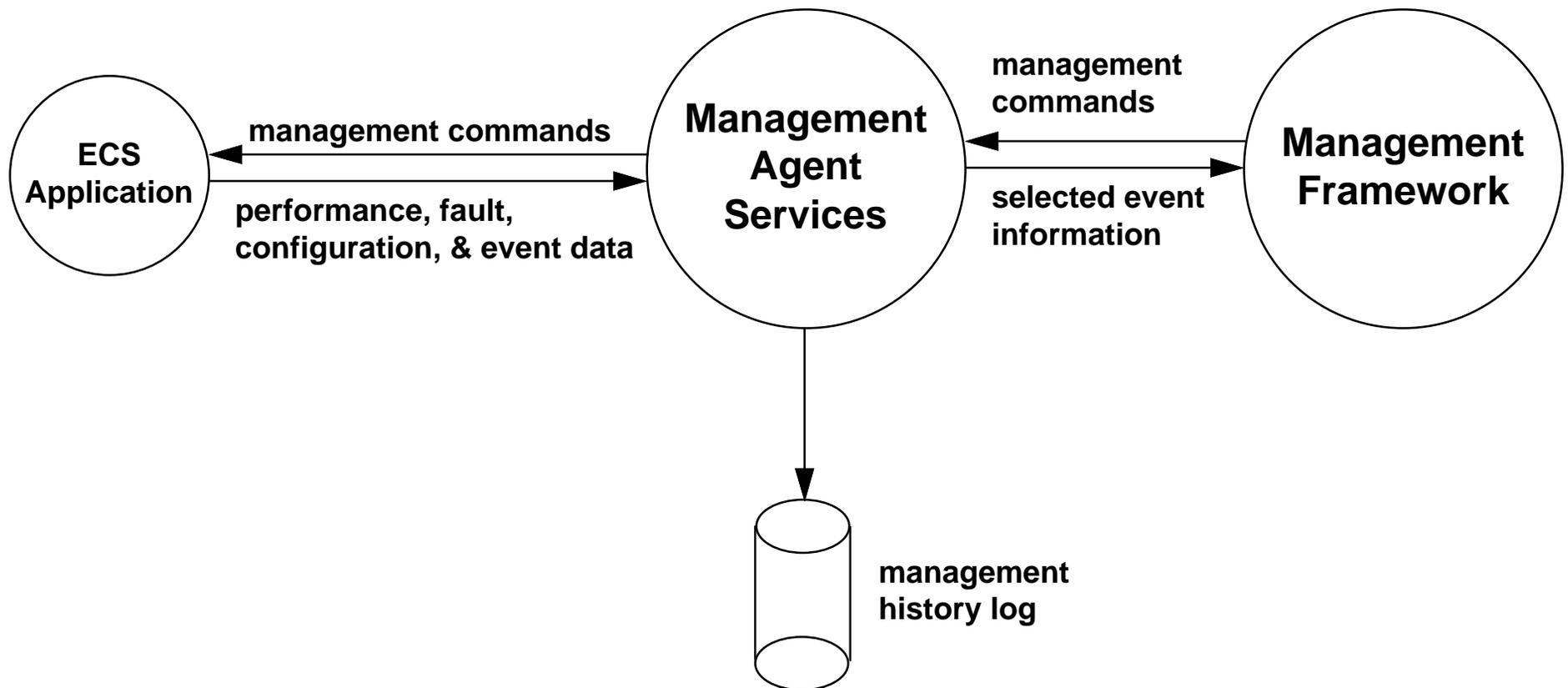
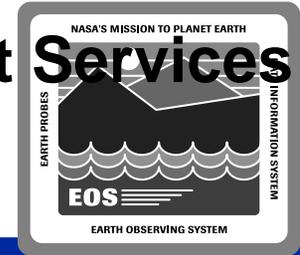
- **Provides the ability to monitor ECS applications**
 - **Collection of performance data (e.g. CPU utilization, memory usage, application specific performance information)**
 - **Collection of fault data**
 - **Collection of configuration information including application name, version, etc.**
- **Provides the ability to control ECS applications**
 - **Startup of applications**
 - **Shutdown of applications**
- **EP6 status**
 - **applications which will be monitored TBD**

Management Framework

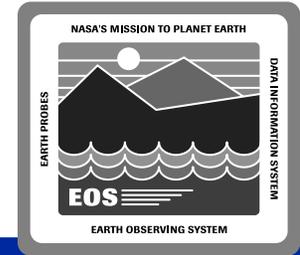


- **HP OpenView selected to provide the core functionality**
- **Provides access to management of**
 - **host resources**
 - **network resources**
 - **application resources**
- **Provides the ability to configure the monitoring of managed resources**
- **Provides reporting on information gathered from the resources**

Management Framework & Management Agent Services Context

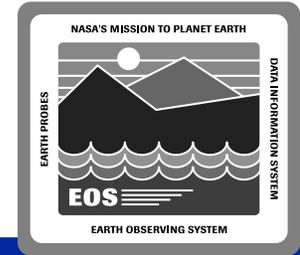


Trouble Ticketing Service



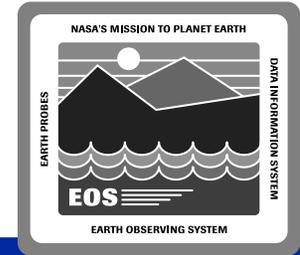
- Provides a common environment for classifying, tracking and reporting on problem occurrence and resolution
- Remedy Action Request System chosen to provide the core functionality
- Standard “trouble ticket” format and lifecycle will be implemented
- HTML interface will be developed to allow users to submit trouble tickets

Trouble Ticketing Scenario



- A user enters a trouble ticket through the provided HTML form
- The trouble ticket enters the pending list within Remedy
- Help desk staff examines the trouble ticket
 - validates
 - classifies
 - prioritizes
 - assigns
- The trouble ticket is worked to resolution
- The trouble ticket is updated by the help desk
- Throughout the process, the user is notified via e-mail generation

User Registration Services



- Provides user profile services to client tools
- Provides M&O staff a graphical interface (HTML) for processing pending requests for user accounts.
- Provides the ability to
 - add new accounts
 - delete existing accounts
 - query detail information on existing accounts