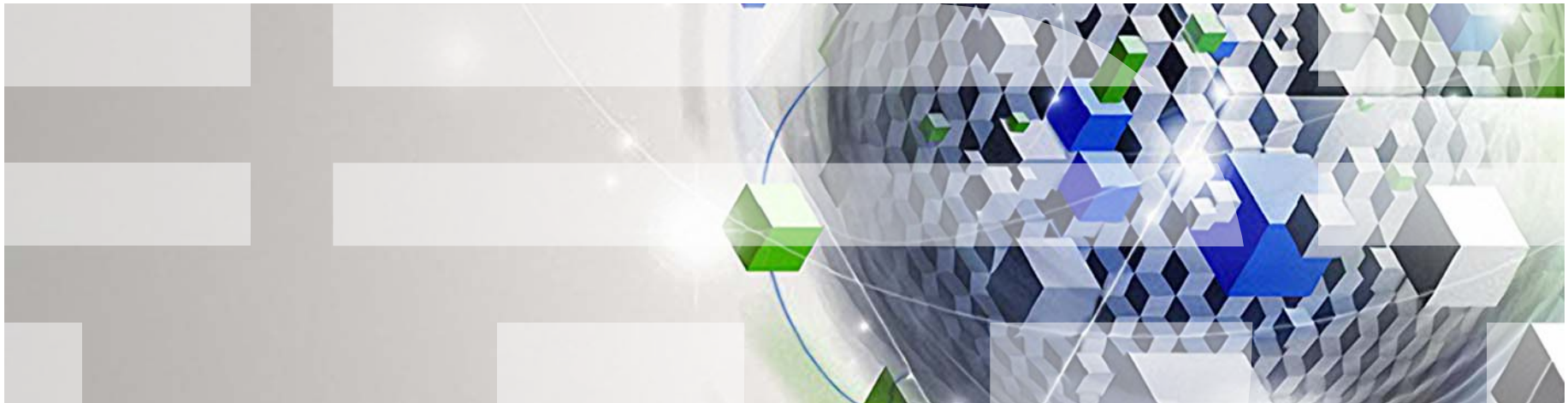
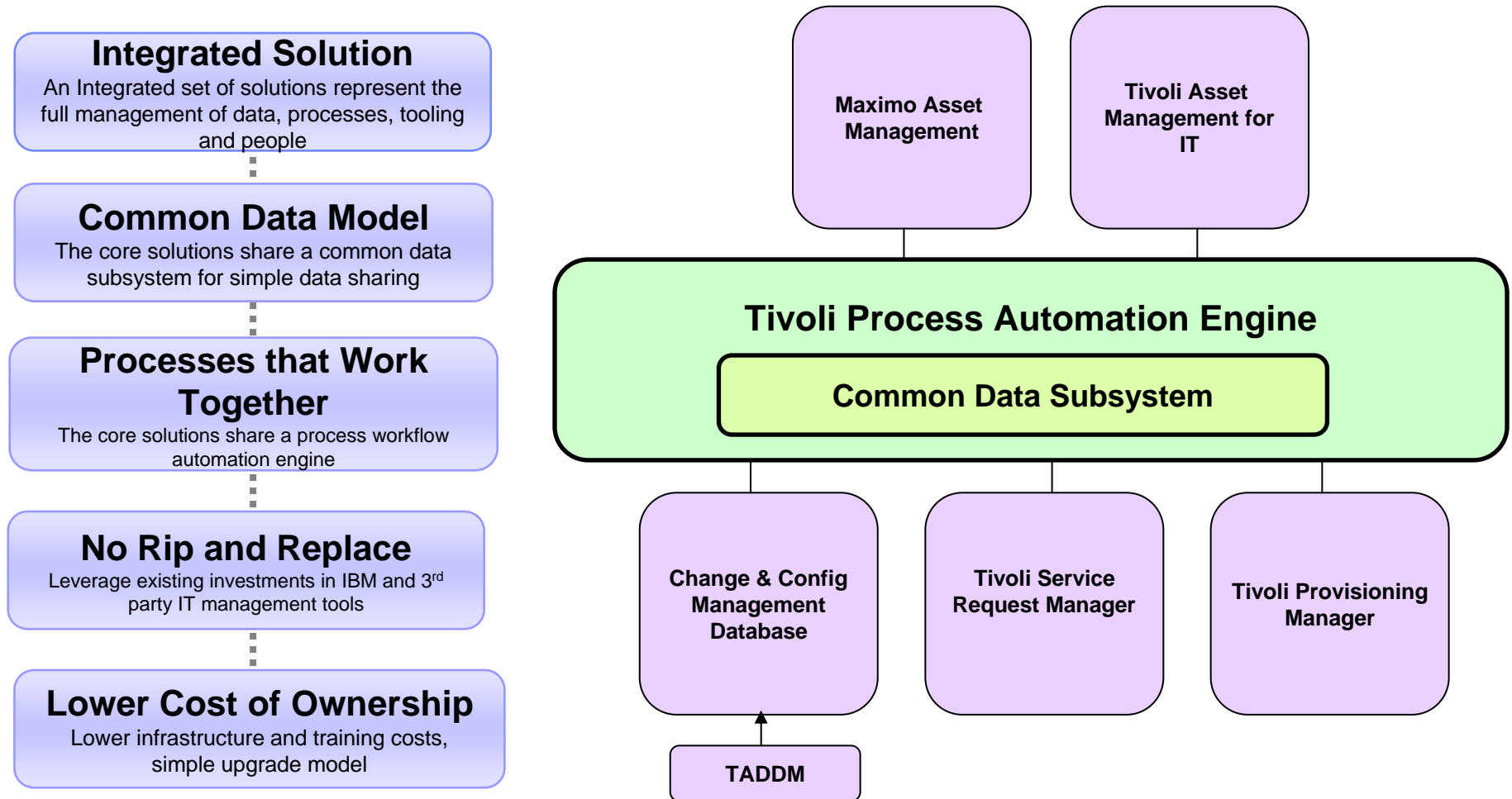

Integrated Service Management with

SRM, CCMDB & TAMIT



Integrated approach to Service Management



MAM – Maximo Asset Mgr; TADDM – Tivoli Application Dependency Discovery Mgr; TAMIT – Tivoli Asset Management for IT; CCMDB – Change & Configuration Management Database; TSRM – Tivoli Service Request Manager; TPM – Tivoli Provisioning Mgr; TSAM – Tivoli Service Automation Mgr

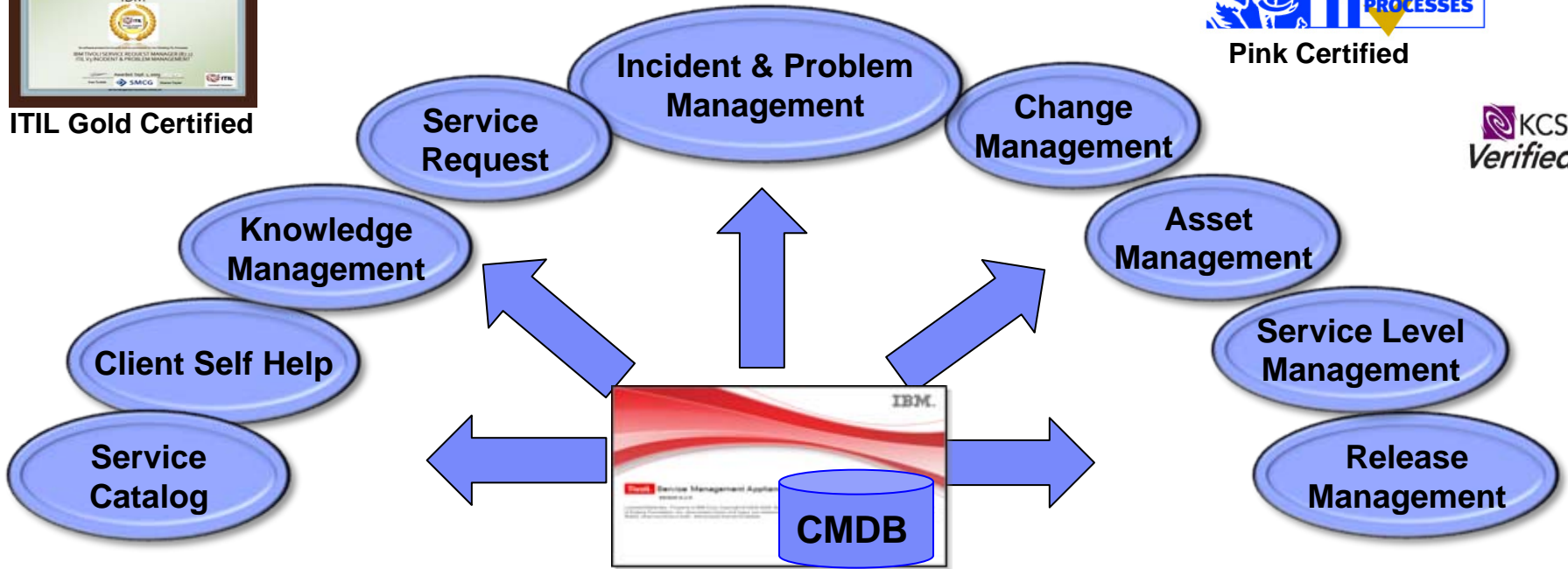
Comprehensive ITIL Capabilities



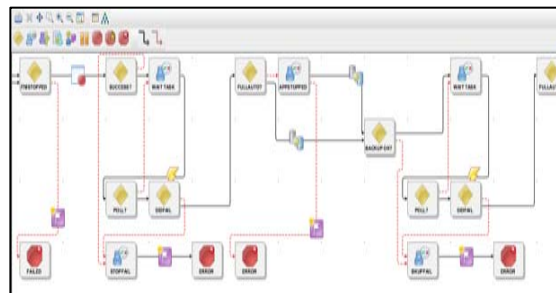
ITIL Gold Certified



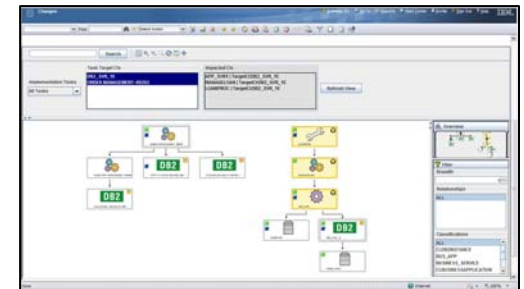
Pink Certified



Self-Help, Catalog & Request Management

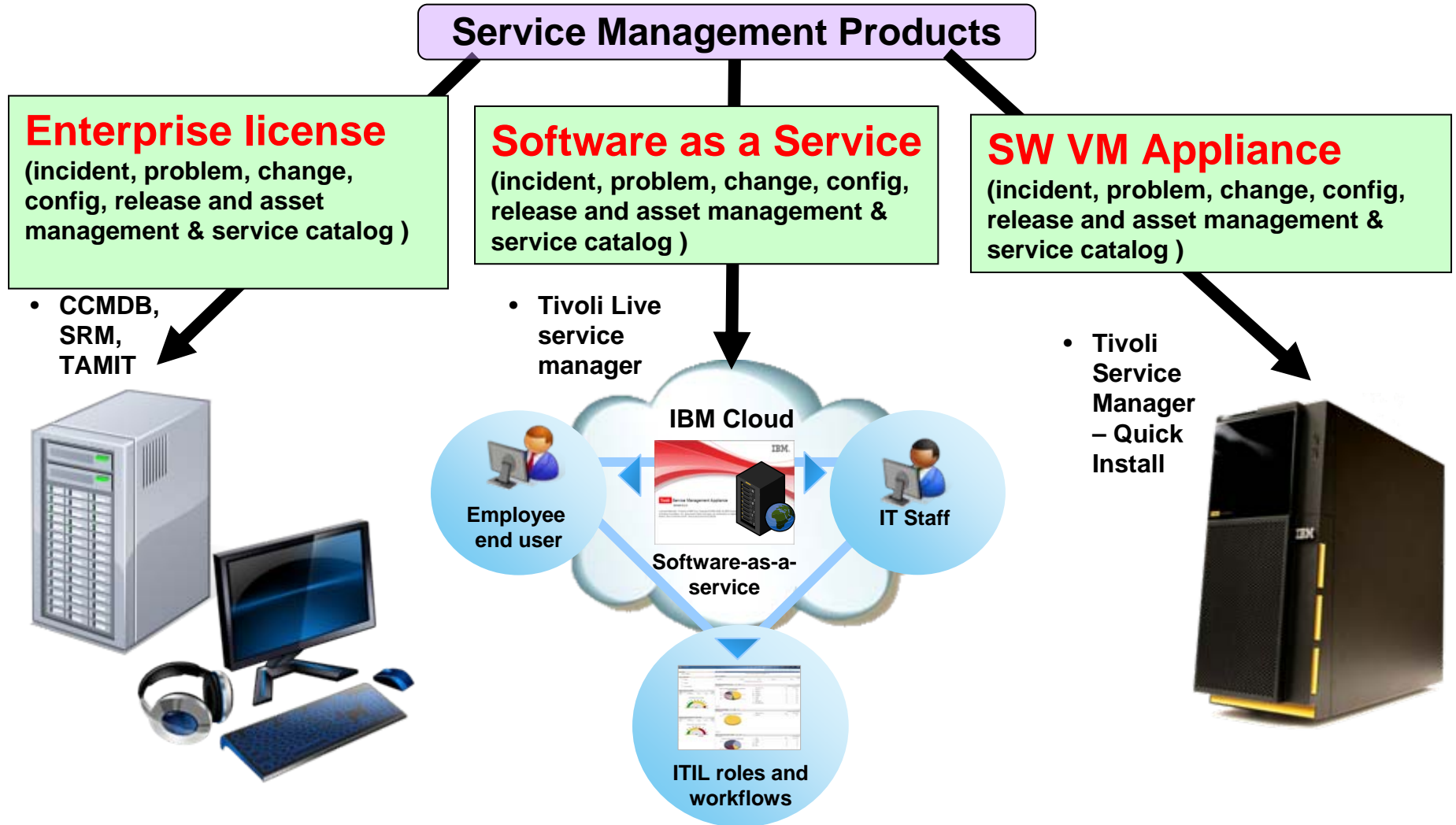


Process Automation Workflows & Fulfillment



Reports & Analytics

Available in multiple delivery models



Simplified Role-based User Interfaces, based on ITIL

- Role-specific start centers
 - ↳ Instant access to key performance indicators, work items and favorite applications
- Application designer offers WYSIWYG tooling to configure screens and workflow configuration
 - ↳ Configure with Visio-like ease – no developers or programmers required
- Extensible database attributes and object types
- Report administration:
 - ↳ inherits look and feel and deliver uniform report-level security
 - ↳ removes separate reporting server installation

IT Staff

Comprehensive Self-Service

▪ Self Service:

- Web-based portal that enables end Users to create service requests, find its status, search for solutions from the knowledgebase, view bulletin board messages and access service catalog.

▪ Integrated Service Catalog

- Each user community can have their own catalog.

▪ Bulletin board

- Real-time notifications

- Unified view of multiple catalogs
- Cart and non-cart behavior
- Simplified User interface

The screenshot displays the 'Offering Catalog (SR)' interface. The top section shows a search bar and a list of categories: Composite Services, Distributed Client Services, Data Network Services, Enterprise Security Management, Fixed Cost Service Requests, and Server Systems Management. Below this, several service offerings are listed, each with an icon and a brief description:

- Add Database To Server:** Submit this catalog request to add a database to a server.
- Build New Server with Middleware:** Submit this catalog request to build a new server with middleware. The types of middleware that can be created comprises a Database Management System (DBMS) such as db2...
- Build New Standard Server Image:** Submit this catalog request to build a new standard server image. A given image is effective until the next image create or image update request is initiated. Image create requests...
- Build Standard Server:** Submit this catalog request to build a new server.
- DB Install and Config:** Submit this catalog request to install and configure a Database Management System (DBMS).
- Deploy Server to Floor:** Submit this catalog request to deploy a server to the floor.

The bottom section shows a detailed view of the 'Build Standard Server' offering. It includes a description, a 'Requested For' field (MAXADMIN), and a form with the following fields:

- Host Name:
- IP Address:
- Network Zone:
- Operating System:
- Expected Release Date:
- User IDs and Access Requirements:
- Project Name:
- Project Contact:

A calendar pop-up dialog is visible, showing the month of September 2010. The calendar has buttons for 'Add to Favorites' and 'Cancel'.

Employee end user

Pop-Up Dialogs for easy Navigation

Web 2.0 based Self Service UI

- New Self-service UI
 - Specifically targeted for Self Service Users; very intuitive; no need to train end users to use the application
 - Guides end user through common self service processes.
 - Integrates Service Desk and Service Catalog self service functions into one application

Tivoli. Service Request Manager Welcome Bill Man About | Help | Logout **IBM.**

Home

Search Search

Request a New Service
Open a request to acquire a new asset or service.

Help me fix a problem
Search for "how-to" solution guides to resolve a problem, or open a problem ticket to request someone help you fix it

Frequent requests
Easy access to the services you most often request.

My News
Recent Activity
Notes servers in POK experiences slow response 12/21/2009
Bldg 602 power to be shutoff tonight from 12:00 am to 8: 1/12/2010
Manage Approvals...

My Requests
Waiting on Approval (2) Resolved (17)
In Progress (1) **Total (20)**

Recent Activity
Create Project with VMware Servers2 Ed&s Waiting on Approval project
CANPROJECT: Perform scheduled reservation Resolved action
CANPROJECT: Perform scheduled reservation Resolved action
NOTIFYPENDINGDELETEPR: Perform scheduled reservation action Resolved
NOTIFYPENDINGDELETEPR: Perform scheduled reservation action Resolved
Manage Requests...

My Work
Recent Activity
Create Project with Xen Servers temp_test 12/21/2009
Create Project with VMware Servers2 Ed&s project 1/12/2010
Manage Approvals...

Navigator

Pods

Reduce Mean Time to Repair

Knowledge Management - Built-in, searchable solutions database enables agents to resolve issues faster, improving first call resolution rates.

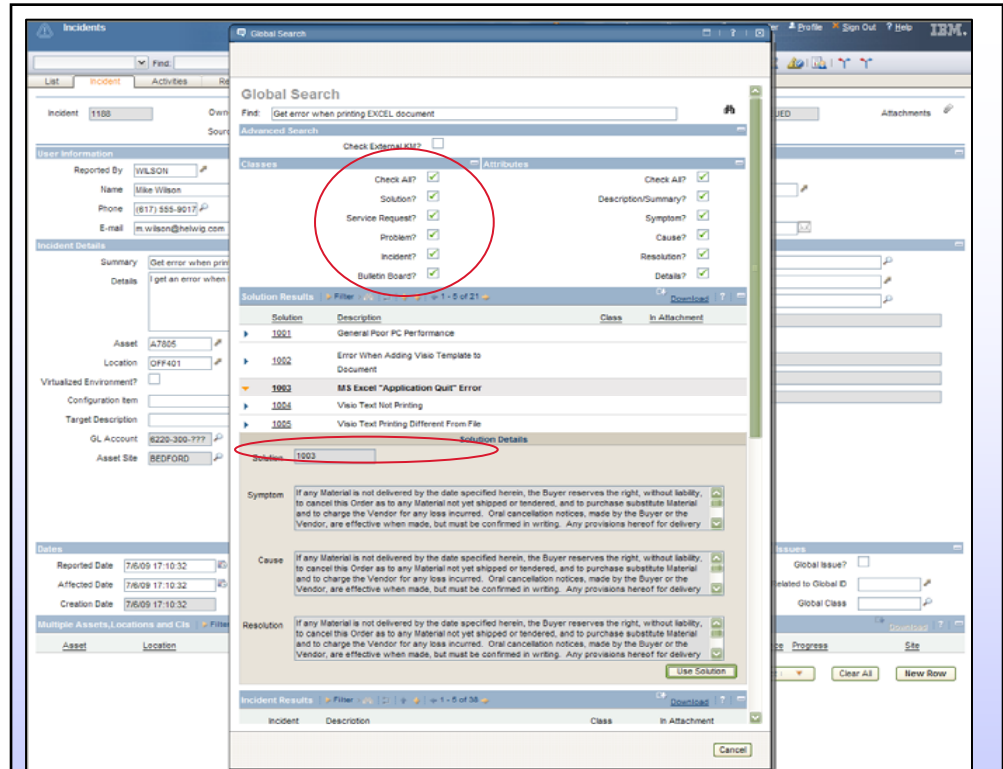
- Process to add solution
- KCS best practices
- Embedding images to solutions

Global Search – Enhanced search capability across the application

- Attachment hit indicator
- Ranking based on quality of match
- User defined fields for indexing & searching
- Search external websites/application

Remote diagnostics - Embedded remote diagnostics capability that enables remote takeover of workstations for problem resolution. Recording, storing and playback of the remote sessions.

Response plans – automated response to tickets through best practices



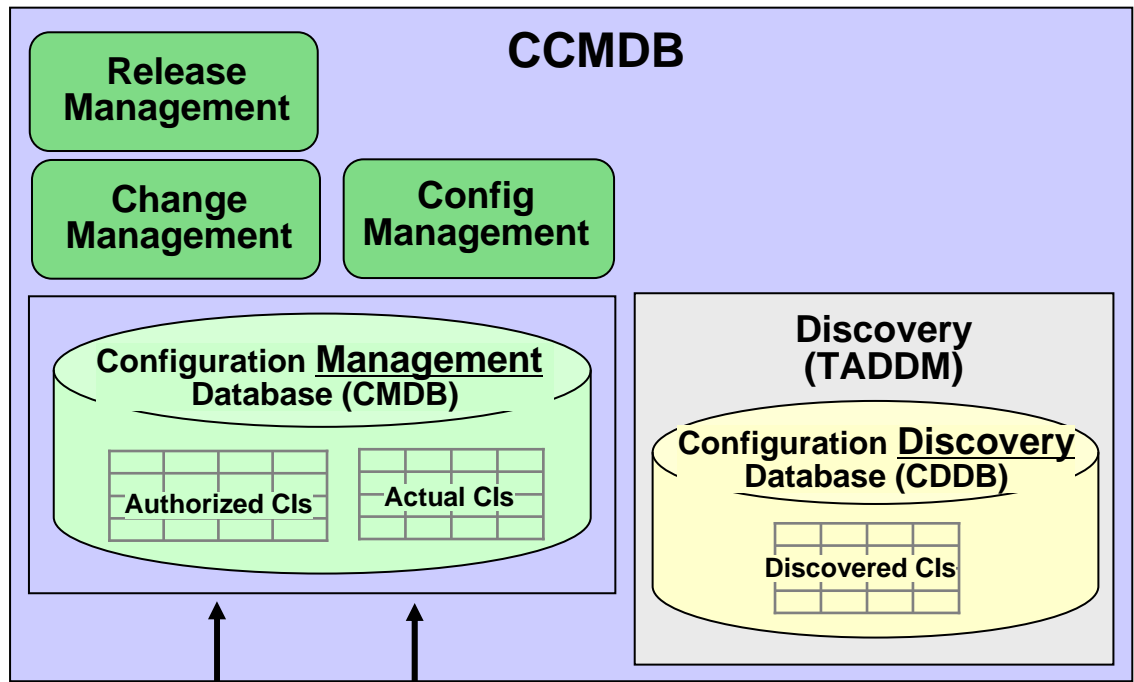
IT Staff (e.g., change managers, incident managers,

Robust Configuration, Change and Release Management capabilities with an included CMDB

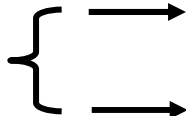
- Change Management
 - Manage changes across CIs
 - Change Windows
 - Black out periods
 - Change Implementation Schedule – Calendar view
 - Impact Analysis based on CI relationships
- Configuration Management
 - CI Topology views
 - CI Update processes
- CMDB accessible from all applications
- Change History view available from Incidents and Problems
- Robust Data Model
- Asset/CI integration
 - Financial tracking along with Change processes

CCMDB – Change, Configuration Management Database

CCMDB: Tivoli’s CMDB as the trusted knowledge source for CI’s, Relationships, Associated artifacts and assets. It is used by other ISM applications as the trusted source for configuration information. In addition CCMDB provides, Change, Config and Release Process that provide the governance that eliminates outages due to IT changes.



*Auth CI – Auth CI
Change History*



*Discovered CI –
Discovered CI
Change History*



Understand WHO authorized the changes
Understand WHAT change was authorized
Understand WHEN the change was authorized
Understand WHY the change was authorized

*Auth CI – Actual CI
Configuration Audit*

TADDM Tracks Discovered <-> Discovered Change History
CCMDB Tracks Authorized <-> Authorized Change History
CCMDB Audits Authorized <-> Actual

CI Auditing

Identify unauthorized Changes before they cause problems.

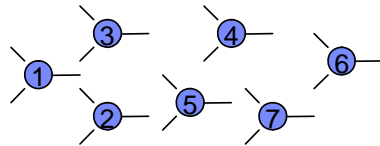
Insure accurate Authorized CIs to allow business processes to run successfully and efficiently.

- Immediately remediate an audit variance by updating authorized with actual value
- Create a Change, Incident or Problem to remediate an audit variance.
- Browse approved Changes, attribute history, and audit results for a CI.

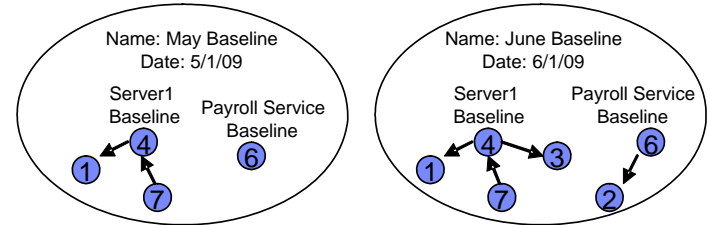
Authorized CI Information	Actual CI Information
CI Object	ACTCI
CI Attribute	COMPUTERSYSTEM_MEMORYSIZE
CI Value	Actual CI Value
CI Unit of Measure	
Top Level Site	
Configuration Item Number	Actual Configuration Item Number
Configuration Item Name	Actual Configuration Item Name
	Windows Computer System
<input type="button" value="Update CI with Actual CI Value"/>	

CI Baselines

Authorized CIs



Configuration Baselines



What is a Baseline:

“A configuration baseline is a snapshot that represents an approved configuration at a particular time that people can reference, compare to, and apply changes to in a manner that is understandable.”

Business Value:

Provide IT standardization by easily taking a snapshot, at any time, of CIs to produce an approved configuration. Ability to quickly detect changes to those approved configurations.

Results of Comparing Baseline Member CIs to Actual CIs

Baseline Name: email service compnetry Baseline Activation Time: []
 Baseline Version: 1 Comparison Time: []

Member CIs With Differences Member CIs Not Compared Member CIs With No Differences All Relationship Differences

Member CIs Differing From Actual CIs Filter > [] 1 - 2 of 2

Member CI Name	Member CI Classification	Actual CI Name	Actual CI Classification
BETA02.TIVLAB.AUSTIN.IBM.COM	CI92.WINDOWSOS	BETA02.TIVLAB.AUSTIN.IBM.COM	SYS.WINDOWS.WINDOWSOPEP
BETA02.TIVLAB.AUSTIN.IBM.COM	CI92.WINDOWSCOMPUTERSYSTEM	BETA02.TIVLAB.AUSTIN.IBM.COM	SYS.WINDOWS.WINDOWSCOMP

Comparison Details

Member CI: BETA02.TIVLAB.AUSTIN.IBM.COM-1676 Actual CI: BETA02.TIVLAB.AUSTIN.IBM.COM-1676
 Member CI Name: BETA02.TIVLAB.AUSTIN.IBM.COM Actual CI Name: BETA02.TIVLAB.AUSTIN.IBM.COM
 Member CI Description: [] Description: []
 Member CI Classification: CI92.WINDOWSOS Classification: SYS.WINDOWS.WINDOWSOPEATINGSYS?
 Top Level? Top Level?

Attribute Differences Relationship Differences

Attribute Differences Filter > [] 1 - 1 of 1

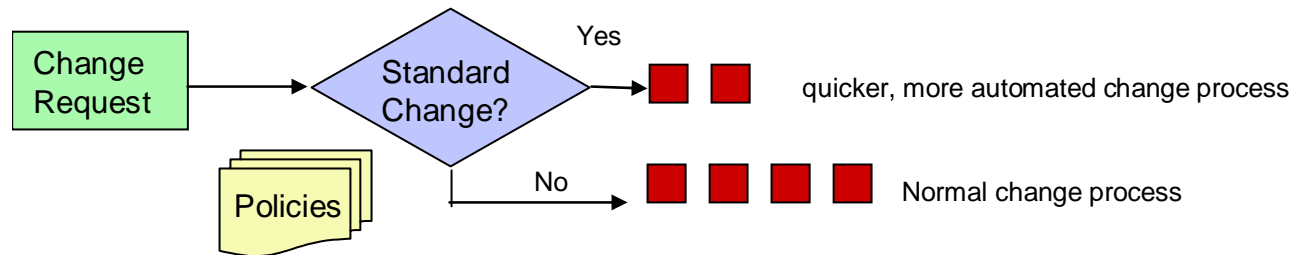
Attribute	Description	Member CI Value	Member CI Unit of Measure	Actual CI Value
WINDOWSOPEATINGSYSTEM_SERVICEPACK	WINDOWSOPEATINGSYSTEM_SERVICEPACK	1		2

Change Process Automation for “Standard Changes”

Virtualization and Cloud increases the rate and pace of change – Customers are asking for ways to automate routine changes without requiring human touch.

Business Value:

- Allow customers to easily standardize and pre-authorize routine (low risk) changes to process them quickly, therefore allowing them to focus on their high risk Changes
- Automated Risk, Impact and Priority calculation that drive the Change process flow to ensure the Changes get processed quickly, accurately and there is minimal impact to the Business.



CCMDB 7.2.1:

- Automated calculation of key process drivers
 - **Risk:** Based on impact & probability of failure
 - **Impact:** Based on outage impact & maximum assessed impact
 - **Priority:** Based on impact and urgency
- Automatic process adjustment based on these calculated values
 - Standard Change
 - Emergency Change
 - Normal Change

Sophisticated Analytics and Process Automation



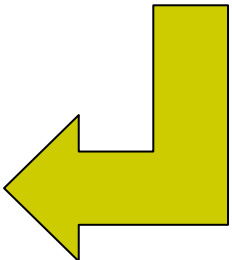
Agents / Managers With Role-based UIs
(e.g. Incident Analyst, Change Manager)

The screenshot shows the 'Changes' application interface. At the top, there's a navigation bar with tabs: List, Change, Assessments, **Impacts**, Approvals, Schedule, Workplan Map, Related Records, Log, Service Address. Below this is a 'Progress Map' showing a sequence of steps: ACC_CAT, ASSESS, AUTH, SCHED, IMPL, INPRG, COMP, REVIEW, CLOSE. The main area displays details for a change 'EDW1', with a summary 'initial assessment indicates high impact due to payroll service'. Below that is a table titled 'Impacted by Change EDW1' with columns: Configuration Item, Configuration Item Name, Asset, Location, Outage, Assessment, Done, Approval, and Notify. The table lists several impacted items, all with 'Offline' status and 'Assessment' checked. At the bottom of the table, two buttons are circled in red: 'Calculate Impacts' and 'Detect Historical Impacts'.

4) Dynamic Approval & Notification Based on Impact Assessment Results

The screenshot shows the 'Changes' application interface with a topology view. It displays 'Task Target CIs' (DB2_SVR_1E, ORDER MANAGEMENT-69202) and 'Impacted CIs' (APP_SVR1 | TargetCI:DB2_SVR_1E, MANAGELOAN | TargetCI:DB2_SVR_1E, LOANPROC | TargetCI:DB2_SVR_1E). Below this is a hierarchical diagram of configuration items, with several DB2 instances highlighted in green. A 'Refresh View' button is visible. On the right, there's an 'Overview' panel with filters for Breadth, Relationships, and Classifications.

3) Impacted CIs in CCMDB Topology View



1) Automated, Rule-based Impact Analysis Capability

2) Human can override based on historical data

Change Scheduling – Subject to multiple constraints

Change Window Type	Start Time	End Time	Duration	Notes
WEEKLY	11/22/09 1:00 AM	11/22/09 3:00 AM	2:00	
WEEKLY	11/22/09 3:00 AM	11/22/09 5:00 AM	2:00	

- Change Windows
- Black out periods
- Change Implementation Schedule
- Automated Change Scheduling
 - Tasks, People, CI windows
- Schedule Conflict Detection
- Schedule Visualization



Agents / Managers With Role-based UIs
(e.g. Incident Analyst, Change Manager)

View entire Change and individual tasks for that Change

Resource Constraints Chart

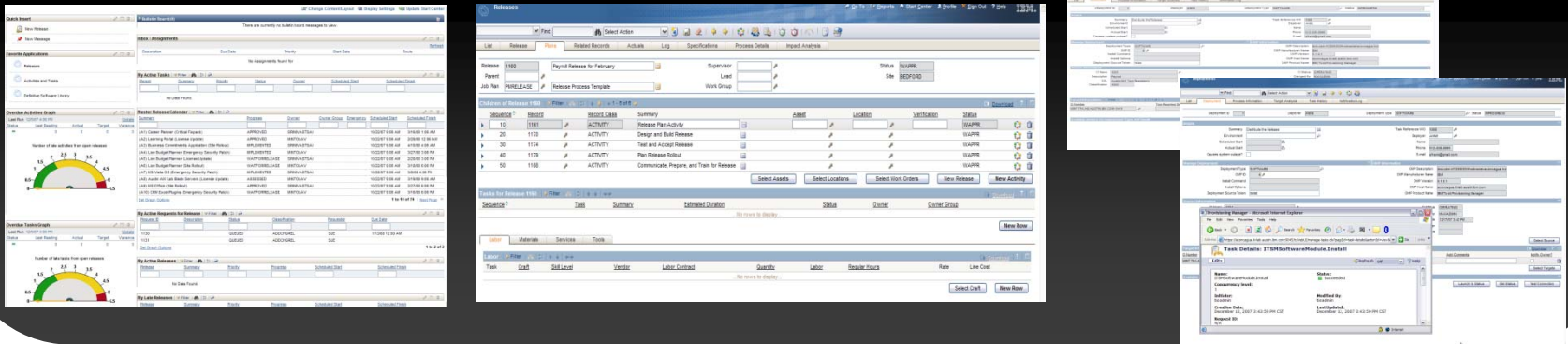
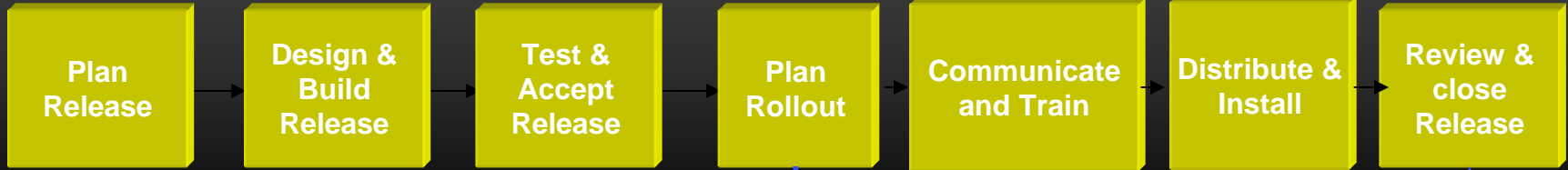
Resource Constraints

Name	Description	Enforce	St...
Resource Constraints		<input checked="" type="checkbox"/>	A
Blackout Periods		<input checked="" type="checkbox"/>	U
Change Windows		<input checked="" type="checkbox"/>	A
LOAN_PR...	business app	<input checked="" type="checkbox"/>	A
LOAN_MG...	business ser	<input checked="" type="checkbox"/>	A
	CI Tasks	<input checked="" type="checkbox"/>	U...
	database ser	<input checked="" type="checkbox"/>	U...
	Predecessor/Succe	<input checked="" type="checkbox"/>	U...
	Verify Installat	<input checked="" type="checkbox"/>	U...
	Validate Data	<input checked="" type="checkbox"/>	U...

Predecessor constraint indicator

Release Management

Release Management Process and Applications



1. Ability to plan and oversee the successful roll-out of new and changed software and associated hardware, including documentation and training.
2. Role-based start centers, workflows, scheduling and analytics
3. Integration with deployment tools like TPM and TCM, and to repositories like the Rational Asset Manager.

Definitive Media Library – Identify approved software

Business Value: Reduce support costs by allowing only approved software images to be deployed

The screenshot shows the Definitive Media Library interface. At the top, there is a navigation bar with 'Bullets: (0)', 'Go To', 'Reports', 'Start Center', 'Profile', 'Sign Out', and 'Help'. Below this is a search bar with 'Find:' and a 'Select Action' dropdown. The main content area is titled 'Software Images' and contains a table with the following data:

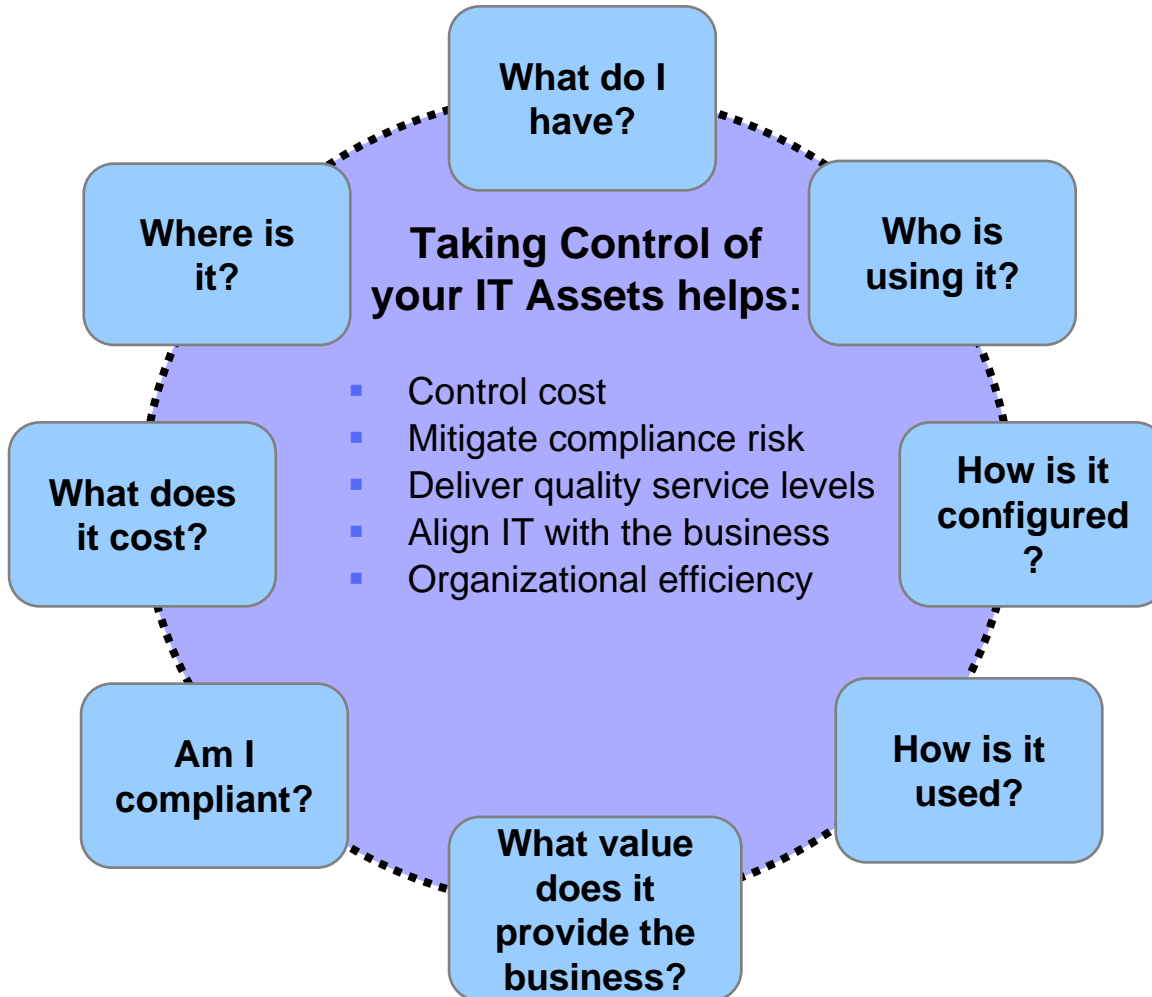
CI Number	Description	Version	Status	Classification
MICROSOFT WINDOWS OPERATING SYSTEM 2003 ENTERPRISE EDITION 5.2:5.2-1014	Microsoft Windows Operating System 2003 Enterprise Edition 5.2	5.2	OPERATING	CIROOT \ CI.SOFTWAREIMAGE
MICROSOFT OUTLOOK EXPRESS 6.0:6.0-1013	Microsoft Outlook Express 6.0	6.0	OPERATING	CIROOT \ CI.SOFTWAREIMAGE
DB2 UNIVERSAL DATABASE ADMINISTRATION CLIENT - VERSION 8:8.2 FP11-1015	DB2 Universal Database Administration Client - Version 8	8.2 FP11	OPERATING	CIROOT \ CI.SOFTWAREIMAGE
RED HAT ENTERPRISE LINUX AS RELEASE 4 (UPDATE 4):4.0-1017	Red Hat Enterprise Linux AS release 4 (Update 4)	4.0	OPERATING	CIROOT \ CI.SOFTWAREIMAGE
TCA-SUBAGENT DMS OSGI CLIENT HTTPS ADAPTOR:1.0.0-1016	TCA-Subagent DMS OSGi Client Https Adaptor	1.0.0	OPERATING	CIROOT \ CI.SOFTWAREIMAGE

At the bottom of the table, there are three buttons: 'New Row', 'Select From CMDB', and 'Select From OMP'. The 'Select From CMDB' button is highlighted with a yellow callout box.

Select from software image CI's created in the CMDB

Import directly from Tivoli Provisioning Manager

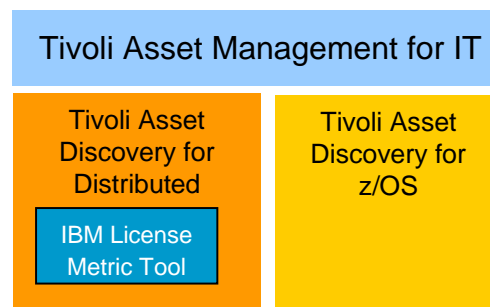
Comprehensive IT Asset Management



“Enterprises that begin an IT asset management program experience up to a 30% reduction in costs the first year... and continue savings of 5-10% for the next 5 years” – Gartner

IT Asset Management Portfolio

- **Tivoli Asset Management for IT**
 - Full Asset Lifecycle Management support for Hardware and Software License Management
 - Identifies under or over utilized software to reduce costs due to over-purchasing and to reduce risk to under-purchasing
- **Tivoli Asset Discovery for Distributed**
 - Provides discovery and identification services for distributed platforms (VRMF) and virtual environments
 - Monitors software usage and trends
 - Provides reporting for inventory and usage
- **Tivoli Asset Discovery for z/OS**
 - Provides discovery and identification services for the z/OS platform
 - Monitors software usage and trends
 - Provides reporting for inventory and usage
- **IBM License Metric Tool**
 - No fee utility, mandatory for PVU Sub Capacity, optional for PVU full capacity
 - Helps maintain an up-to-date inventory of deployed PVU-based software and measures the maximum processor core capacity in PVUs available to this deployed software
- **Software Knowledge Base Tool**
 - A collection of information about software products, their components, dependencies between them and the means to discover them
 - Shared component that is used by all related IBM products



Tivoli Asset Management for IT - Capabilities

Contract Management



- Contract Terms & Conditions
- Notifications
- Software Contracts

Procurement



- Procure based on standards
- Create and route purchase orders
- Use catalogs
- Integrate with ERP systems

Financial Management



- Purchase/Lease Cost Tracking
- Work/Service Cost Tracking
- Usage Accounting
- Total Cost of Ownership

License Management



- Full Lifecycle support
- Multiple License types supported
- Audit Ready Reports

Asset Management



- Software Asset Management
- Hardware Asset tracking
- Installs, moves, adds, changes
- Reconciliation/Audit
- Extend beyond IT
(data center facilities, power, etc.)

IT Asset Management

Work Management



- Work planning and scheduling
- Skills, labor, and inventory management
- Service plans and cost management

Easy Configuration



- UI, dashboards, KPIs, reports
- Process workflows with alerts & escalations
- New applications

Example: IT Asset Management and Service Request Mgmt

Service Requests

Service Request: 1114 | Owner: SINCLAIR

User Information: Reported By: HORN, Name: Christine Horn, Phone: (617) 734-9092

Service Request Details: Summary: Error: Application not available. Details: When trying to log in the Financial it get error.

Asset: 9010 | Location: COMP310 | Configuration Item: [blank] | Target Description: [blank] | GL Account: 6820... | Asset Site: BEDFORD

Context Menu: Select Value, Open Drilldown, Classification, Go To Assets, View Contracts, View Work Orders and PMs, **View Asset Details**, View Tickets, Report Downtime, Meter Reading, Determine Business Impact

Asset Details

Asset: 9010 | Site: BEDFORD

Attribute	Description	Alt Value	Numeric Value	Unit of Measure
APPSRVS	Application Server Version		4.00	
DISK2SIZE	Disk 2 Size		750.00	GBYTE
DISK3SIZE	Disk 3 Size		750.00	GBYTE
DISK4SIZE	Disk 4 Size		750.00	GBYTE
DISKSIZE	DISK SIZE		750.00	GBYTE
PROSPEED	PROCESSOR SPEED		1.50	PROSPEED
RAMSIZE	MEMORY SIZE		1.00	MBYTE

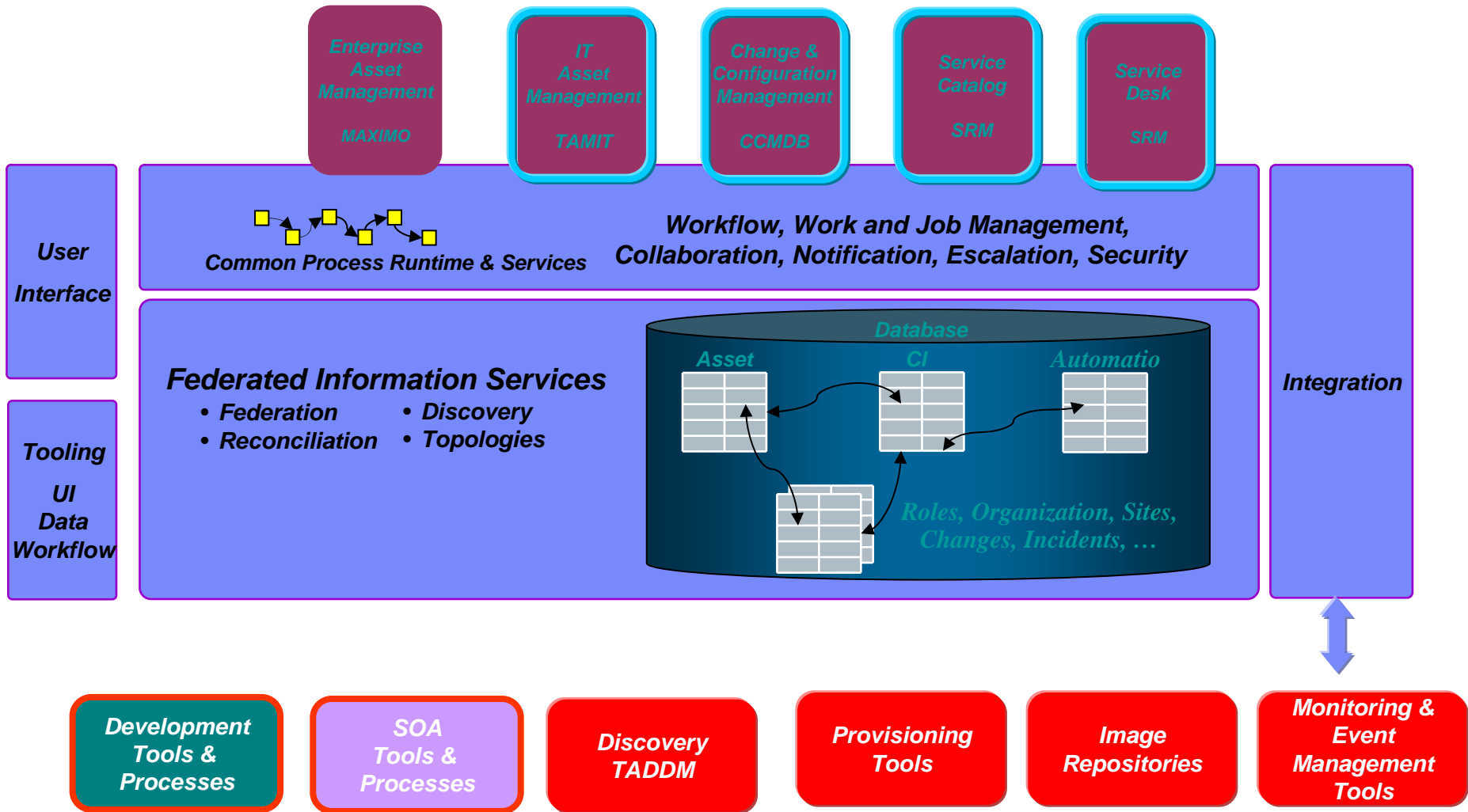
Reconciliation Differences: No rows to display.

Buttons: Deployed Asset Details, OK

- **When the Service Desk has access to asset detail including contract and procurement information:**
 - Service request handling is streamlined
 - Incident & problem resolution is expedited
 - Service levels & customer satisfaction improve

- **Service Desk data provides IT Asset Management with:**
 - Information on frequency and nature of issues with IT assets
 - Ability to increase efficiency and cost effectiveness

Process Automation Architecture

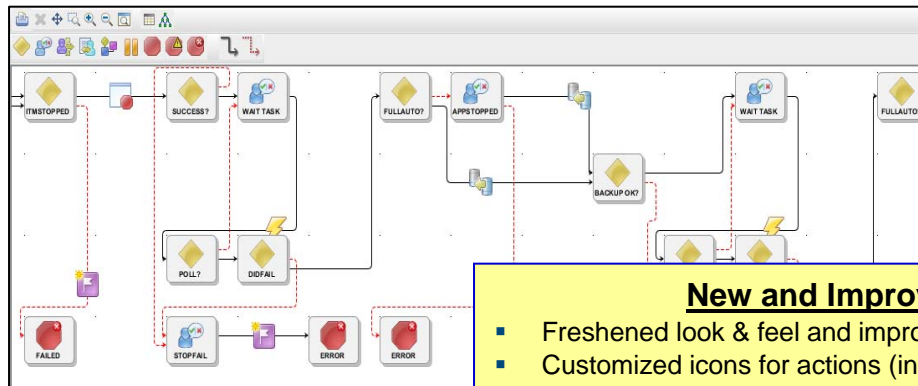
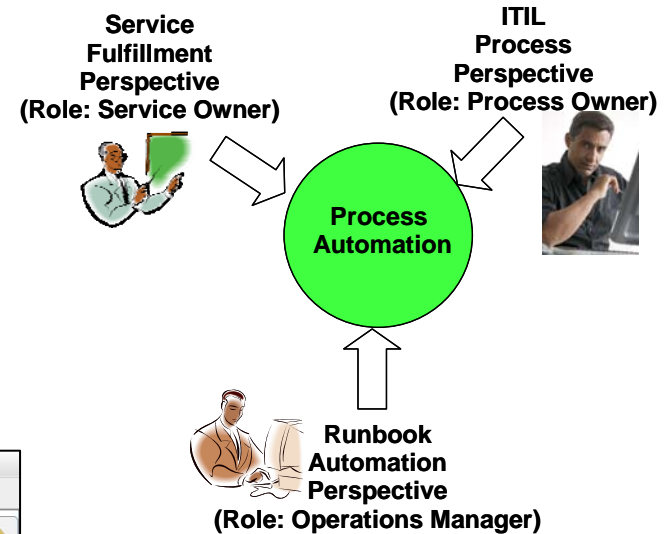


 **Tivoli Process Automation Engine**

Tivoli's Process Automation enhancements for Runbook Automation Scenarios

- Today's TPAE capabilities support automation of operational processes. Relevant capabilities include:

- Workflow Designer / Job plans
- Workflow Engine
- Actions/Scripts
- Start Centers
- Inbox / Work queue
- Escalations
- Notifications
- Communication Templates
- CMDB



New and Improved Workflow Designer

- Freshened look & feel and improved usability
- Customized icons for actions (invisible on legacy canvas)
- Improved scalability for large, complex workflows
- Exploit built-in capabilities of iLog

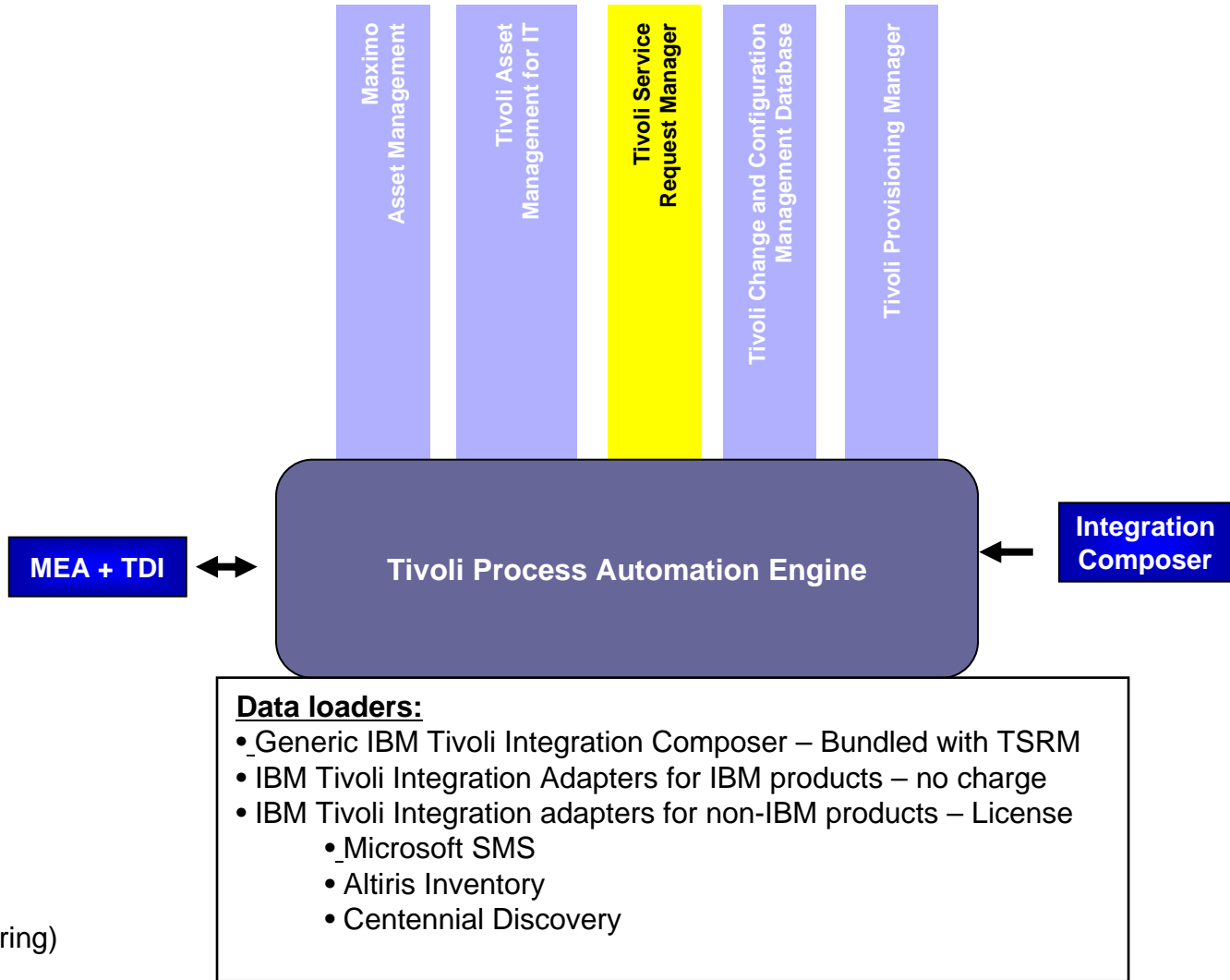
Extensive Integration & Interfaces

IBM Supplied integrations:

- HP Peregrine Service Center
- BMC Remedy
- Genesys CTI
- Cisco CTI
- JTAPI based CTI integration
- Omnibus
- Lotus SameTime
- Google Talk & Jabber
- MS Office Communicator
- Netcool Impact
- Rational ClearQuest
- Tivoli InfoMan
- Tivoli Identity Manager
- TEC
- zNetview
- ITCAM
- Tivoli Workload scheduler
- SAP Solution Manager (Service Offering)

Business Partner integrations:

- AlarmPoint
- Infrared 360



Integrated Processes - Example

1. Event Management automatically opens ticket for situation/event on a resource

2. CCMDB (TSRM) identifies business applications impacted by event

3. CCMDB relates event-driven ticket to application CI

4. CCMDB is used to relate automated tickets with other tickets (in the context of impacted business applications)

The screenshot shows the 'Incidents' console with a 'Show Similar Tickets' dialog. A table lists similar tickets with columns for Ticket ID, Reported Date, Class, and Description. Ticket 1119 is highlighted with a red circle. A red arrow points from this ticket to the 'Incident Details' view, which shows the incident summary, information, and details for ticket 1119. The details include the asset 'KANGU1028HV' and target description 'Server host control service'.

5. CCMDB enables launch in context to the operational console (e.g. TEP)

The screenshot displays the 'Database Summary' and 'Tablespace' sections of the operational console. It includes bar charts for database and tablespace performance. Below the charts is a table with columns for Instance Name, Database Name, Host Name, Server, Database Domain, Total DB Size (MB), DB Size (MB), Total Tablespace, and Total Tables. A red arrow points from the incident details to this console.

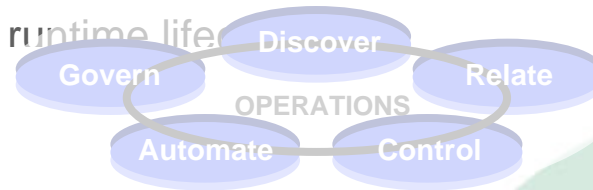
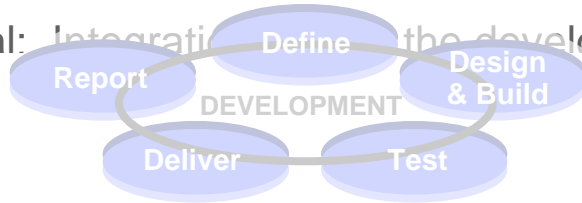
5. CCMDB enables detailed view of discovery data & topology (TADDM)

The screenshot shows the 'TADDM' (Topology and Application Dependency Discovery Manager) console. It features a dependency discovery diagram with nodes representing applications and their interdependencies. A red arrow points from the incident details to this console.

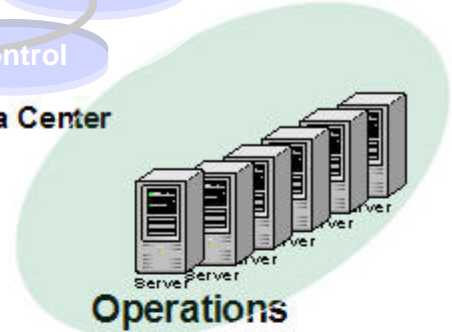
Omnibus

Integrated Design and Delivery

Goal: Integrate the development and runtime life



Data Center



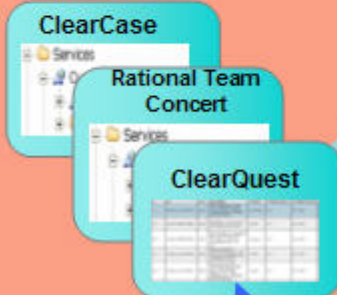
Development

Rational Software Architect



Define application and deployment architectures leveraging templates and linked to assets

Validate deployment architectures using constraints defined in operational templates.



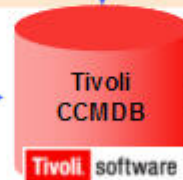
Store models

Store or reference versioned asset artifacts



WebSphere Services Registry & Repository (WSRR)

Link/Synchronize development and operational data



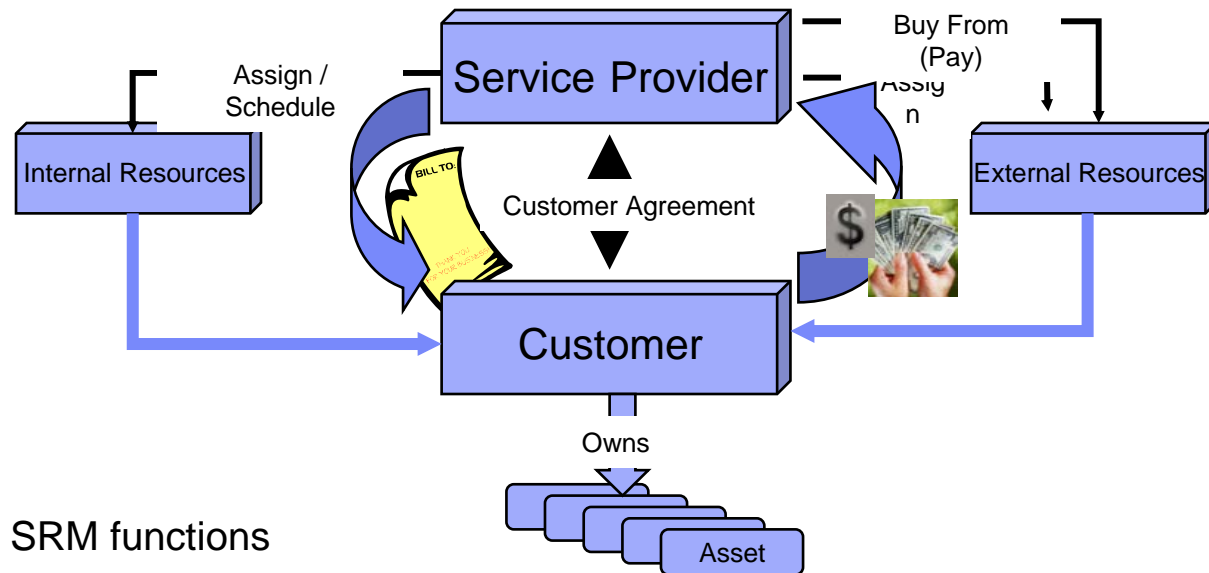
Federate Data and integrate events



IBM Tivoli Composite Application Manager (ITCAM)

IBM Tivoli Service Request Manager (SRM)

Service Provider Enablement - Support multiple customers on the same instance



- Multi-Customer enablement
 - Across TAMIT, CCMDB and SRM functions
- Enables Managing Service as a Business More Profitably
 - Manage Customer Agreements
 - Entitlement – What Services should be provided to each Customer and under what Conditions
 - Pricing – What Pricing Rules are Used for each Service and under what Conditions
 - SLAs – What is the Response Commitment for each Customer and under what Conditions
 - Provide for Efficient Service Delivery –
 - Automatic Assignment of Responsibility and Job Plan
 - Automatic Notification and Determination of Next Steps
 - Timely, Detailed and Accurate Billing
 - Reduction in DSOs – Due to Level of Detail and Customer pre-Approval of Bills

iPhone Support*

Supports the following activities through iPhone

- end user creates and or views service request
- analyst changes service request owner or status
- service request approval by manager
- analyst creates and/or views incident



* Requires Maximo Everyplace license

Reports – 150+ Delivered

SLA Details

1803: IT Email - Response 2 hrs, Resolve 4 hrs.

Status: ACTIVE	Vendor:	Start Date: 8/31/04
Applies To: INCIDENT	Service Group: IT	End Date: 6/12/06
Type: CUSTOMER	Service: EMAIL	Review Date: 6/12/05
Ranking: 50	Organization: EAGLENA	SLA Admin: NEWTON
Classification:	Site: BEDFORD	Customer Vendor Contact:

Commitments

Commitment	Start	End
1304		
1304		

Assets, Locations, and Asset Types

Asset	Asset

Supporting SLAs

SLA	Description

SLAs that current SLA supports

SLA	Description

ITPs

ITP	ITP

Login History

Maximum Concurrent Logins

Asset Availability

Start Date: 1/1/02
End Date: 1/1/08
Site: TEXAS

Asset	Description	Scheduled Mins.	Downtime
T-121000		24000	

Details of Asset Failures by Location

Asset: 11430
Description: Certified Pump 100PPH697HD
Location: BEAD
Description: Condensate Return Pump- Certified/100PPH697HD
Site: BEDFORD

Start Date: 1/1/06
End Date: 1/1/08

of Failures By Problem Code

Assignment Manager Monthly Format

Labor: BARRY
Month: JANUARY
Year: 2005

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		1	2	3	4
		6:39 AM 1000 Relocate		7:00 AM 1000 Relocate	
6					
12					
20					
27					

Work Order Details

1896: Electric Cart Turn-Up

Asset: 1209
Location: SPRAY
Site: BEDFORD

Actual Start	Actual Finish	Report Date	Reported By
12/21/04	12/21/04	12/21/04	Joe Jones

Task ID	Description	Status	Measurement	Value
10	Check tires, lights, horn, mirrors.	APPE	0	
20	Check windshield wipers and steering.	APPE	0	
30	Check fuel, oil, fan, fan-cooling system.	APPE	0	
40	Check battery, check fluids, and emergency brake.	APPE	0	
50	Check battery. Add water as needed.	APPE	0	
60	Check terminals and cables, battery charger.	APPE	0	
70	Lubricate axle and check sprockets.	APPE	0	
80	Inspect wheel bearings, stress steering chassis.	APPE	0	
90	Test operate vehicle and check for safety.	APPE	0	

OEE% by Equipment

Site: TEXAS
Location: SPRAY
Date: January 2006

Service Level Exception

SLA: 1803
Applies To: INCIDENT
Status: ACTIVE
Service Group: IT
Date From:

Description: IT Gen/it - Response in 30 min., Resolve in 2 hrs.
Type: CUSTOMER
Vendor:
Organization: EAGLENA
Site: SPRAY

Performance	# of Times SLA Applied within Time Frame	# of Times Commitments Met	# of Times Commitments were Violated	% of Compliance	% of Violations
	2	2	0	100%	0%

ID	Description	Type	Status	End User Issue	Classification	Target Response	Actual Response	Compl. Delta
1549	Failure when connecting to Host Server	INCIDENT	RESOLVED	End User Issue	Network Connection	N	Y	Y
1550	Error when trying to login to the network	INCIDENT	RESOLVED	End User Issue	Network Connection	N	Y	Y
1551	Error message: Can't login to the network	INCIDENT	RESOLVED	End User Issue	Network Connection	N	Y	Y

Software Usage Summary

Manufacturer: Microsoft Corporation

Software Usage - By Vendor

Multilingual support helps address the needs of a global workforce.

Languages supported include:



- Arabic
- Czech
- Danish
- Dutch
- English
- Finnish
- French
- German
- Greek
- Italian
- Japanese
- Korean
- Mandarin
- Norwegian
- Polish
- Portuguese
- Russian
- Spanish
- Swedish
- Turkish