About IPcenter v3

Tool Synopsis

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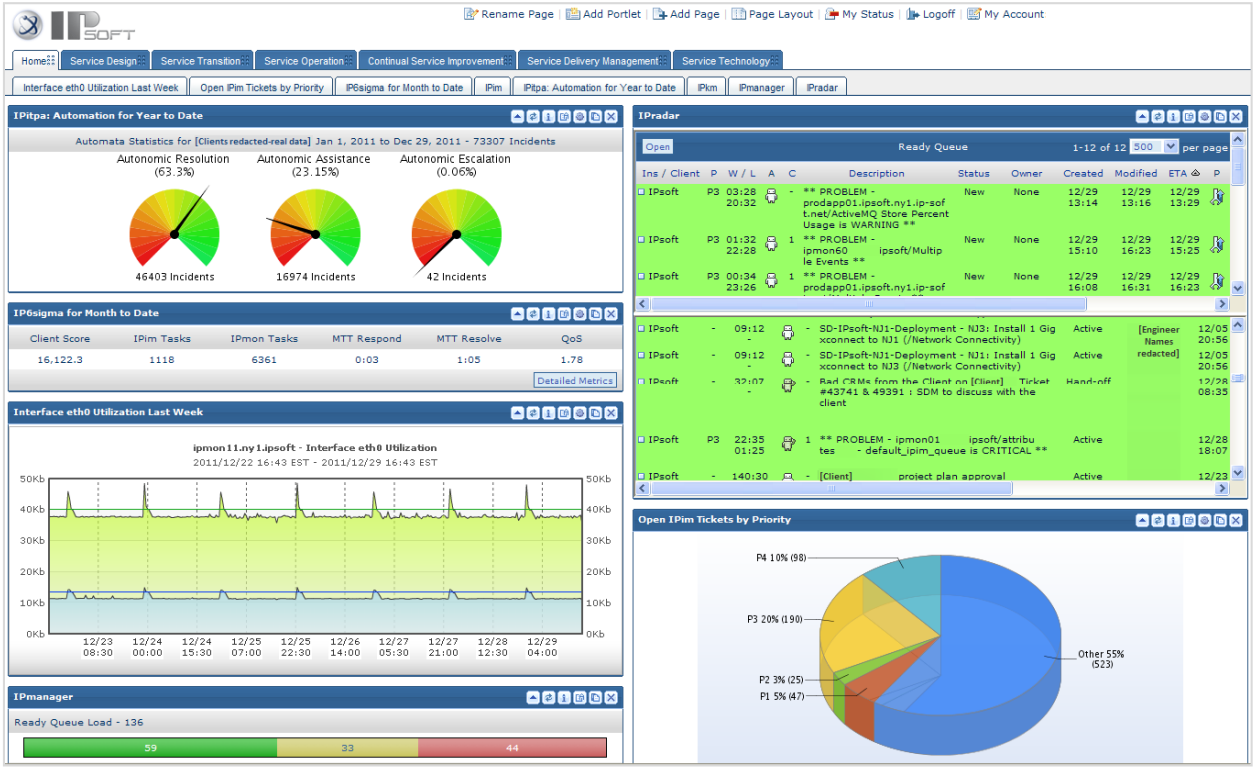
About IPcenter v3

IPcenter v3 is the proprietary IPsoft operational service delivery portal that manages client technology environments. It is designed from the ground up to align business goals with service delivery. IPcenter v3 provides you with tactical and strategic views of each managed component across all layers, in real time, through a single, customizeable Web-based portal:



IPcenter v3 home page

IPcenter v3 Summary

The four key design tenets of IPcenter:

- **ITIL v3 Aligned Service Portal.** The portal is aligned to the key services that comprise your IT operation:
    - Service Design
    - Service Transition
    - Service Operation
    - Continual Service Improvement

  - Service Delivery Management
  - Service Technology

- **Consolidated Framework.** IPcenter is a consolidated toolset designed to encompass all facets of IT operations. It has a central Configuration Management Database (CMDB) that all applications can communicate with. When an individual module refers to a host, each of the applications refers to that host utilizing the same database, so when the monitoring system refers to a host, ticketing (for example) references that same host. This is true across all applications that comprise IPcenter.
- **Systematically enforced processes**: Operational processes are typically enforced by human beings (process managers). IPcenter has the operational processes embedded within it to drive all core operational activities and capture variances. The system ensures process adherence and execution, including:
  - Six-Sigma Quality Control
  - ITIL v3 Service Operation and Service Transition Activities
    - Incident Management Process
    - Change Management Process
    - Event Management Process
    - Problem Management Process
- **End-to-End Automation:** IPcenter (through IPescalate, IPradar, IPautomata, IPdispatch and other tools) provides a consolidated end-to-end automation framework encompassing Level 1 and Level 2 activities. Even when automation cannot completely remediate a problem, it can support human engineering activities by gathering information.

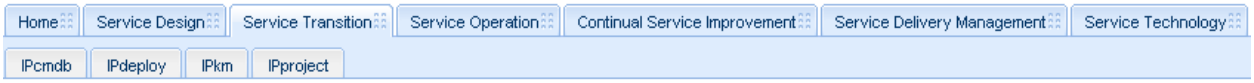
IPcenter Access

All operational staff at IPsoft use IPcenter. Clients and engineers have thorough access to IPcenter v3. IPsoft clients see **their own information only**. Partner engineers see information for all their own clients.

IPcenter v3 Channels and Applications

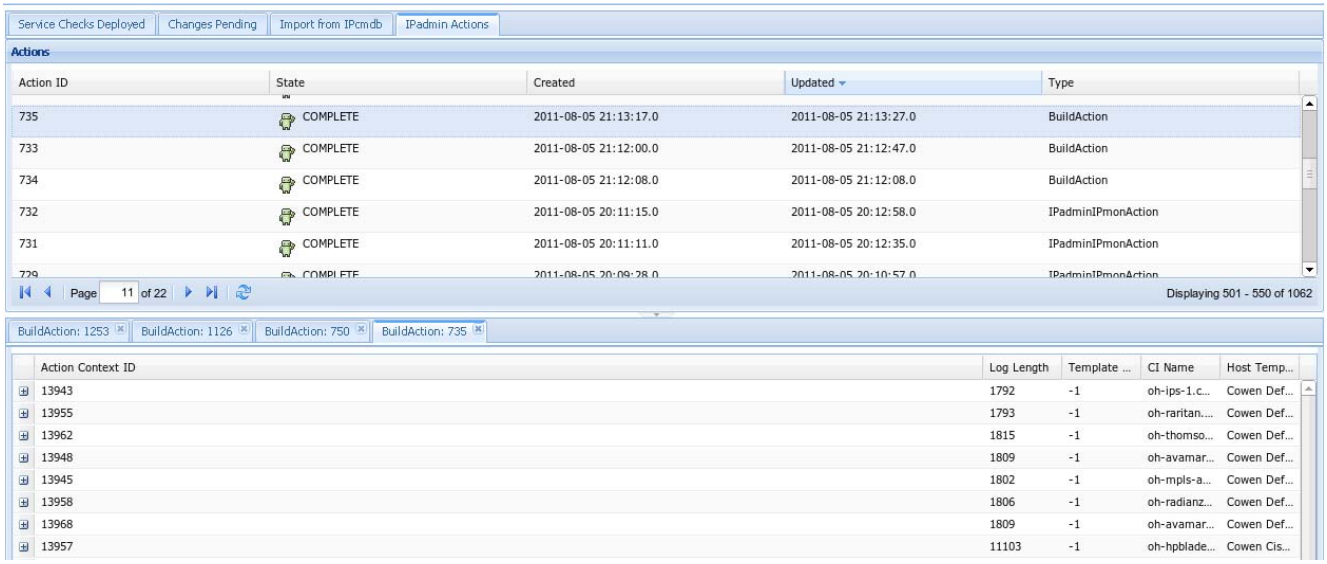
Service Transition

Service Transition in IPcenter v3 is aligned with ITIL v3 Service Transition activities.



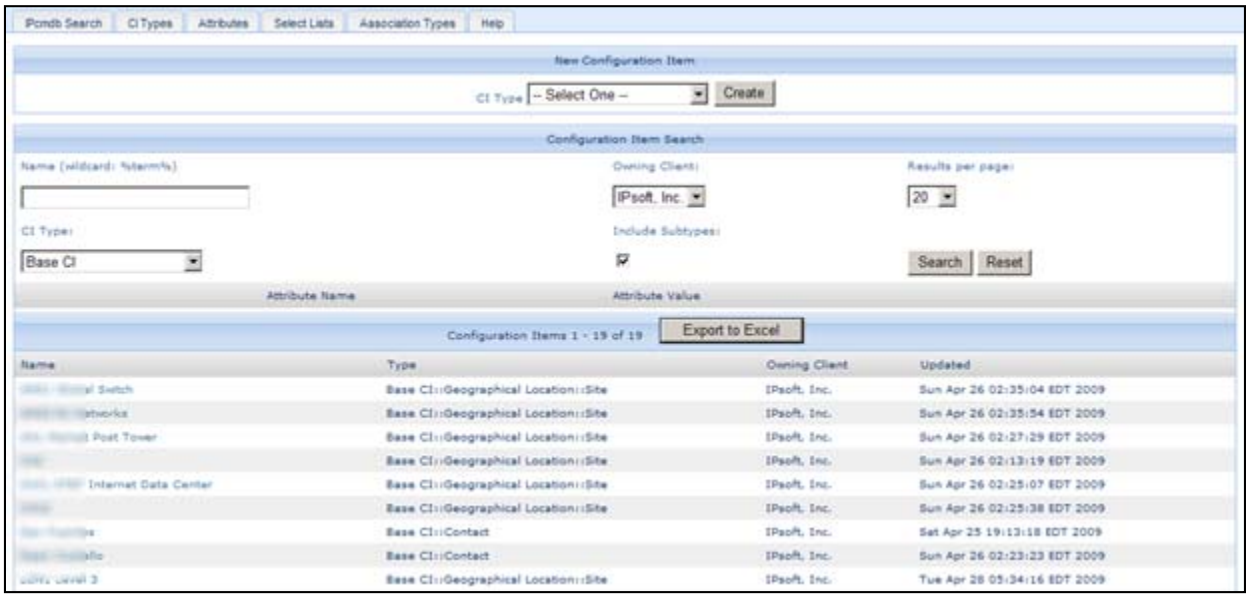
IPcenter v3 Service Transition modules are outlined following.

IPadmin



IPadmin is a web-based GUI interface for adding, configuring, and modifying IPmon (monitoring) service checks. It completely replaces the need to modify configuration files manually.

IPcmdb

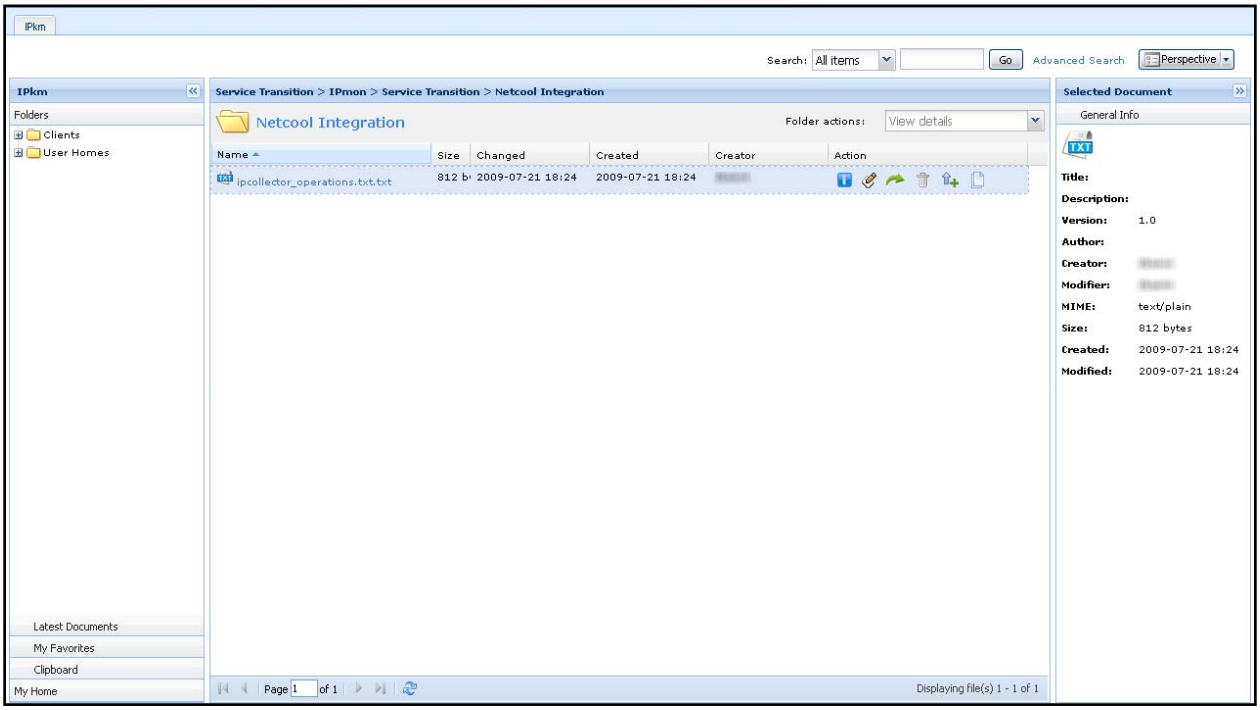


IPcmdb is IPsoft's Configuration Management Database implementation. It gives your organization complete visibility into attributes, relationships, and dependencies of the components in your enterprise-computing environment. IPcmdb provides a standard framework for federating and accessing IT information, which integrates communication between the IT management tools.

IPproject

IPproject is a complete, web-based enterprise project management application, which helps you plan, execute and deliver your projects on time. It is completely interoperable with Microsoft Project and globally accessible (without requiring Project Server installation.) IPproject facilitates rapid project plan development through templates, and it integrates into the IPradar workflow management system to facilitate the end-to-end, tightly controlled execution of tasks in the pipeline.

IPkm



IPkm allows you to do complete enterprise knowledge management, providing document management, collaboration, records management, web content management, imaging, free text information administration and gives the ability to search the entire archive.

IPdeploy

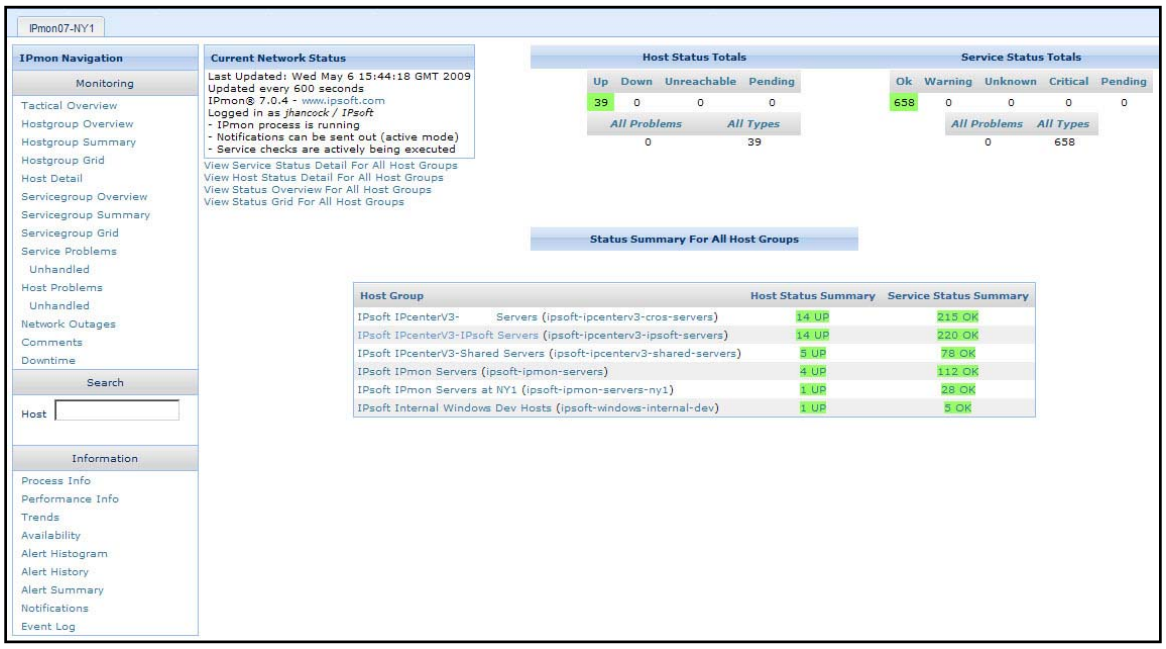
IPdeploy automates service deployments, providing push-button automated deployment cycle to speed the time to creation of accounts, ticket queues, workflow engines, contact base and escalation engine population.

Service Operation

Service Operation in IPcenter v3 is aligned with ITIL v3 Service Operation activities.

IPcenter v3 Service Operation modules are outlined following.

IPmon

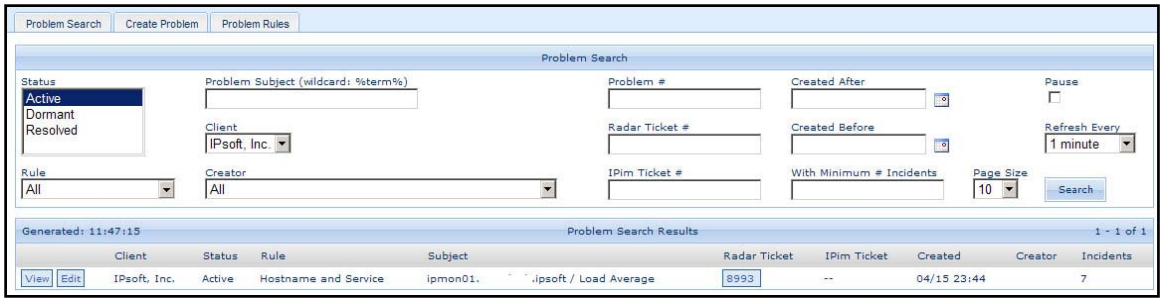


IPmon is IPsoft's monitoring, embedded intelligence, system and network management software. It allows you to monitor network services and host resources, through a simple plug-in design that allows you to develop your own service checks. The checks are run in a parallelized mode to allow optimal scalability for your growing infrastructure.

IPim

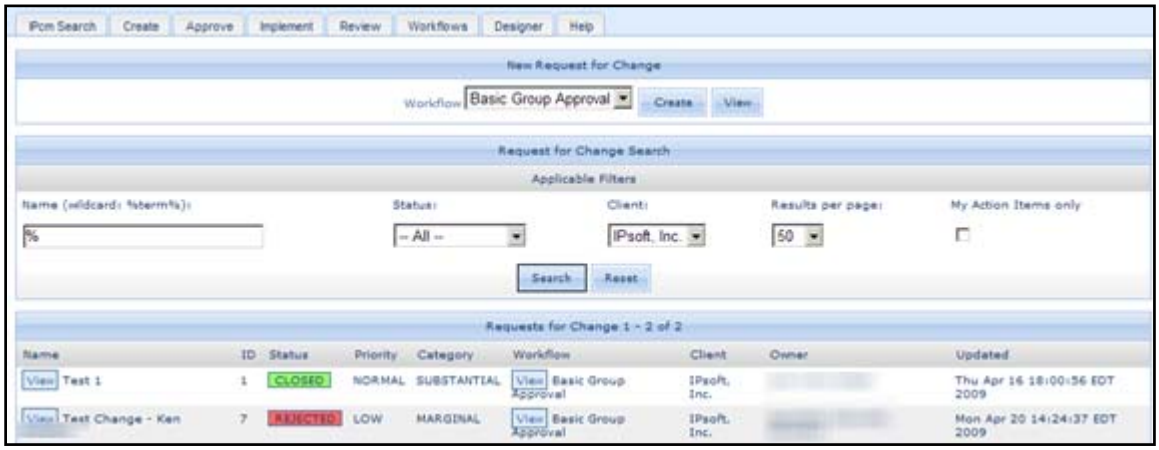
IPim is IPsoft's Incident Management application. It tracks your incidents through the integrated workflow system, IPradar, ensuring the progression of an incident from inception to satisfactory resolution in the shortest possible time. It provides you complete auditability and transparency into the way events in your environment were handled.

IPpm



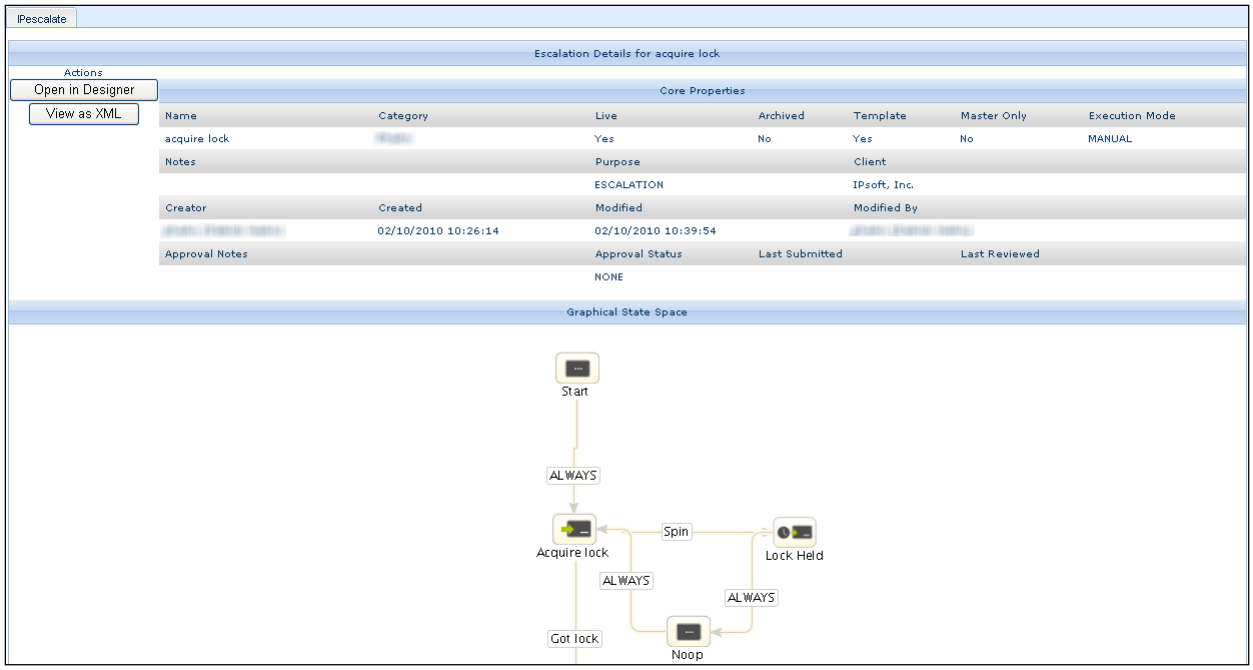
IPpm is the problem management process responsible for managing the complete lifecycle of all problems. The goals of IPpm are to prevent the problem from happening, to eliminate recurring incidents and to minimize the impact of incidents. It is able to automatically detect and flag trends in incidents by interacting with IPim, IPmon and other event management modules.

IPcm



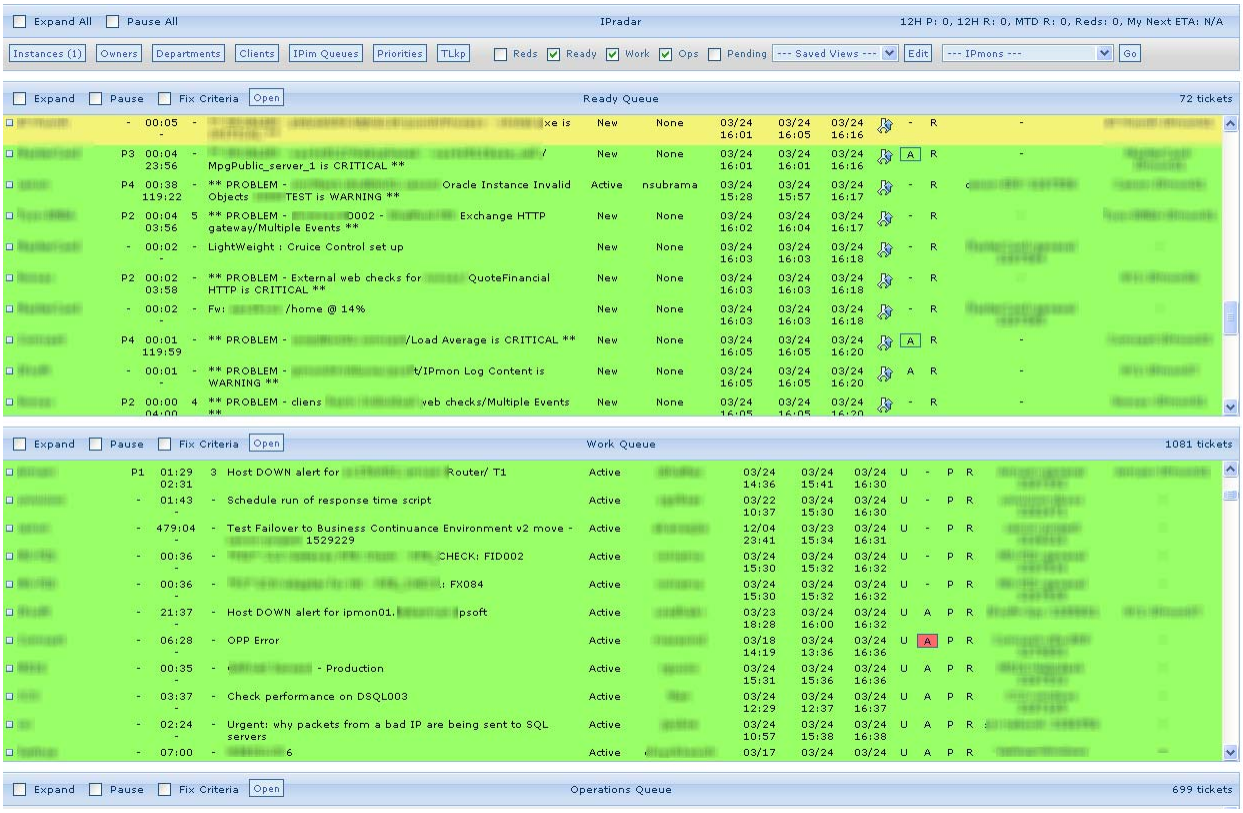
IPcm is the change management engine designed to ensure that standardized methods and procedures are used for efficient and prompt handling of all changes. All changes to service assets and configuration items are recorded in IPcmdb, and all actions associated with the change are logged in IPim tickets for transparency to the end-user.

IPescalate



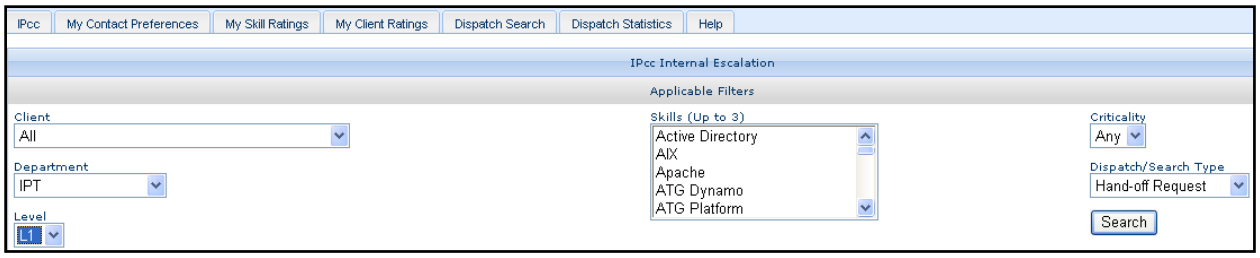
IPescalate is IPsoft's escalation engine; it facilitates the escalation of incidents and problems within IPsoft and to customer, partner, and vendor staff, drawing on contact information and attributes stored in IPcontact.

IPradar



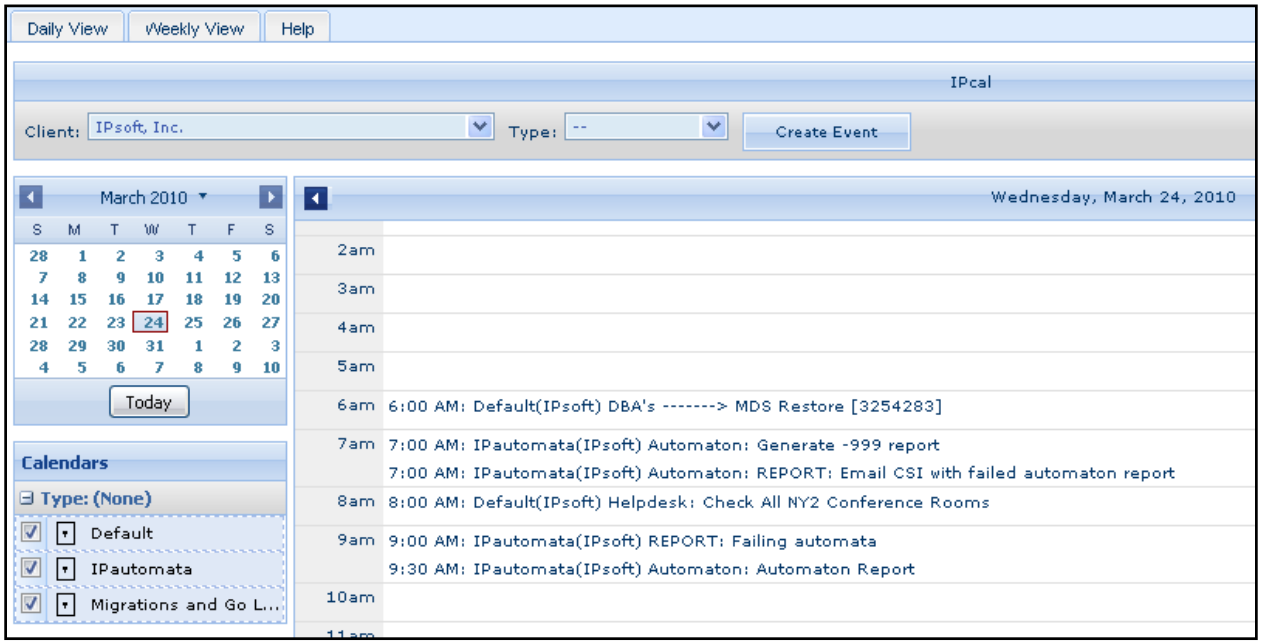
IPradar is IPsoft's workflow/queue management system. It facilitates an integrated control for your entire operations, as you are able to see all exceptions, events, alerts, trouble tickets and even project tasks flowing through your system in a consolidated framework. This degree of operational control ensures that all tasks within your environment are executed in an efficient manner within committed timelines, for higher availability and consistent performance for business users.

IPcc



IPcc unifies and automates workflow to the best available engineering resources for the task at hand. Whether exceptions are originated from alerts, trouble tickets or customer calls, IPcc intelligently routes the incoming request to the most knowledgeable resource. This optimizes the time to resolution, as it removes the overhead created by requirements to identify the right resources to address a problem.

IPcal

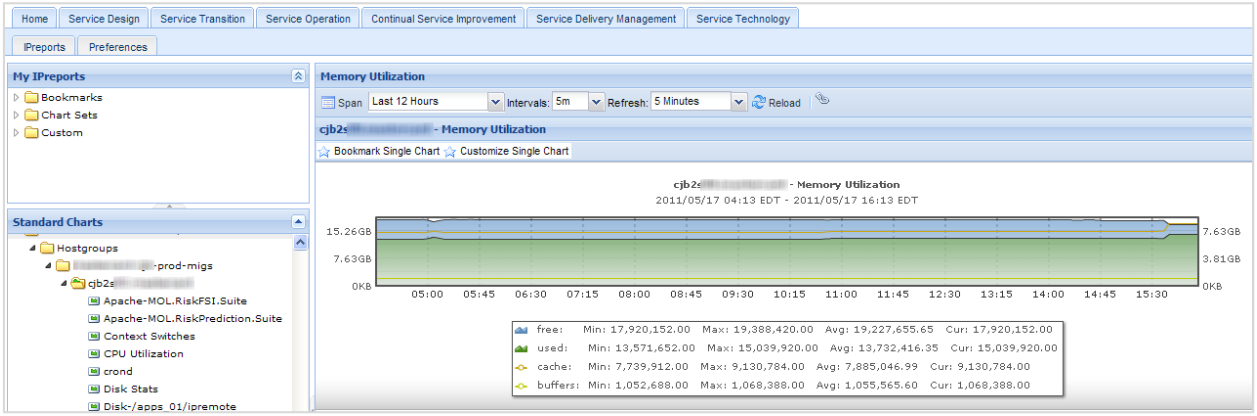


IPcal is the master display calendar within IPcenter. You can use the IPcal application to display asynchronous events and scheduled batch processes.

IPcontact

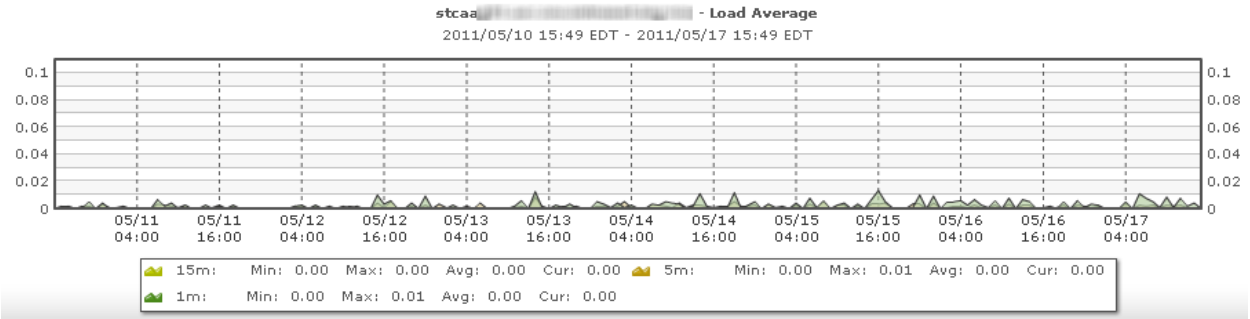
IPcontact stores customer and partner contact information and attributes. All IPsoft executives working on your account are at your fingertips and within easy reach through the IPcontact portlet in your IPcenter customer service portal.

IPreports

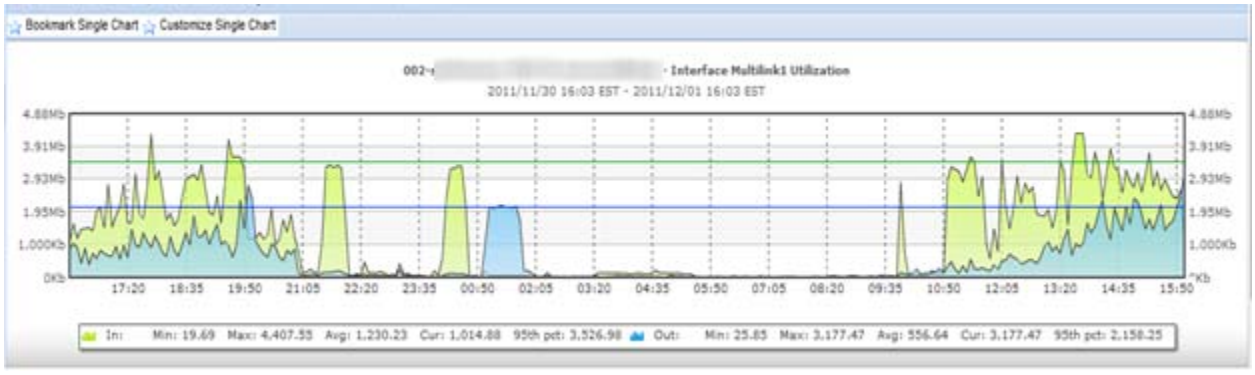


IPreports is IPsoft's reporting application. You can run "canned" (already developed) reports from within IPreports, or you can develop custom reports. IPreports allows you to view performance and availability trends, as well as characteristics of your servers, network devices and applications.

Sample reports:

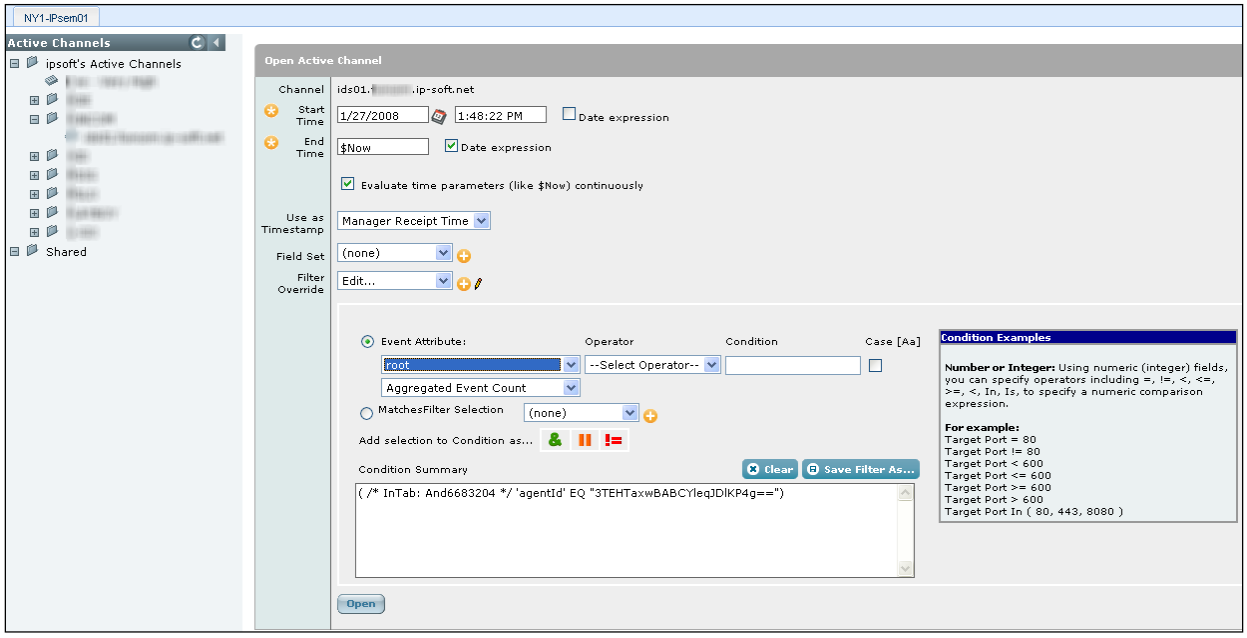


Load Average



Interface Utilization

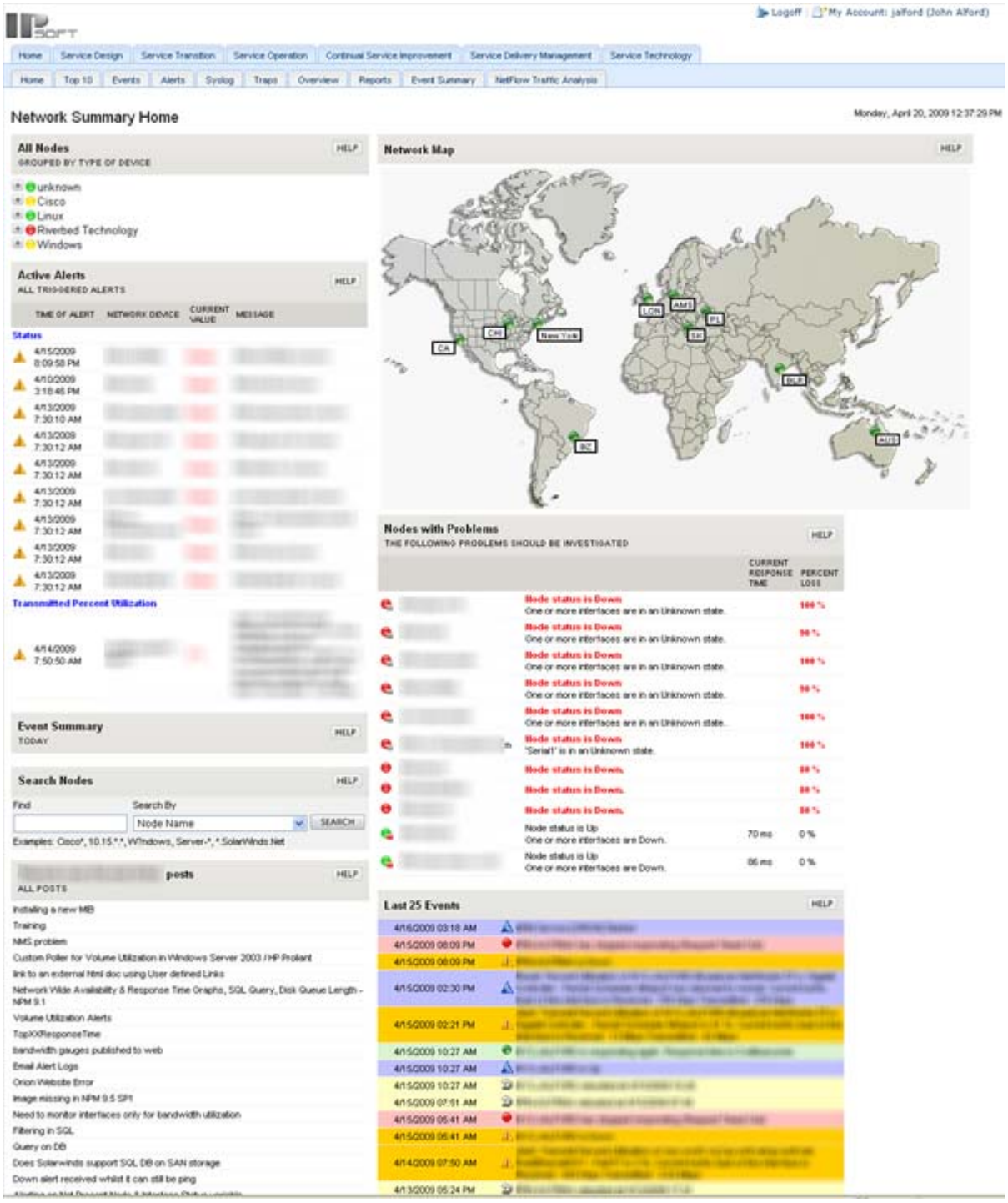
IPsem

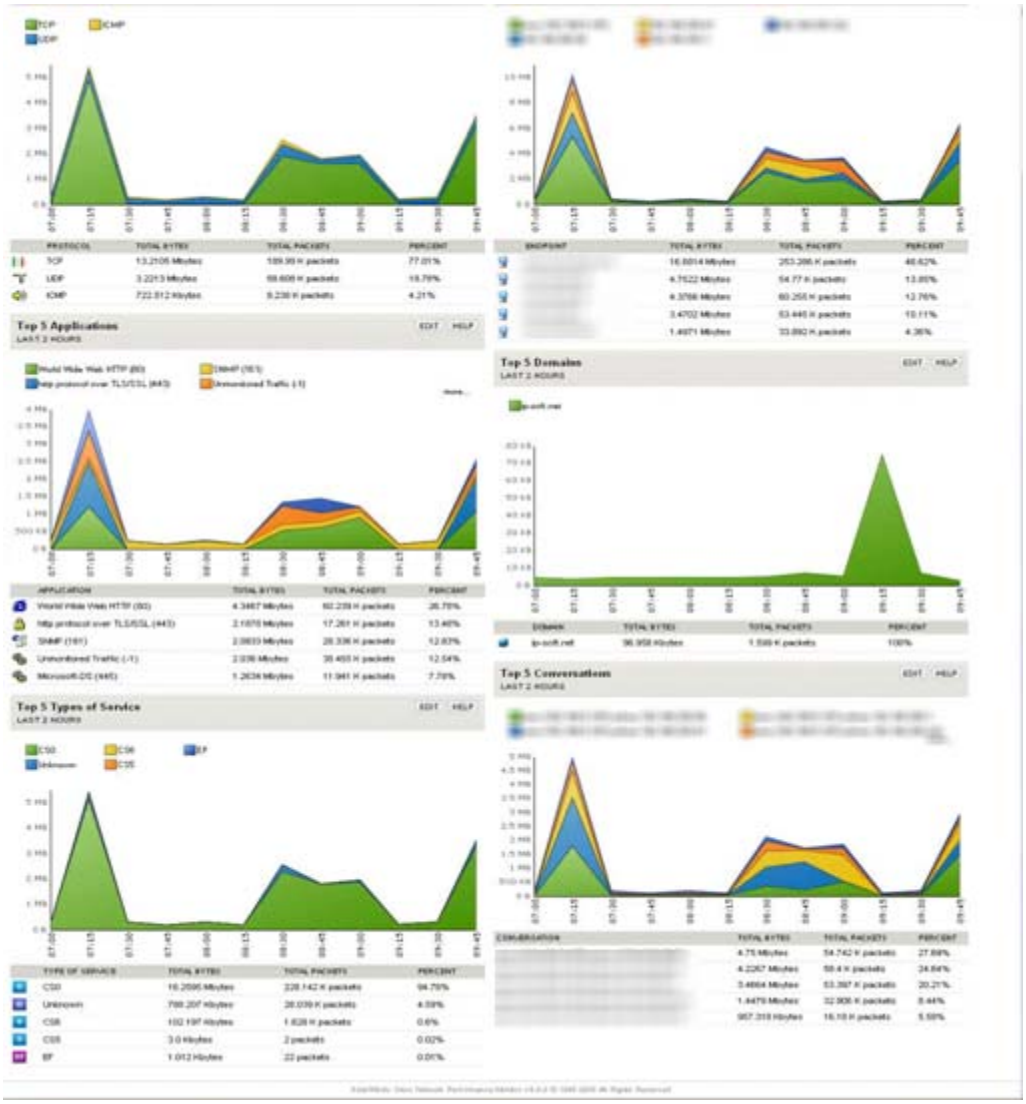


IPsoft delivers Security Event Management utilizing ArcSight and IPcenter. The unified combination is our IPsem service. IPsem includes detection, correlations, escalations, investigation and optional mitigation/remediation.

IPflow

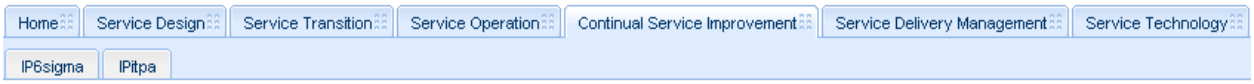
IPflow provides anomaly detection utilizing Netflow and Orion, which together comprise a global threat detection system aggregating security alerts, advisories and global honey nets.




Top 5 Applications
Top 5 Domains
Top 5 Conversations
Top 5 Types of Service

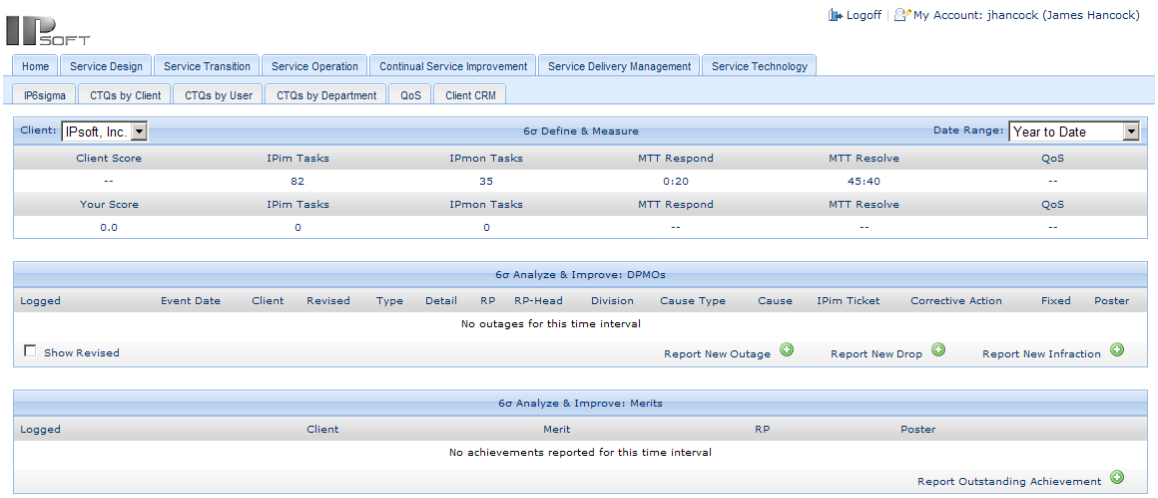
Continual Service Improvement

Continual Service Improvement in IPcenter v3 is aligned with ITIL v3 Continual Service Improvement activities.



IPcenter v3 Continual Service Improvement modules are outlined following.

IP6sigma



IP6sigma supports the Six Sigma quality management paradigm. It enforces DMAIC concepts to keep DPMOs in your environment to industry leading levels. As opposed to static concepts in theory, IP6sigma builds service delivery best practices right into the operational delivery engines, making them highly enforceable, rather than relying on manual methods of verification and enforcement.

IPitpa

IPitpa is IPsoft's IT Process Automation tool, which reports on the extent to which automation is reducing the entropies in your system. Available process automation statistics in your overall environment include the total number of events, the number of events for which automated remediation ran, and the percentage of time automated remediation was able to fix the problem.

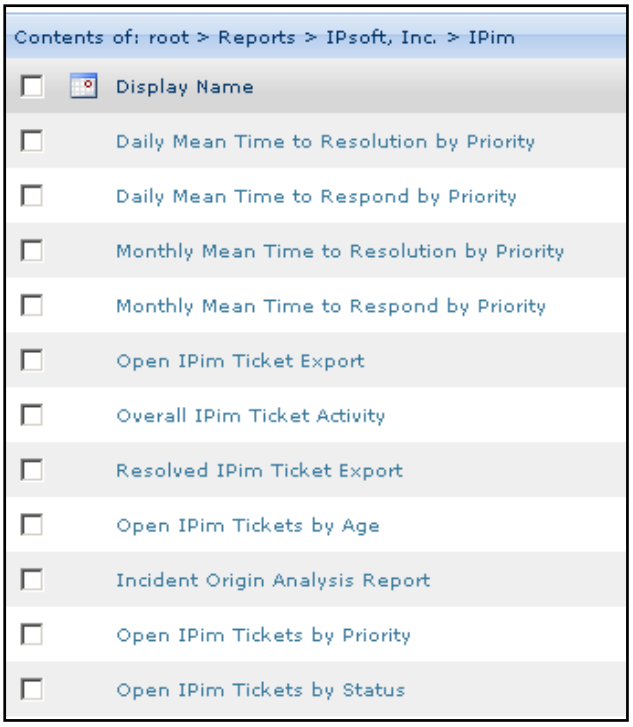
Service Delivery Management

Service Delivery Management in IPcenter v3 is aligned with ITIL v3 Service Delivery Management.

IPcenter v3 Service Delivery Management modules are outlined following.

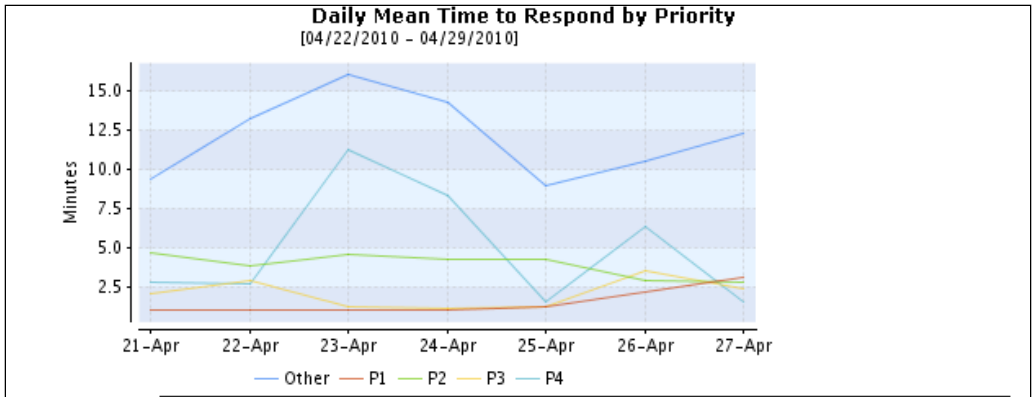
IPslr

IP service level reporting facilitates comprehensive service level reporting for IT and business managers. It reports on all delivery metrics, including service operations, service delivery management, and continual service management improvement parameters. Below is a sample of the reporting available by default. Other reporting is available on request or through custom development.



Subset of IPslr Report Options

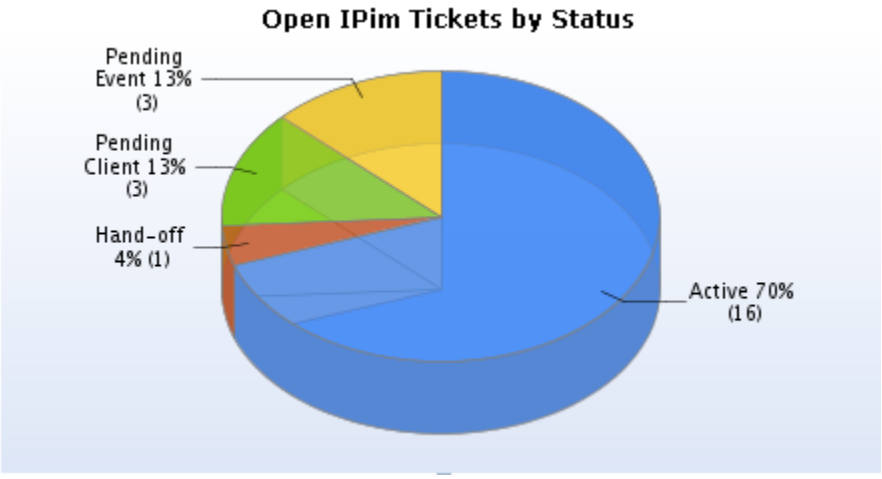
An example of the output from these reports is below:



	Other (min)	P1 (min)	P2 (min)	P3 (min)	P4 (min)
2010-04-22	9.41	1.02	4.73	2.06	2.75
2010-04-23	13.21	1.04	3.86	2.89	2.71
2010-04-24	16.04	1.04	4.61	1.26	11.23
2010-04-25	14.27	1.05	4.29	1.12	8.30
2010-04-26	9.01	1.18	4.28	1.23	1.58
2010-04-27	10.54	0.00	2.90	3.54	6.35
2010-04-28	12.27	3.13	2.84	2.42	1.55

Generated by IPcenter - IPslr at Wed Apr 28 17:30:16 UTC 2010

Ticket Mean Time to Respond



Ticket Status Report

IPim ID	IPim Queue	Device	Model	Priority	Owner	Subject	Status	Site	Created
3000767	IPsoft-Ops			P3	Gary Rosenblum		Operations		04/13/2009 21:02:48
3000977	IPsoft-Ops			P3	Jack	The Limited - Create Portal User Lists and IPcontact in V3	Operations		04/14/2009 14:32:56
3001535	IPsoft-Ops	ipmon01		P3	Vito	** PROBLEM - ipmon01 Raid is UNKNOWN **	Pending Client		04/15/2009 12:03:40
3002475	IPsoft-Ops	ny4-webcheck-01.ny4.ip-soft.net		P3	Wilton	** PROBLEM - ny4-webcheck-01.ny4 WebCheck - Login Look for Text is CRITICAL **	Operations		04/16/2009 17:20:28
3002703	IPsoft-Ops			P3	Boris	DNS zone delegation for	Operations		04/17/2009 09:45:55
3004165	IPsoft-Ops			P3		New PON Queue	Operations		04/21/2009 10:13:21
3004213	IPsoft-Ops			P3	David	- Create Portal User Lists and IPcontact in V3	Operations		04/21/2009 13:46:19
3004489	IPsoft-Ops			P3		- New queue request	Operations		04/22/2009 16:40:02
3004510	IPsoft-IPmon-Checks			P3	Munzin	. checks correction	Operations		04/22/2009 17:44:33
3004692	IPsoft-Ops			P3	Danny	switches	Operations		04/23/2009 10:16:21
3004769	IPsoft-Ops			P3	Travis	Storage network	Pending Close		04/23/2009 17:52:57
3005897	IPsoft-Ops			P3	David F	Ticket Queue Access	Operations		04/27/2009 10:46:25
3006017	IPsoft-Ops			P3	Munzin	Escalation	Operations		04/27/2009 15:37:38
3006068	IPsoft-Ops			P3	Eric		Operations		04/27/2009 18:15:30
3006073	IPsoft-Ops			P3	Kenneth	IPconnect update	Operations		04/27/2009 18:35:01
3006077	IPsoft-Ops			P3		Queue creation/deletion	Operations		04/27/2009 18:57:04
3006400	IPsoft-Ops			P3	Danny	external webchecks	Operations		04/28/2009 18:06:40
3006649	IPsoft-Ops			P3	Olga	FW: Please create a user account fo	Active		04/29/2009 13:33:12
3006700	IPsoft-Ops			P3		: Remove devices csan01 and csan02 from CMDB	Operations		04/29/2009 16:58:59
3007092	IPsoft-Ops			P3	Munzin	QoS for April 2009 for Angie's Clients	Operations		04/30/2009 12:24:22
3007127	IPsoft-Ops			P3		Remove int from monitoring --	Operations		04/30/2009 15:54:45
3007128	IPsoft-Ops			P3		Add new site in monitoring --	Operations		04/30/2009 16:03:36
3007130	IPsoft-Ops			P3		Remove device from monitoring --	Operations		04/30/2009 16:30:58
3007131	IPsoft-Ops			P3		Change device serial number --	Operations		04/30/2009 16:46:59
3007132	IPsoft-Ops			P3	Daniel	ACL - port open for	Operations		04/30/2009 16:56:03
3007327	IPsoft-Ops			P3		WEV-Change - remove from monitoring	Operations		05/01/2009 07:36:29

Open Ticket Detail Report

IPsurvey

IPsurvey is IPsoft's customer satisfaction survey tool. Customer surveys help IPsoft ensure that operational delivery is and remains aligned with customer business requirements. Feedback is critical to this process, and we gather feedback at the tactical level (through IPim) on every task handled, as well as soliciting higher-level feedback on a quarterly basis from customer executives.

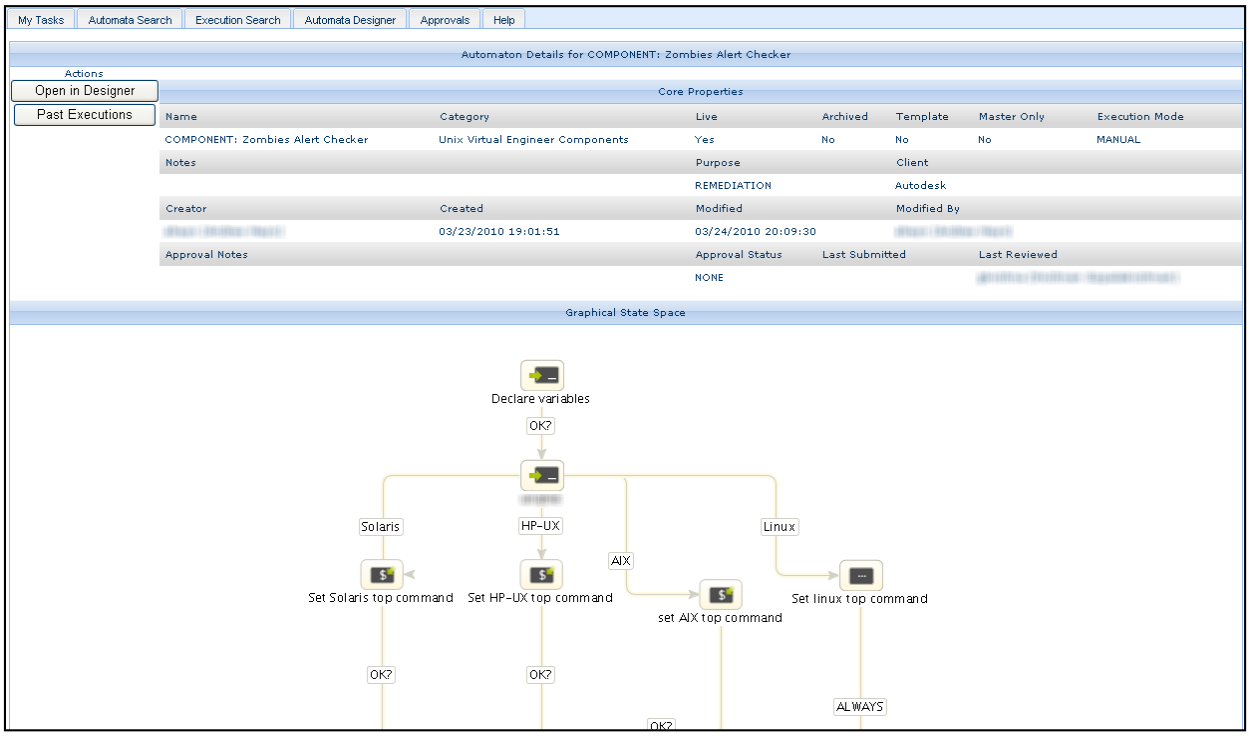
Service Technology

Service Technology modules in IPcenter v3 are outlined following.

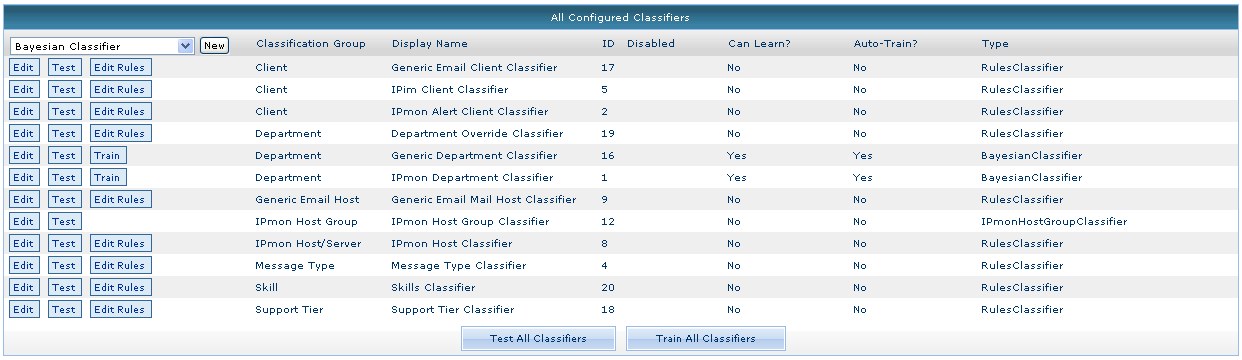
IPautomata

IPautomata is IPsoft's toolkit for building intelligent software agents to facilitate data gathering, management, and remediation of detected issues. IPautomata adaptively learns about your systems and networks, and is able to generate autonomic agents that self-correct and heal exceptions in your environment.

IPautomata allows you to view automata tasks assigned to you, search for particular automata, view automata details, run automata, and--if you have additional permissions--design custom automata.



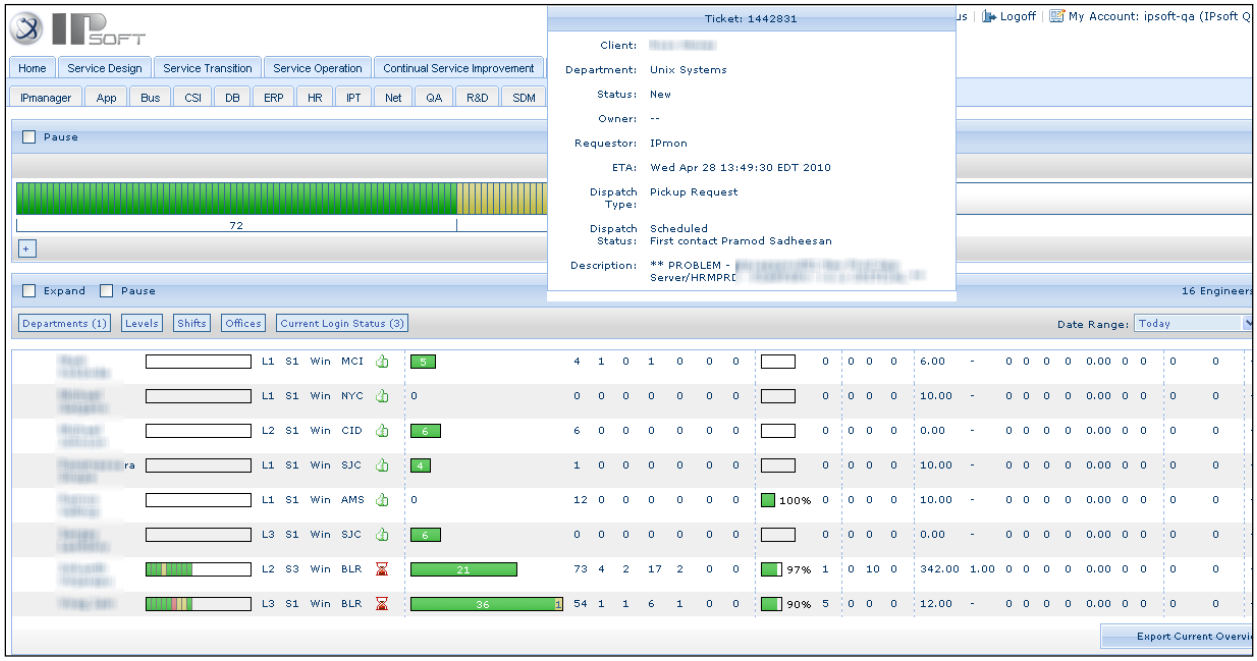
IPclassify



IPclassify is responsible for classifying incoming IPradar events. It is a Bayesian classification (interpretation of probability) engine that allows IPsoft to map incoming exceptions to the most qualified resource capable of handling the exception. IPcc and IPdispatch leverage it.

IPclassify translates an incoming alert or trouble ticket to a fully defined set of parameters, which include the criticality of the alert, the client affected, and the domain (and even the subdomain) that the alert relates to. This full classification is then leveraged by IPdispatch (for automated ticket dispatches) and its superset, IPcc (for dispatching all tickets and calls), for mapping the exception to the best-qualified engineer for handling the event.

IPmanager

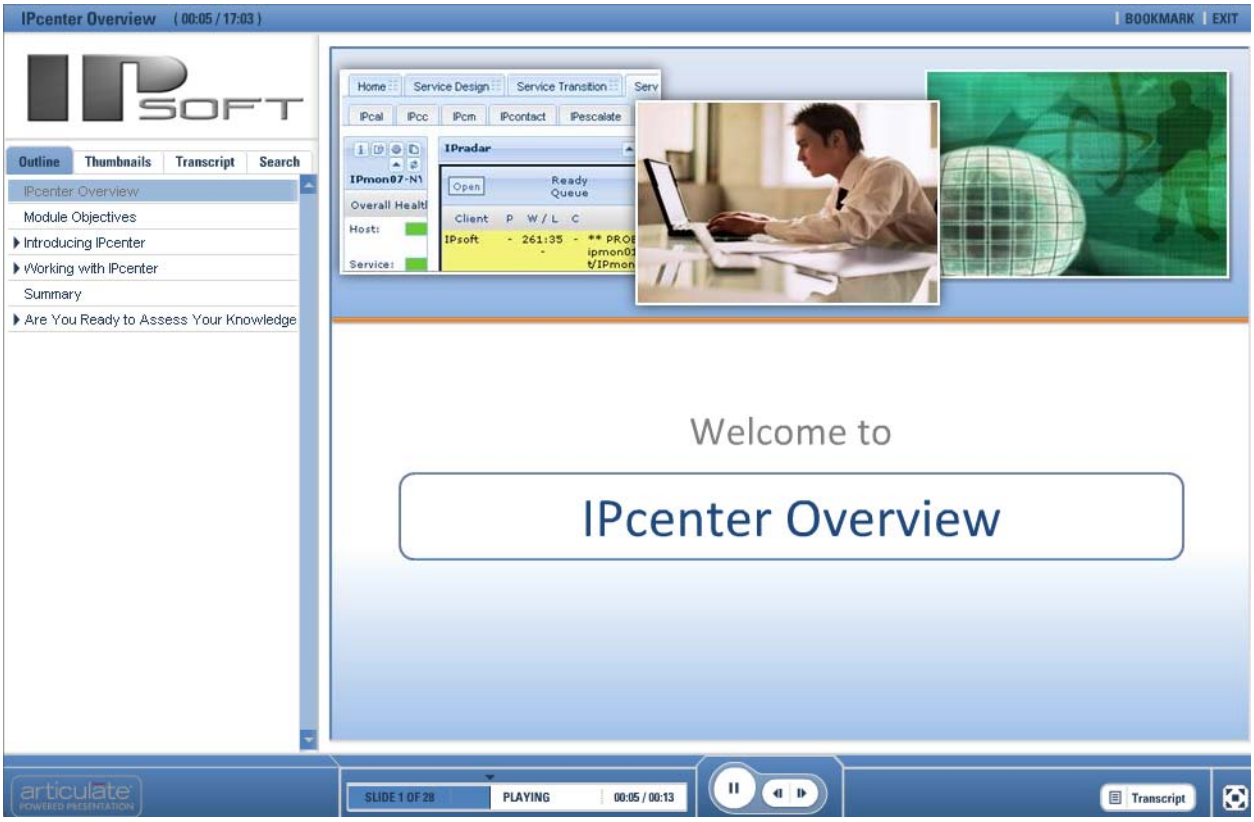


IPmanager is IPcenter's virtual manager. It consolidates data from IPcenter applications and presents an overview of current operational state to managers.

IPsec

IPsec is an event correlator that uses a rules-based engine to correlate events that are related to each other. IPsec uses CMDB and precedence relations to eliminate white noise from an environment and to track down the root cause of the exception.

IPuniversity



IPuniversity is a complete e-learning environment for IPcenter users, providing self-paced study courses on various IPcenter topics.

IPuniversity remembers:

- All the courses you need to take for attaining proficiency in a functional role
- The courses you are currently enrolled in
- Where you are in each course
- Courses that have you passed

IPmerit

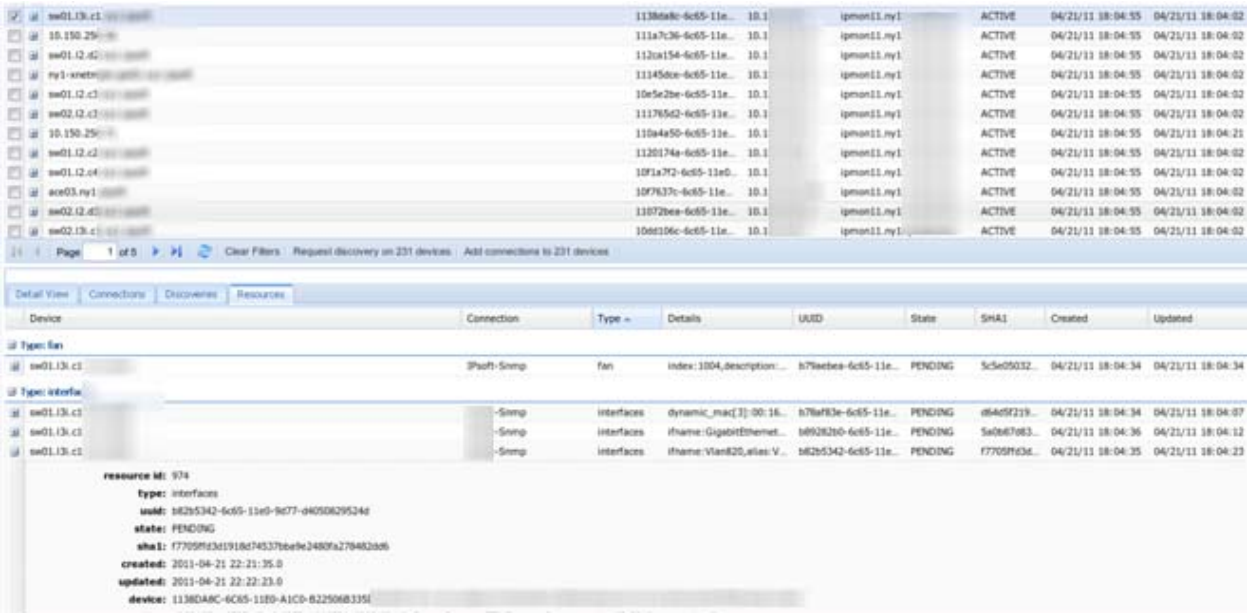
Sample IPmerit Daily and Trending Graphs

IPmerit is IPsoft's performance review application. It allows IPsoft managers to perform point in time, monthly, quarterly, and yearly reviews of their staff. These reviews are then visible to the staff member along with historical trending of their performance.

Service Design

Service Design in IPcenter v3 is aligned with ITIL v3 Service Design activities.

IPdiscover



IPdiscover detects and collects information about the servers, networks and storage devices on the parts of your network you have made visible/accessible to discovery agents. Intra-server discovery modules allow you to discover databases and applications residing on servers that allow discovery agents.