
About IPcenter v3

Tool Synopsis

IPSOFT PROPRIETARY

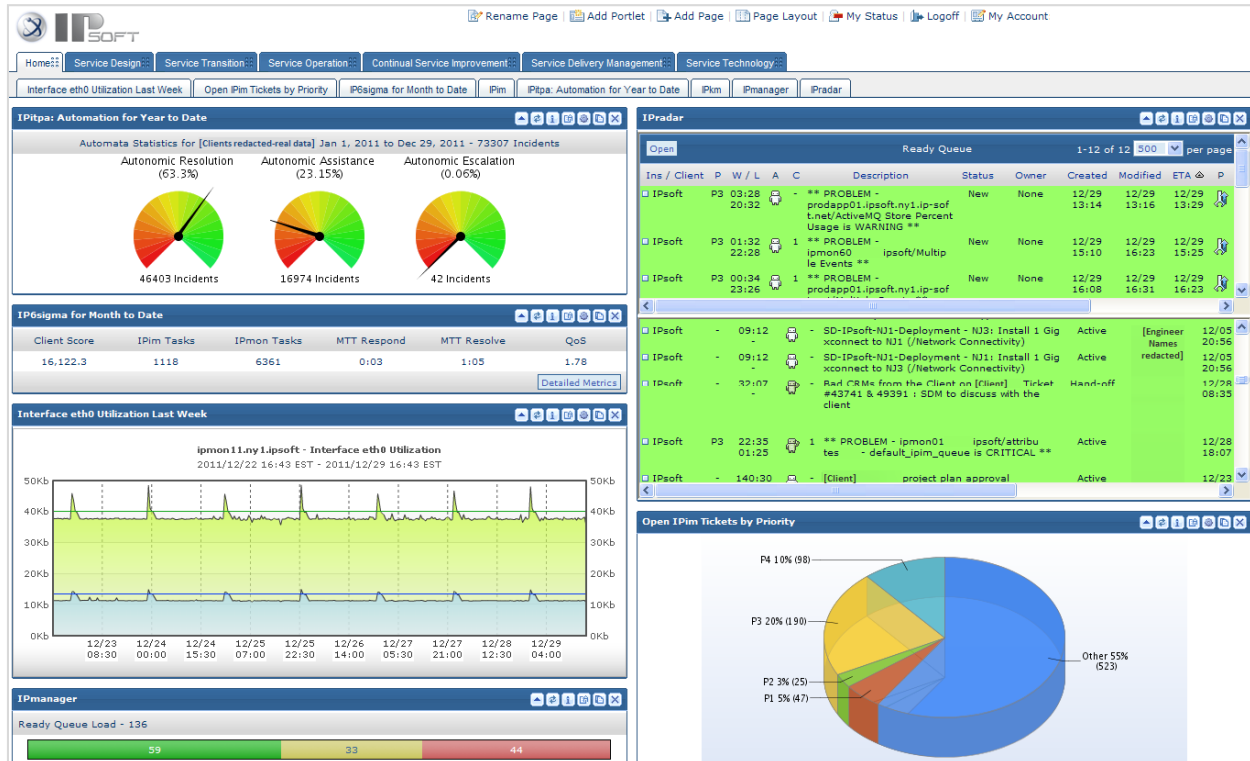
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About IPcenter v3

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, customizable 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.

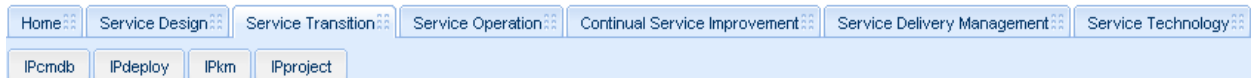
IPcenter Access

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

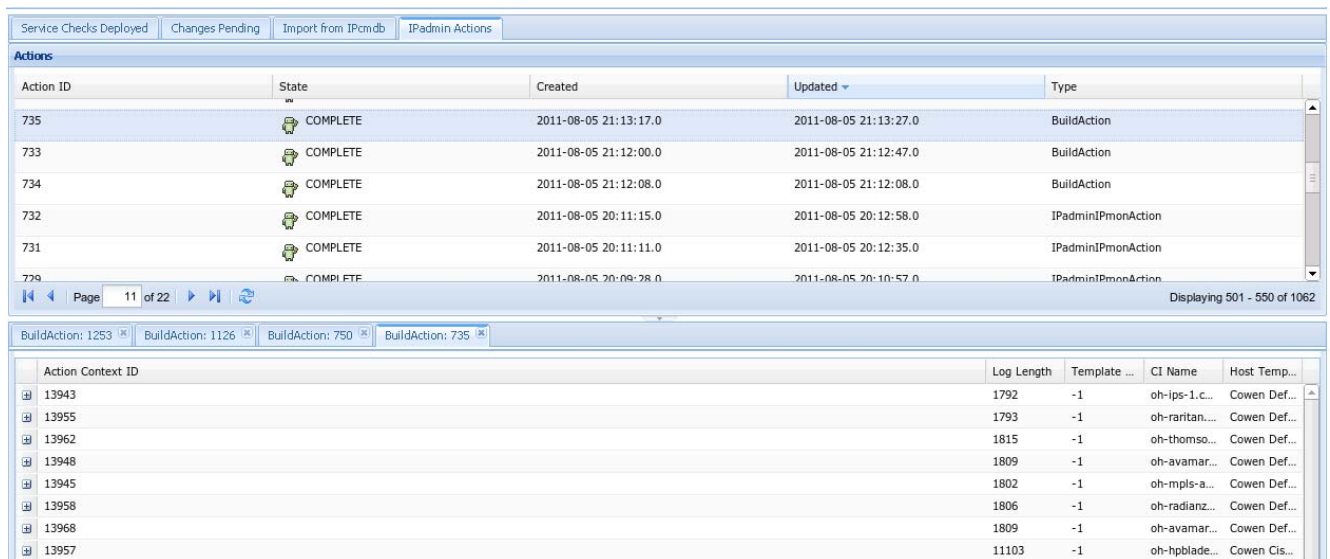
Service Transition

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



IPcenter v3 Service Transition modules are outlined following.

IPadmin

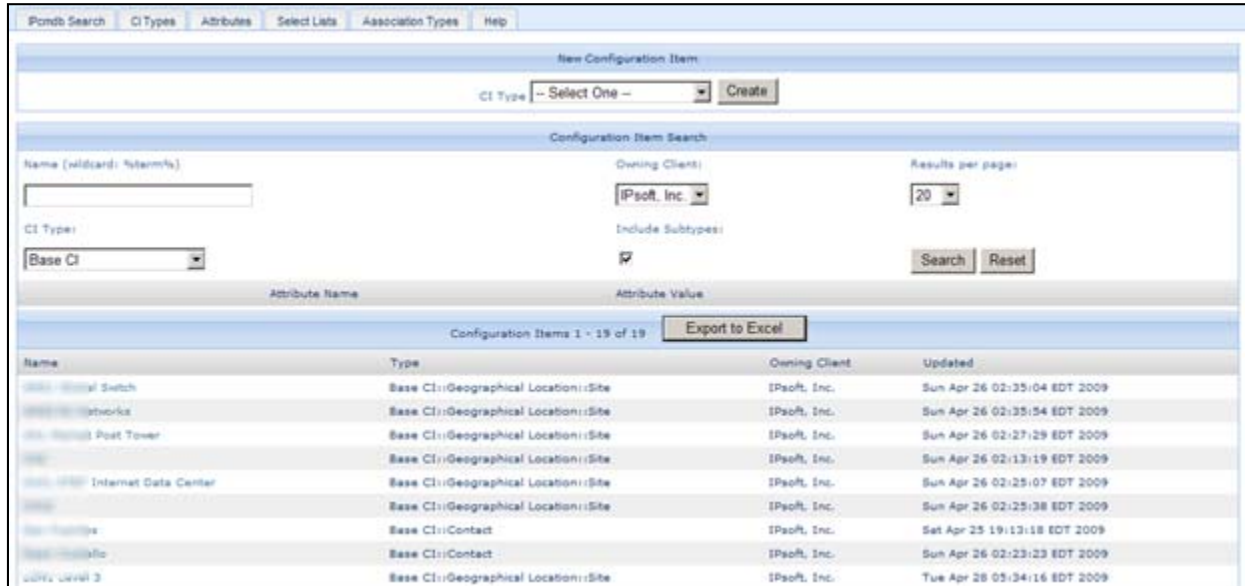


Action ID	State	Created	Updated	Type
735	COMPLETE	2011-08-05 21:13:17.0	2011-08-05 21:13:27.0	BuildAction
733	COMPLETE	2011-08-05 21:12:00.0	2011-08-05 21:12:47.0	BuildAction
734	COMPLETE	2011-08-05 21:12:08.0	2011-08-05 21:12:08.0	BuildAction
732	COMPLETE	2011-08-05 20:11:15.0	2011-08-05 20:12:58.0	IPadminIPmonAction
731	COMPLETE	2011-08-05 20:11:11.0	2011-08-05 20:12:35.0	IPadminIPmonAction
729	COMPLETE	2011-08-05 20:09:28.0	2011-08-05 20:10:57.0	IPadminIPmonAction

Action Context ID	Log Length	Template	CI Name	Host Temp...
13943	1792	-1	oh-ips-1.c...	Cowen Def...
13955	1793	-1	oh-raritan...	Cowen Def...
13962	1815	-1	oh-thomso...	Cowen Def...
13948	1809	-1	oh-avamar...	Cowen Def...
13945	1802	-1	oh-mpls-a...	Cowen Def...
13958	1806	-1	oh-radianz...	Cowen Def...
13968	1809	-1	oh-avamar...	Cowen Def...
13957	11103	-1	oh-hpblade...	Cowen Cis...

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



The screenshot shows the IPcmdb web interface. At the top, there are tabs for 'IPcmdb Search', 'CI Types', 'Attributes', 'Select Lists', 'Association Types', and 'Help'. Below these is a 'New Configuration Item' section with a 'CI Type' dropdown set to '- Select One -' and a 'Create' button. Below that is a 'Configuration Item Search' section with fields for 'Name (wildcard: %*)', 'Owning Client' (set to 'IPsoft, Inc.'), 'Results per page' (set to '20'), 'CI Type' (set to 'Base CI'), and 'Include Subtypes' (checked). There are 'Search' and 'Reset' buttons. Below the search section is a table of 'Configuration Items 1 - 19 of 19' with an 'Export to Excel' button. The table has columns for 'Name', 'Type', 'Owning Client', and 'Updated'.

Name	Type	Owning Client	Updated
1000 - Serial Switch	Base CI::Geographical Location::Site	IPsoft, Inc.	Sun Apr 26 02:35:04 EDT 2009
1000 - Network	Base CI::Geographical Location::Site	IPsoft, Inc.	Sun Apr 26 02:35:04 EDT 2009
100 - Serial Port Tower	Base CI::Geographical Location::Site	IPsoft, Inc.	Sun Apr 26 02:27:29 EDT 2009
1000	Base CI::Geographical Location::Site	IPsoft, Inc.	Sun Apr 26 02:13:19 EDT 2009
1000 - IPsoft Internet Data Center	Base CI::Geographical Location::Site	IPsoft, Inc.	Sun Apr 26 02:25:07 EDT 2009
1000	Base CI::Geographical Location::Site	IPsoft, Inc.	Sun Apr 26 02:25:38 EDT 2009
100 - Contact	Base CI::Contact	IPsoft, Inc.	Sat Apr 25 19:13:18 EDT 2009
1000 - Contact	Base CI::Contact	IPsoft, Inc.	Sun Apr 26 02:23:23 EDT 2009
1000 - Level 3	Base CI::Geographical Location::Site	IPsoft, Inc.	Tue Apr 28 05:34:16 EDT 2009

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

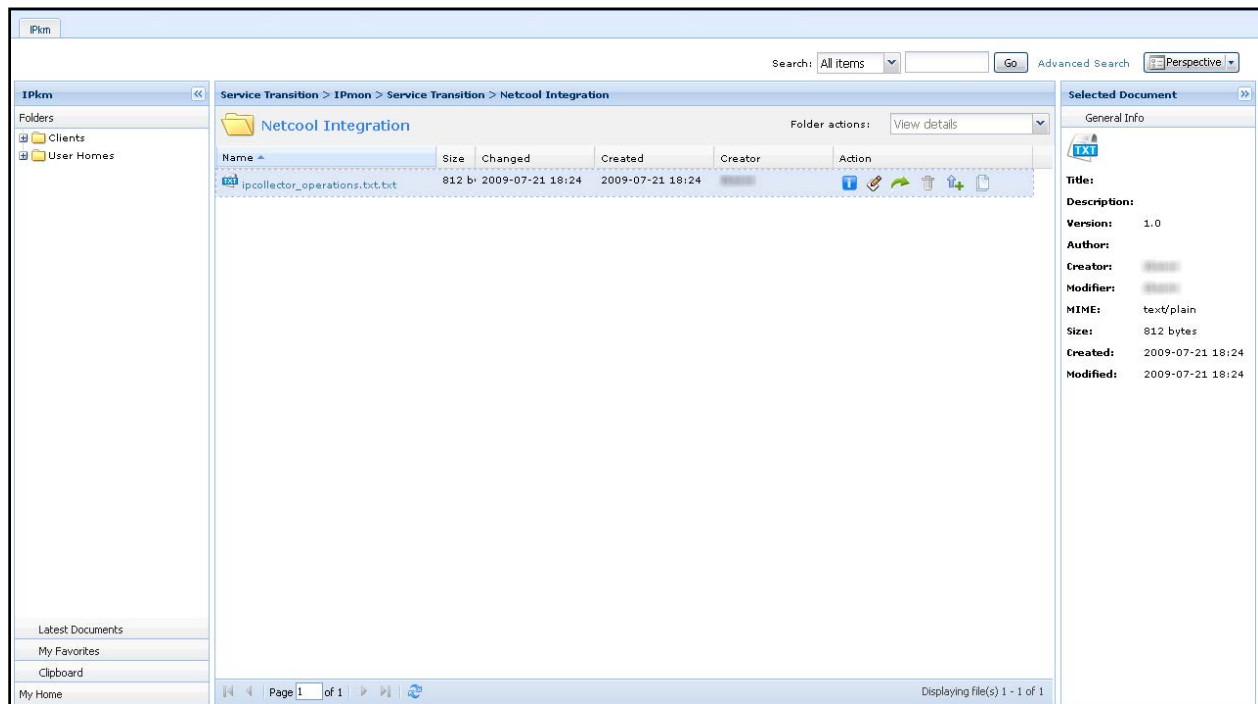


The screenshot shows the IPproject web interface. At the top, there is a 'Default Tree View' section. Below it is a table titled 'All projects in your portfolio.' with columns for 'Name', 'Business', 'Start Date', 'End Date', 'Status', 'O', 'F', 'S', 'R', and 'Completion Percentage'. The table lists five projects with their respective statuses and completion percentages.

Name	Business	Start Date	End Date	Status	O	F	S	R	Completion Percentage
1000 - Project	1000			Completed	●				100%
1000 - Project	1000			Completed	●				100%
1000 - Project	1000			Completed	●				100%
1000 - Project	1000			In Planning	●				0%
1000 - Project	1000			In Process	●				99%

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



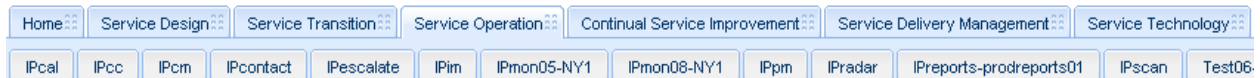
IPkm allows you to do complete enterprise knowledge management, providing document management, collaboration, records management, web content management, imaging, free text information administration and gives the ability to search the entire archive.

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.

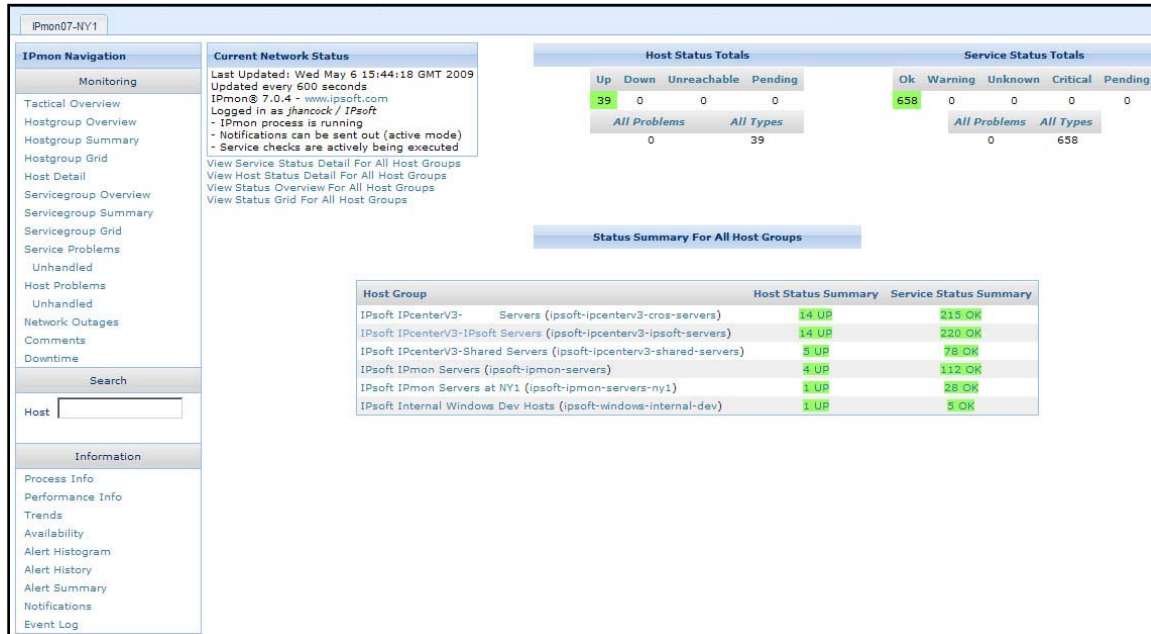
Service Operation

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



IPcenter v3 Service Operation modules are outlined following.

IPmon



IPmon07-NY1

IPmon Navigation

- Monitoring
 - Tactical Overview
 - Hostgroup Overview
 - Hostgroup Summary
 - Hostgroup Grid
 - Host Detail
 - Servicegroup Overview
 - Servicegroup Summary
 - Servicegroup Grid
 - Service Problems
 - Unhandled
 - Host Problems
 - Unhandled
 - Network Outages
 - Comments
 - Downtime
- Search
- Host
- Information
 - Process Info
 - Performance Info
 - Trends
 - Availability
 - Alert Histogram
 - Alert History
 - Alert Summary
 - Notifications
 - Event Log

Current Network Status

Last Updated: Wed May 6 15:44:18 GMT 2009
Updated every 600 seconds
IPmon@ 7.0.4 - www.ipsoft.com
Logged in as jhancok / IPSOFT
- IPmon process is running
- Notifications can be sent out (active mode)
- Service checks are actively being executed

Host Status Totals

Up	Down	Unreachable	Pending
39	0	0	0
All Problems		All Types	
0		39	

Service Status Totals

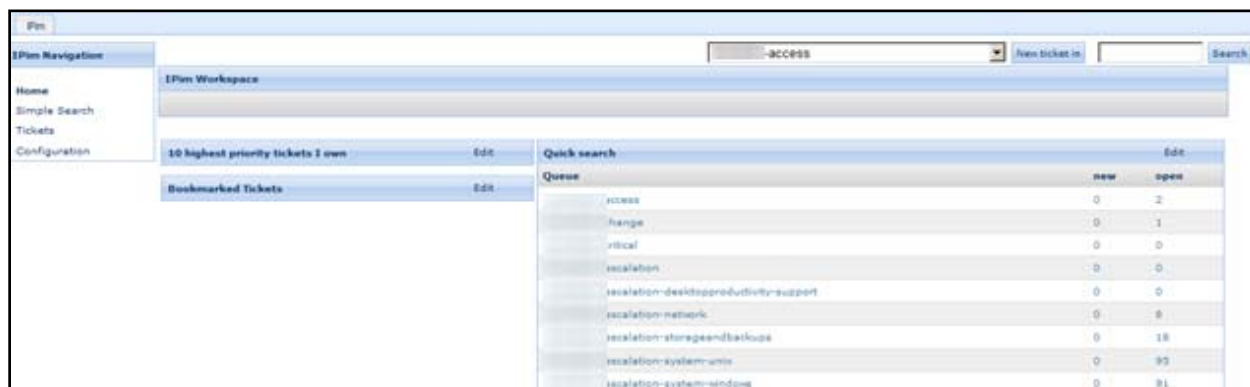
Ok	Warning	Unknown	Critical	Pending
658	0	0	0	0
All Problems		All Types		
0		658		

Status Summary For All Host Groups

Host Group	Host Status Summary	Service Status Summary
IPsoft IPcenterV3- Servers (ipsoft-ipcenterv3-cross-servers)	14 UP	215 OK
IPsoft IPcenterV3-IPsoft Servers (ipsoft-ipcenterv3-ipsoft-servers)	14 UP	220 OK
IPsoft IPcenterV3-Shared Servers (ipsoft-ipcenterv3-shared-servers)	5 UP	78 OK
IPsoft IPmon Servers (ipsoft-ipmon-servers)	4 UP	112 OK
IPsoft IPmon Servers at NY1 (ipsoft-ipmon-servers-ny1)	1 UP	28 OK
IPsoft Internal Windows Dev Hosts (ipsoft-windows-internal-dev)	1 UP	5 OK

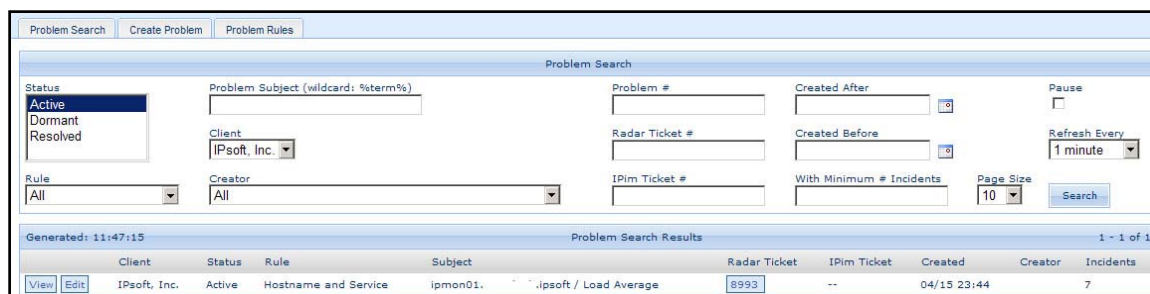
IPmon is IPSOFT's monitoring, embedded intelligence, system and network management software. It allows you to monitor network services and host resources, through a simple plug-in design that allows you to develop your own service checks. The checks are run in a parallelized mode to allow optimal scalability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

IPim



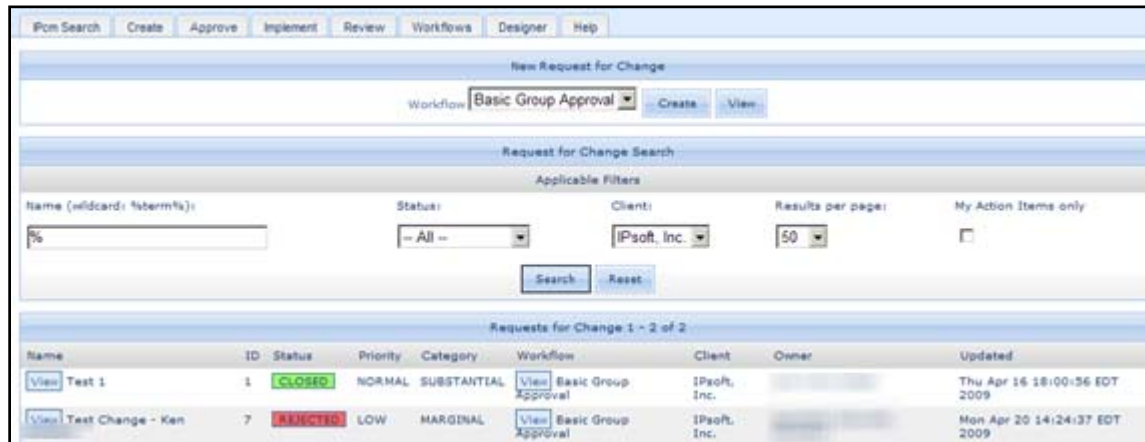
IPim is IPsoft's Incident Management application. It tracks your incidents through the integrated workflow system, IPradar, ensuring the progression of an incident from inception to satisfactory resolution in the shortest possible time. It provides you complete auditability and transparency into the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

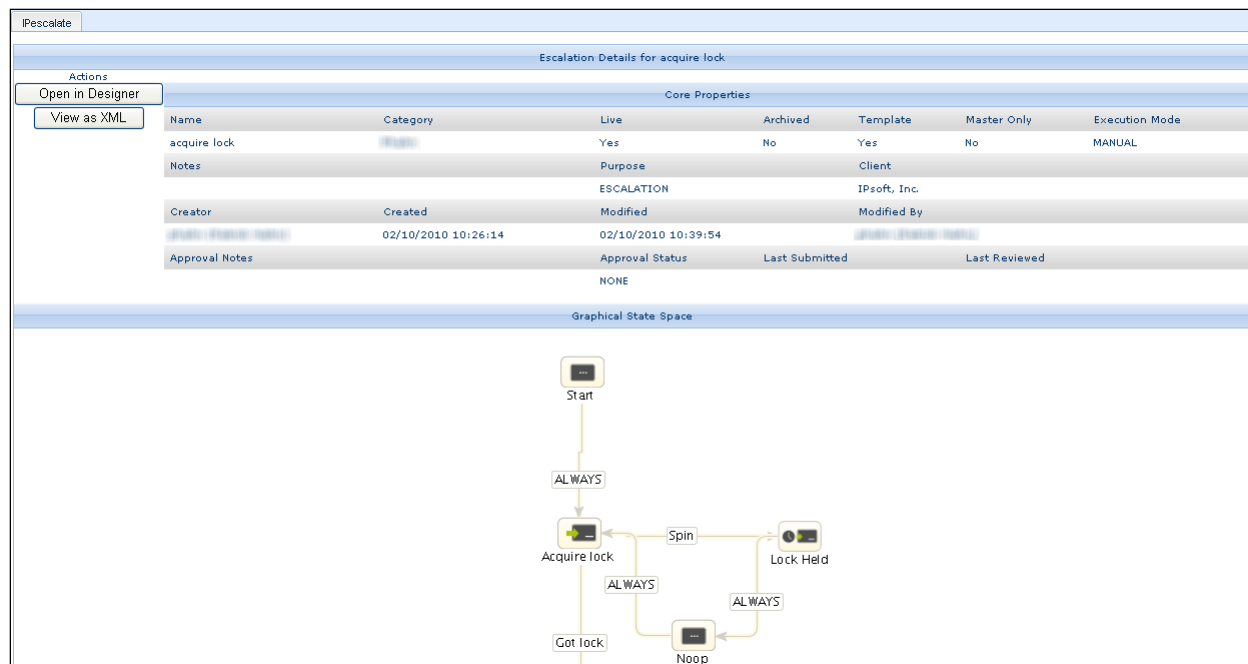


The screenshot shows the IPcm web interface. At the top, there's a navigation bar with links: IPcm Search, Create, Approve, Implement, Review, Workflows, Designer, and Help. Below this is a 'New Request for Change' section with a 'Workflow' dropdown set to 'Basic Group Approval' and 'Create' and 'View' buttons. Underneath is a 'Request for Change Search' section with 'Applicable Filters'. These filters include: Name (wildcard: %term%), Status (dropdown set to 'All'), Client (dropdown set to 'IPsoft, Inc.'), Results per page (dropdown set to '50'), and a checkbox for 'My Action Items only'. There are 'Search' and 'Reset' buttons. Below the filters is a table titled 'Requests for Change 1 - 2 of 2'.

Name	ID	Status	Priority	Category	Workflow	Client	Owner	Updated
View Test 1	1	CLOSED	NORMAL	SUBSTANTIAL	View Basic Group Approval	IPsoft, Inc.		Thu Apr 16 18:00:56 EDT 2009
View Test Change - Ken	7	REJECTED	LOW	MARGINAL	View Basic Group Approval	IPsoft, Inc.		Mon Apr 20 14:24:37 EDT 2009

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

The screenshot displays the IPradar interface, which is a workflow/queue management system. It features three main sections: Ready Queue, Work Queue, and Operations Queue. Each section shows a list of tasks with columns for priority, time, description, status, and assigned user. The Ready Queue has 72 tickets, the Work Queue has 1081 tickets, and the Operations Queue has 699 tickets. The interface includes various filters and controls for managing these tasks.

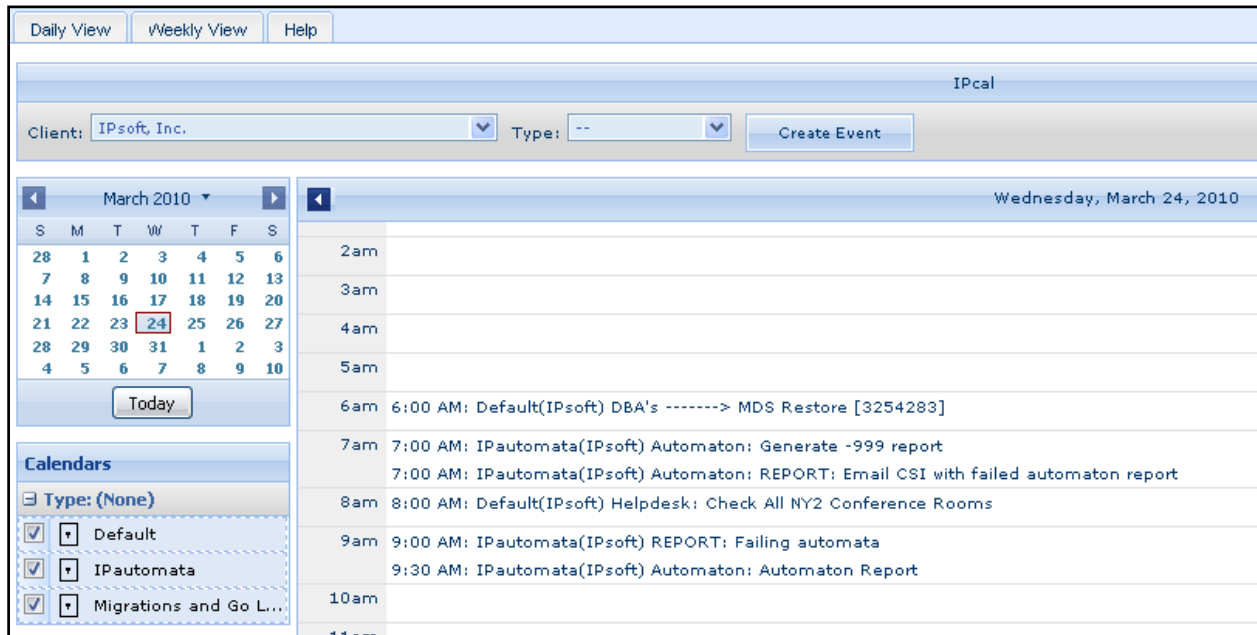
IPradar is IPSOFT's workflow/queue management system. It facilitates an integrated control for your entire operations, as you are able to see all exceptions, events, alerts, trouble tickets and even project tasks flowing through your system in a consolidated framework. This degree of operational control 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

The screenshot displays the IPcc interface, which is a workflow management system. It features a section for IPcc Internal Escalation with various filters and controls. The filters include Client, Department, Level, Skills (Up to 3), and Criticality. There is also a Search button and a Dispatch/Search Type dropdown menu.

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.

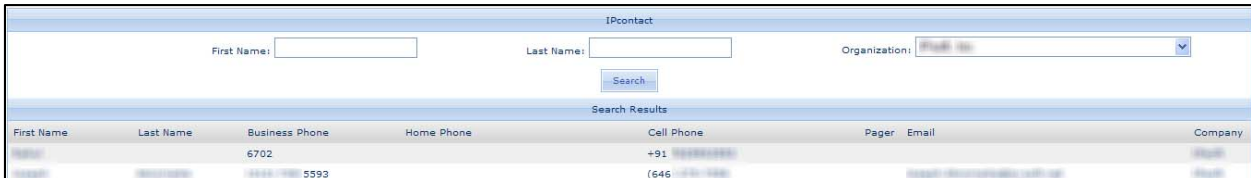
IPcal



The IPcal interface includes a navigation bar with 'Daily View', 'Weekly View', and 'Help' buttons. Below this is a header section with 'Client: IPsoft, Inc.' and a 'Type: --' dropdown, followed by a 'Create Event' button. The main area is divided into two panels. The left panel shows a calendar for March 2010, with the 24th highlighted. The right panel displays a list of events for Wednesday, March 24, 2010, starting from 2am. The events include scheduled batch processes and reports generated by IPautomata. A 'Calendars' sidebar on the left allows users to select which calendars to display, including 'Default', 'IPautomata', and 'Migrations and Go L...'. The event list on the right shows times from 2am to 11am, with specific event descriptions for each time slot.

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

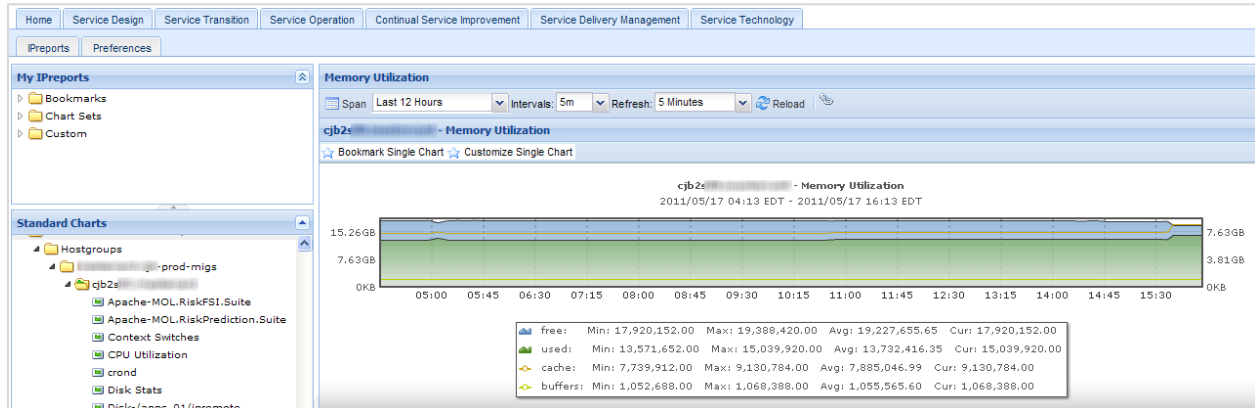
IPcontact



The IPcontact interface features a search section at the top with input fields for 'First Name', 'Last Name', and 'Organization', along with a 'Search' button. Below the search section is a table titled 'Search Results' containing contact information. The table has columns for 'First Name', 'Last Name', 'Business Phone', 'Home Phone', 'Cell Phone', 'Pager', 'Email', and 'Company'. Two search results are displayed, showing contact details for individuals associated with IPsoft.

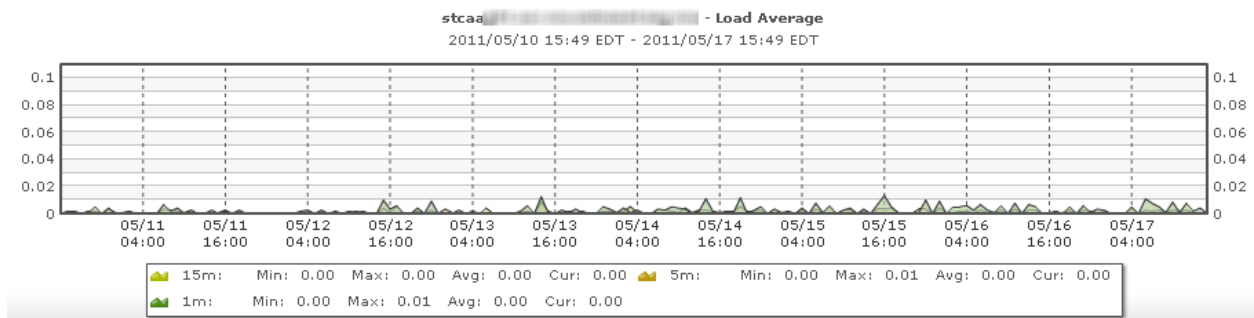
IPcontact stores customer and partner contact information and attributes. All IPsoft executives working on your account are at your fingertips and within easy reach through the IPcontact portlet in your IPcenter customer service portal.

IPreports

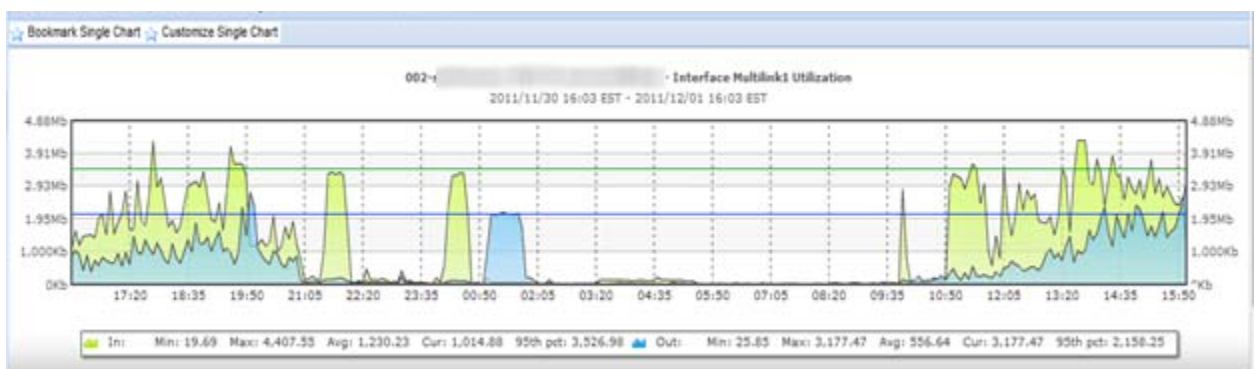


IPreports is IPSOFT's reporting application. You can run "canned" (already developed) reports from within IPreports, or you can develop custom reports. IPreports allows you to view performance and availability trends, as well as characteristics of your servers, network devices and applications.

Sample reports:

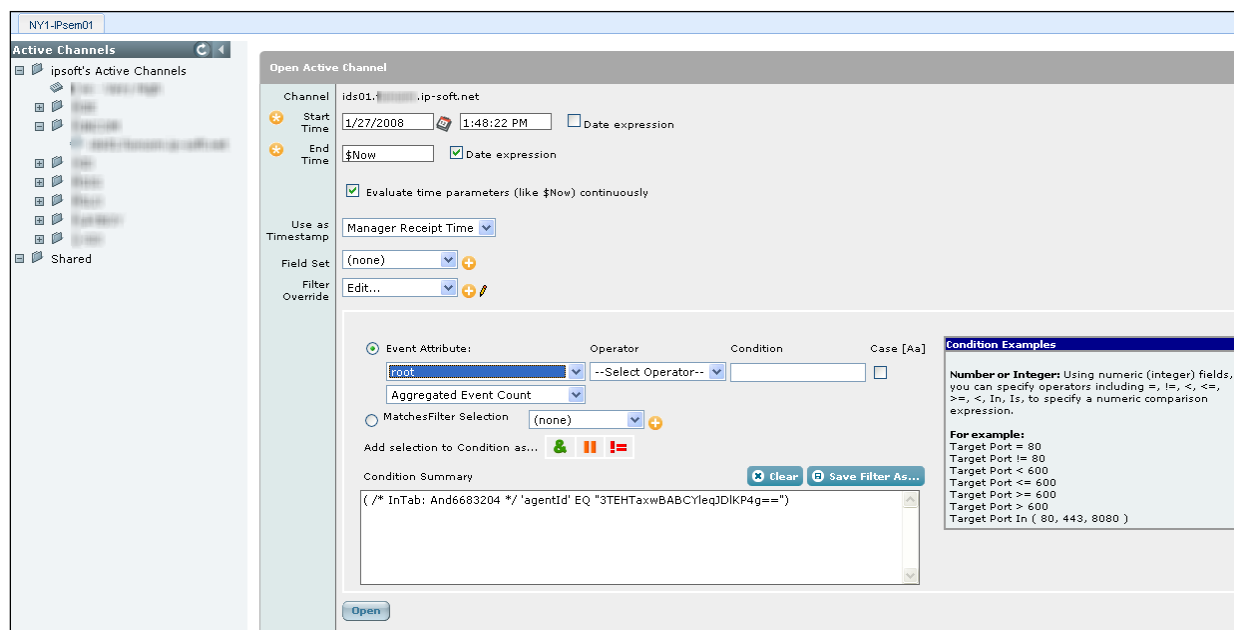


Load Average



Interface Utilization

IPsem



NY1-IPsem01

Active Channels

- ipsoft's Active Channels
 - ids01
 - ids02
 - ids03
 - ids04
 - ids05
 - ids06
 - ids07
 - ids08
 - ids09
 - ids10
 - ids11
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 - ids13
 - ids14
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 - ids90
 - ids91
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 - ids94
 - ids95
 - ids96
 - ids97
 - ids98
 - ids99
 - ids100
- Shared

Open Active Channel

Channel: ids01.ips01-soft.net

Start Time: 1/27/2008 1:48:22 PM ☐ Date expression

End Time: \$Now ☒ Date expression

☒ Evaluate time parameters (like \$Now) continuously

Use as Timestamp: Manager Receipt Time

Field Set: (none) +

Filter Override: Edit... +

Event Attribute: root Operator: --Select Operator-- Condition: Case [Aa]

Aggregated Event Count

MatchesFilter Selection: (none) +

Add selection to Condition as... +

Condition Summary: Clear Save Filter As...

(/* InTab: And6683204 */ 'agentId' EQ '3TEHTaxwBABCyleqJDKP4g==')

Condition Examples

Number or Integer: Using numeric (integer) fields, you can specify operators including =, !=, <, <=, >=, >, <, In, Is, to specify a numeric comparison expression.

For example:

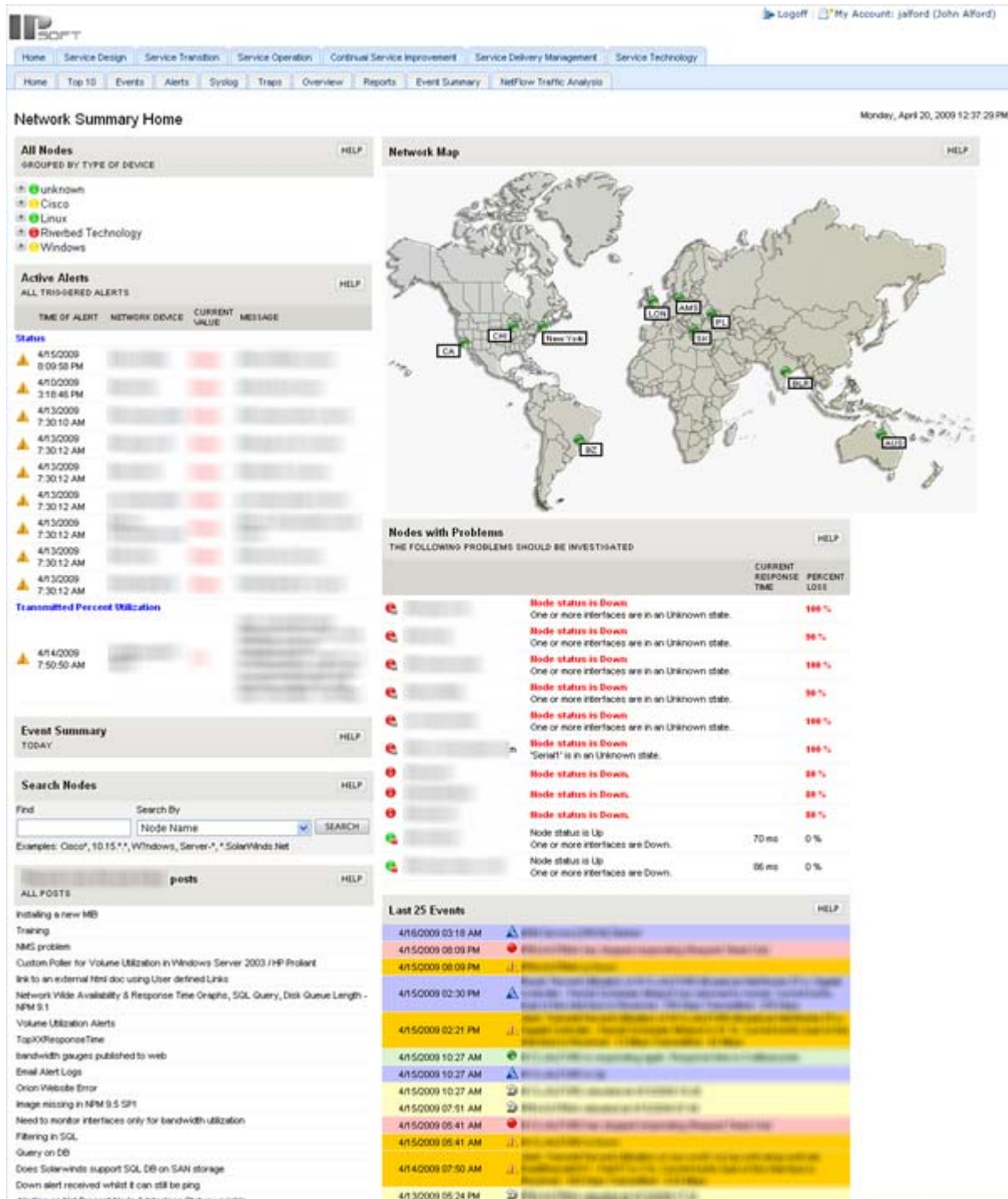
- Target Port = 80
- Target Port != 80
- Target Port < 600
- Target Port <= 600
- Target Port >= 600
- Target Port > 600
- Target Port In (80, 443, 8080)

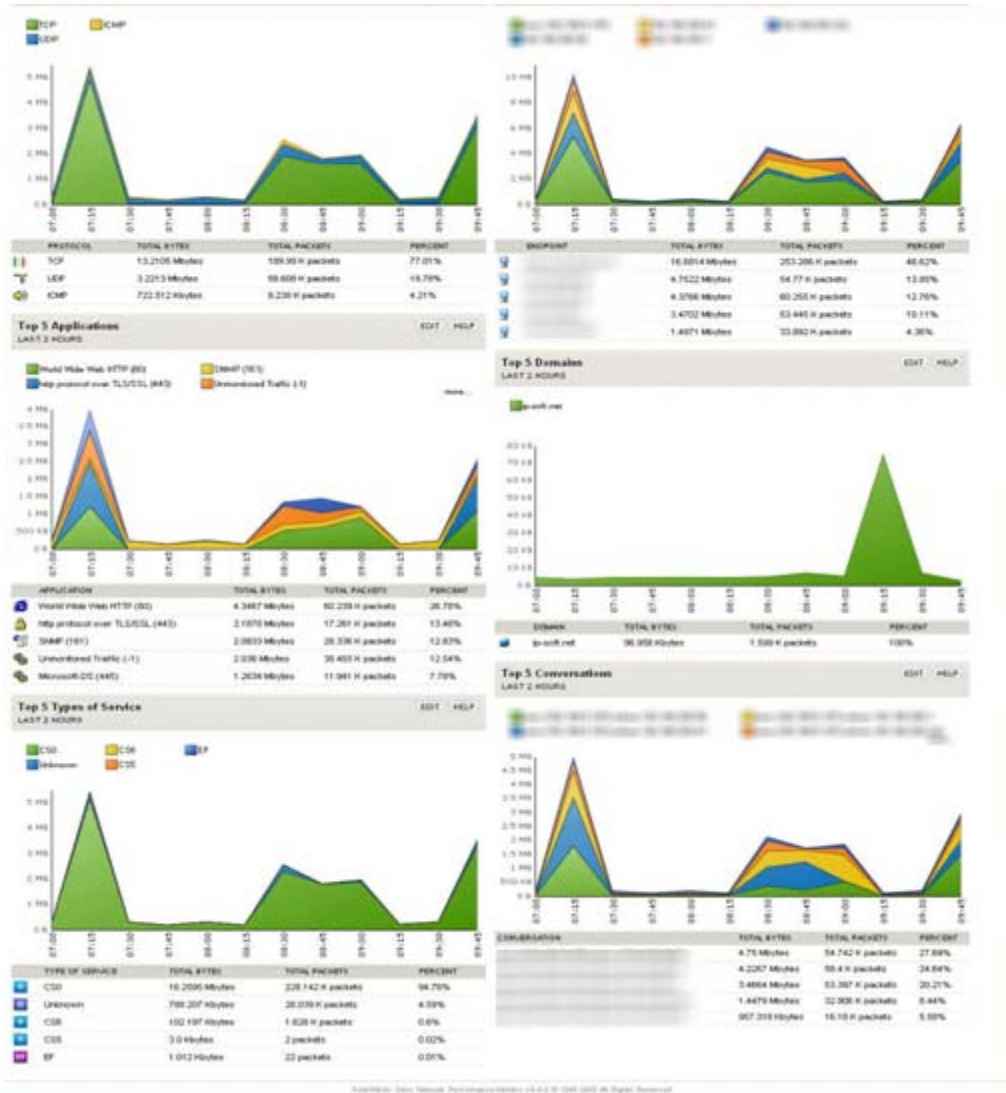
Open

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

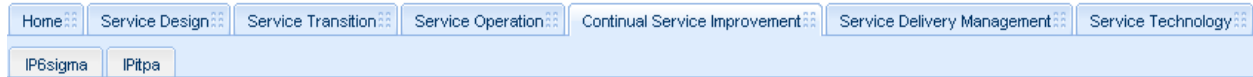
IPflow provides anomaly detection utilizing Netflow and Orion, which together comprise a global threat detection system aggregating security alerts, advisories and global honey nets.





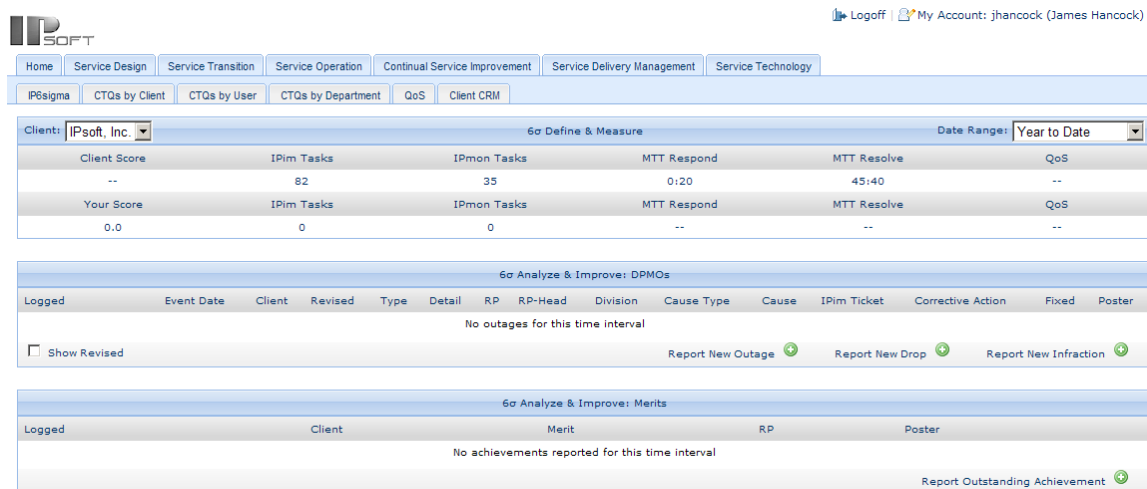
Continual Service Improvement

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



The screenshot shows the IP6sigma module interface. At the top, there's a navigation bar with tabs for Home, Service Design, Service Transition, Service Operation, Continual Service Improvement (selected), Service Delivery Management, and Service Technology. Below this is a sub-navigation bar with tabs for IP6sigma, CTQs by Client, CTQs by User, CTQs by Department, QoS, and Client CRM. The main content area is divided into three sections:

- 6σ Define & Measure:** This section displays a table with client performance metrics. The client is set to 'IPsoft, Inc.' and the date range is 'Year to Date'. The table shows Client Score, IPim Tasks, IPmon Tasks, MTT Respond, MTT Resolve, and QoS. The Client Score is '--', IPim Tasks is 82, IPmon Tasks is 35, MTT Respond is 0:20, MTT Resolve is 45:40, and QoS is '--'. Below this, a 'Your Score' row shows 0.0 for Client Score, 0 for IPim Tasks, 0 for IPmon Tasks, -- for MTT Respond, -- for MTT Resolve, and -- for QoS.
- 6σ Analyze & Improve: DPMOs:** This section displays a table for DPMOs (Defects Per Million Opportunities). The table has columns for Logged, Event Date, Client, Revised, Type, Detail, RP, RP-Head, Division, Cause Type, Cause, IPim Ticket, Corrective Action, Fixed, and Poster. The table is currently empty, showing 'No outages for this time interval'. There are links for 'Report New Outage', 'Report New Drop', and 'Report New Infraction'.
- 6σ Analyze & Improve: Merits:** This section displays a table for Merits. The table has columns for Logged, Client, Merit, RP, and Poster. The table is currently empty, showing 'No achievements reported for this time interval'. There is a link for 'Report Outstanding Achievement'.

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.

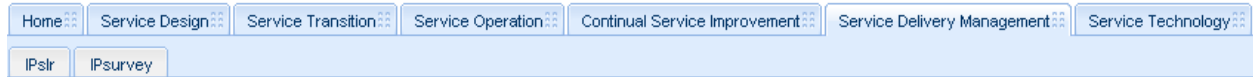
IPitpa



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.

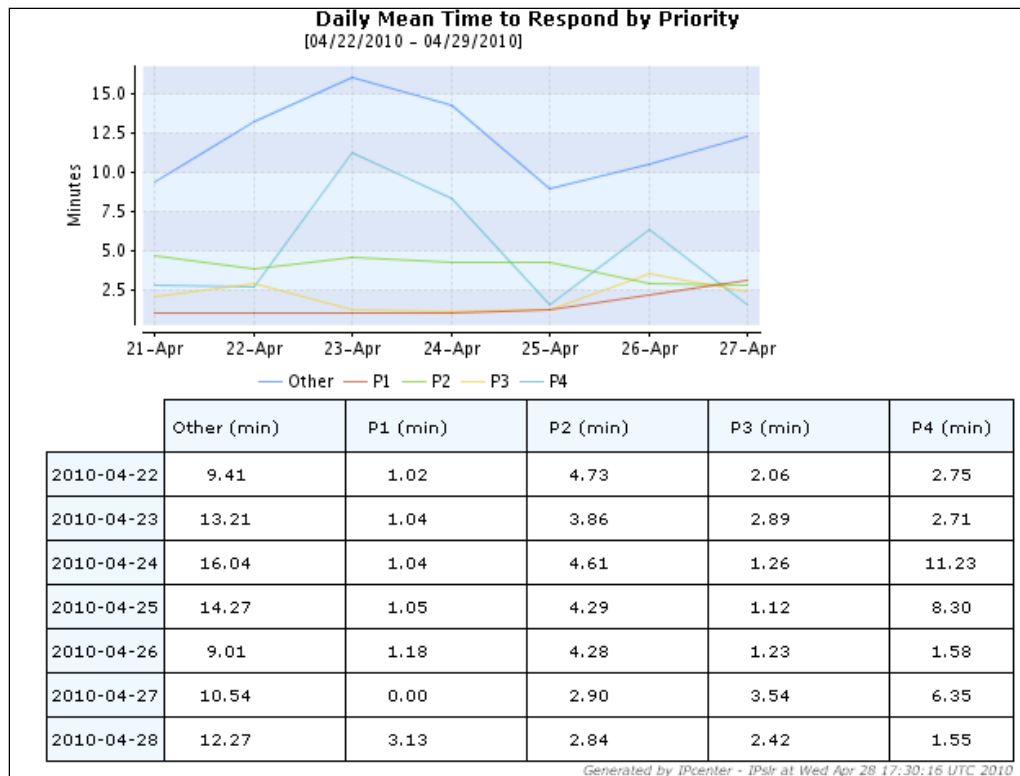
IPslr

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.

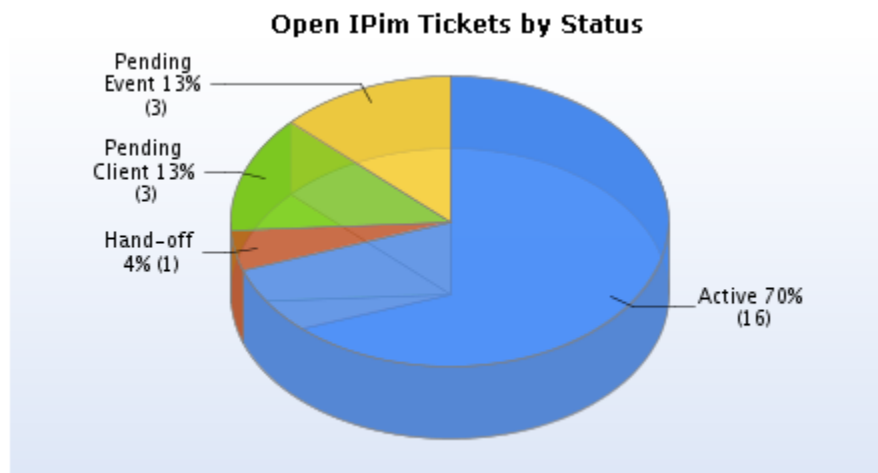


Subset of IPslr Report Options

An example of the output from these reports is below:



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 IPconnect 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.jp-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 IPconnect 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	, 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	Oiga	, FW: Please create a user account for	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

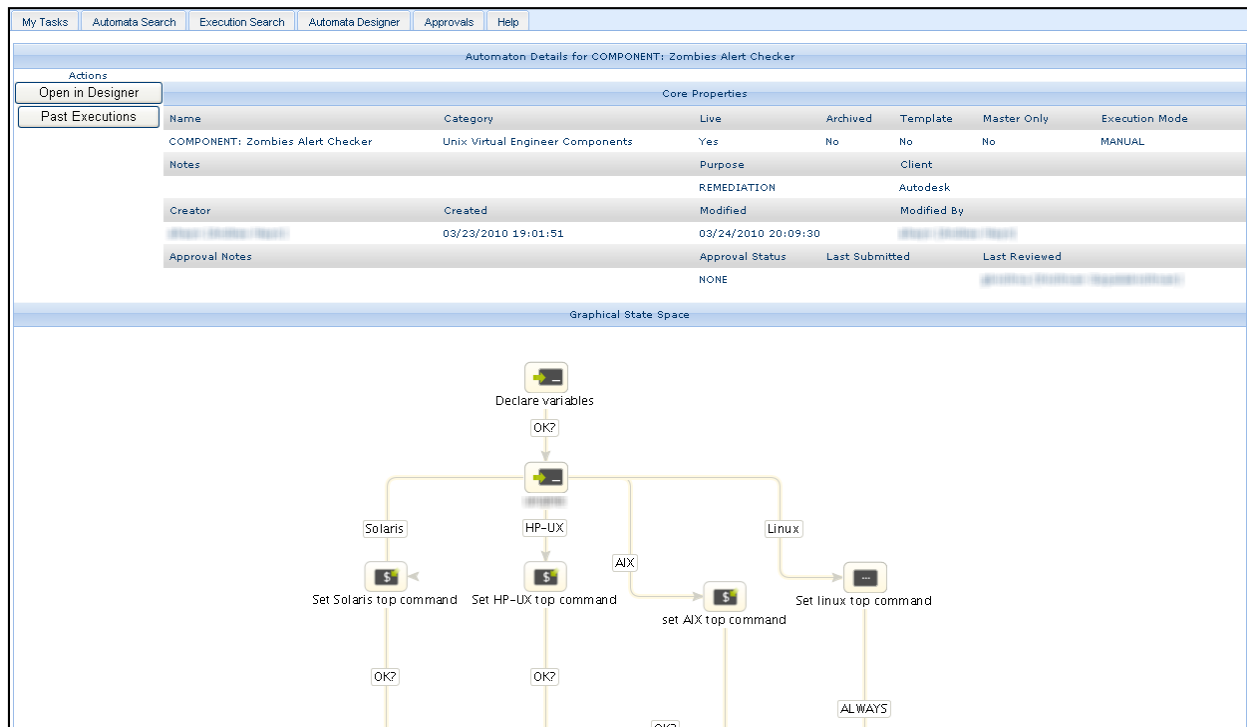
Service Technology modules in IPcenter v3 are outlined following.



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

All Configured Classifiers									
Bayesian Classifier ▼ New									
Edit	Test	Edit Rules	Classification Group	Display Name	ID	Disabled	Can Learn?	Auto-Train?	Type
Edit	Test	Edit Rules	Client	Generic Email Client Classifier	17	No	No	No	RulesClassifier
Edit	Test	Edit Rules	Client	IPim Client Classifier	5	No	No	No	RulesClassifier
Edit	Test	Edit Rules	Client	IPmon Alert Client Classifier	2	No	No	No	RulesClassifier
Edit	Test	Edit Rules	Department	Department Override Classifier	19	No	No	No	RulesClassifier
Edit	Test	Train	Department	Generic Department Classifier	16	Yes	Yes	Yes	BayesianClassifier
Edit	Test	Train	Department	IPmon Department Classifier	1	Yes	Yes	Yes	BayesianClassifier
Edit	Test	Edit Rules	Generic Email Host	Generic Email Mail Host Classifier	9	No	No	No	RulesClassifier
Edit	Test	Edit Rules	IPmon Host Group	IPmon Host Group Classifier	12	No	No	No	IPmonHostGroupClassifier
Edit	Test	Edit Rules	IPmon Host/Server	IPmon Host Classifier	8	No	No	No	RulesClassifier
Edit	Test	Edit Rules	Message Type	Message Type Classifier	4	No	No	No	RulesClassifier
Edit	Test	Edit Rules	Skill	Skills Classifier	20	No	No	No	RulesClassifier
Edit	Test	Edit Rules	Support Tier	Support Tier Classifier	18	No	No	No	RulesClassifier
					Test All Classifiers		Train All Classifiers		

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



The screenshot displays the IPmanager interface. On the right, a ticket details panel for Ticket 1442831 is visible, showing client information, department (Unix Systems), status (New), and a description of a problem with a server. The main area features a table with columns for various metrics, including resource levels, status, and performance indicators. The table lists resources for different departments and locations, such as MCI, NYC, CID, SJC, AMS, and BLR. A 'Pause' button is located at the bottom right of the table.

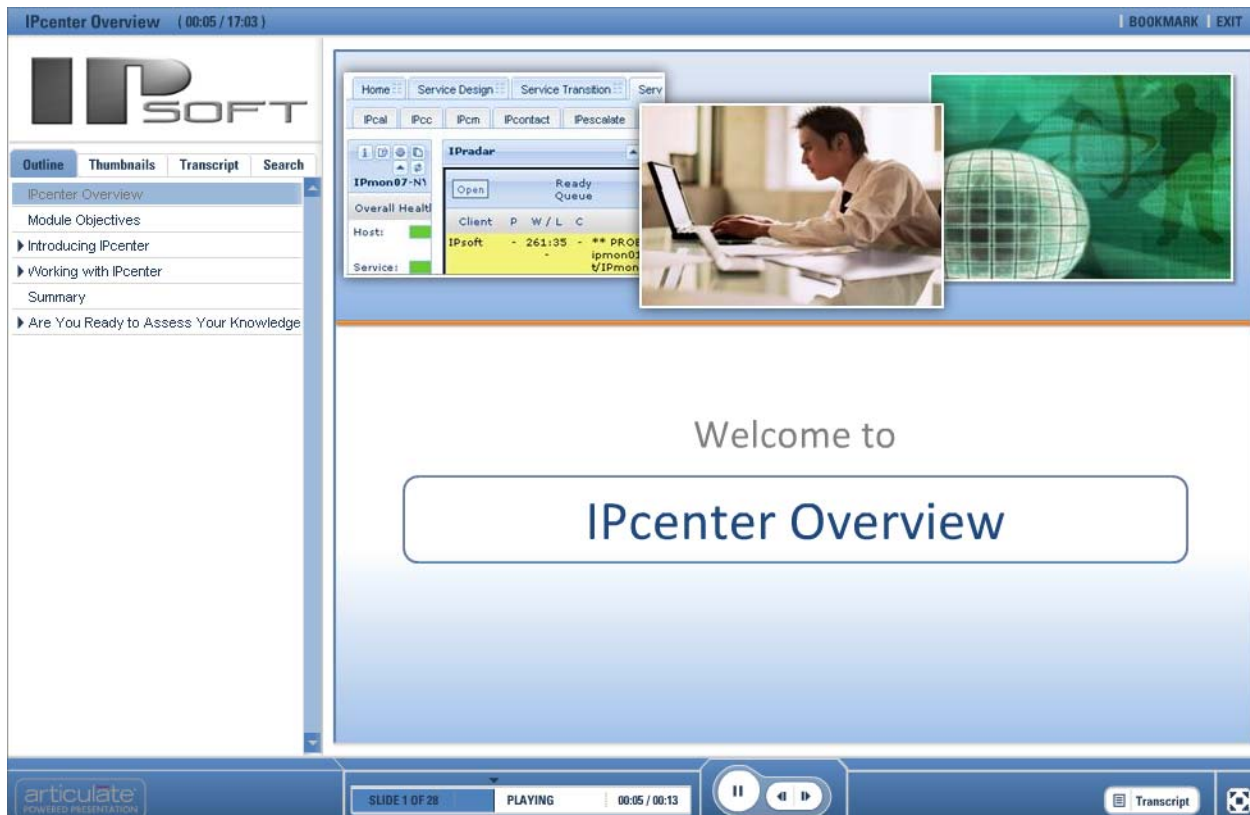
Resource	Level	Status	Performance	Other Metrics
L1 S1 Win MCI	5	4	1	0
L1 S1 Win NYC	0	0	0	0
L2 S1 Win CID	6	6	0	0
L1 S1 Win SJC	4	1	0	0
L1 S1 Win AMS	0	12	0	0
L3 S1 Win SJC	6	0	0	0
L2 S3 Win BLR	21	73	4	2
L3 S1 Win BLR	36	54	1	6

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

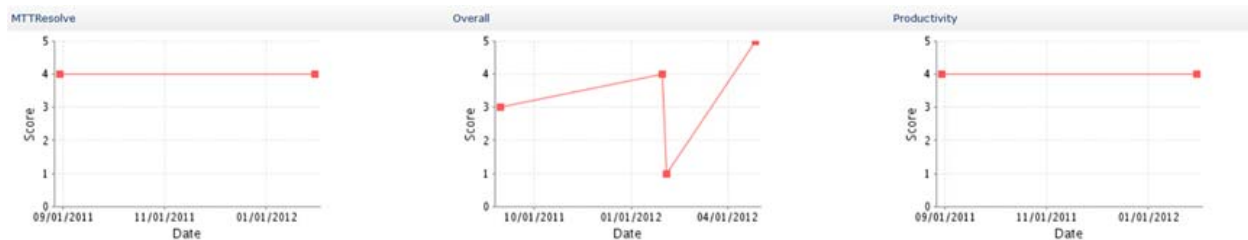
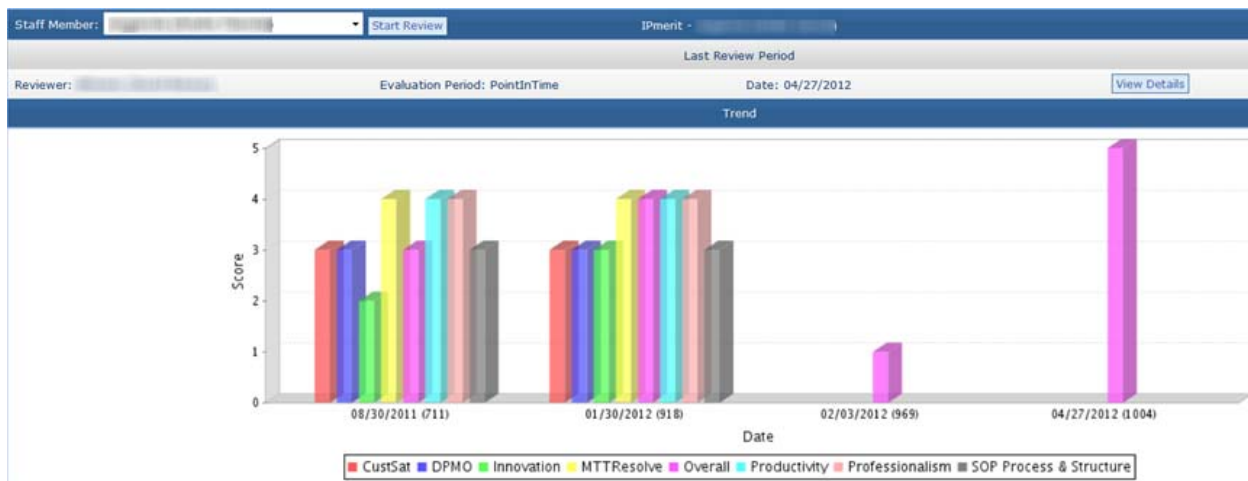


IPuniversity is a complete e-learning environment for IPcenter users, providing self-paced study courses on various IPcenter topics.

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

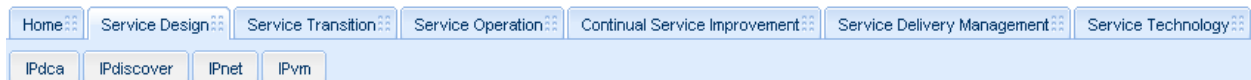


Sample IPmerit Daily and Trending Graphs

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

sw01.13.c1	1138da8c-6c55-11e...	10.1	ipmon11.ny1	ACTIVE	04/21/11 18:04:55	04/21/11 18:04:02
sw01.13.c1	113a7c36-6c55-11e...	10.1	ipmon11.ny1	ACTIVE	04/21/11 18:04:55	04/21/11 18:04:02
sw01.12.42	112ca154-6c55-11e...	10.1	ipmon11.ny1	ACTIVE	04/21/11 18:04:55	04/21/11 18:04:02
ny1-xnetbryc-ny1-ny1	11145dce-6c55-11e...	10.1	ipmon11.ny1	ACTIVE	04/21/11 18:04:55	04/21/11 18:04:02
sw01.12.c3	10e5e2be-6c55-11e...	10.1	ipmon11.ny1	ACTIVE	04/21/11 18:04:55	04/21/11 18:04:02
sw02.12.c3	11178562-6c55-11e...	10.1	ipmon11.ny1	ACTIVE	04/21/11 18:04:55	04/21/11 18:04:02
sw01.12.c3	110a4a50-6c55-11e...	10.1	ipmon11.ny1	ACTIVE	04/21/11 18:04:55	04/21/11 18:04:21
sw01.12.c2	1120174a-6c55-11e...	10.1	ipmon11.ny1	ACTIVE	04/21/11 18:04:55	04/21/11 18:04:02
sw01.12.c4	10f1a7f2-6c55-11e...	10.1	ipmon11.ny1	ACTIVE	04/21/11 18:04:55	04/21/11 18:04:02
ace03.ny1	10f7637c-6c55-11e...	10.1	ipmon11.ny1	ACTIVE	04/21/11 18:04:55	04/21/11 18:04:02
sw02.12.42	11072bea-6c55-11e...	10.1	ipmon11.ny1	ACTIVE	04/21/11 18:04:55	04/21/11 18:04:02
sw02.13.c1	1060106c-6c55-11e...	10.1	ipmon11.ny1	ACTIVE	04/21/11 18:04:55	04/21/11 18:04:02

Page 1 of 5 Clear Filters Request discovery on 231 devices Add connections to 231 devices

Device	Connection	Type	Details	UUID	State	SHA1	Created	Updated
Type: fan								
sw01.13.c1	IPsoft-Snmp	fan	Index:1004,description:...	b79aeeba-6c55-11e...	PENDING	5c5e05032...	04/21/11 18:04:34	04/21/11 18:04:34
Type: interface								
sw01.13.c1	-Snmp	interfaces	dynamic_mac[3]:00:16...	b78a83e-6c55-11e...	PENDING	d84d9f219...	04/21/11 18:04:34	04/21/11 18:04:07
sw01.13.c1	-Snmp	interfaces	ifname:GigabitEthernet...	b89282b0-6c55-11e...	PENDING	5e0a67083...	04/21/11 18:04:36	04/21/11 18:04:12
sw01.13.c1	-Snmp	interfaces	ifname:Vlan820,alias:V...	b82b5342-6c55-11e...	PENDING	f77059f636...	04/21/11 18:04:35	04/21/11 18:04:23

```

resource id: 974
  type: interfaces
  uuid: b82b5342-6c55-11e9-9c77-04050829524d
  state: PENDING
  sha1: f77059f6361918d74537b6e2480fa279402da6
  created: 2011-04-21 22:21:35.0
  updated: 2011-04-21 22:22:23.0
  device: 1138DA8C-6C55-11E9-A1C9-B22506B135E

```

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.