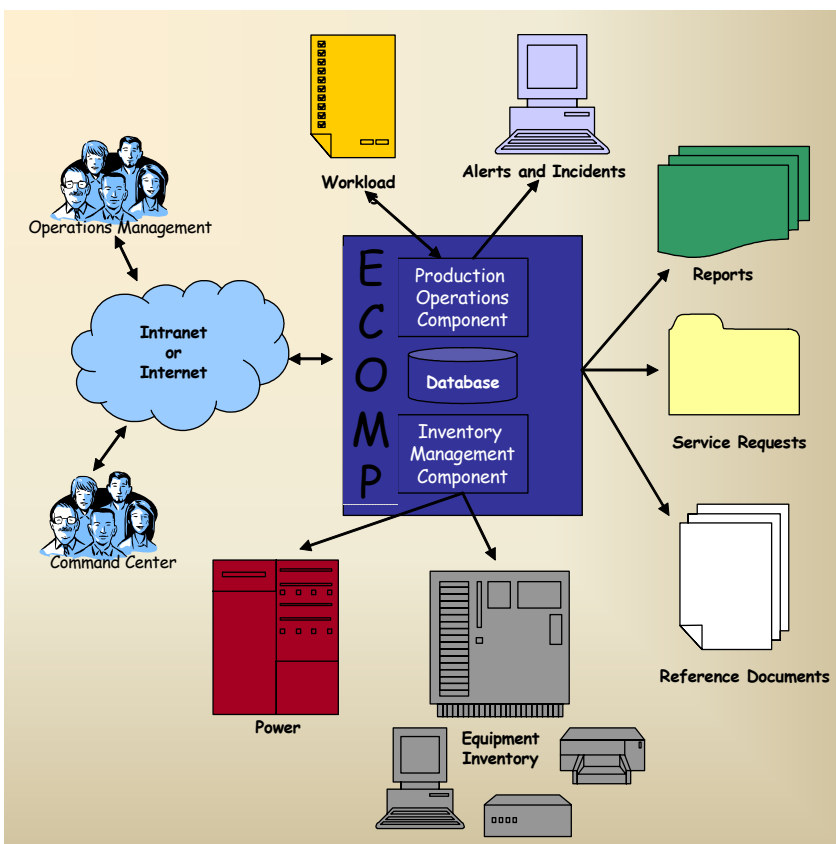


Enterprise Computer Operations Management Portal

ECOMP is a management and informational portal providing the Service Delivery management and staff with a central view of information to manage a multi-platform Data Center facility.

ECOMP is web-based - allowing access from *anywhere* without specialized client-side software. It provides a real-time window into the production processing environment and facilitates:

- Management of the physical inventory of Data Center equipment
- Management of the production workloads supported by the Data Center
- Communication within the Service Delivery staff and supporting departments



ECOMP creates and maintains a centralized information repository designed to support a variety of functions within the Data Center. The two components of **ECOMP**, Data Center Inventory Management and Production Operations Management, serve as a foundation for the entire Service Delivery Organization. Additional functions critical to the IS organization are layered over this base.

The requirement for **ECOMP** has grown from the need of Service Deliver and Support teams to manage rapidly-expanding, multiple-platform, multiple-location environments and the need to implement consistent operational practices to comply with Sarbanes-Oxley and other compliance regulations. **ECOMP** is a building block in your overall strategy to implement the IT Infrastructure Library (ITIL) defined disciplines. Operations and the IS organization as a whole will perform more effectively, using information that is

- Consistent
- Accurate
- Available on-demand
- Tracked and stored for audit requirements

Use **ECOMP** to enable your Service Delivery Team to work more effectively

- Online forms for add/change/delete of Equipment, Workflow, Turnover documents and Service Requests
- Customizable templates for Shift Turnover, Event Notification and Reports
- Instant access to Equipment Financial data, Audit trails of Incidents and Operations activity, on-call lists and Event Notification

— **Data Center Inventory Management**

- Physical characteristics, make, model and location
- “Connected-to” relationships
- System software and hardware configuration components
- Service history, warranty and maintenance status
- Financial data
- Lists applications / business functions supported and their recovery priority
- Owner and support contacts

— **Data Center Facility Power Management**

- PDU-Panel-Breaker-Circuit configurations, capacities and utilizations
- Equipment (inventory) on a circuit
- Circuits for equipment (N+1)

— **Service Request Workflow**

- Integrated capability to create, schedule and track Service Requests for equipment maintenance and related inventory management functions
- Service Request history maintained in the database, providing audit capability

— **Report Viewing**

- Compatible with standard report writers
- Reports are catalogued and available for immediate review on-line
- Available report view list based on user profile

— **Portal for Operations Information to Internal Departments**

- Provides information about operations organization or upcoming events to other departments via intranet website

— **Workload Turnover Documentation**

- Standard templates ensure accurate and consistent turnover documentation
- Existing or additional documentation linked to database record
- Connected to On-Call functions

— **Production Operation Incident Management**

- Central receiver of workload Incident messages
- Agents to send messages from multiple platforms
- Incidents displayed on central event screen
- Point and click to view details and access workload and/or On-Call information
- Problem management capability to report, escalate and reassign for final resolution

— **On-Call List Management**

- Flexible calendaring
- Displays primary and backup contacts
- Point and click to email or send page

— **Operations Documentation Management**

- Organized by defined categories
- Keyword search through one or more categories
- Web “link” file expands to multiple access points

— **Operations Shift Turnover**

- Incorporates event notification requests if designated

— **Event Notification Management**

- Create operator “notes” to be displayed and/or included in the turnover document at a future time
- Provide special instructions or alerts to staff immediately