

Nilay Tokat Kalecik

Customer Project Manager

15/10/2009

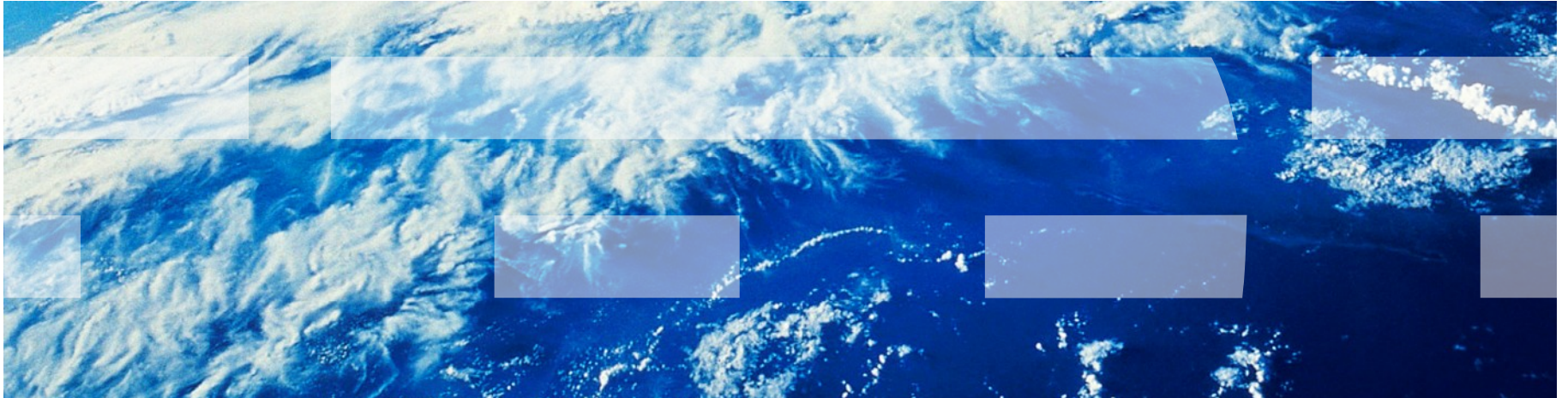


IBM yazılım
zirvesi '09



Operasyonel Destek Sistem Uygulamaları

Netcool & Maximo



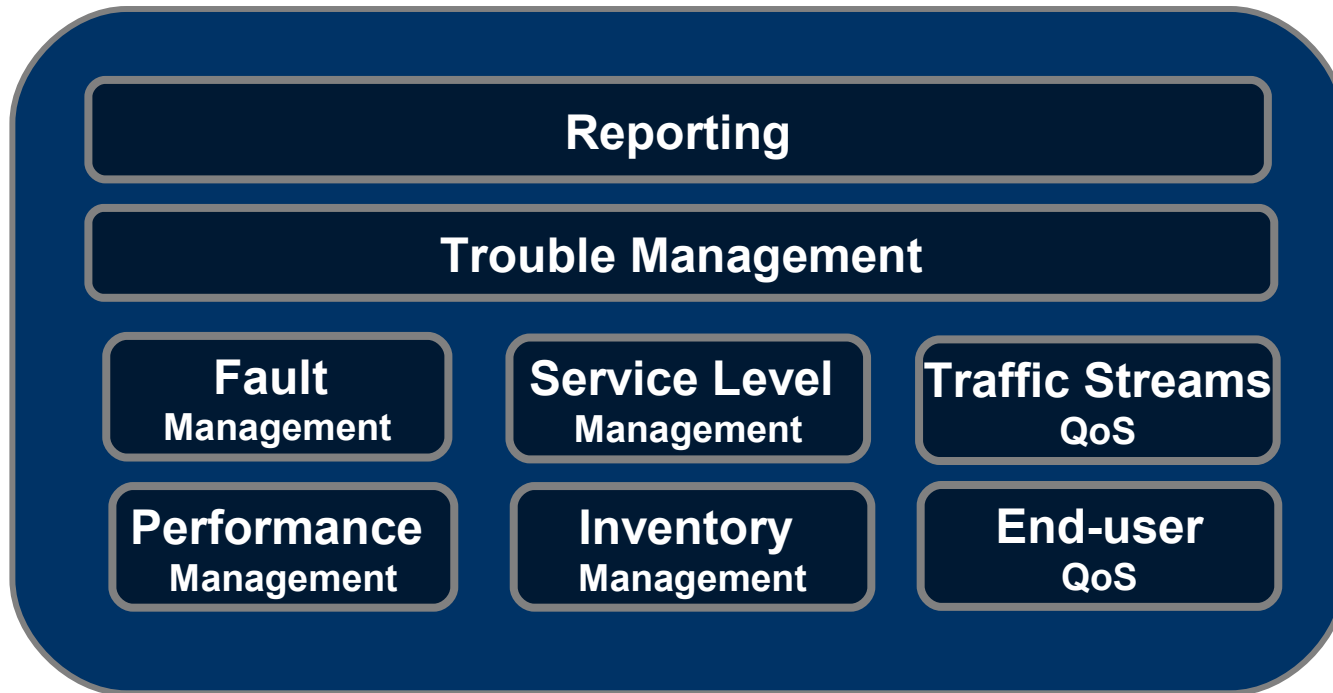
Agenda

- **Netcool**
 - Overview
 - NetCool Product Family
 - Vodafone Case
- **Maximo**
 - Overview
 - Architecture
 - UCell Case
- **Questions/Answers**

Netcool Overview

- The Netcool service assurance portfolio of products are used to help communications service providers (CSPs) consolidate software systems within their network operation environment and integrate third party products.

Service Assurance Overview



Aligning Operations and Infrastructure

The path consists of ...

Instrumenting your mission-critical domains across the infrastructure

**BUSINESS
ACCELERATION**

Domain-Specific Management

Apps

Systems

Network

Wireless

VoIP

Security

Aligning Operations and Infrastructure

The path consists of ...

Consolidating and resolving service-affecting events across the infrastructure in *real-time*



Aligning Operations and Infrastructure

The path consists of ...

Mapping the infrastructure to the business, so that linkages are clearly understood

**BUSINESS
ACCELERATION**

Business Service Management

Consolidated Operations Management

Domain-Specific Management

Apps

Systems

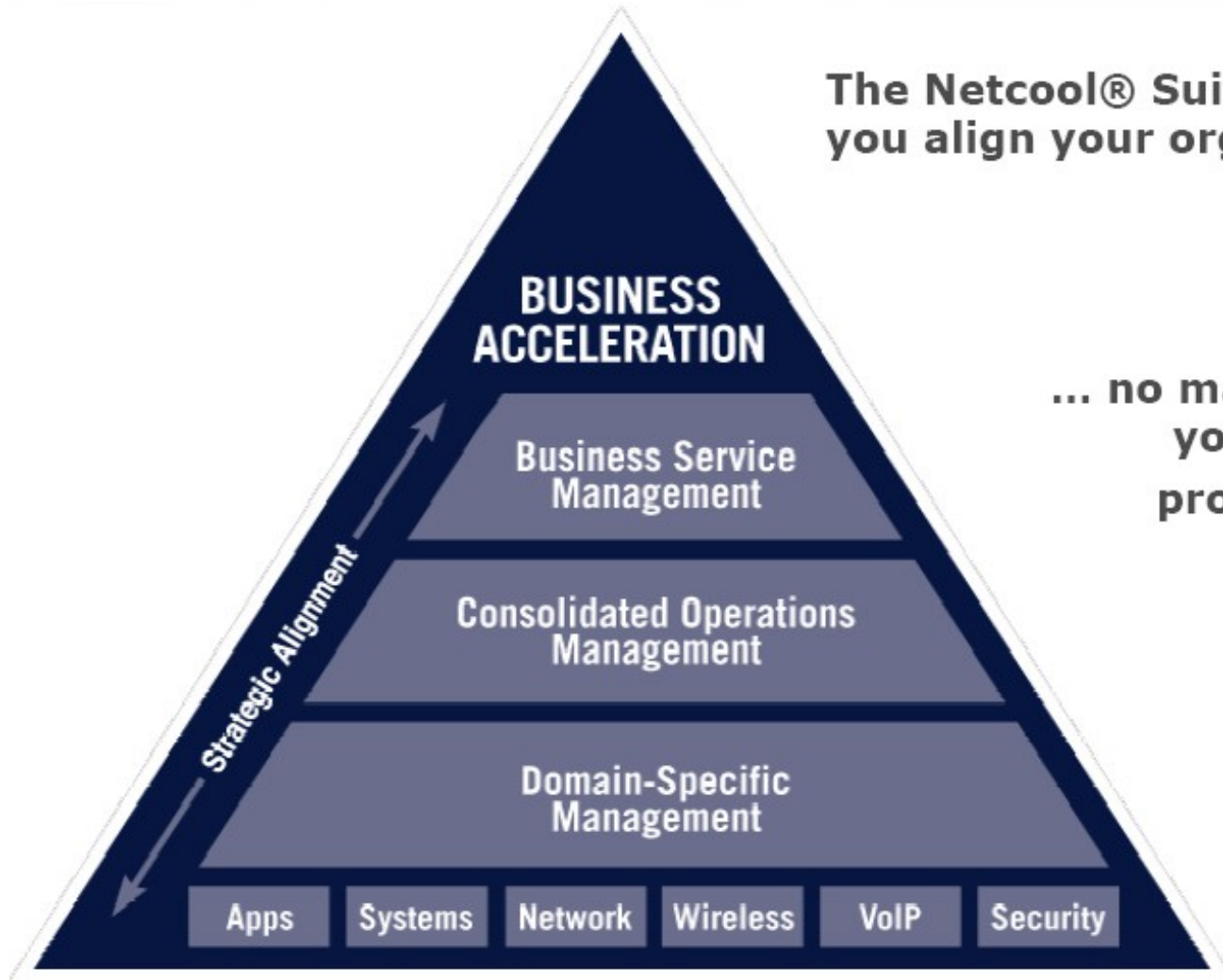
Network

Wireless

VoIP

Security

Netcool Suite is the Right Solution



The Netcool® Suite can help you align your organization ...

... no matter where you are in the process today.

Netcool Portfolio of Products

- IBM Tivoli Netcool/OMNIbus
 - Delivers real-time, centralized supervision and fault/event management for complex IT domains and next generation network environments.
 - Core component to collect, consolidate, and de-duplicate events and present real-time user configurable views of faults in the network.
- IBM Tivoli Netcool/Webtop
 - Real-time Web-enabled interface that enables monitoring and viewing of high volumes of management data from Netcool/OMNIbus
- IBM Tivoli Netcool Precision (ITNM)
 - Precision for IP Networks™ is a network management product that provides Automated Network Discovery & Modeling, Active Monitoring, Topology-based Root Cause Analysis and Network Visualization

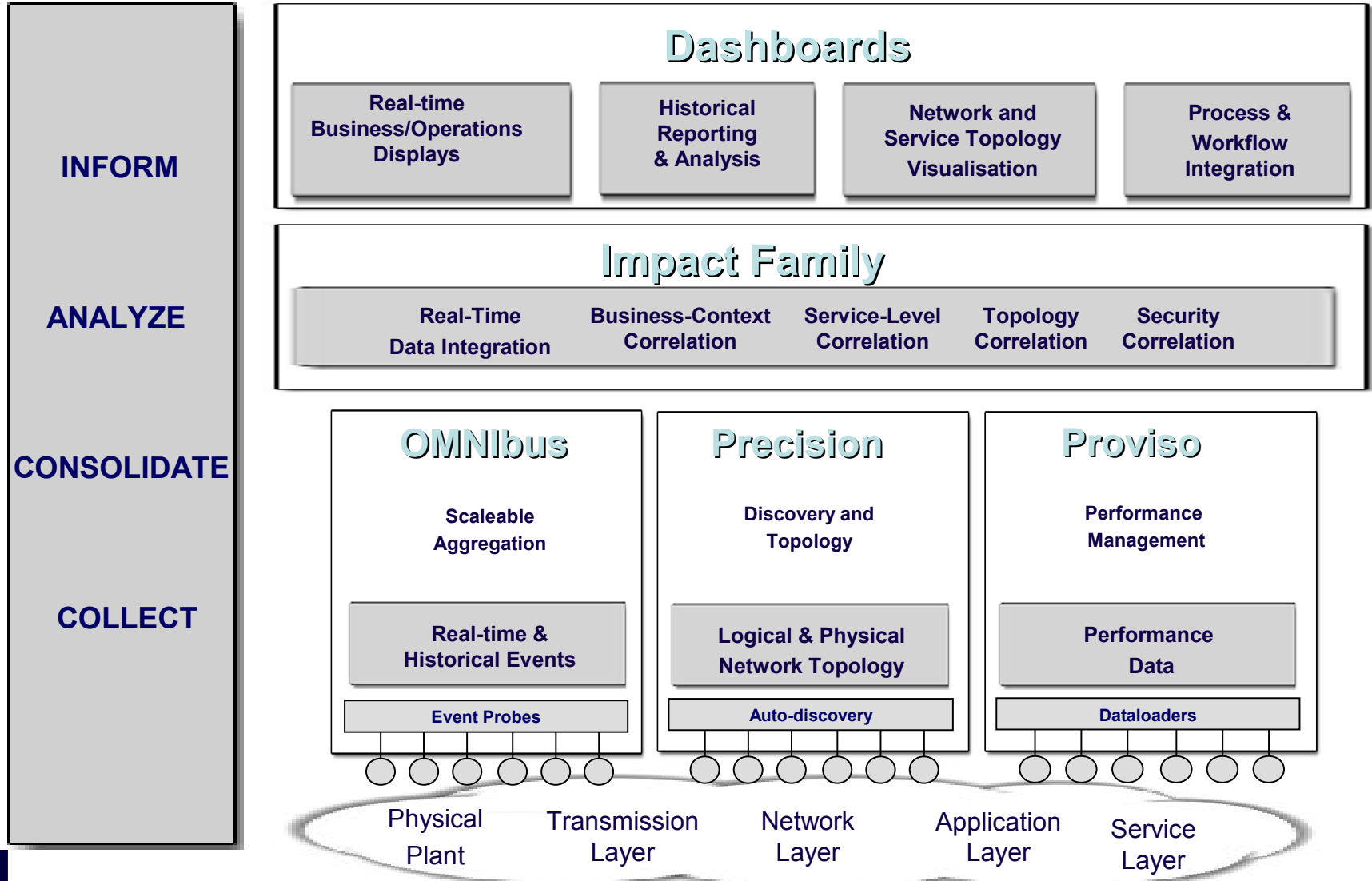
Netcool Portfolio of Products

- IBM Tivoli Netcool/Impact
 - A policy engine, commonly used for ‘event enrichment’ with business and service context—its ability to provide operators in the NOC with information about the effect of faults that enables prioritized response based on business impact.
 - Administrators can define specific actions based on specific events and these actions can include adding business context to events, business impact analysis, advanced event correlation, notification and escalation, and virtually any custom data manipulation and action
- IBM Tivoli Netcool Service Quality Management Center
 - A single, integrated dashboard based solution that is based on a modular architecture. It included a set of extensible, off-the-shelf service-specific solutions to reduce total cost of ownership.
 - TNSQMC consists of:
 - Tivoli Netcool Business Service Manager
 - Tivoli Netcool Service Quality Manager
 - Tivoli Netcool Customer Experience Manager

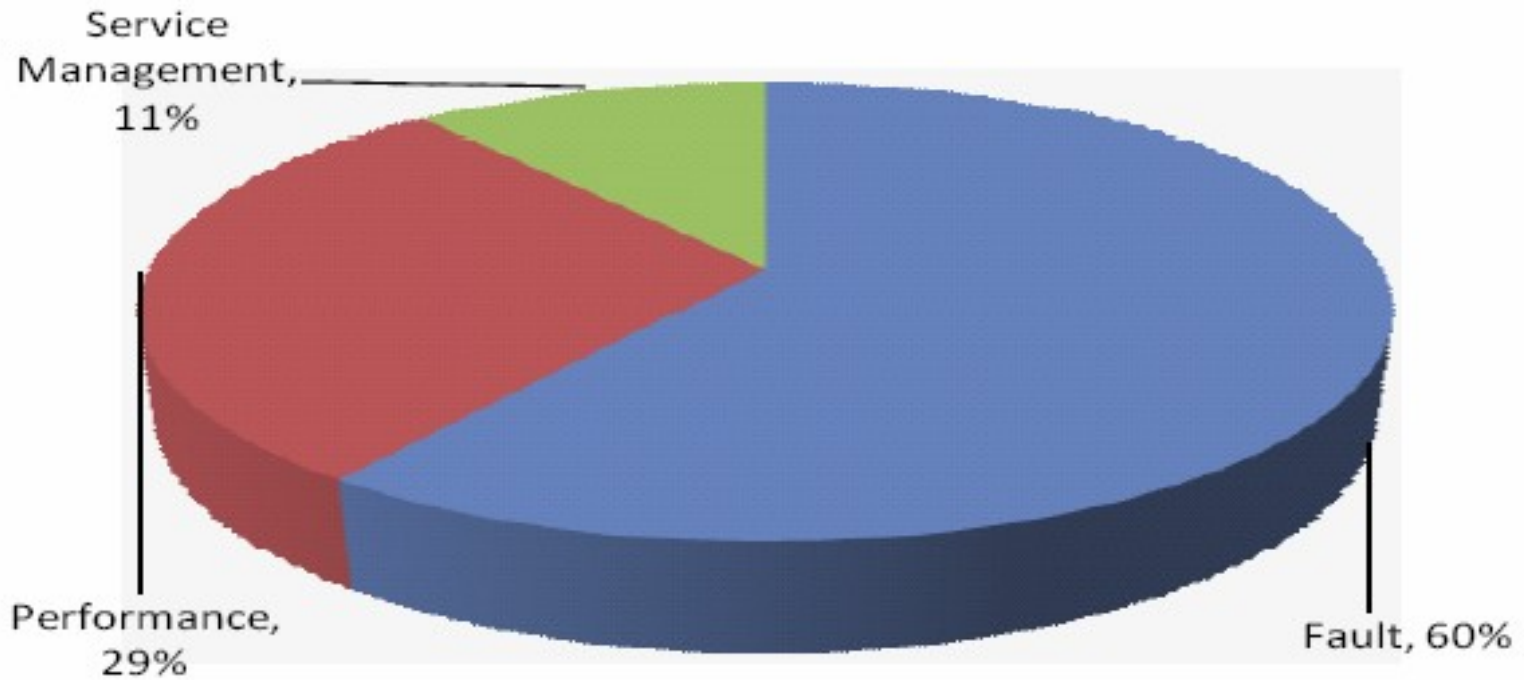
Netcool Portfolio of Products

- IBM Tivoli Netcool Performance Manager (Proviso)
 - Performance management solution for fixed, mobile and convergent networks that collects performance data and generates reports that provides visibility needed to help minimize service degradations, disruptions, and troubleshooting time.
 - TNPM provides performance metrics to manage all aspects of a CSP's wireless, wireline or IP network infrastructure
- IBM Tivoli Netcool Reporter
 - Netcool Reporter is a web-based, client-server application that provides accurate reporting on a database data repository
- IBM Tivoli Netcool Network Mediation
 - A solution to collect, process and distribute traffic data for telecommunications networks

Netcool Portfolio of Products

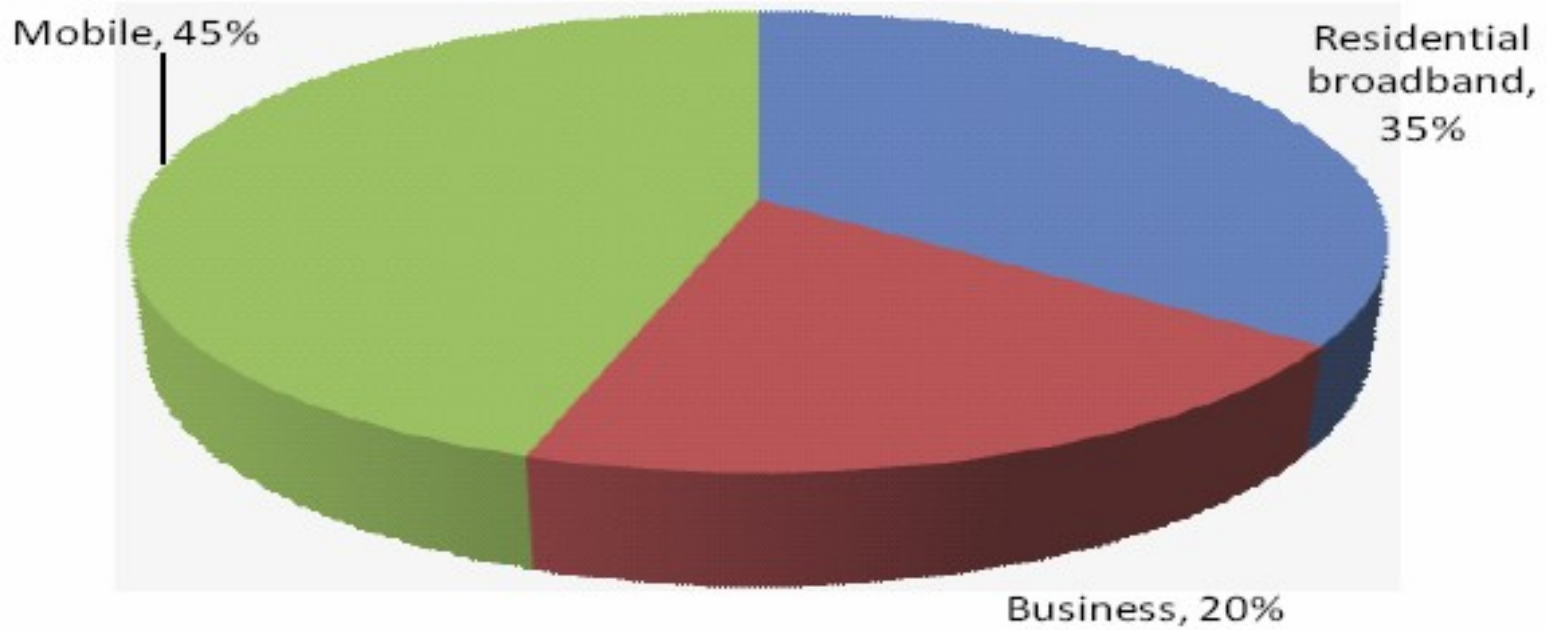


Netcool Overview



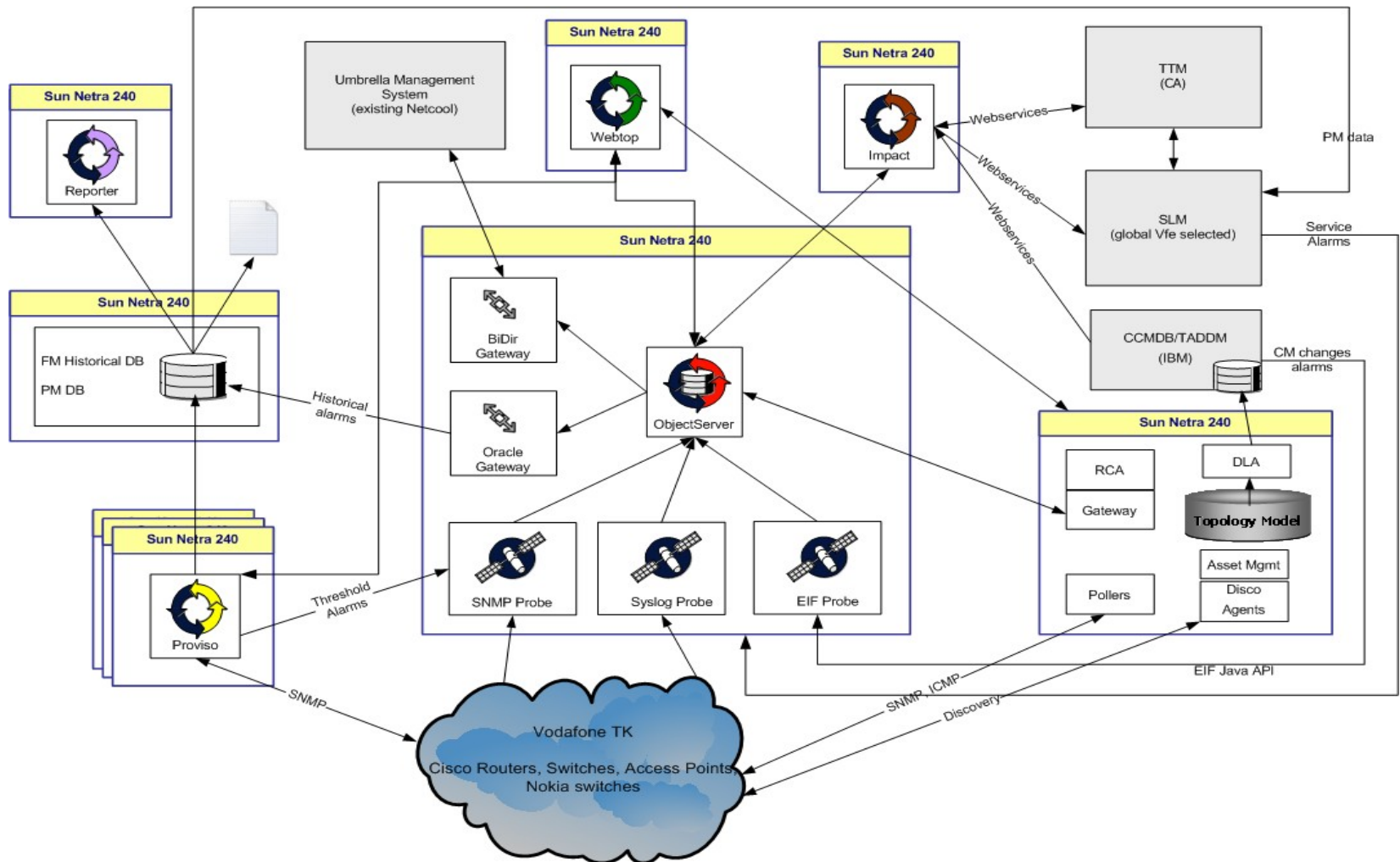
Source: Company reports, Analysys Mason

Netcool Overview

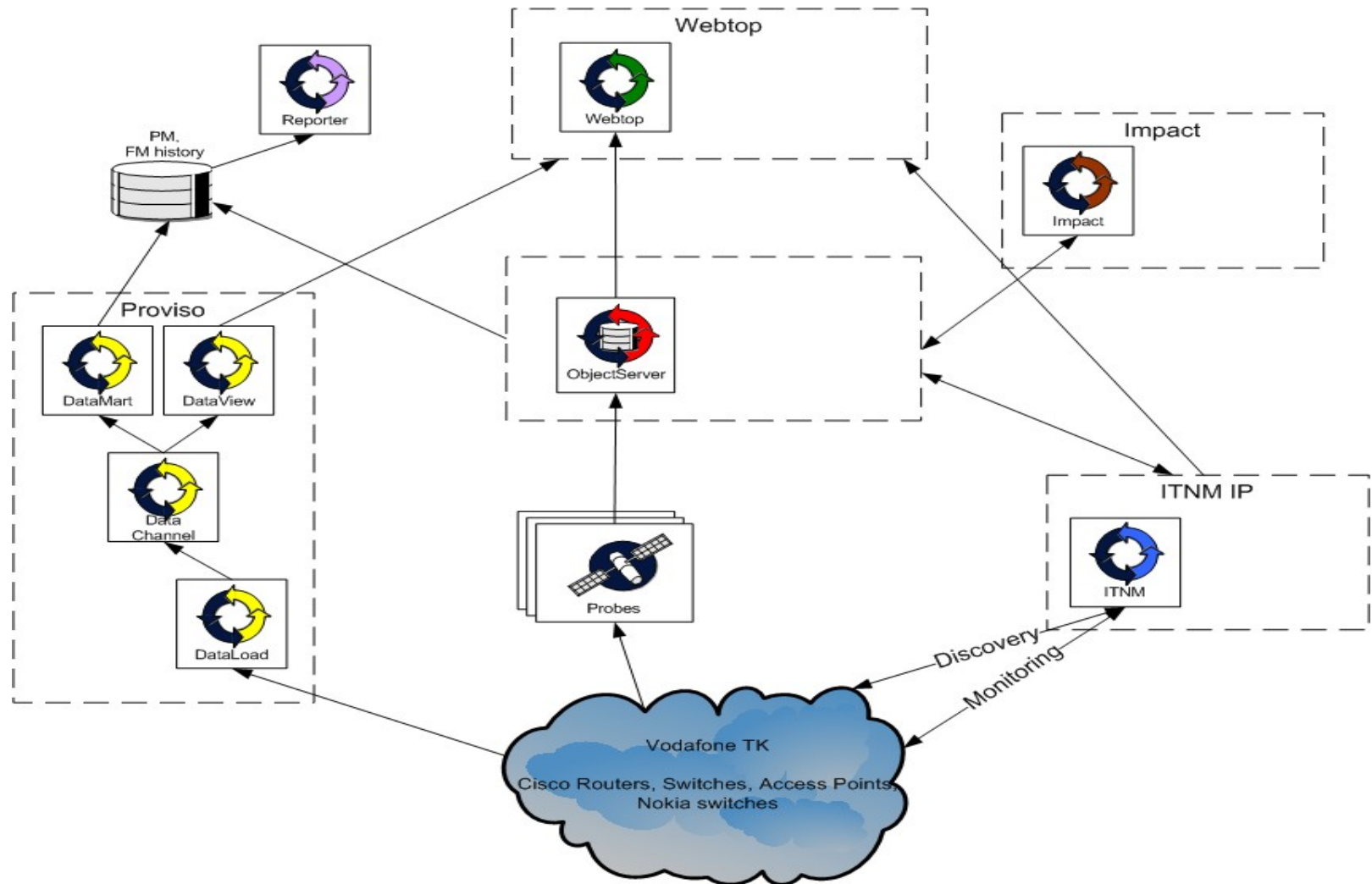


Source: *Analysys Mason*

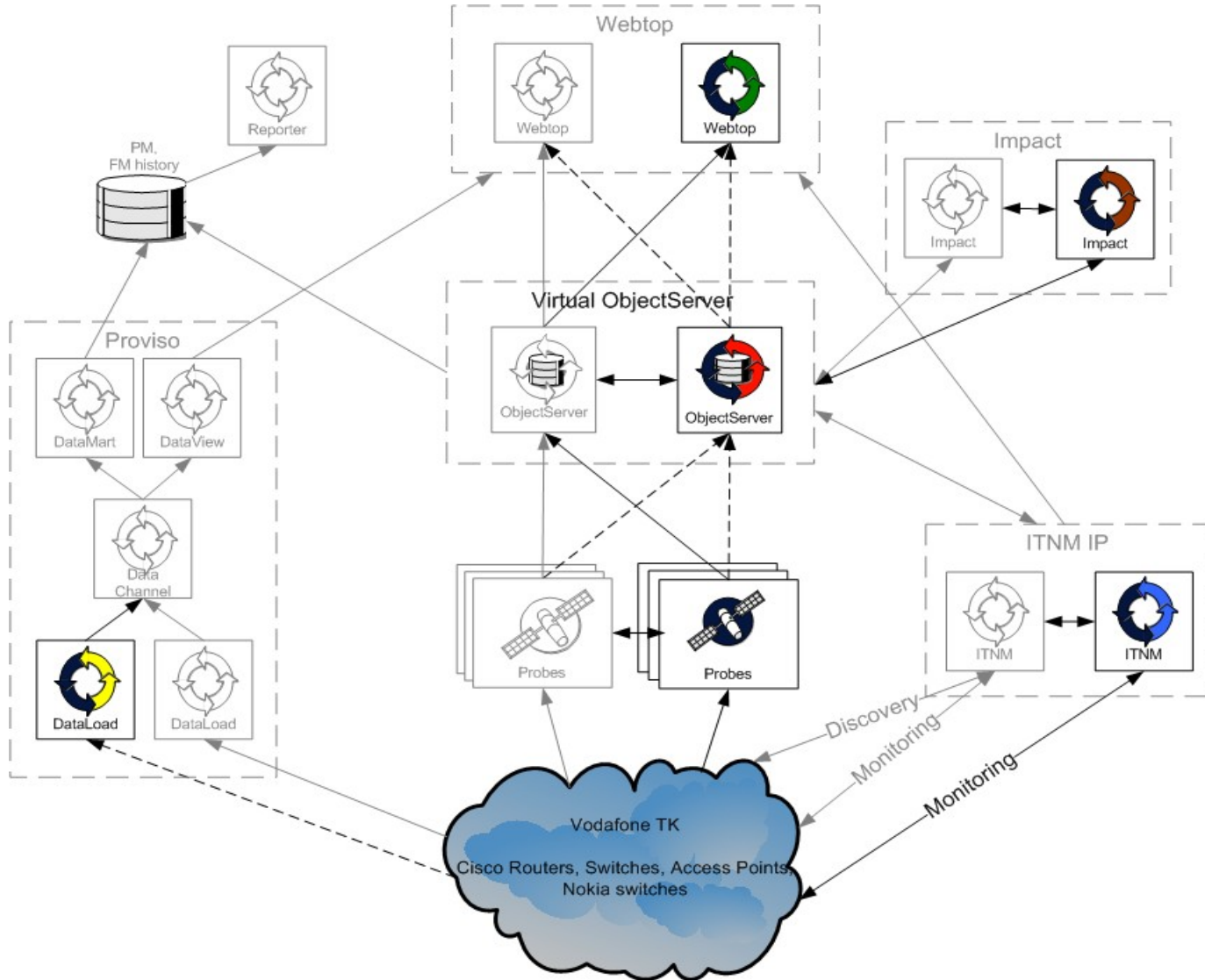
Vodafone NetCool Çözümü



Configuration Without High Availability



Configuration With High Availability



Central Fault Management

- Topology is mapped

- Message format User Oriented way

- Ticket auto appears

- Autor

- Event archi in reposit

- Alarm enriched

- Notification

BNL | TT # R04431 | High | Closed | Resolved

Probes

Monitors

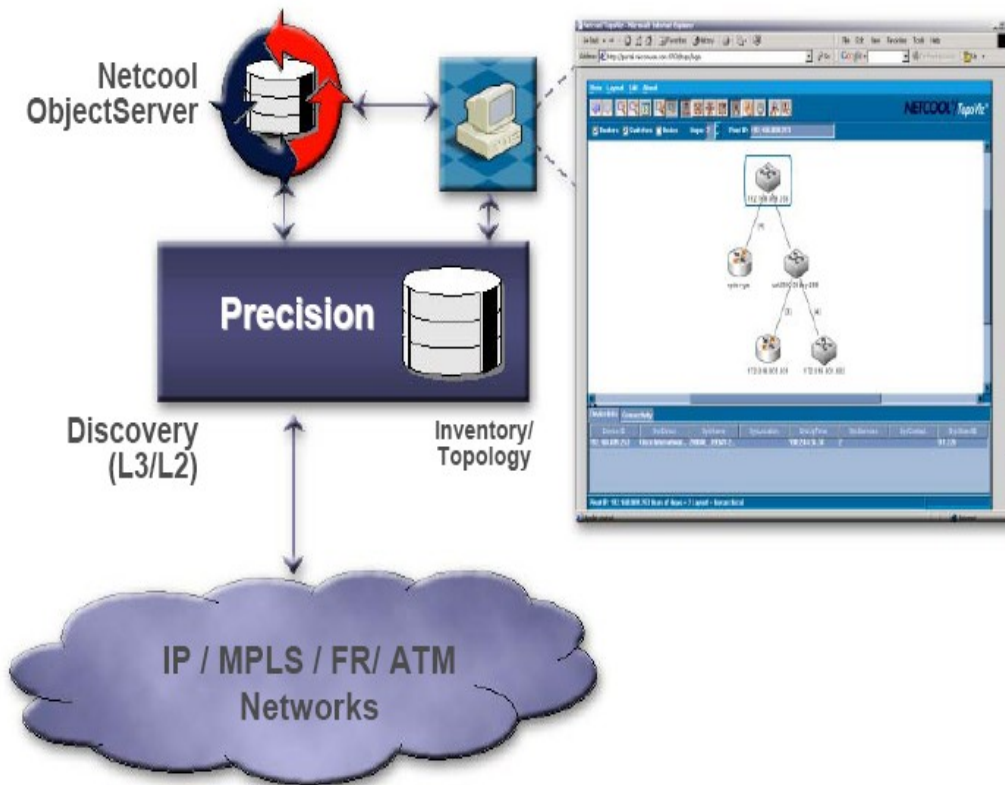


Infrastructure | Databases, Applications | Systems, LANs | **Network Devices** | Data Centers | Service Infrastructure | Bandwidth Usage | Wireless, Voice Services | eCommerce, eMail Services

144.124.108.101 | Clear xxx

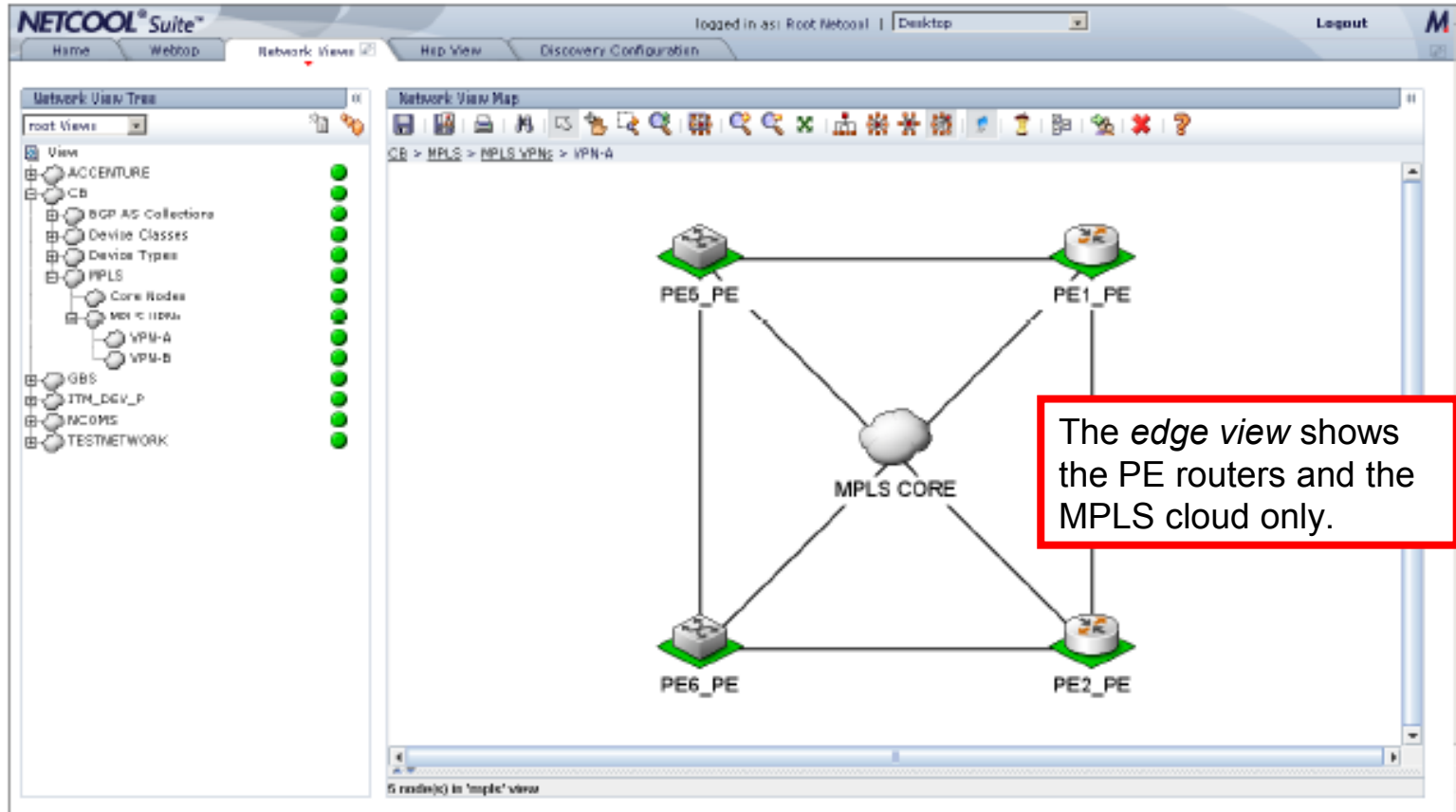


Netcool/Precision Architecture (ITNM)



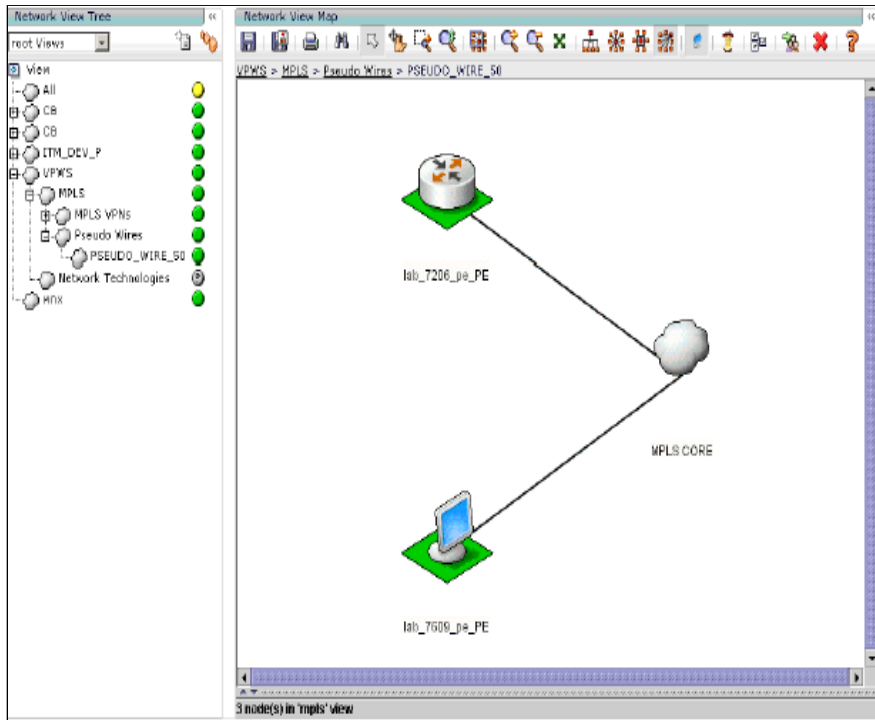
- Precision for IP Networks™ is a network management product that provides:
 - Automated Network Discovery & Modeling
 - Active Monitoring
 - Topology-based Root Cause Analysis
 - Network Visualization
 - Extensive support for MPLS, including Layer 3 IP VPNs and Layer 2 technologies
- Precision IP contains two major features:
 - Network Discovery and Modeling
 - Network Monitoring and Root Cause Analysis (RCA)

Precision MPLS IP VPN Edge View

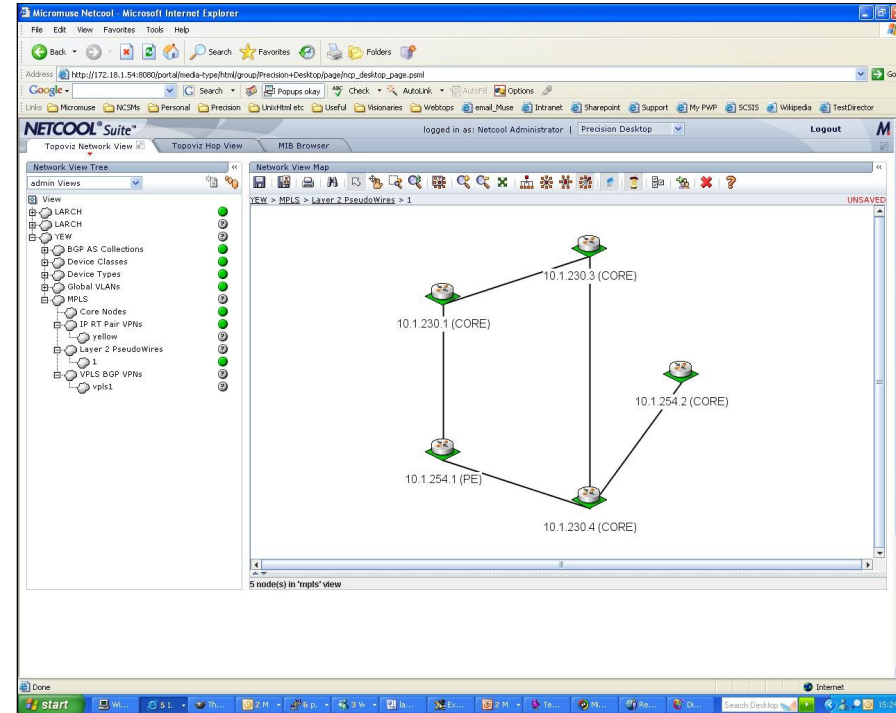


- Discovery
- Visualization
- RCA

Precision MPLS Layer 2 VPN Views



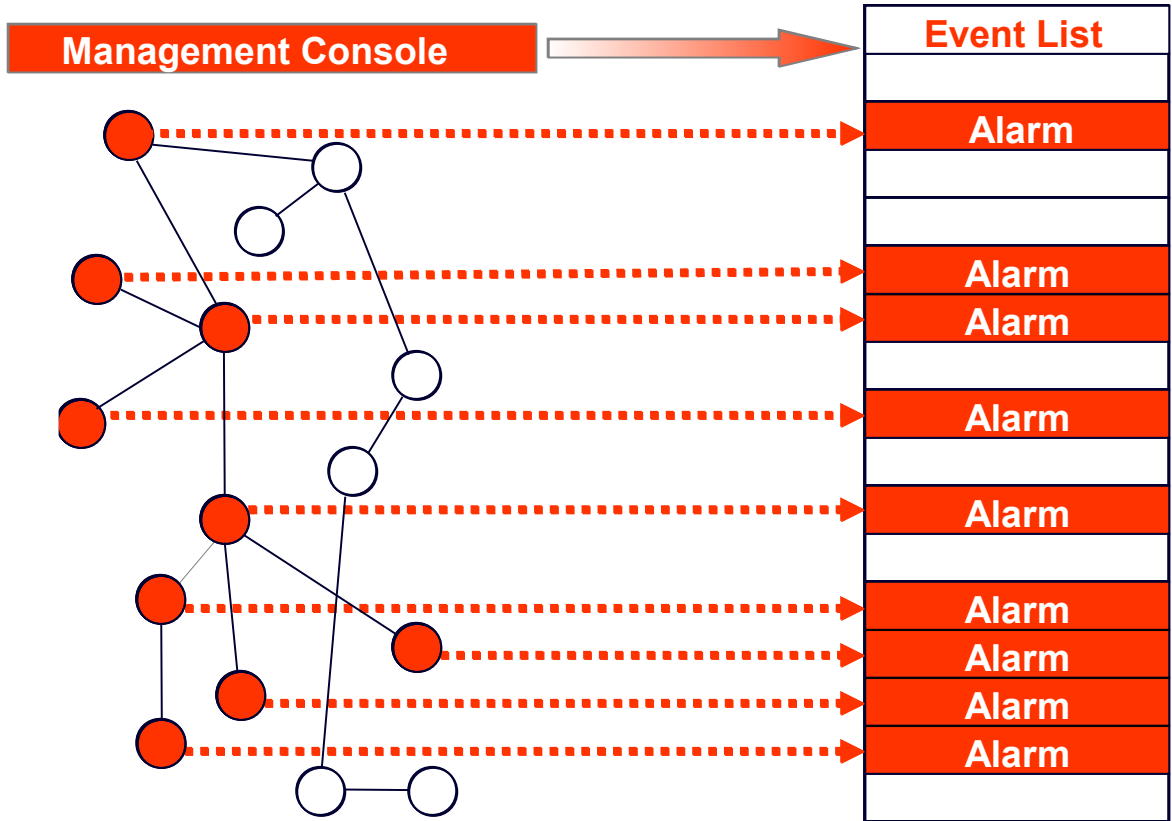
Edge View



Core View

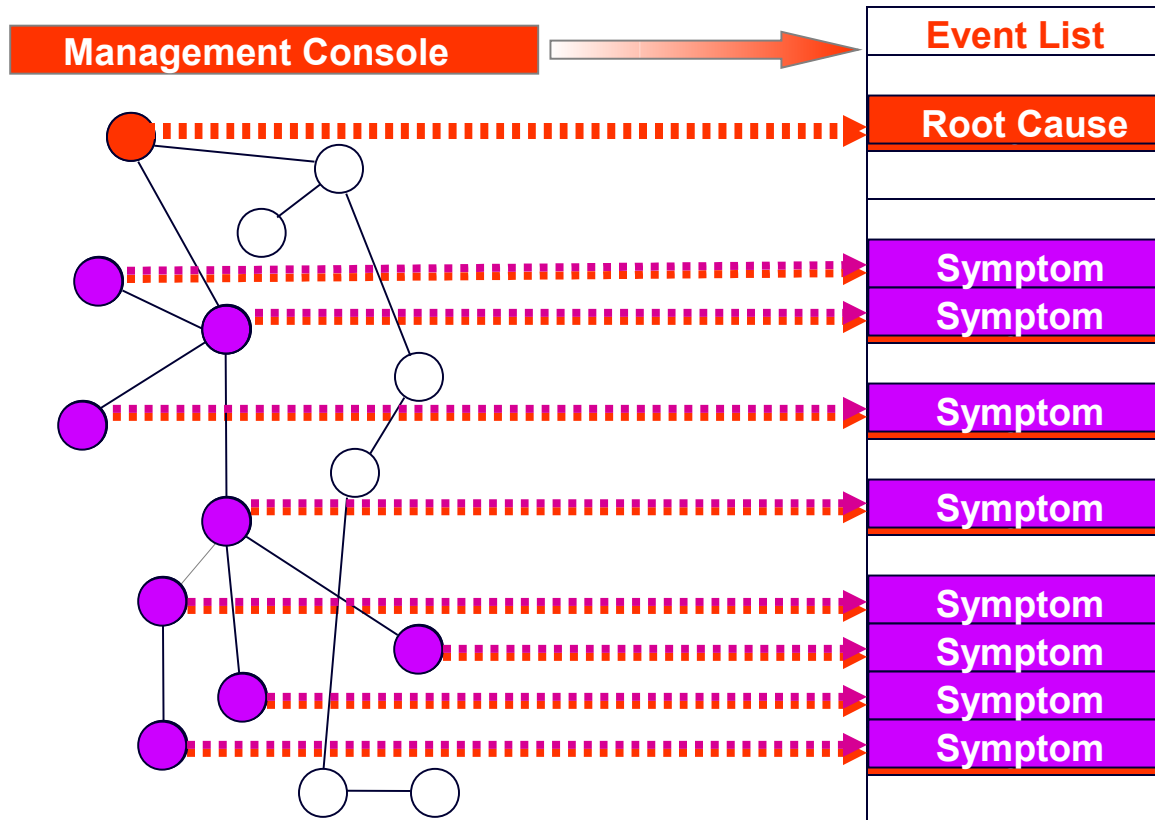
Precision- Understanding Topology-Based Root Cause Analysis

By understanding the relationships between devices it becomes possible to understand the relationships between the events that are originating from those devices



Understanding Topology-Based Event Correlation & Root Cause Analysis

By understanding the relationships between devices it becomes possible to understand the relationships between the events that are originating from those devices



Precision Root Cause Analysis - 1

The screenshot displays the NETCOOL Precision web interface. On the left, a navigation menu shows event counts for various categories: All Events (35), Critical (34), Major (1), Minor (0), Warning (0), Last 30min (35), Traps (1), Syslog (0), Security (0), and Probe Watch (0). The main area shows a table of events with columns for Node, Summary, CauseType, and Last. The table contains 34 rows of events, all with the same summary: 'DVC Failed - Pings Complete: Timed out' and CauseType: 'Unknown'. The bottom summary bar indicates 1 Major event, 34 Critical events, and 0 rows inserted, updated, or deleted. The interface also shows a status bar at the bottom with the URL and a timestamp.

Node	Summary	CauseType	Last
172.20.1.191	DVC Failed - Pings Complete: Timed out	Unknown	9/10/02 8:39:08 PM
172.20.1.174	DVC Failed - Pings Complete: Timed out	Unknown	9/10/02 8:38:15 PM
172.20.4.12	DVC Failed - Pings Complete: Timed out	Unknown	9/10/02 8:37:57 PM
172.20.2.12	DVC Failed - Pings Complete: Timed out	Unknown	9/10/02 8:37:55 PM
172.20.1.20	DVC Failed - Pings Complete: Timed out	Unknown	9/10/02 8:37:41 PM
172.20.16.41	DVC Failed - Pings Complete: Timed out	Unknown	9/10/02 8:37:50 PM
172.20.16.13	DVC Failed - Pings Complete: Timed out	Unknown	9/10/02 8:37:48 PM
172.20.6.4	DVC Failed - Pings Complete: Timed out	Unknown	9/10/02 8:37:54 PM
172.20.3.12	DVC Failed - Pings Complete: Timed out	Unknown	9/10/02 8:37:56 PM
172.20.16.11	DVC Failed - Pings Complete: Timed out	Unknown	9/10/02 8:37:48 PM
172.20.1.176	DVC Failed - Pings Complete: Timed out	Unknown	9/10/02 8:39:13 PM
172.20.1.180	DVC Failed - Pings Complete: Timed out	Unknown	9/10/02 8:39:09 PM
172.20.1.198	DVC Failed - Pings Complete: Timed out	Unknown	9/10/02 8:39:08 PM
172.20.1.2	DVC Failed - Pings Complete: Timed out	Unknown	9/10/02 8:37:59 PM
172.20.1.179	DVC Failed - Pings Complete: Timed out	Unknown	9/10/02 8:38:10 PM
172.20.1.221	DVC Failed - Pings Complete: Timed out	Unknown	9/10/02 8:39:04 PM
172.20.16.10	DVC Failed - Pings Complete: Timed out	Unknown	9/10/02 8:37:47 PM
172.20.1.247	DVC Failed - Pings Complete: Timed out	Unknown	9/10/02 8:39:00 PM
172.20.1.219	DVC Failed - Pings Complete: Timed out	Unknown	9/10/02 8:39:02 PM
172.20.1.177	DVC Failed - Pings Complete: Timed out	Unknown	9/10/02 8:39:12 PM
172.20.1.189	DVC Failed - Pings Complete: Timed out	Unknown	9/10/02 8:39:01 PM
172.20.1.189	DVC Failed - Pings Complete: Timed out	Unknown	9/10/02 8:39:05 PM
172.20.1.242	DVC Failed - Pings Complete: Timed out	Unknown	9/10/02 8:37:59 PM
172.20.1.220	DVC Failed - Pings Complete: Timed out	Unknown	9/10/02 8:39:03 PM
172.20.1.192	DVC Failed - Pings Complete: Timed out	Unknown	9/10/02 8:39:07 PM
172.20.28.13	DVC Failed - Pings Complete: Timed out	Unknown	9/10/02 8:37:53 PM
172.20.1.175	DVC Failed - Pings Complete: Timed out	Unknown	9/10/02 8:38:14 PM
172.20.1.252	DVC Failed - Pings Complete: Timed out	Unknown	9/10/02 8:37:58 PM
172.20.1.3	DVC Failed - Pings Complete: Timed out	Unknown	9/10/02 8:37:40 PM

Precision Root Cause Analysis - 2

The screenshot shows the NETCOOL/Precision web interface. On the left is a sidebar with event filters. The main area displays a table of events. A context menu is open over the first row, which is highlighted in red. The menu items are: Acknowledge, Deacknowledged, Prioritise, Take Ownership, User Assign, Group Assign, Delete, Show Topology, Show Symptom Events, Show Root Cause, Information..., Journal..., and Quick Filter. The 'Show Root Cause' option is circled in black.

Node	Summary	CauseType	Last
172.20.1.3	Link Down, Keepalive failed (FastEthernet1/2)	Root Cause	9/10/02 8:37:34 PM
172.20.1.174	DVC Failed - Pings Complete: Timed out	Symptom	
172.20.4.12	DVC Failed - Pings Complete: Timed out	Symptom	
172.20.2.12	DVC Failed - Pings Complete: Timed out	Symptom	
172.20.1.20	DVC Failed - Pings Complete: Timed out	Symptom	
172.20.18.41	DVC Failed - Pings Complete: Timed out	Symptom	
172.20.18.13	DVC Failed - Pings Complete: Timed out	Symptom	
172.20.8.4	DVC Failed - Pings Complete: Timed out	Symptom	
172.20.3.12	DVC Failed - Pings Complete: Timed out	Symptom	
172.20.18.11	DVC Failed - Pings Complete: Timed out	Symptom	
172.20.1.176	DVC Failed - Pings Complete: Timed out	Symptom	
172.20.1.180	DVC Failed - Pings Complete: Timed out	Symptom	
172.20.1.198	DVC Failed - Pings Complete: Timed out	Symptom	
172.20.1.2	DVC Failed - Pings Complete: Timed out	Symptom	
172.20.1.179	DVC Failed - Pings Complete: Timed out	Symptom	
172.20.1.221	DVC Failed - Pings Complete: Timed out	Symptom	
172.20.18.10	DVC Failed - Pings Complete: Timed out	Symptom	
172.20.1.181	DVC Failed - Pings Complete: Timed out	Symptom	
172.20.1.247	DVC Failed - Pings Complete: Timed out	Symptom	
172.20.1.177	DVC Failed - Pings Complete: Timed out	Symptom	
172.20.1.189	DVC Failed - Pings Complete: Timed out	Symptom	
172.20.1.242	DVC Failed - Pings Complete: Timed out	Symptom	9/10/02 8:39:05 PM
172.20.1.220	DVC Failed - Pings Complete: Timed out	Symptom	9/10/02 8:37:59 PM
172.20.1.192	DVC Failed - Pings Complete: Timed out	Symptom	9/10/02 8:39:03 PM
172.20.28.13	DVC Failed - Pings Complete: Timed out	Symptom	9/10/02 8:39:07 PM
172.20.1.175	DVC Failed - Pings Complete: Timed out	Symptom	9/10/02 8:37:53 PM
172.20.1.252	DVC Failed - Pings Complete: Timed out	Symptom	9/10/02 8:38:14 PM
172.20.1.3	DVC Failed - Pings Complete: Timed out	Symptom	9/10/02 8:37:58 PM
172.20.1.3	DVC Failed - Pings Complete: Timed out	Symptom	9/10/02 8:37:40 PM

34 rows inserted, 10 rows updated, and 0 rows deleted. root 494.203.200.205

Precision Root Cause Analysis - 3

The screenshot shows a network analysis tool interface. On the left, there are search filters: IP/ID: 104, Hops: 3, and checkboxes for Router, Switch, and Node. Below these are filter options for 'on: IPAddress', 'using: Like', and 'where:'. At the bottom left, there are 'Apply' and 'Hide' buttons. The main area displays a network topology with a central node highlighted in red and labeled 'Root Cause Device'. A large purple oval encloses a significant portion of the network, labeled 'Symptom Devices - Impacted Environment'. Below the topology is a 'Device Info' and 'Connectivity' table.

SOURCEip	SOURCEname	SOURCEInterfaceIP	SOURCEInterface...	SOURCECardPort	DESTip	DESTname	DESTInterfaceIP	DESTInterfaceId...	DESTCardPort
172.20.1.3	cisco2916.emea4...	1	1/33		172.20.1.2	172.20.1.2	172.20.1.2	1	
172.20.1.3	cisco2916.emea4...	21	1/28		172.20.8.10	172.20.8.10	172.20.8.10	1	
172.20.1.3	cisco2916.emea4...	2	1/34		172.18.1.102	rch-test-cat5000-0...		157	8/1

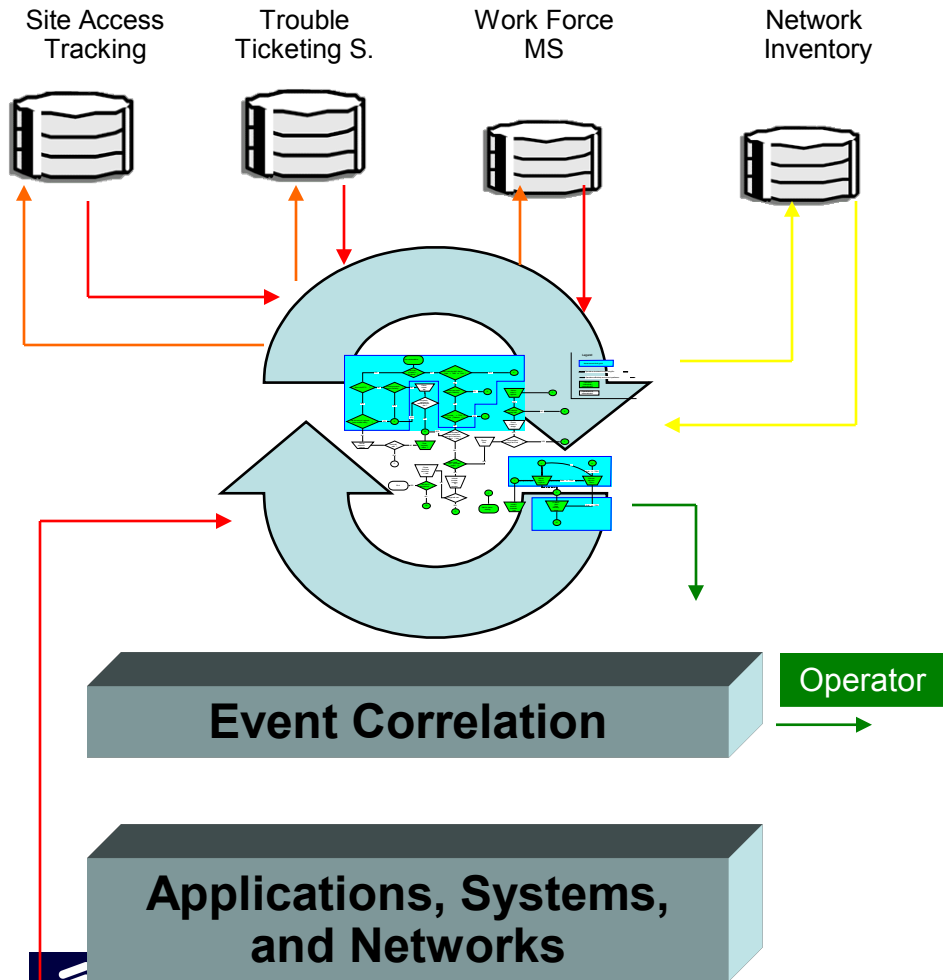
Impact

The screenshot displays the IBM Tivoli OneView interface. At the top, it shows the user is logged in as 'Netcool Administrator' and is in 'Equities View'. The interface is divided into several sections:

- Change Management:** A table with columns for 'Recent Changes', 'Risk', 'Scheduled Start', 'Scheduled End', and 'Abstract'. It lists two changes: 849901 (Medium risk, APAR Updates) and 848324 (High risk, Disk Replacement).
- Configuration Management:** A table with columns for 'Server', 'Type', 'Operating System', and 'IP Address'. It shows server 'd02rdb108' with type 'Pseries', OS 'AIX', and IP '9.45.74.171'. Below it, another table shows 'Purpose' (DB2), 'Application' (CCE), and 'Location' (Southbury).
- Contact/Support Details:** A table with columns for 'Contact Group', 'Role', and 'Details'. It lists three contacts: Ima Loof (DBA Southbury), Kevin Morris (CCE DPE), and Ken Knapp (SDC North A/VM), each with their respective phone and pager numbers.
- OneView Information:** A table with columns for 'ManageNow Number', 'Service Impact', 'Impact Statement', 'Command Center', and 'Customer'. It shows a specific event (29762127) related to the SORT application on server b03edrdb001.
- Omnibus Events:** A table with columns for 'Node', 'Summary', 'Tally', 'Severity', 'Customer', and 'LastOccurrence'. It lists several events related to 'DVC Failed - Pings Complete: Timed out' and 'Overall Attribute of the Application tag of DB2: d02rdb108.southbury.ibm.com is: Bad'.

- Automatically correlate and prioritize event response according to business impact
- Help maximize productivity by leveraging a common platform for universal access to real-time data, events and indicators
- Improve time to resolution through real-time monitoring and analysis of business events
- Deliver actionable information in user-specific, Web-based views
- Automate workflows to help maximize operator efficiency and productivity
- Protect and leverage existing data stores by virtualizing access to distributed information

Customer Production Use Case with Impact



Events/thresholds are generated at each site and are received/correlated by Tivoli

Impact verifies if a field engineer is on site

Impact verifies if an incident has been already dispatched for this event on this site

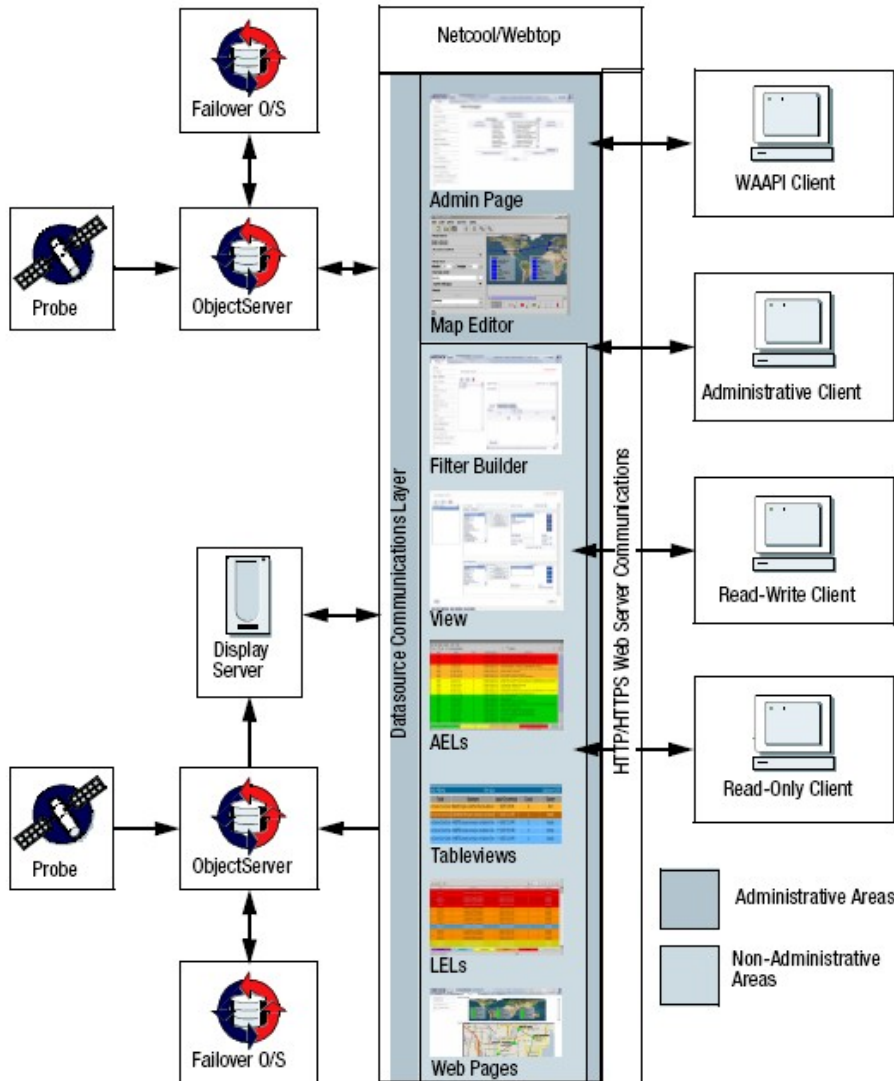
Impact verifies if a maintenance task has been scheduled for this site

Impact enriches alarm with inventory info and with field engineering references



The operator generates a Trouble Ticket. The TT is automatically populated with relevant info.

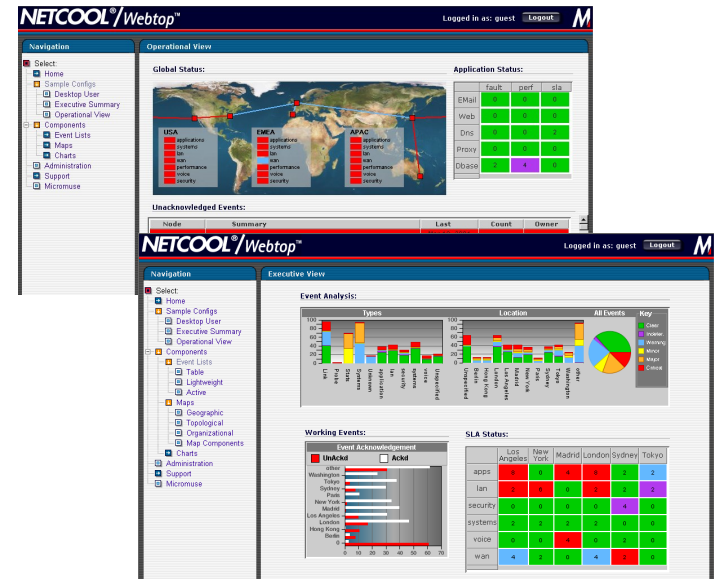
Netcool Webtop



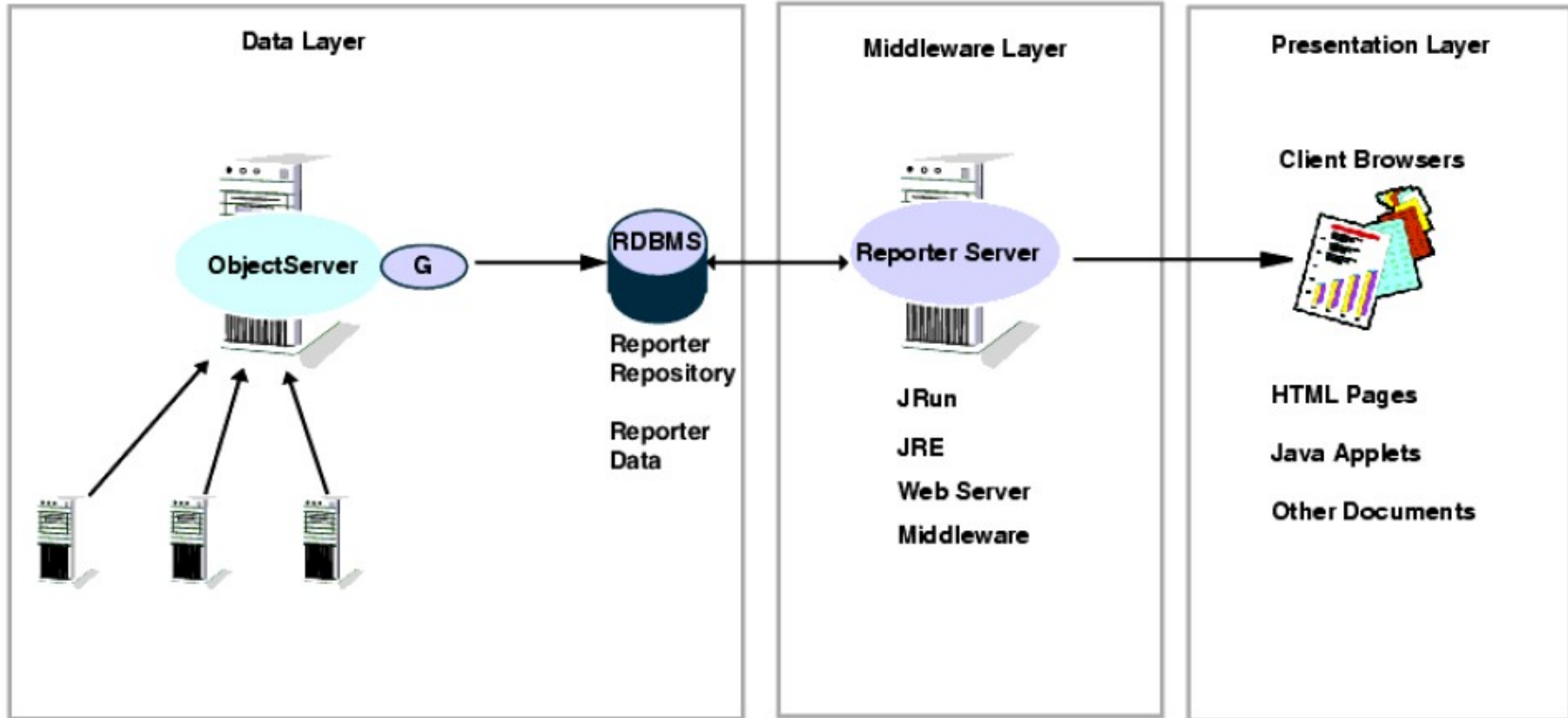
Webtop delivers graphical maps, tables and event lists to the remote users via HTML and Java

Users can also manage Netcool alerts with the Netcool/Webtop's flexible interface

The Webtop server can connect to many different ObjectServers to retrieve the required information

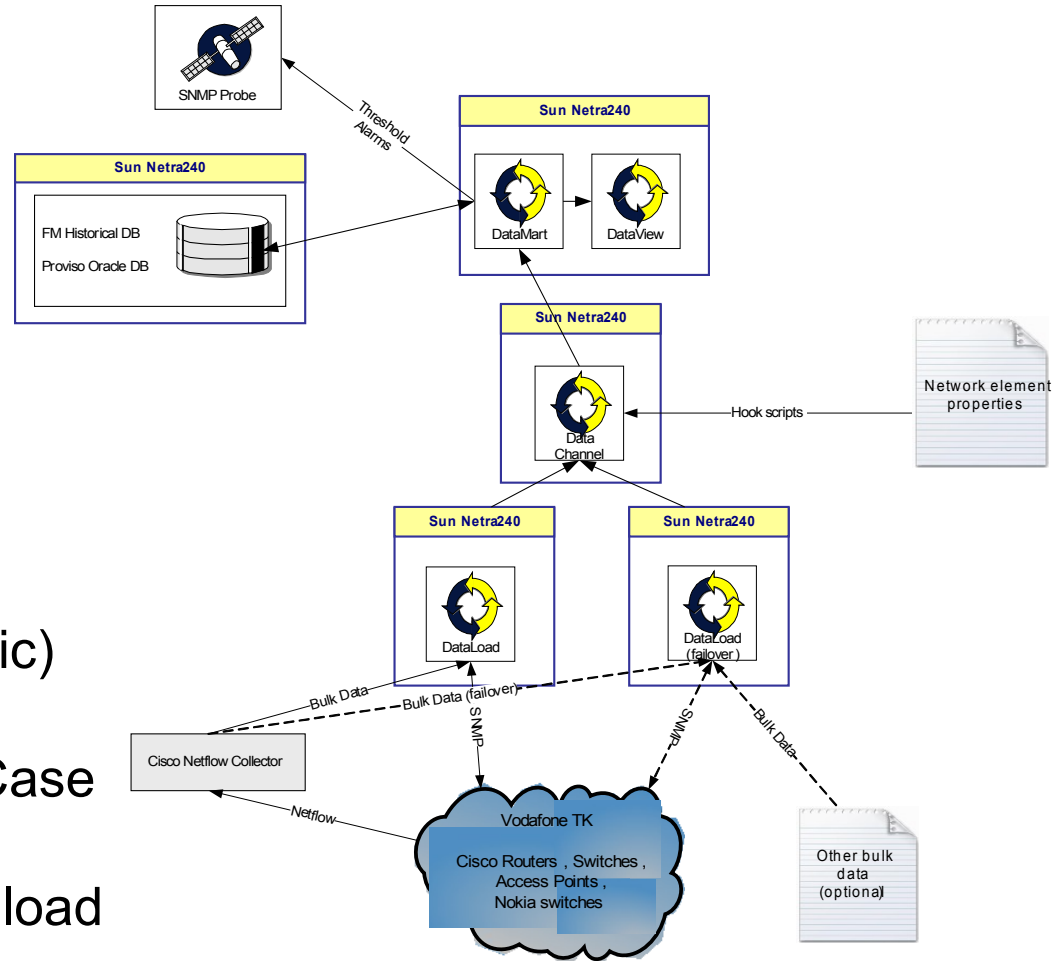


Netcool Reporter



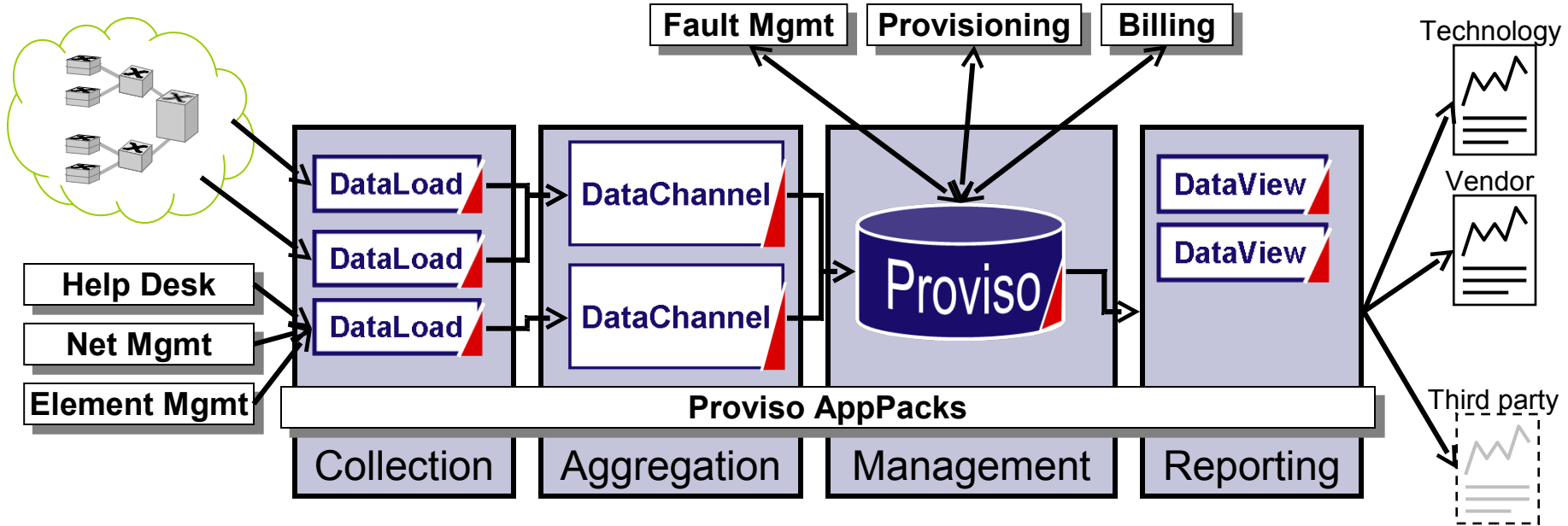
- Netcool Reporter is a web-based, client-server application that provides accurate reporting on a database data repository
- Netcool Reporter includes a set of predefined reports for ObjectServer data
- Netcool Reporter can also generate reports from data sources populated by gateways supplied with other Netcool products.

Proviso Architecture



- Scalable architecture
 - Up to 20k monitored resources (Case specific)
 - 5 minutes raw data frequency supported (Case Specific)
 - Failover with collection load balancing

Netcool/Proviso Overview



- Scalable, fast, manageable, pay-as-you-grow
- DataLoad: Inexpensive to deploy, easy to manage.
- DataChannel: Continuous (not batch or on-demand) aggregation reduces hardware costs and query times.
- DataMart: Single point simplifies OSS integration and correlation for reports
- DataView: Attractive internationalized 10-second on-demand reports and 1-second real-time views.
- AppPack: Provide Technology / Vendor Domain Configuration and Customisation
- Multiple levels of Carrier-class Scalability and Resilience

Advantages of Netcool Solution

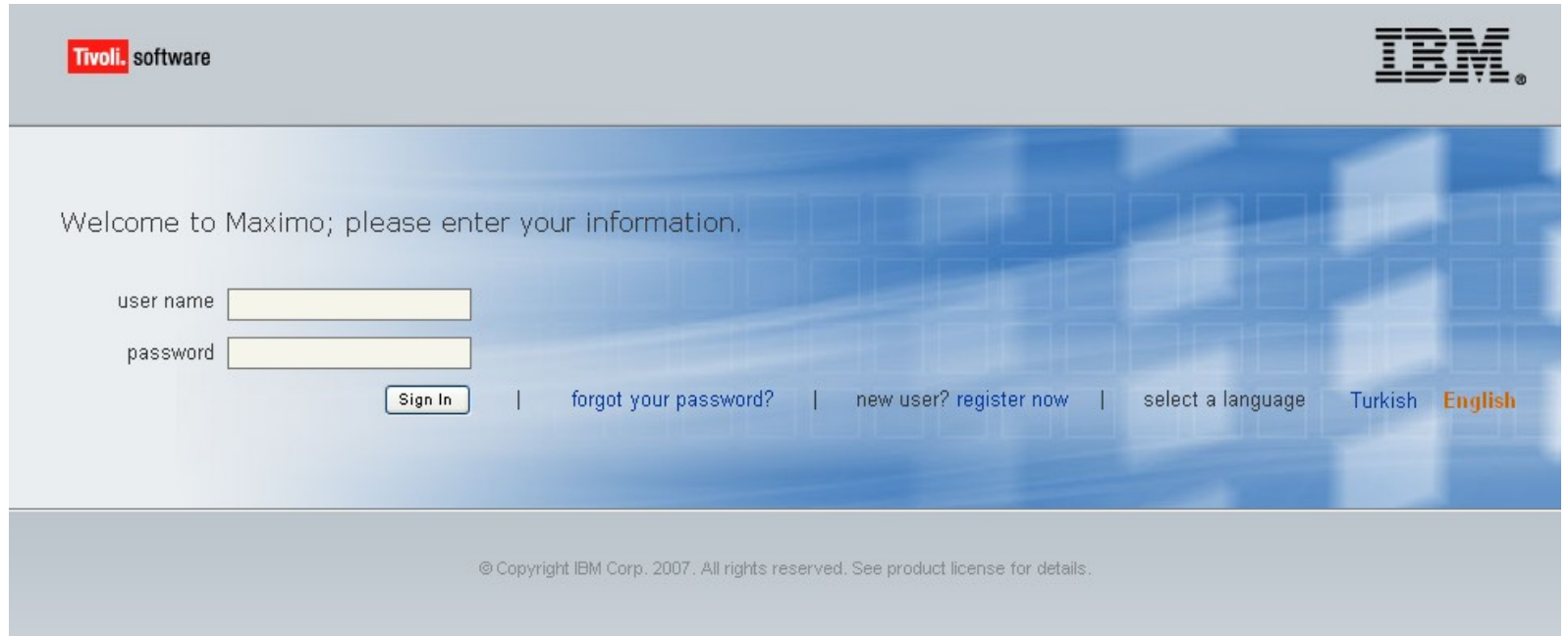
- The following properties are advantages of Netcool compared to competitive products
 - Large probe library (450+ probes, mostly IP)
 - Adapters for Remedy/Cramer etc available
 - Good flexibility and scalability from very large to moderate networks. Perfect fit for small networks.
 - Ease of operation and maintenance
 - Customization and adaptation easiness
 - Rich feature set : Better event filters,
 - Web client and working with events is better
 - Less time to develop automations
 - IP and SNMP Management
 - Integration into Service Level Management.

Agenda

- **Netcool**
 - Overview
 - NetCool Product Family
 - Vodafone Case
- **Maximo**
 - Overview
 - Architecture
 - UCell Case
- Questions

Maximo

Maximo is the Enterprise Asset Management solution of IBM Tivoli Software Family.



Tivoli software

IBM

Welcome to Maximo; please enter your information.

user name

password

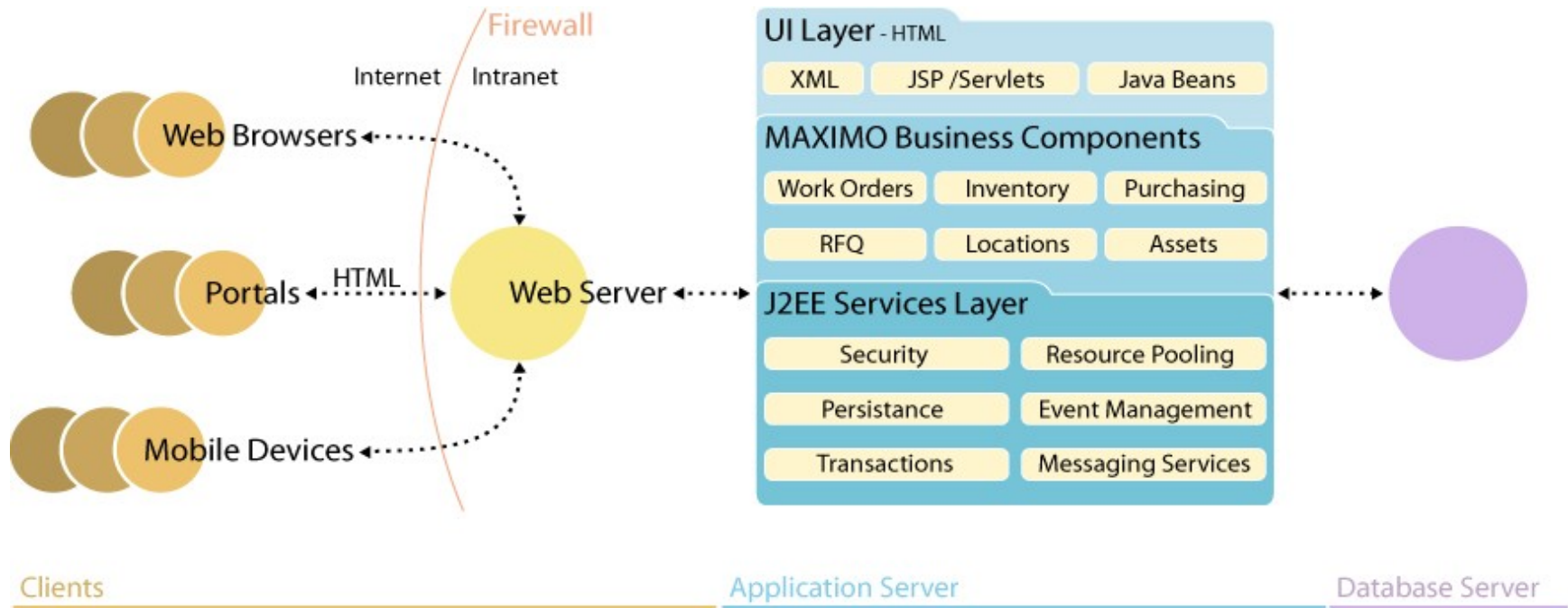
| [forgot your password?](#) | [new user? register now](#) | [select a language](#) [Turkish](#) [English](#)

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Maximo - Architecture

- Technology Concepts – SOA, Web Services
- Understanding the J2EE Architecture, benefits, positioning
- How this architecture helps position Maximo in key areas
 - Deployability
 - Scalability and Reliability
 - Portability
 - Interoperability
 - Flexibility and Configuration
 - Upgradability

Maximo – Architecture Components



Modules

- Asset Management
- Inventory Management
- Contract Management
- Rollout Management
- Workorder & Ticket Management

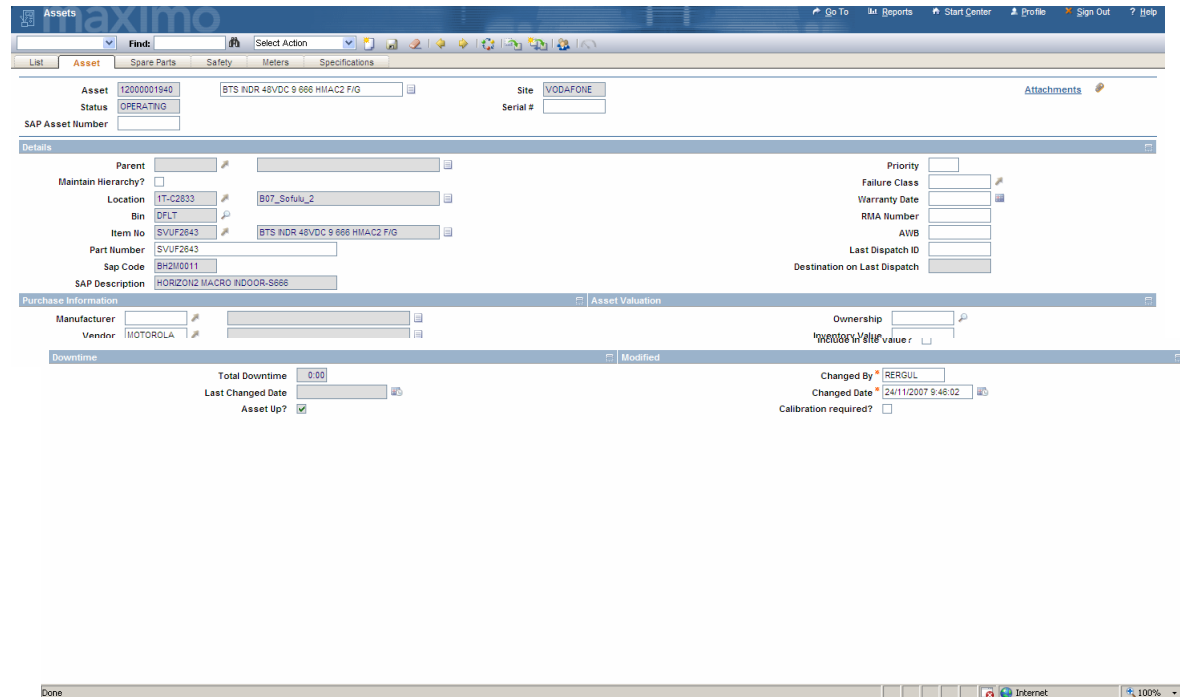
Asset Management Module

- **Asset Management**
 - Assets
 - Locations
 - Failure Codes
 - Site
 - Cell

Asset Management Applications

- Assets**

Maximo can manage assets from purchase to salvage - from the beginning to the end - of an assets life cycle.



Asset Management Applications

- Locations**

Location is generally defined as a place where assets are operated, stored or repaired.

Asset Management Applications

- Failure Codes**

Failure code is an element of a failure hierarchy.

In Maximo a failure hierarchy consists of Problems, Causes, and Remedies.

The screenshot shows the Maximo Failure Codes application in a Microsoft Internet Explorer browser. The interface includes a search bar, navigation buttons, and a table of failure codes organized into three levels. The 'Failure Class' is set to 'LMTL.HW.AL' and the 'Organization' is 'VDF'.

Level	Failure Code	Default	Type	Description
Level 1 Failurecodes	1.39.0	N		Signalling Link Failure
	1.39.1	N		SMLC Processor Outage
	1.39.3	N		Link Traffic Too High
Level 2 Failurecodes	BSC ETHISI YOK	N	PROBLEM	BSC ETHISI YOK
	BSC OCLK ARIZ	N	PROBLEM	BSC OCLK ARIZASI
	BSC KART ARIZ	N	PROBLEM	BSC KART ARIZASI
	PCU SERVIS DI	N	PROBLEM	PCU SERVIS DISI
	BTS EAS - AKU	N	PROBLEM	BTS EAS - AKU
	BTS CELL SERV	N	PROBLEM	BTS CELL SERVIS DISI
	ISTATISTIKI	N	PROBLEM	ISTATISTIKI
	PCU ETHISI YOK	N	PROBLEM	PCU ETHISI YOK
	PCU KESINTILI	N	PROBLEM	PCU KESINTILI
	XCDR SERVIS C	N	PROBLEM	XCDR SERVIS DISI
Level 3 Failurecodes	CLKX_ARIZASI	N	CAUSE	CLKX_ARIZASI
	AC_SIGORTA	N	CAUSE	AC_SIGORTA
	DC_SIGORTA	N	CAUSE	DC_SIGORTA
	KONTROL_KAF	N	CAUSE	KONTROL_KARTI
	OCLK_ARIZASI	N	CAUSE	OCLK_ARIZASI
	TRAFU	N	CAUSE	TRAFU
	DOGRLUTUCU	N	CAUSE	DOGRLUTUCU
	2MBIT_KABLO	N	CAUSE	2MBIT_KABLO_ARIZASI
	KSWX_ARIZASI	N	CAUSE	KSWX_ARIZASI

Asset Management Applications

- **Site**

Site records keeps information about sites on Maximo.

Site

Site No: IT-A0014 B06_Sutuce

Pin, Site No: 14

Category: BTS

Status: ONAIR

Site Owner Name: BADEMLIK APARTMAN YONETIMI

Site Owner Tel No: 212 222 77 73

Vendor: MOTOROLA

BSC: BEYPM01

Site's OMC-R: system2

Region: ISTANBUL AVR

Type: OPERATING

Address: TALIP PASA SOK.BADEMLIK APT.NO:4

City: ISTANBUL

Cluster: CL09

Priority:

Coordinates

North: 41 3 3.00

East: 28 56 40.00

Site Inventory Value: 0.00

Base Currency: TRY

Operation Subc: ANELTECH

Attachments

Mobile ID:

Changed By: YDF

Changed Date: 22/03/2007 9:35:47

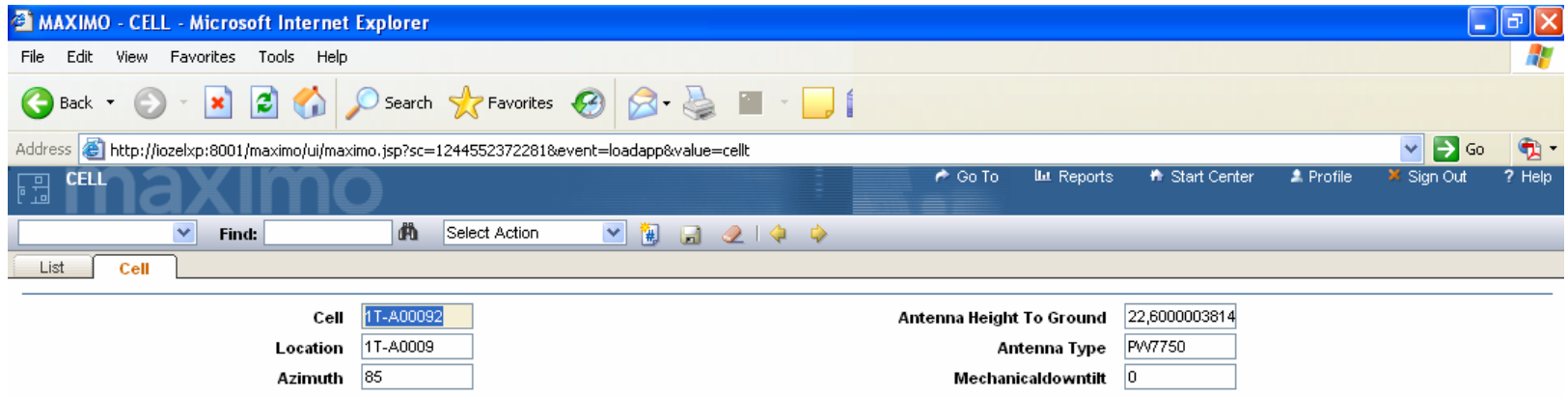
Access Times

Mon	Tue	Wed	Thu	Fri	Sat	Sun
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Any permission required? <input type="checkbox"/>			FROM <input type="text"/>	No Restriction? <input type="checkbox"/>		
Key delivered from 3rd party? <input type="checkbox"/>			FROM <input type="text"/>	Notes on arrival, access and security <input type="text"/>		
			FROM <input type="text"/>			

Asset Management Applications

- **Cell**

Cell records keeps information about cells on Maximo.



Inventory Management Module

- **Inventory Management**
 - Item
 - Inventory
 - MR (Material Request)

Inventory Management Applications

- Item**

Item record defines an item or material that is stocked in a company storeroom.

The screenshot displays the 'Item Master' application in Maximo. The main form contains the following data:

- Item:** SVUF2643
- Item Set:** ITEMSET1
- Order Unit:** EACH
- Issue Unit:** EACH
- MSDS:** (empty)
- Capitalized?:**
- Kit?:**
- Attachments:**
 - Condition Enabled?:
 - Rotating?:
 - Barcode?:
 - Outside?:
 - Inspect on Receipt?:
 - Add as Spare Part?:
 - Attach to Parent Asset on Issue?:

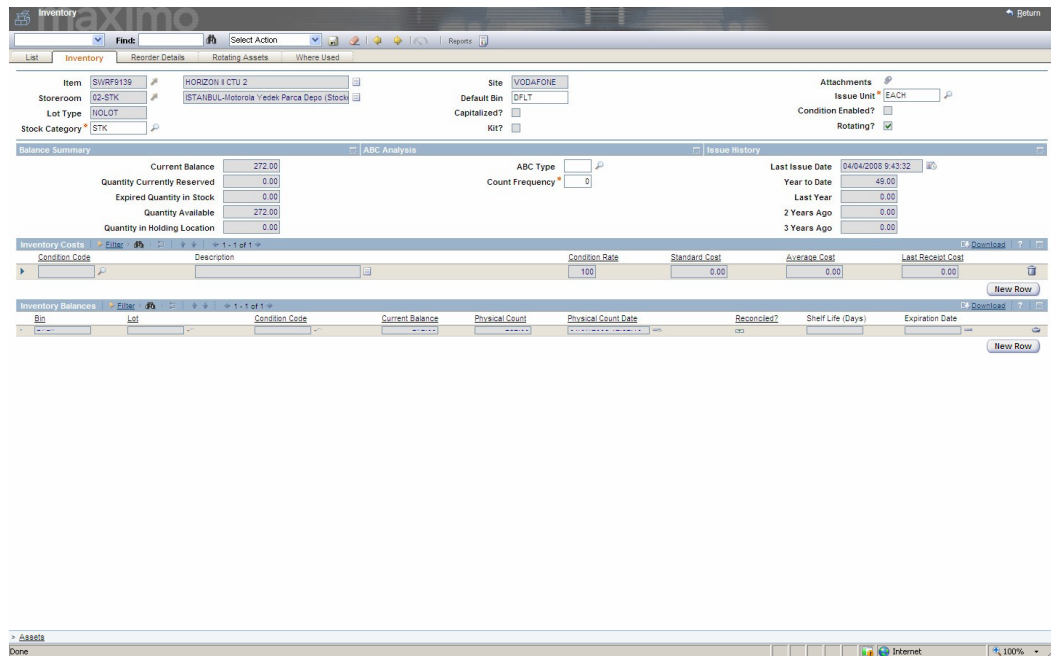
Below the form, there are two tables:

- Alternate Items:** Filter > [icon] 0 - 0 of 0. Columns: Item, Description, Commodity Group, Commodity Code, Rotating?. Content: ...No rows to display...
- Condition Codes:** Filter > [icon] 0 - 0 of 0. Columns: Condition Code, Description, Condition Rate. Content: ...No rows to display...

Inventory Management Applications

- Inventory**

Inventory is a listing of all items, materials, and rotating assets that are stored in your storerooms. Using the Inventory application you can track item balances down to the bin and lot level for a storeroom, as well as item costs using condition codes.



Inventory Management Applications

- Material Request**

All material requests from storerooms made via Maximo

Contract Management Module

- **Contract Management**
 - Contracts

Contract Management Applications

- Contracts**

Several types of Contacts can be managed by Maximo.

The screenshot displays the MAXIMO SA Contracts application. The main form includes the following fields:

- Contract Id:** 50005
- Site:** IT-C3232
- Site Name:** B47_Buyuk_Liman
- Address:** BUYUK LIMAN ANTALYA
- City:** ANTALYA
- Region:** ANTALYA
- Contract Start Date:** 31.01.2008
- Contract End Date:** 30.01.2009
- Contract Duration:** 1.00
- Contract Duration Type:** YEAR
- Increase Type:** DE_LIFE_1
- Attachments:** Contract Remark, Property Type (SA), Status (ONAIR), Rental Status (ACTIVE)
- Rental Contractor:** MOTOROLA
- Rental Sub contractor:** DEKOM
- Owner Type:** BUSINESS CEN
- Contract Status:** NEW
- SA Site Type:** BTS
- Vodafone Contract Number:** MAIN CONTRACT
- Contract Entry Date:** 25.03.2009 15.05.46

Below the main form, there are two tables:

Contract Id	Partner ID	Partner Owner Name	Partner Ratio (%)	Owner Tel
50005	36504	ORTADOGU ANTALYA LIMAN ISLETMELERI A	100.00	242 259 13 80

Payee Id	Partner Id	Name of Payee	Last payment	Last Payment Date	Last Payment Currency	Bank and Branch Name	Bank and Branch Name	Account No
10.358	36504	ORTADOGU ANTALYA LIMAN ISLETMELERI A	11,800.00	28.02.2008	YTL	T.GARANTI BANKASI-ANTALYA		6299045

Roll-out Management Module

- **Rollout Management**
 - Rollout Tracking

Roll-out Management Applications

- Rollout Tracking

The screenshot displays the MAXIMO Rollout Tracking application in a Microsoft Internet Explorer browser window. The interface is divided into several sections:

- Project Information:** Project ID 1000420, New BTS Inbuilding Project, Subcontractor OKBILISIM, Status INPRG, Reported Date 09/04/2008 14:12:54, Reported By NALTINDAG.
- Site Information:** Site ID 1T-C1970, B39_Hurriyet, Site Status ONAR, City ANKARA, Region ANKARA, Cluster CL16, 3G Readiness? checked.
- New Site Information:** Site Type INDOOR, Tower Type, Tower Height, Tower Owner, Detailed Site Type Assumptions INDOOR, Clutter Type DENSEURBAN, Planned Cabinet Type.
- Swap Information:** Initial, Planned, and Current configuration options for Initial Cabinet Type and Planned Cabinet Type.
- Tasks for Project 1000420:** A table listing tasks with columns for Task, Summary, Subcontractor, Scheduled Finish, Forecasted Finish, Actual Finish, Changed By, and Changed Date.

Task	Summary	Subcontractor	Scheduled Finish	Forecasted Finish	Actual Finish	Changed By	Changed Date
10	Nominal Plan		09/04/2008 0:00:00	09/04/2008 0:00:00	09/04/2008 0:00:00	NALTINDAG	09/04/2008 14:15:03
20	SARF Issued		25/03/2008 0:00:00	25/04/2008 0:00:00	25/04/2008 0:00:00	MAXADMIN	08/07/2008 15:32:35
50	Site Leased		08/05/2008 0:00:00	30/04/2008 0:00:00	06/08/2008 0:00:00	MAOACDIYEN	07/08/2008 9:34:43
65	TSS Performed		13/05/2008 0:00:00	25/04/2008 0:00:00	25/04/2008 0:00:00	MAXADMIN	09/02/2009 16:29:21
70	TSS Approved		13/05/2008 0:00:00	25/04/2008 0:00:00	25/04/2008 0:00:00	MAXADMIN	08/07/2008 15:32:35
90	Permit Folder Submission to TK		10/09/2007 0:00:00	24/05/2008 0:00:00	20/05/2008 0:00:00	MAXADMIN	08/07/2008 15:32:35
100	Permit Folder Received		26/06/2008 0:00:00	31/08/2008 0:00:00	15/08/2008 0:00:00	GDUAMAN	19/08/2008 14:19:20
110	Tower Shipment (to Site)					MAXADMIN	15/01/2009 11:22:59
115	Tower Delivery (on Site)					NALTINDAG	09/04/2008 14:13:12



Workorder and Ticket Management Module

- **Workorder & Ticket Management**
 - PAR (Planned Activity Request)
 - WOR (Work Order Request)
 - TT (Trouble Ticketing)
 - TR (Trouble Reporting)
 - Workorder Tracking

Workorder and Ticket Management Applications

- Planned Activity Request**
 PAR Application had been developed for tracking planned activities.

MAXIMO - Planned Activity Request - Microsoft Internet Explorer provided by Motorola

Address: http://172.28.187.50:9081/maximo/uj/maximo.jsp?sc=1220276822394&event=loadapp&value=par2

Planned Activity Request

Find: [] Select Action [] Workflow []

List PAR Plans

PAR Information

Work Order * 2863080 []

Job Plan []

Status WVAPPR

Status Date 01/09/2008 16:48:10

Attachments []

Reported By MAXADMIN

Reported Date 01/09/2008 16:48:10

Supervisor []

Phone *98776

Scheduling Information

Scheduled Start * []

Scheduled Finish * []

Remarks []

Actual Start []

Actual Finish []

Duration * 0:00

Remark 2 []

Failure Codes

Failure Class []

Type	Failure Code	Description
...No rows to display...		

Select Failure Codes

Workorder and Ticket Management Applications

- Work Order Request**

WOR application is used by Maximo users to request work orders from one group to other and recording it.

MAXIMO - Workorder Request - Windows Internet Explorer

http://172.28.187.120:7001/maximo/ui/maximo.jsp?event=loadapp&value=wor

MAXIMO - Workorder Request

Workorder Request

Find: [] Select Action []

List WOR Related TT's

Request Number: 13970

Location: []

Attachments []

Originator Department: *FLM

Responsible Department: *ASYAFLM

Status	ACR	Description	[]
Status Date	5/21/07 3:19 PM	Action Taken	[]
Reported By	VDF		
Reported Date	5/1/07 1:31 PM		
Changed By	VDF		

Actual Start: 5/21/07 3:19 PM

Actual Finish: 5/21/07 3:19 PM

Due Date: []

Problem: []

Workorder and Ticket Management Applications

- Trouble Ticketing**

Trouble Ticket Tracking screen enables us to create, edit and query the Trouble Tickets

The screenshot shows the 'MAXIMO - Trouble Ticket Tracking' application. The browser address bar shows the URL: `http://172.28.187.50:9081/maximo/ui/maximo.jsp?event=loadapp&value=surv`. The application interface includes a navigation bar with 'List', 'Trouble Ticket Tracking', 'Workorders', 'Netcool', and 'Log'. The main content area displays a form for a trouble ticket with the following details:

- TT Number:** 973731
- Site ID:** 1T-A6197
- Address:** KASIKCI KOYU KASAPTEPE MEVKI TEKIRDAG
- City:** TEKIRDAG
- Cluster:** CL07
- Opr. Subcont:** Netcool Alarm 31747971
- Org. Dept.:** NOC
- Resp. Dept.:** AVRFLM
- BSC:** BTKDM02
- Region:** ISTANBUL AVR
- Reported By:** Netcool
- TT Status:** ACR
- Status Date:** 04/04/2008 3:54:02
- ACR By:** HAKUCUK
- TT Close Action:** Manual

Additional fields include:

- Open Date:** 03/04/2008 22:52:09
- ACR Date:** 04/04/2008 3:54:02
- Alarm Start Date:** 03/04/2008 22:49:17
- Alarm End Date:** 03/04/2008 21:52:14
- Workaround:** 03/04/2008 21:52:14
- Final Resolution:** 04/04/2008 3:54:02
- Priority Level:** Level1
- Device ID:** site
- Clearing Type:** FMIC
- Alarm Severity:** [dropdown]
- Deadline:** 17/04/2008 22:49:17

Failure Class: # SITE HW ALA
 Alarm Code: 1.30.0
 Description: Last RSL Link Failure

Outage: [dropdown]
 Site Sector: [dropdown]
 Access Time (from): [dropdown]
 Access Time (to): [dropdown]

OMC Remark: [ACR-Fri Apr 04 03:54:02 EEST 2008-ok]

Problem: [dropdown] Action Taken: [dropdown]

Type	Failure Code	Description
PROBLEM	1.30.0	Last RSL Link Failure
PROBLEM	BTS.SERVIS DIK	BTS.SERVIS DISI

Workorder and Ticket Management Applications

- Trouble Reporting**

TR application is an application that used to track the created problems about the sites.

Workorder and Ticket Management Applications

- **Workorder Tracking**

MAXIMO - Work Order Tracking - Microsoft Internet Explorer

Address: http://localhost:8001/maximo/ui/maximo.jsp?sc=1244630971656&event=loadapp&value=wotrack

Work Order Tracking

Find: [] Select Action []

Work Order: 1000332 New BTS Addendum3 Inbuilding Project Site: VODAFONE

Location: 1T-C0020 B45_Bck_Dedeman Class: WORKORDER

Asset: [] Work Type: []

Parent WO: [] GL Account: []

Classification: [] Failure Class: []

Description: [] Severity: []

Problem Code: []

Attachments: Status: INPRG Status Date: 09/04/2008 14:03:32

Inherit Status Changes? Accepts Charges? Is Task?

Job Details Asset Details Priority

Job Plan: 0112 Asset Up? Asset Location Priority: []

PM: [] Warranties Exist? Priority: []

Safety Plan: [] SLA Applied? Priority Justification: []

Contract: [] Charge to Store? Risk Assessment: []

Scheduling Information Follow-up Work

Target Start: [] Actual Start: [] Originating Record: []

Target Finish: [] Actual Finish: [] Originating Record Class: []

Scheduled Start: [] Duration: 0.00 Has Follow-up Work?

Scheduled Finish: [] Time Remaining: [] Interruptible?

Responsibility

Reported By: NALTINDAG Supervisor: [] Owner: []

Reported Date: 09/04/2008 14:03:32 Crew: [] Responsible Department: []

On Behalf Of: [] Lead: [] Service Group: []

Phone: [] Work Group: [] Service: []

Vendor: []

Done Local intranet

Maximo – StartCenter

Service Desk Mgr. | Purchasing | Service Level Administrator

Change Content/Layout | Display Settings | Create New Template | Modify Existing Template

SLA Incident Compliance

Last Run: 10/11/04 1:31 PM [Update](#)

Status	Last Reading	Actual	Target	Variance
—	87.5	87.5	95	-7.5

SLA Compliance - All Incidents (%)

Bulletin Board (2)

- >> East Stairwell Painting 8/10/04 9:15 PM
- >> Email server upgrade ADVISORY 8/10/04 9:10 PM

Open Incidents by Priority

Chart Type: [PIE](#) View By: [Internal Priority](#)

Internal Priority	Value	Percent (%)
1	15	53.57
2	7	25
3	5	17.86
4	1	3.57

Quick Insert

[New Bulletin Board Message](#)

Applications

- Service Requests
- Incidents
- Problems
- Changes
- Releases
- Solutions
- Bulletin Board

Group Open Incidents

Last Run: 10/11/04 2:31 PM [Update](#)

Status KPI	Actual	Target	Variance
Email Open Incidents	5	1	4
ERP Open Incidents	4	1	3
Facility Open Incidents	1	1	0
Hardware Open Incidents	4	1	3
Network Open Incidents	2	1	1
Office Application Open Incidents	1	1	0
OS Open Incidents	0	1	-1
Tier 1 Open Incidents	2	1	1
Tier 2 Open Incidents	1	1	0



Maximo – StartCenter – Rollout KPIs

MAXIMO - Start Center - Microsoft Internet Explorer

Welcome, MAXADMIN

Go To | Reports | Start Center | Profile | Sign Out | Help

Phase 4 New Sites (Cumulative) Graph

Last Run: 13/02/2008 19:43:47

Status	KPI	Actual	Target	Variance
↑	Sarf Issue	216	1	215
↑	Site Acquisition	190	1	189
↑	TSS	163	1	162
↑	TK Folder Delivered	179	1	178
↑	TK Folder Received	106	1	105
↑	Construction Start	35	1	34
↑	ANE+FNE Transportation	36	1	35
↑	Tower Install Complete	4	1	3
↑	Civil work/System Room Installation Complete	31	1	30
↑	Telecom I&C Integration Complete	31	1	30
↑	AC Subscription	141	1	140
↑	ATP Request	34	1	33
↑	Onair	32	1	31

New Site Onair Plan vs. Actuals

Last Run: 01/02/2008 18:39:07

Status	KPI	Actual	Target	Variance
↑	Planned-All To Date	1876	1	1875
↑	Actual-All To Date	1735	1	1734
↑	Planned-Previous Month	207	1	206
↑	Actual-Previous Month	81	1	80
↑	Planned-Current Month	379	1	378
█	Actual-Current Month	0	1	-1

Priority Level KPI Graph for Test (WOR)

Last Run: 19/02/2008 15:06:18

Status	KPI	Actual	Target	Variance
█	3	1	1	0



Maximo – StartCenter – Site Acquisiton KPIs

Start Center - Mozilla Firefox

http://iozelp:7001/maximo/ui/?event=loadapp&value=startcntr&uisessionid=1254204020234

Welcome, MAXADMIN

Change Content Layout | Display Settings | Create New Template | Modify Existing Template | Update Start Center

Quick Insert

- New Lease Contract
- New Power Contract

Favorite Applications

- Lease Contracts
- Power Contracts

Inbox / Assignments

Description	APP	DESCRIPTION	DUE DATE	PRIORITY	Route
No Assignments found for MAXADMIN					

Bulletin Board

Subject	Message	Post Date	Expiration Date	Viewed?
>> BMXAA4036E - All users will be logg...	BMXAA4037E - Please save your work and s...	9/30/09 3:03 PM	9/30/10 3:03 PM	N

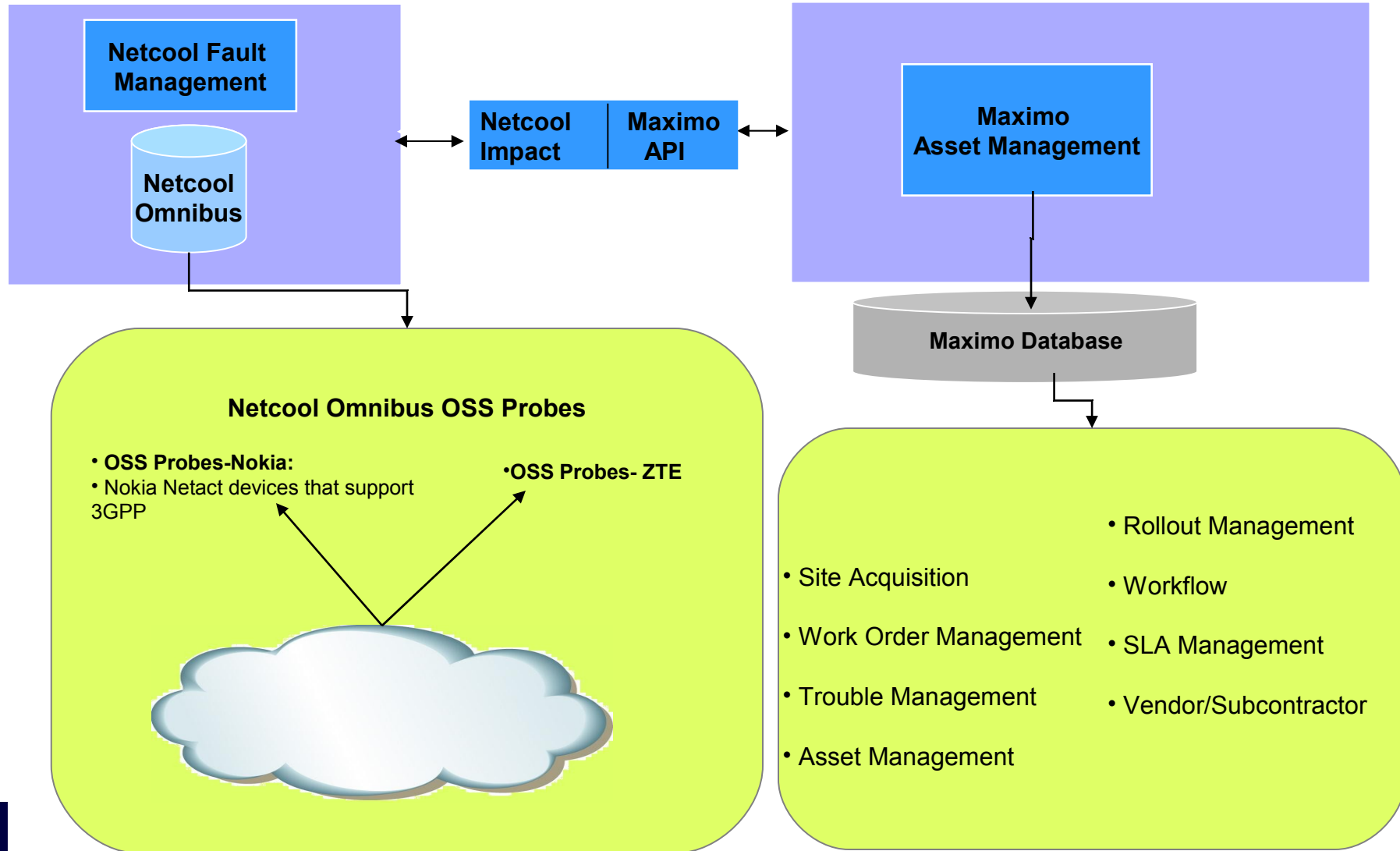
Lease Contract KPI's
Last Run: 9/30/09 12:26 PM

Status	KPI	Actual	Target	Variance
█	Lease Contracts Status=Active	4	0	4
█	Lease Contracts Status=Expired	2	1	1
█	Lease Contracts Status=Prolongated	3	0	3
█	Lease Contracts Status=Ongoing	2	0	2
█	Lease Contracts Status=Rejected	2	10	-8

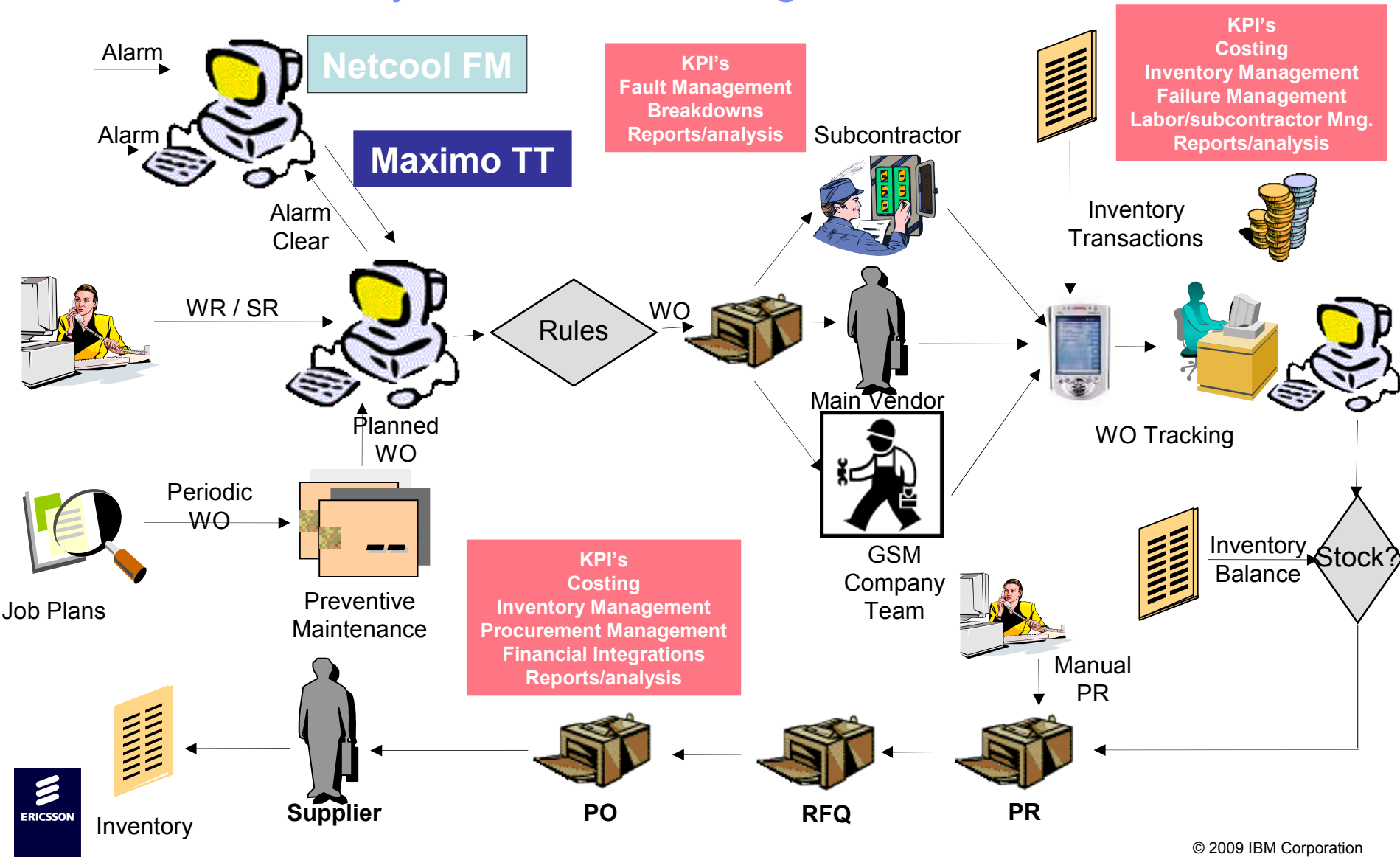
Lease Contracts Report 2
Last Run: 9/30/09 10:10 AM

Status	KPI	Actual	Target	Variance
█	Signed by Owner	8	1	7
█	HO to Vendor	3	1	2
█	HO To Ucell LD	3	1	2
█	Signed by Ucell	6	1	5
█	Pending	2	1	1

Ucell IBM Tivoli Umbrella Management Solution



Maximo Inventory and Trouble Management



“Vodafone-Libertel's first priority is that its customers are able to make calls. This requires all the parts of the network to be continuously available, and in order to achieve this we want to deal with defects as quickly as possible. Having to wait for a spare part is unacceptable for us. With Maximo we can even identify which parts are available in the engineer's vehicles.”

Vodafone-Libertel

THANKS
&
QUESTIONS?

Bu sunum 15 Ekim 2009 tarihinde Ankara Sheraton Hotel'de yapılan Yazılım Zirvesi 2009 için hazırlanmıştır.

<http://www.ibm.com/software/tr>

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