<u>Services Brief</u>

Services to be performed including expected deliverables and scope:

A. Approach

The approach is to implement the BSM infrastructure necessary to support the products for the web applications selected for this phase of the engagement in the City of Columbus environment

B. Tasks

APM installation

1. Install BAC server infrastructure

    a. Install gateway & data processing servers

    b. Configure BAC database

    c. Install any necessary patches

    d. Create Business Process Transactions

2. Deploy a 3 BPM server to facilitate synthetic transaction monitoring

3. Deploy a 1 RUM installation

    a. Install RUM Engine

    b. Install MySQL database

    c. Install RUM probe

    d. Configure protocols

4. Deploy 4 Diagnostic Agent

    a. Installation of Commander Server

    b. Installation of required agents

5. Conduct information gathering sessions on the 3 selected Web applications for performance and availability monitoring. Attendance by one or more resources who understand the application architecture.

6. Build 4 BAC dashboard view to display application data.

7. Create 3-5 BSM User Accounts

8. Perform Knowledge Transfer Sessions

9. Demonstration of Product Deliverables

10. Documentation of engagement configurations

OM & NNM Integration

1. Installation of OMi Foundations and associated database(s)

   a. BSM Operation Management

   b. TBEC Configuration

   c. Installation of Content Packs

2. Integration of OMW (Dynamic)

3. Configure several OMW monitors for process/service availability

4. Integration of NNM

C. Customer Obligations

The following obligations are required in order to complete the work effort in this SOW in a timely manner.

1. Provide all hardware for the implementation. This includes the following servers

   a. Data Processing Server

   b. Gateway Server

   c. BAC Database Server

   d. RUM Probe, RUM Engine Server

   e. Server for MySQL instance

   f. Diagnostics Commander Server

2. Attendance by one or more resources who understand the selected application architecture

3. Installation and Configuration of the Infrastructure SPI v 200 deployed to application servers.

4. Provide OMi supported versions of the OMW Smart PlugIns used to monitor the applications.

5. NNMi Installation

D. Deliverables

The following will be the outcome of the:

1. 4 BPM Applications

2. 4 RUM Applications

3. 4 Diagnostic Agents

4. 4 BSM dashboard

5. BSM Operation Management Event Browser

6. 3 Custom reports

7. Integration of the Operation Manager and Network Node Manager.

8. Knowledge Transfer

9. Documentation on the BSM/APM configuration.