

OpenView Performance Insight

Rapid Deployment Service



Overview

As an IT Professional, you expect immediate value from your service management tools investment. Whether your long-term plan is to use a basic out-of-the-box solution or a customized solution, measurable results must be achieved very quickly.

PerVigil's Rapid Deployment Service for OpenView Performance Insight utilizes PerVigil's many years of experience with this tool as well as a comprehensive toolkit to enable you to be productive as quickly as possible.

The objective of this service is to enable immediate productivity by deploying Performance Insight on a single system, with the "out-of-the-box" configurations. An experienced PerVigil consultant will work closely with you to quickly and effectively deploy Performance Insight in your production environment, including:

- TREND Performance Manager
- Sybase RDBMS
- Standard Reporting Solutions
- Node List Provisioning

The service described in this datasheet does not include the delivery of software product licenses. The required software licenses may be purchased through PerVigil. Contact your PerVigil sales representative for product information and pricing.

Rapid Deployment Service Features:

PerVigil will deploy the Performance Insight solution using the following approach:

- Project Planning & Scope Definition
- Implement Performance Insight
- End User Knowledge Transfer
- Next Step Planning Session
- Post Installation Review



Rapid Deployment Service Benefits:

Rapid and accurate deployment, resulting from PerVigil's many years of experience with Performance Insight.

Production-ready status achieved quickly by leveraging PerVigil's comprehensive toolkit and in-depth experience.

ROI and sustainability enhanced through knowledge transfer and PerVigil best practices developed through many years of hands-on experience with Performance Insight.

Methodology:

Project Planning & Scope Definition

Proper Planning is critical to the success of any IT project implementation. An experienced PerVigil consultant will work closely with you, both before and after arriving on site, to ensure that all required resources are in place and that the deployment will match your requirements as closely as possible.

The PerVigil consultant will work with you to review, agree upon, and document the specific details of the deployment in a Scope of Work document (SOW). A preinstall checklist will be used to guide this phase. Telephone conferences

and email will be used to complete the checklist and ensure that the platform is fully prepared before the consultant arrives on site. Once on site, the consultant will complete the planning phase by reviewing the SOW details with you and confirming that the environment is ready for the Performance Insight deployment.

Implement Performance Insight

During implementation, the specified components will be installed and tuned for optimum performance. Provisioning import processes will be configured, and target device information provided by the customer will be imported to ensure that all required nodes are properly defined.

Performance Insight installation and optimization:

1. Install and tune Sybase RDBMS
2. Create Performance Insight database on the provided disk subsystem and tune for maximum performance
3. Install and configure Performance Insight software
4. Install previously identified Reporting Solutions
5. Enable and test Property Import processes
 - Common Properties – Node
 - Common Properties – Location
 - Common Properties – Customer
 - Interface Reporting
 - Frame Relay PVC
 - ATM Port and PVC

End User Knowledge Transfer

Knowledge transfer occurs throughout most phases of the project. PerVigil's experienced consultant will work closely with the operations staff to ensure that they understand the basic operation of their system. This introductory training is intended to familiarize you with Performance Insight and enable them to be productive immediately. It is not intended to replace standard classroom training. For more information on training for Performance Insight, please visit the PerVigil web site.

Next-Step Planning Session

Upon completion of the deployment tasks, the PerVigil consultant will conduct a planning session to assist you in prioritizing future actions aimed at further enhancing the value provided by Performance Insight.

Post Installation Review

PerVigil will provide you with a temporary 60 day evaluation key for PVLmon, PerVigil's fault detection and notification module for Performance Insight. PVLmon will notify your operations staff of any errors that may occur within Performance Insight during the first 60 days. At an agreed upon time (approximately two weeks after the deployment), PerVigil will review PVLmon output with you to confirm that the system is operating correctly.

Contact your PerVigil sales representative for more information and complete terms and conditions of this service.

PerVigil Solutions:

Global-Scale, IT Service Management (ITSM)
Service Management Portal Integration
Network Usage Accounting & Billing
OSS/BSS Integration & Automation

Strategic Analysis & Planning:

Executive Issues Analysis & Recommendations
Technical Issues Analysis & Recommendations
Project Management and Audit

Services:

ITSM Consulting & Integration
Remote Solution Administration
ITSM Solution Fail-over Implementation
Custom Integration With Existing Environment
Solution Documentation
Solution Training
On-going Support



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