



HOW TO SET UP AND OPERATE ENTERPRISE-WIDE NETWORK MANAGEMENT SYSTEMS. FACILITIES AND COMMUNICATIONS

Accugraph and Hewlett-Packard have assembled a team of experts in an interactive live satellite broadcast to address the components of a successful and complete enterprise-wide network management solution. This free seminar is aimed at providing answers to tough questions like:

How do your engineers monitor, locate and solve network problems?

How do you manage moves, adds, and changes to your network assets?

How do you document your network?

The Audience

Accugraph and Hewlett-Packard are hosting this instructional symposium at an HP site near you. It is appropriate for managers of private networks as well as for professionals in the communications industry who manage large public or private networks. The content will appeal to both voice and data network administrators.

The Experts

We have assembled a panel of industry experts who have direct experience in selecting, evaluating, and implementing the various components of a comprehensive network management solution. Attendees will have an opportunity to interact with these industry professionals and participate in this presentation that will be shown to over 60 sites in North America.

The Products

In addition to the panel of selected users and integrators of network management systems, we have solicited the support of several major vendors of various network management components. These suppliers, each with a particular area of expertise, will demonstrate their solutions targeted at areas such as logical network management, physical asset management, and trouble ticket.

**June 8, 1994 8:30AM (Pacific)
Call 1 800 678 1061, Ext. 534
to register.**

**Call or e-mail today for the Hewlett-Packard host site near you.
Internet e-mail address info@accugraph.com**

**Registration is requested by May 27, 1994.
Seating is limited.**

Topics and Presentations

Logical Network Management: Using modern tools to gather SNMP, CMIP, and other logical data to maintain current, real-time status of network devices and components.

- ◆ ***Hewlett-Packard***

HP will discuss the aspects of logical network management and will present an overview of the OpenView suite of logical network management tools for management of private networks. Topics include monitoring of device status, performance, and historical information.

- ◆ ***Objective Systems Integrators (O.S.I)***

O.S.I. will present their insights on logical network management for wide area and multi-protocol networks. The NetExpert product integrates information from a broad spectrum of protocols and information sources including public wide-area networks, non-standard network components, and proprietary elements such as voice or data switch gear.

Physical Network Management: Using detailed graphics to document the location of all network components including cabling, wiring closets, passive and active devices.

- ◆ ***Accugraph Corporation***

Accugraph will discuss the importance of physical network and configuration management. A presentation of Accugraph's suite of solutions MT923 (formerly "MountainView"), will include an overview of documenting moves, adds, and changes to a network, and integrating logical, physical (graphic), and RDBMS data into a seamless environment.

Trouble Ticket Integration: Implementing a successful trouble ticket system for problem resolution and effective help-desk maintenance.

- ◆ ***Remedy Corporation***

Remedy will discuss problem resolution and help desk management and present their Action Request System (ARS). ARS provides a comprehensive set of tools for help desk management, creation and logging of trouble-tickets, and increased control and documentation of network problem resolution.

Provisioning and Design: Effective tools to help in the design engineering, circuit provisioning process, and material requisitioning.

- ◆ ***Accugraph Corporation***

Accugraph will discuss tools for the automated provisioning of network components through intelligent question and answer sets. Additionally, a demonstration will include automatic drawing and documentation updates created by changes to the relational database.

Relational Database: Using a centralized relational data base system to organize and track network data.

Symposium Outline

Section:1 Intro. logo videos (30 sec.)

Presenter: HP roll-in

Section:2 Greeting and Intro. (3 min.)

Presenter: Ron Munden and Fatih Akben

Objective: Welcome

Objective: Panel Intro.

Objective: Test Keypads

Objective: Intro. Larry Hart

Section:3 Net management intro. video (8 Min.)

Presenter: Larry Hart

Section:4 Discussion of net management problem (15 min.)

Presenter: Ron and Fatih

Objective: Question Panel

Aaron Cohen

Commercial Integrator prospective

Vikash Sachania

End-user prospective

Robert Gerlits (?)

Approach to problem perspective (Shopping)

Robert Kronzer

Consulting firm's prospective

Objective: Keypad questions (Multi Choice) *How many of you are planning or plan in the future on running mission critical applications that are dependant on the network. * now * near future * over one year*

How many are making these types of decisions?

Determine technical level of audience

Managers -vs- Engineers

Objective: Introduce logical network management topic *

(Comment) As Larry said , the first segment will focus on the logical or fault mgmt. disaplines. Scott Safe is HP Openviews (title) and will discuss the problem from thier perspective.

List multiple components of net management (refer to Larry Hart's presentation)

Objective: Intro. Scott Safe

Section:5 OpenView (10 Min.)

Presenter: Scott Safe

Section:6 Intro. OSI (1 Min.)

Presenter: Ron / Fatih (Comment) *Many of you have non ip networks or legecy and sonet systems that need to be considered. Tim Sebring (title) from OSI will now discuss the potential for using AI in this area.*

Objective: Differentiate NetExpert and introduce Tim Sebring

Section:7 OSI (10 Min.)

Presenter: Tim Sebring

Section:8 Logical network management discussion (5 Min.)

Presenter: Panel

Objective: Importance of logical management

Vikash

OpenView

Bob Kronzer
Net Expert Comments
Aaron Cohen
Standards (importance)

Objective: Dismiss for break

Section:9 Break (10 Min.) (Comment) We should consider going to 7 min. break and start the roll in at 5 1/2 min.

Presenter: All

Objective: 30 second roll-ins

Section:10 Resume (1 Min.)

Presenter: Moderator (Comment) Documenting M.A.C. can be a mgmt. nightmare. Here is Scott Munden Accugraph's Manager of Network/Communications products, to give you his perspective on handling the problem.

Objective: intro. physical net management

Section:11 MT923 (15 Min.)

Presenter: Scott

Section:12 Discussion of physical asset tracking (10 Min.)

Presenter: Panel

Objective: Importance of centralized database (Panel comment)

Objective: QA set (Multi-choice question) What % of your network will change this year ? * 25% * 35% * MORE ?

?

Objective: Intro. trouble ticket topic

Section:13 Trouble Ticket (10 Min.) (Comment) When the call comes in for help, recording and tracking is vital. Here is Dave Mahler (title) to discuss Remedy's thoughts.

Presenter: Dave Mahler

Section:14 Trouble ticket analysis discussion (5 Min.)

Presenter: Panel

Objective: Discuss management involvement for successful help-desk

Objective: Intro. provisioning (Comments) Scott will come back now to discuss Accugraph's thoughts on provisioning and configuration mgmt.

Section:15 Provisioning (13 Min.)

Presenter: Scott Munden

Section:16 Intro. for implementation (4 min.) (Comment) There sure is a lot to think about. As we listen Larry comment on implementation please give some thought as to whether you would be interested in a 3 day educational workshop featuring all the vendors you saw here today.

Presenter: Moderator

Objective: Intro. Larry Hart and implementation topic

Section:17 Implementation Overview

Presenter: Larry Hart

Section:18 Wrap-up panel discussion (10 Min.)

Presenter: Panel

Objective: Implementation Issues

Objective: QA set

Section:19 Program Wrap-up (5 Min.)

Presenter: Moderators

Objective: Discuss workshop (Multi-choice) How many would like a 3 day educational workshop and if so, where ? * Local region * Centralized location ie 1 per time zone * 1 Central location ?

QA set

Objective: Query content appropriateness (Comments) We have tentatively planned our 1st (maybe only) workshop for Denver. How many would attend should it be held on late July or early August?

QA set

Objective: Thank panelists

Objective: Thank audience and close

Section:20 Voice Over

Objective: Where and how to order copies

135.5	Min.

Hp Network Management Satellite Broadcast Main Flow



