

ZARAGOZA, SPAIN
OPERATIONS & MONITORING
CENTER VIDEO TOUR
"STANDARDS & PROCESSES"

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Abstract: View how the Zaragoza, Spain Operations and Monitoring Center standards and processes reinforce a zero outage approach in delivering technology services for clients and customers.

Miriam Perez: *(Graphic: Operations and Monitoring Center) (Super: Service Management Group, Operations and Monitoring Center, EDS, an HP Company)* Our job is to supervise the [unintelligible] systems and servers and everything is running okay, *(Graphic: Zero-outage mentality)* properly and without any incidents. The operators monitor the systems for the clients in a 24/7 basis. We have mainframe platforms as well as midrange platforms.

Manuel Lima: *(Super: Manager, Operations and Monitoring Center, EDS, an HP Company)* Additionally, in our control center, we are not only supporting the monitoring and control center activities, we are supporting as well 1.5 and 2 level UNIX support, *(Graphic: 1.5 / 2 Level UNIX)* network operations center support for all the customers *(Graphic: Around-the-clock support)* in EMEA.


Alex Teteris: *(Super: Global Network Operations Center, EDS, an HP Company)* My team is basically taking care of all the networks, firewalls, voice-over-IP services, for all our customers globally, *(Graphic: Network tools: Spectrum)* and our business is to simply ensure *(Graphic: Network tools: HP OpenView)* that all our SLAs are met *(Graphic: Network tools: eHealth)* and the customer satisfaction is kept high. *(Graphic: Network tools: CiscoWorks)* We follow ITIL standards *(Graphic: Network tools: C6000)* for all our fault, incident and problem management. Digital Workflow is our standard application *(Graphic: Incident resolution)* that we use for all the ticketing and incident management.

Miriam Perez: With just a couple of clicks, we can start the escalation and follow up the incidence into final resolution.

Barbara Manau: *(Super: Single Point of Contact Team, Operations and Monitoring Center, EDS, an HP Company)* We are very careful about all the procedure, to keep contact with the support group so we have an update *(Graphic: Leader in technology hardware services)* on how is the issue ongoing, and if that is going to impact the client or not, and escalate accordingly.

Miriam Perez: We can monitor any system, any server, any client in the world. *(Graphic: Proven infrastructure services to help our clients grow)* We use this standard tool for operations, and it doesn't matter where the client is or what the servers are, we can monitor it from here.

Manuel Lima: The EDS Operation and Monitoring Center owned its disaster recovery plan, *(Graphic: Innovation)* which include the availability *(Graphic: First in technology)* of an alternative center to — to recover services *(Graphic: Global footprint)* in less than twenty-four hours, in case of major disaster.



Alex Teteris: We have backup centers in Kuala Lumpur and Plano, that they would immediately shift our workload over to them, as part of one big global team.

Manuel Lima: EDS, together with HP, is the first technology hardware services and brings the power of three point six billions research and development investment, and the innovation of twenty-three HP laboratories in seven global locations.

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