

NETCOOL®/Webtop™

REALTIME DASHBOARDS FOR ANYTIME, ANYWHERE ACCESS

Visibility into the health of business operations is pivotal to the ongoing success of any organization. To set strategic goals and make effective long term business decisions, senior management require real-time visibility into the health of revenue driving business services and processes, as well as Key Performance Indicators (KPI).

Likewise, for Operations staff that must assure vital revenue streams, real-time visibility over end-to-end business services and processes is critical to improving mean time to repair, streamlining workflow processes and managing down operations costs.

What is needed is a flexible business intelligence dashboard that can be easily customized to provide senior management, operations staff, lines of business or customers with access to the real-time information each needs – any time, day or night, for maximum visibility over what matters most.

Micromuse' Netcool®/Webtop™ application, part of the Netcool/Dashboard product family, combines the realtime power of Netcool's event management and service assurance capabilities with the convenience of the Internet. Authorized users can now access realtime information on services, processes, technologies silos, or otherwise, through any browser.

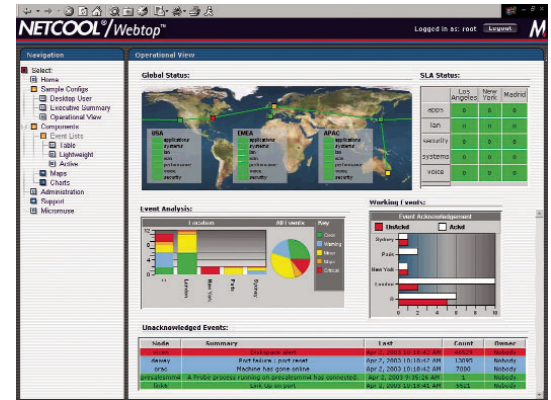
Netcool/Webtop can be easily tailored to include KPIs, graphical maps, tables, charts and event lists to meet the needs of any user, and is available from anywhere via HTML and Java. Netcool users can also manage Netcool alerts with Netcool/Webtop's flexible interface and advanced management capabilities. The Netcool/Webtop application extends the Netcool/OMNIBus, Netcool/Precision and Netcool Impact product family, capabilities by adding a new set of graphical views as well as flexible management and administrative functions.

ABOUT NETCOOL SOLUTIONS

Netcool Solutions for business and service assurance collect data from hundreds of heterogeneous environments, point management tools and enterprise management systems, consolidating events in one central console. Event data is then analyzed and presented in realtime, user-defined views. Netcool Solutions not only link diverse and disparate technologies into a single, easy-to-use, enterprise-wide event management console, they also allow for high automation - locating, identifying and fixing problems before they impact vital services and business process. The power, scalability and rapid deployment of Netcool Solutions have made it the critical event management foundation for many of the world's leading edge Fortune 1000, Service Provider, and Government organizations.

MANAGING NETCOOL® EVENTS FROM THE WEB

The Netcool/Webtop application provides advanced browser-based management capabilities, so that users can remotely monitor and manage their entire Netcool implementation. Netcool/Webtop collects and processes high volumes of management data by taking it directly from the Netcool ObjectServer™, the Netcool in-memory database. Netcool/Webtop makes it easy for multiple users to simultaneously view Netcool events, while minimizing queries to the Netcool database. It also allows for anytime, anywhere management & configuration by authorized users, minimizing the dependency to install and manage the Netcool Solution from the native desktop client.



Netcool/Webtop dashboards display realtime actionable information on key performance indicators and event data and are fully customizable allowing for maps, bar graphs, charts, event lists, and a variety of graphical file types.

SECURE ACCESS AND ADMINISTRATION

The Netcool/Webtop application lets IT staff view and manage Netcool alerts in realtime, to assure that services and processes are not only up but operating efficiently. Further, Netcool/Webtop is fully secure and can be configured to let only authorized users access Netcool data – minimizing the risk of data distortion.

The Netcool/Webtop application is also fully customizable – based on the users requirements. Its user-friendly interface lets users manage realtime Netcool events for application, system, network, mainframe, security, storage, VoIP, environmental, or virtually any IT or business related event. Users can customize management views and line of business views including all relevant business services and processes in a single pane of glass. Operations benefit from high-level views and additional drill downs to any level of granularity, to check details on a specific technology silo, the status of a service level agreement, exact root cause, and other details. Users can keep track of developing trends, even when working offsite. This helps Netcool users proactively manage the business operation and keep ahead of business impacting problems.

THE NETCOOL®/WEBTOP™ ARCHITECTURE

The Netcool/Webtop solution consists of the following major components:

- > Netcool/Webtop Server™
- > Netcool/Webtop Active EventList™
- > Netcool/Webtop Maps™
- > Netcool/Webtop Editor™
- > Netcool/Webtop Administration Interface

The Netcool/Webtop Server is the core of the Netcool/Webtop application. The server handles all requests for Netcool data from the Netcool ObjectServer and publishes it to Web clients over the standard HTTP and HTTPS Web protocols. It retrieves and processes Netcool events and presents them in a format that can be viewed and manipulated with any common Java-enabled Web browser. Requests are handled based upon the user's needs and access rights. The server can connect to many ObjectServers at the same time and retrieve data from all of them.

The Netcool/Webtop application will process requests from users with read-only access. These can be configured using TableView to resemble the standard Netcool ObjectiveView

with static HTML event tables. More advanced features including Quick Filtering, Sorting or Drill-Down are also offered via the Lightweight Event List (LEL), which has no Java browser plug-in requirement, thus eliminating possible deployment issues. The Netcool/ Webtop Server manages all configuration changes in the Webtop Administration Pages for users, access permissions, available maps, charts, graphs and navigation of a personalized site.

The Netcool/Webtop Active EventList (AEL) presents Netcool events in realtime to users with read-write access by obtaining information from the Webtop Server. The Webtop Server generates Java views of alerts based on filters and updates these views in realtime. It resembles the core functionality of the native desktop, which includes a variety of tools and menus specific to each authorized operator.

The Netcool/Webtop Maps let users use industry, customer, or department-specific backgrounds and icons in a variety of framed pages and lets them drill down to lower level map pages, Active EventLists, or independent Web pages containing other data. Icons can be highlighted to display a color-sensitive severity indicator for a defined set of metrics.

The Netcool/Webtop Monitor Boxes present the status of alerts in the system. They can appear in map pages and distribute alerts according to specific filters and views. Administrators can configure monitor boxes to display statistical information about alerts based upon configurable metrics such as severity, total numbers of events etc.

The Netcool/Webtop 'Real-time' Charts allow for mapping of ObjectServer events, Key performance indicators (KPI), or virtually any data that is collected and stored in Netcool/Omnibus to be presented in a selection of charts. By defining the required chart measures in a configuration file the Webtop Administrator can configure a wide variety of chart types, including Pie, Bar, Line, and Area, improving the quality of the presentation to the end user.

The Netcool/Webtop Editor is a Java application that enables Administrators to create and edit the Netcool/Webtop maps. It can be used independently or from the Central Administration Interface – offering flexibility for remote operators and ensuring security for maps that are built in a secure environment on a native application.

The Netcool/Webtop Administration Interface lets users create, modify, and delete Webtop objects, filters and views of events. Administrators can restrict access to filters and views to certain users or groups so they retain control of the data and can prevent publication of incorrect information. This powerful new tool lets administrators profile users and groups, configure access to data, as well as individualize look and feel for all users by defining home pages, maps and icons.

RELATIONSHIP TO THE NETCOOL SUITE

The Netcool/Webtop application sits on top of the Netcool/OMNibus application, retrieving realtime event data from the Netcool ObjectServer. The Netcool ObjectServer processes high volumes of alerts quickly by caching critical information in memory from a central location. It dramatically consolidates and deduplicates repeated alarms collected from throughout the enterprise, providing a clear, coherent, noise-free list of fault messages.

The Netcool suite comprises the following major solutions:

- > **NETCOOL/OMNIBUS** - Micromuse's flagship application for real time event management with hundreds of managed environments and Netcool Ready Integrations.
- > **NETCOOL/ISMs** - Monitors the availability and response time information for 18 different Internet protocols and applications.
- > **NETCOOL/WSMs** - Monitors the availability and response time of wireless transactions.
- > **NETCOOL/REPORTER** - Advanced historical and trend reporting for inventory, configuration, availability, performance, usage and security data across services, process, silos and business assets.
- > **NETCOOL/IMPACT** - Event enrichment with realtime business context from heterogeneous business and IT event sources.
- > **NETCOOL/SLAM** - Service and Process modeling, Business Impact Analysis and Service Level Reporting.
- > **NETCOOL/PRECISION** - Topology based root cause analysis.
- > **NETCOOL/VISIONARY** - Device level root cause analysis.

NETCOOL/WEBTOP FEATURES & ENHANCEMENTS

- > 'Realtime' Charts Showing ObjectServer Events
 - > Simplified End User 'Roll-out' with no plug-in requirement
 - > Multiple ObjectServer support

- > Lightweight Event List (LEL) with filtering, sorting and drill down capabilities for read-only users.
- > Command line API through the Netcool/Webtop Admin API (WAAPI)
- > Native Desktop Tools launching from AEL
- > User Specified Time Zones
- > Improved and simplified installation procedures
- > Bundled Java Runtime Environment
- > Modifications to the way Metrics on Button Visuals can be used:
- > Business/service dashboard views
- > Extended display options on graphical components
- > Extended User Permissions (Read Only Journals)
- > Change Password Option for Users.
- > Run as a Service on Windows Platforms
- > Autologin via URL Username and Password
- > Specification of filters in the URL

BUSINESS & IT BENEFITS

- > **BUSINESS INTELLIGENCE** - with custom realtime dashboard views for management, operations, and lines of business including graphs, charts and access to KPIs.
- > **SHORTER MEAN TIME TO REPAIR** - remote access to the real-time health of services, processes and technology silos, from any location with Web access.
- > **SERVICE DIFFERENTIATION** - allows service providers and enterprise IT departments to offer different levels of service visibility to internal or external customers, based on service types, service levels, geographical and topological presentation of data.
- > **RAPID DEPLOYMENT & ROI** - quickly installs on top of the Netcool/OMNibus application and starts presenting service views, with no downtime required.
- > **EASY TO USE** - uses familiar, intuitive Netcool interfaces to events making it easy for users to learn and modify.
- > **SCALABLE** - provides entity grouping to help administrator manage large groups of users.
- > **SINGLE TOOL FOR INTERNAL AND EXTERNAL DISPLAYS** - multiple access types provide read-only and read-write access to authorized users and groups.
- > **FLEXIBLE GRAPHICS** - provides users with detailed maps, and HTML tables as well as lightweight EventLists.
- > **EXTENSIVE ADMINISTRATIVE FUNCTIONS** - enables administrators to configure and maintain the Netcool/Webtop application.

SYSTEM REQUIREMENTS:

Netcool/OMNibus v3.4 or higher

OPERATING SYSTEMS SUPPORTED:

Sun Microsystems Solaris 7, 8, 9
Hewlett-Packard HP/UX 11 & 11i
IBM AIX 4.3.3 & 5L
Red Hat Linux 6.2 & 7.2
Windows NT and 2000 - XP for browser support
256mb free memory is required on the system running the Webtop Server.

WEB BROWSER REQUIREMENTS:

- > Java-enabled Web browser, Netscape Navigator Version 6.2 & 7, or Microsoft Internet Explorer Version 5.0, 5.5 & 6
- > Java 1.3.1 or 1.4.1 browser plug-in
- > Internet connection between the host Webtop Server and end user machines.
- > Client browser requires 256M minimum memory

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ABOUT MICROMUSE

Micromuse Inc. (Nasdaq: MUSE) is the leading provider of service and business assurance software. The Netcool® suite is used by Telco, Internet, Broadband, and Wireless service providers, and corporate enterprises worldwide. The company is headquartered in San Francisco, with regional offices across the Americas, Europe, and Asia-Pacific.

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