



Process and Integration Experts

www.gulfsoft.com

Small, US based

Each consultant has 15+ years experience

Artisinal, handcrafted IT solutions

Maximize ROI

Automation is the goal

Process and integration experts

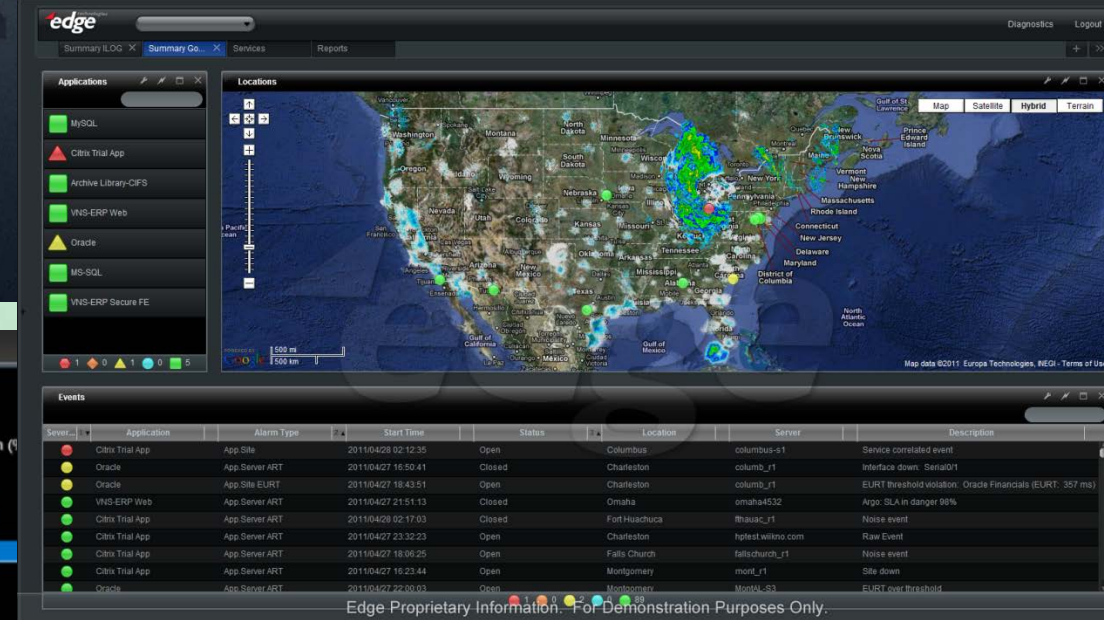
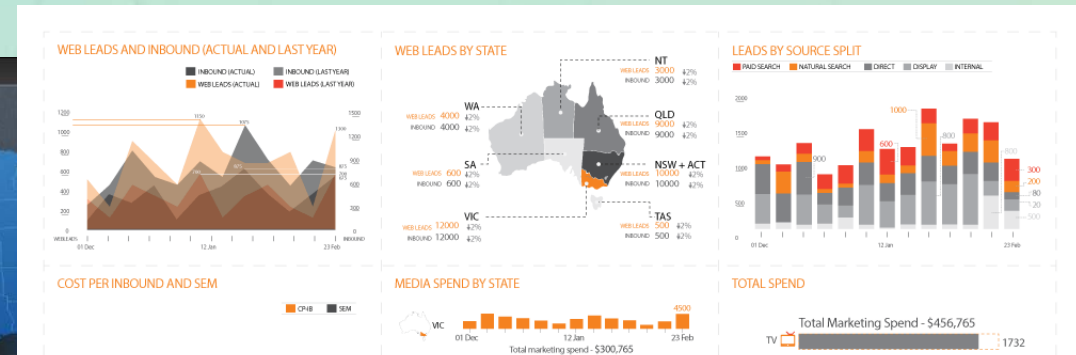
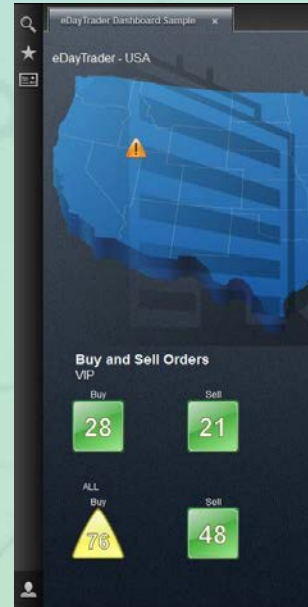
Your success is key



Analytics



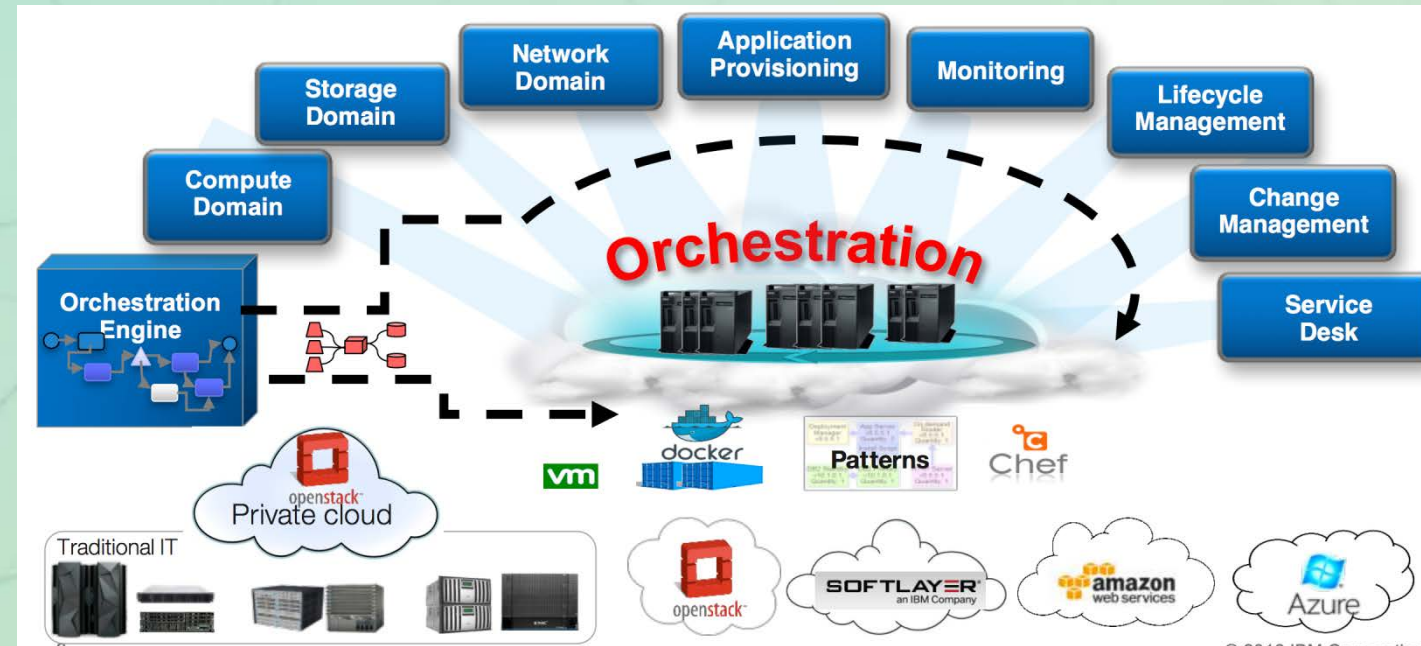
- Dashboards
- Launch In Context
- Related data from external sources
- Predictive
- Reporting
- Tableau
- ServiceNow



Orchestration



- Cloud and other IT components
- Workflow with approvals
- Any source and destination



Service
Desk



- ITIL Processes
- Self Service
- Launch in Context
- Asset Management
- ServiceNow
- IBM Control Desk
- Jira

servicenow IT Service Management Suite

Welcome: Sales Engineer Team

Incident

Number: INC0010001
Caller: Peter Zeinoun
Location:
Category: Inquiry / Help

Opened: 2013-05-01 13:53:01
Opened by: Peter Zeinoun
Contact type: Phone
State: New

IBM Control Desk Service Portal

Dashboard Tickets

My Tickets

Ranked By Severity

5 Total Tickets, 0 New Tickets, 1 Recently Opened, 1 Resolve Date at Risk

JIRA Dashboards Projects Issues Boards Create

QUEUES

- All open 46
- Unassigned issues 4
- Assigned to me 42
- Waiting on me 14
- Incidents 10
- Reported in the l... 0
- Critical 4
- Service requests 30
- Due in 24h 0
- Change 4
- Ready for imple... 2
- Emergency change 0
- Problem 2
- Completed last 3... 0
- Recently resolved 38
- New queue

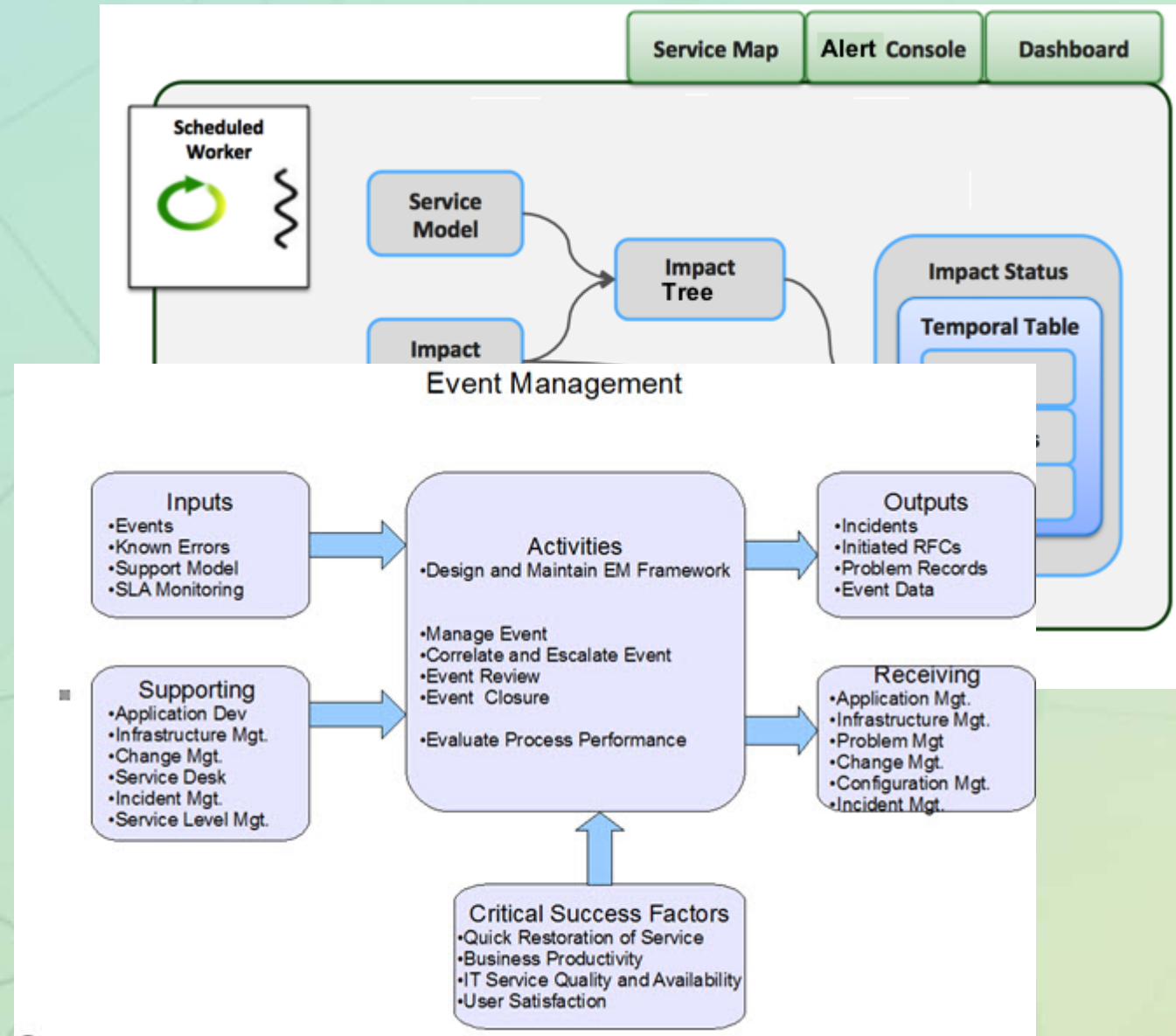
All open

Time to resolution	T	Key	Status	Summary	Created	P	Reporter
-28:51	🔴	MOIHD-73	OPEN	Intranet down?	16/Jul/17		Ryan Lee
-28:51	🔴	MOIHD-33	OPEN	Intranet down?	16/Jul/17		Ryan Lee
-24:51	🔴	MOIHD-80	WAITING FOR CUSTO...	Cannot turn on my laptop	15/Jul/17		Alana Grant
-24:51	🔴	MOIHD-78	WAITING FOR CUSTO...	Laptop screen blinks	15/Jul/17		Ryan Lee
-24:51	🔴	MOIHD-68	WAITING FOR SUPPORT	Guest wifi access for dev meetup	17/Jul/17		Alana Grant
-24:51	🔴	MOIHD-40	WAITING FOR CUSTO...	Cannot turn on my laptop	15/Jul/17		Alana Grant
-24:51	🔴	MOIHD-38	WAITING FOR CUSTO...	Laptop screen blinks	15/Jul/17		Ryan Lee
-24:51	🔴	MOIHD-28	WAITING FOR SUPPORT	Guest wifi access for dev meetup	17/Jul/17		Alana Grant
-19:27	🔴	MOIHD-21	OPEN	Typo on the public website	18/Jul/17	↓	Alana Grant
-19:27	🔴	MOIHD-61	OPEN	Typo on the public website	18/Jul/17	↓	Alana Grant
-16:51	🔴	MOIHD-65	WAITING FOR CUSTO...	How do I connect to the file server?	17/Jul/17		Alana Grant
-16:51	🔴	MOIHD-62	WAITING FOR CUSTO...	Extra monitor	18/Jul/17		Alana Grant
-16:51	🔴	MOIHD-25	WAITING FOR CUSTO...	How do I connect to the file server?	17/Jul/17		Alana Grant
-16:51	🔴	MOIHD-22	WAITING FOR CUSTO...	Extra monitor	18/Jul/17		Alana Grant
-11:15	🔴	MOIHD-20	WAITING FOR CUSTO...	IDE licenses	18/Jul/17		Alana Grant
-11:15	🔴	MOIHD-60	WAITING FOR CUSTO...	IDE licenses	18/Jul/17		Alana Grant
-8:51	🔴	MOIHD-57	WAITING FOR SUPPORT	New employee Jim	19/Jul/17		Jennifer Evans
-8:51	🔴	MOIHD-17	WAITING FOR SUPPORT	New employee Jim	19/Jul/17		Jennifer Evans
-6:15	🔴	MOIHD-15	WAITING FOR SUPPORT	The printer is not working	19/Jul/17		Alana Grant

Event Management



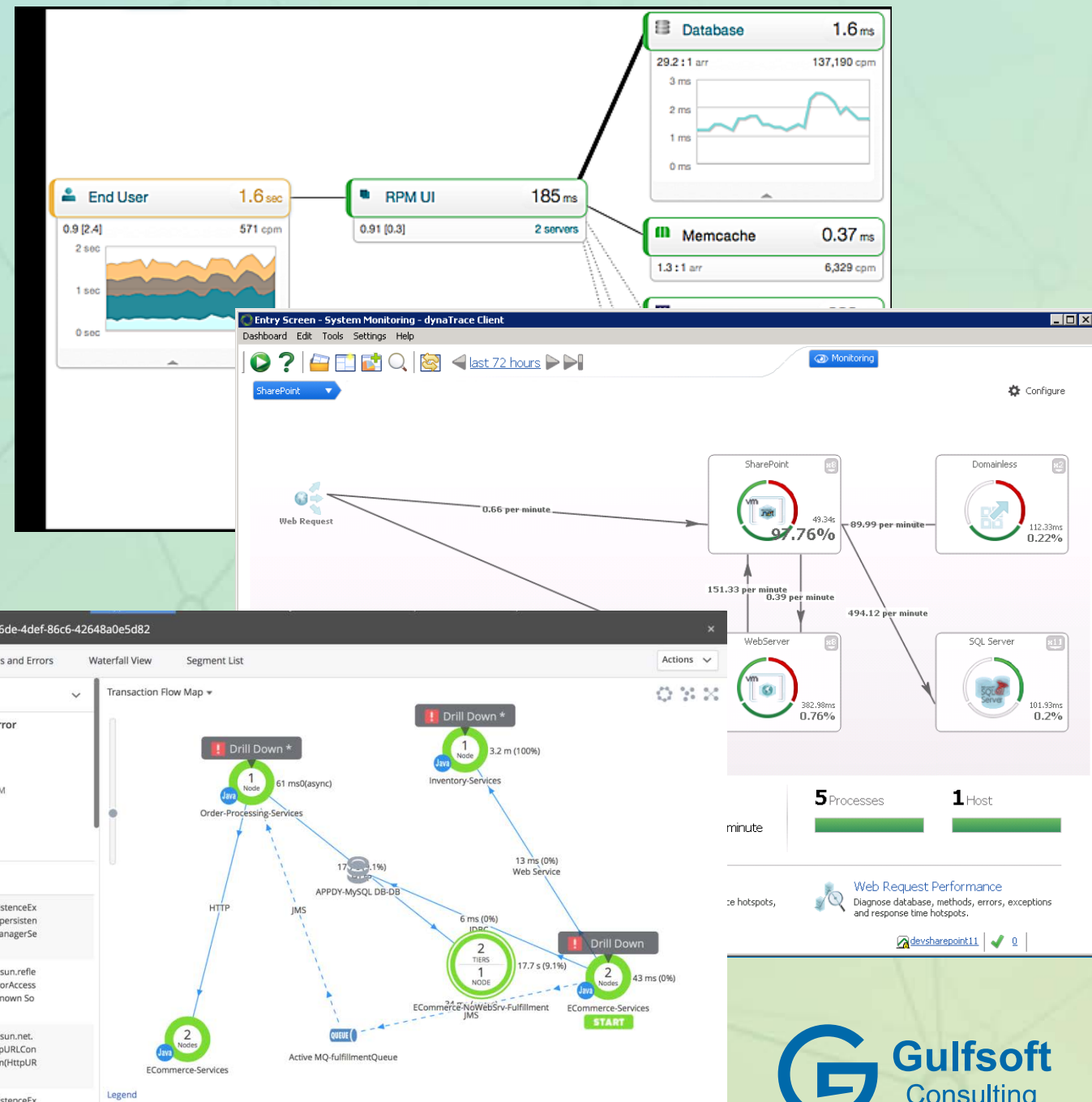
- Service mapping
- Notifications and escalations
- Automated incidents
- Netcool
- ServiceNow
- BigPanda



APM



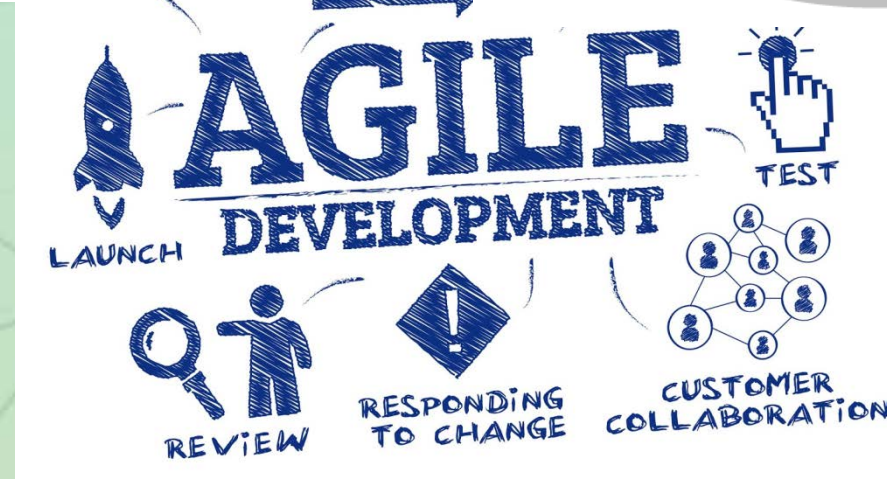
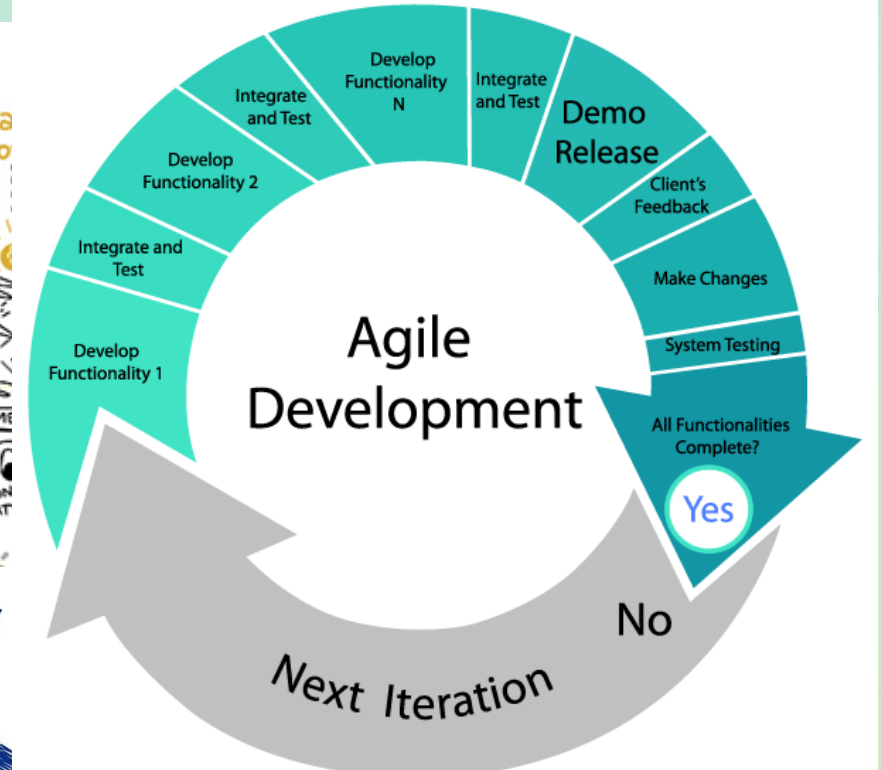
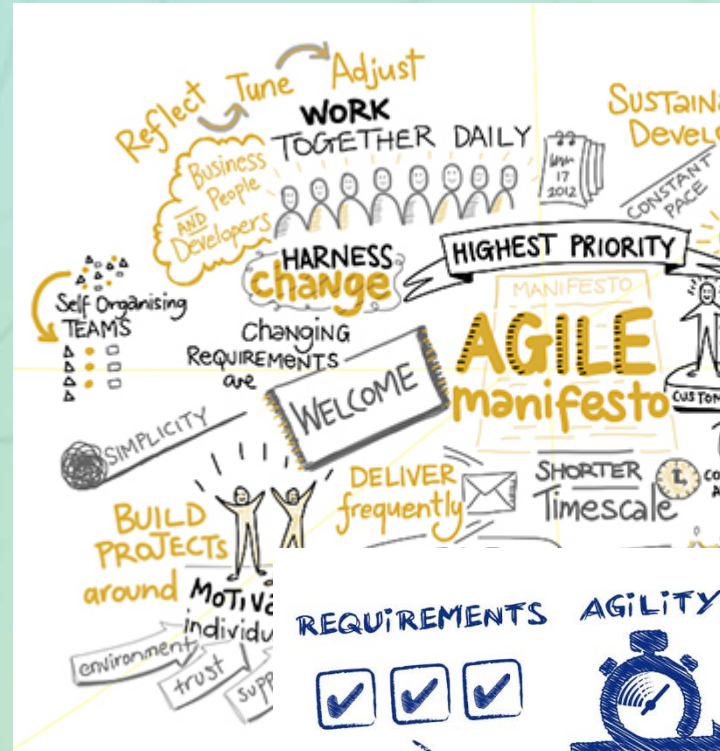
- Synthetic
- Realtime
- Topology Maps
- IBM APM
- Dynatrace
- AppDynamics
- New Relic





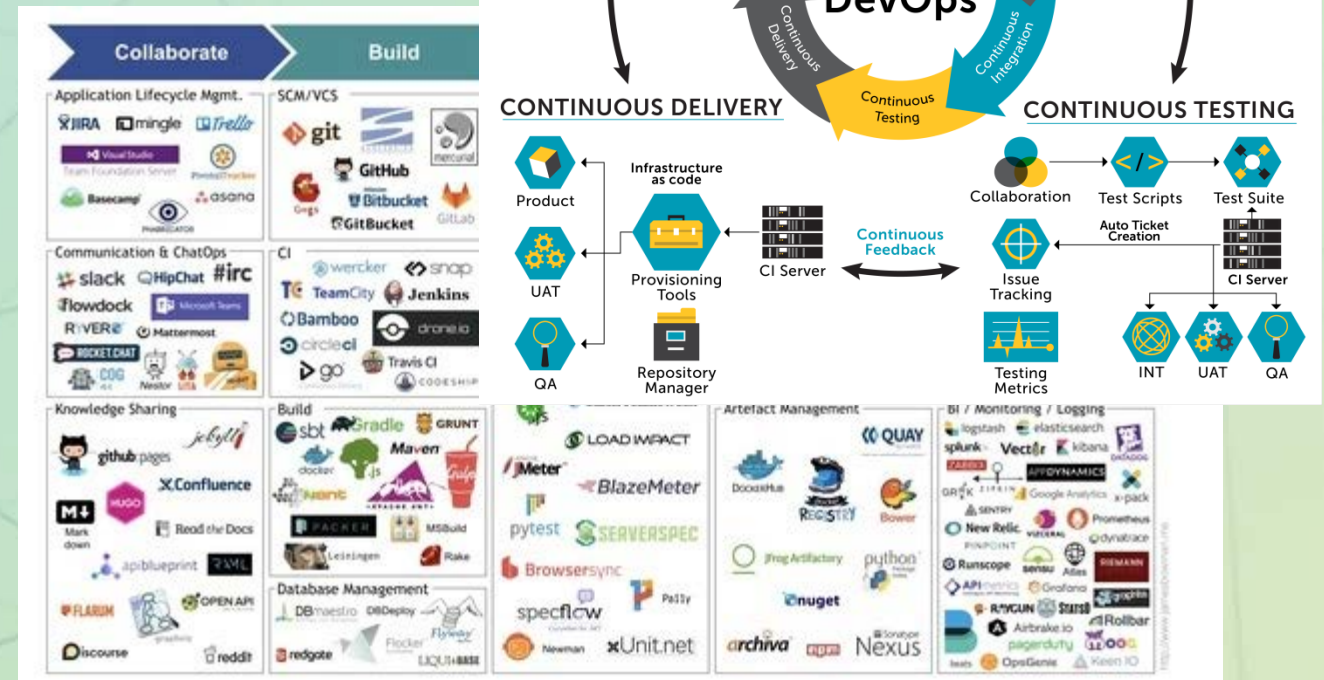
Agile

- Scrum
- Kanban
- Transition to agile





- Fast cycles
- Automatic monitoring
- 100% coverage when deployed





- Monitor everything
- Manage SLAs
- Manage costs
- AWS
- Google
- Azure
- IBM



What is cloud computing?

It refers to the use of computing power that is located elsewhere, in "the cloud" of remote networks

It's really just a name for storing and processing data online. For example, many of us already use cloud computing when using the internet for storing photos and emails.

WHERE'S MY DATA?
Data typically goes to large data centres in the network, depending on the type of cloud.

What are the different types of cloud?

- PRIVATE**
resource dedicated to one customer
- PUBLIC**
resources shared by multiple customers
- HYBRID**
customized combination of shared and dedicated resource
- COMMUNITY**
dedicated resource for a group of customers

What are the different cloud services?

- SOFTWARE-AS-A-SERVICE**
be able to use an application without installing it on a piece of device.
- PLATFORM-AS-A-SERVICE**
It allows third parties to build applications without buying hardware or maintaining software.
- INFRASTRUCTURE-AS-A-SERVICE**
It provides hardware capacities as demanded by users, to run their own software services.

CLOUD SERVICES & EXAMPLES?

<http://go.thecustomizewindows.com/cloud-computing>

What are the benefits of cloud?

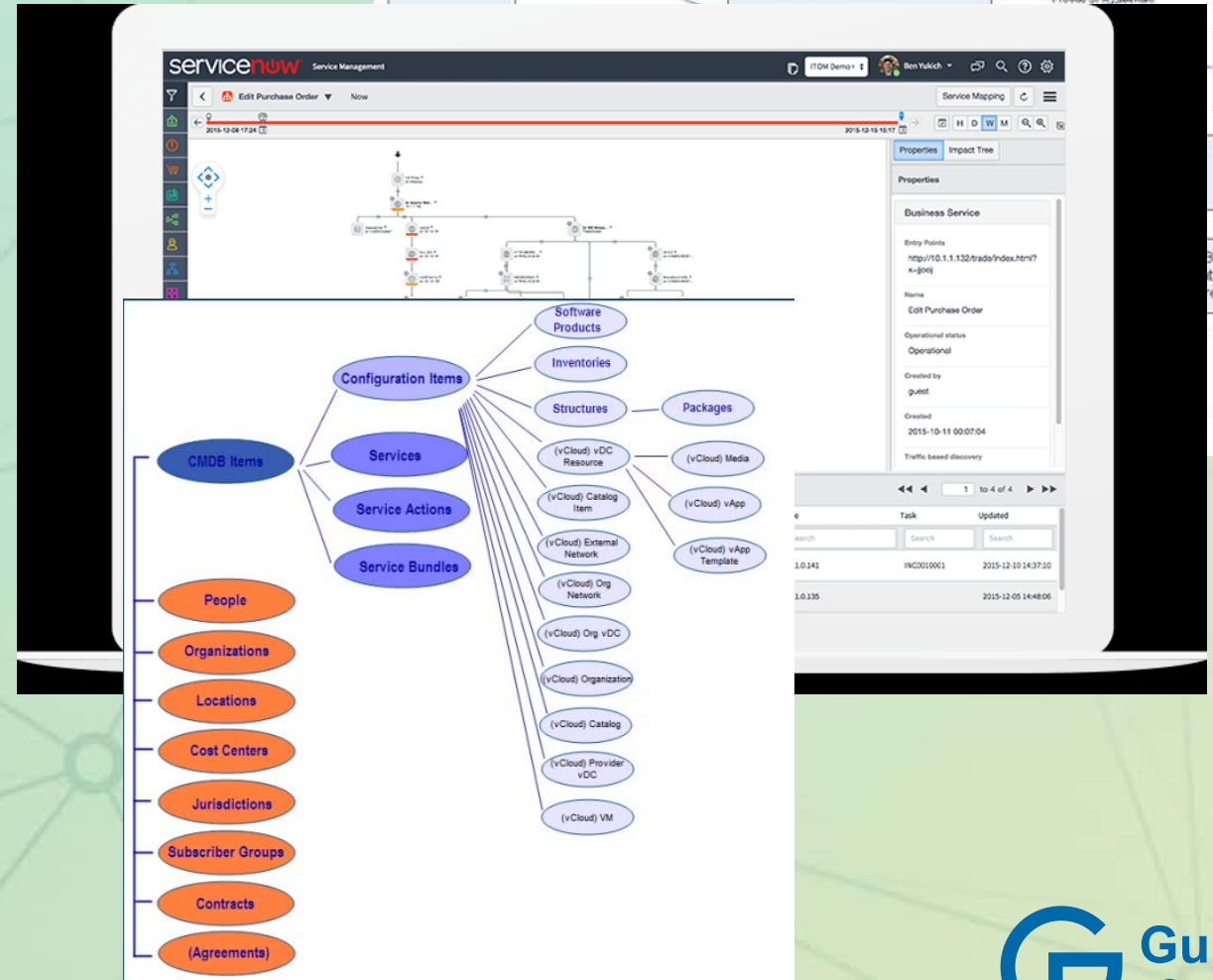
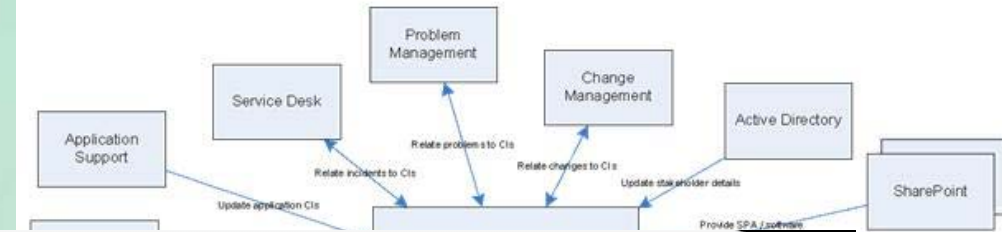
WHY ARE COMPANIES SHIFTING TO THE CLOUD?

- Cost effective
- Easy to Implement
- Secure & Reliable
- Flexible & Scalable
- Interoperable

Global Public License version 3



- Discovery is KEY
- Leverage for service mapping
- Business applications
- ServiceNow
- IBM ICD
- CA





BPM

- Workflow
- Client UI
- External integrations
- IBM BPM
- Appian
- TIBCO

