Outline

- Brief summary of NETCOM hosted NETOPS Situational Awareness Conference (18-19 April 02)

- EITM Survey Results
Focus of the conference was on clarifying/defining reporting for gaining Network Operations (NETOPS) Situational Awareness of the health and security of all critical Army networks and systems for:
- Army G6/CIO
- Other Senior Army leaders

Commander’s Critical Information Item (CCII) Working Group - determine CCII s for all MACOMs

Tools Working Group - develop courses of action for integration of disparate toolsets for reporting and network visibility
CCII Work Group

• Focused on 1 May 02 reporting requirements - provide a holistic view of IT assets critical to Army Operations
  - General CONUS CCIIIs - IT assets critical to Army mission
  - MACOM specified CCIIIs - IT assets critical to MACOM mission

• ASR 25-6 will be used to determine reporting requirements initially

• Status is reported by the O&M entity responsible for the asset
Tools Working Group

- Short-term courses of action (May 02 - Sep 02)
  - Use AR Web as primary reporting tool
  - Encourage organizations to automate linkage between their TT system and the C-TNOSC TT system
  - Create a single web page at the C-TNOSC to integrate WAN views

- Long-term courses of action (Oct 02 and beyond)
  - **Option 1**: Select one tool for a particular function
  - **Option 2**: Utilize integration technologies to integrate multiple tools that already exist in the Army environment
  - **Option 3**: Combination of the above

- Must weigh advantages/disadvantages of integration of existing tools vs. selecting a single solution
• Multiple systems in use (Remedy, CA Unicenter, Heat, Magic, etc.) across Army enterprise
• Some DOIMs don’t have any TT system at all
• Need good CM procedures
• Minimize number of TT fields being shared between systems
• AR Web will be used as the primary reporting tool initially
• Initial focus (May through Sep 02) is on tools that provide enterprise fault, performance, and availability monitoring at the WAN level
• HP OpenView the most widely used, others include CA Unicenter, BMC, What’s Up Gold, SPECTRUM, etc.
• Managed Objects “Formula” is promising tool for long-term integration
• NETCOM will provide a loosely integrated view of all WANs managed by Army entities (C-TNOSC, COE, USAR, and ARNG) initially
EITM Survey Results

- 22 completed surveys
- Results are being shared with NETCOM to facilitate transition and reporting efforts
- Expect additional data calls to supplement information already collected
Current Usage Breakout (by product type)

- CA Unicenter: 12
- HP Openview: 3
- None: 2
- SMS: 2
- Other: 6

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Current Functional Breakout (by function and responses)

Net. Performance: 7
Inventory: 17
Asset/Node Mgt: 20
CM: 11
Remote Control: 1
Event Mgt: 3
SW Delivery: 19

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Points of Interest

• 2 Respondents reported having no EM system at all
• CA modules most reported in use were AHD, AMO, RCO, SDO and RMO
• Network performance scored low on the respondents’ overall breakout by function
• Most still use the telephone as the primary interface with users but many are supplementing this with email and web access
• Only 3 respondents using CA are also using CA security tools
• Most complaints regarding framework solution concerned security, training, “version lag,” and difficulty of use in a non-homogeneous environment
• Some respondents noted that they felt a single solution was unlikely to be achieved throughout the command because of differing local environments