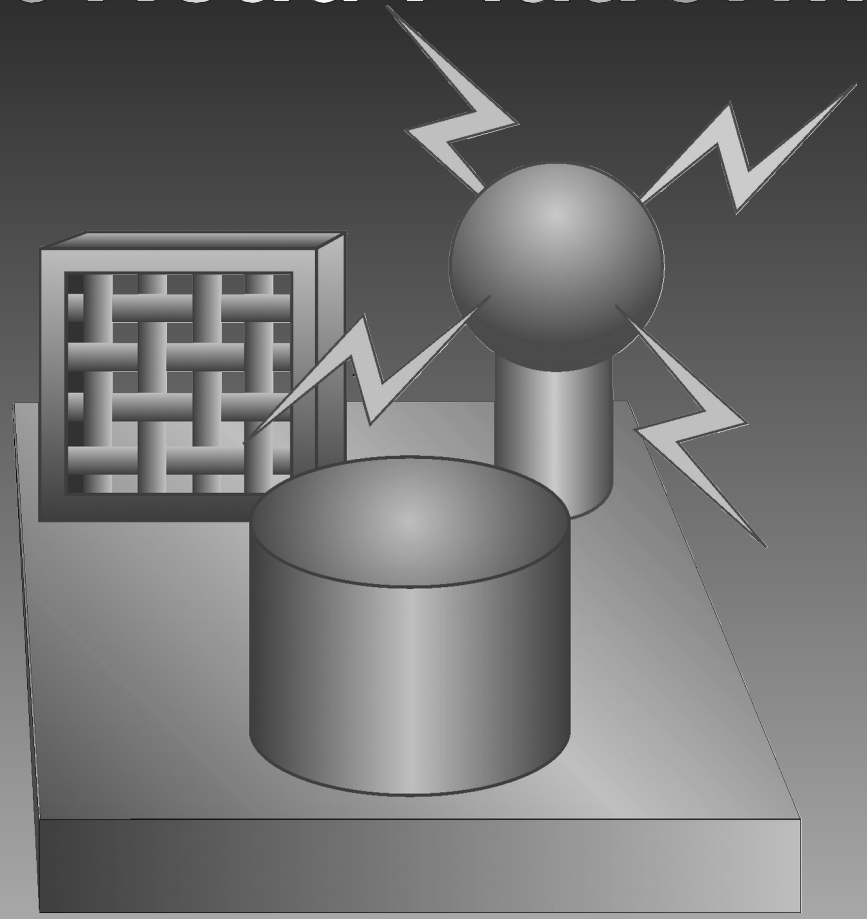
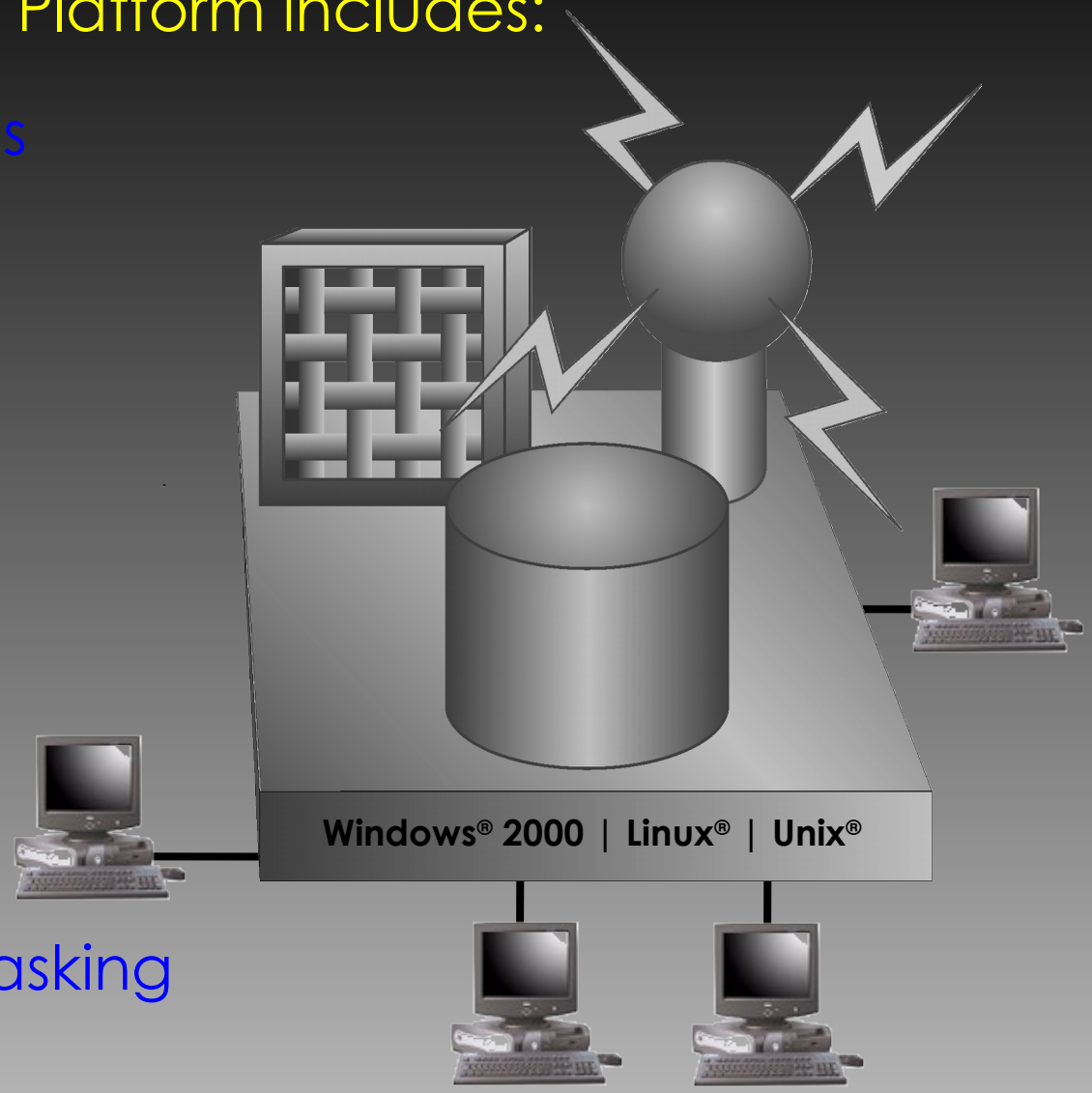
Universal
Test Head Platform



Remotely Test Any Networked Equipment

Universal Test Head Platform includes:

- –Multiple Test Heads
- –Scheduler
  - –Resource Balancing
- –Database:
  - –Equipment
  - –Links
  - –Equipment History
  - –Test History
  - –Test Library

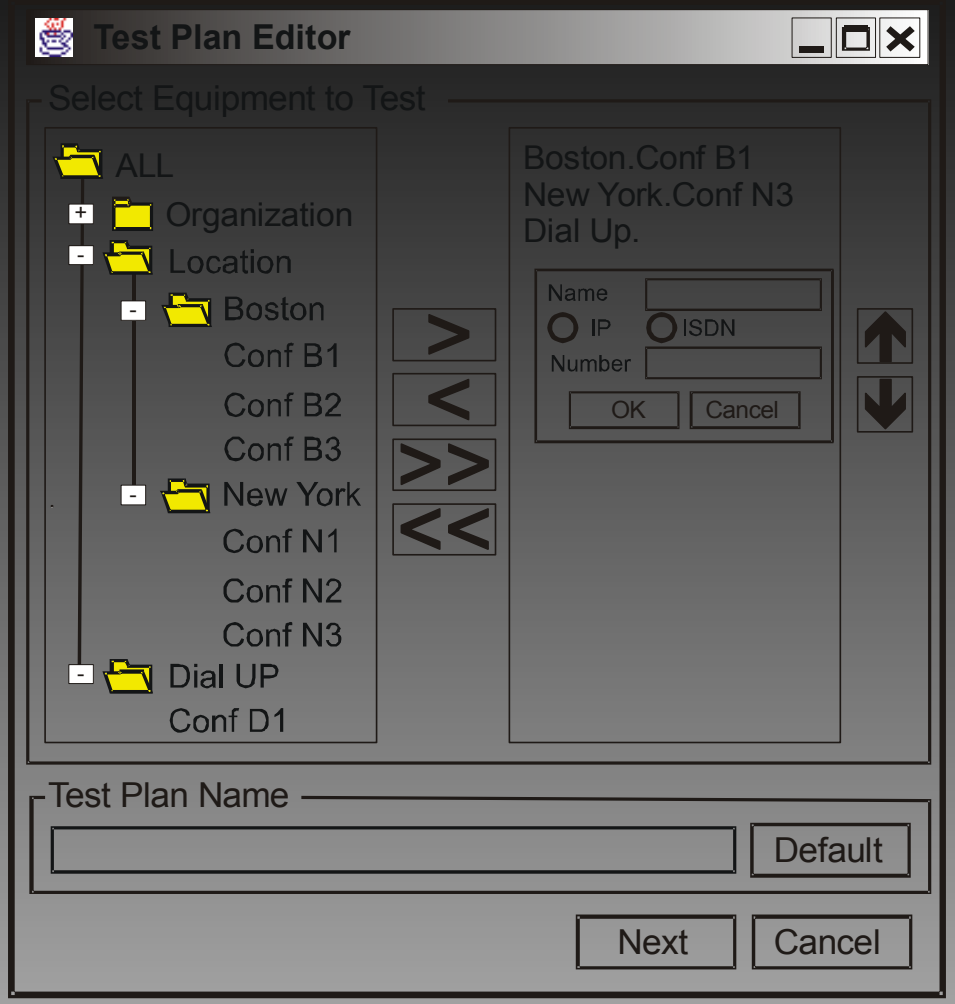


- – Multi-User, Multi Tasking
  - –Java / XML

Equipment & Link Selection

Is Tree-Based,
with base folders for:

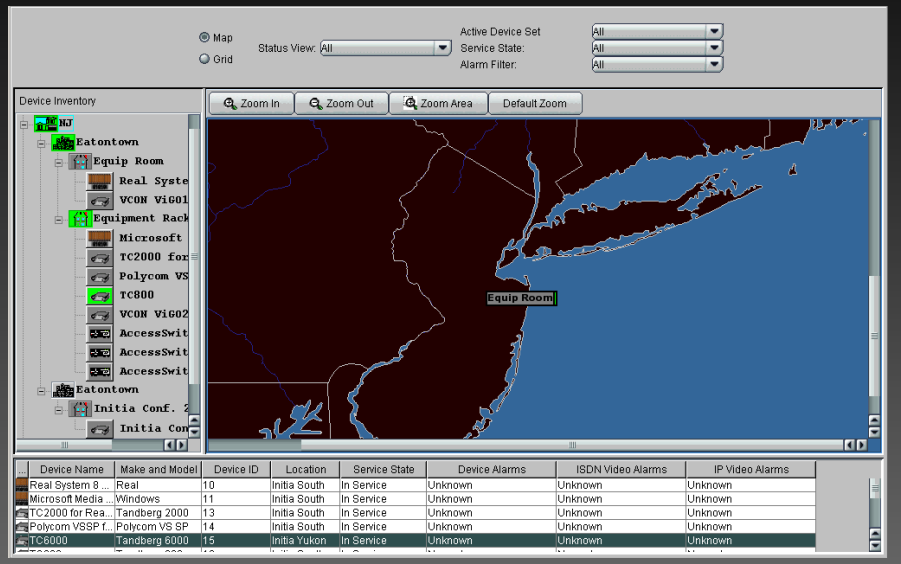
- Organization
- Location
- Or whatever directory structure you need.
- Any level can have symbolic links with names of *your* choice.
- Dial any End Point not in database

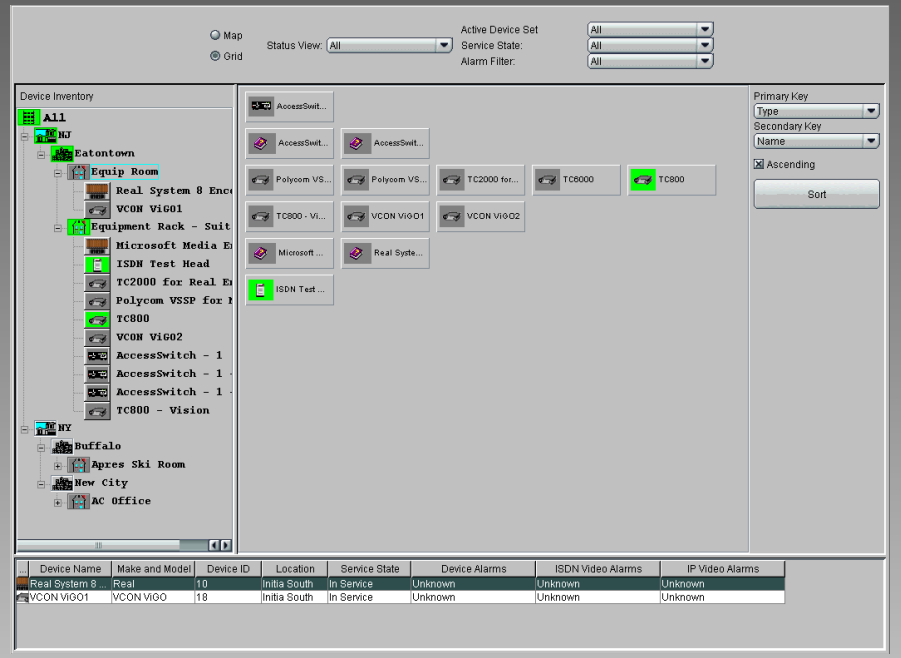


Equipment & Link Selection

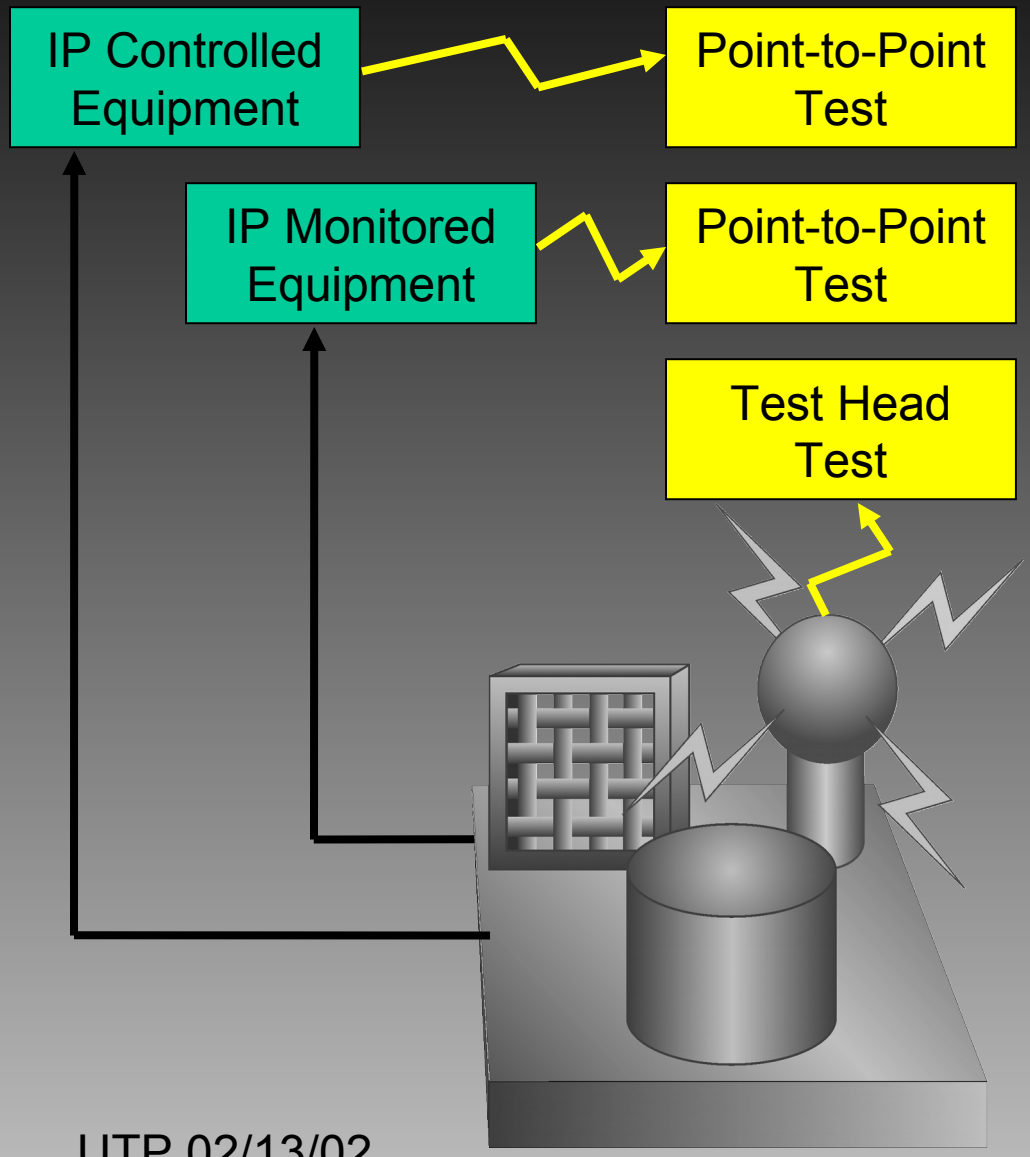
Can also be Map-Based Or Grid Based.

- Same screen can show status and alarms
- Work in the most convenient way





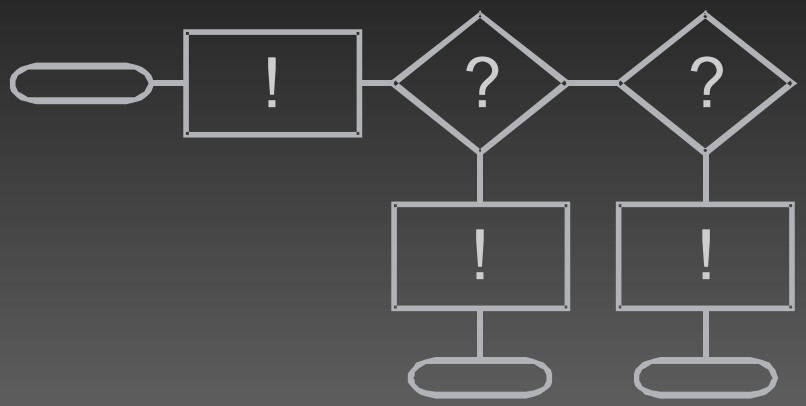
Equipment & Link Selection

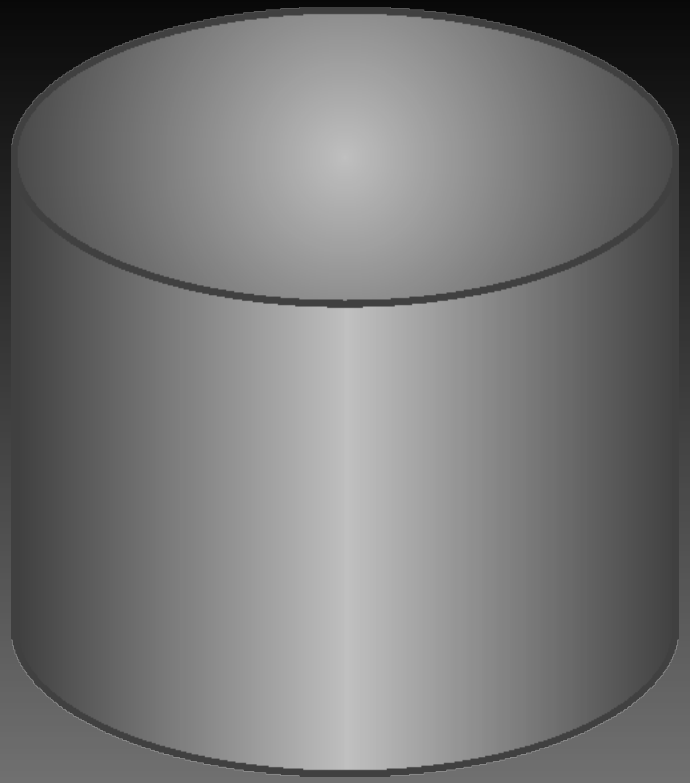


- Specifies Equipment and/or Links to test
- Determines Networks and Protocols
- Determines Test Head type(s)

With IP controlled or monitored equipment, you can test point-to-point as well as Test Head-to-End Point.

Test Scripts

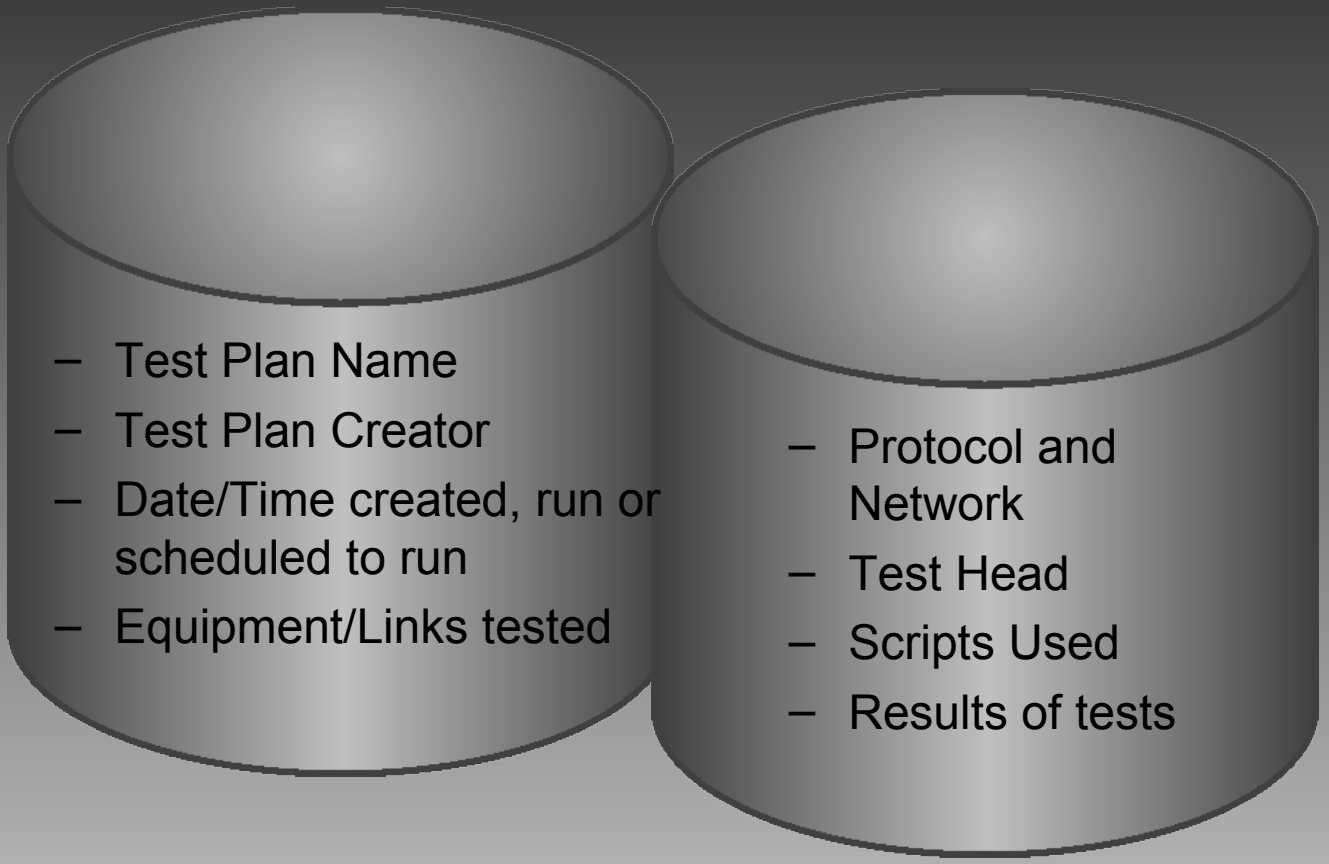




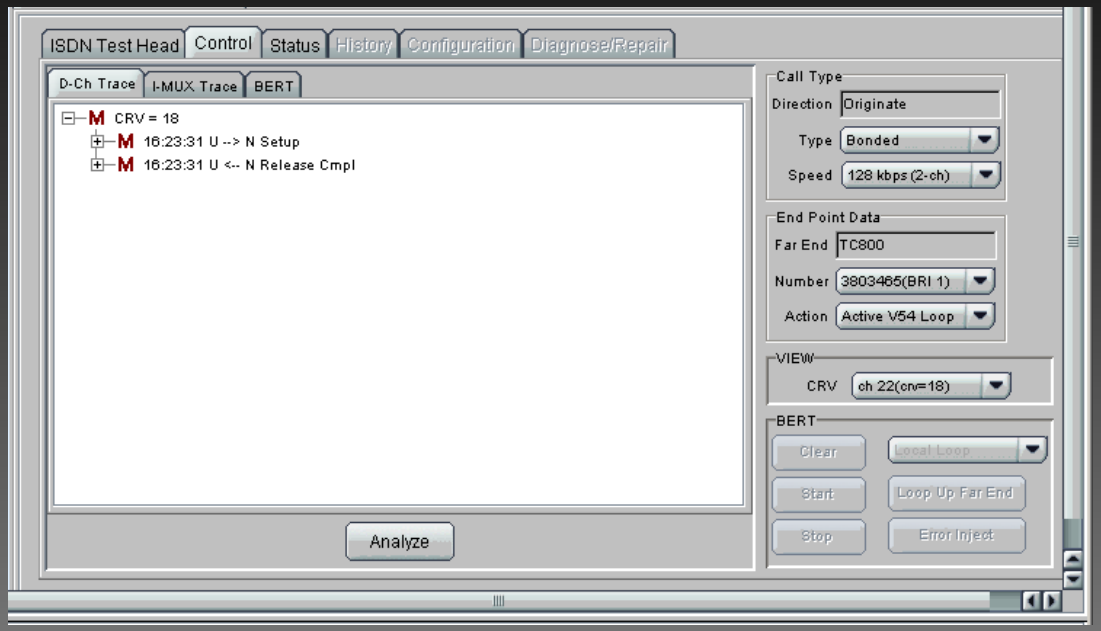
- Specify which tests to run.
- Pre-built scripts can run multiple tests with branch logic to automate problem diagnosis.
- At the end of a script, the UTP Analyzer will translate the results into a probable cause, and a suggested action.

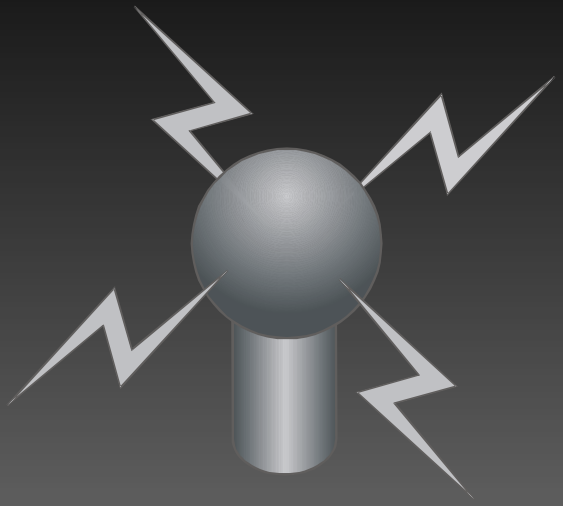
Test Plan Library/History

You can find a Test Plan again for reuse:



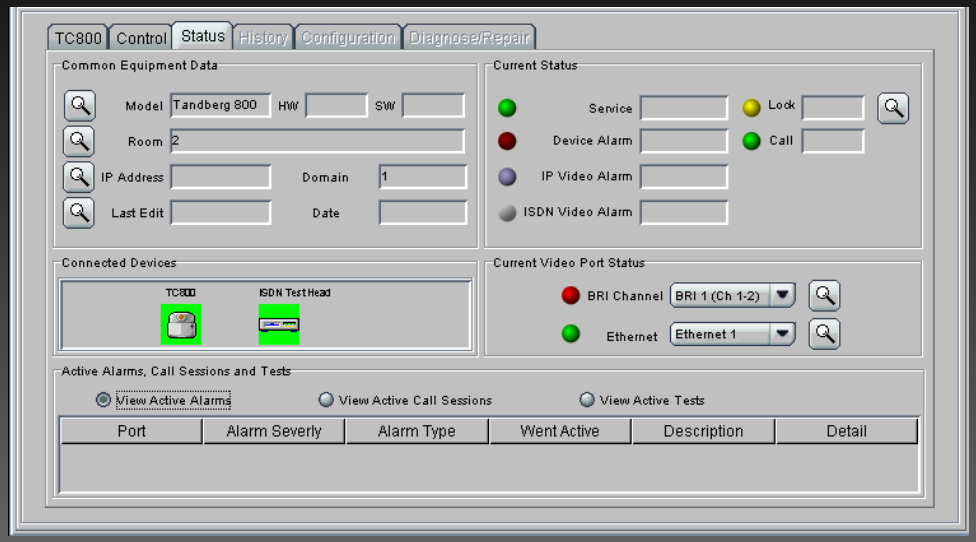
Test Parameters & Results





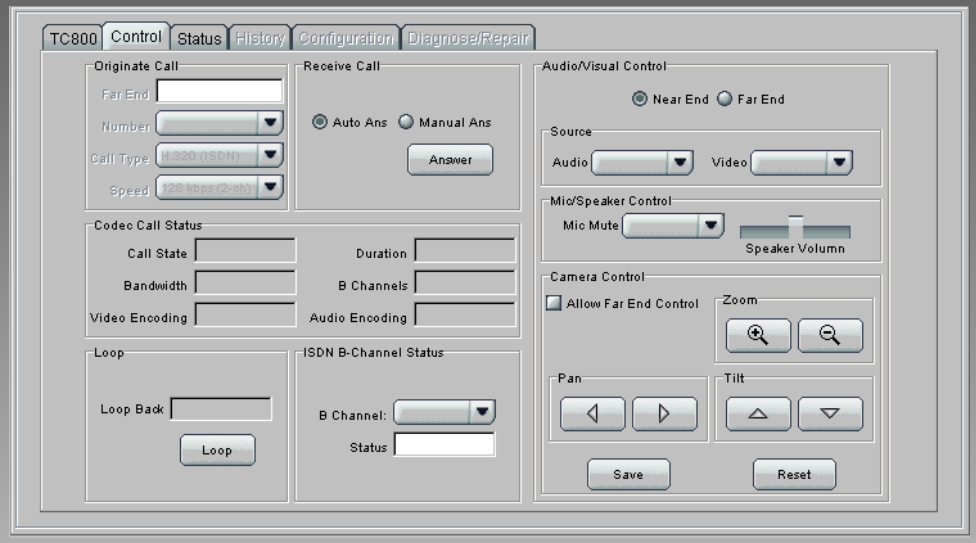
- The defaults are appropriate most of the time
- The pre-built scripts may have “tuned” parameters
- You can “tune” your own special-case tests within the limit of the Test Head
- Additional tests can run based on the return code or test results

Device Status & Control



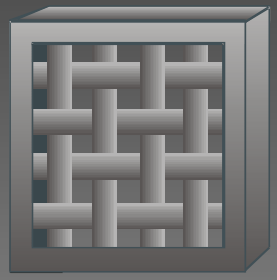
Status can be reported based on data received from the device or from other systems

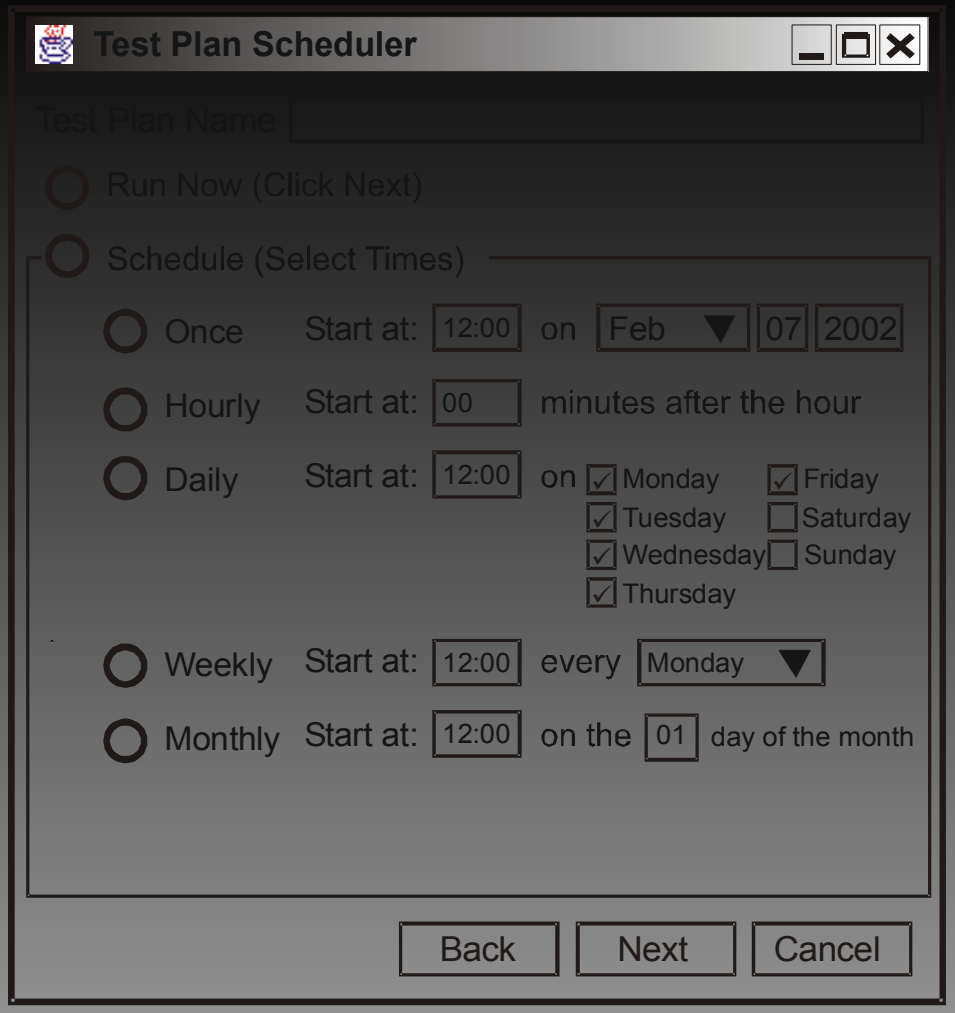
Supported devices (with a well defined API and device driver) can be controlled from the Universal Test Head Platform



Scheduling

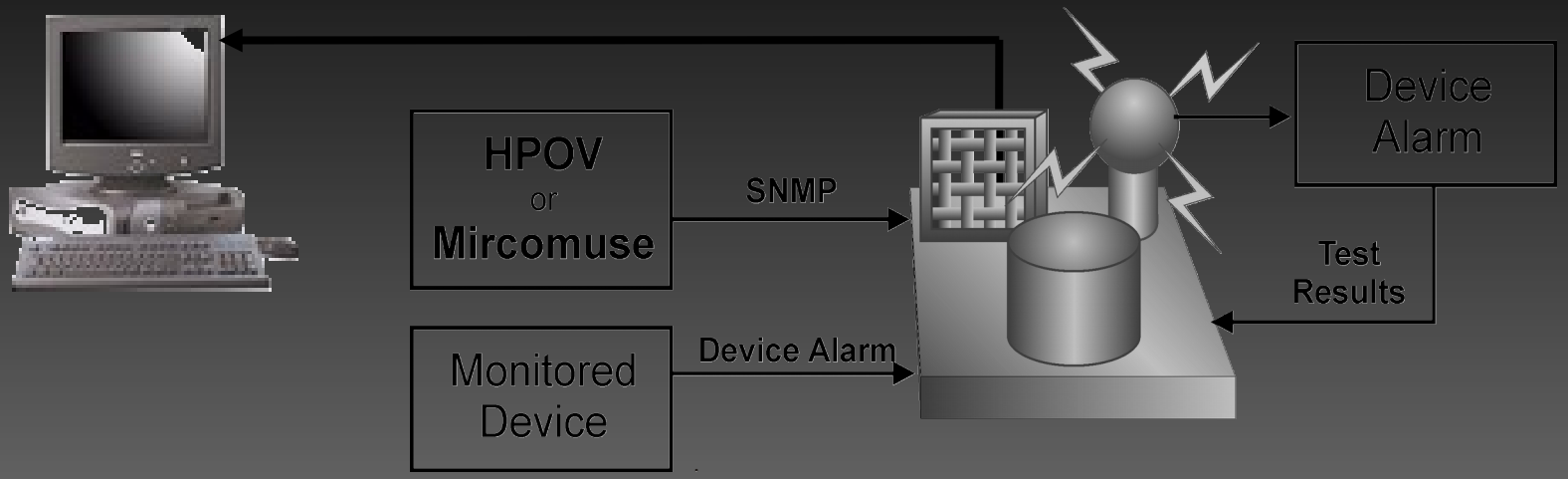
- Run now, interactively
- Run once
- Run daily
- Run weekly
- Run Monthly





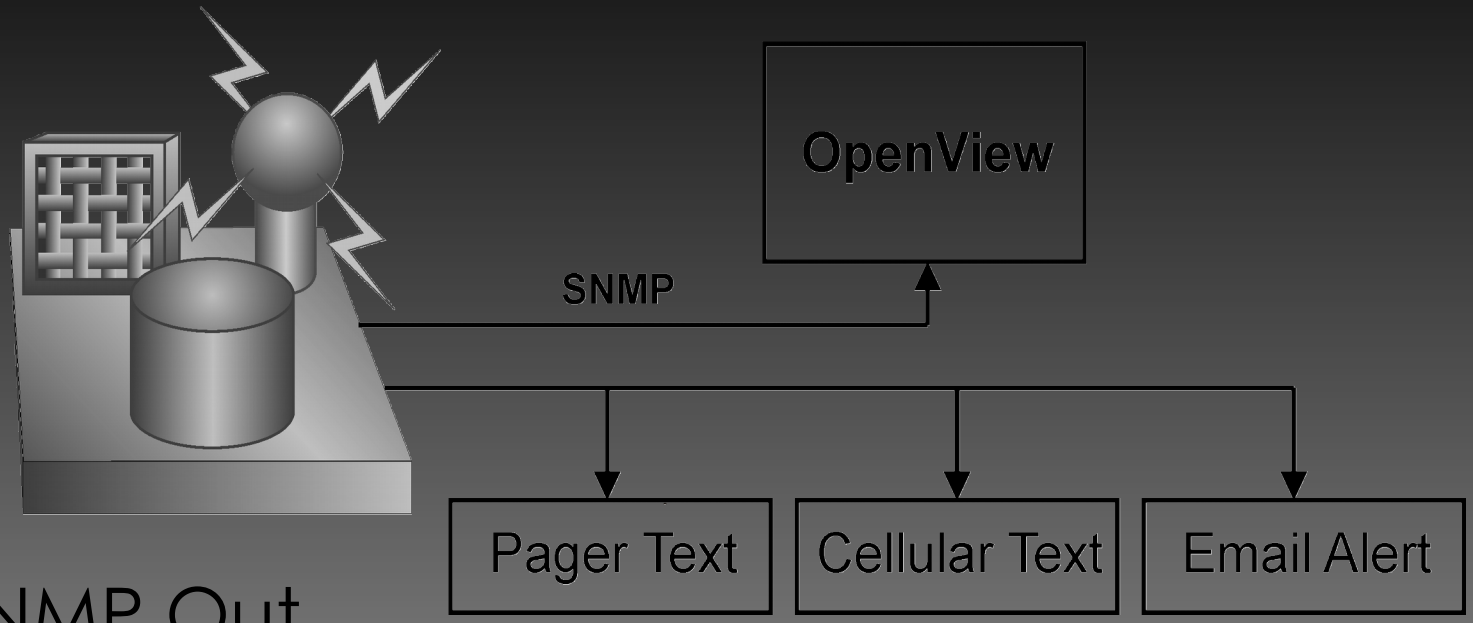
Test Before Use
Insure Equipment and Link Availability

Monitoring & Ticketing



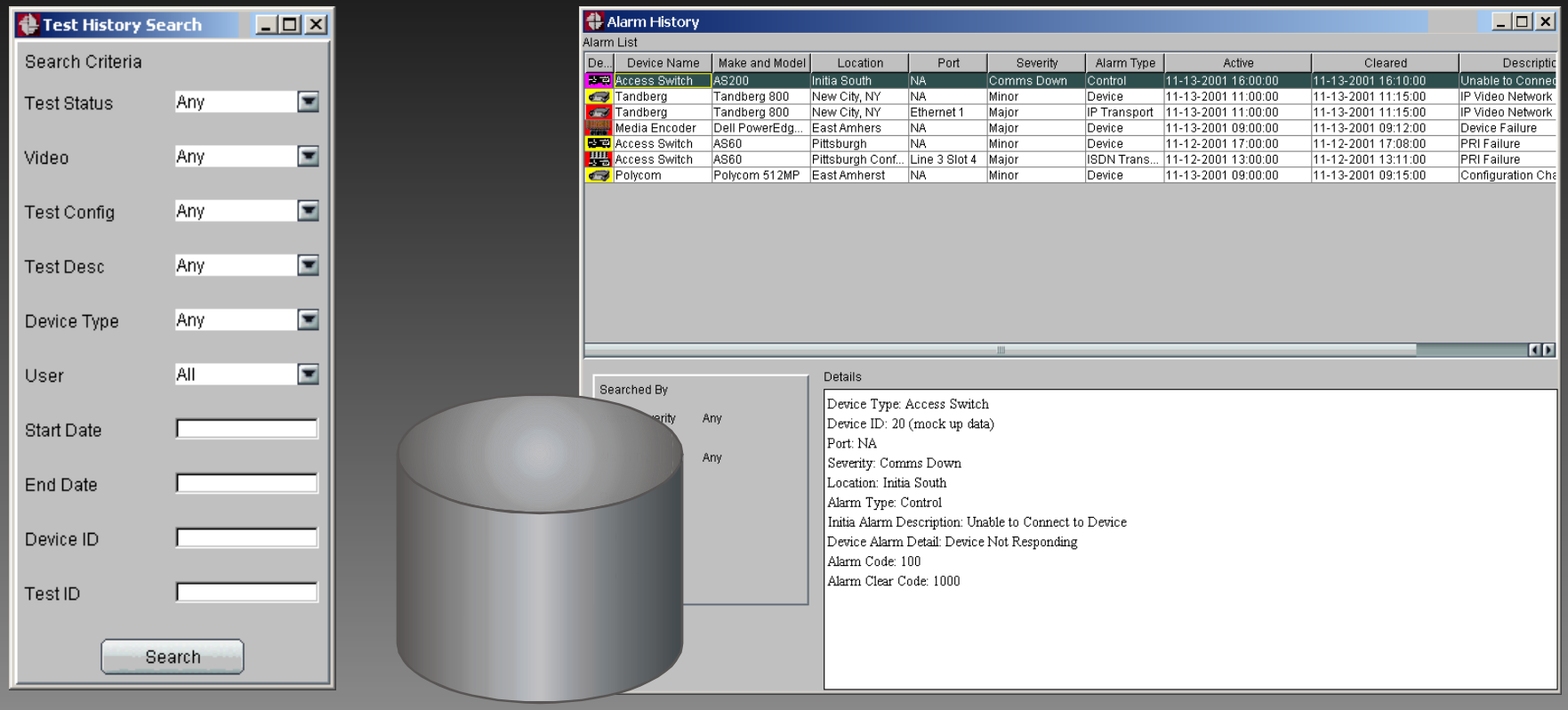
- SNMP In
  - We'll ***initiate automatic, script-based testing***
    - When HPOpenView or Micromuse tells us that something is wrong
    - When End Points or Network Elements tell us that something is wrong
  - We'll accept a Trouble Ticker identifier and return it with test results

Monitoring & Ticketing



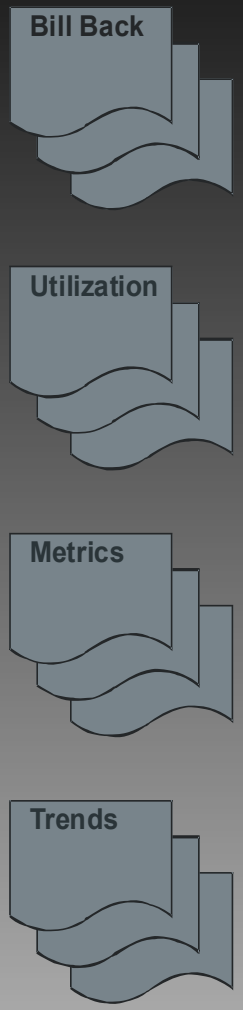
- SNMP Out
  - We'll ***tell*** HPOpenView or Micromuse when we find something wrong
- Text Out
  - We'll even send pager text, cell phone text, or email wherever it needs to go for rapid response and repair

The Past Leads to the Future



- A history of Alarms, Test Plans, and Equipment with easy retrieval tools
- Data for Trend Analysis and Predictive Testing

Reporting

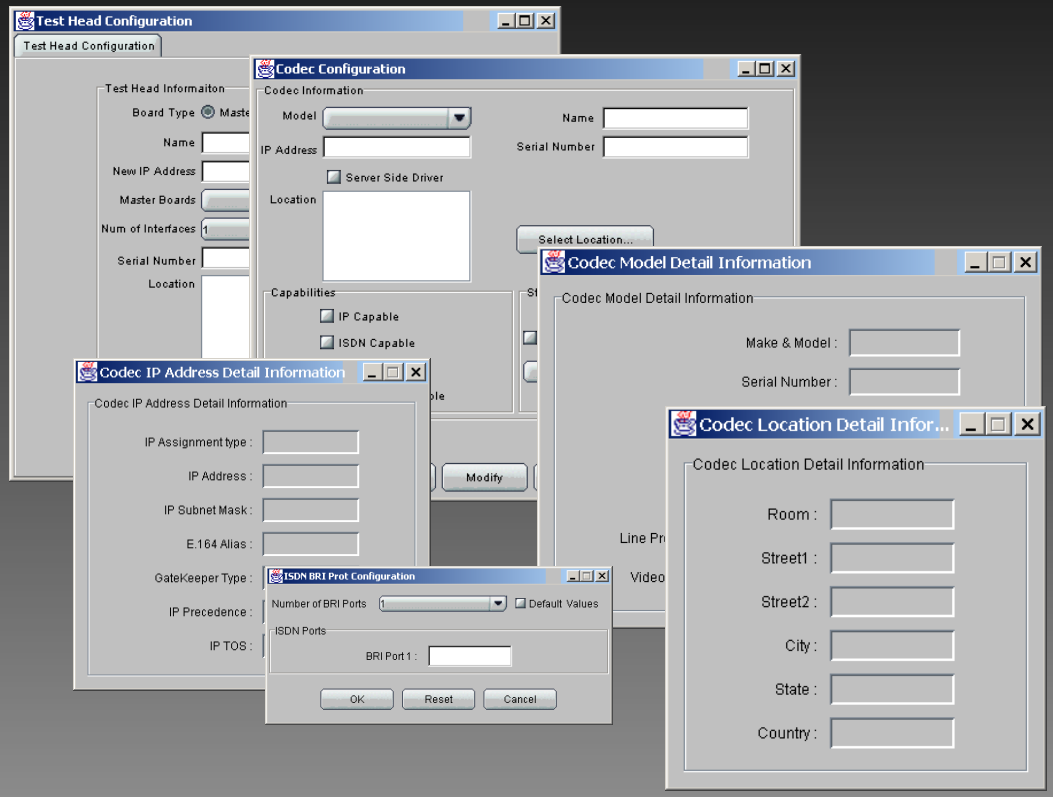


- Billing & Bill Back
  - Time & Materials
  - Incident Peg Counts
- Test Head & Link Utilization
- Metrics
  - Mean Time Between Failures
  - Mean Time to Repair
  - User Error Analysis
- Trend Analysis
  - Proactive Testing
  - Preventive Maintenance

Administration

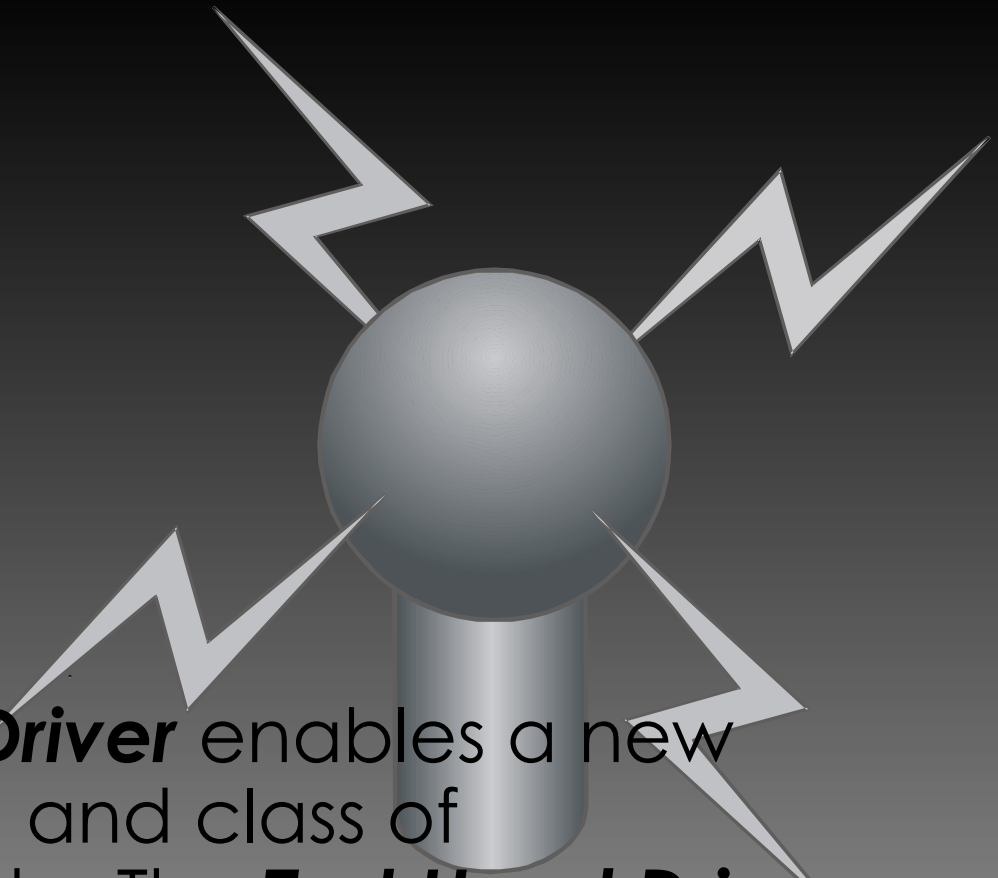
Define each piece of Equipment:

- Make & Model
- Location
- Links
  - Link Type
  - Link Address



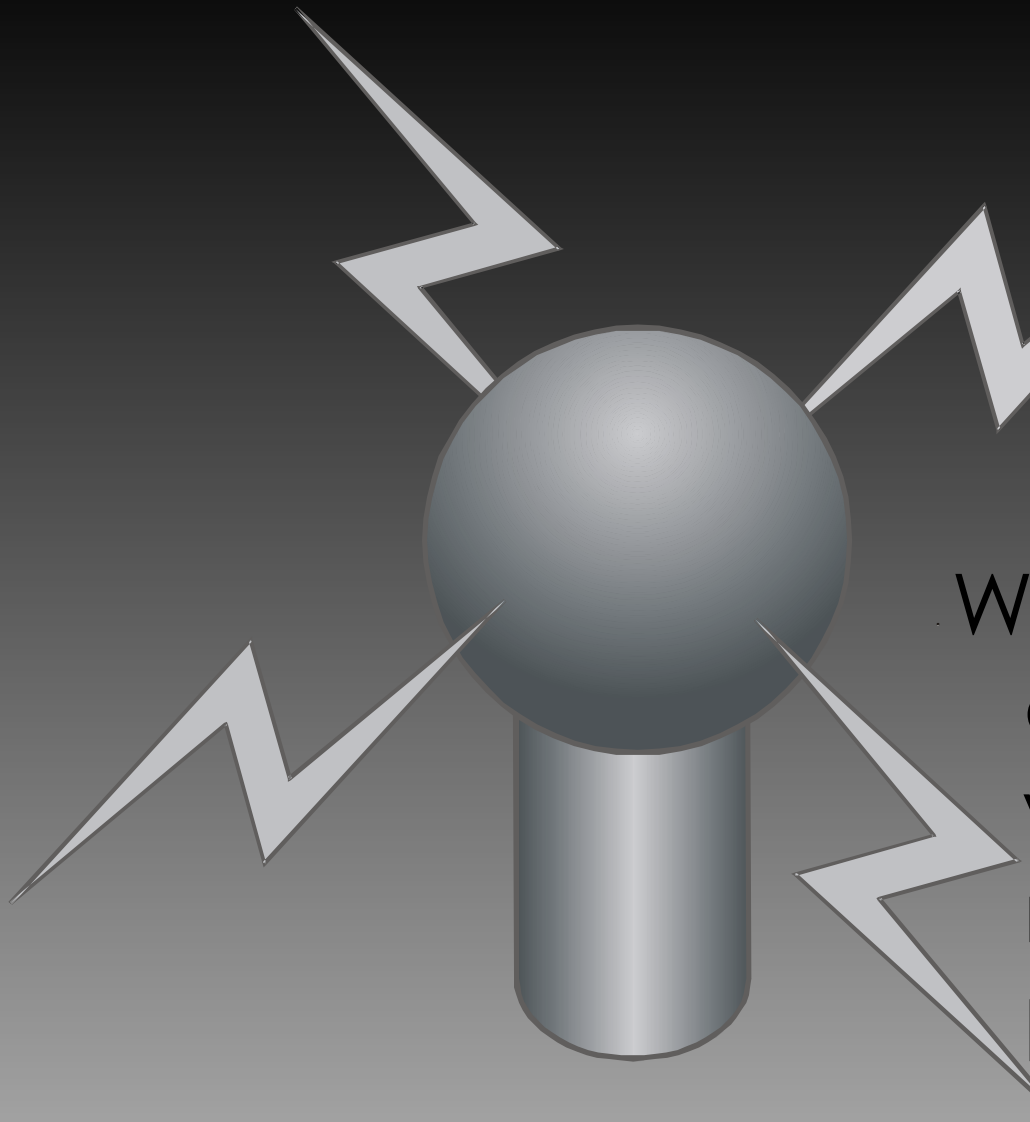
Add optional information for faster vendor response: serial number, hardware revision level, software version, access contact, circuit ID, circuit termination location.

Customization



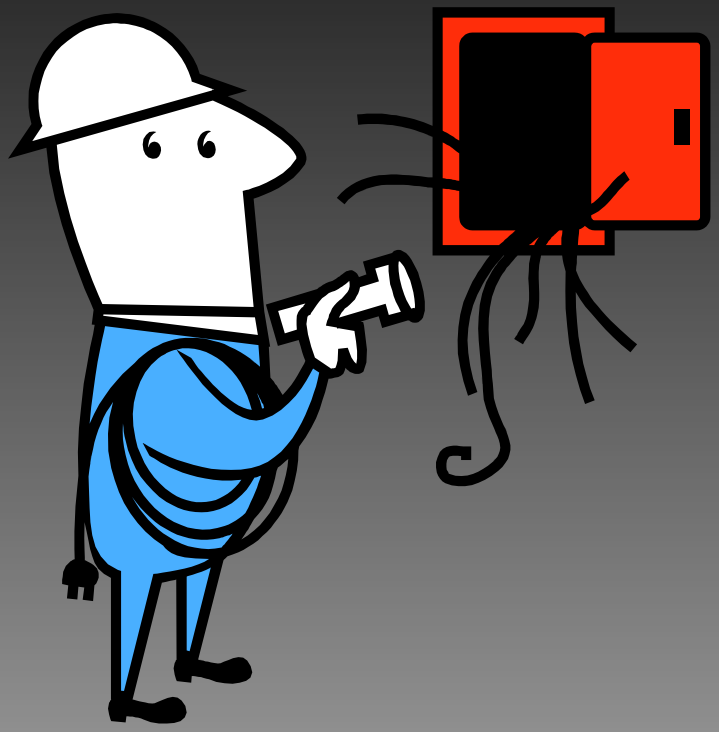
A new ***Test Head Driver*** enables a new network, protocol, and class of equipment and links. The ***Test Head Driver*** includes the schema for the administration of the new class of equipment and link objects.

Imagination



- Wireless is only another Test Head with its own network and protocol.

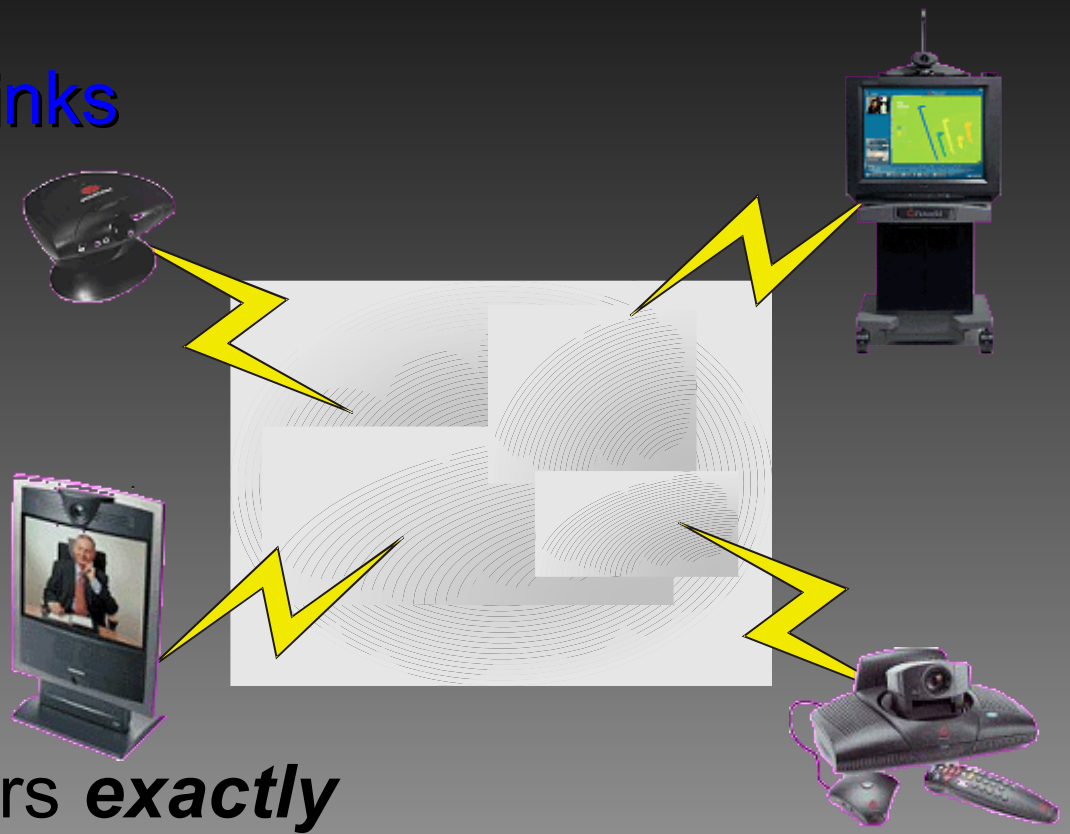
Fix it Fast



Plan Ahead

Optional Database Information

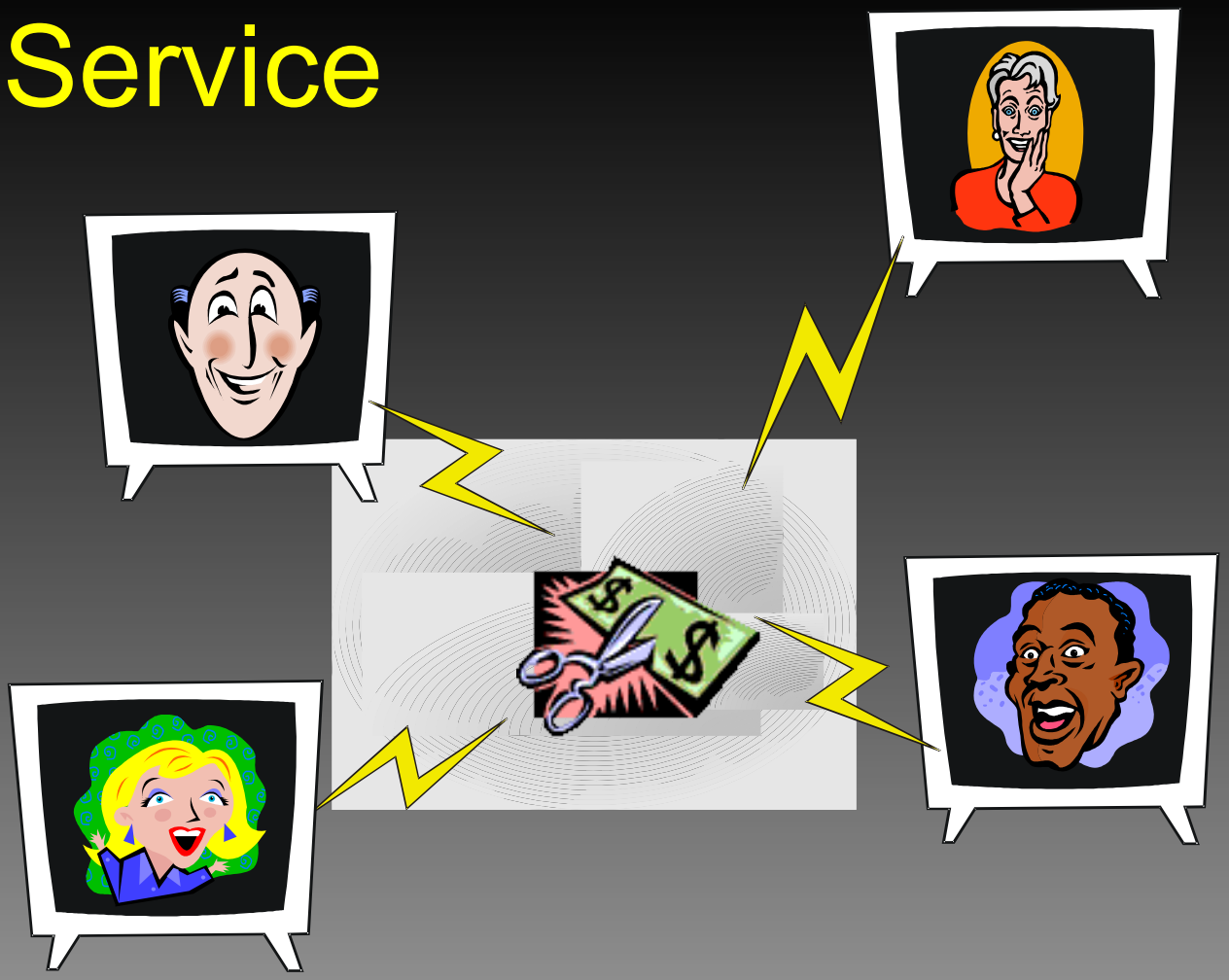
Equipment & Links



Tell your vendors ***exactly***

- What Needs to be Fixed
- Where to Find it (rooms, wire closets, circuit IDs)

Improve Service



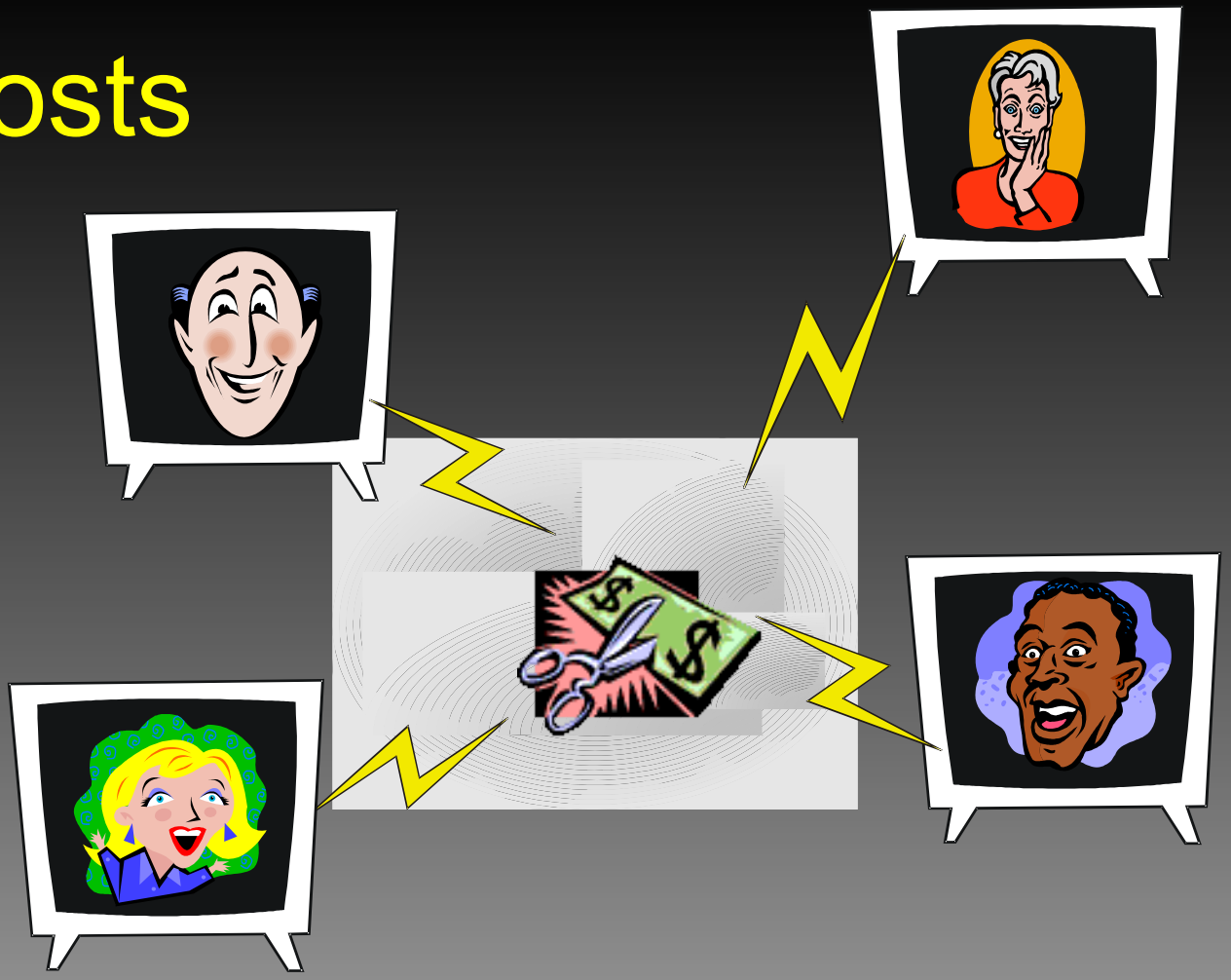
Satisfied Customers

Faster Response

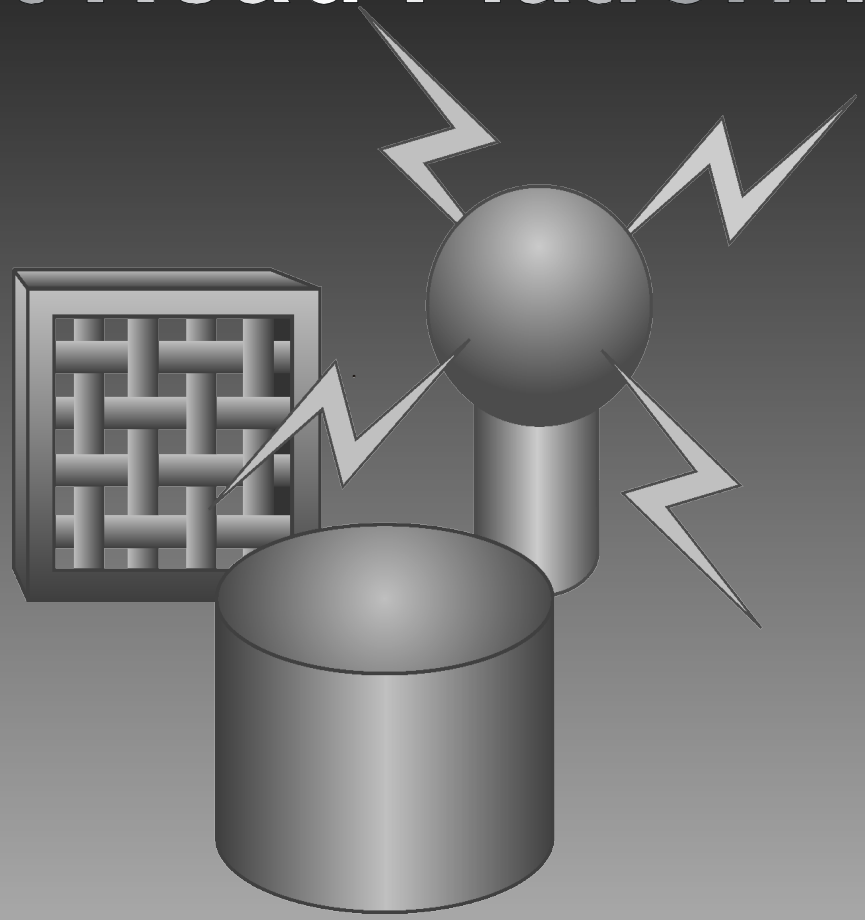
Improved Reliability

Higher Service Quality

Lower Costs



Service Level Agreements

are Practical and Profitable

Universal
Test Head Platform