

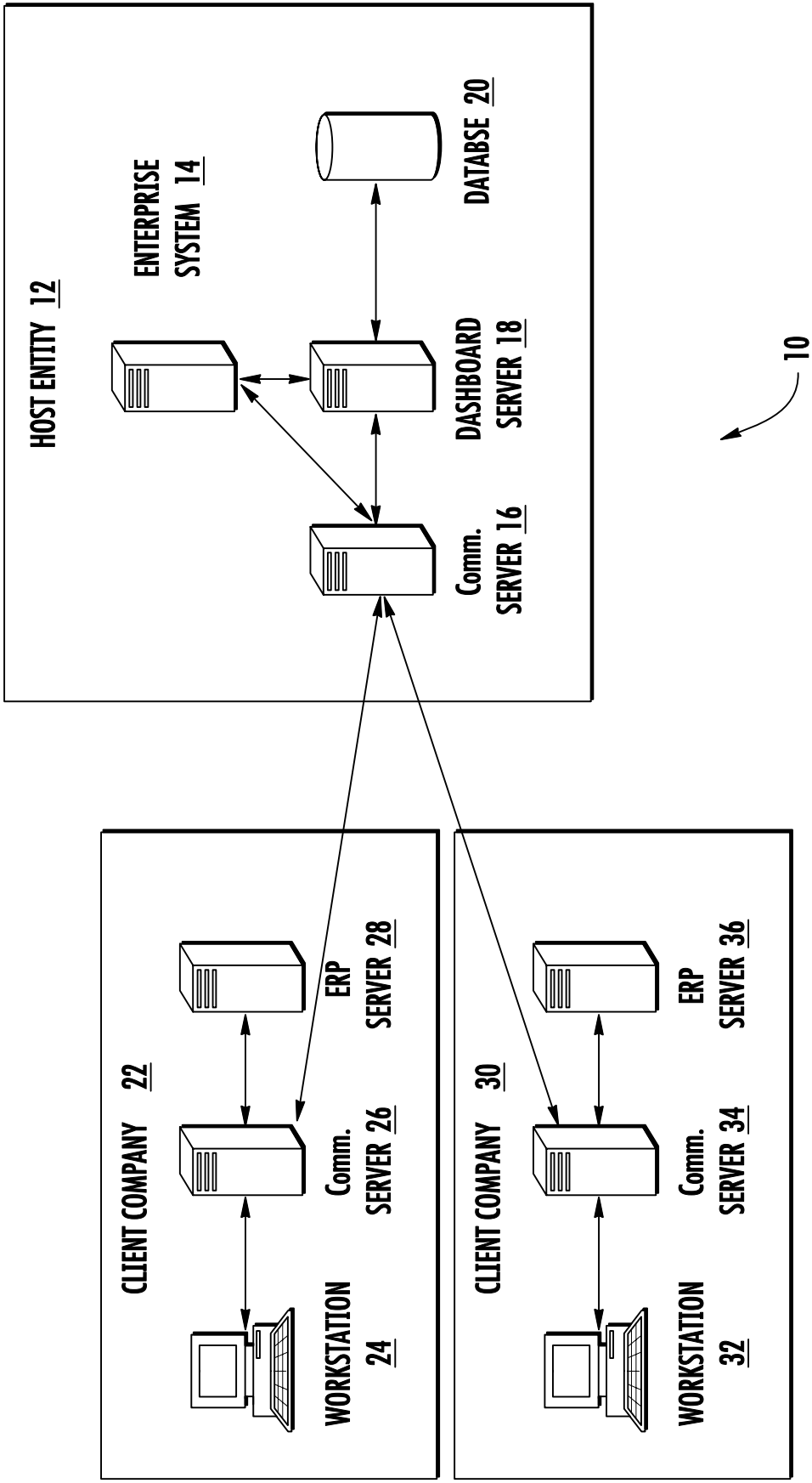


FIG. 1

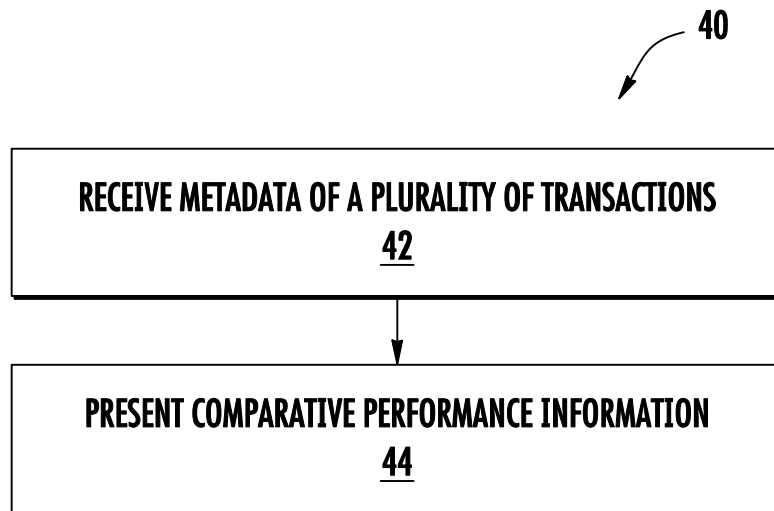


FIG. 2

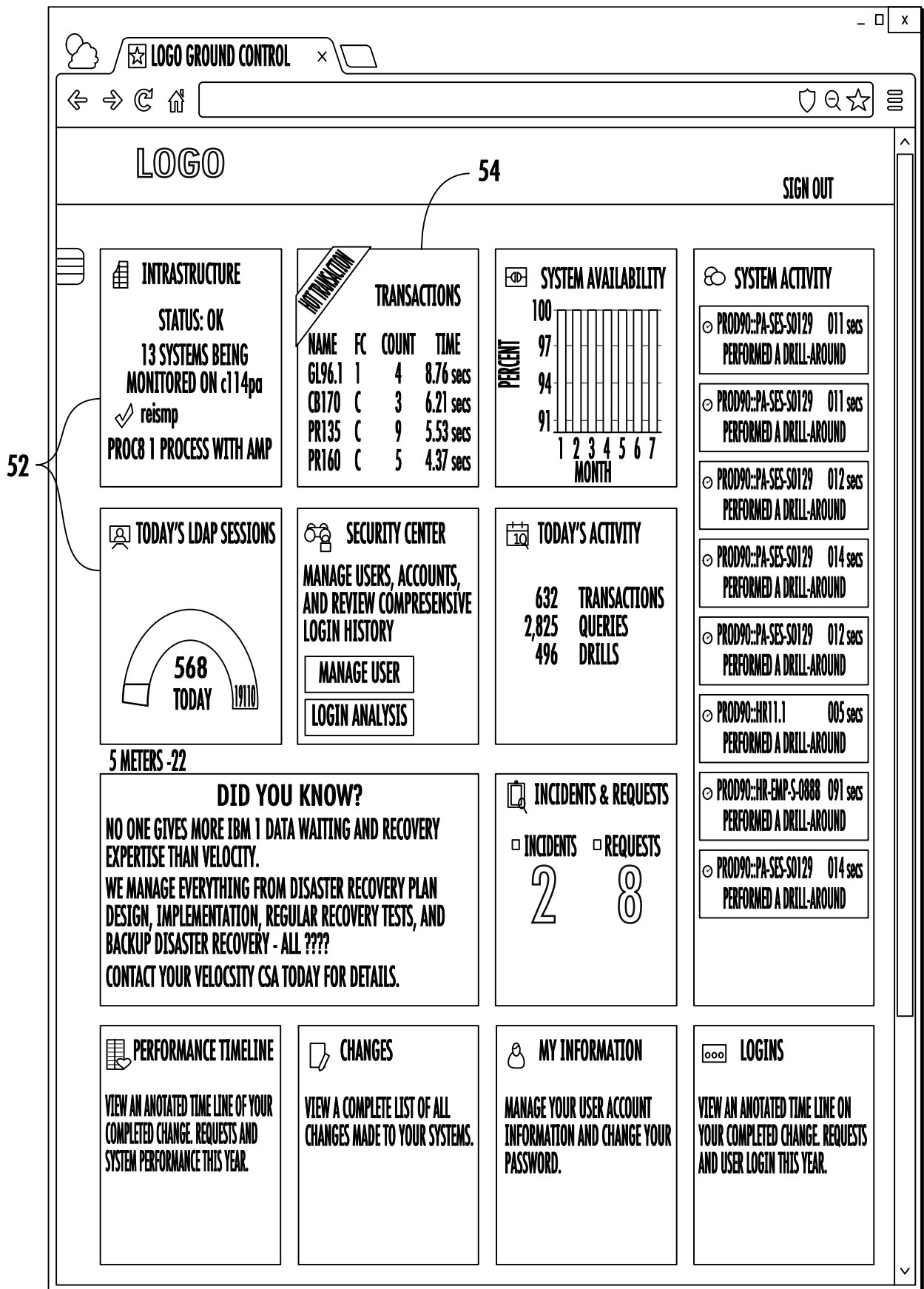


FIG. 3

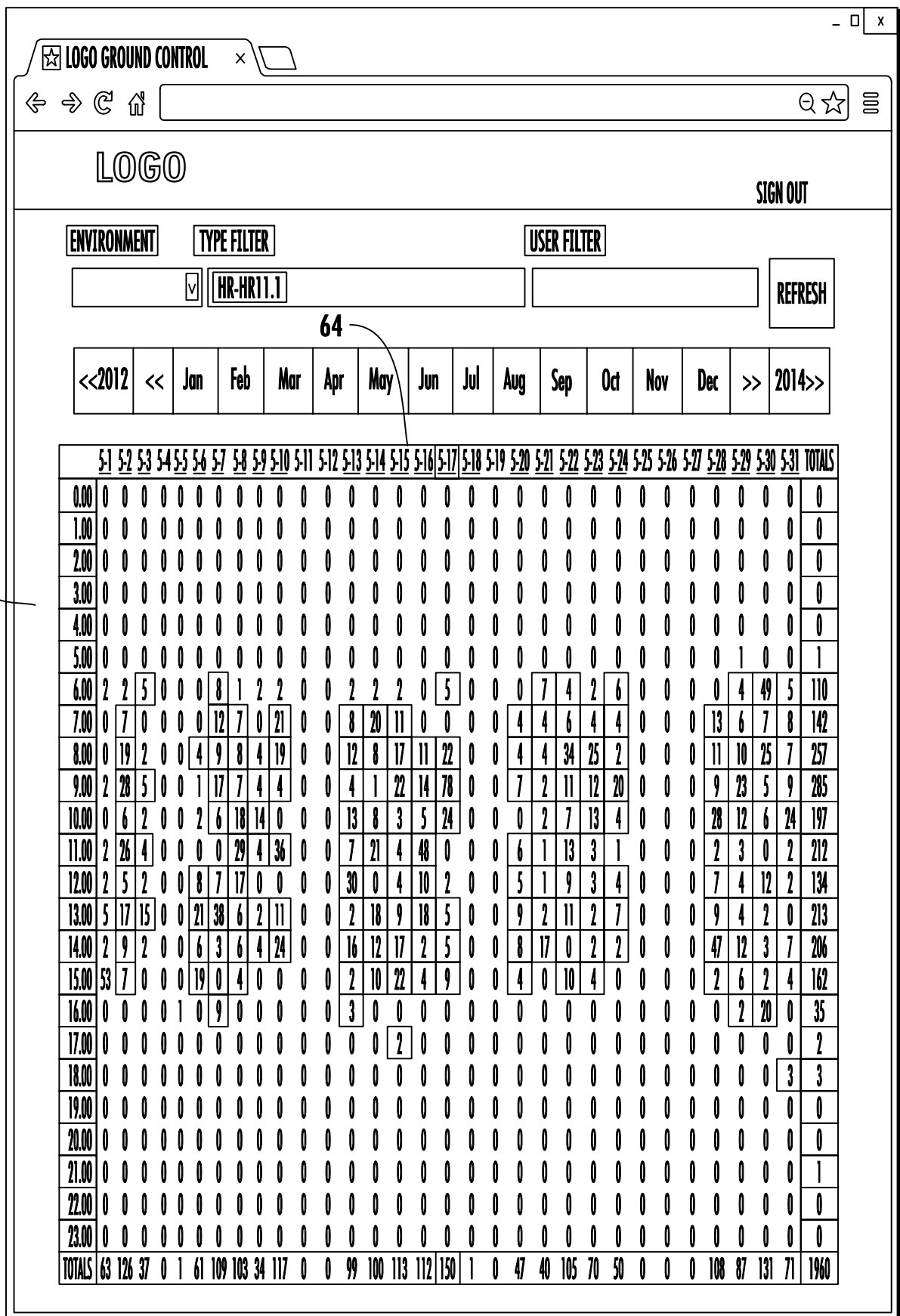


FIG. 4

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LOGO GROUND CONTROL

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LOGO

SIGN OUT

NAME	FUNCTION	COUNT	Avg RESPONSE TIME	COMMUNITY SIZE	COMMUNITY RESPONSE TIME	COMMUNITY COUNT	MULTIPLE OF COMMUNITY
AP230	C	7	13.73 secs	9.0.1.5.174	.65 secs		21.22
				9.0.1.7.181	.71 secs		19.30
				9.0.1.9.153	.57 secs		24.29
				9.0.1.11.231	1.20 secs		11.39
AP270	C	10	11.34 secs	9.0.1.5.174	.55 secs		20.68
				9.0.1.7.181	.96 secs		11.75
				9.0.1.9.153	1.37 secs		8.31
				9.0.1.11.231	1.27 secs		8.92
CB221	C	4	5.02 secs	9.0.1.5.174	.66		7.63
				9.0.1.7.181	.81		6.23
				9.0.1.9.153	.38		13.27
				9.0.1.11.231	9.21 secs		.55
GL291	C	48	4.03 secs	9.0.1.5.174	.24		16.99
				9.0.1.7.181	.52 secs		7.78
				9.0.1.7.181	.68 secs		5.97
				9.0.1.9.153	1.43 secs		2.82
				9.0.1.11.231	1.43 secs		3.78
CB220	C	51	3.11 secs	9.0.1.5.174	.76 secs		4.11
				9.0.1.7.181	.68 secs		4.58
				9.0.1.9.153	1.08 secs		2.88

FIG. 5

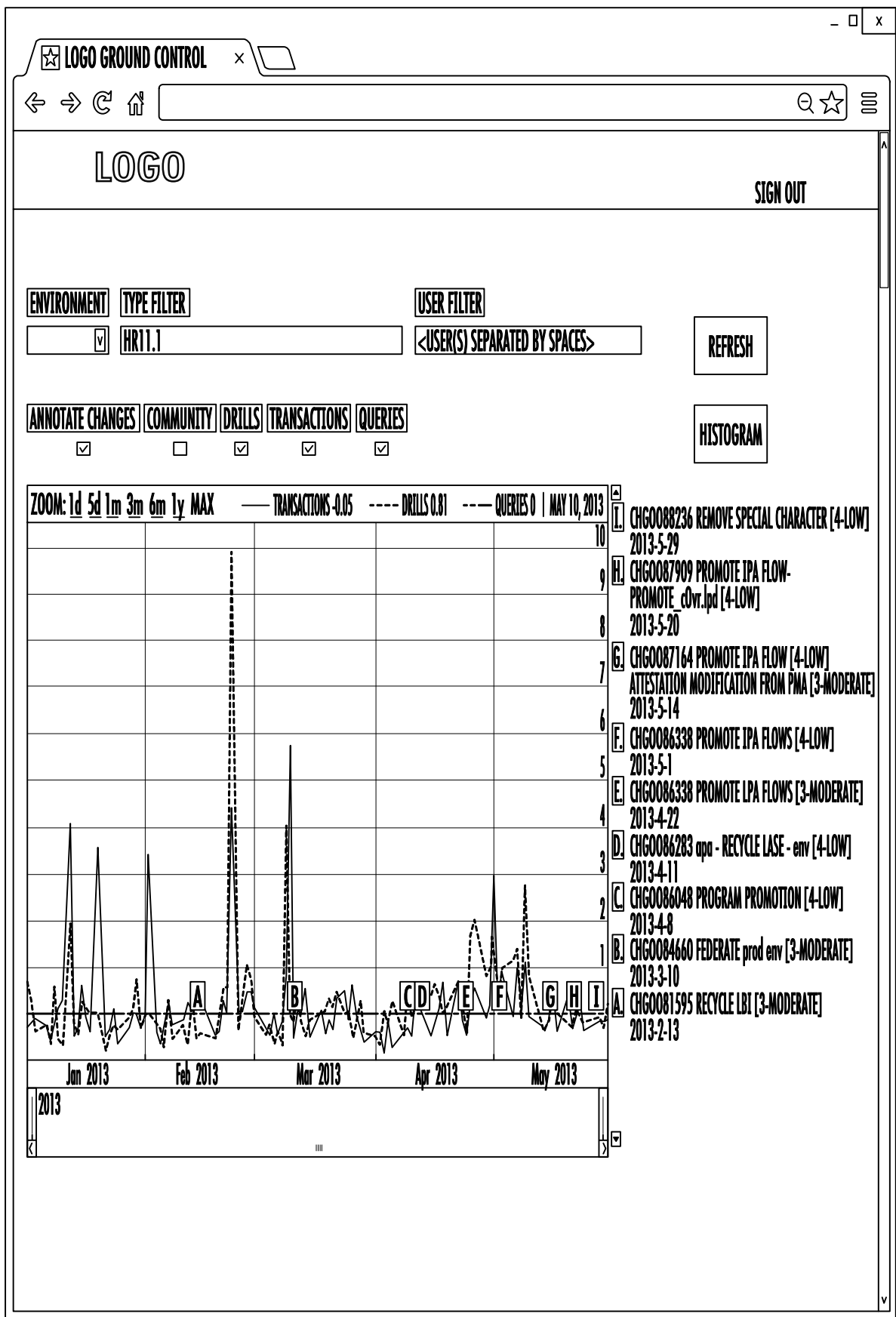
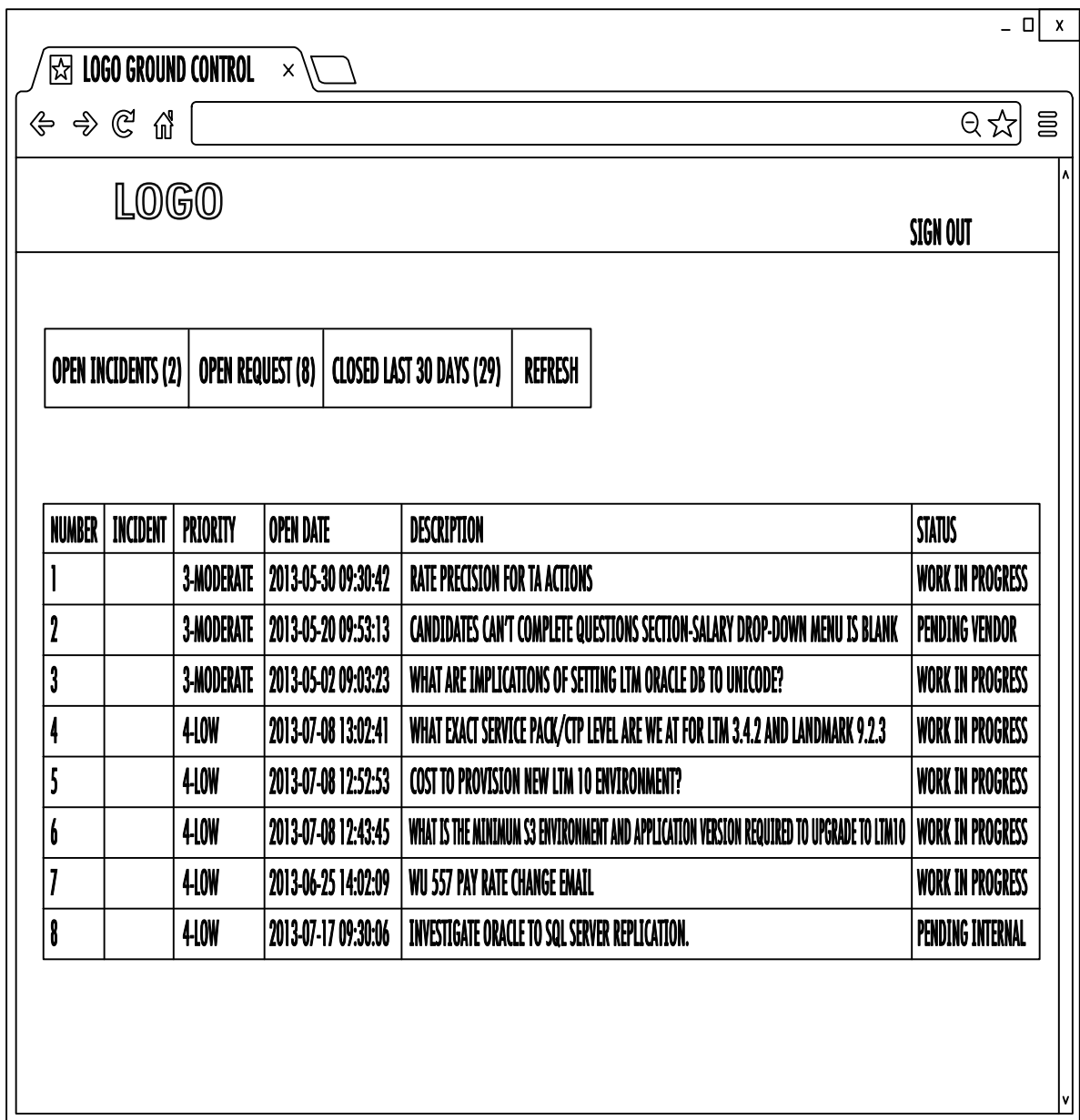


FIG. 6



LOGO GROUND CONTROL

LOGO SIGN OUT

OPEN INCIDENTS (2) OPEN REQUEST (8) CLOSED LAST 30 DAYS (29) REFRESH

NUMBER	INCIDENT	PRIORITY	OPEN DATE	DESCRIPTION	STATUS
1		3-MODERATE	2013-05-30 09:30:42	RATE PRECISION FOR TA ACTIONS	WORK IN PROGRESS
2		3-MODERATE	2013-05-20 09:53:13	CANDIDATES CAN'T COMPLETE QUESTIONS SECTION-SALARY DROP-DOWN MENU IS BLANK	PENDING VENDOR
3		3-MODERATE	2013-05-02 09:03:23	WHAT ARE IMPLICATIONS OF SETTING LTM ORACLE DB TO UNICODE?	WORK IN PROGRESS
4		4-LOW	2013-07-08 13:02:41	WHAT EXACT SERVICE PACK/CTP LEVEL ARE WE AT FOR LTM 3.4.2 AND LANDMARK 9.2.3	WORK IN PROGRESS
5		4-LOW	2013-07-08 12:52:53	COST TO PROVISION NEW LTM 10 ENVIRONMENT?	WORK IN PROGRESS
6		4-LOW	2013-07-08 12:43:45	WHAT IS THE MINIMUM S3 ENVIRONMENT AND APPLICATION VERSION REQUIRED TO UPGRADE TO LTM10	WORK IN PROGRESS
7		4-LOW	2013-06-25 14:02:09	WU 557 PAY RATE CHANGE EMAIL	WORK IN PROGRESS
8		4-LOW	2013-07-17 09:30:06	INVESTIGATE ORACLE TO SQL SERVER REPLICATION.	PENDING INTERNAL

FIG. 7

LOGO

SYSTEM AVAILABILITY ?

SEARCH: ROWS PER PAGE: 10 EXPORT OPTION: CSV PDF PRINT

← PREVIOUS 1 NEXT →

START	END	DURATION IN MINUTES	SYSTEM	Prod	DETECTED BY	DESCRIPTION	ROOT CAUSE	DETAILS
2014-04-23 16:28:00	2014-04-23 17:10:00	 42	INTERNAL IT	✓	CUSTOMER	CANNOT ACCESS LAWSON	n/a	DETAILS ↗
2014-04-24 16:30:00	2014-04-24 17:15:00	 45	LAWSON S3	✓	CUSTOMER	LAWSON - DOWN	n/a	DETAILS ↗

SHOWING 1 TO 2 OF 2 ENTRIES

← PREVIOUS 1 NEXT →

FIG. 8

LOGO GROUND CONTROL

LOGO

SIGN OUT

PL NAME	PL VERSION	VERSION	ESP	MSP	SERVER	ORACLE VERSION	ORACLE INSTANCE	PRODUCTION	MONITORED
dev901	9.0.1	9.0.1	SP7	MSP#5		11.2.0.2.0			✓
LOGAN	9.0.1	9.0.1	SP7	n/a		11.2.0.2.0			✓
gen	n/a	9.0.1	SP7	n/a		11.2.0.2.0			✓
TEST901	9.0.1	9.0.1	SP7	MSP#5		11.2.0.2.0			✓
LOGAN	9.0.1	9.0.1	SP7	n/a		11.2.0.2.0		✓	✓
gen	n/a	9.0.1	SP7	n/a		11.2.0.2.0		✓	✓
prod901	9.0.1	9.0.1	SP7	MSP#5		11.2.0.2.0		✓	✓

FIG. 9