

Personal Agent Framework (Portal Layer)	Personal Agent		
	Presentation Cells		
	Service Agents		
Virtual Application Service (Meta-Data Layer)	Object Server & Data Objects		
	Application Cells		
	Communications Gateway		
	Device Network		
	Field Device	Field Device	Control Application
			Control Application

FIG. 1

Personal Agent Framework (Portal Layer)	Personal Agent		
	Presentation Cells		
	Service Agents		
Process Management Layer			
Virtual Application Service (Meta-Data Layer)	Object Server & Data Objects		
	Application Cells		
	Communications Gateway		
	Device Network		
	Field Device	Field Device	Control Application
			Control Application

FIG. 2

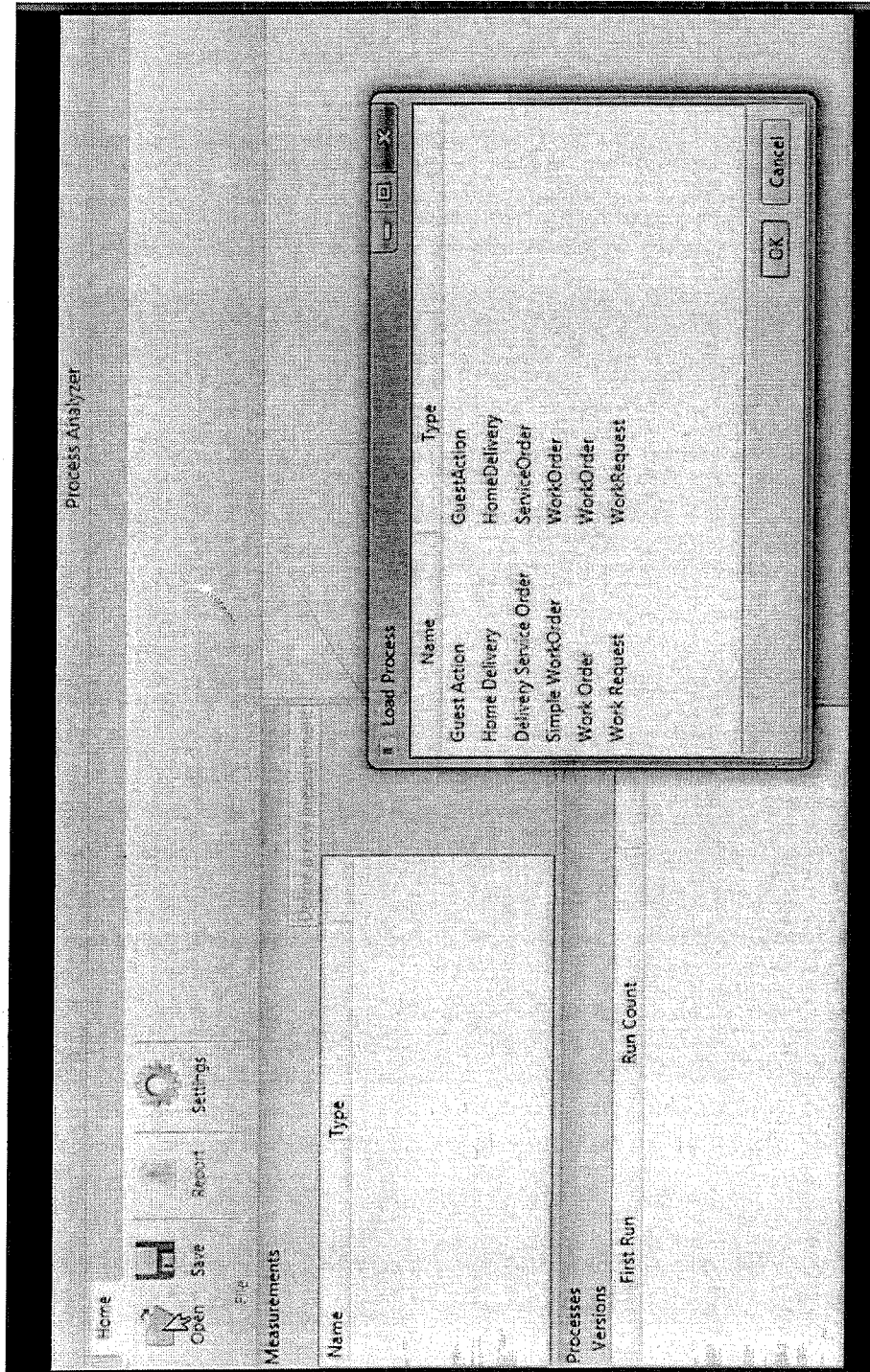


FIG. 3

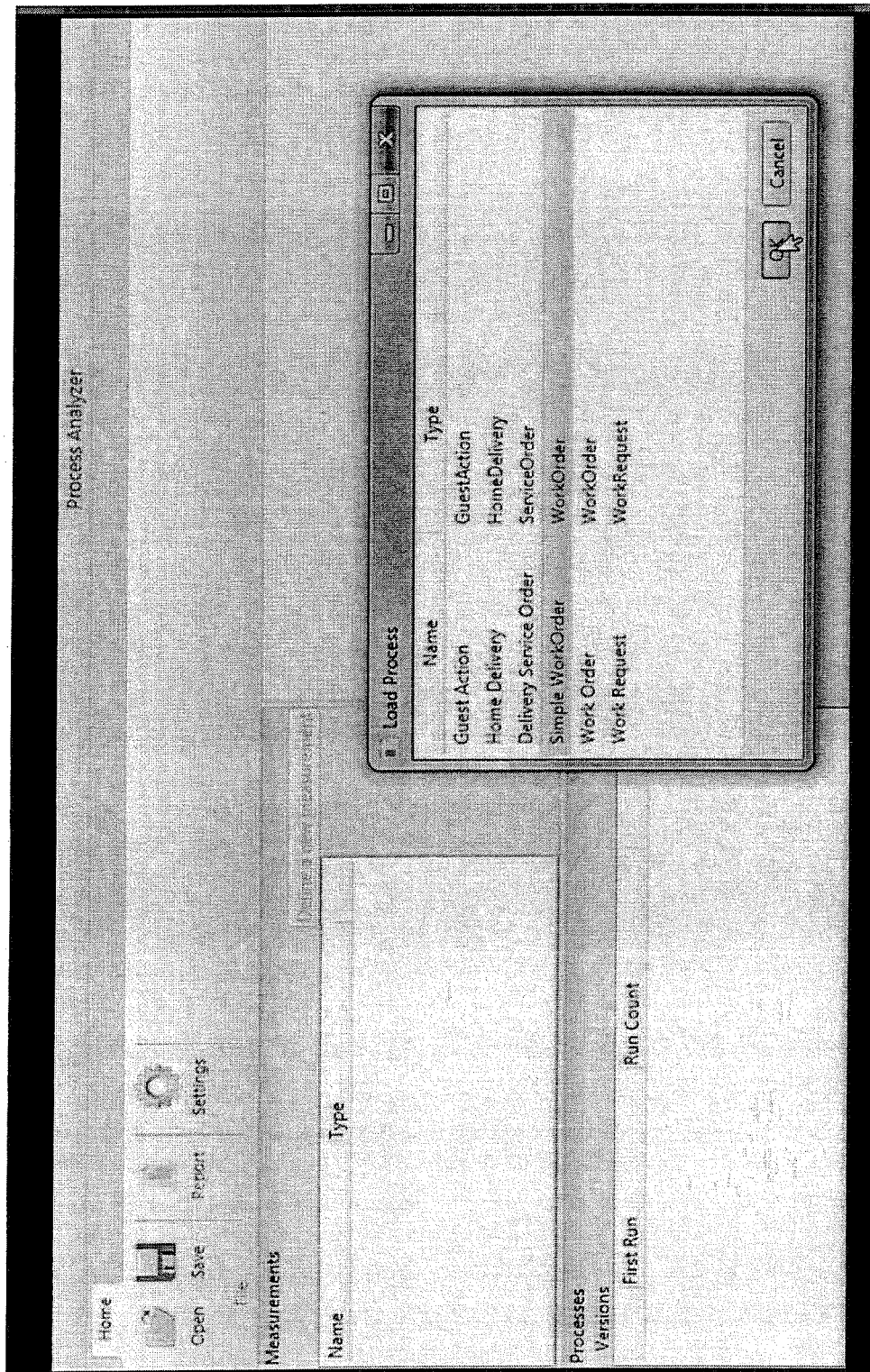


FIG. 4

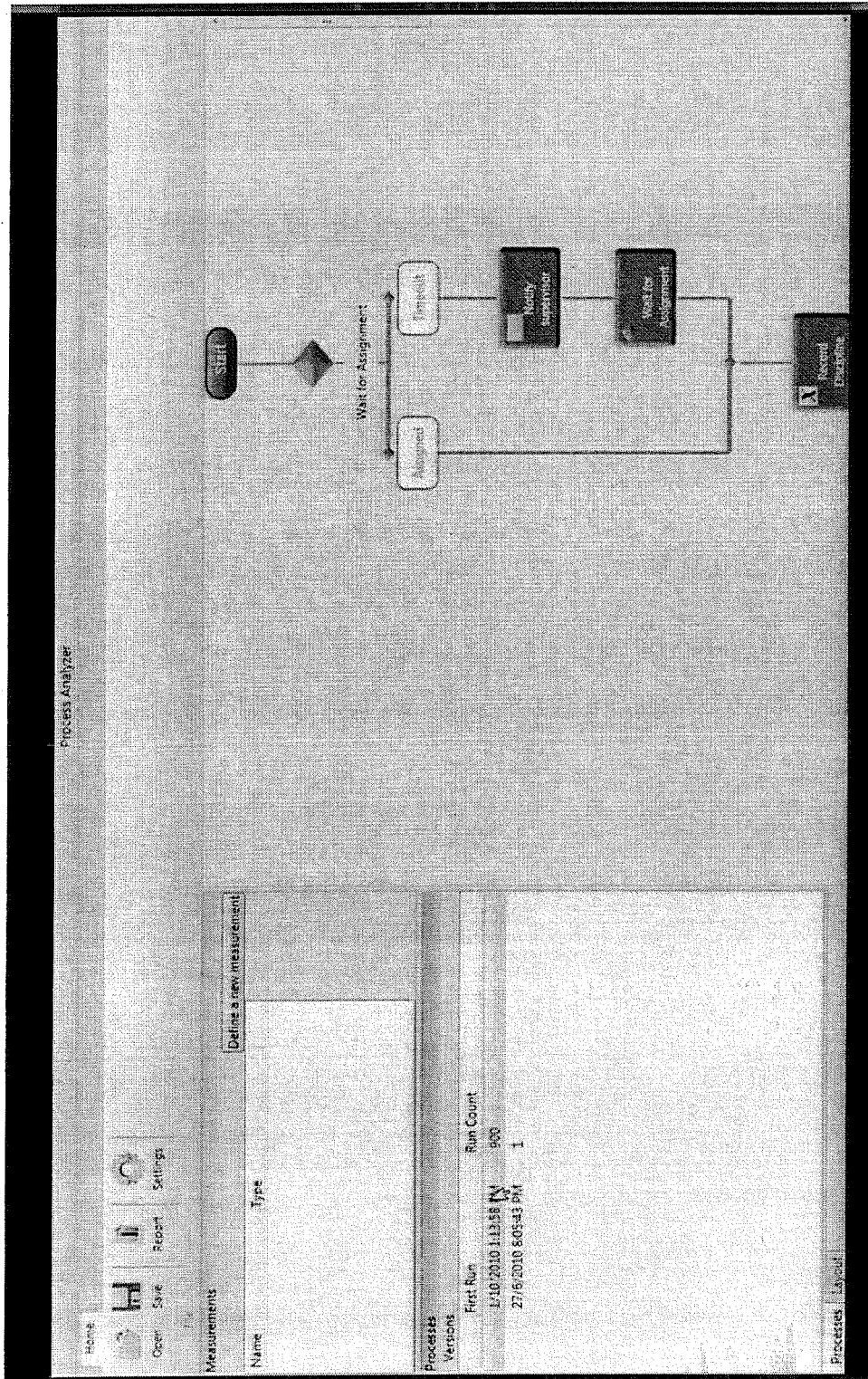


FIG. 5

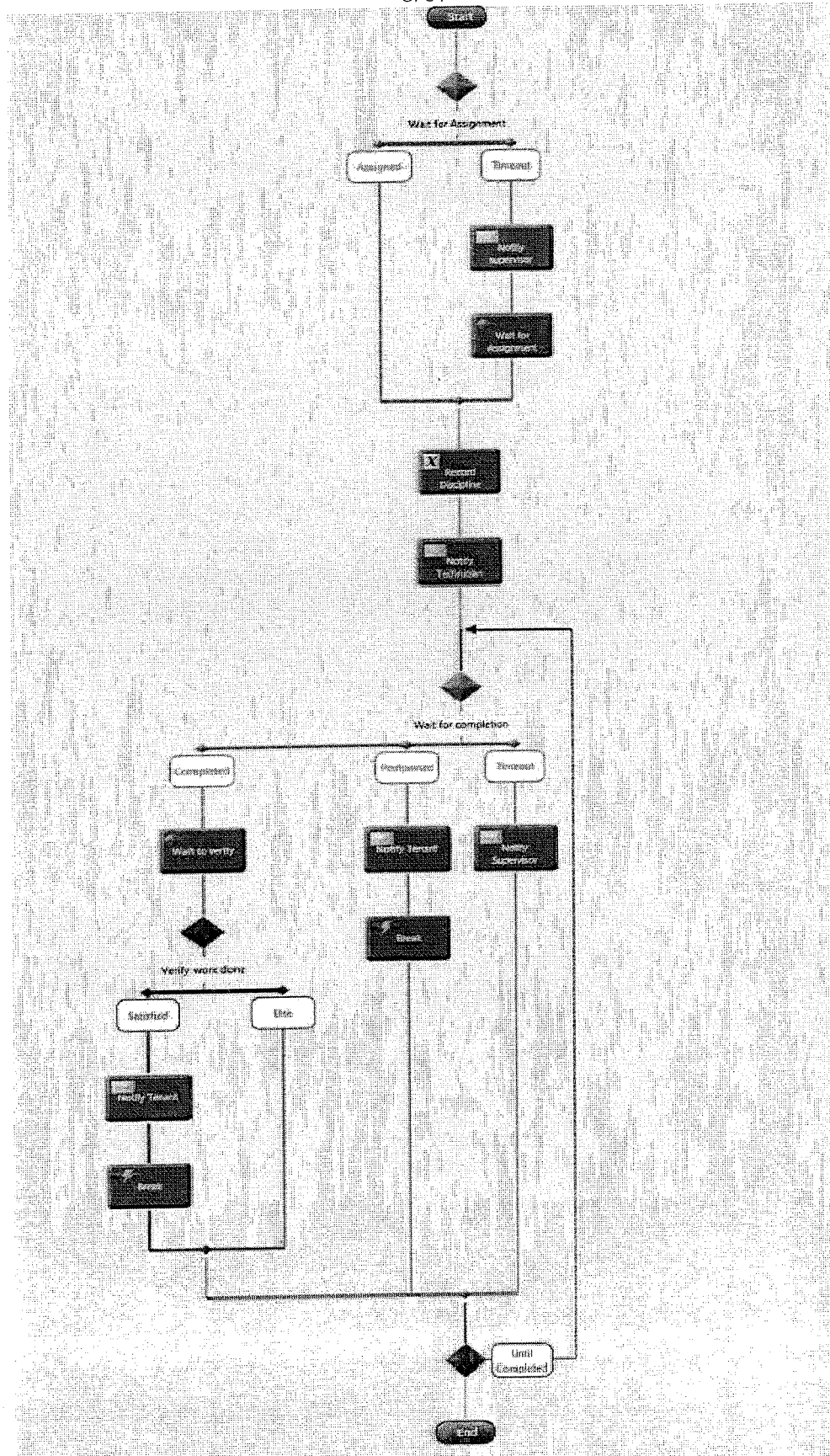


FIG. 6

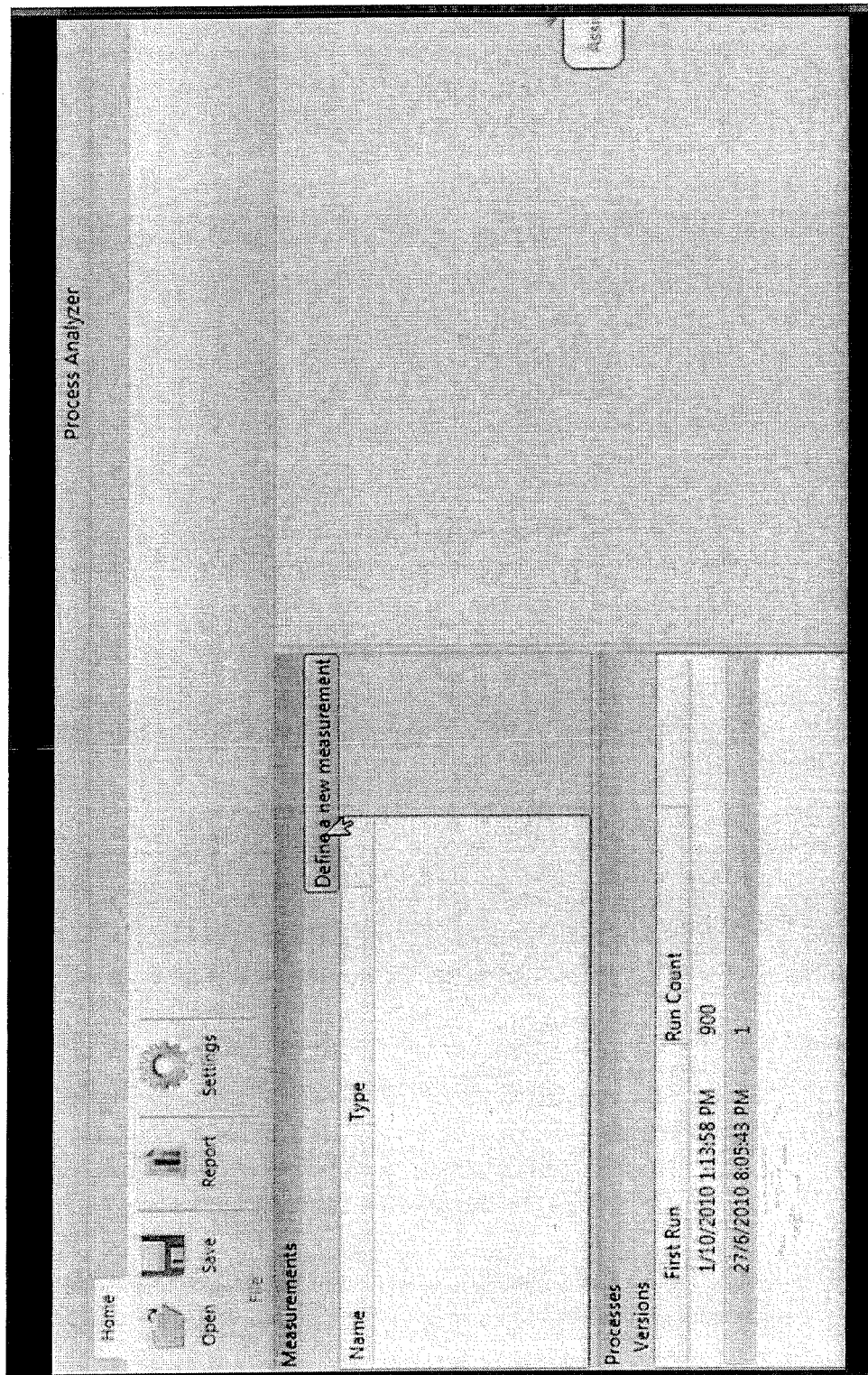


FIG. 7

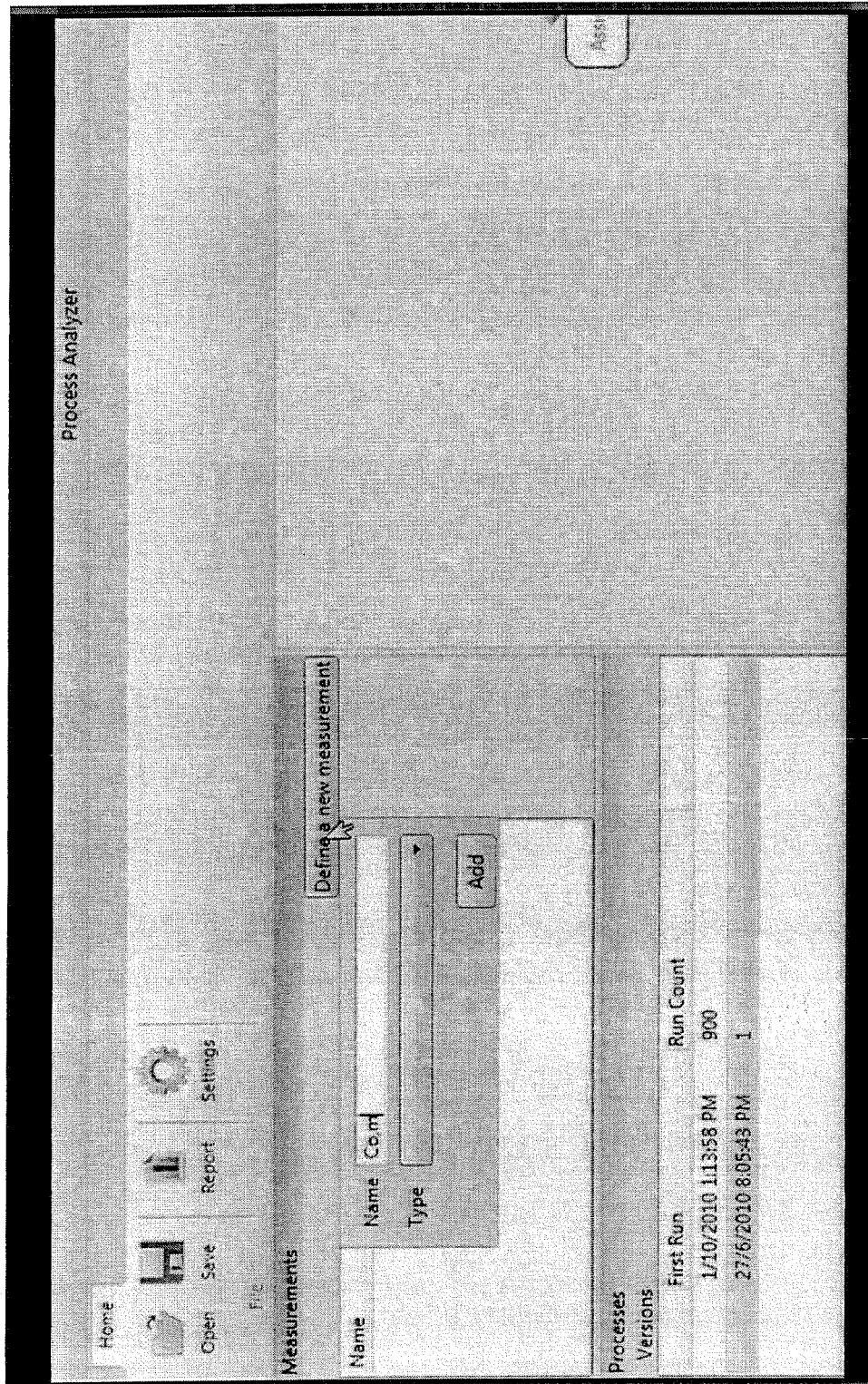


FIG. 8

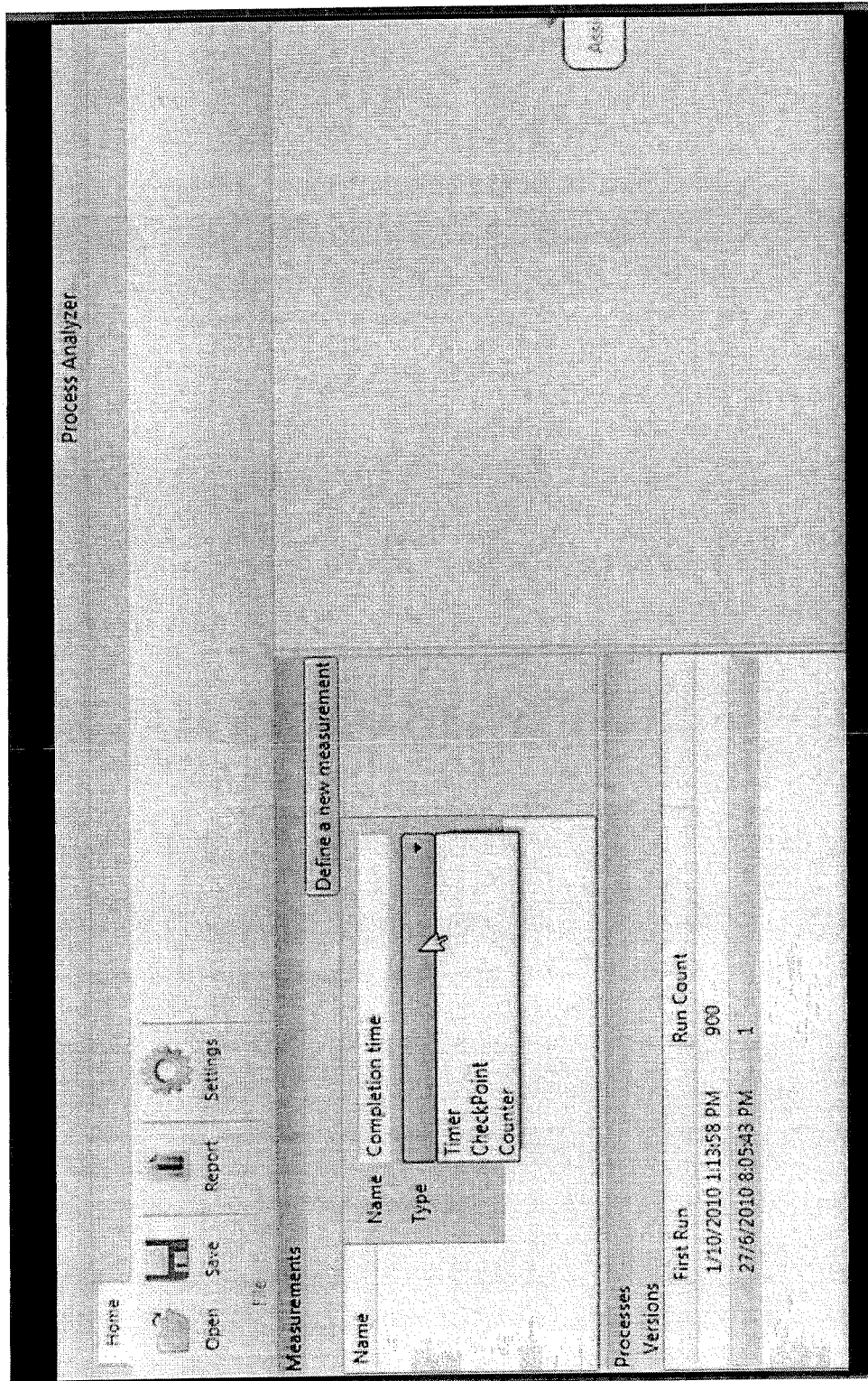


FIG. 9

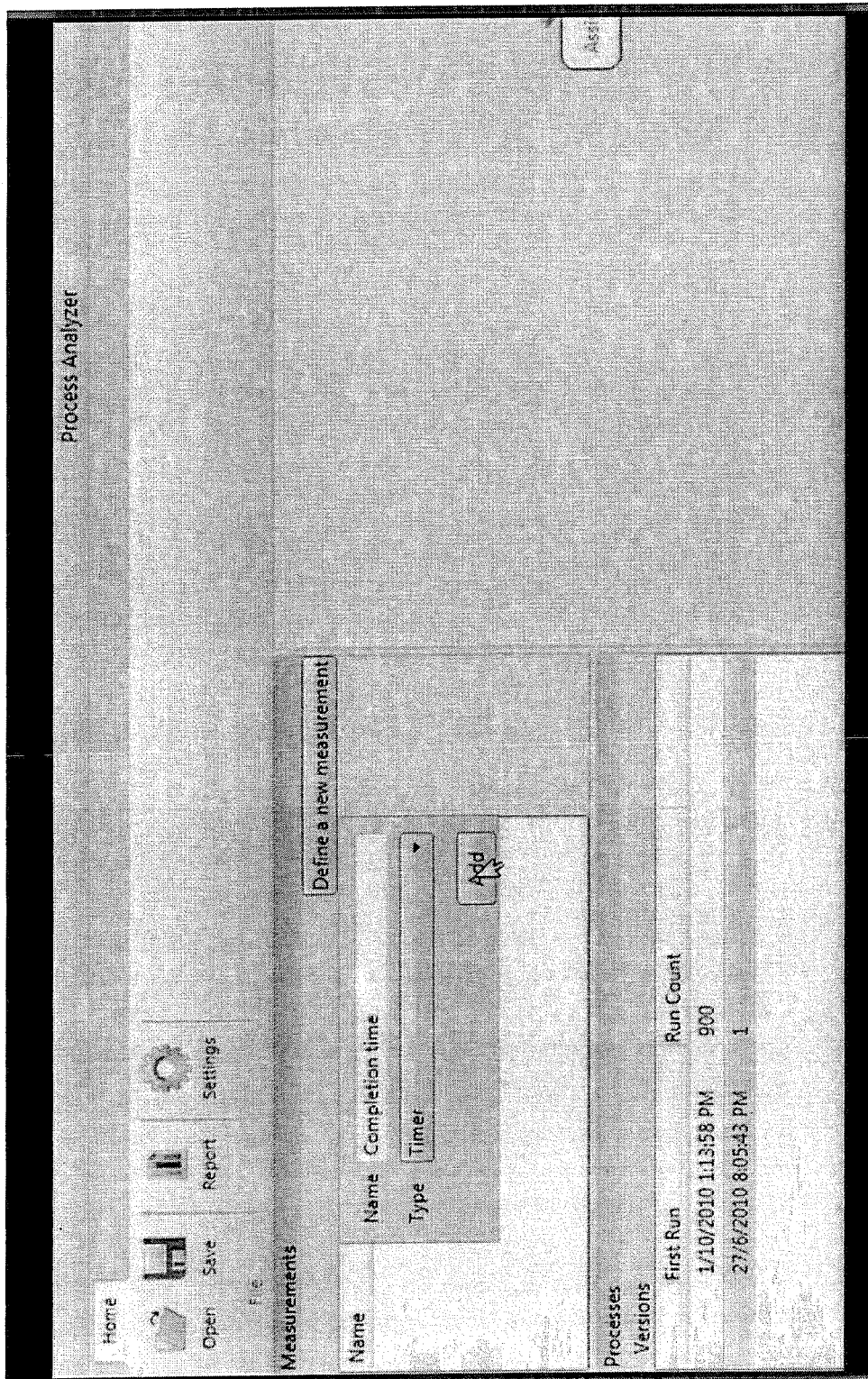


FIG. 10

11/67

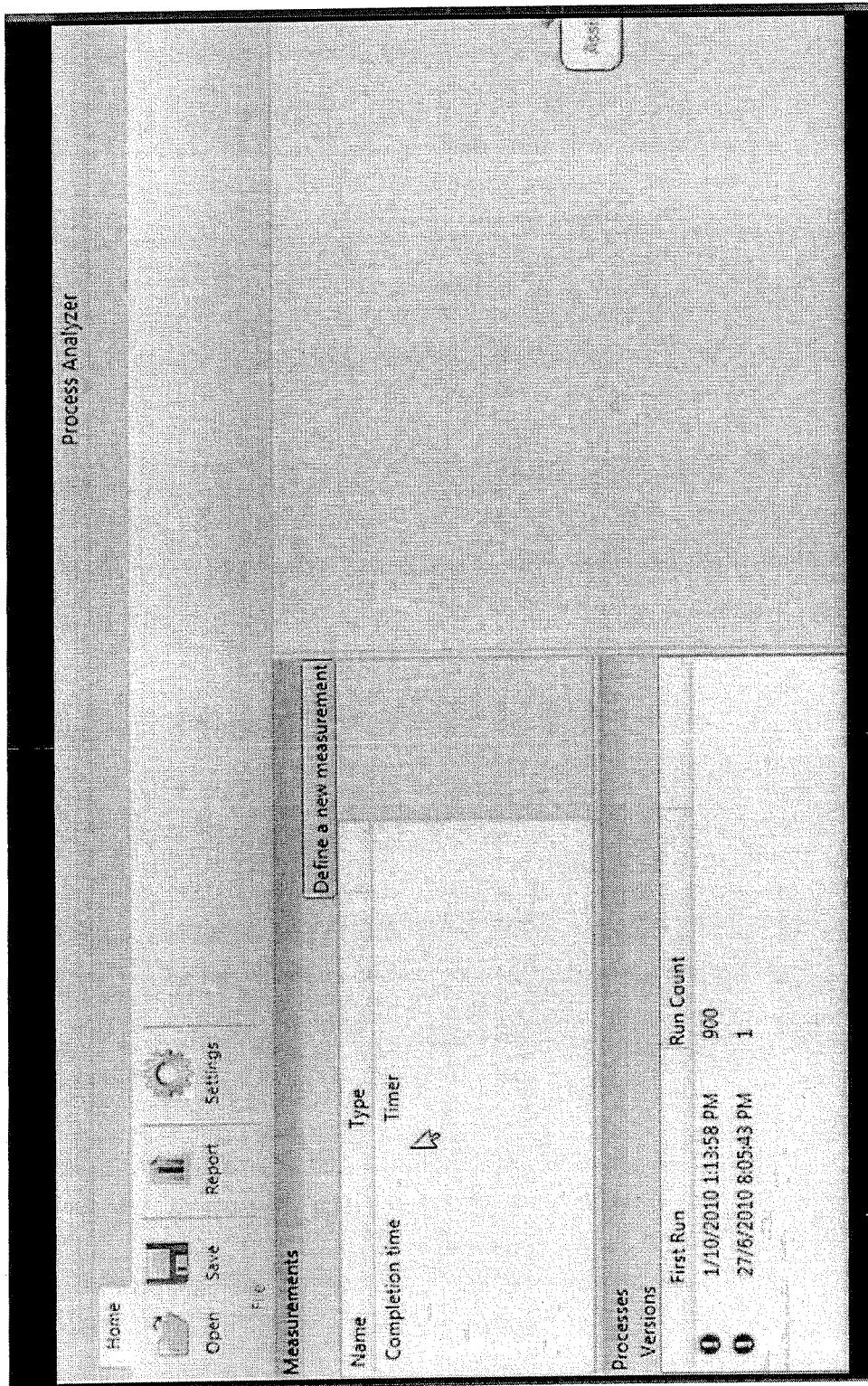


FIG. 11

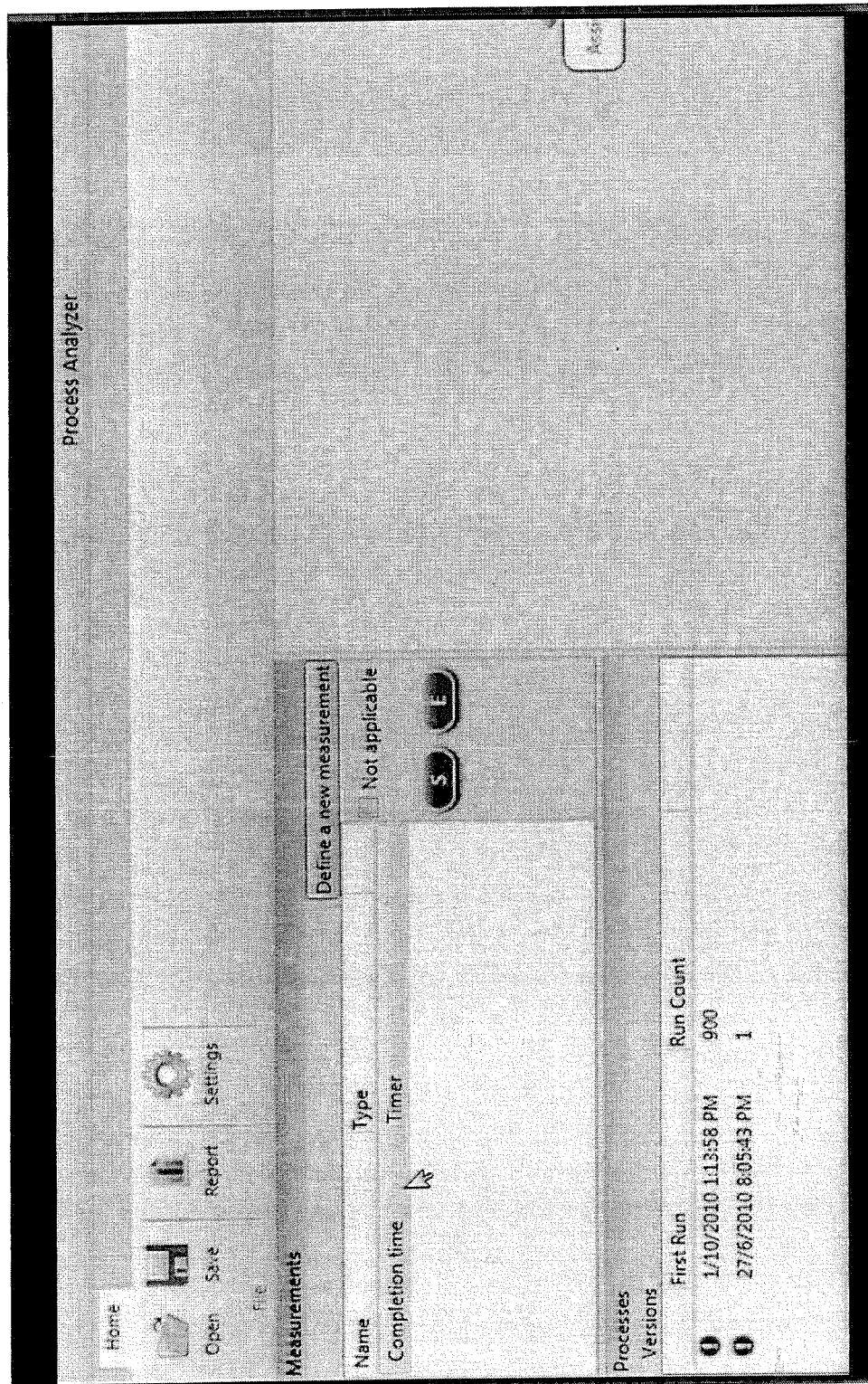


FIG. 12

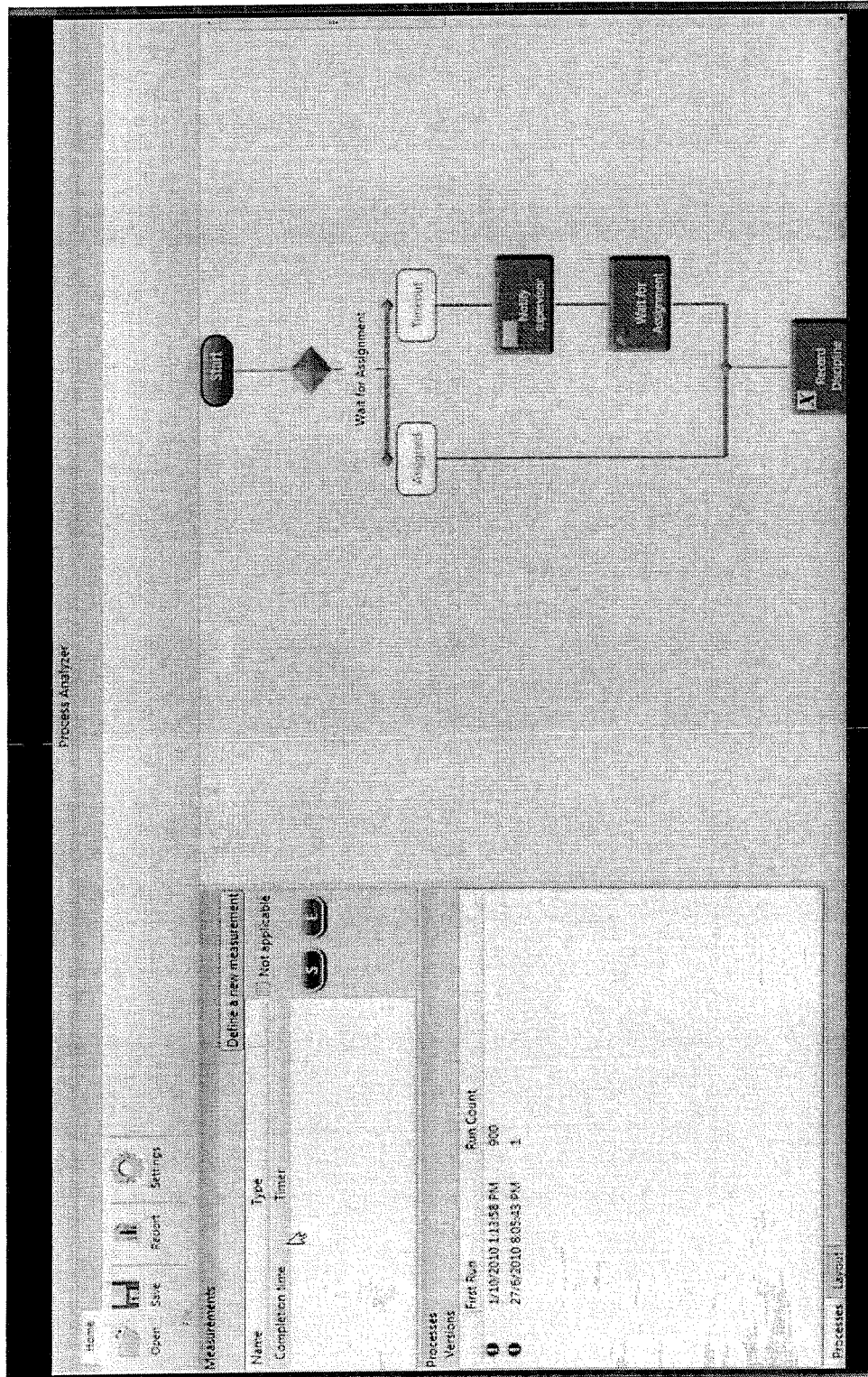


FIG. 13

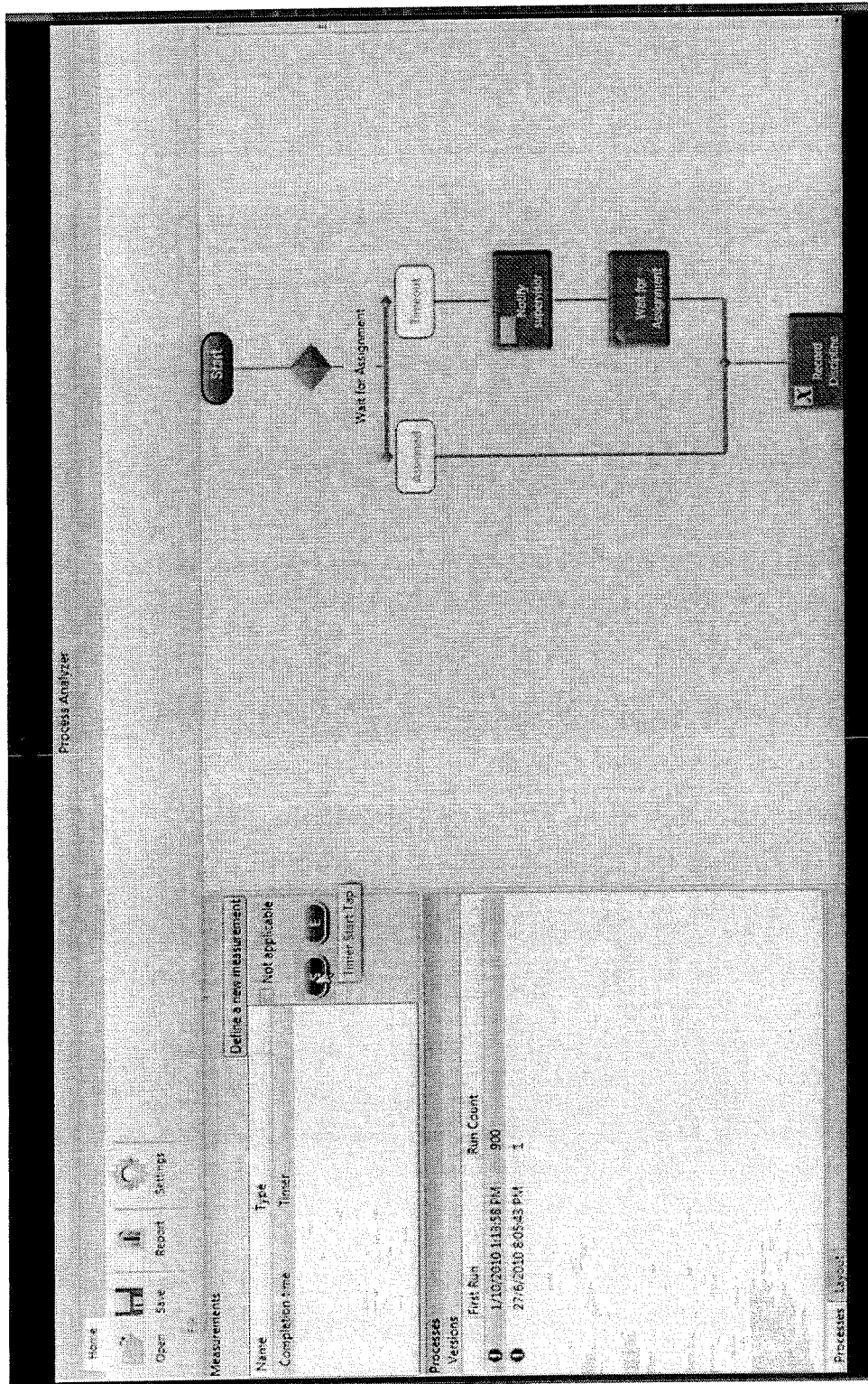


FIG. 14

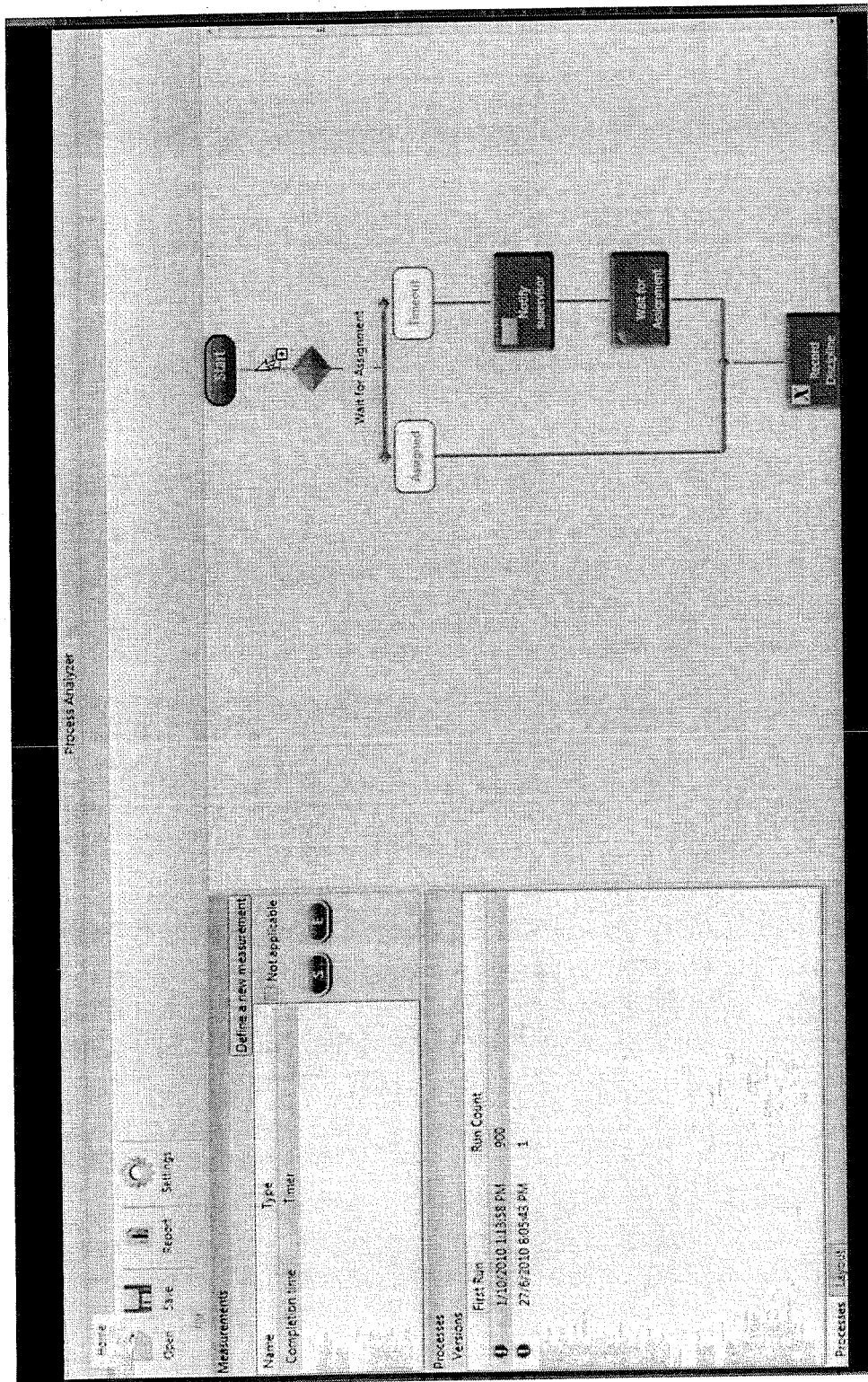


FIG. 15

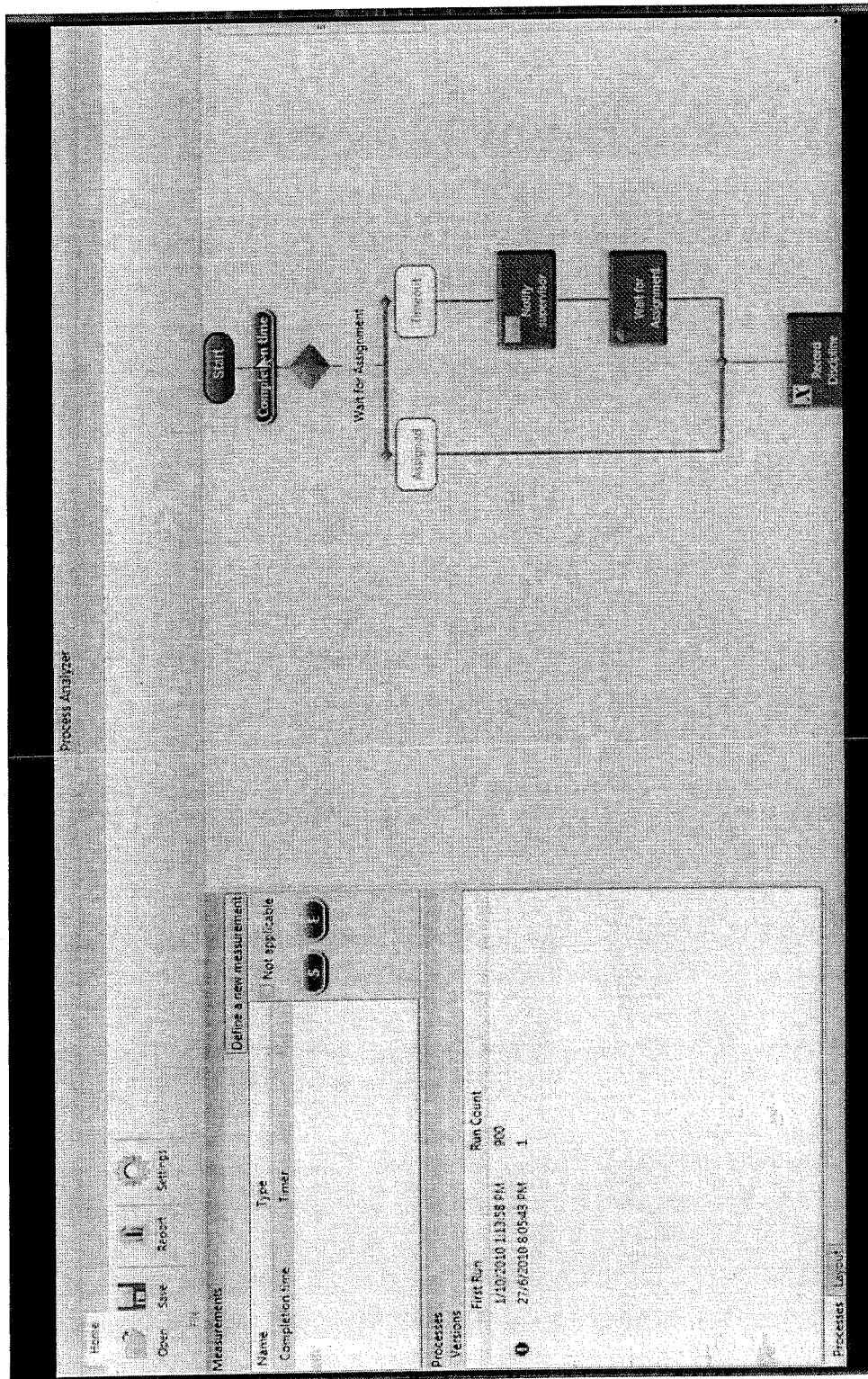


FIG. 16

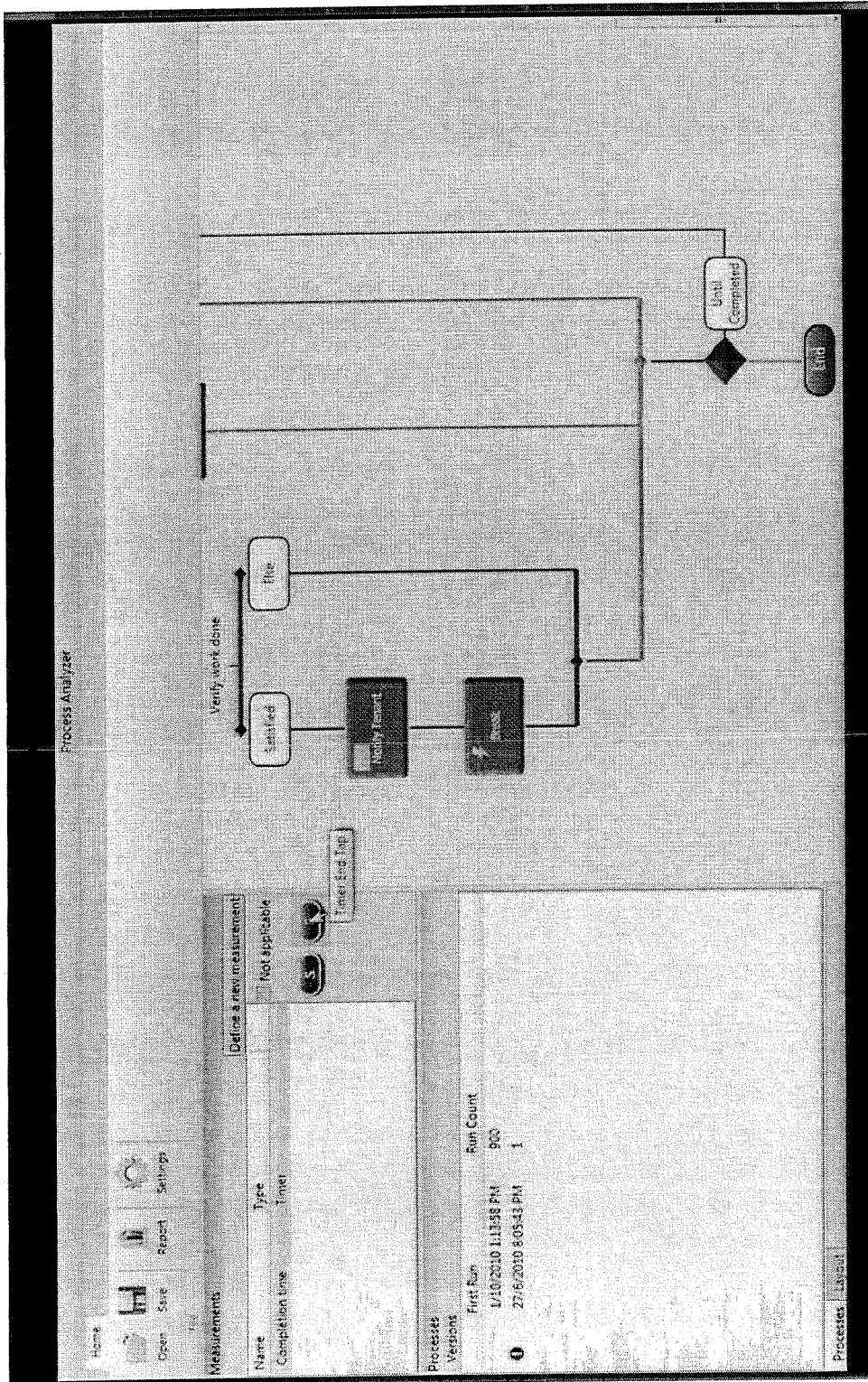


FIG. 17

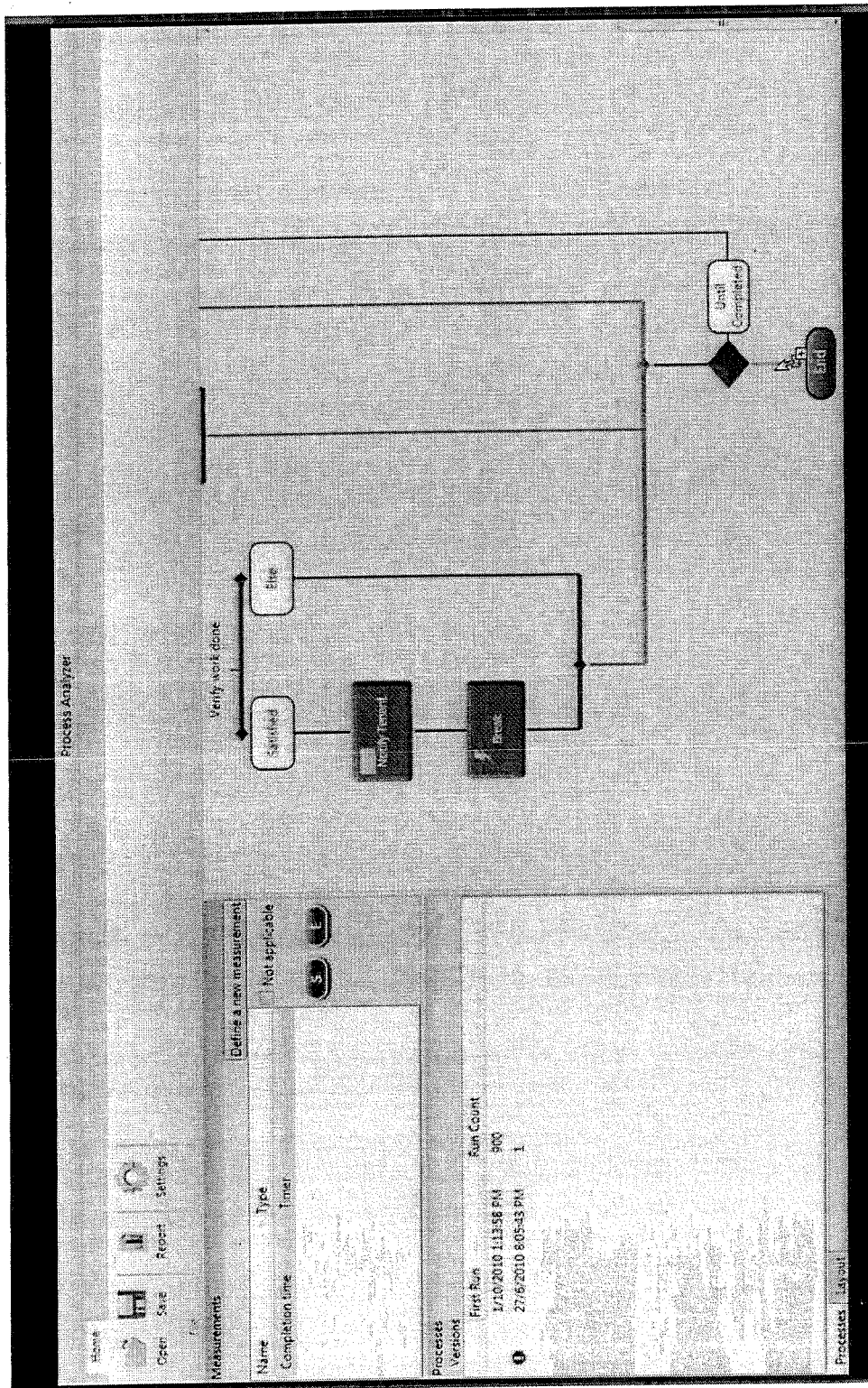


FIG. 18

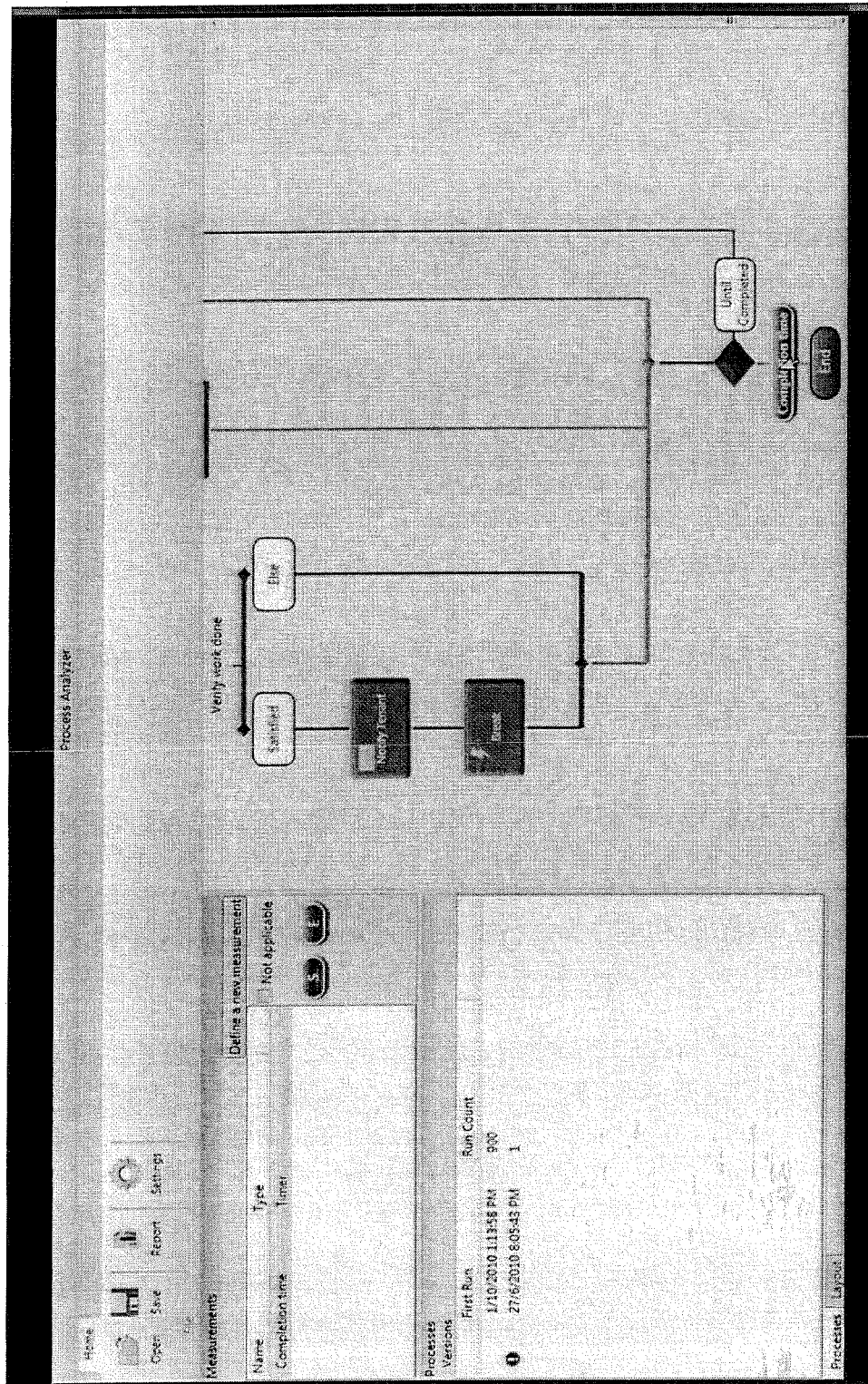


FIG. 19

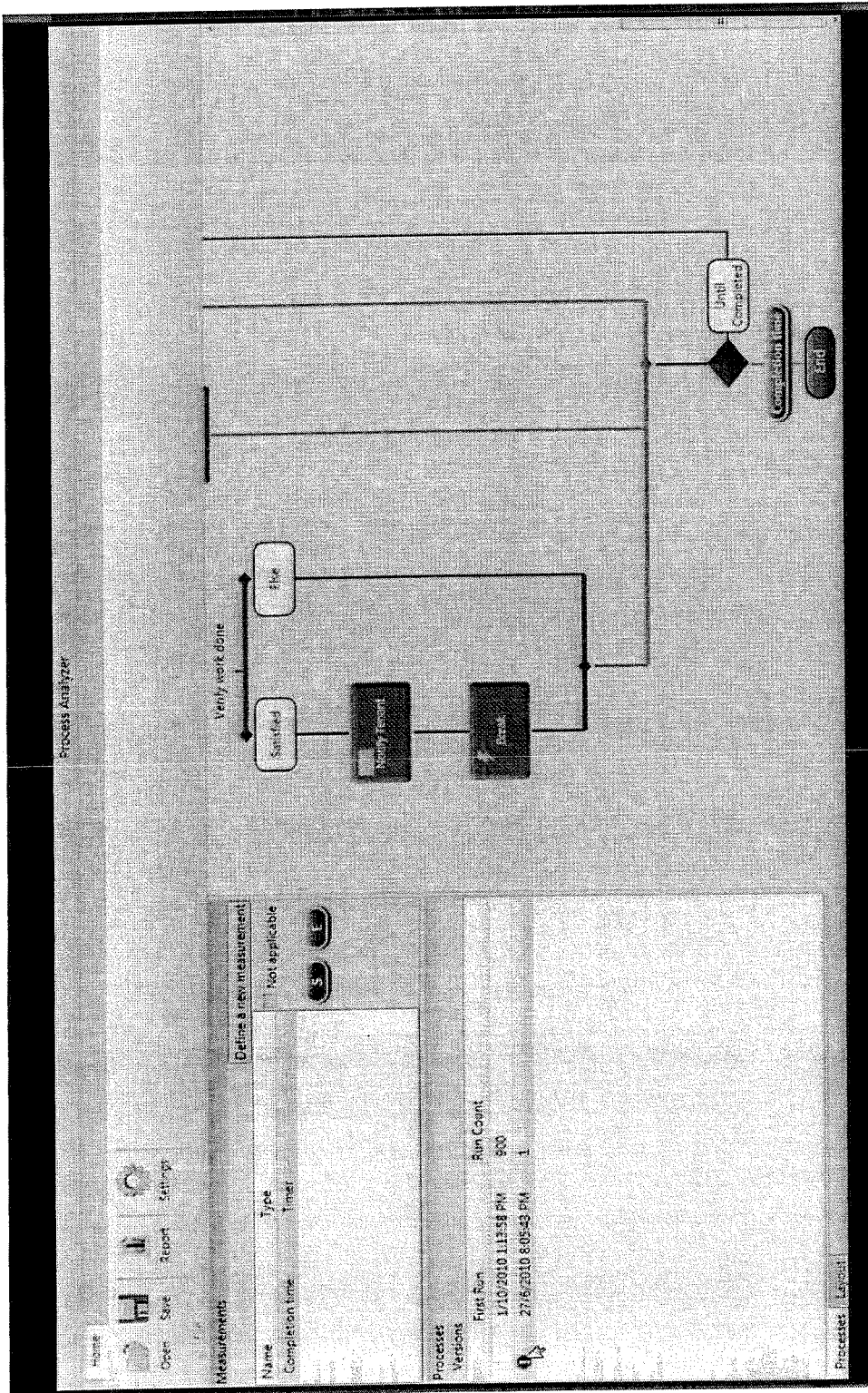


FIG. 20

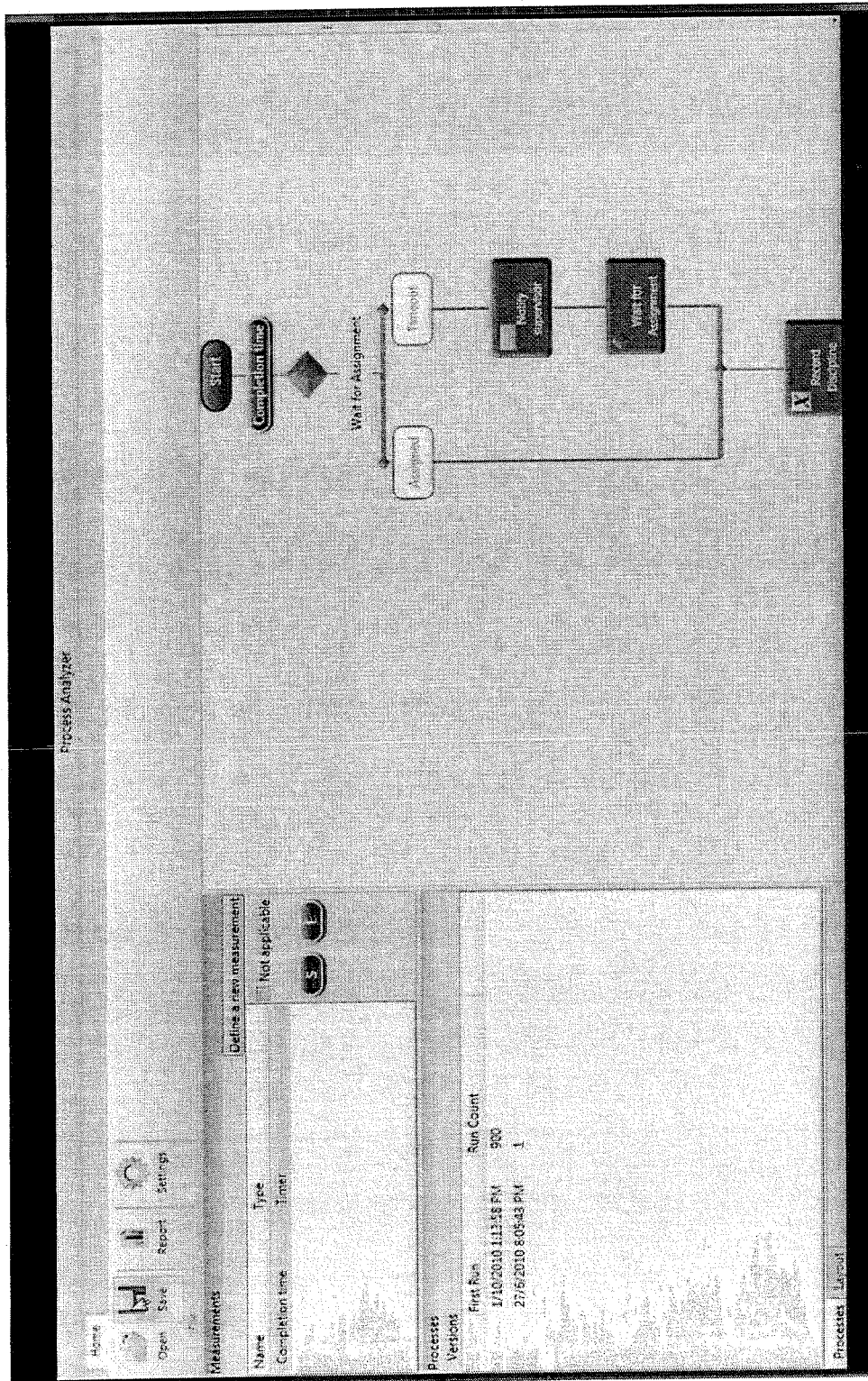


FIG. 21

Process: Simple WorkOrder

Sample Space

Data Range: 06/10/2010 and 06/10/2010

Time Filter: No filter

Special days: Include all days

Checkpoint: No filter

Condition: No condition

Location

Search | Clear

Control Chart

Measurement: --Select--

Cut off: to

UCL

LCL

Leave empty to indicate no cut-off

Histogram

Measurement: --Select--

Number of Bars: 20

Type: Normal

Cut off: to

Leave empty to indicate no cut-off

Scatter Plot

Y-Value: --Select--

Cut off for Y Values: to

X-Value: --Select--

Cut off for X Values: to

Leave empty to indicate no cut-off

FIG. 22

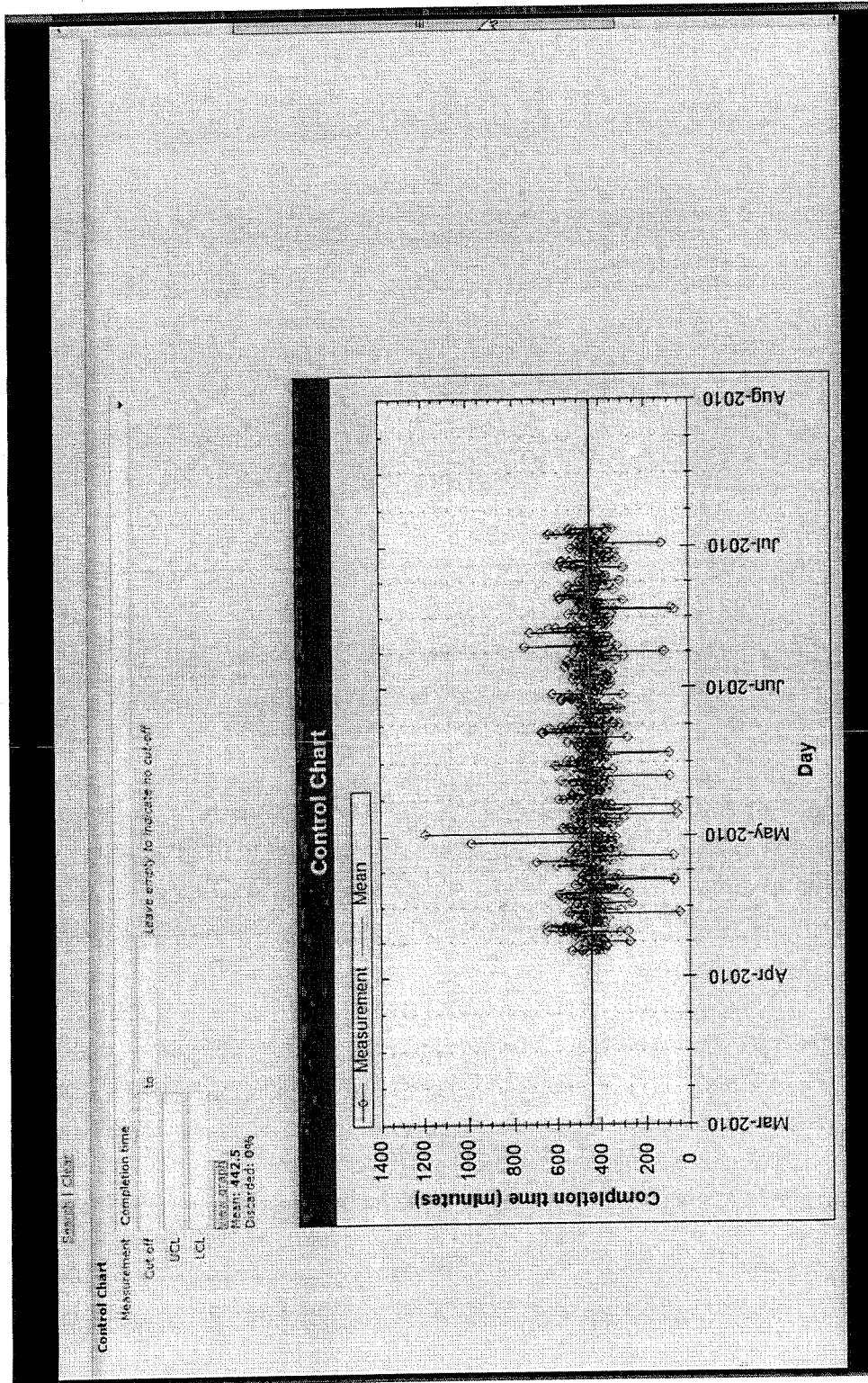


FIG. 23

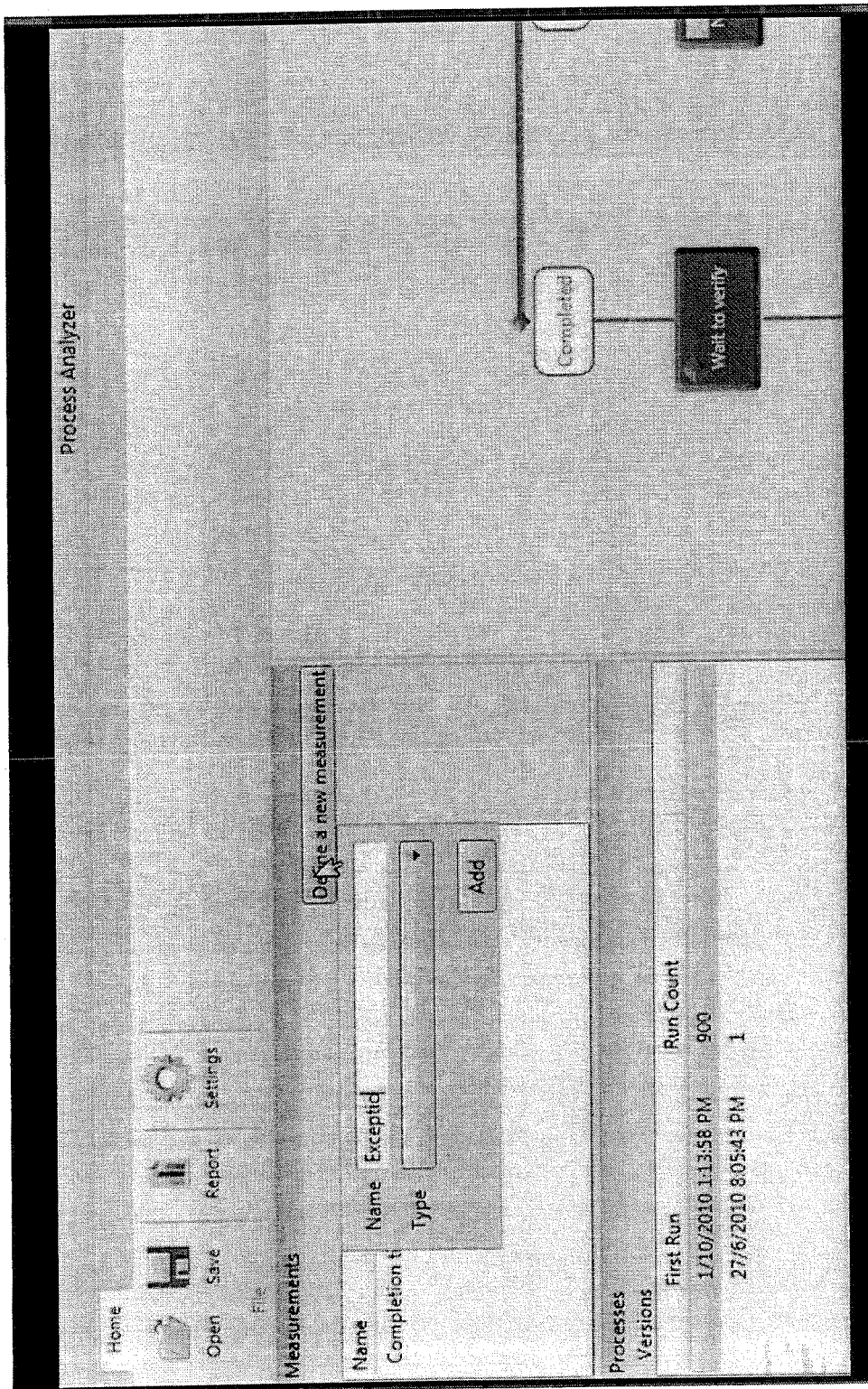


FIG. 24

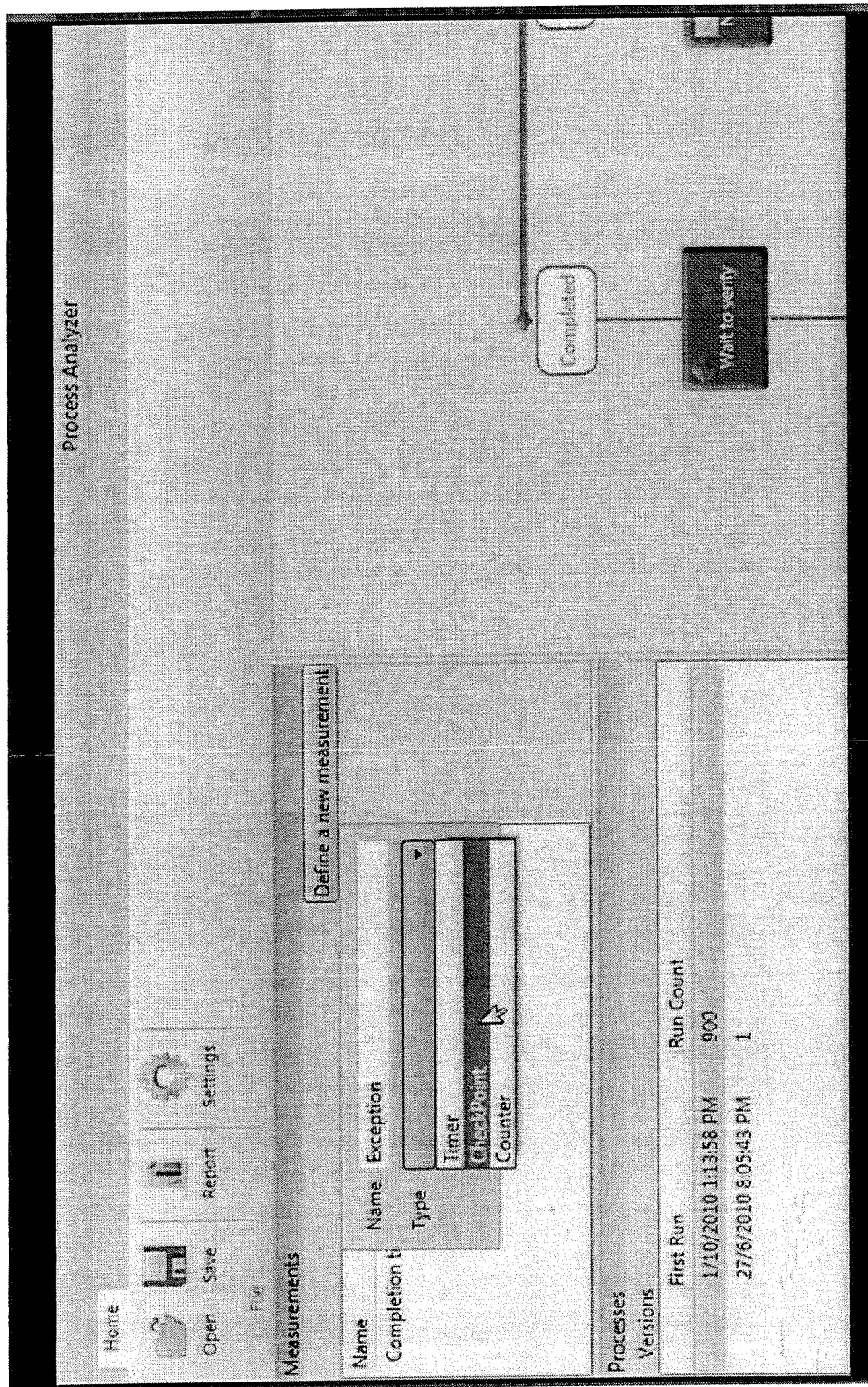


FIG. 25

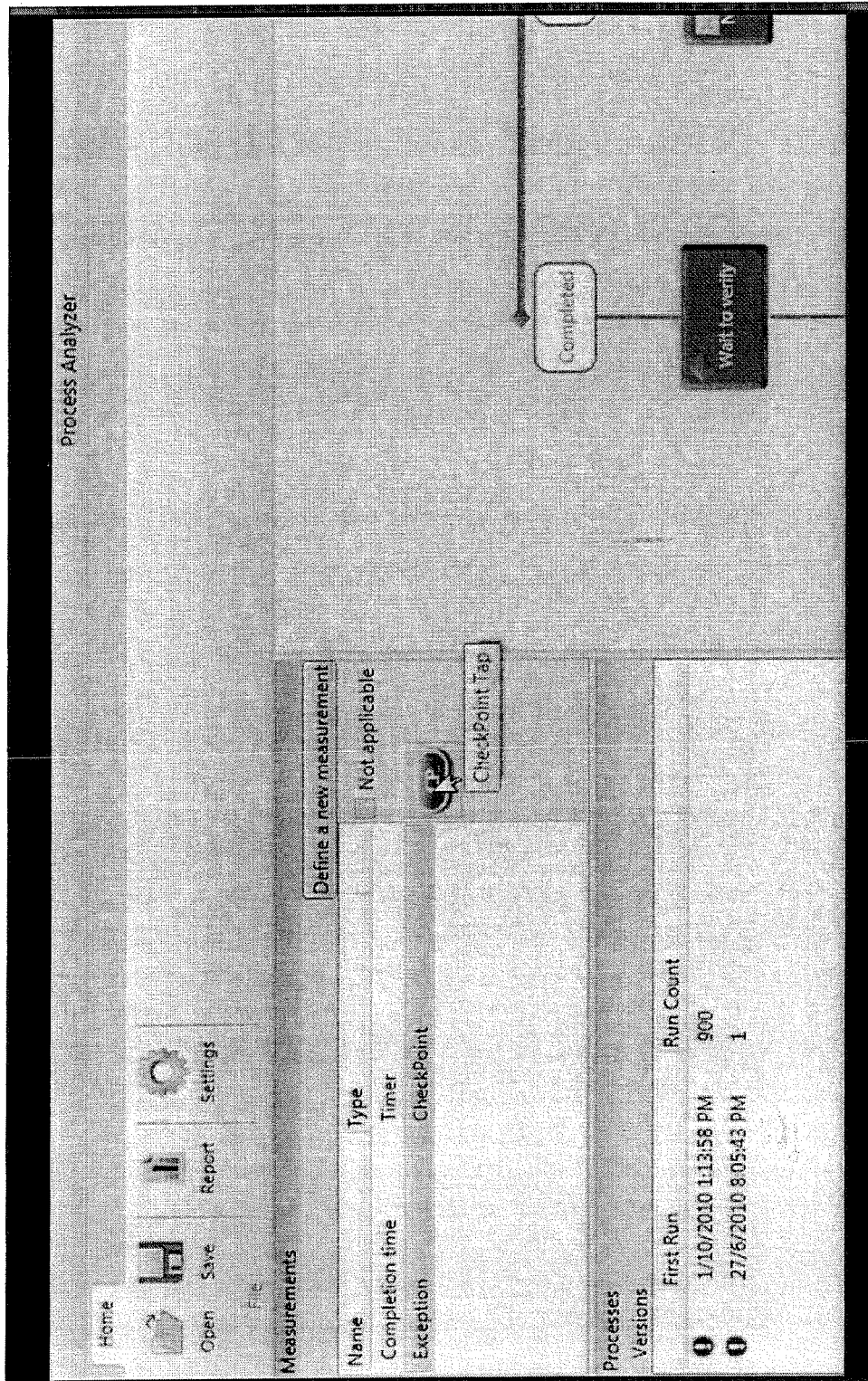


FIG. 26

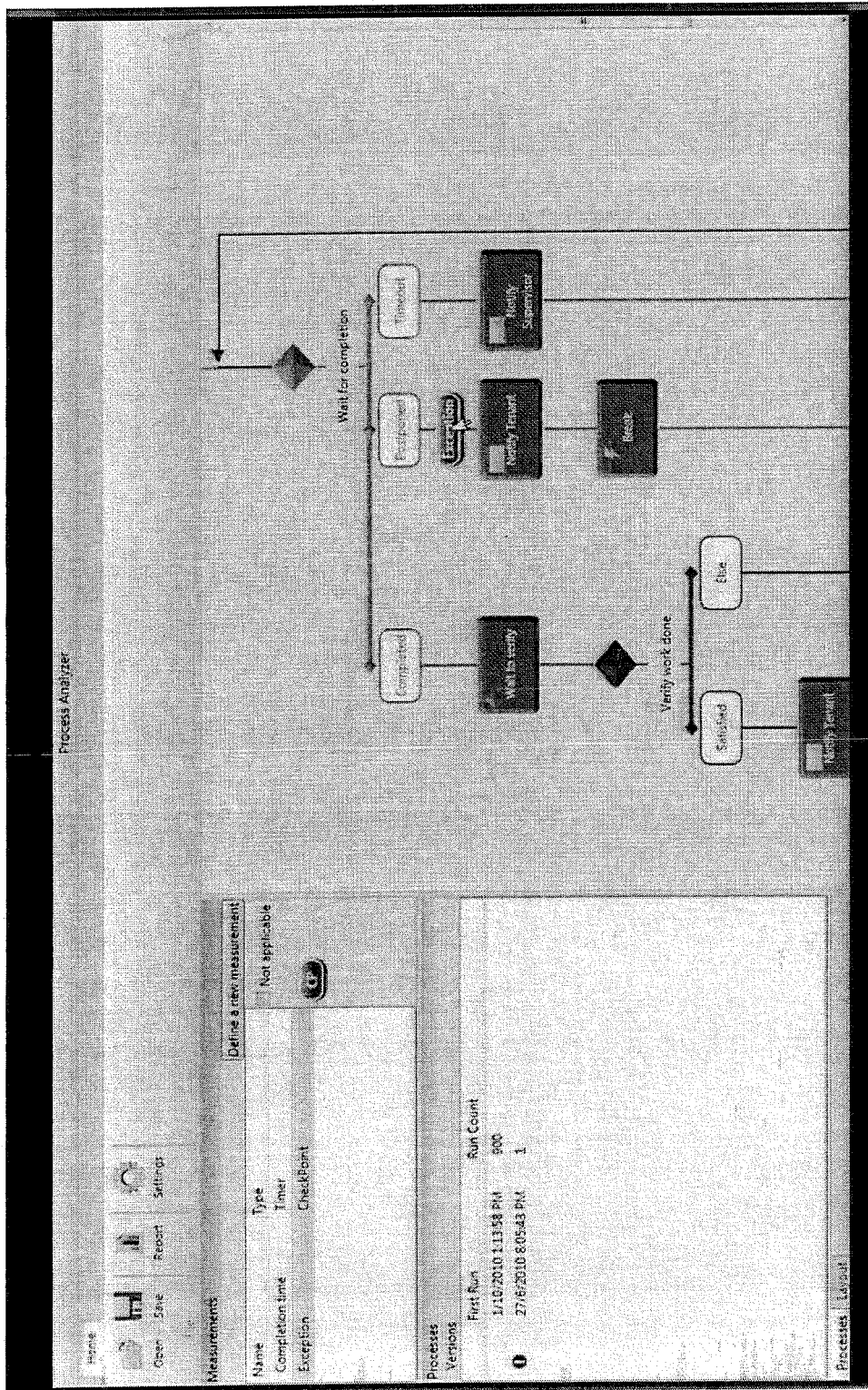


FIG. 27

Service Desk **Process** **Simple WorkOrder**

Sample Space

Date Range and

Time Filter and and

Special days

Checkpoint

Condition

Location

Control Chart

Measurement Completion time

Cut off

UCL

LCL

FIG. 28

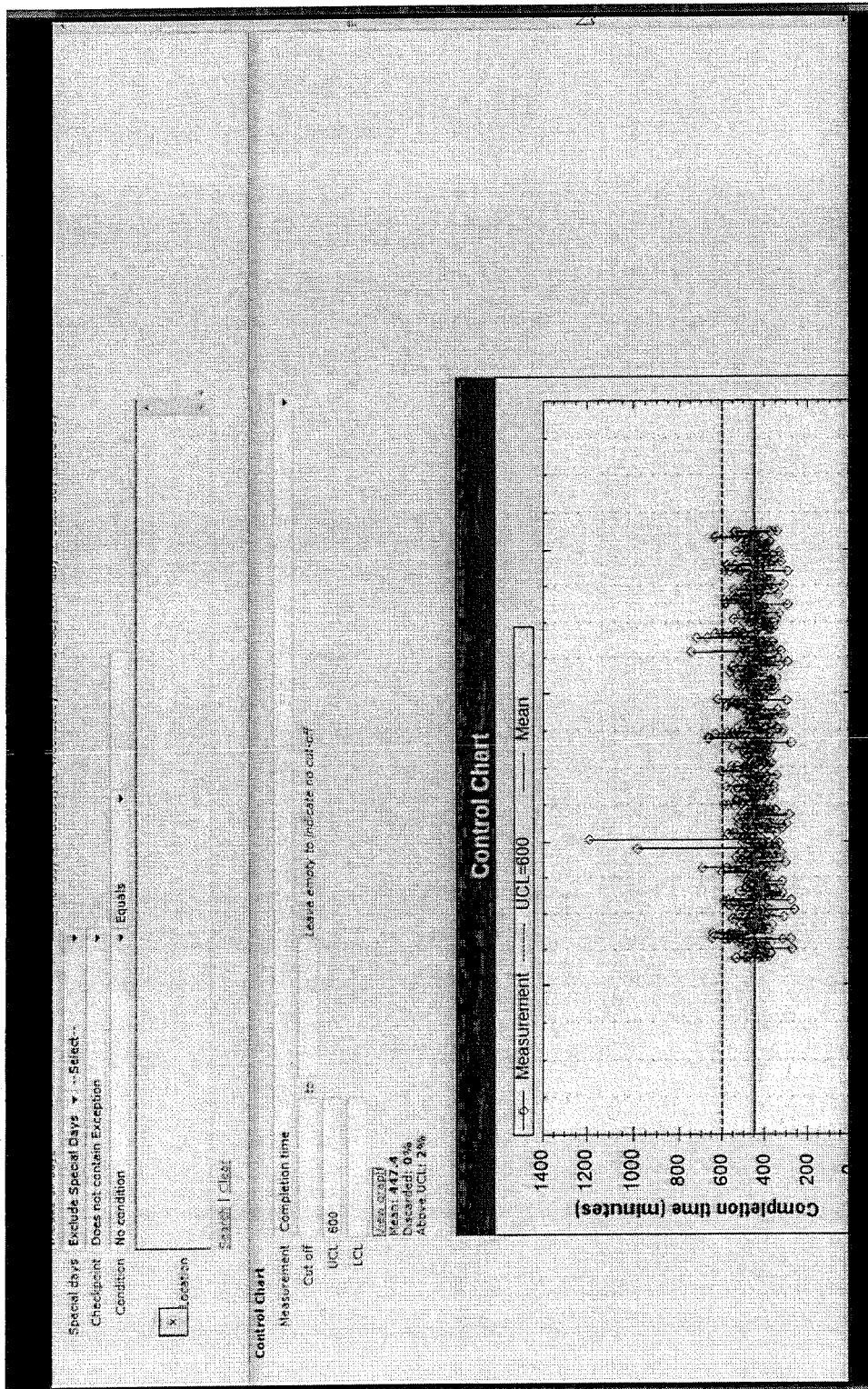


FIG. 29

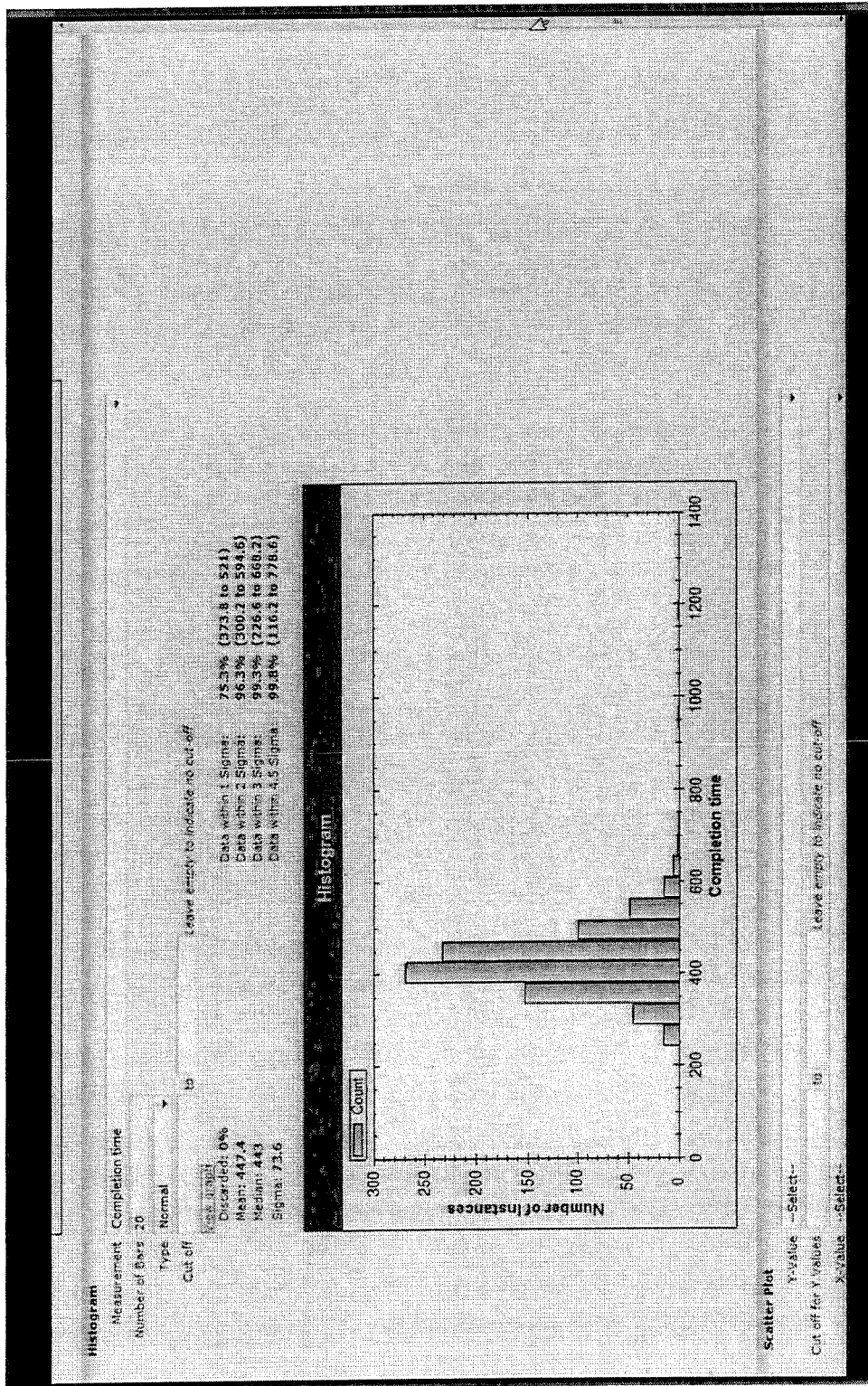


FIG. 30

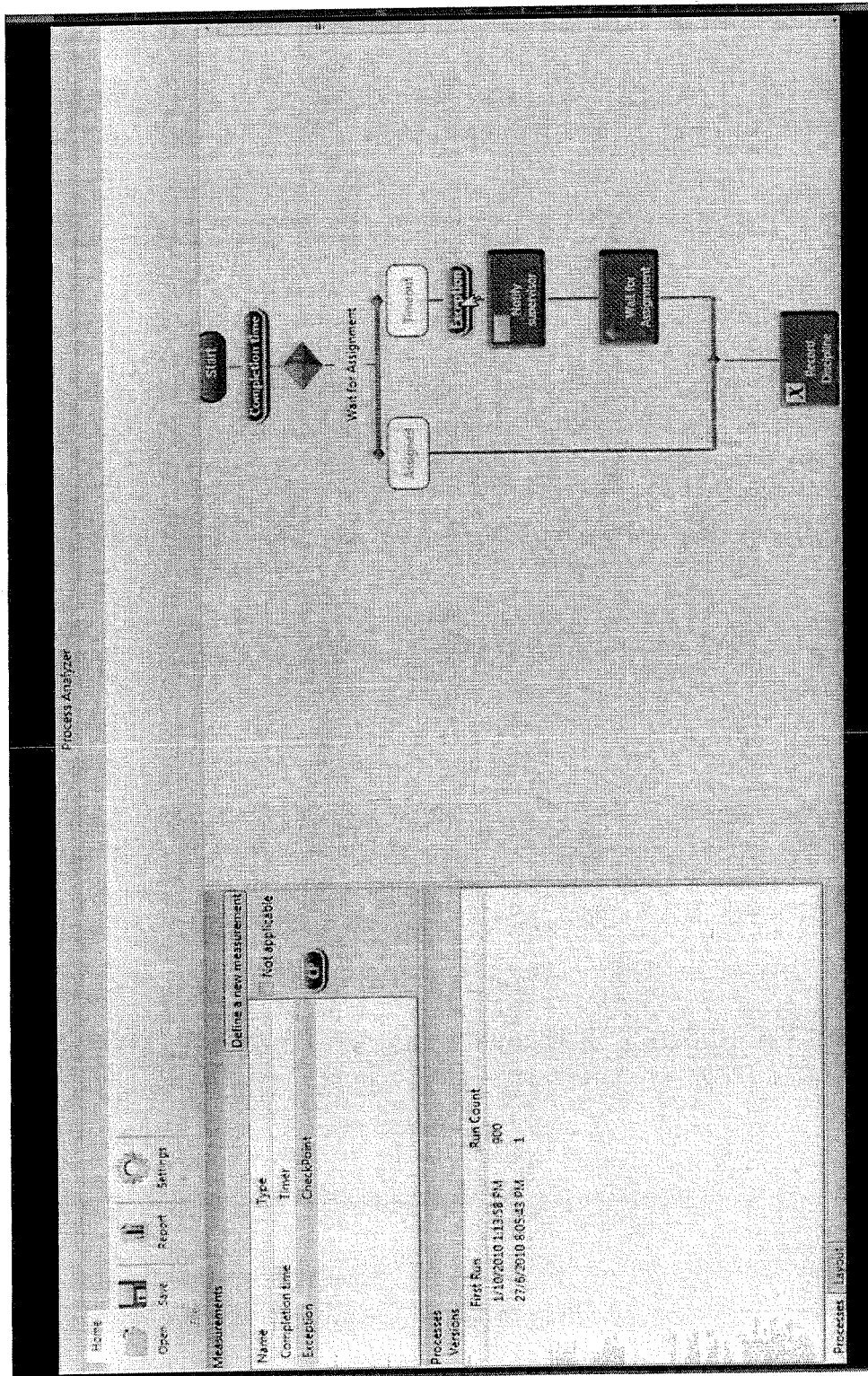


FIG. 31

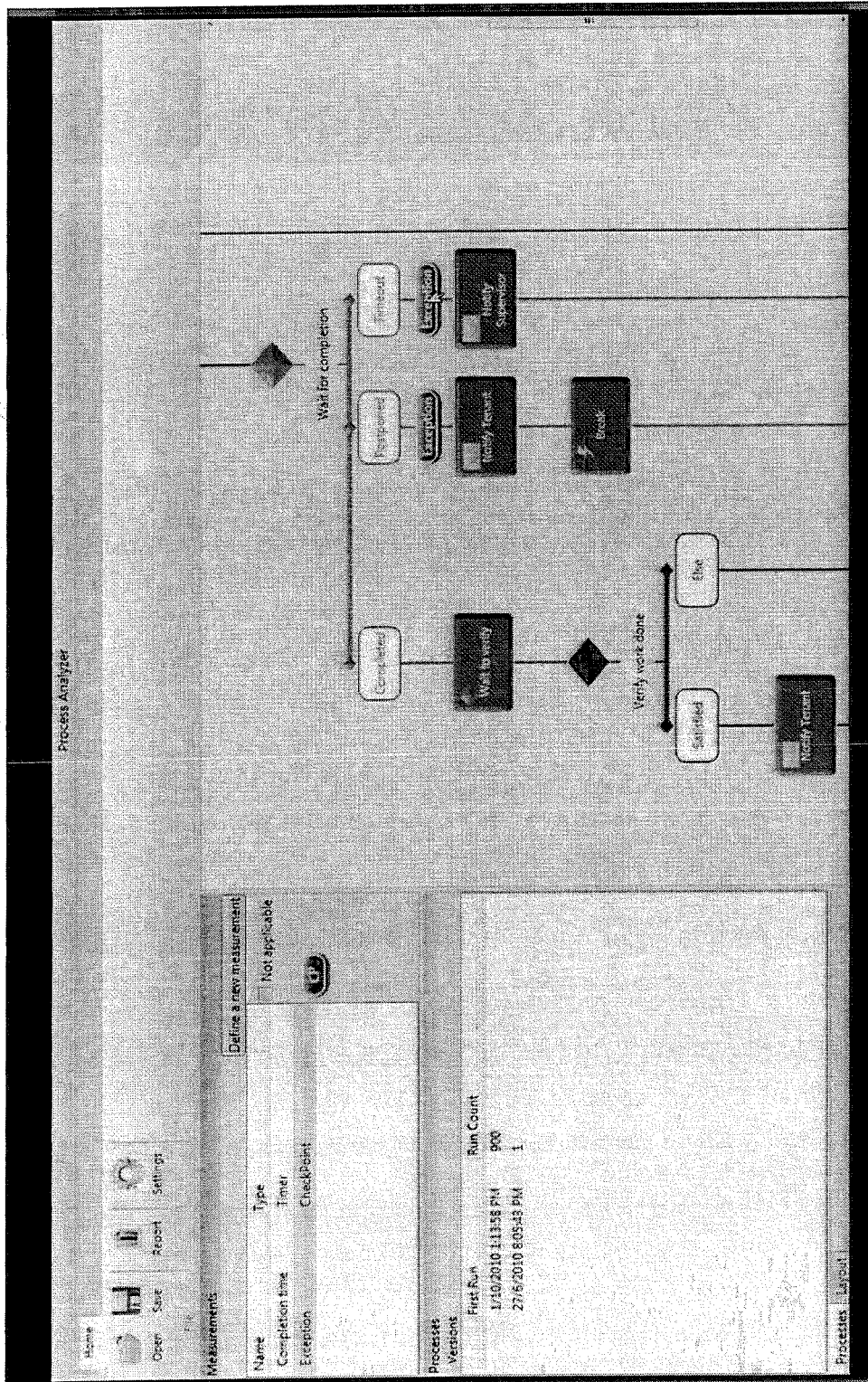


FIG. 32

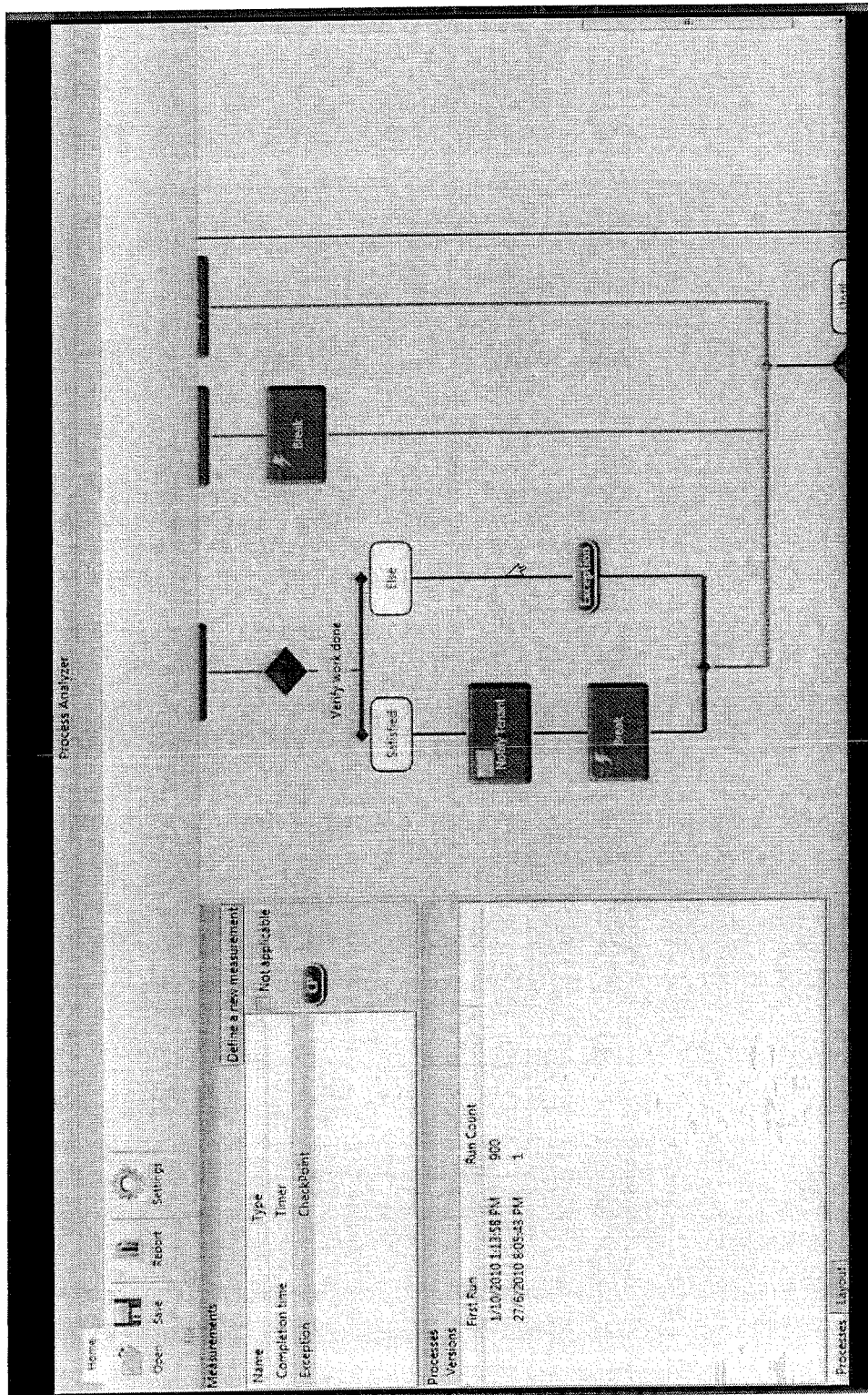


FIG. 33

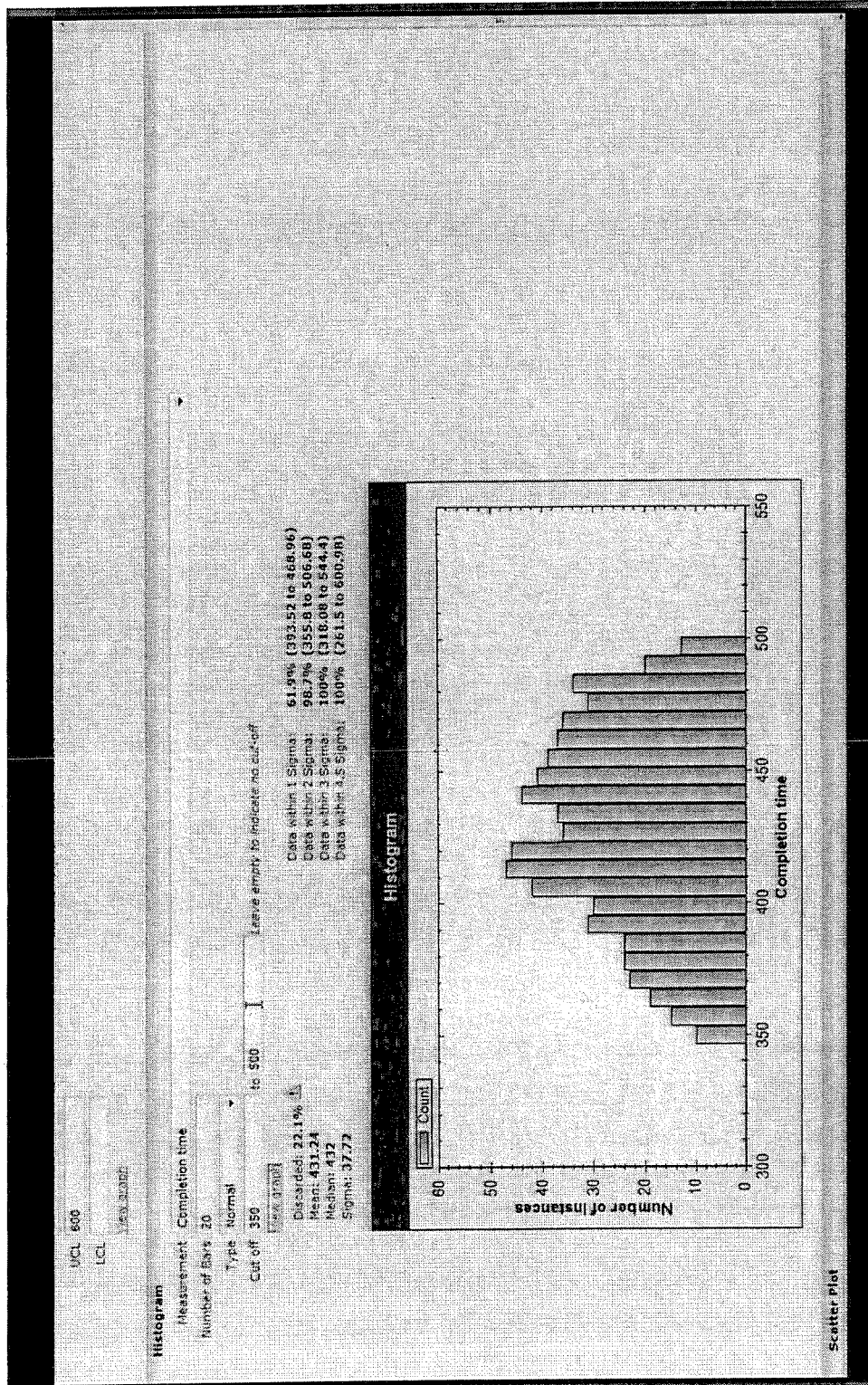


FIG. 34

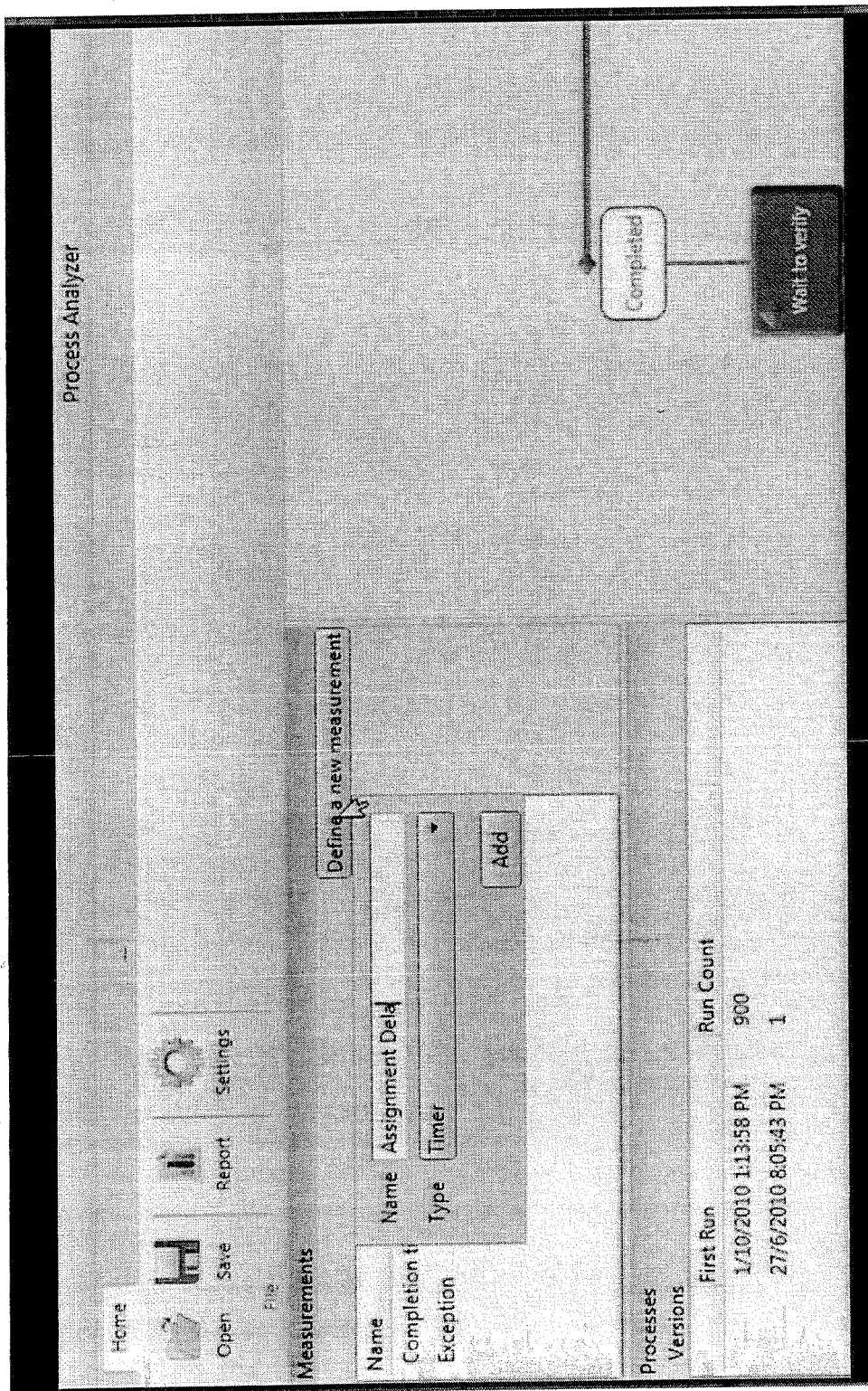


FIG. 35

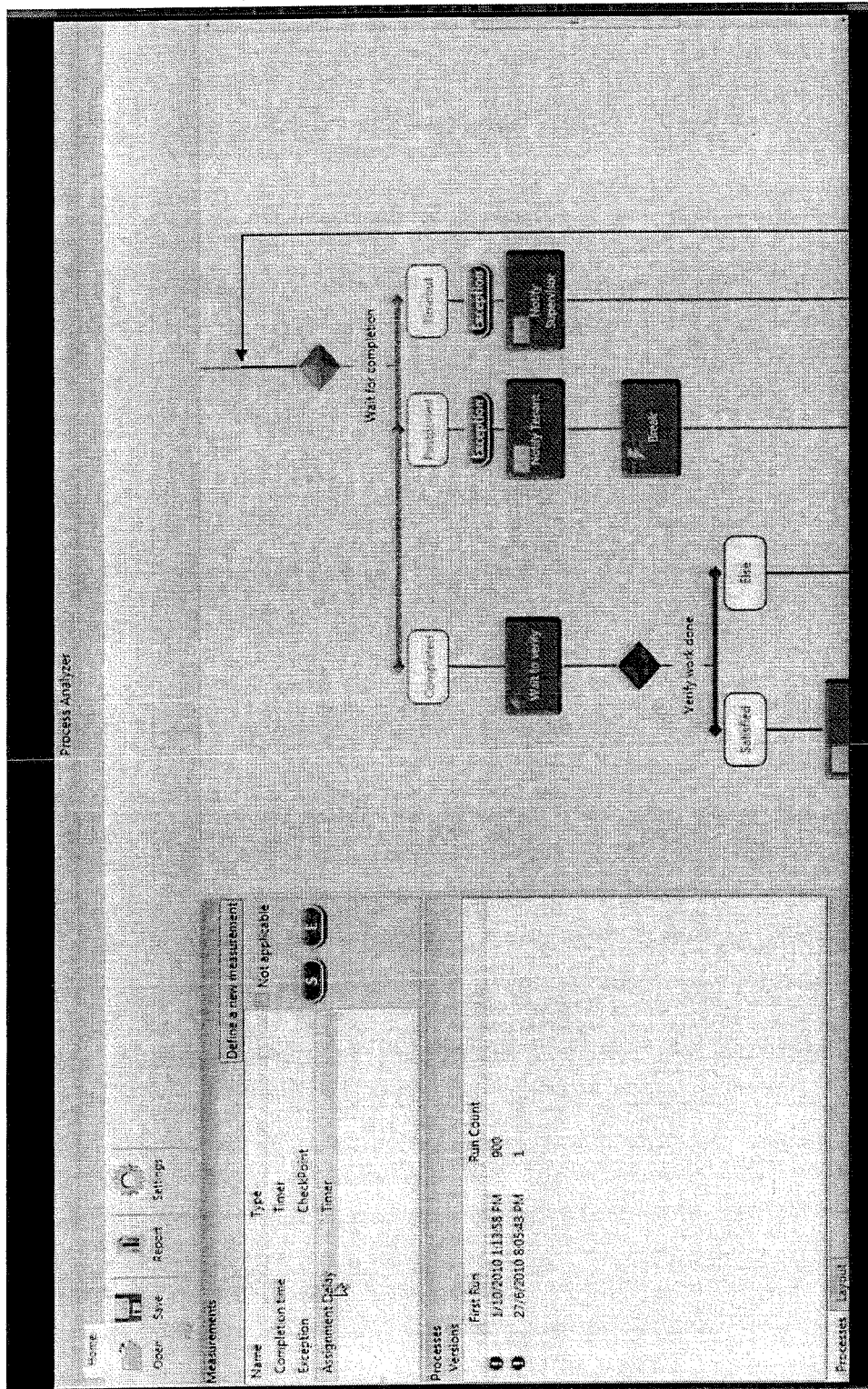


FIG. 36

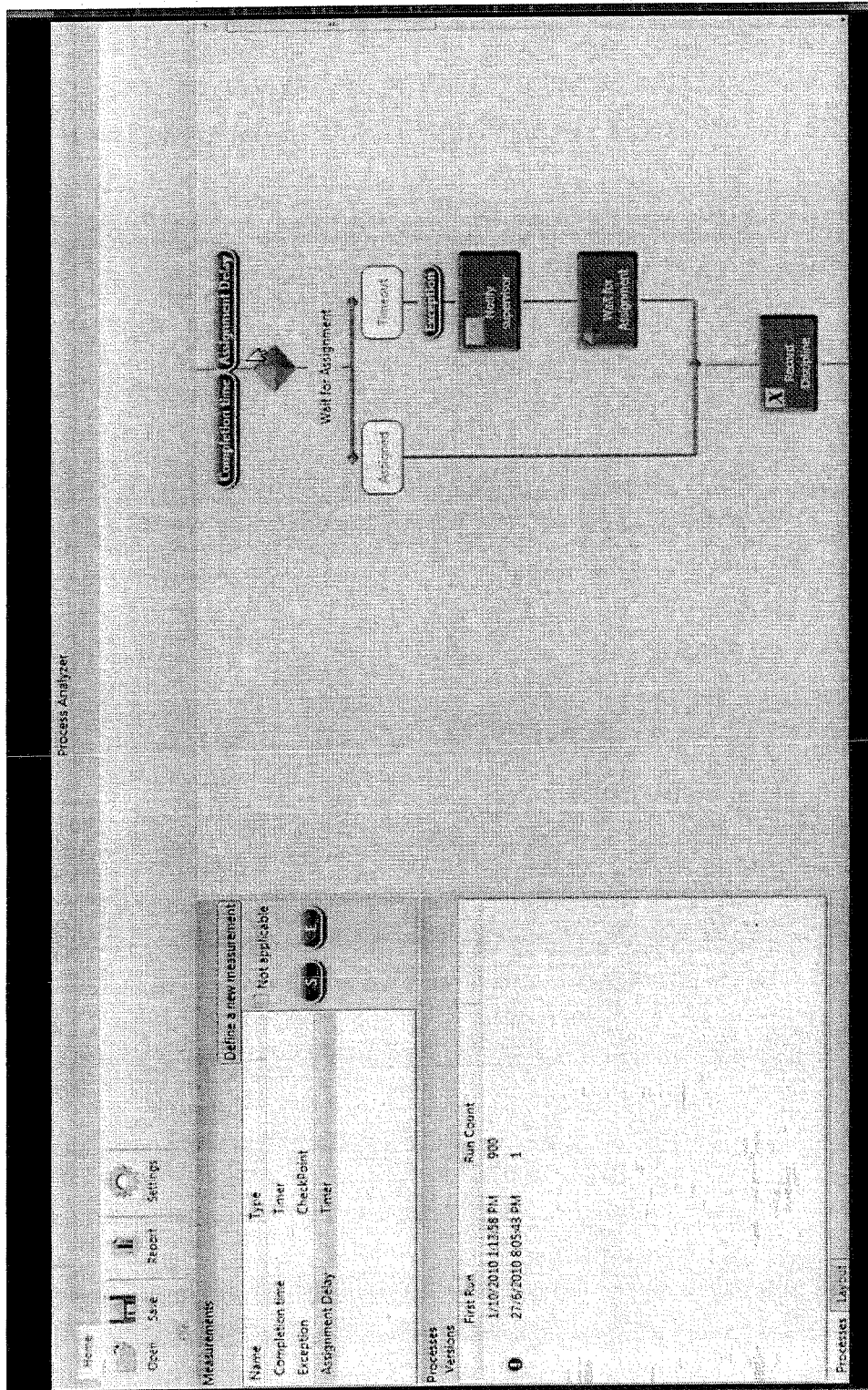


FIG. 37

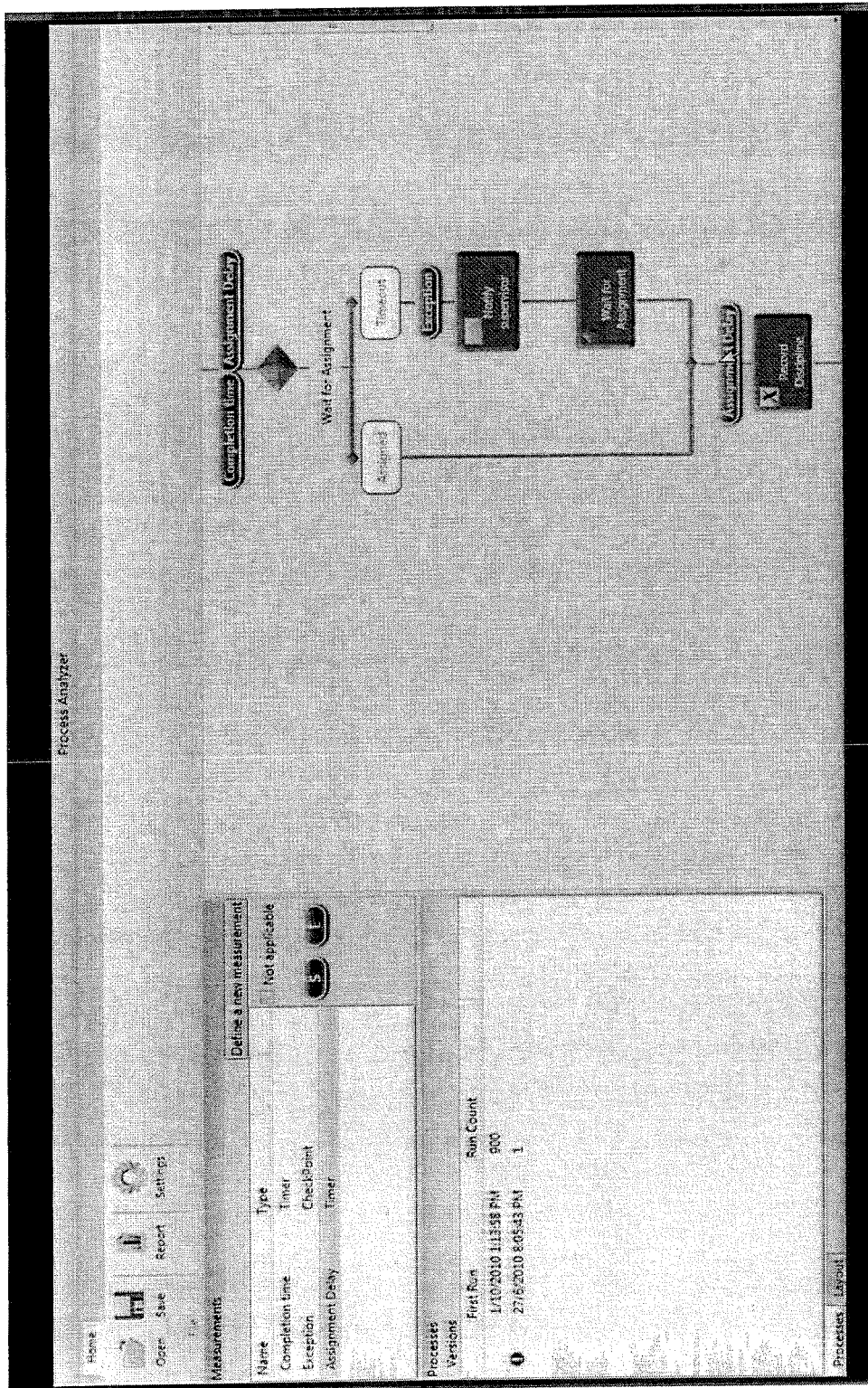


FIG. 38

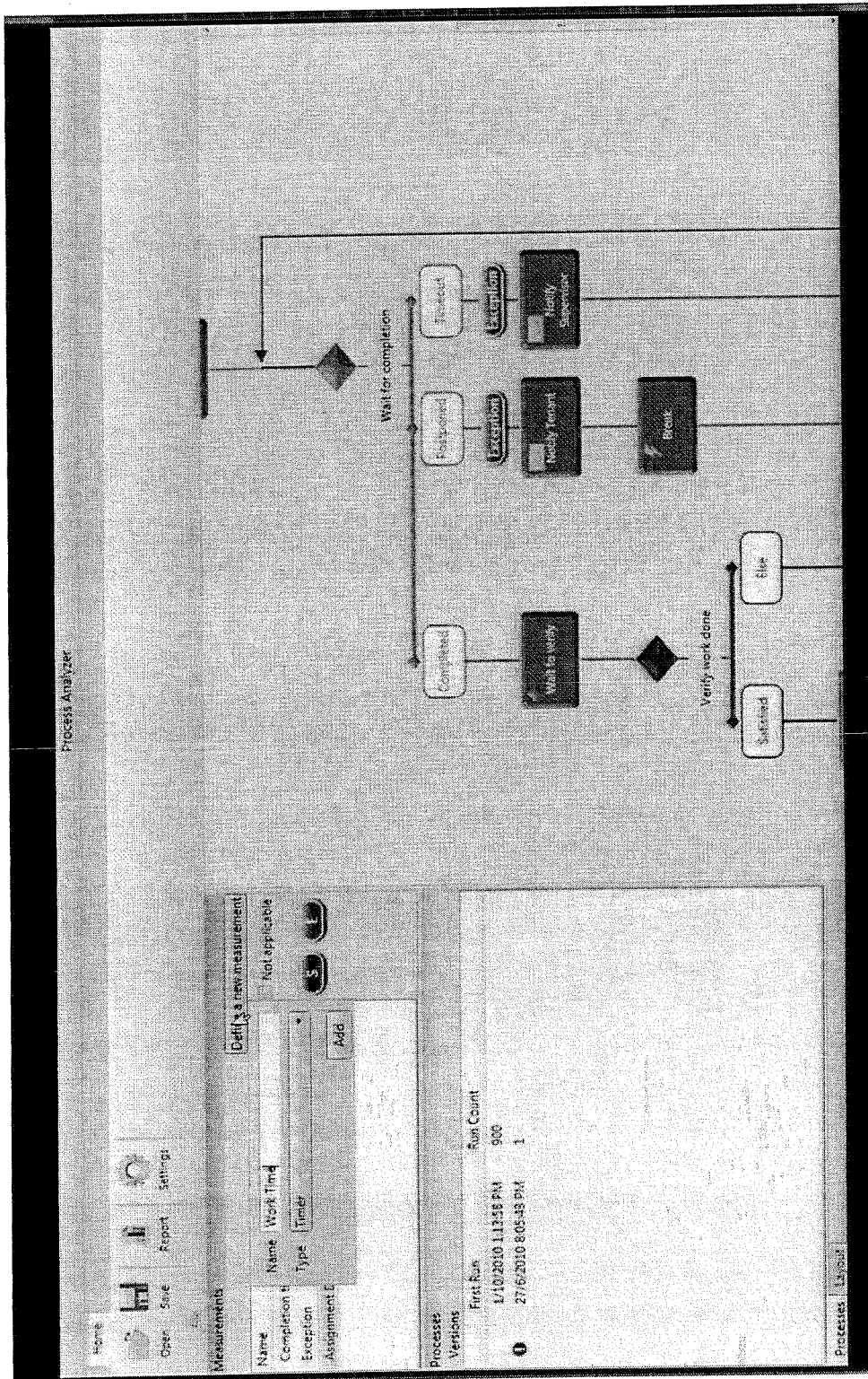


FIG. 39

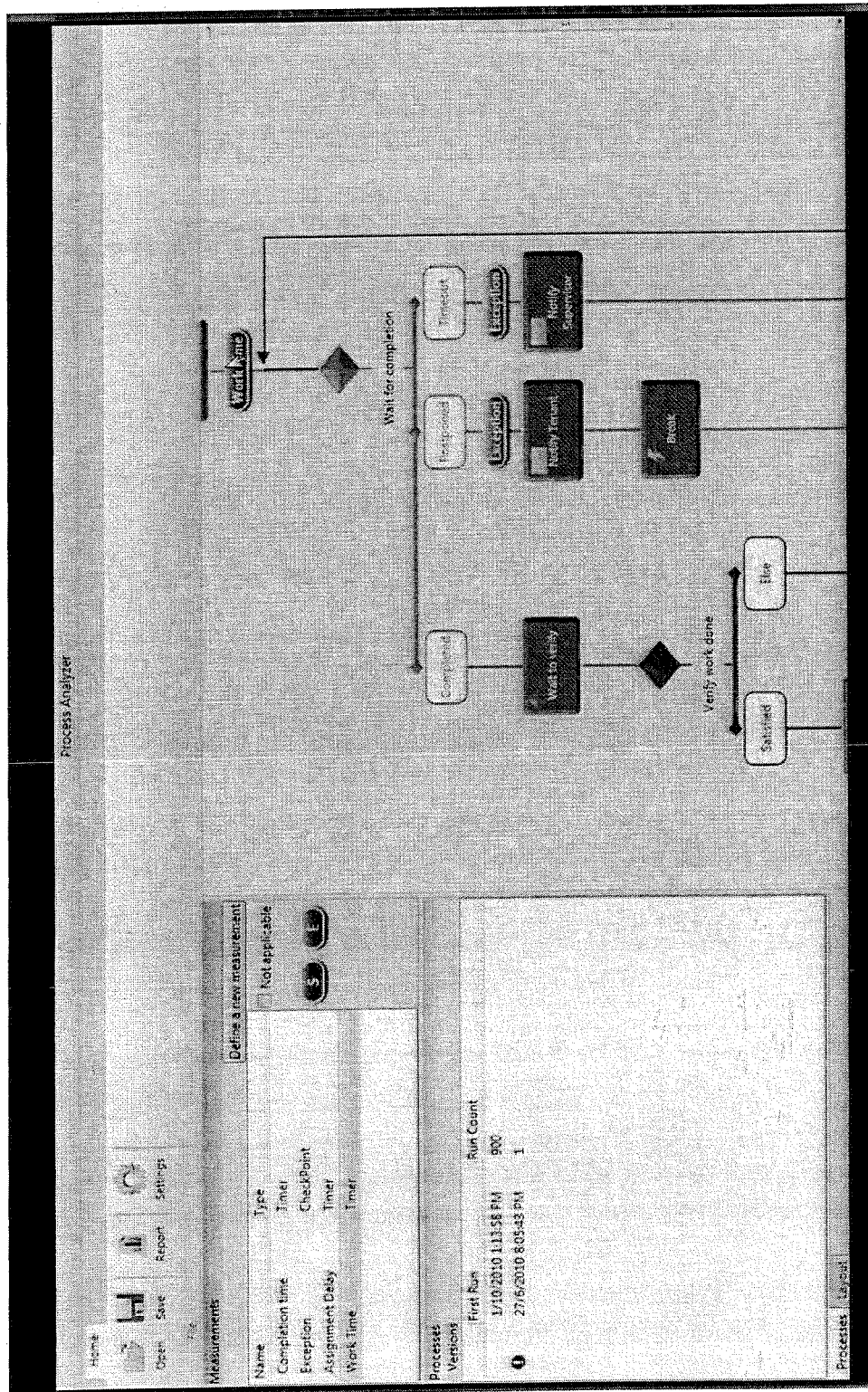


FIG. 40

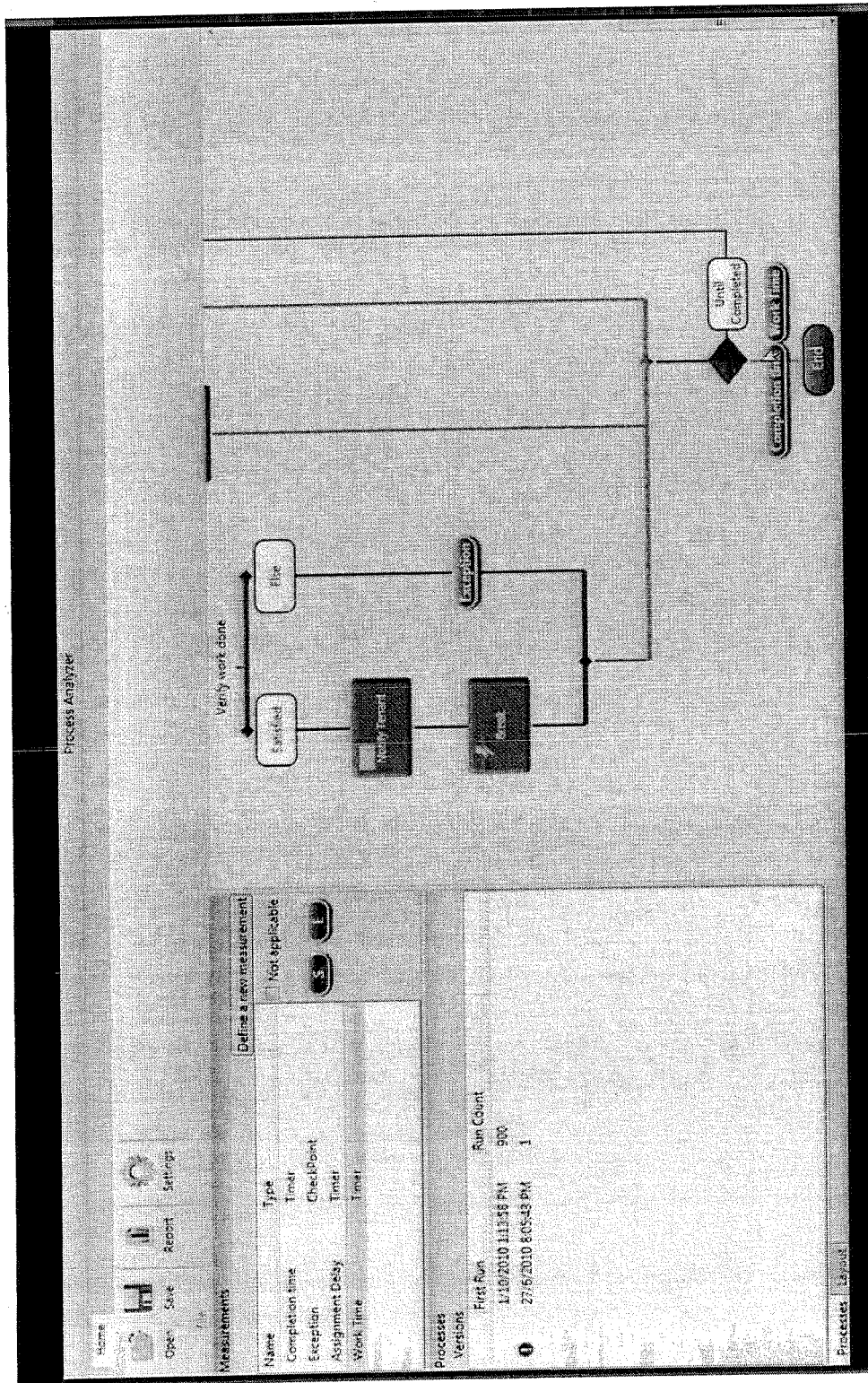


FIG. 41

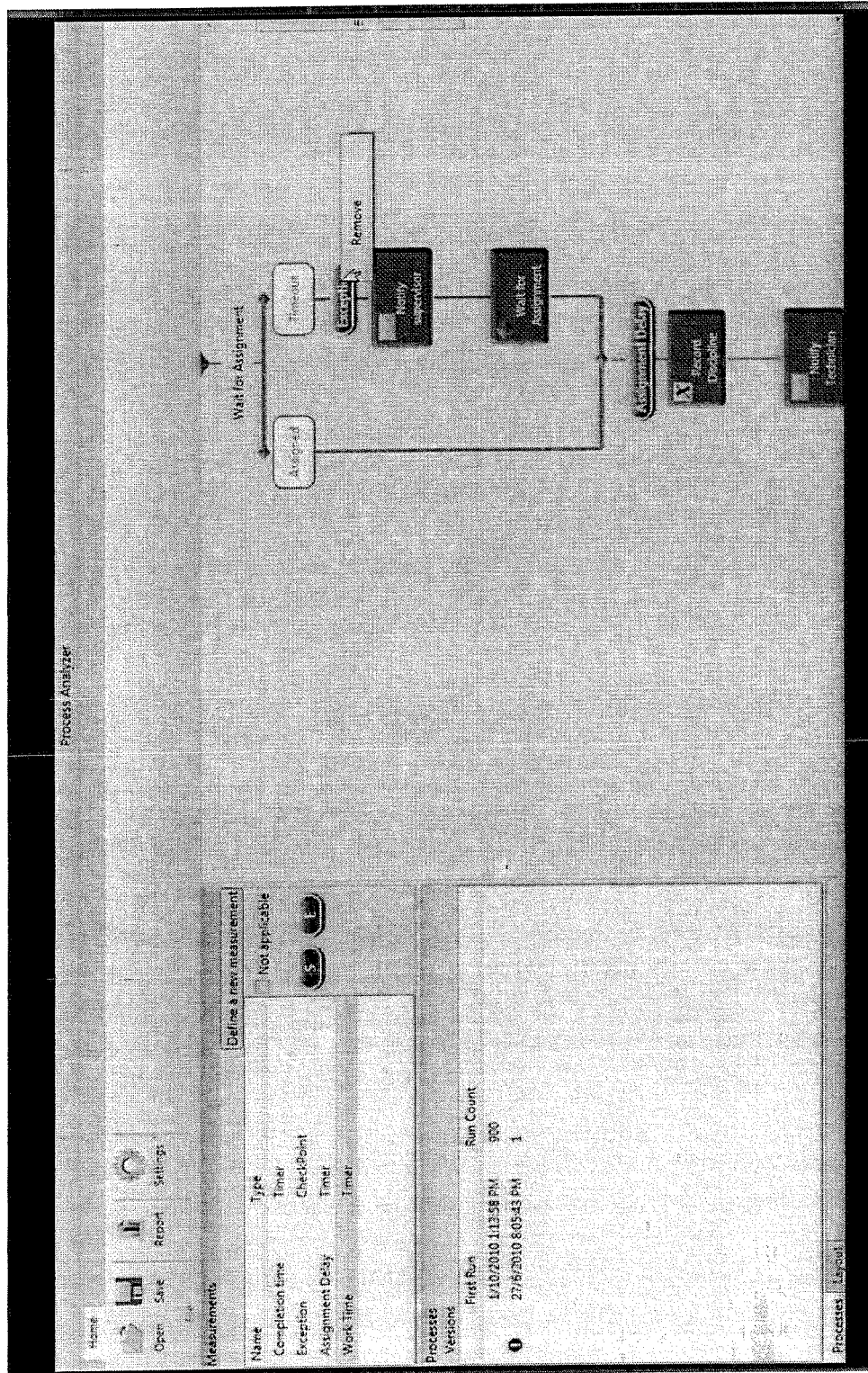


FIG. 42

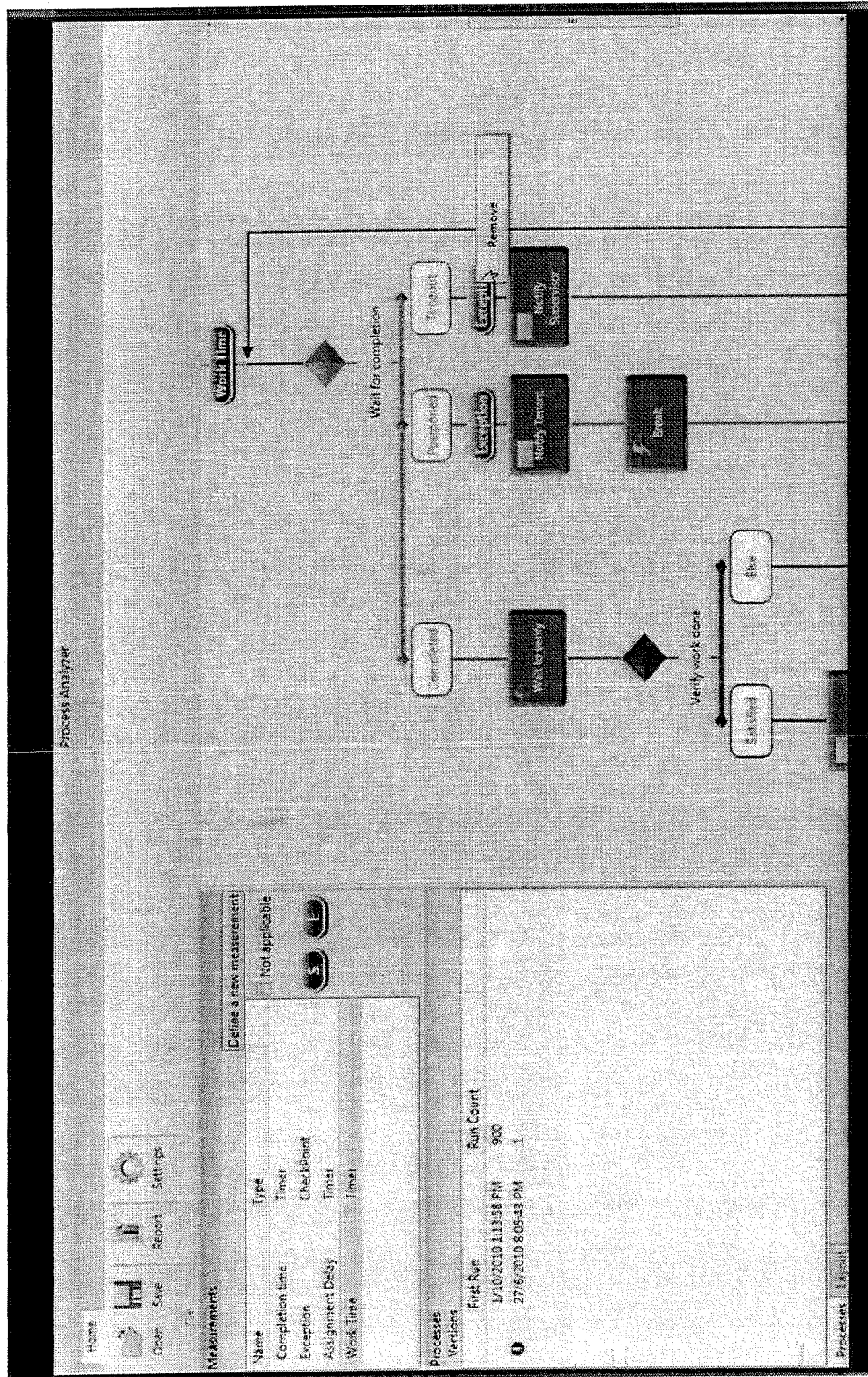


FIG. 43

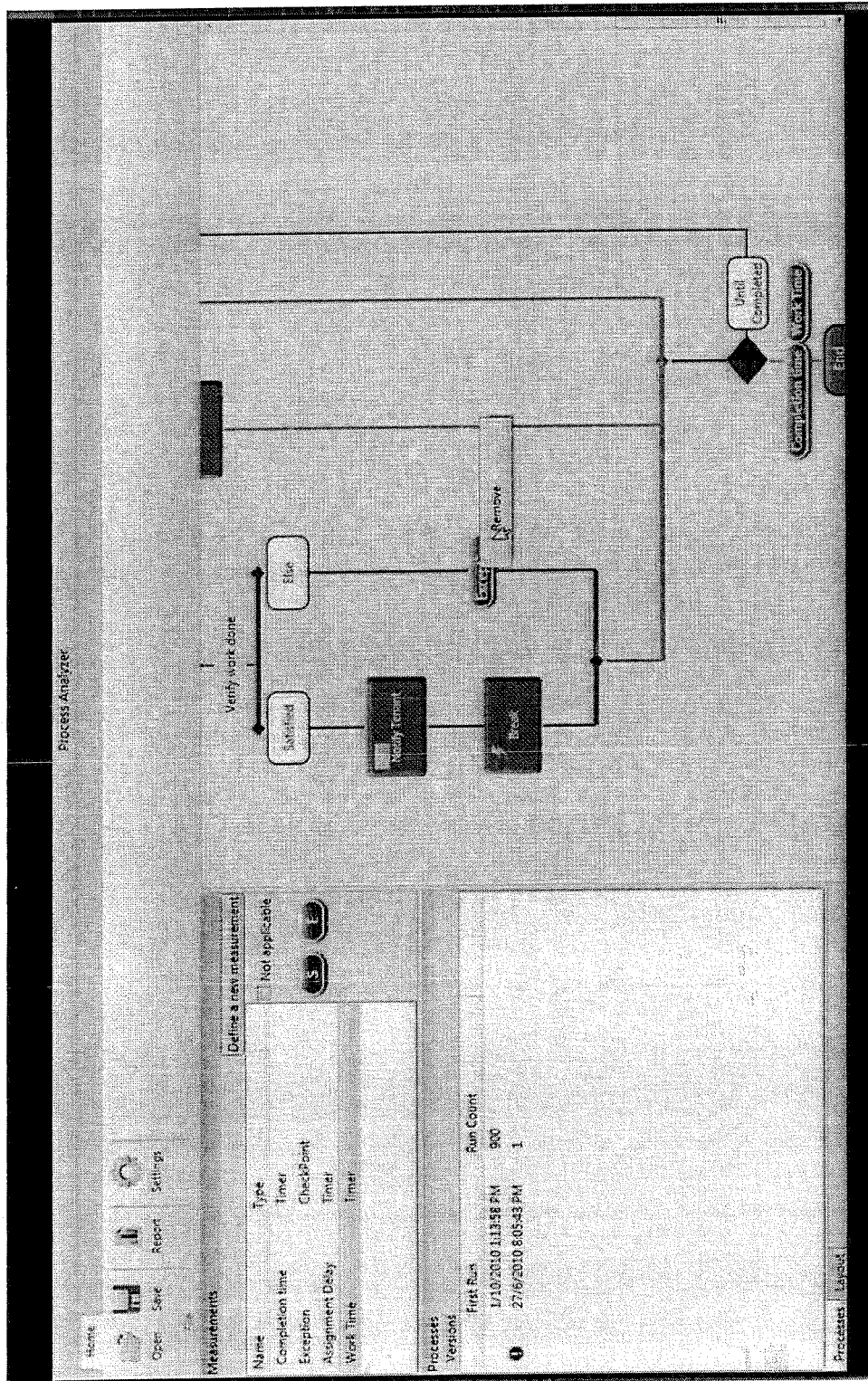


FIG. 44

Service Desk > Process Analysis

Process: **Simple WorkOrder**

Sample Space

Date Range: and

Time Filter: and

Special days:

Checkpoint:

Condition:

Location

Control Chart

Measurement:

Cut off:

UCL:

FIG. 45

Service Desk		Process Simple WorkOrder	
Sample Space			
Date Range	01/10/2009 and 06/10/2010		
Time Filter	No filter	19:35 and 19:35	
Special days	Include all days	☒ Monday	☒ Tuesday
Checkpoint	Exclude Special Days	☒ Wednesday	☒ Thursday
Condition	Does not contain Exception		
Completion time	Greater Than	<input]<="" td="" type="text" value="500"/>	
☐ Location			
Search Clear			
Control Chart			
Measurement	Completion time		
Cut off	to	Leave empty to indicate no cut-off	
UCL	600		

FIG. 46

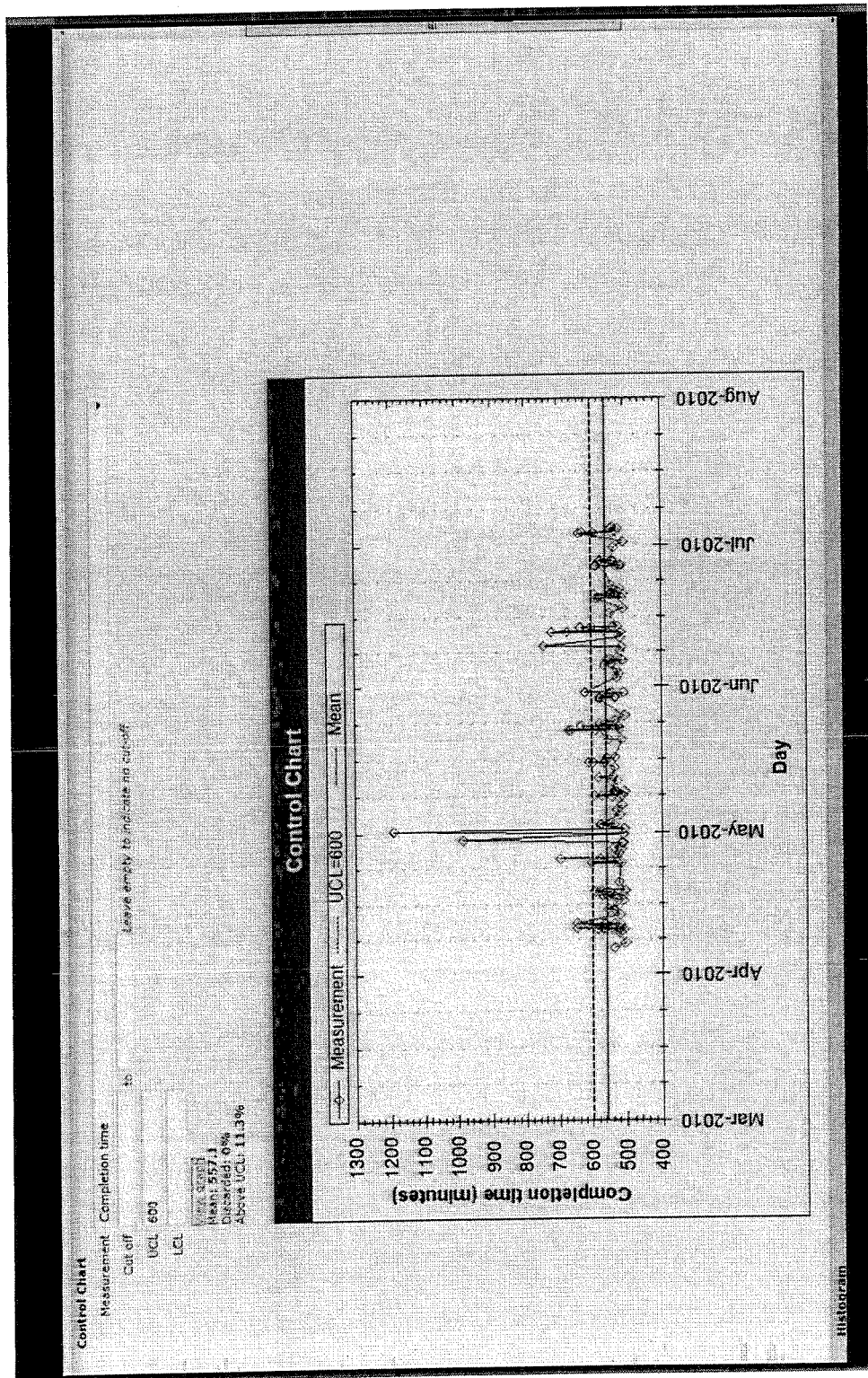


FIG. 47

Day	
Histogram	
Measurement	Completion time
Number of Bars	20
Type	Normal
Cut off	350 to 500
Leave empty to indicate no cut-off	
View graph	
Scatter Plot	
Y-Value	Completion time
Cut off for Y Values	to
X-Value	--Select--
Cut off for X Values	--Select--
Completion time	
Assigned delay	
Work Time	
Day of Week	
Hour Of Day	
Day of Week	
Pareto Chart	
Group By	Number of instances
Measurement	
Number of Bars	7
View graph	

FIG. 48

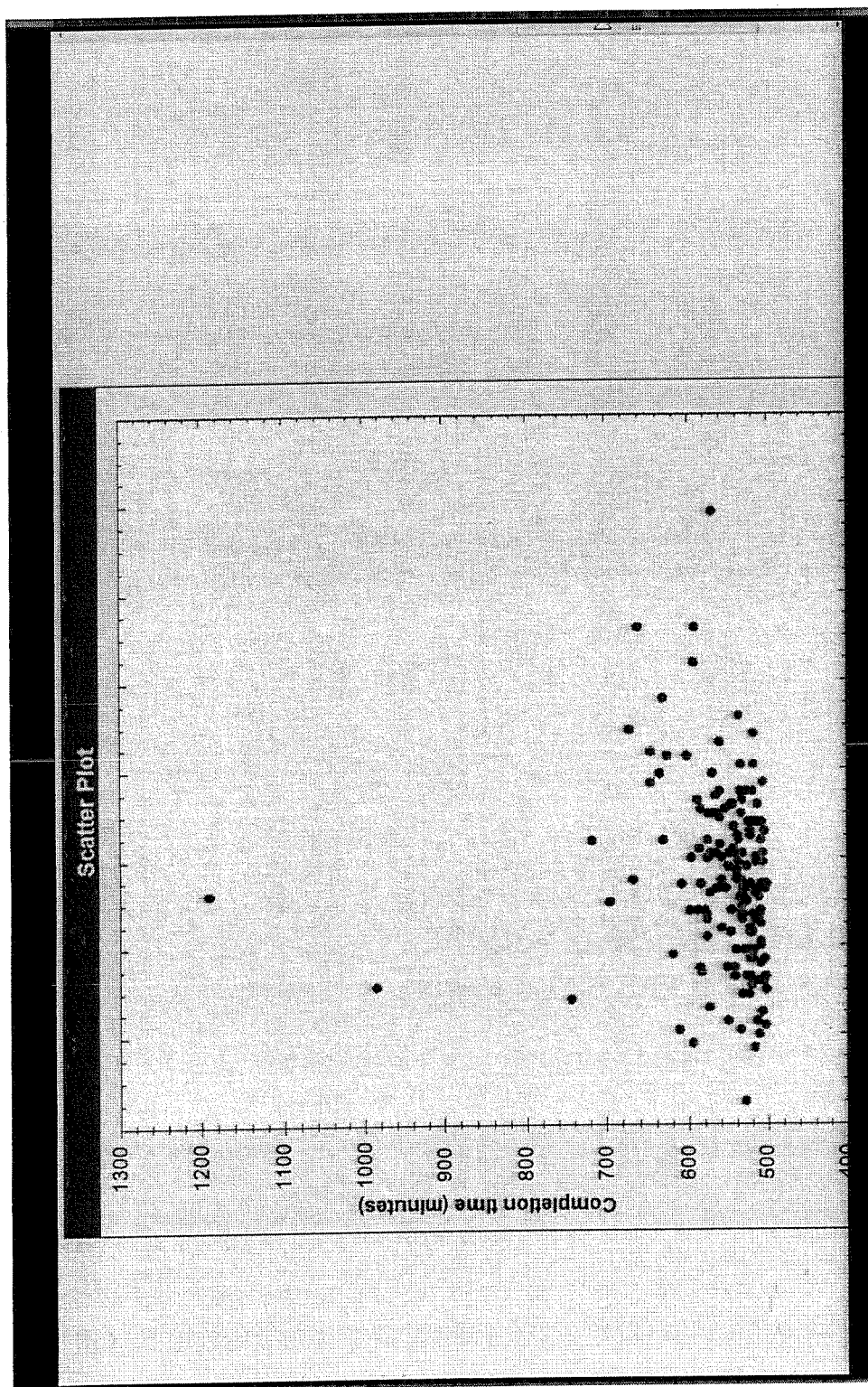


FIG. 49

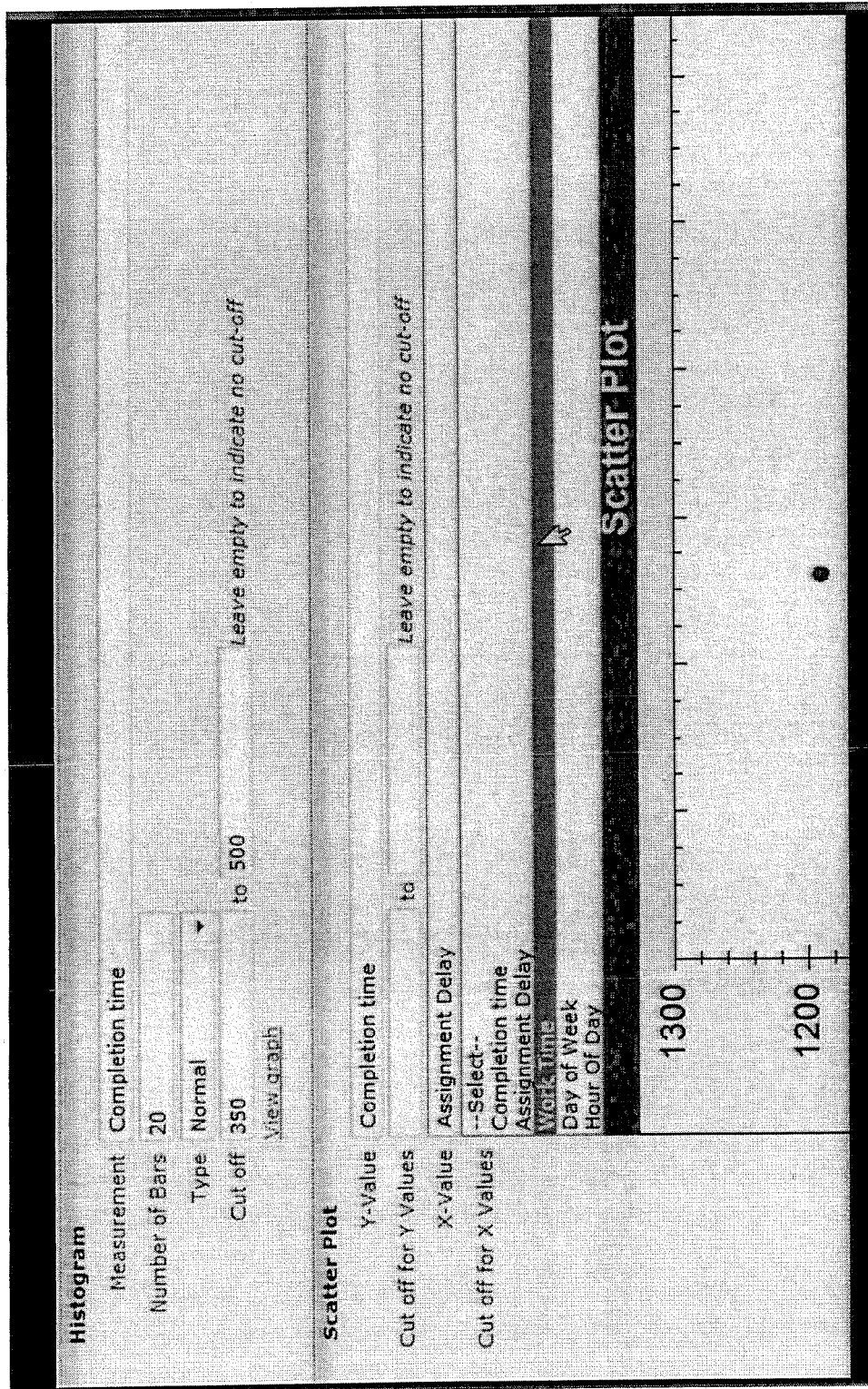


FIG. 50

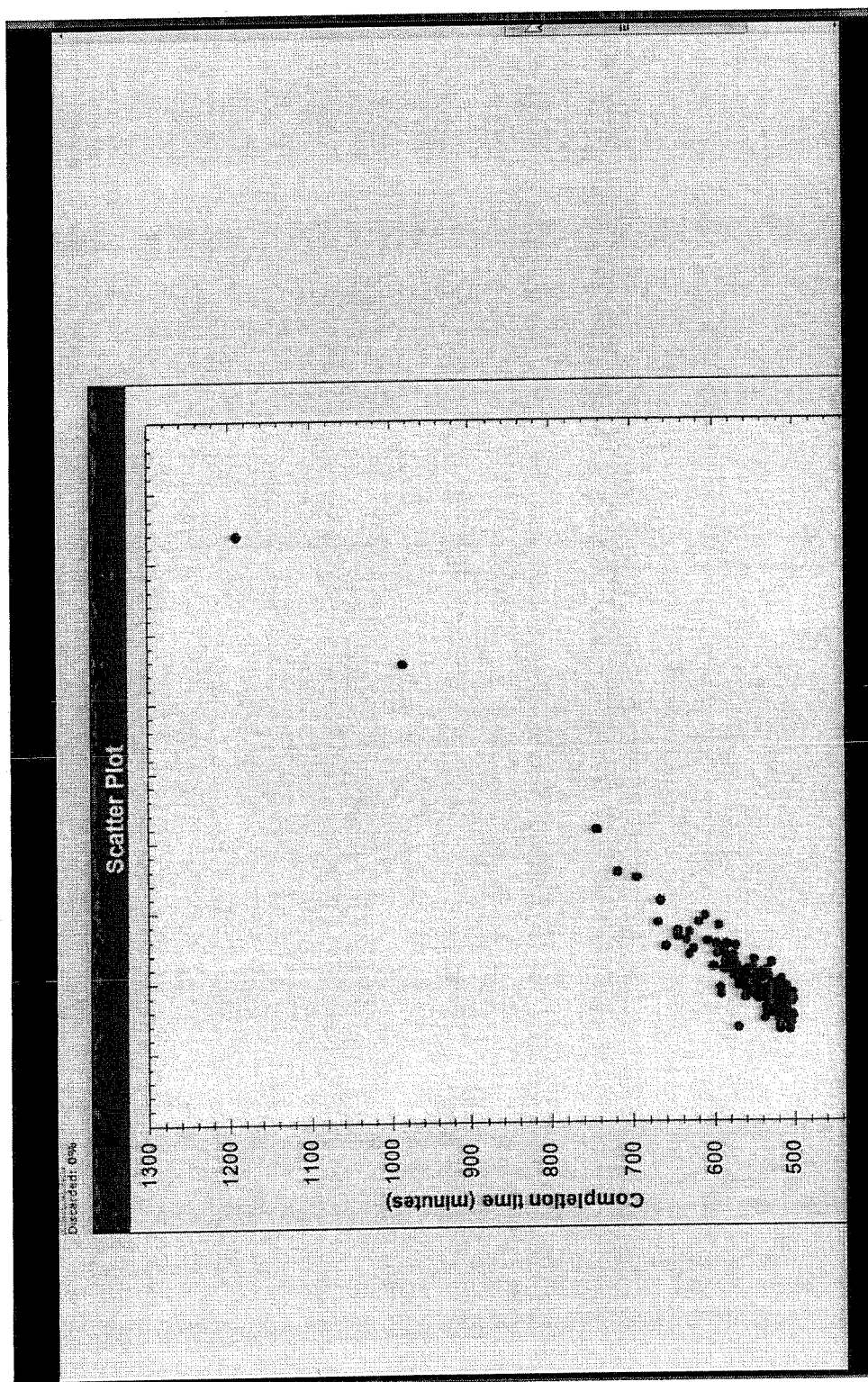


FIG. 51

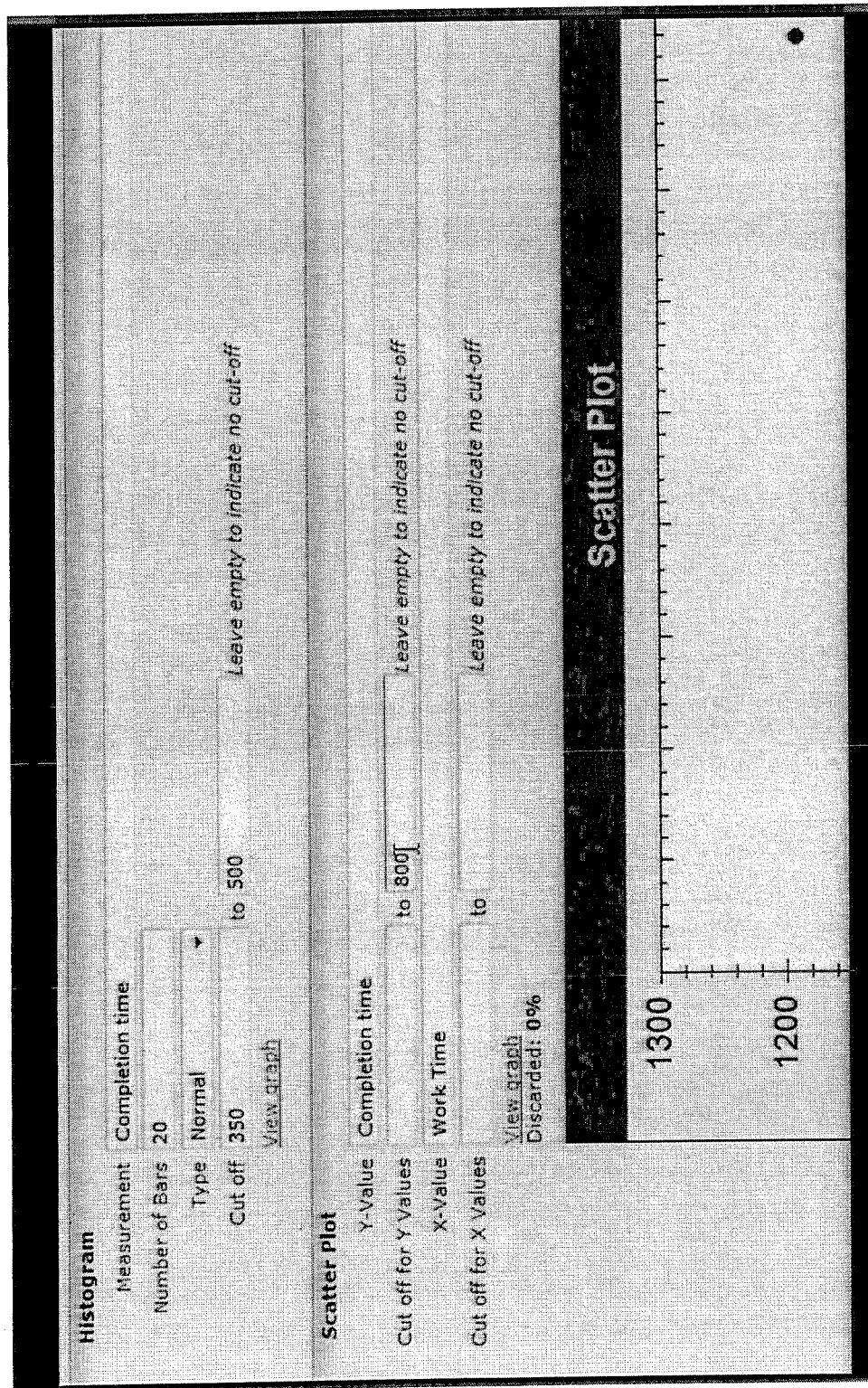


FIG. 52

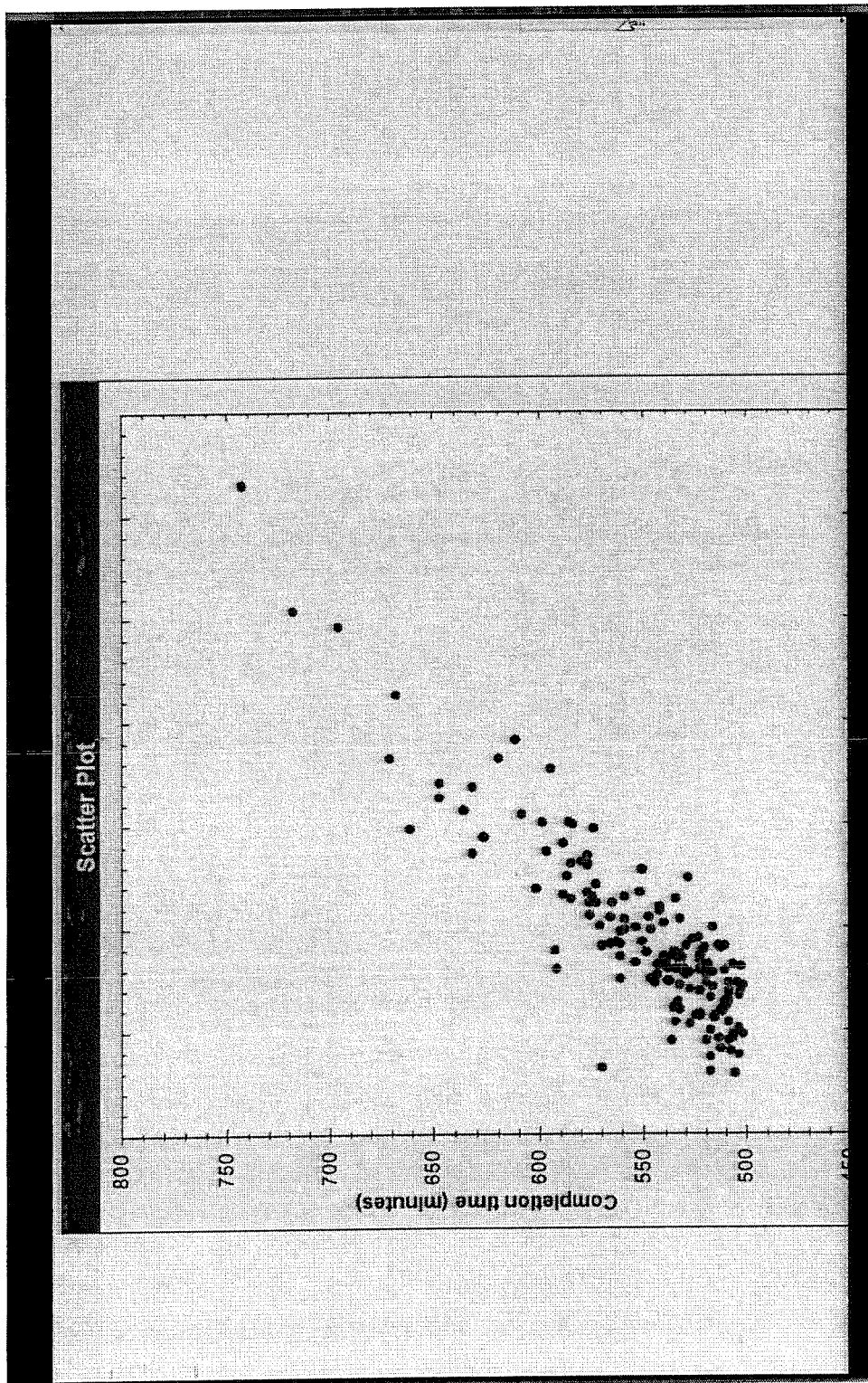


FIG. 53

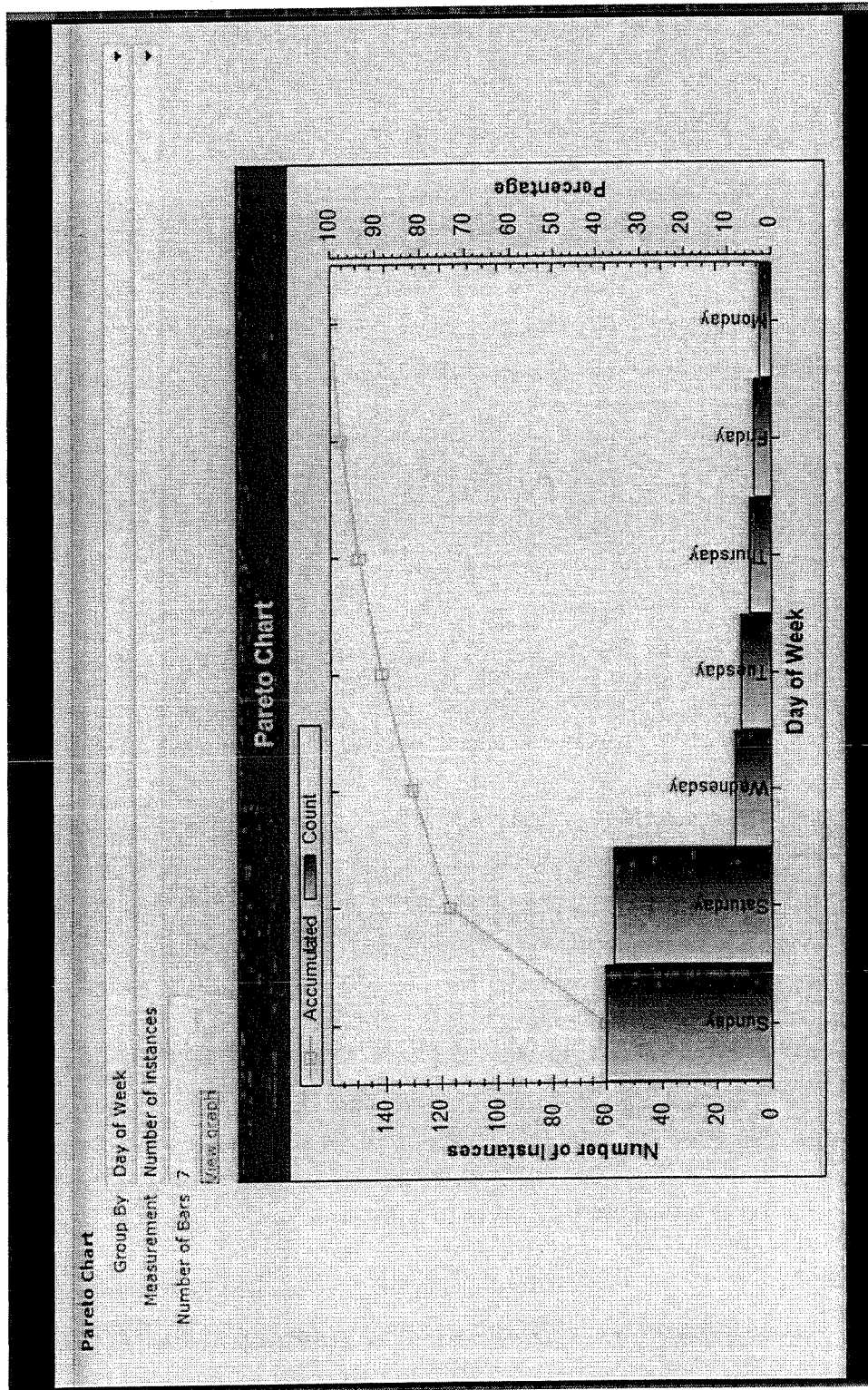


FIG. 54

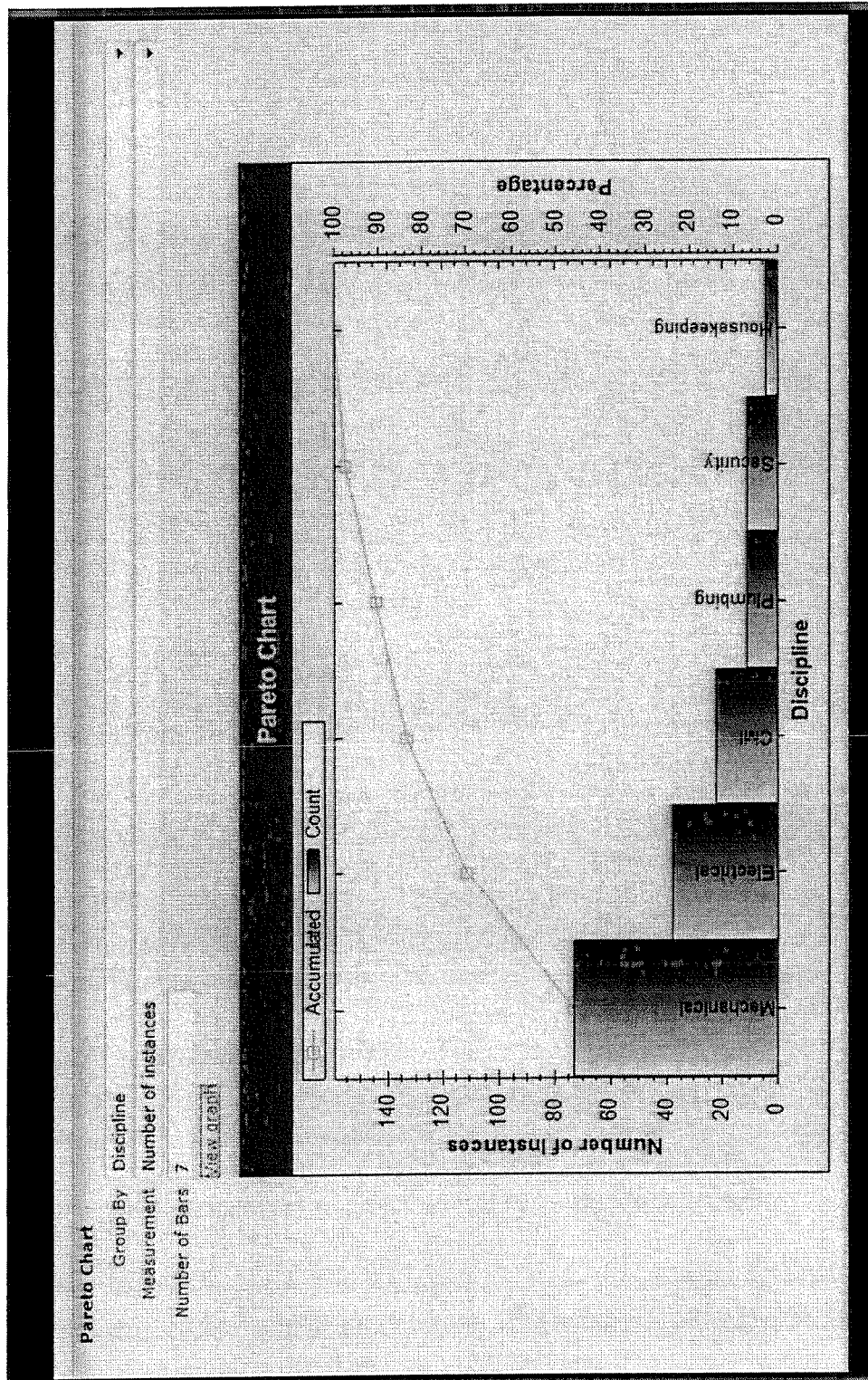


FIG. 55

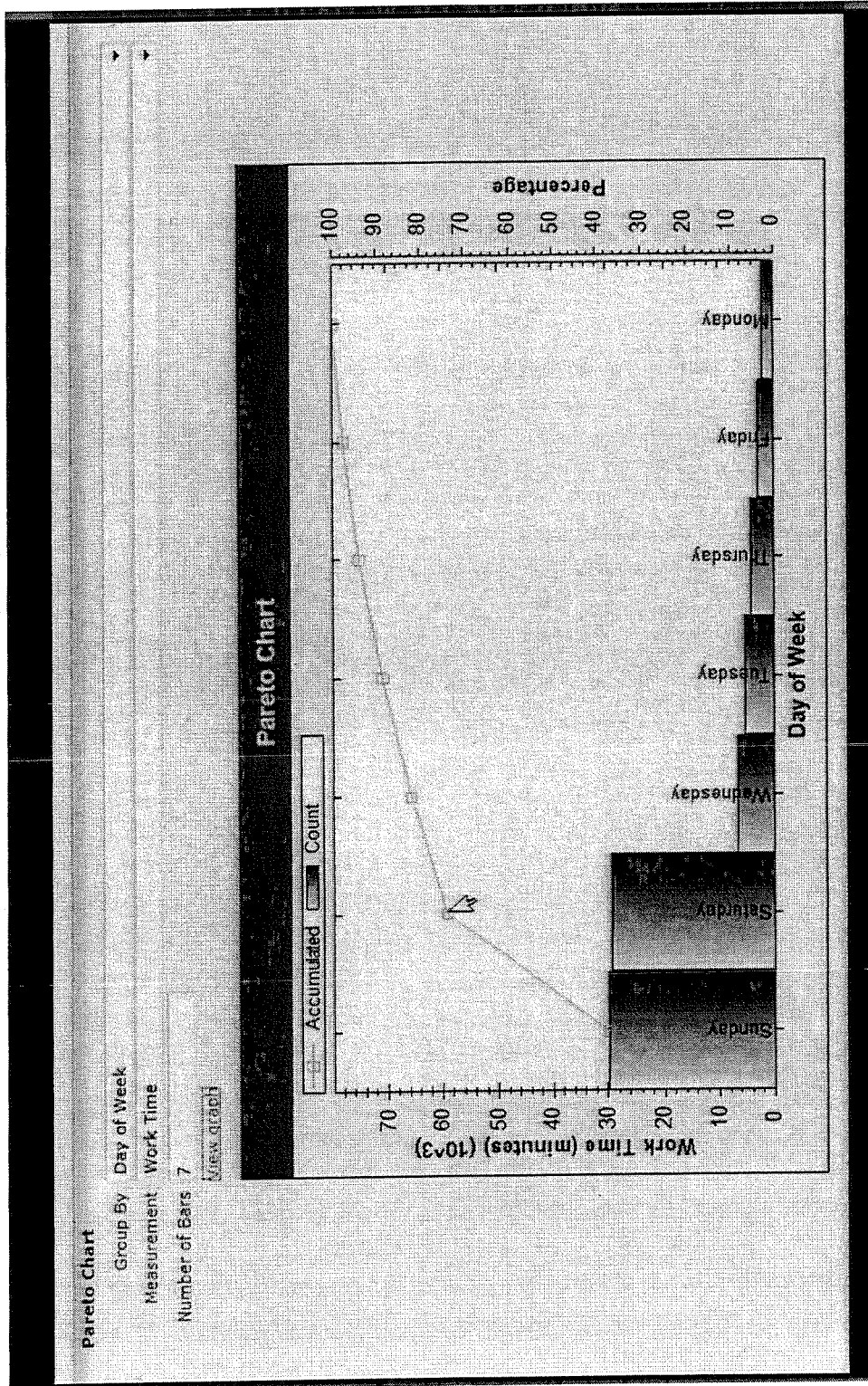


FIG. 56

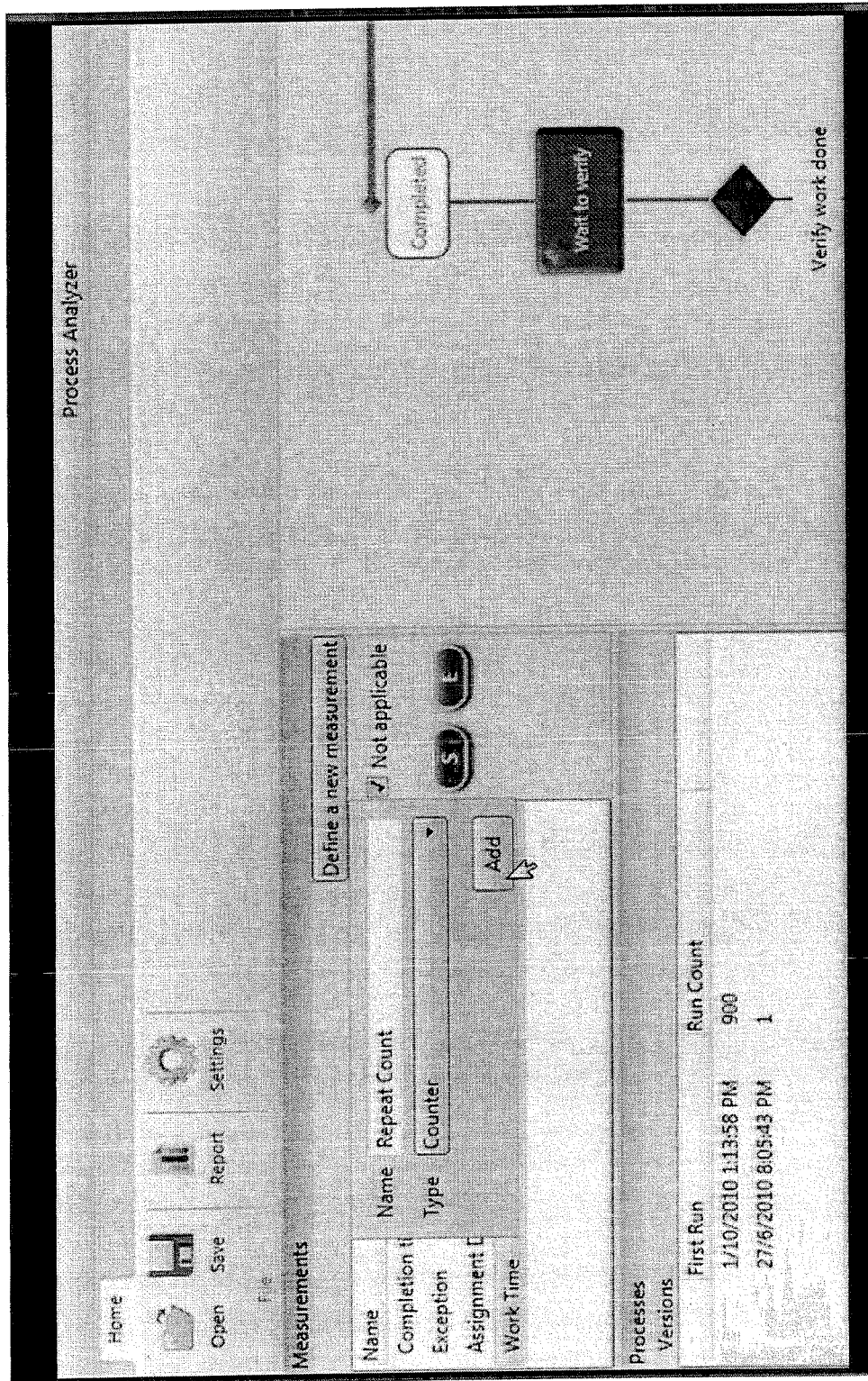


FIG. 57

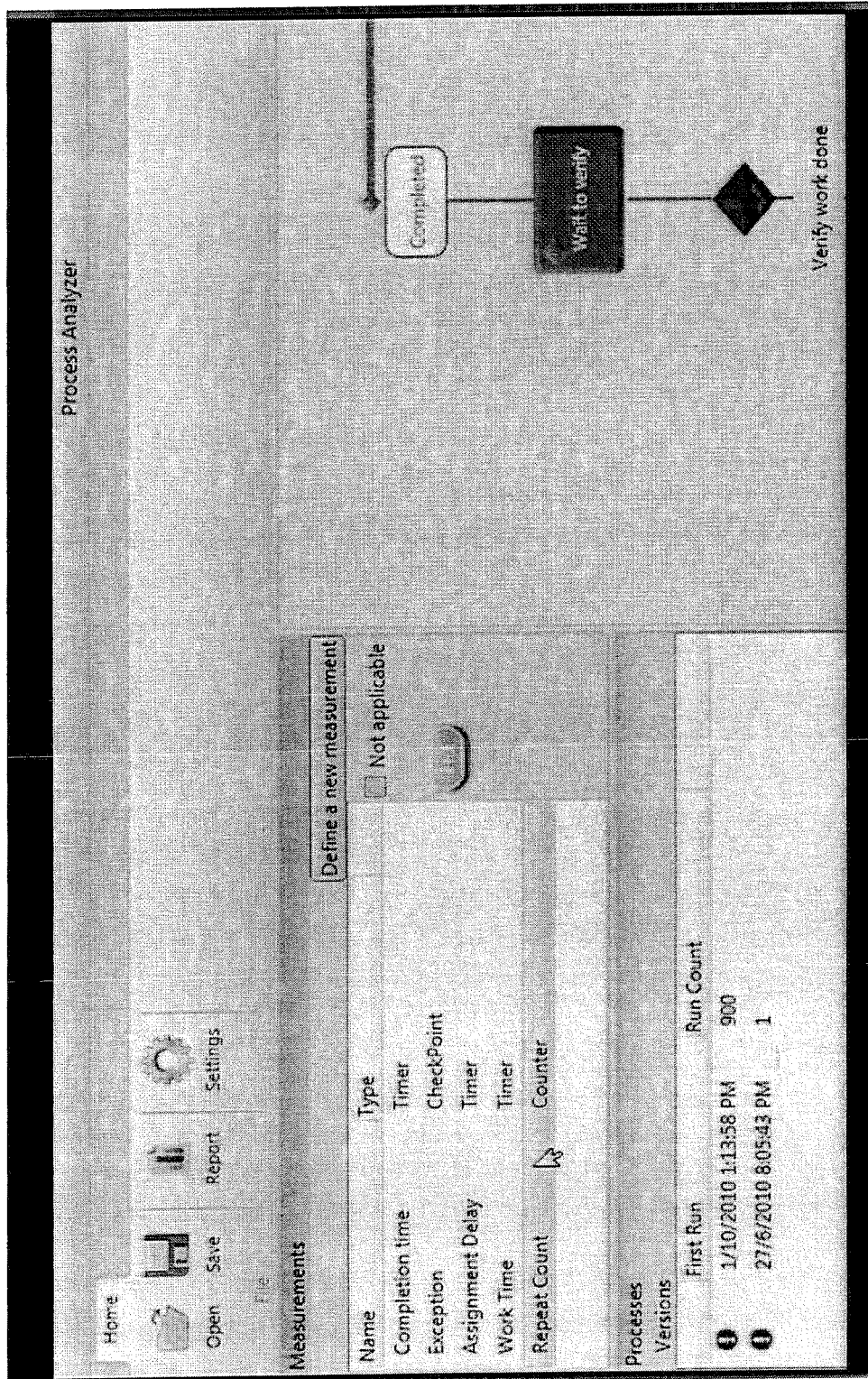


FIG. 58

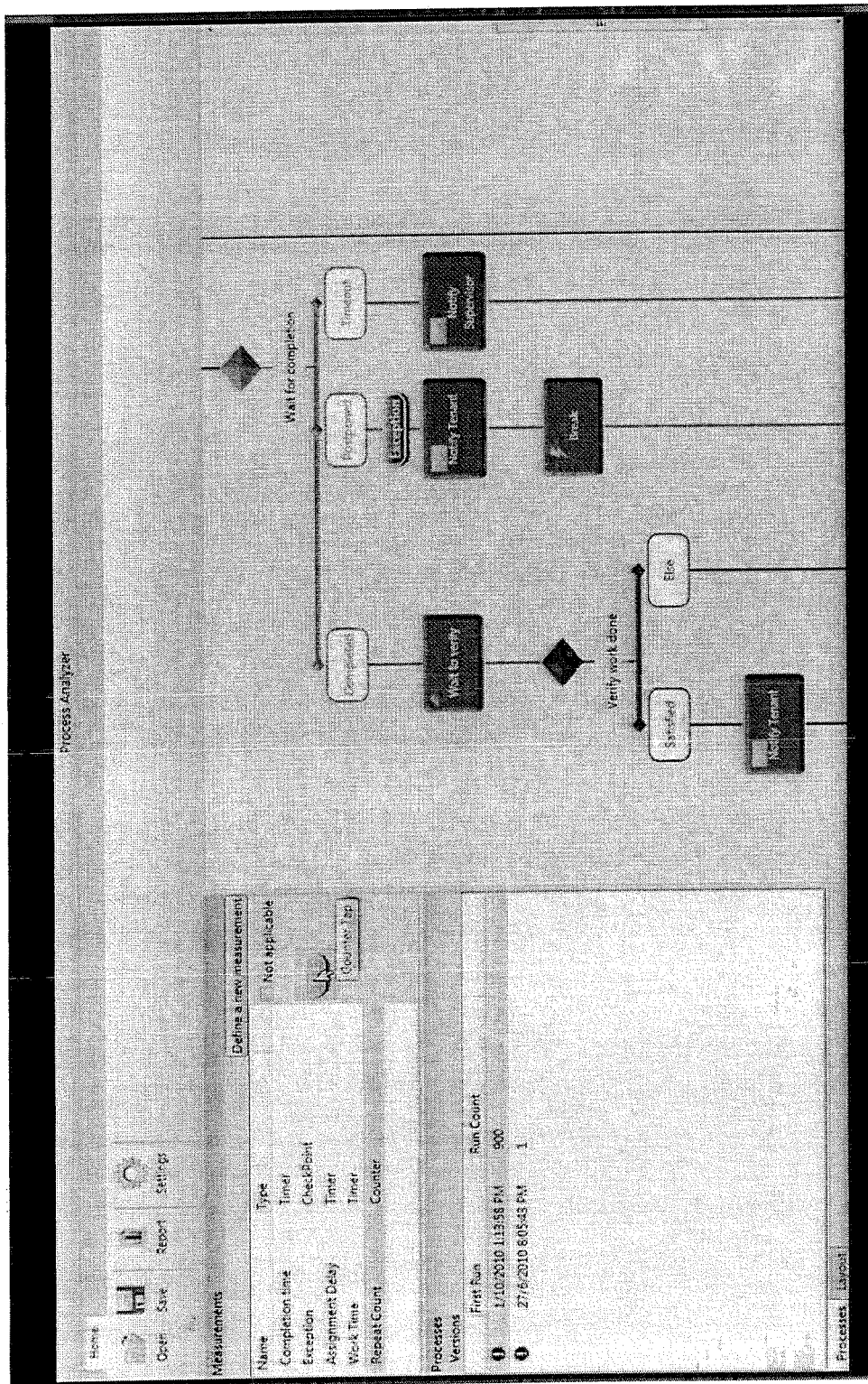


FIG. 59

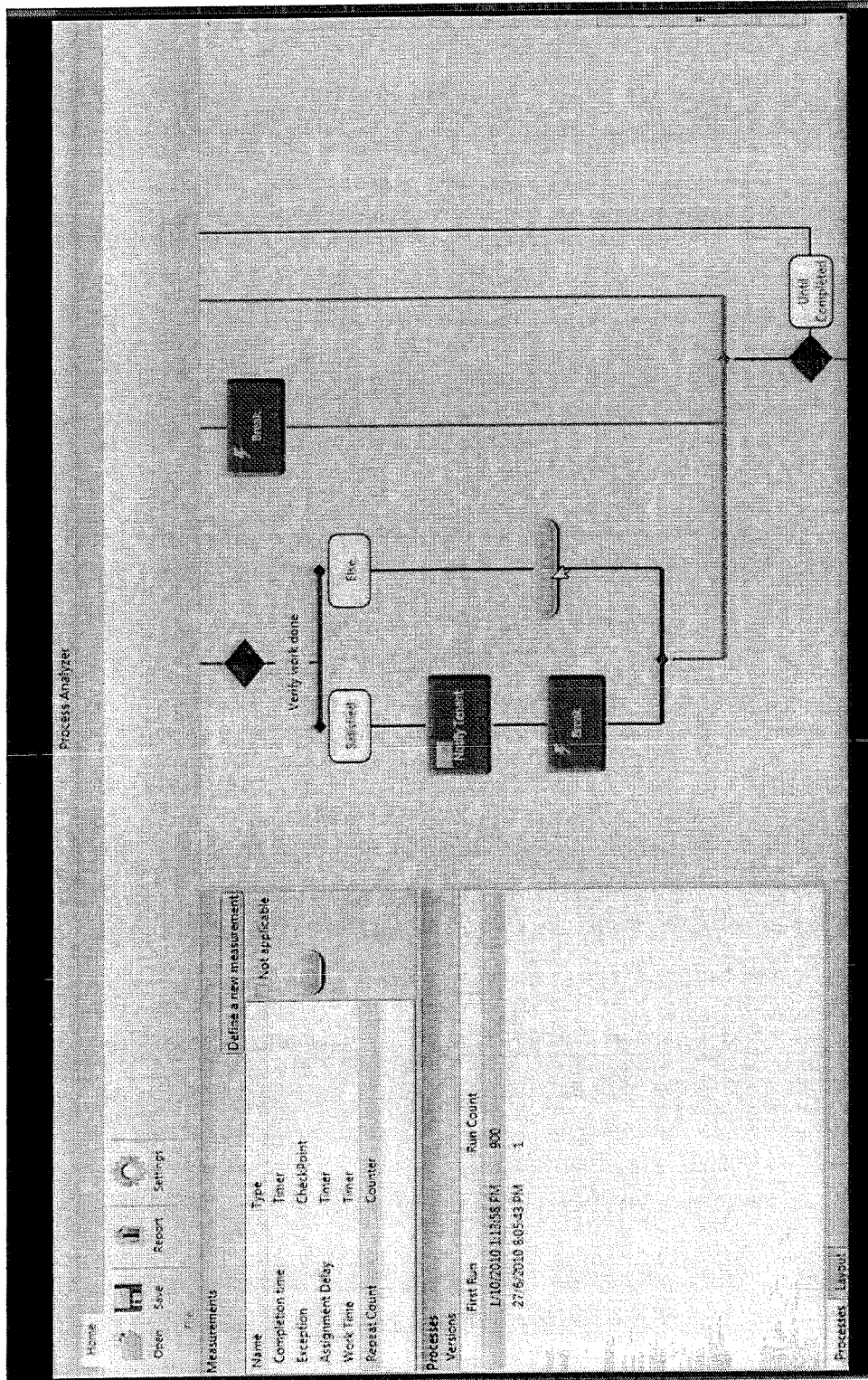


FIG. 60

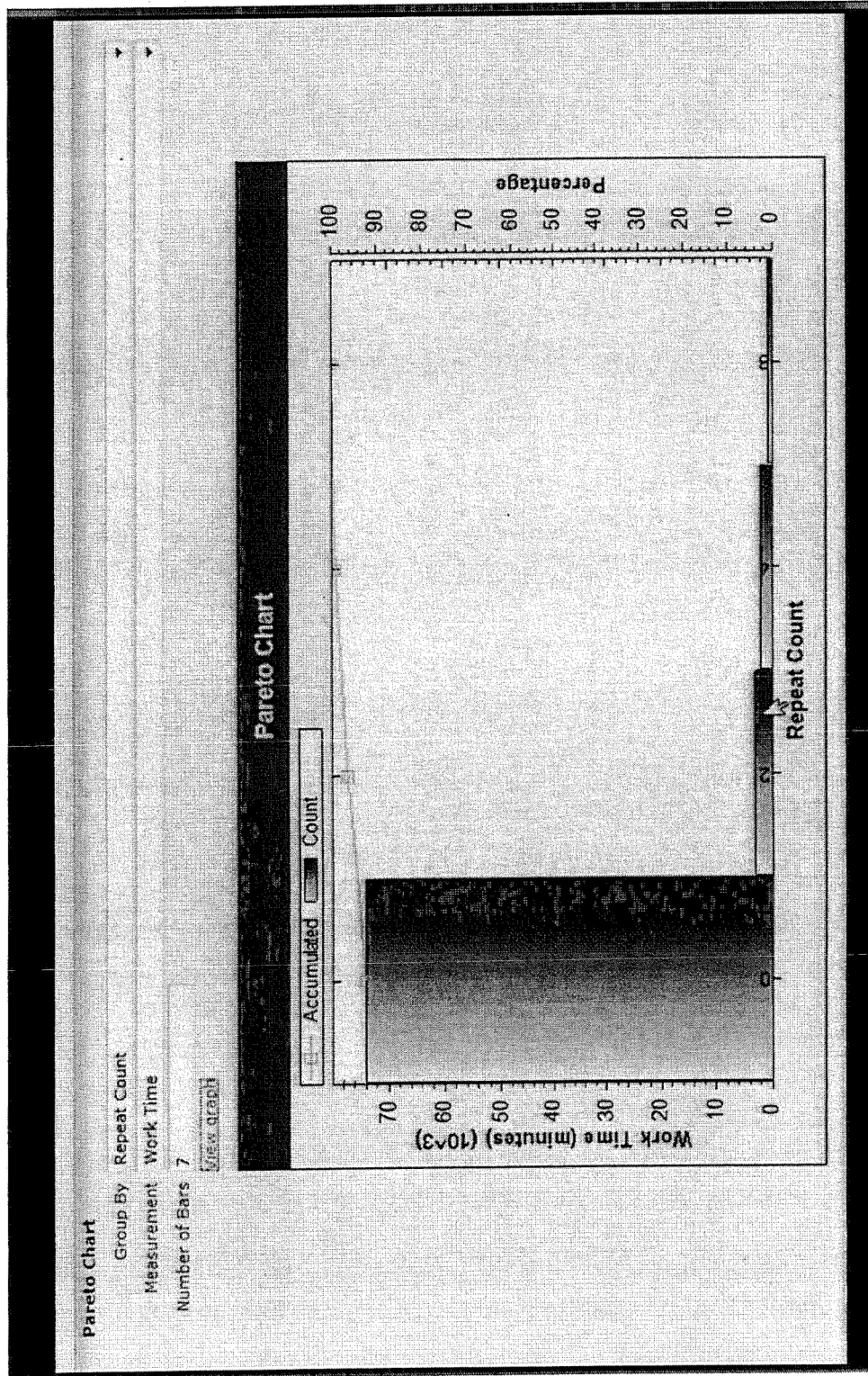


FIG. 61

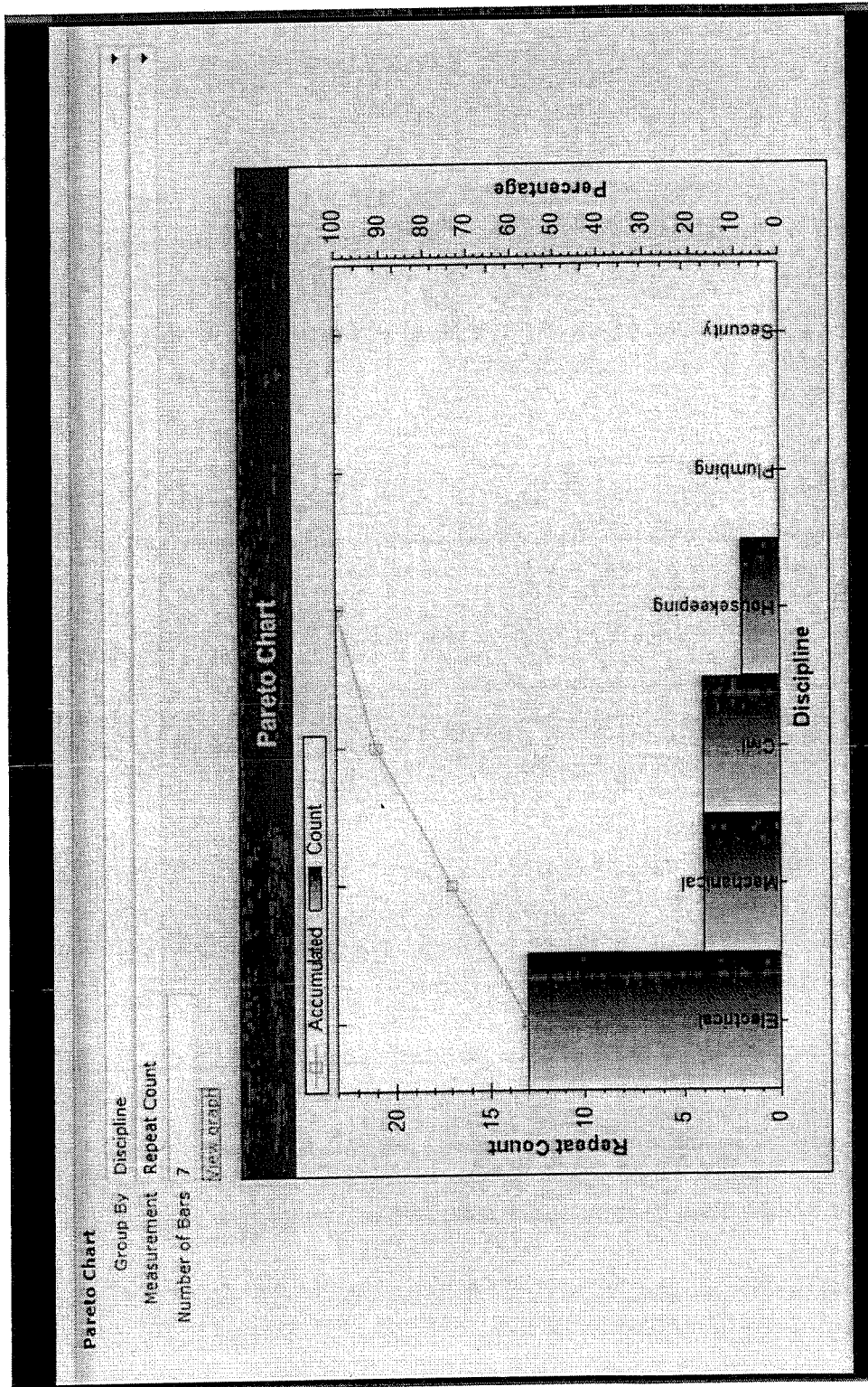


FIG. 62

Active Process List			
Process Name	Started	Location	
Card Access Error	5 min ago	Building 3 Floor 2	Monitor
Motion Detected	25 min ago	Building 2 Basement	Monitor
Work Order	July-13-2010 5:15am	Zone 5	Monitor

FIG. 63

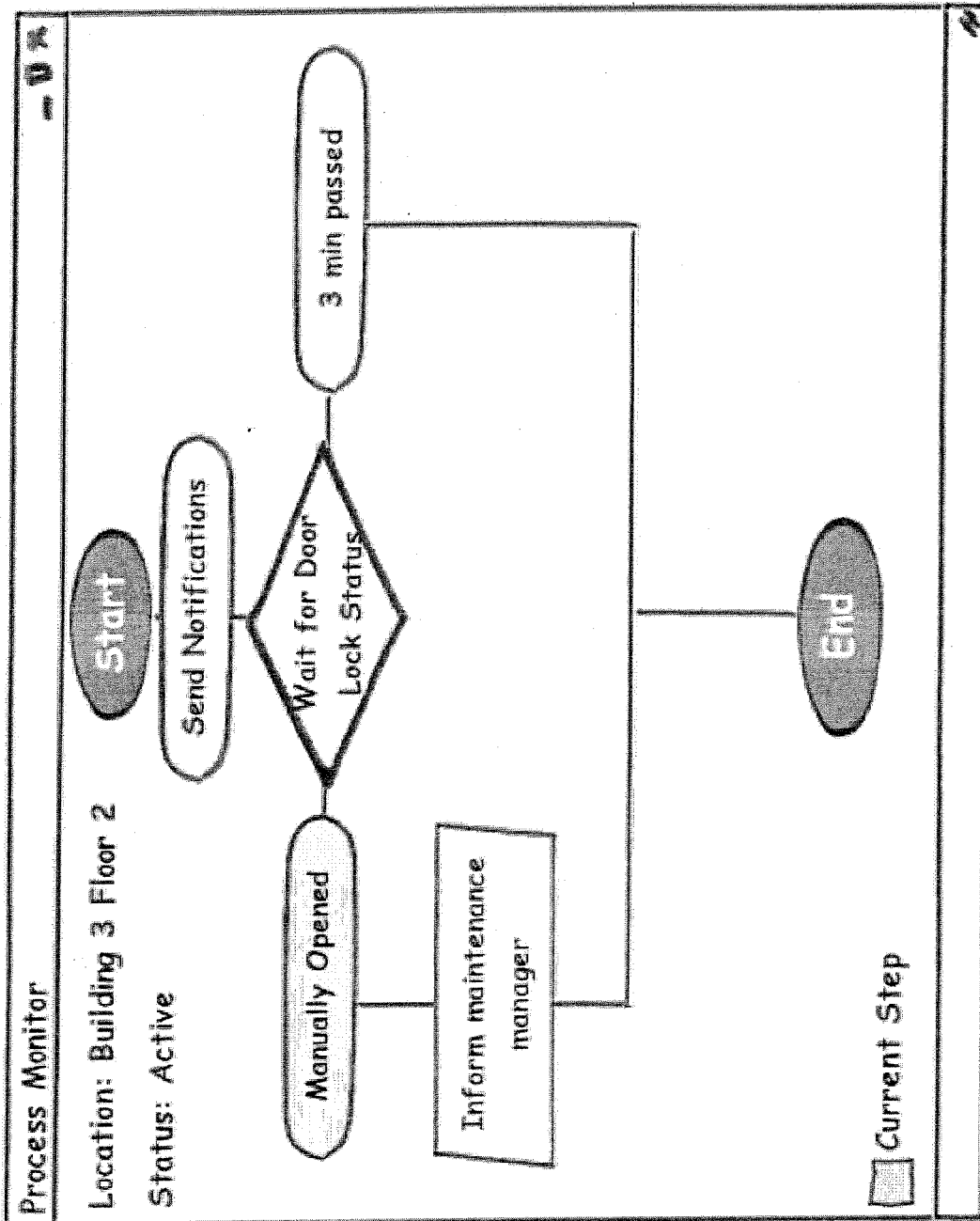


FIG. 64

Process Milestones	
Process Name	Card Access Denied
Process Started:	12/3/2010 4:20pm
Current Stage	Notify Card Owner
Milestone	Date
Started	12/3/2010 4:20 pm
Notifications Sent	12/3/2010 4:22 pm
Acked	12/3/2010 4:26 pm
Manually Opened	12/3/2010 4:27pm

FIG. 65

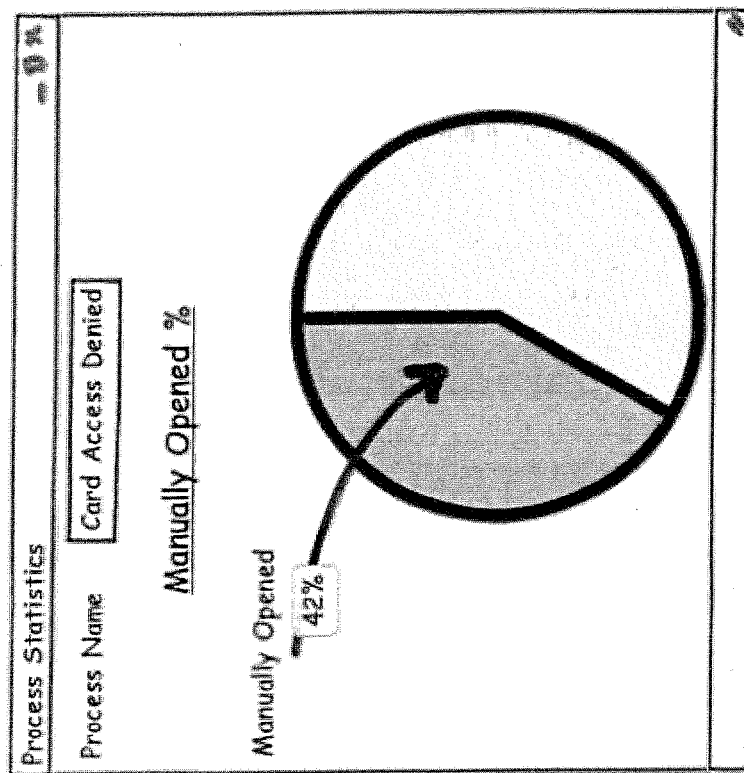


FIG. 66

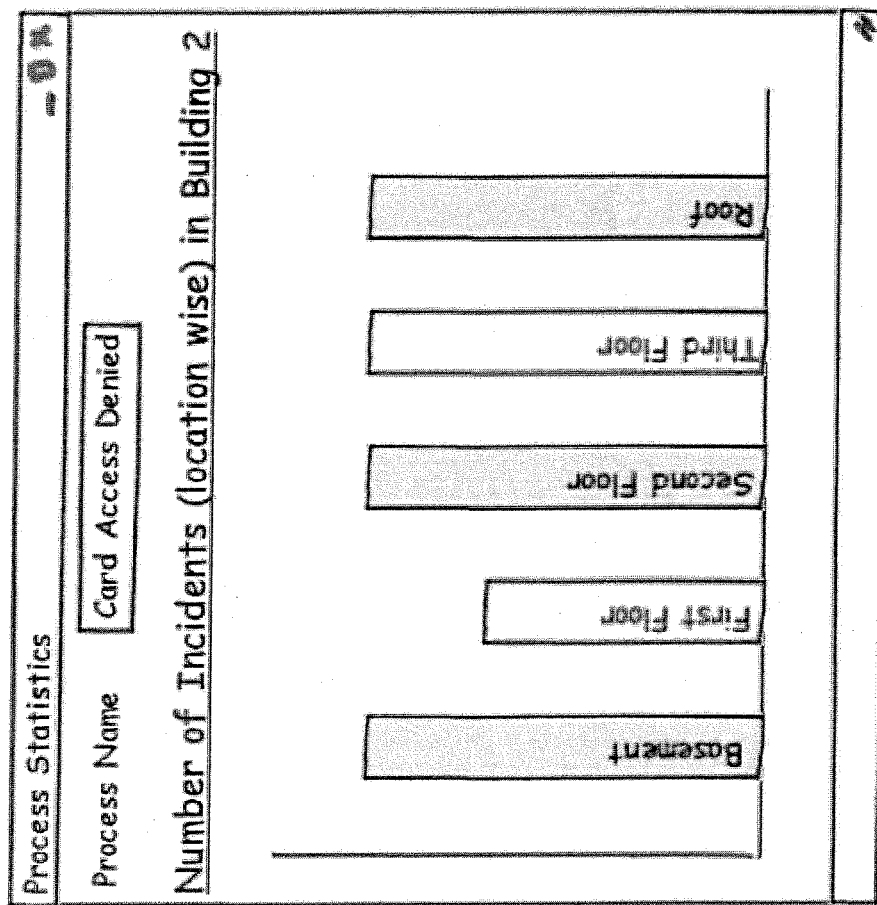


FIG. 67