

A background network diagram consisting of numerous light blue dots (nodes) connected by thin, light blue lines (edges). The nodes are distributed across the entire page, with a higher density towards the bottom, creating a complex web-like structure.

sify'

MANAGED NETWORK SERVICES

Sify Aakaash™

JAN 2023

General			
Description	This document will serve as the product description for Sify's in-house service & reporting portal - Aakaash™.		
Version	7.0		
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Approved By	Suresh Gummaraju		
Effective Date	1 st January 2023		

Sify Service Portal: Aakaash™

Sify Aakash is our integrated service platform for our customers and is developed in-house. The capability of the proposed platform today is limited to Service desk and a reporting functionality to Customer and its users.

Sify Aakash Portal is also customer facing portal that offers integrated view of the Service requests, Network performance Reports, Inventory and trouble tickets that have been registered for the issues reported and identified pro-actively. It allows for seamless flow of information between various reporting. This is a web-based portal access to which will be extended to the customer.

The system is completely built on the ITIL model, offering all functionalities of the FCAPS model. All the incidents and changes are recorded through the system for customer visibility as well as for analysis. The system offers enhanced real-time and scheduled reporting based on defined configuration.

There will be two types of accounts for Fortis.

- Admin Account
 - User Management – This module to onboard and manage site accounts with required features and reports.
 - SLA Management (Monthly SLA Reporting)
 - Service management (Incident / Service / Change Requests)
 - Performance Reporting
 - Topology
 - Dashboards
 - Asset Management
- User Operator Account
 - Performance Reporting
 - Reports pertaining only to that site.
 - Asset Information specific to network
 - Device and Link asset details of that specific site
 - Service management
 - Raise incidents / service requests specific to their site.

1.1. Unified Dashboard View

Aakaash Portal dashboard provides snapshot of the services, network health and trouble ticket status and trends. Following key KPI's are presented in the dashboard:

- Service Requests
- Incidents
- Change Requests
- Service Requests Trend
- Incidents Trend
- Assets Summary
- Performance – Top Memory Usage
- Performance – Top CPU Usage
- Performance – Top Alarms

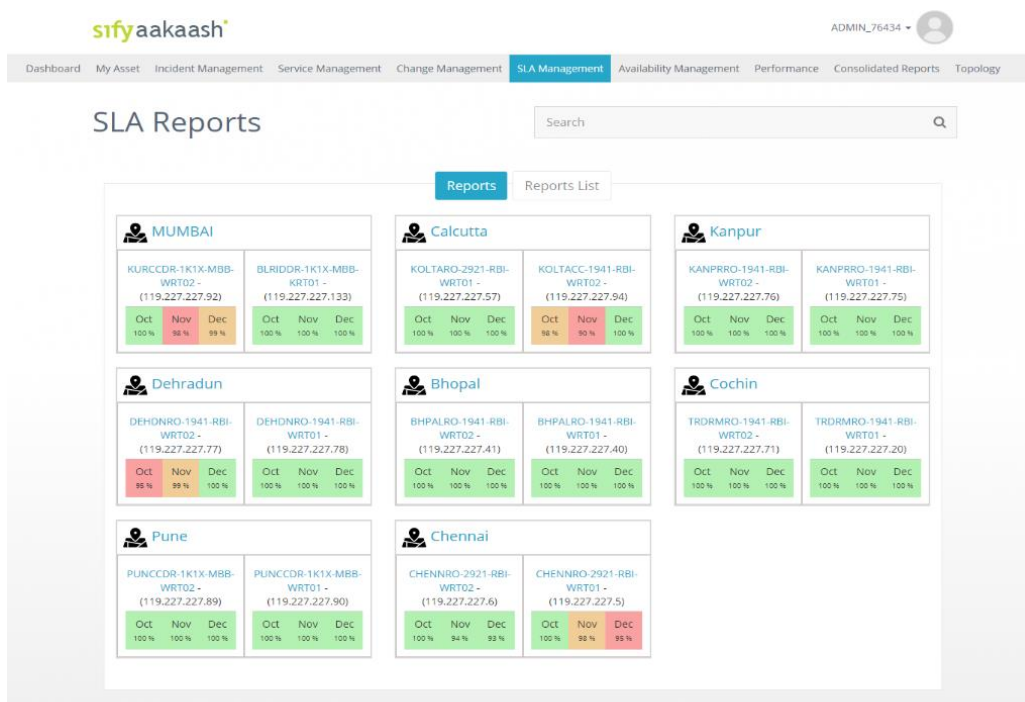
- Availability – Device based.
- Availability – Provider based.



1.2. SLA Management Reports

Fortis will have complete view of Site wise and Link SLA reporting as shown in the below screenshots.

This module provides last 3 months SLA trend for each site and per device:



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SLA Reports in Tabular format: Reports can be exported through excel and PDF formats:

sifyaakaash ADMIN_76434

Dashboard My Asset Incident Management Service Management Change Management **SLA Management** Availability Management Performance Consolidated Reports Topology

SLA Reports

Search

Reports **Reports List**

SLNo.	Link Id	Location	Link Name	Link Type	Availability(%)	Down Time	Month
1	9856450315	Chennai	IDBI BANK LTD-IDRBT-CONNECTIVITY	Metro Ethernet	99.97	0:12:49	Aug-17
2	1096200808	Mumbai	INDIAN FINANCIAL TECHNOLOGY AND ALLIED SERVICES-CONNECTIVITY	Leased Line	99.98	0:12:49	Aug-17
3	9856450315	Chennai	IDBI BANK LTD-IDRBT-CONNECTIVITY	Metro Ethernet	99.97	0:12:49	Aug-17
4	2021750609	Mumbai	KOTAK MAHINDRA BANK-IDRBT-CONNECTIVITY	Wireless	99.94	0:12:49	Aug-17
5	9856450315	Chennai	IDBI BANK LTD-IDRBT-CONNECTIVITY	Metro Ethernet	99.97	0:12:49	Aug-17
6	9856450315	Bangalore	WOORI BANK IDRBT-CONNECTIVITY	Ethernet	99.97	0:12:49	Aug-17
7	9856450315	Chennai	IDBI BANK LTD-IDRBT-CONNECTIVITY	Metro Ethernet	99.97	0:12:49	Aug-17
8	9856450315	Chennai	IDBI BANK LTD-IDRBT-CONNECTIVITY	Metro Ethernet	99.97	0:12:49	Aug-17
9	9856450315	Chennai	IDBI BANK LTD-IDRBT-CONNECTIVITY	Metro Ethernet	99.97	0:12:49	Aug-17
10	9856450315	Chennai	IDBI BANK LTD-IDRBT-CONNECTIVITY	Metro Ethernet	99.97	0:12:49	Aug-17

1.3. Incident Management

Incident management section shows the complete list of incidents with status information.

sifyaakaash ADMIN_76434

Dashboard My Asset **Incident Management** Service Management Change Management SLA Management Availability Management Performance Consolidated Reports Topology

Incident List

Search

RAISE TICKET

SLNo.	SR-NUMBER	Link Id	Logged By	Logged Date	Problem Summary	INCIDENT ID	Status	
1	15175256	1096631108	ERPSUPP	09-11-2017 03:29:34 pm	WIRELESS LINK DOWN	15151197	Open	Select
2	15175256	1096631108	SHANMUGAPRIYA.DEVAPITCHAI	09-11-2017 03:29:34 pm	WIRELESS LINK DOWN	15151197	Open	Select
3	15175256	1096631108	ERPSUPP	09-11-2017 03:29:34 pm	WIRELESS LINK DOWN	15151197	Closed	Select
4	15175256	1096631108	SHANMUGAPRIYA.DEVAPITCHAI	09-11-2017 03:29:34 pm	WIRELESS LINK DOWN	15151197	Closed	Select
5	15175256	2138461210	SUDIP.MUKHERJEE	09-11-2017 03:29:34 pm	HIGH LATENCY TO INTERNET	15151197	Closed	Select
6	15179355	1096631108	ERPSUPP	10-11-2017 05:47:37 pm	GENERAL QUERY	15151197	Closed	Select
7	15175256	1096631108	RAJESWARI.ARUMUGAM	09-11-2017 03:29:34 pm	WIRELESS LINK DOWN	15151197	Closed	Select
8	15175256	1096631108	ERPSUPP	09-11-2017 03:29:34 pm	WIRELESS LINK DOWN	15151197	Closed	Select
9	15175256	1096631108	ERPSUPP	09-11-2017 03:29:34 pm	WIRELESS LINK DOWN	15151197	Closed	Select
10	15175256	1096631108	ERPSUPP	09-11-2017 03:29:34 pm	WIRELESS LINK DOWN	15151197	Closed	Select

Rows 1 - 10 of 3787

10 Records

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Customer can report incident from this module, and they can track the incident till the closure.

The screenshot shows the 'Report Incident' form in the SifyAakaash portal. The header includes the SifyAakaash logo, the user 'ADMIN_76434', and a navigation bar with links: Dashboard, My Asset, Incident Management (active), Service Management, Change Management, SLA Management, Availability Management, Performance, Consolidated Reports, and Topology. The form has three input fields: 'Link ID *', 'Problem Description *', and 'Contact Name *'. A 'Problem Code' dropdown menu is open, showing options: HIGH CPU USAGE (highlighted), HIGH RAM USAGE, DEVICE DOWN, SITE DOWN, and LINK DOWN. At the bottom of the form are 'RAISE' and 'CANCEL' buttons. The footer contains the copyright notice: 'Copyright © 2017, Sify Technologies Limited. All rights reserved.'

1.4. Service Request

Customer can raise service requests for link commissioning / de-commissioning, upgradations etc... and will have the complete visibility of service status for each request.

The screenshot shows the 'Service Request' form in the SifyAakaash portal. The header is identical to the previous screenshot. The navigation bar highlights 'Service Management'. The form has three input fields: 'Link ID *', 'Problem Description *', and 'Contact Name *'. A 'Problem Code' dropdown menu is open, showing options: COORDINATION (highlighted), LOGS / REPORTS, FIRMWARE UP GRADATION, LINK DECOMMISSIONING, and LINK COMMISSIONING. At the bottom of the form are 'RAISE' and 'CANCEL' buttons. The footer contains the copyright notice: 'Copyright © 2017, Sify Technologies Limited. All rights reserved.'

1.5. Asset Management

This module provides complete network (physical & logical) inventory for the customer.

ADMIN_76434

Dashboard
My Asset
Incident Management
Service Management
Change Management
SLA Management
Availability Management
Performance
Consolidated Reports
Topology

Sites
8

Devices
16

Links
68

Search

Reports
Asset List

Sl.No.	Host Name	Device IP	Device Type	Make	State	Model	Serial No	Firmware
1	KURCCDR-1K1X-MBB-WRT02	119.227.227.92	ROUTER	CISCO	MAHARASHTRA	ASR1001-X	FXS1952Q394	15.5(3)S5
2	KOLTARO-2921-RBI-WRT02	119.227.227.58	ROUTER	CISCO	WEST BENGAL	CISCO2921/K9	FGL202510V8	15.1(1)T4
3	KHGARDC-1K1X-MBB-WRT01	119.227.227.13	ROUTER	CISCO	MAHARASHTRA	ASR1001-X	FXS1952Q3MK	12.2(55)SE4
4	KOLTARO-2921-RBI-WRT01	119.227.227.57	ROUTER	CISCO	WEST BENGAL	CISCO2921/K9	FGL202510V7	15.5(3)S5
5	KURCCDR-1K1X-MBB-WRT02	119.227.227.92	ROUTER	CISCO	MAHARASHTRA	ASR1001-X	FXS1952Q394	16.5.1
6	KOLTARO-2921-RBI-WRT02	119.227.227.58	ROUTER	CISCO	WEST BENGAL	CISCO2921/K9	FGL202510V8	15.1(1)T4
7	KHGARDC-1K1X-MBB-WRT01	119.227.227.13	ROUTER	CISCO	MAHARASHTRA	ASR1001-X	FXS1952Q3MK	12.2(55)SE4
8	KOLTARO-2921-RBI-WRT01	119.227.227.57	ROUTER	CISCO	WEST BENGAL	CISCO2921/K9	FGL202510V7	15.5(3)S5
9	KURCCDR-1K1X-MBB-WRT02	119.227.227.92	ROUTER	CISCO	MAHARASHTRA	ASR1001-X	FXS1952Q394	16.5.1
10	KOLTARO-2921-RBI-WRT02	119.227.227.58	ROUTER	CISCO	WEST BENGAL	CISCO2921/K9	FGL202510V8	12.2(55)SE4

<
>
Rows 1 - 10 of 3787

10 Records

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1.6. Device Asset Summary view

This module shows summary of no of sites, devices, and links along with site wise incident information.

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Dashboard
My Asset
Incident Management
Service Management
Change Management
SLA Management
Availability Management
Performance
Consolidated Reports
Topology

Sites
8

Devices
16

Links
68

Search

Reports
Asset List

Shimla
ALARMS - 1 3 0

Nagpur
ALARMS - 1 1 0

Belapur
ALARMS - 2 1 0

Kolkatta
ALARMS - 1 1 0

Kurla
ALARMS - 1 1 0

Kolkata
ALARMS - 2 1 1

Dadar
ALARMS - 2 1 1

Trivendrum
ALARMS - 1 1 0

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1.7. Availability Management

This module provides site availability and link provider availability with Uptime and Downtime bifurcation.

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ADMIN_76434

DashboardMy AssetIncident ManagementService ManagementChange ManagementSLA ManagementAvailability ManagementPerformanceConsolidated ReportsTopology

Availability

Search

Site - (August 2017)

Nagpur

Up Time : 99.87 %

Down Time(Min) : 60

Vendor	Up Time	Down Time(Min)
TIKONA	97.88%	75
RCOM	94.84%	80
SIFY	99.94%	70

Kolkatta

Up Time : 99.87 %

Down Time(Min) : 60

Vendor	Up Time	Down Time(Min)
TIKONA	97.88%	75
RCOM	94.84%	80
SIFY	99.94%	70

Vendor - (August 2017)

Vendor

Belapur

Up Time

Down Time(Min)

Sitecode	Up Time	Down Time(Min)
TIKONA	99.88%	60
RCOM	94.88%	60
SIFY	99.88%	60

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1.8. User Operator Account

Site-Wise Device & Link Asset

This module shows site wise Device and Link asset information along with live status

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DashboardMy AssetIncident ManagementService ManagementChange ManagementSLA ManagementAvailability ManagementPerformanceConsolidated ReportsTopology

Shimla

172.16.12.74

119.227.227.116

CHN-MM-3900-WR-01

Make : CISCO Model : 1900

Serial No : FGL164323HM

Firmware : FGL164323HM

110

CPU - 5% MEM - 17%

CHN-MM-3900-WR-01

Make : CISCO Model : 1900

Serial No : FGL164323HM

Firmware : FGL164323HM

110

CPU - 5% MEM - 17%

Links

AGRTARO-1905-RBI-WRT01_2275200312_LAN

Sify

2000 Kbps

In 9.82 Out 345.28

AGRTARO-1905-RBI-WRT01_2275200312_LAN

Airtel

2000 Kbps

In 9.82 Out 345.28

AGRTARO-1905-RBI-WRT01_2275200312_LAN

RCOM

2000 Kbps

In 9.82 Out 345.28

AGRTARO-1905-RBI-WRT01_2275200312_LAN

Airtel

2000 Kbps

In 9.82 Out 345.28

AGRTARO-1905-RBI-WRT01_2275200312_LAN

Sify

2000 Kbps

In 9.82 Out 345.28

AGRTARO-1905-RBI-WRT01_2275200312_LAN

Airtel

2000 Kbps

In 9.82 Out 345.28

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1.9. Availability Management

This module provides site availability and link provider availability with Uptime and Downtime bifurcation.

Availability

Site - (August 2017)		
Nagpur		
Up Time : 99.87 %		Down Time(Min) : 60
Vendor	Up Time	Down Time(Min)
TIKONA	97.88%	75
RCOM	94.84%	80
SIFY	99.94%	70

1.10. Performance Management

This module provides following network performance metrics in graphical view.

- Device Health
- CPU
- Memory
- Interface Statistics
- Bandwidth Utilization
- Errors
- Network Performance
- Latency
- Packet loss
- Jitter

