

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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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.

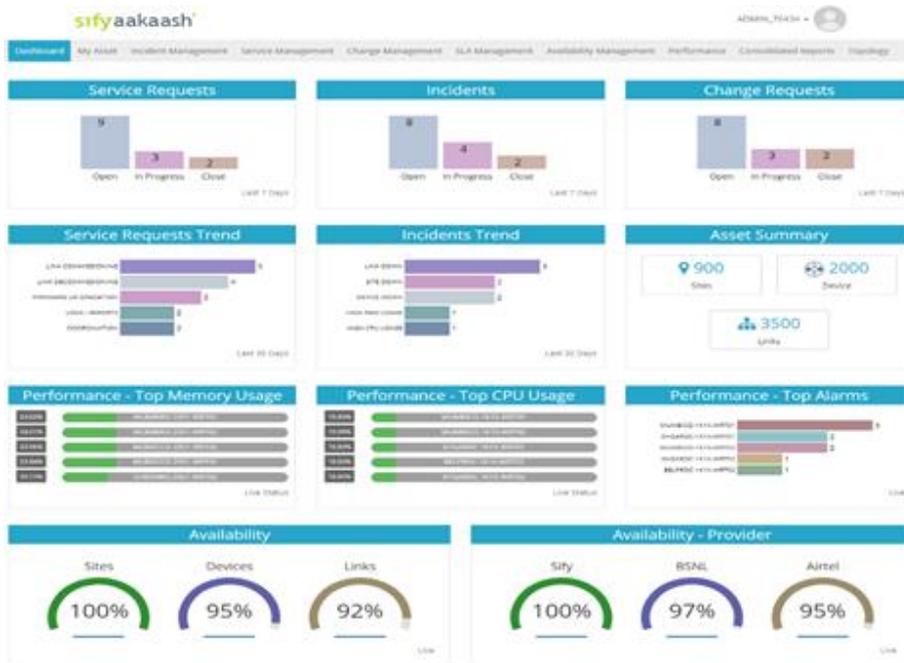
- Admin Account
 - User Management – This module to onboard and manage site accounts with required features and reports.
 - SLA Management (Monthly SLA Reporting)
 - Service management (Incident / Service / Change Requests)
 - Performance Reporting
 - Topology
 - Dashboards
 - Asset Management
- User 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

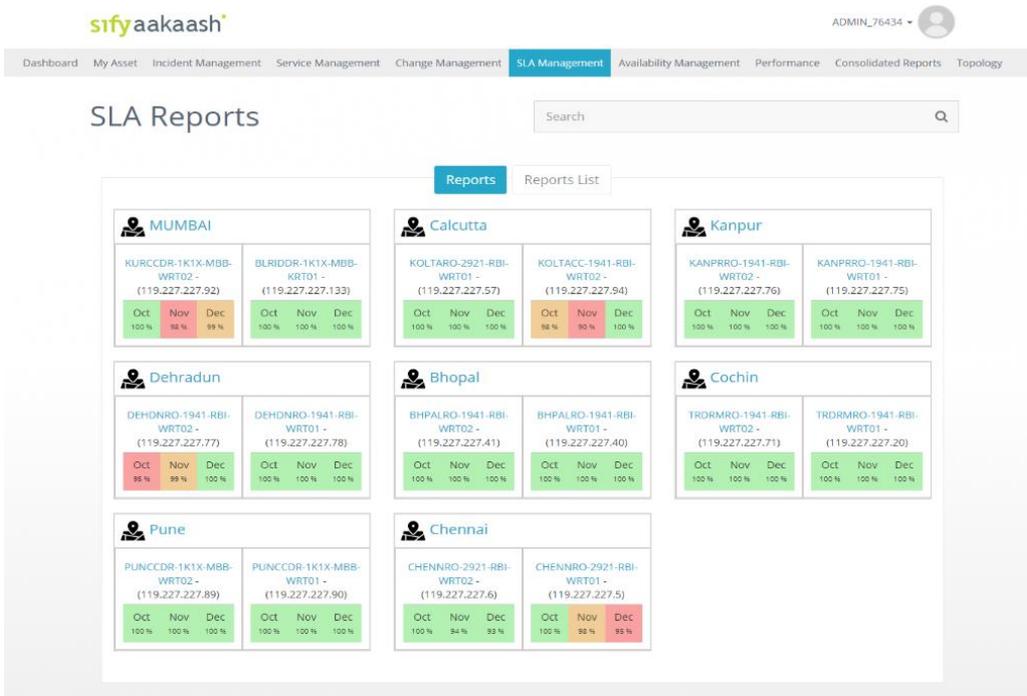
- Availability – Device based.
- Availability – Provider based.



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:

SLA Reports

Search

Reports **Reports List**

Sl.No.	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.

Incident List

Search

RAISE TICKET

Sl.No.	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 system. The form has three input fields: 'Link ID *', 'Problem Description *', and 'Contact Name *'. To the right of these fields is a dropdown menu for 'Problem Code'. The dropdown is open, showing a list of problem codes: 'HIGH CPU USAGE' (highlighted in blue), 'HIGH RAM USAGE', 'DEVICE DOWN', 'SITE DOWN', and 'LINK DOWN'. Below the dropdown are two buttons: 'RAISE' and 'CANCEL'. The top navigation bar includes 'Dashboard', 'My Asset', 'Incident Management' (active), 'Service Management', 'Change Management', 'SLA Management', 'Availability Management', 'Performance', 'Consolidated Reports', and 'Topology'. The user profile 'ADMIN_76434' is visible in the top right corner.

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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 system. The form has three input fields: 'Link ID *', 'Problem Description *', and 'Contact Name *'. To the right of these fields is a dropdown menu for 'Problem Code'. The dropdown is open, showing a list of problem codes: 'COORDINATION' (highlighted in blue), 'LOGS / REPORTS', 'FIRMWARE UP GRADATION', 'LINK DECOMMISSIONING', and 'LINK COMMISSIONING'. Below the dropdown are two buttons: 'RAISE' and 'CANCEL'. The top navigation bar includes 'Dashboard', 'My Asset', 'Incident Management', 'Service Management' (active), 'Change Management', 'SLA Management', 'Availability Management', 'Performance', 'Consolidated Reports', and 'Topology'. The user profile 'ADMIN_76434' is visible in the top right corner.

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1.5. Asset Management

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

Sites
8

Devices
16

Links
68

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

1.6. Device Asset Summary view

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

Sites
8

Devices
16

Links
68

Reports Asset List

<p>Shimla</p> <p>ALARMS - 1 3 0</p>	<p>Nagpur</p> <p>ALARMS - 1 1 0</p>	<p>Belapur</p> <p>ALARMS - 2 1 0</p>	<p>Kolkatta</p> <p>ALARMS - 1 1 0</p>
<p>Kurla</p> <p>ALARMS - 1 1 0</p>	<p>Kolkata</p> <p>ALARMS - 2 1 1</p>	<p>Dadar</p> <p>ALARMS - 2 1 1</p>	<p>Trivendrum</p> <p>ALARMS - 1 1 0</p>

1.7. Availability Management

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

Site - (August 2017)

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)
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

Shimla

172.16.12.74 119.227.227.116

CHN-MM-3900-WR-01
 Make : CISCO Model : 1900
 Serial No : FGL164323HM
 Firmware : FGL164323HM
 CPU - 5% MEM - 17%

CHN-MM-3900-WR-01
 Make : CISCO Model : 1900
 Serial No : FGL164323HM
 Firmware : FGL164323HM
 CPU - 5% MEM - 17%

Links

AGRTARO-1905-RBI-WRT01_2275200312_LAN	AGRTARO-1905-RBI-WRT01_2275200312_LAN	AGRTARO-1905-RBI-WRT01_2275200312_LAN	AGRTARO-1905-RBI-WRT01_2275200312_LAN	AGRTARO-1905-RBI-WRT01_2275200312_LAN	AGRTARO-1905-RBI-WRT01_2275200312_LAN
Sify	Airtel	RCOM	Airtel	Sify	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

