

City of Winnipeg Remedy Specification Sheet

Version		AR System 7.6.04.02
	Service Pack	SP2 201110080614
Licenses		
	AR Server	(AR Server) 1
	BMC Atrium Integration Engine	(Atrium Integration) 1
	BMC Asset Mgmt. Application	(Asset Mgmt.) 1
	BMC Atrium CMDB Application	(Atrium CMDB) 1
	BMC Change Mgmt. Application	(Change Mgmt.) 1
	BMC Change Mgmt. Dshbrd App	(Change Mgmt. Dashboard) 1
	BMC Service Level Mgmt. App	(Service Level Mgmt.) 1
	BMC Financial Mgmt. Application	(Financial Mgmt.) 1
	BMC Incident Mgmt. Application	(Incident Mgmt.) 1
	BMC Problem Mgmt. Application	(Problem Mgmt.) 1
	BMC Remedy Full Text Search	(Full Text Search) 1
	BMC Incident Mgmt. User Fixed	10
	BMC Problem Mgmt. Fixed	10
	BMC Change Mgmt. User Fixed	5
	BMC SLM User Fixed	5
	BMC Asset Mgmt. User Fixed	10
	BMC Incident Mgmt. User Floating	40
	AR User Floating	40
	BMC Problem Mgmt. User Floating	35
	AR User Fixed	10
	AR Migrator	1
	BMC Financial Mgmt. User Floating	5
	BMC Asset Mgmt. User Floating	35
Users		
	Active	407
	Non	
Client version		
Internet Browsers		
	Internet Explorer	IE 8
	Fire Fox	3.5.5
	Internet Explorer	IE 10 Compatibility view
App Server (cowsvpas102)		
	Brand / Model	VMware Virtual Platform
	RAM	12 gb
	Chip	4 x Intel Xeon 3.00 ghz 64 bit
	O/S	Windows Server 2008
	Release	R2 Enterprise ver.6.1.7601
	Service Pack	SP1 64 bit
	Virtual	Yes
	Shared	Yes
Analytics Server (cowsvpas103)		
	Brand / Model	VMware Virtual Platform
	RAM	8 gb
	Chip	2 x Intel Xeon 3.00 ghz 64 bit
	O/S	Windows Server 2008
	Release	R2 Enterprise
	Service Pack	SP1 64 Bit
	Virtual	Yes

	Shared	??
Data Base Server (cowsvpodb116)		
	Brand / Model	VMware Virtual Platform
	RAM	24 gb
	Chip	3 x Intel Xeon 2.67 ghz 64 bit
	O/S	Windows Server 2008
	Release	R2 Enterprise ver.6.1.7601
	Service Pack	SP1 64 bit
	Virtual	Yes
	Shared	Yes
Dashboards Server (cowsvpas103)		
	Brand / Model	VMware Virtual Platform
	RAM	8 gb
	Chip	2 x Intel Xeon 3.00 ghz 64 bit
	O/S	Windows Server 2008
	Release	R2 Enterprise
	Service Pack	SP1 64 Bit
	Virtual	Yes
	Shared	Yes
Atrium CMDB Server (cowsvpas102)		
	Brand / Model	VMware Virtual Platform
	RAM	12 gb
	Chip	4 x Intel Xeon 3.00 ghz 64 bit
	O/S	Windows Server 2008
	Release	R2 Enterprise ver.6.1.7601
	Service Pack	SP1 64 bit
	Virtual	Yes
	Shared	Yes
Objects		
	Companies	250
	Organizations	56
	Support Grps	180
	Assignee	274
	People	12203
	Business Services Cls	77
	DB Instance (coworp31)	Oracle 11.2.0.3.0 64 bit
	Assets	11447
	SAP Business Objects	Enterprise XI ver. 12.3.0
	Service Level Targets	178
Product Categories		1548
Operational Categories		157
Reports		
	Remedy	487
	Analytics	200
Modules		
	Incident	
	Problem	
	Change	
	Analytics	7.6.04.01 (Apache Tomcat 5.5.20)
	SLM	7.6.04.01
	Help Desk	
	ADDM	

Modules	Ticket Toucher	
	Mobility	
	Dashboards	
	Asset	
	Requestor	
	Tasks	
	Quick Links	
	Application Admin	
	Assignment	
	Control Panel	
	CMDB	7.6.04.01 SP1
	SRM	7.6.04.01
	ITSM	7.6.04.01
	BMC Mid-Tier	7.6.04.01 SP1
	Atrium Integration	
	BMC Financial Mgmt.	
	AR Migrator	