

Title (en)

METHOD AND SYSTEM FOR PROVIDING DYNAMIC HOSTED SERVICE MANAGEMENT

Title (de)

VERFAHREN UND SYSTEM ZUR BEREITSTELLUNG DER VERWALTUNG EINES DYNAMISCHEN HOST-DIENSTES

Title (fr)

PROCEDE ET SYSTEME DE GESTION DYNAMIQUE DE SERVICES HEBERGES

Publication

EP 1312007 A1 20030521 (EN)

Application

EP 01952274 A 20010628

Priority

- US 0120571 W 20010628
- US 21860200 P 20000717
- US 71009500 A 20001110

Abstract (en)

[origin: WO0207037A1] A hosted service provider for the Internet is operated so as to provide dynamic management of hosted services across disparate customer accounts and/or geographically distinct sites (80). A plurality of individual servers are allocated to a common administrative group defined for that customer account and configured to access software and data unique to that customer account to provide hosted services for that customer account. The system automatically monitors the performance and health of the servers in each administrative group. At least one server from a first administrative (52a) group is automatically and dynamically reallocated to a second administrative group (52b) in response to the automatic monitoring. Each administrative group includes a local decision software program that communicates with a master decision software program that determines when and how to dynamically reallocate servers to different administrative work groups in response to usage demands, available resources and service level agreements for different customer accounts.

IPC 1-7

G06F 17/60

IPC 8 full level

G06F 15/00 (2006.01); **G06F 9/50** (2006.01); **G06F 13/00** (2006.01); **G06Q 10/06** (2012.01)

CPC (source: EP KR)

G06F 9/5061 (2013.01 - EP); **G06F 15/16** (2013.01 - KR); **G06Q 10/06** (2013.01 - EP)

Designated contracting state (EPC)

AT BE CH CY DE DK ES FI FR GB GR IE IT LI LU MC NL PT SE TR

DOCDB simple family (publication)

WO 0207037 A1 20020124; WO 0207037 A9 20040304; AU 7304701 A 20020130; CA 2415770 A1 20020124; CA 2415770 C 20100427; CN 1285055 C 20061115; CN 1441933 A 20030910; EP 1312007 A1 20030521; EP 1312007 A4 20080102; JP 2004519749 A 20040702; KR 100840960 B1 20080624; KR 20030019592 A 20030306

DOCDB simple family (application)

US 0120571 W 20010628; AU 7304701 A 20010628; CA 2415770 A 20010628; CN 01812619 A 20010628; EP 01952274 A 20010628; JP 2002512872 A 20010628; KR 20037000778 A 20030117