



SYSTEMS MANAGEMENT TASK OVERVIEW

IBM Power i

APSU offers a comprehensive suite of managed services for your IBM i Power Systems servers (including AS/400, iSeries and System i).

Two tiers of managed services packages are available:
Out of Hours or Managed 24/7.

Task	Description	Out of Hours	Managed 24/7
Monitoring of QSYSOPR message queue	Regular monitoring of message queue to discover and escalate errors.	✓	✓
Monitoring status of line / controller / device	Monitoring and restart / retry of remote configuration devices as defined by customer.	✓	✓
Monitoring of CPU and DASD usage	Regular monitoring of prescribed usage levels to avoid excess usage. Action to be taken as agreed to with customer.	✓	✓
Monitoring of job queues	Regular monitoring of job queues to avoid queued job totals that exceed prescribed levels.	✓	✓
Monitoring of jobs	Regular monitoring of job states to identify when expected jobs are not active	✓	✓
Monitor backups	Monitor backup jobs to ensure successful completion. Take action as defined by the customer.	✓	✓
Monitor / restart writers	Print queues and write jobs monitored and error messages addressed as defined by customer.	✓	✓
Reset profiles / passwords	Locked profiles can be reset by APSU The customer must provide a list of personnel authorized to approve such requests. Existing passwords cannot be discovered; rather new passwords will be given and set to EXPIRED.	✓	✓
Call escalation (customer defined)	Escalation procedures are jointly created by APSU and the customer. Procedures are followed by the APSU on a 24/7/365 basis.	✓	✓
Creation of profiles (system application)	APSU will create user profiles based upon existing templates and communicate these profiles to the new users. These requests must be based upon authorization lists provided by the customer.		✓
TCP/IP monitoring and maintenance	TCP/IP status of communication devices and configurations will be monitored, and APSU will determine and take appropriate action.		✓

Task	Description	Out of Hours	Managed 24/7
Monitor system service tools	Daily check of system service tools to check for hardware and licensed code errors. Hardware errors will be escalated to IBM or any other service provider designated by the customer.	✓	✓
Maintain basic and core system security	APSU will upon customer request, advise as to changes in system values that can help maintain system security.		✓
Month-end scheduling and performance	APSU will monitor scheduled month-end processing to promote system integrity and performance. Issues will be communicated to the customer per its escalation procedures.		✓
Ad-hoc requests for batch, SAV/RST, or other jobs	APSU will process batch jobs, save requests, and restore requests submitted by authorized customer personnel. Save requests may require tapes to be returned from off-site storage at additional expense. APSU will manage tape retrieval only if we are responsible for tape management.		✓
Tape library maintenance	Management of online tape library system provided by customer or acquired through APSU, whether external (i.e., Recall or Iron Mountain), or online (i.e., BRMS, Robot/SAVE).		✓
System turning based on performance	APSU will manage storage pools and job priorities to aid system performance.		✓
System configuration and recommendation based on customer growth	APSU will recommend system upgrades, where necessary, in the event that system capacity is insufficient for established workload.		✓
PTF analysis, ordering and installation	APSU will contact the customer to advise that a new cumulative PTF package should be installed. The package will be ordered and installed by APSU at a time agreed to by APSU and the customer. APSU will also recommend single PTFs based upon IBM advice to correct specific issues.		✓ Limited to 1 per quarter
Creation of System Management Applications	APSU can develop applications to assist the customer with operational issues and efficiencies.		Available as an additional service



For further information

Contact our sales team on 01285 862 100 or visit our website at www.apsu.com