

IBM® Power Systems™

Cloud Managed Services to fit your needs

Netrix Global offers flexible levels of support and multiple service operations. Services can include monitoring, performance of operational tasks, batch jobs management, backup management, data encryption, disaster recovery and 24/7/365 support. We also offer a comprehensive suite of managed services for IBM i Power Systems servers in three tiers – Standard, Gold & Platinum.

Task	Description	S	G	P
Monitoring of QSYSOPR message queue	<ul style="list-style-type: none"> › Regular monitoring of message queue to discover and escalate errors › Purchase of monitoring application or availability of customer-provided application required 	✓	✓	✓
Monitoring status of line/controller/device	<ul style="list-style-type: none"> › Monitoring and restart/retry of remote configuration devices › Purchase of monitoring application or availability of customer-provided application 	✓	✓	✓
Monitoring of CPU and DASD usage	<ul style="list-style-type: none"> › Regular monitoring of prescribed usage levels to avoid excess usage › Purchase of monitoring application or availability of customer-provided application 	✓	✓	✓
Monitoring of job queues	<ul style="list-style-type: none"> › Regular monitoring of job queues to avoid queued job totals that exceed prescribed levels 	✓	✓	✓
Monitor/restart writers	<ul style="list-style-type: none"> › Print queues and white jobs monitored, and error messages addressed 	✓	✓	✓
Resent profiles/passwords	<ul style="list-style-type: none"> › Locked profiles reset by NOC 	✓	✓	✓
Call escalation (customer defined)	<ul style="list-style-type: none"> › Escalation procedures jointly created by and the customer › Procedures are followed by the Netrix Global NOC 24/7/365 	✓	✓	✓
Creation of profiles (systems application)	<ul style="list-style-type: none"> › Create user profiles based upon existing templates and communicate profiles to new users based on authorization lists provided by the customer 	-	✓	✓
Creation of line/controller/device	<ul style="list-style-type: none"> › Create new iSeries communication object configurations 	-	✓	✓
OUTQ creation and maintenance	<ul style="list-style-type: none"> › Create new print queues as required 	-	✓	✓
TCPIP monitoring and maintenance	<ul style="list-style-type: none"> › TCP/IP status of communication devices and configurations monitored and appropriate action taken › Purchase of monitoring application or availability of customer-provided application 	-	✓	✓

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Monitor WRKSYSACT screen and terminate runaway jobs	<ul style="list-style-type: none"> Monitor the WRKSYSACT screen for customers who have this utility which is part of the IBM Performance Tools licensed program Terminate 'runaway' jobs that are using excessive CPU or DASD to promote system integrity 	-	✓	✓
Monitor system service tools	<ul style="list-style-type: none"> Pre-shift check of system service tools to check for hardware licensed code errors Hardware errors escalated to IBM or other designated service provider 	-	✓	✓
Maintain basic and core system security	<ul style="list-style-type: none"> Logs checked to promote system security Advise of changes in system values that can help maintain system security 	-	✓	✓
Month-end scheduling and performance	<ul style="list-style-type: none"> Monitor scheduled month-end processing to promote system integrity and performance. Issues communicated per escalation procedures 	-	✓	✓
Ad-hoc requests for batch SAV/RST or other jobs	<ul style="list-style-type: none"> Process batch jobs, save requests, and restore requests submitted by authorized customer personnel through the NOC 	-	4/ month	8/ month
Backup Services	<ul style="list-style-type: none"> Management of tape library or VTL system, whether external (i.e., Recall of Iron Mountain), or online (i.e. BRMS, Robot/SAVE) 	-	✓	✓
System turning based on performance	<ul style="list-style-type: none"> Manage storage pools and job priorities to aid system performance 	-	-	✓
System configuration and recommendation based on customer growth	<ul style="list-style-type: none"> Recommend system upgrades where necessary if system capacity is insufficient for established workload 	-	-	✓
PTF analysis, ordering and installation	<ul style="list-style-type: none"> Advise if new cumulative PTF package should be installed Recommend single PTFs based on IBM advice to correct specific issues 	-	-	✓
Creation of CL programs	<ul style="list-style-type: none"> Write CL programs to assist the customer with operational issues and efficiencies 	-	-	4/ month
Customer application maintenance	<ul style="list-style-type: none"> SAV/RST, stop/start, error repair, adds/deletes Troubleshoot errors and recommended fixes for CL-and RPG-based applications Assist with basic maintenance of customer applications 	-	-	✓

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