

IBM i Remote Management



Monitoring Services



- IBM Administration Functions
- Performance Monitoring

Support Services



- Operating System Level
User Auth and Management

Additional Services



- System Patch Management
- IBM Hardware Management
- IBM Backup and Recovery

**Not included but available as time and material services (upon request)*

Who We Are?

ISE offers comprehensive support services to help clients concentrate on essential business and IT objectives.

What We Do?

Provide tailored solutions to promote system reliability, faster response times, lower risk, and more efficient resource allocation, which results in reduced costs.



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MONITORING SERVICES

IBM Administration Functions

- Monitor System Operator Message Queue
- Monitor and administer operating system functions
- Maintain and manage logs within the operating system & environment
- Monitor drive/file system space
- Monitor subsystems and system jobs
- Printer Management: monitor print queues



Performance Monitoring

- Provide daily monitoring (operational) – CPU Utilization, Memory Usage, User Activity, Disk Space Usage and I/O

SUPPORT SERVICES



Operating System Level User Authorization and Management

- Perform user creation, profile modification, suspension tasks as assigned
- Perform password resets

ADDITIONAL SERVICES

System Patch Management

- Install patches/cyclical upgrades to OS
- Apply CUM/GROUP/HIPER PTF's
- Refresh PTF's levels

IBM Hardware Management Console (HMC) and LPAR Management

- MC operations and HMC administration
- Manage LPARs through HMC
- Provide HMC updates and server firmware updates through HMC
- Dynamic LPAR – add, move, and remove resources using HMC



IBM Backup/Recovery

- Troubleshoot BRMS backup issues. Create, modify, delete control groups and policies
- Create Full System Save for all backup policies
- Define Tasks within the overall restore process

10 complimentary professional service hours, included in the subscription
Incident Management Tracking
Comprehensive system health assessments: 2 per annual term

**Customer is responsible for managing backup media Out of Scope: Any activity not specifically listed in Monitoring Services and any Additional Service unless requested.*