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Global Services



ITSO iSeries Technical Forum
GP08

ITS GPSE iSeries Services Update

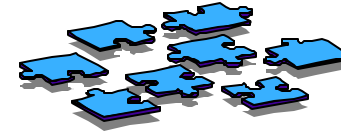


**Global Product
Support Executive
eServer iSeries Team**
Rochester, MN

Purpose/Agenda

The purpose of this presentation is to increase your awareness and understanding of the:

- ITS GPSE iSeries Services organization
- Portfolio of ITS service offerings and customer value of each
- Benefits of working with ITS
- 2003 iSeries Services Opportunities



After viewing this presentation:

You should:

- Be aware of the ITS service offerings that are available and the customer value of each.
- Know the benefits of the most popular offerings so that you can recommend services solutions appropriately.
- Realize that customers can simplify their e-business on demand solutions through services

Organizational Overview



IBM Global Services

- Business Consulting
- Strategic Outsourcing
- Learning
- Integrated Technology

Integrated Technology Services (ITS)

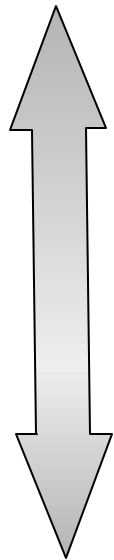
- e-business Infrastructure Solutions
- Networking & Connectivity Services
- Infrastructure & Systems Management Services
- Business Continuity & Recovery Services
- Technical Support Services

Global Product Support Executive (GPSE)
eServer iSeries Team (Rochester, MN)

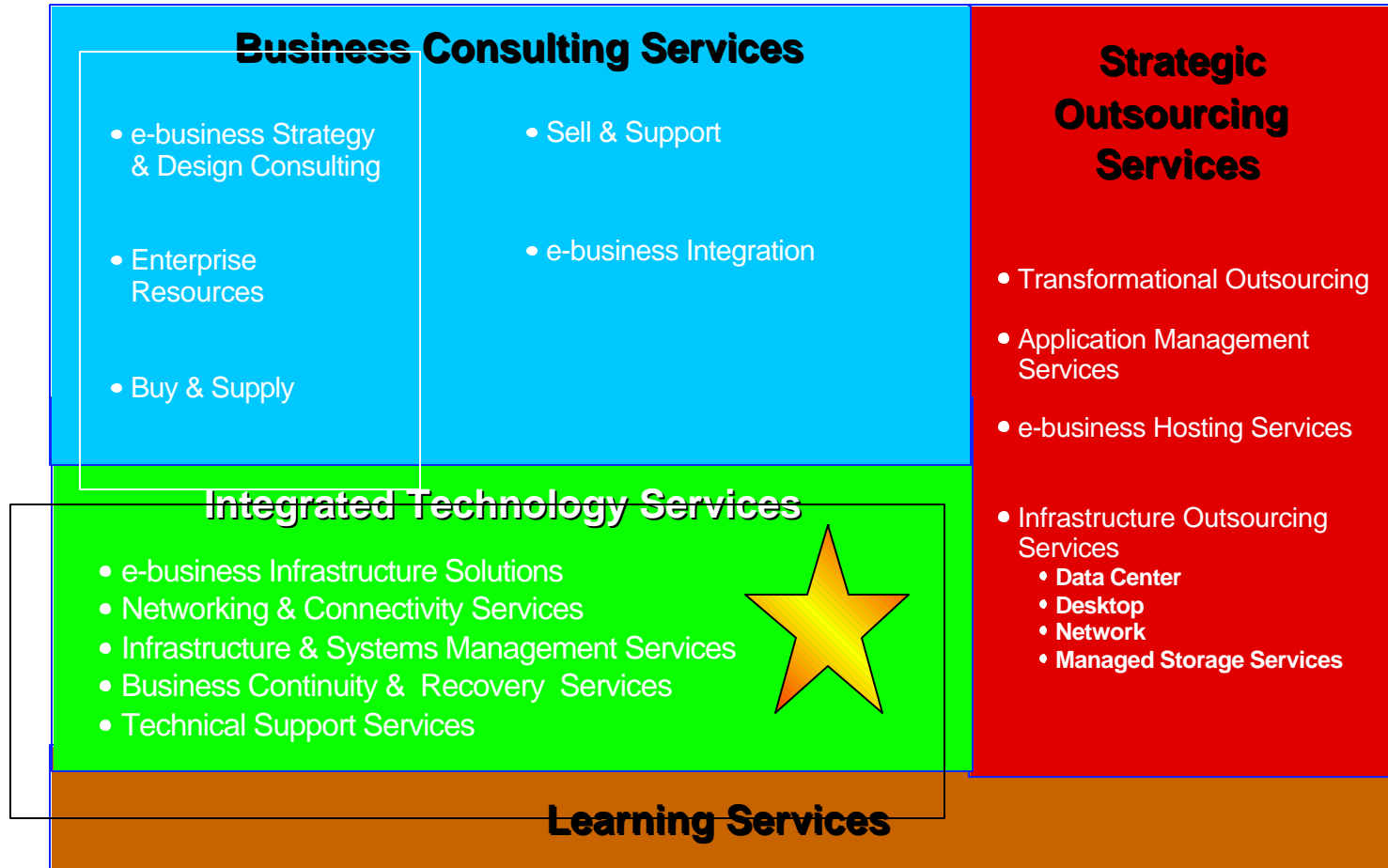
How Global Services can help



BUSINESS



IT



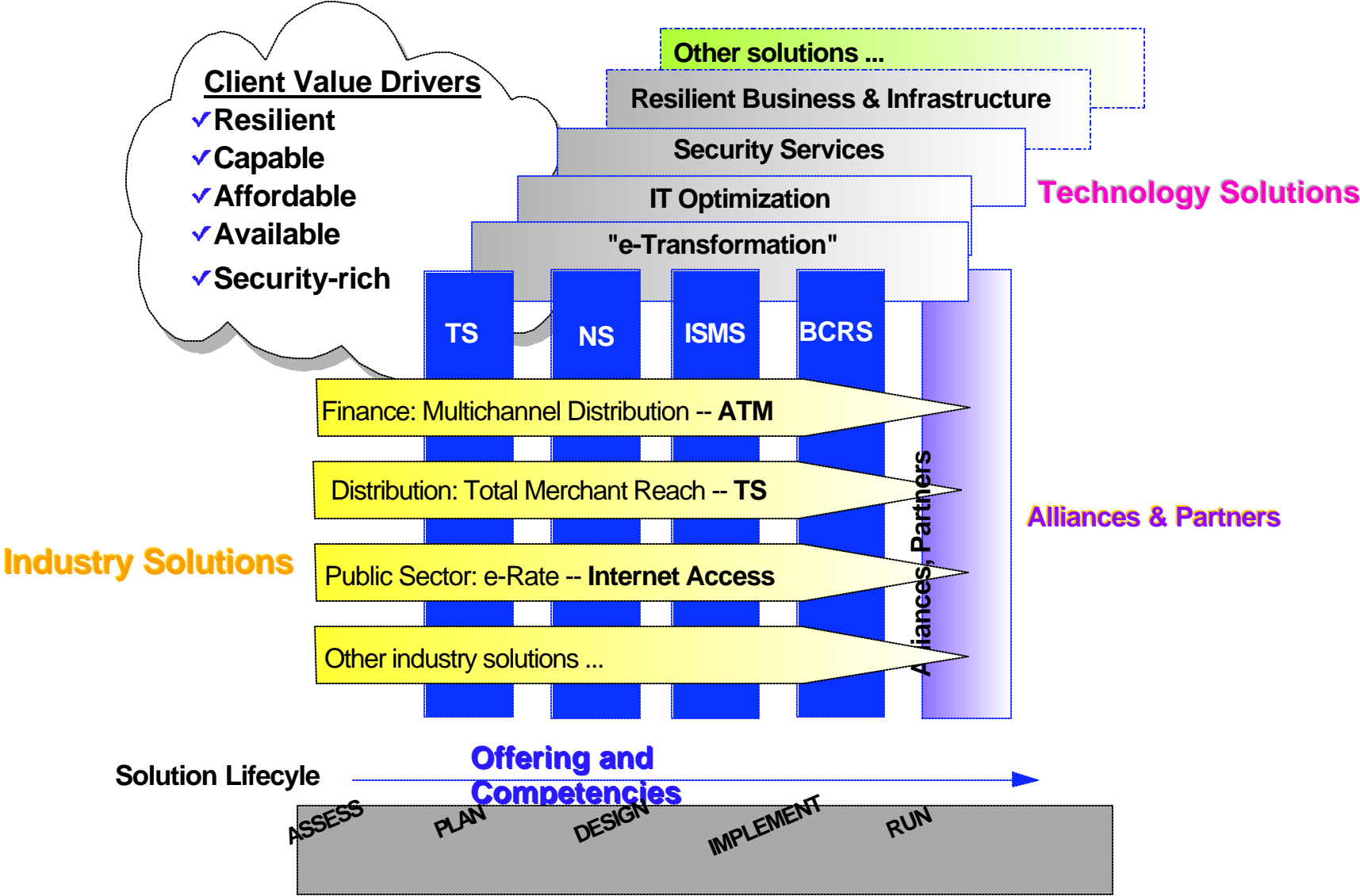
Integrated Technology Services

Vision: Offer customers a single IT partner to implement and manage multi-vendor IT systems.

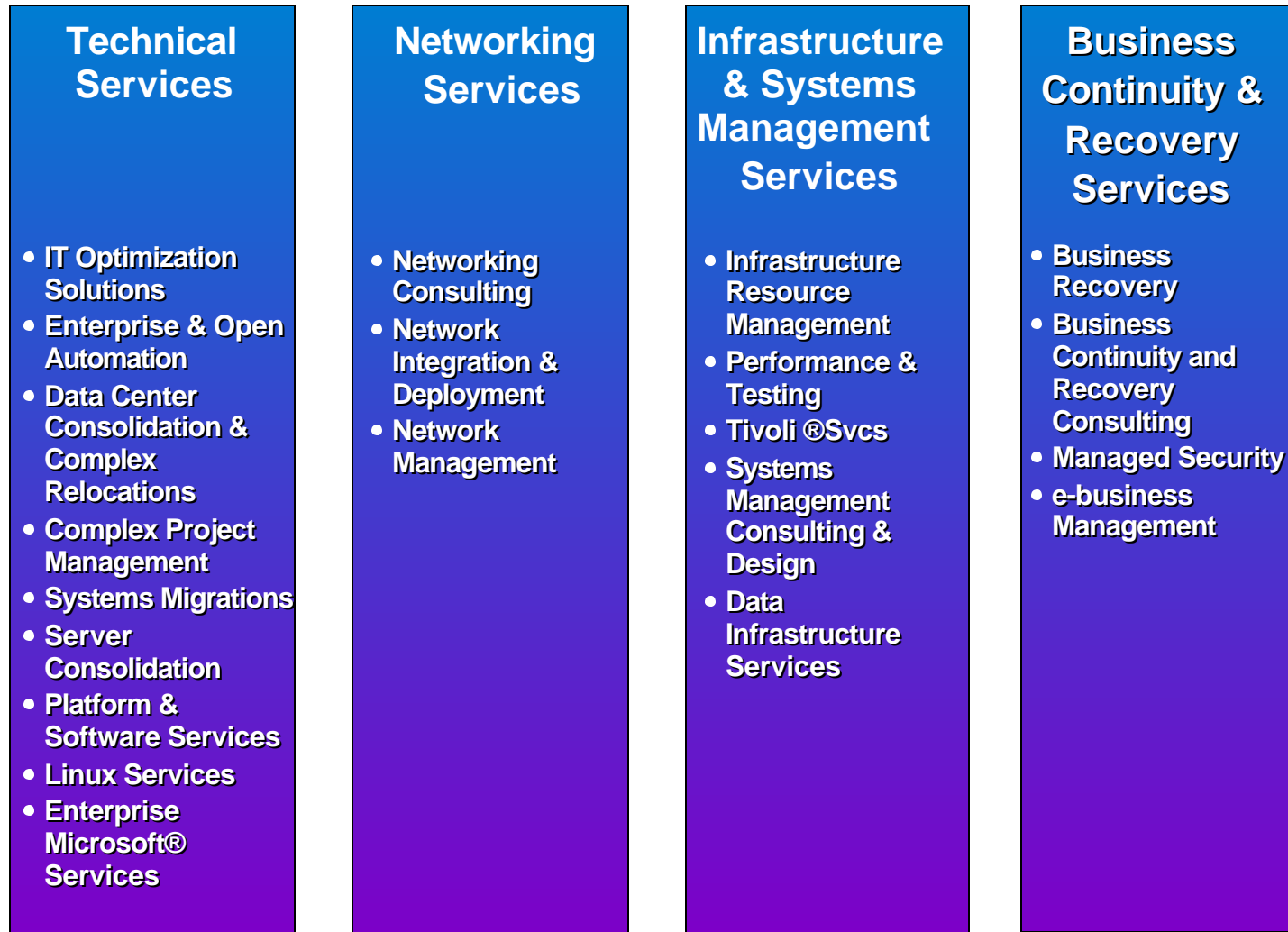
Objectives:

- Continue to improve profitability and market share in a declining maintenance market
 - Web enablement of service delivery
 - Expansion of multi-vendor OEM solutions
 - Improve service delivery quality and reduce cost
- Achieve profitable growth in the infrastructure services market
 - Networking Services
 - Linux Services
 - Storage Services
 - IT Optimization Services
 - e-business Management Services

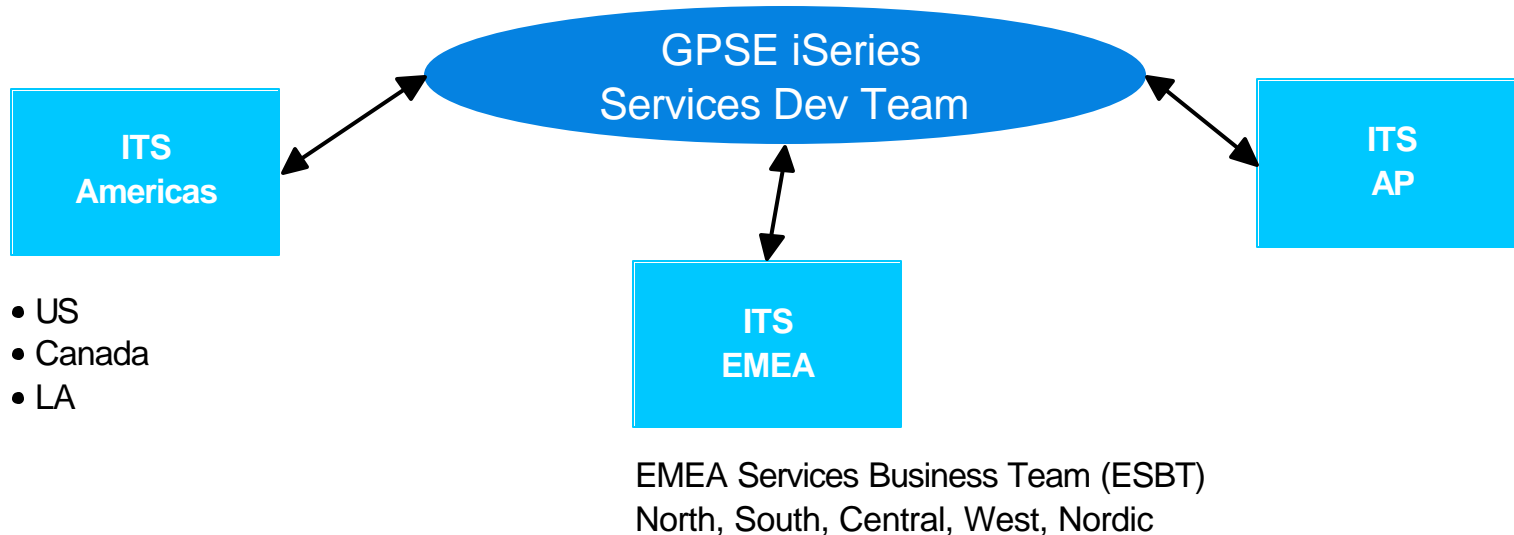
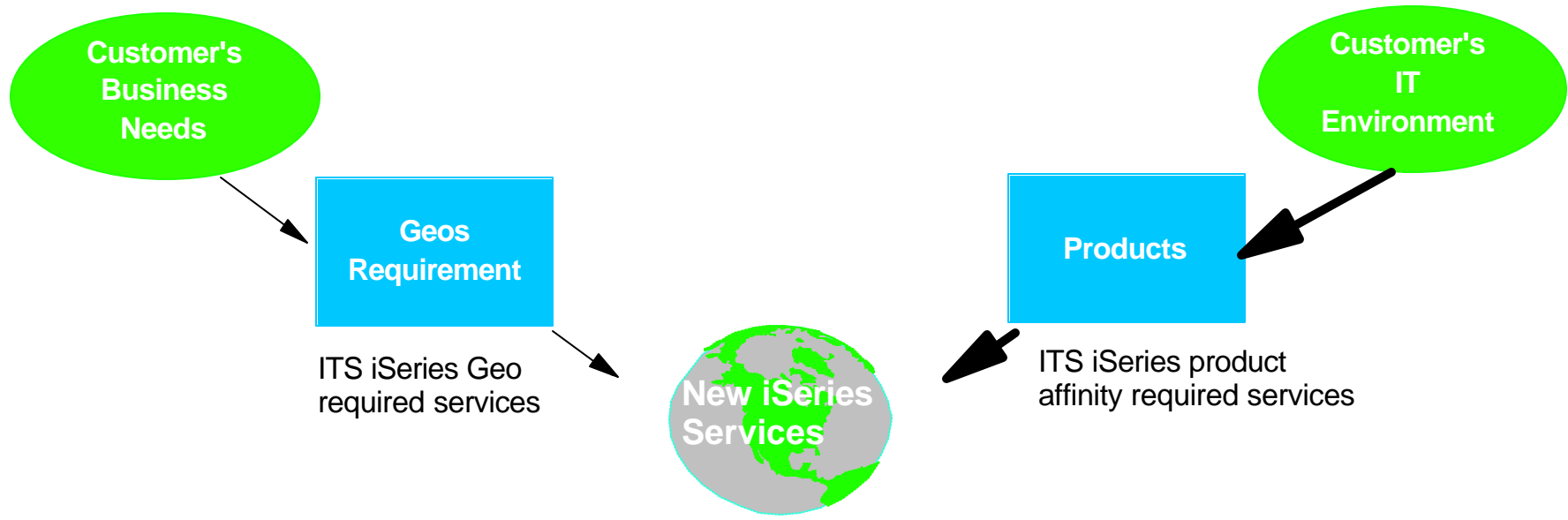
The ITS Blueprint brings together offerings, technology solutions, industry solutions and alliances over the initiative lifecycle.



The foundation and the first dimension of the Integrated Technology Services (ITS) portfolio is the core set of our service offerings, organized by the four ITS Competency Areas



ITS GPSE iSeries Services Development Team





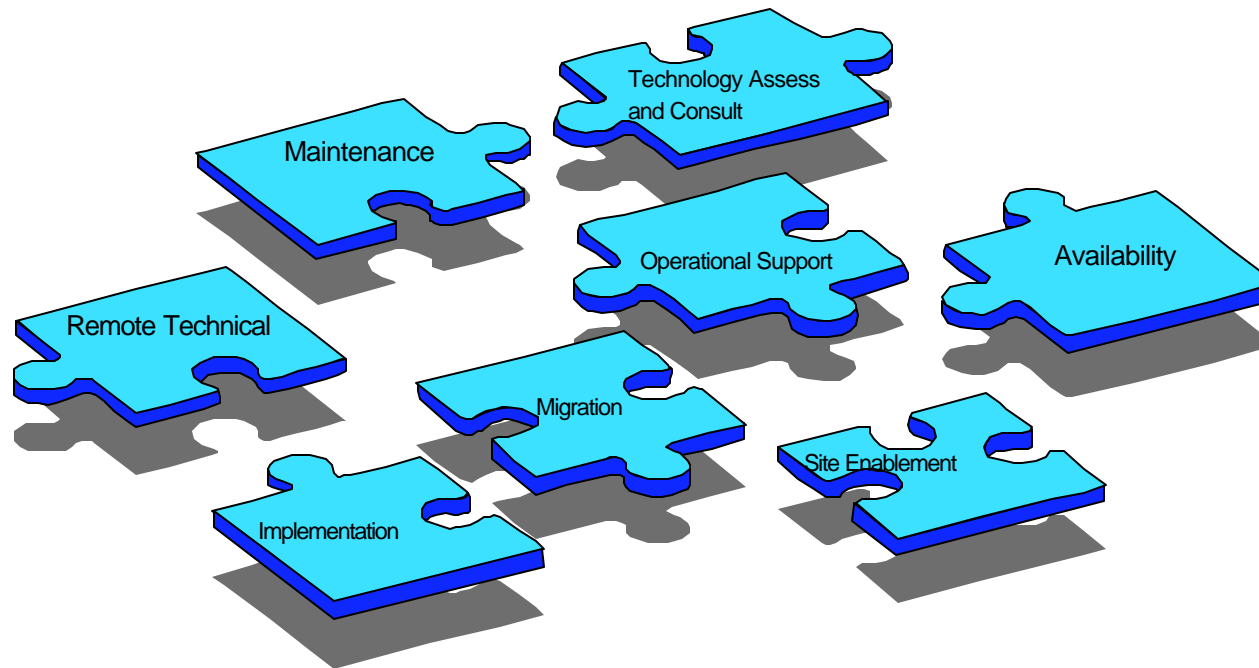
A global development services organization that works with Geos and Product Development.

GPSE centralizes the development of services, then offers them globally for worldwide deployment.

Objectives

- Deploy a consistent service model worldwide and in doing so minimize duplication/redundancy.
- Grow WW ITS portfolio to better serve needs of global customers.
- Drive and coordinate a consistent WW integration of services within products plans.

ITS TSS Service Offerings Overview

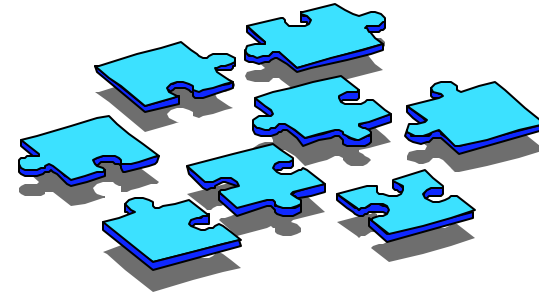


ITS TSS Services Offerings - Overview



Locally Delivered

- High Availability Services
- Implementation Services
- Migration Services
- Site Enablement Services
- Technology Assessment and Consulting Services



Remotely Delivered

- Operational Support Services
- Remote Technical Support Services

Other

- Maintenance Services

Note that availability is based on geographical location

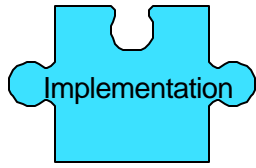


High Availability Services



Highlights

- Proactive planning and analysis.
- Prevention of systems failure.
- Coupled with high priority reactive services in event of unplanned downtime.
- Include availability planning, systems design and management, technology implementation and process integration activities, systems monitoring, and priority hardware maintenance services.

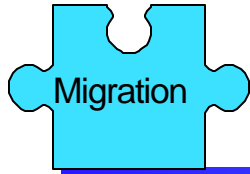


Implementation Services



Highlights

- Help customers ready their IT environments for operation.
- Can cover operating system, network operating system, database, middleware, software packages, or basic installation of products.

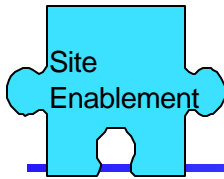


Migration Services



Highlights

- Perform migration activities (project mgt, installation, configuration, set up and/ or transfer to new environment) that help customers transition smoothly from one environment of hardware, systems software or middleware to another.
- Can include data migration, operating system migration, storage media migration, and iSeries server migration.



Site Enablement Services



Highlights

- Assist customers with changes to their physical IT infrastructure.
- Focused on minimizing the environmental causes to business disruption.
- Design and implementation of data centers, e-business cyber centers, and intelligent buildings.
- Control security, fire protection, computer room air conditioning, UPS, engine generators, power distribution units, and integration of IT and facilities management systems.

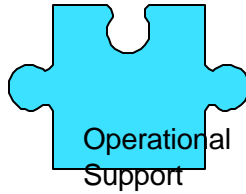


Technology Assessments and Consulting Services



Highlights

- Recommendations for improving IT solutions operating efficiency.
- Assessments can cover hardware and software products and solutions.

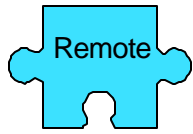


Operational Support Services



Highlights

- Ongoing operational services to out-task system maintenance activities.
- Keep specified system environment at latest recommended product and maintenance level.
- Include operational tests, implementation activities, and migration activities.

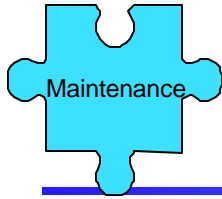


Remote Technical Support Services



Highlights

- Technical support, tools and facilities that help provide customer systems support either by telephone or through electronic delivery.
- Remotely delivered services proactively monitor system availability or performance.
- Provided through multi-year contracts covering the customer's overall platform.



Maintenance Services



Highlights

- IBM Maintenance provides worldwide warranty and maintenance support services on IBM and selected OEM hardware products.
- Maintenance programs include remote support, predictive, preventative, depot, and onsite support.

Most Requested ITS iSeries Global Service Offerings



Implementation Services

- iSeries LPAR for V5R2/V5R1
- for iSeries Security

Migration Services

- for iSeries
- for iSeries and AS/400 Server Consolidation
- for AS/400 System Transition

Operational Support Services

- for PM/400e

Site Enablement Services (Smooth Start)

- for Websphere Commerce Suite for OS/400
- for AS/400 Operating System
- for AS/400

With IBM Implementation Services for iSeries LPAR, the customer gets:

- Onsite implementation services to install and configure and manage new LPAR configuration.
- Greater manageability and increased hardware utilization.
- Support for production and test environments without significant disruption to business.
- Application isolation.
- Increased flexibility of resource allocation.
- Basic skills transfer to help staff operate and manage LPAR environment.

Note: Pricing is customized according to customer's requirements

iSeries Security Services Offering

With IBM Implementation Services - for iSeries security, the customer gets:

- A project manager assigned as a focal point for all communications and service- related activities.
- A project plan that includes measurements and progress evaluations.
- A plan for basic security functions and policies on iSeries servers, including system-level security, all security-related system values, user-profile special authorities, and password policies.
- User authentication plans and implementation covering OS/400 user profiles, with additional discussion of Web and dial-in services.
- Network security planning and implementation regarding iSeries LAN interface, including IP filtering.
- For planning purposes only, discussion of wider network topics affecting security, such as secure sockets layer (SSL), firewalls and virtual private networks (VPN).

With Migration Services for iSeries, the customer gets:

- Installation planning and a migration preparation review
- A review of system backup and restore procedures
- Migrating and validating data
- Basic skills instruction

Prerequisites

- Determine if sufficient system capacity is available
- Order a valid system configuration that meets capacity requirements
- Verify that you can convert all programs on current systems

Migration Services for iSeries and AS/400 Server Consolidation



With Migration Services for Server Consolidation, the customer gets:

- Installation planning and a server consolidation preparation review
- A review of system backup and restore procedures
- Migrating and validating applications
- Basic skills instruction

Prerequisites

- Determine if sufficient system(s) capacity is available
- Order valid system configuration(s) that meets capacity requirements
- Verify that you can convert all programs on current systems

Migration Services for AS/400 System Transition



With AS/400 System Transition Services, the customer gets:

- Migration of your CISC AS/400 to a PowerPC iSeries
- A choice of transition methods to best suit customer's needs.
- Time to concentrate on business-critical activities.
- A reduction in customer's need to acquire new skills and resources.

PM/400e

With IBM Operational Support Services for PM/400e, customer gets:

- Regularly-scheduled, easy-to-read reports that include an analysis of your CPU, disk utilization, hardware configuration information, memory and response time.
- Performance trend data, automatically captured, to help customer save time and internal resources.
- Option of receiving report electronically, through a security-rich Internet connection (monthly) or by mail (monthly or quarterly).
- Electronic tools that allow customer to examine recent historical data.
- Option of enhancing this service to include telephone or onsite assistance from an IBM service specialist.

Prerequisites

- PM/400 software enabled on your AS/400e or iSeries
- Internet service provider
- Internet browser capable of supporting plug-ins
- Adobe Acrobat reader (electronic only)
- Communications line and modem to transmit performance data to the PM/400e production facility

IBM SmoothStart Services for Websphere Commerce Suite for OS/400



With this SmoothStart Service, the customer gets:

- Help ensuring a smooth implementation.
- Help creating effective, fully functional online storefronts for a competitive edge.
- Transfer skills for their staff so they can maintain and monitor environment after installation.
- A wide range of shopping flows and style sheets to help customize a look and feel for their business.

Prerequisites

- Check following web site for list of prereqs:

<http://www-1.ibm.com/services/its/us/drmjgd06.html>

IBM SmoothStart Services for AS/400 Operating System



With this SmoothStart Service, the customer gets:

- A speedy and effective installation and configuration.
- Easy access to system experts.
- Basic skills instruction to staff.
- To keep staff focused on business critical activities.

Prerequisites

- IBM media that contains the new release to be installed.

IBM SmoothStart Services for AS/400

With this SmoothStart Service, the customer gets:

- Help with planning the installation of the new iSeries system, IBM programs, and PTFs.
- Help installing a new iSeries System, OS/400, IBM programs, current cumulative PTF package, and HIPER PTFs.
- Verification that system is operational and that OS/400, IBM products, and PTFs have been applied.
- An installation record that documents the activities performed during service.

Prerequisites

- iSeries system, peripherals, and applicable hardware available
- New release of OS/400 and program products (if applicable) available at customer's location



Benefits of Using ITS

ITS is:

- Proven
- Reliable
- Available
- Leading edge
- Worldwide

ITS offers customers:

- A broad portfolio of tested/certified services offerings
- 1- stop shopping
- Custom fit solutions

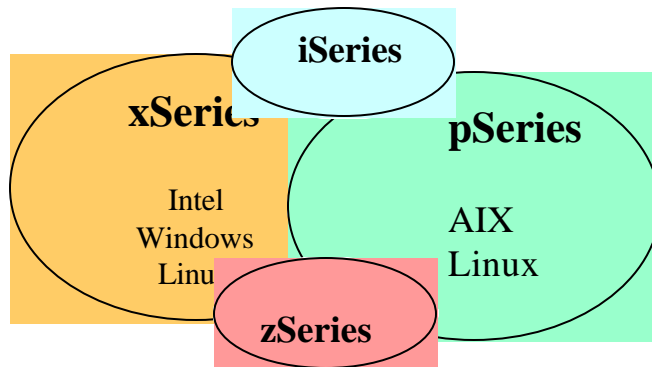
ITS offerings help customers:

- Manage risk
- Plan and implement technology that supports business
- Maximize effectiveness of IT investments
- Manage continuous operations
- Concentrate on their business
- Complete projects successfully
- Ensure technology supports business goals
- Attain leadership



Benefits of Using ITS

- ITS has largest selection of service offerings in IT market.



- Services are platform dependent



2003 iSeries Services Opportunities

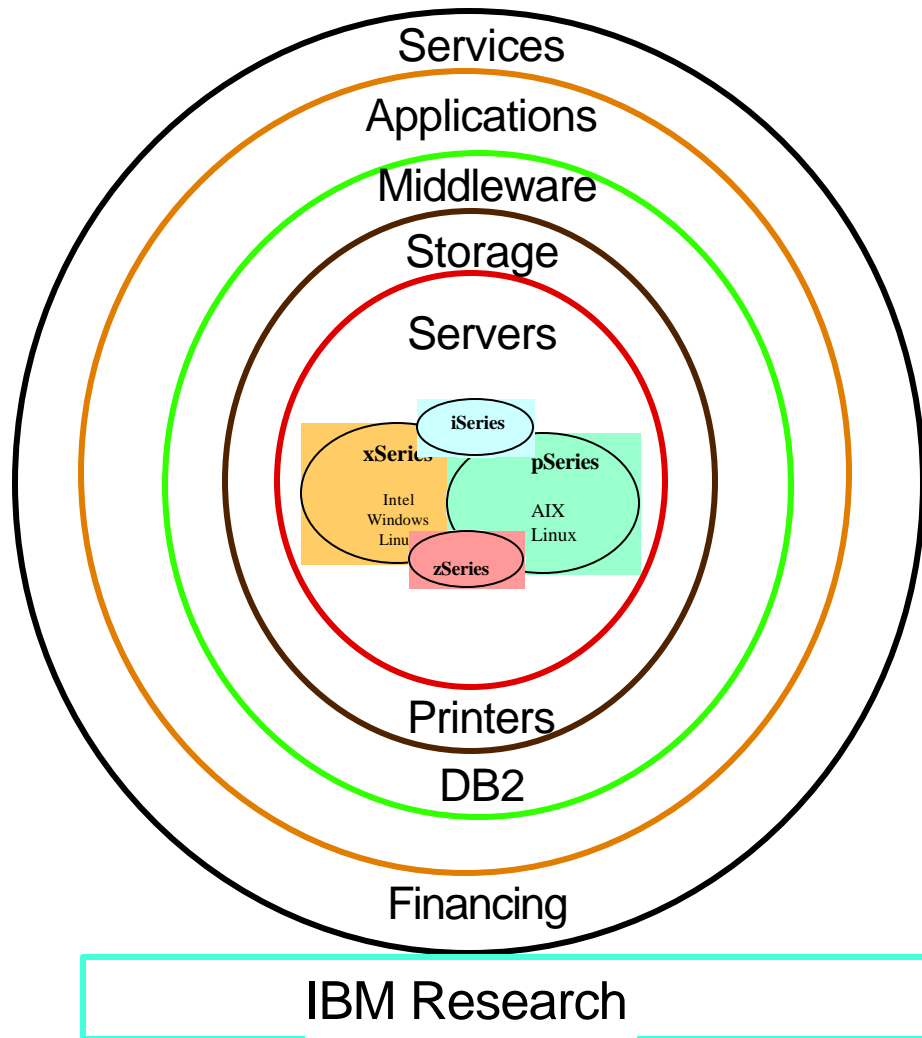


- Provide Total Solution (ie. Migrations)
- Keep the Customer Happy (and Safe)
- The Following Areas Need to be Considered:

- SPD to PCI/HSL Migration, New Towers
 - ▶ Data Movement Approach
 - ◆ When Remove SPD?
 - ◆ Unload/Reload Required?
- DASD/Controller Migration
 - ▶ Including Load/Source Disk
- LPAR
 - ▶ SPD to PCI, Disks, Load/Source
 - ▶ Tower Resource Naming Issues
- Understanding the Packages
 - ▶ New HW/SW/Licenses Included
 - ▶ Temporary and Permanent CUoD
 - ▶ Customer Education to Use Them
- OS/400 Licensing Changes
 - ▶ Processor Activation Changes

- Customer Responsibilities and CE Services Opportunities
 - ▶ Customer Setup
 - ▶ Software Install
 - ▶ Data Migration
 - ▶ Installation Planning
- Solution Assurance
 - ▶ Pre Sales
 - ▶ Pre Install
- Education on Enabling Technologies
 - ▶ Linux Integration
 - ▶ Windows Integration
 - ▶ WebSphere Integration
 - ▶ Collaboration
- Customer-Unique Service Requirements

Why IBM? Why ITS?



Autonomic Computing



Scalability

High Availability

Flexibility

Linux

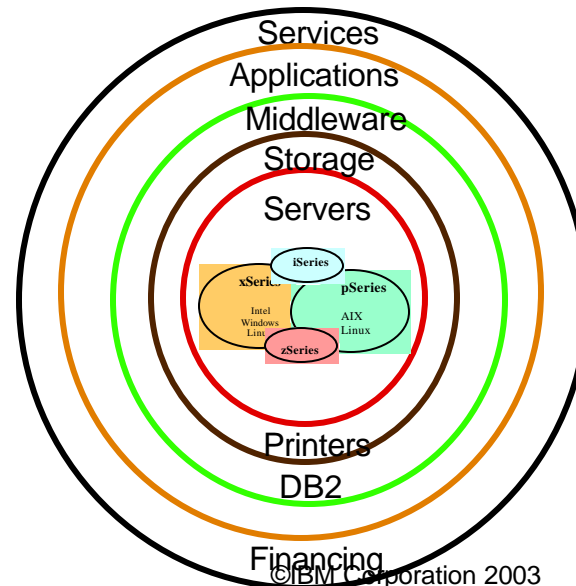
Integrated Solutions

**e-business
on
demand**



In summary, use ITS:

- To get the most of the technology
- For greater availability and performance (tuning)
- For services that meet standards (ISO9001)
- To help use automated functions in managing IT solutions
- To attain GLOBAL CUSTOMER VALUE!



Web Sites - IBM/BP Internal

iSeries Home Page:

w3.ibm.com/sales/systems/series

This presentation (ITSO Forum web site)

www.ibm.com/eserver/series/education/itso

Business Partner Website (PartnerInfo)

www.ibm.com/partnerworld/sales/systems/ibmsm.nsf

Web Sites - Customer

IGS/ITS website

www-1.ibm.com/services/its/us

Portfolio of ITS service offerings:

www-1.ibm.com/services/its/us/portfolio.html

Portfolio of ITS services offerings plus sales specifications:

www-1.ibm.com/services/its/us/inteapps.html

iSeries iNation web page (customer team room):

www.ibm.com/servers/eserver/audience/Homepage.wss?view=ination

Planning information about iSeries:

www.ibm.com/servers/eserver/series/planning/nav.html

Migration information about iSeries:

www-1.ibm.com/servers/eserver/series/migration/nav.html

In Conclusion:

You should now:

- Be aware of the ITS service offerings that are available and the customer value of each.
- Know the benefits of each offering so that you can recommend services sales appropriately.
- Realize that IBM can provide Global services solutions and skills.
- Realize that IBM services can simplify **e-business on demand solutions.**

And when you can:

- Incorporate IBM services into customer's IT solutions.
- Sell value of services at the time of sale.

Acknowledgments



The team that created this presentation

Authors

- **Peter Croes**, IBM iSeries Software Services Group, IBM Netherlands. Peter was a co-writer for the V5R1 LPAR redbook - LPAR Configuration and Management Working with IBM eServer iSeries Logical Partitions, SG24-6251, 2 years ago. At the moment he's also a guest instructor for IBM Learning Services in The Netherlands teaching the LPAR course. He started working for IBM in 1989 as a hardware specialist and switched to software in 1996. Peter has been involved in providing many LPAR customer solutions..
- **Markku Inkilainen**, IBM iSeries Software Services Group, IBM Finland. Markku is a Services Sales Representative and IT Specialist. He has 14 years IT experience with iSeries. His expertise includes iSeries System Transition planning and implementation. He has also SSM and PM education and he gives presentations at Common and to Business Partners and customers.
- **Todd Gabriel**, IBM IGS/Integrated Technology Services GPSE iSeries Services Program Manager in Rochester, MN. Todd joined IBM Global Services in 1994 as a development services program manager and developed System Transition Services (CISC-RISC) in 1995. Since that time he and his global services development team have continued to develop global services offerings for many iSeries solutions including LPAR and server consolidation. Todd joined IBM in 1978 as a development communications programmer and has lead several product introduction and migration teams in Advanced Technical Support, solutions/systems assurance and global services.
- **Arne Vinslid**, IBM IGS/Integrated Technology Services GPSE iSeries Services Program Manager in Rochester, MN. Arne joined IBM Global Services in 2001 as a development services program manager, he is on assignment from Norway, Since that time he and his global services development team have developed iSeries security and iSeries clustering and IASP global services offerings. Arne joined IBM in 1964 as a financial planner, he has worked in several areas of finance, like accounting, accounts payable, treasury and pricing. As of 1982 he has worked as a System engineer on the midrange products. From 1997 to 2001 he was the ITS TSS Nordic manager for i and pSeries.
- **Mike Ransom (ITSO Project Leader)**