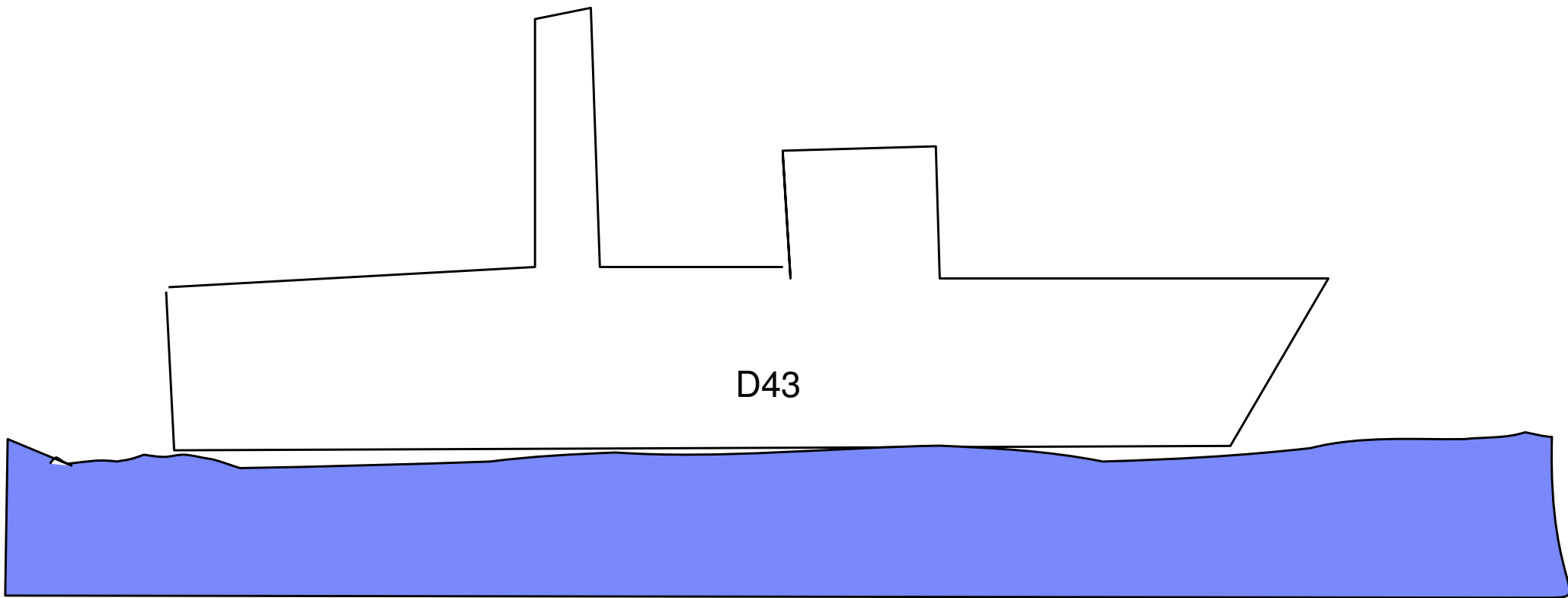


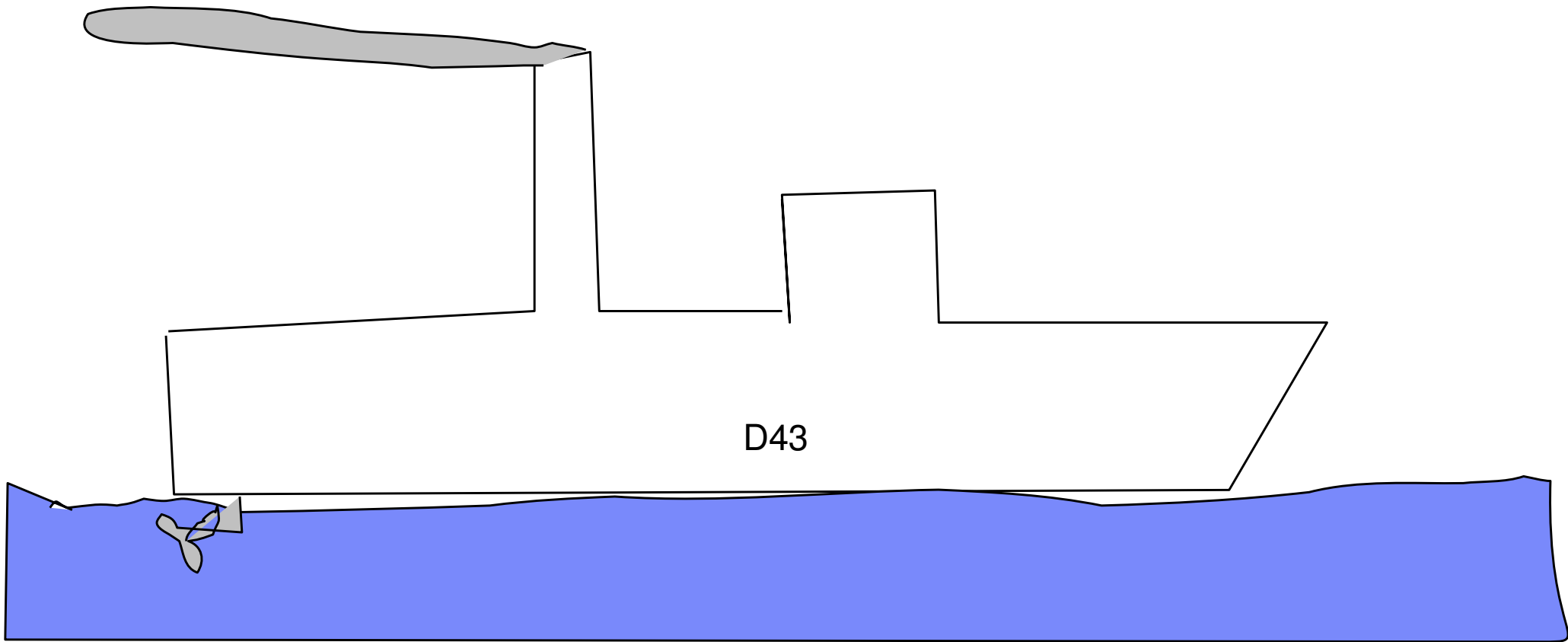
Select for z/OS – Presented by Mark Hetherington

- ***Over 20 years as Engineering Officer in the Royal Navy.***
- ***Active service in the Falklands, 1st Gulf conflict and Northern Ireland.***
- ***Many peacetime deployments around the world and served in both Northwood and Whitehall HQ's***
- ***Responsible to the Command for the operational availability of all Weapons, Communications and Sensors.***

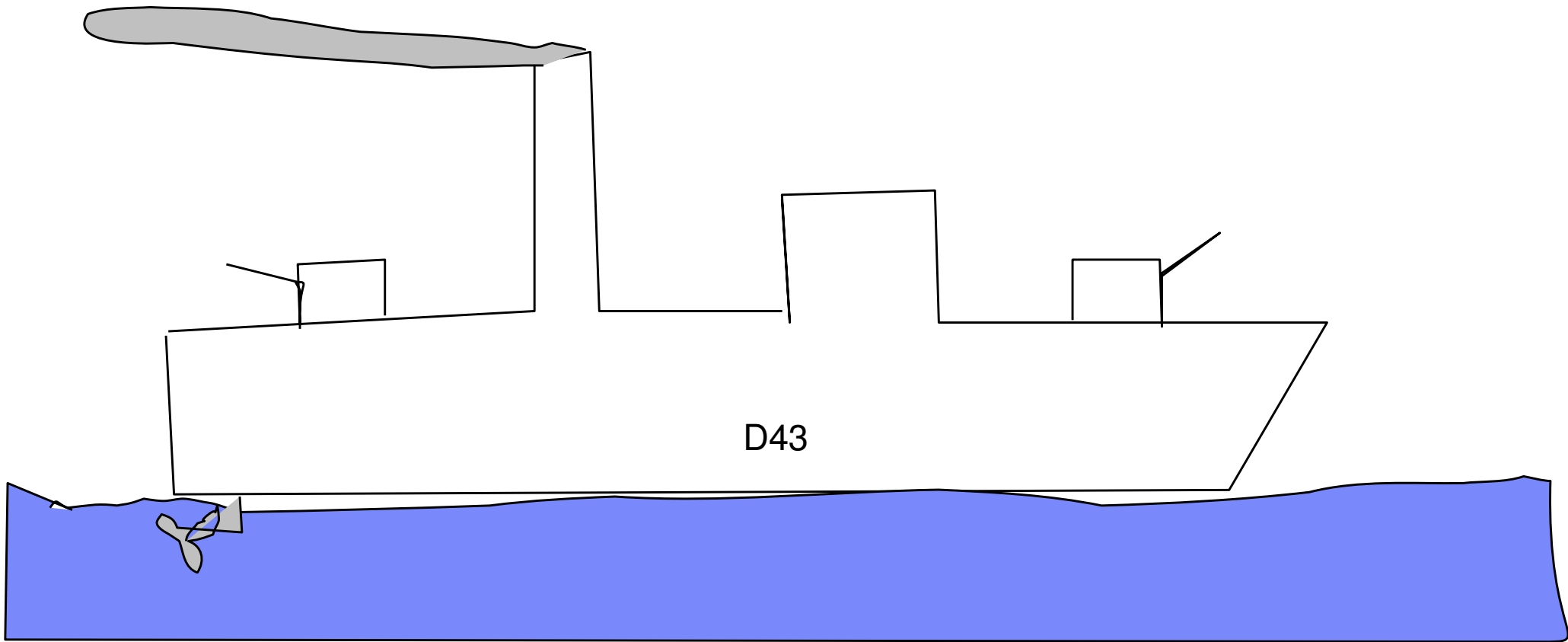
Float



Manoeuvre



Fight



Ability to Float – own staff (crew):-

- **Training**
- **Skill level**
- **Teaming**
- **Dedication**

Ability to Manoeuvre – Management decisions (Command):-

- **Business strategy**
- **Competitiveness**
- **Product**
- **Flexibility**

Ability to Fight – Technical capability (Weapons, Communications, Sensors):-

- **Availability**
- **Efficiency**
- **Reliability**

Select for z/OS - Technical Capability

- **Availability** – *minimum downtime*
- **Efficiency** – *resource utilisation*
- **Reliability** – *maintained to a correct level*

Select for z/OS – Meeting the Fight

- ***Select is the prime offering to combat these ‘fight’ objectives.***
- ***A proven track record in providing deliverables to meet the high availability, efficiency and reliability demands of business critical systems.***
- ***Removing the resource intensity surrounding any upgrade.***
- ***Delivering to order, when and where, to a schedule which is totally controlled by the customer and other project deadlines.***

Select for z/OS – Deliverables

Availability -

- **High quality IBM and ISV software packages (CustomPac), tailored to suit the customer's environment.**
- **SW Packages can be anything from a full operating system replacement (that can optionally include selected ISV products), through subsystems, to groups of products or individual products.**
- **In all cases, the packages are tailored to the customer's existing environment and use a familiar dialog driven installation method, to simplify initial loading and basic customisation.**

Select for z/OS – Deliverables

Efficiency –

- ***Upgrades fully planned and product researched.***
- ***A quality and easy to install delivery.***
- ***Automated Toleration maintenance researched and provided – for both SW and HW upgrades.***
- ***Resource intensive customisation undertaken.***

Allowing customer resource to remain available for higher core activities.

Select for z/OS – Deliverables

Reliability –

- ***Preventive and corrective maintenance.***
- ***Supplied at the maintenance level required by the customer.***
- ***Systempac (z/OS upgrades) fully IPL tested before shipping.***

Select for z/OS – Contract Management

- ***Contract management to plan and execute Customer software upgrade requirements.***
- ***The Contract Manager works with the customer to ensure that any software package orders are not only technically correct but also provide the optimum solution with regard to software versions, releases and compatibility.***
- ***The Contract Manager drives the software package orders through the process, dealing with any issues that may arise and ensuring a timely delivery.***
- ***These activities help to ensure a quality delivery while freeing customer resource for higher value core activities.***
- ***The Contract Manager will continually review all licensed SW products for End Of Support announcements.***

Select for z/OS – Technical Assistance

- ***Technical assistance with software installation as required. Operating System upgrades are relatively infrequent.***
- ***SELECT provides SystemPac as a means to upgrade the system, either as a dialog driven installation or as physical dumps of disk images.***
- ***In either case, an experienced IBM Service Deliverer will work with the customer's technical personnel to ensure that the deliverable adheres to the customer's naming conventions and standards***
- ***Use his experience of the IBM process to ensure that the system is successfully installed to the point where it can be IPL'd and the customer's personnel can access the system.***

Select for z/OS – Systempac – standard customisation

- ***Fully IPLable system based on the customer's volume layout and dataset naming standards installed within a day.***
- ***New SMP/E environment customised to the customers preferences and DDDEFs updated with the customers naming standards.***
- ***New master catalogue and user catalogue environment based on customer preferences with possibility to include indirect cataloguing if necessary.***
- ***Can be built with customer's IODF.***
- ***Products installed to level where an IVP can be run.***
- ***Installation of IBM and selected ISV products if required.***
- ***Includes non-marketed products e.g. z/OS 1.7.***

Select for z/OS – Systempac – additional customisation

- ***Application of user mods and exits.***
- ***Identification of levels of ISV products needed to support new release.***
- ***Installing of new releases of IBM and ISV products.***
- ***Installation of maintenance to IBM or ISV products including toleration maintenance to existing systems.***
- ***Parameter changes necessary for the new release.***
- ***Running of any installation verification programs and any other testing the customer requires.***

Select for z/OS – SW Support Line

Select also works in conjunction with SW Support Line.

SW Support Line offering:-

- ***Available 24 hours day for critical incidents***
- ***Unlimited calls***
- ***Access to IBM's skilled zSeries support specialists***
- ***Defect & Non Defect "How-to" Support***
- ***Resolution of defect issues***
- ***Electronic support and problem submission***

Select for z/OS – OMIS Profile

- ***Each pac creation produces an OMIS (Online Maintenance Information System) profile.***
- ***SW Support Line can access any OMIS profile to assess the maintenance level of the customers environment which can then be utilised to aid problem determination.***
- ***In addition, if there are any problems or queries with the custompac build these can be investigated immediately by the Service Deliverer and the build centre utilising the OMIS profile.***

Select for z/OS – proven success

- ***One customer attempted to complete a z/OS upgrade in house by ordering the required SW products themselves.***
- ***They got what they ordered – which would of resulted in them moving to a back level version of one product and some products were totally missed out of the order.***
- ***The Select Contract Manager arranged for a planning meeting to be held on site immediately. Identifying the correct SW product versions, the z/OS systempac was submitted into Production within a couple of days, built and delivered to site within a further seven days – to meet the customers tight timescales.***

Select for z/OS – proven success

- ***One customer, like many on z/OS 1.4 completed a H/W upgrade to meet the requirement for z architecture for future z/OS releases.***
- ***What they did not foresee was a culmination of factors, lack of vital resource, other internal projects and some cost constraints caused them to have to delay the next upgrade to z/OS 1.7 - critical as this would be the last release which would be inside the fallback/co-existence policy and therefore supported.***
- ***The delay went beyond the withdraw from marketing date for z/OS 1.7.***
- ***Only with Select were they able to take delivery of z/OS 1.7, while utilising the experience and services of the Service Deliverer to overcome their resource issues and successfully deploy z/OS 1.7 into Production.***

Select for z/OS – Summary of value/benefits of Select

- *Contract Manager*
- *Service Deliverer*
- *SW product upgrades*
- *Full system upgrades*
- *Preventive and corrective maintenance*
- *Toleration maintenance (SW and HW)*
- *Quality delivery (fully IPL tested for Systempac)*
- *All planned but with flexibility of delivery to meet customers requirements*
- *All designed to free valuable customer resource for higher core activities*