



iSeries Technology Center

Continuous Availability • e-Business • Systems Management

Mission

The iSeries Technology Center (iTC) has the mission to provide world class technical marketing and implementation assistance for select technologies to IBM Sales and Service personnel, Business Partners, and consultants worldwide.

Responsibilities

The iSeries Technology Center (iTC) is designed to provide a center of skills that will accelerate the introduction and acceptance of select technologies into the worldwide IBM **eserver** iSeries 400 customer environment. Pre-sale technical marketing, skills enablement, education delivery, and implementation assistance are core parts of the iTC mission. Focus is on enabling IBM service representatives and Business Partners to drive and deploy these technologies into the marketplace. iTC assistance is provided through a combination of telephone, electronic, and when necessary, on-site presence. Certain activities are fee based.

Continuous Availability Team

The iSeries Technology Center Continuous Availability Team provides you with technical pre-sales help, implementation assistance, and skill transfer for Clustering solutions on the iSeries 400 system.

Consultants are available to provide services in the following areas:

- Clustering education/skill transfer
- Clustering design sessions
- Clustering implementation assistance
- Switched Disk implementations

To get information on iSeries Clustering go to <http://www.iseries.ibm.com/service/itc/cluster.htm>.

To contact the Continuous Availability Team send an e-mail to rchclst@us.ibm.com

e-Business Team

Do you want to move your business to the web, but need help getting there? The iTC e-Business Team may be what you are looking for.

The iSeries Technology Center e-Business Team provides pre-sale technical marketing assistance, pre-production implementation assistance, and skill transfer to complement existing organizations in accelerating development and deployment of e-business solutions on the AS/400 including but not limited to the following fundamental technologies:

- Java programming techniques
- Data Access (File and DBMS (JDBC/ODBC))
- HTTP Serving (Including HTML, CGI Bin, Net.Data)
- Security (Firewalls, Authentication, Authorization, Encryption, Digital Certificates, Virtual Private Networks)
- XML (Extensible Markup Language) and associated Wireless Variants
- WebSphere Application Server for iSeries (standard and advanced)
- WebSphere Commerce Suite for iSeries
- Connect for iSeries LPP education/assistance
- Capacity Planning
- Performance Planning, Measurement/Monitoring, Tuning
- Perform B2B assessments
- Recommend implementations services
- Answer complex technical questions

The e-Business Team can be contacted by sending e-mail to itcebiz@us.ibm.com. More information can be found at, <http://www.iseries.ibm.com/service/itc/ebiz.htm>.

Systems Management Team

The iSeries Technology Center Systems Management Team provides you with technical pre-sales help, implementation assistance, and skill transfer for:

- Logical Partitioning (LPAR)
- Backup Recovery and Media Services for iSeries/400 (BRMS/400)
- Hierarchical Storage Management (HSM)
- IBM Advanced Job Scheduler for iSeries/400 (IJS/400)
- Management Central (a key component of Operations Navigator)

Consultants are available to assist in the evaluation, configuration, preparation, and installation of LPAR solutions. Experts are available to respond to all inquiries concerning LPAR, BRMS/400, HSM, IJS/400, and Management Central—their functions, resource requirements, suitability for customer requirements, and installation considerations. These experts are also available on a fee basis to implement the BRMS/400, HSM, IJS/400, Management Central, and LPAR products for your customer. Due to the potential complexity of these solutions, skill transfer sessions/training classes, both formal and informal, are offered for all of the products.

LPAR inquiries can be sent to rchtsc@us.ibm.com or for more information on LPAR, <http://www.iseries.ibm.com/service/itc/lpar.htm>. Systems Management inquiries can be sent to rchsymbt@us.ibm.com or for more information, <http://www.iseries.ibm.com/service/itc/brms.htm>.



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