



Managed Services

*Management, Monitoring and Capacity Planning
for Your 24x7 Enterprise*

KEY INFORMATION SYSTEMS PROVIDES
THE FOLLOWING SERVICES FOR YOUR
i5/OS ENVIRONMENT:

- > **PROFILE AND PASSWORD MANAGEMENT**
Monitor for disabled user profiles and change User IDs and passwords as requested
- > **MANAGE PRINTERS AND COMMUNICATION DEVICES**
Monitor the printer OutQ for messages and make sure all printers and communication devices are online
- > **MANAGE JOB QUEUES**
Monitor the user job queues and help distribute the job queue workload in the most efficient way
- > **PERFORMANCE MONITORING AND REPORTING**
Provide monthly reports showing the system CPU/ Memory and disk utilizations, along with trending and reports on batch and OLTP job processing
- > **SYSTEM LOGS**
Monitor the system logs for any errors and take corrective action based on a playbook agreed to by client
- > **BACKUP STATUS**
Review backup logs to validate backup system integrity

BRONZE

On business days, twice per day, KeyInfo will perform monitoring and management services.

SILVER

On business days, between the hours of 8am and 6pm PST, KeyInfo will continuously monitor the system to provide the services listed.

GOLD

24 hours per day, 7 days per week, KeyInfo will provide the services listed on a continuous basis.



ABOUT KEYINFO



Key Information Systems, Inc. is a leading regional systems integrator, with world-class compute, storage and networking solutions, and professional services for advanced software-defined data centers.

These competencies are tightly complemented by a full suite of data center capabilities including private and hybrid cloud offerings, connectivity services, colocation facilities and managed services.

ADDITIONAL SUPPORT OFFERINGS

SYSTEM PATCHING (PTFS) AND OS UPGRADES

Assist in assessing and defining the potential impacts of Operating System patching and upgrades. Schedule and perform i5/OS patching and upgrades coordinated with client.

CAPACITY PLANNING

Provide architectural recommendations including LPAR, VIOS and Hardware modifications based upon performance monitoring and trending. Schedule and perform system maintenance to support suggested recommendations.

MANAGEMENT OF BACKUPS

Monitor backup jobs and logs and take corrective action to ensure backups are completed on a schedule as agreed defined by the client.

MANAGEMENT OF DR ENVIRONMENTS (ORION & MIMIX)

Monitor replication logs for anomalies or issues and take corrective action based on a playbook agreed to by client.

MANAGED SERVICES FOR WEBQUERY AND WEBSPHERE ENVIRONMENTS

ADDITIONAL SUPPORT OFFERINGS

- > Client will provide the appropriate level User ID and password to KeyInfo to perform the contracted work.
- > All 3rd party applications not specifically included in this agreement are excluded from support.
- > Client will grant KeyInfo physical access to Client facilities as mutually deemed necessary and appropriate, possibly including 24x7 access.