



IBM Customer ***IBM InfoSphere Optim
HealthCheck
Service Description***

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1. Description of Services

Information Management (IM) Software Services is pleased to submit this Service Description to IBM Customer (“<IBM Cust>”). <IBM Cust> has requested the following services from IBM:

➤ IBM InfoSphere Optim HealthCheck (Optim HealthCheck) Package

The Optim HealthCheck Package provides systematic data gathering, in-depth analysis, and recommendations for system health optimization. IBM recommends follow-on regular tune-ups to revitalize <IBM Cust>’s Optim Solution(s) as <IBM Cust> modifies their system profile (e.g. adding users, increasing volumes, changing storage architectures).

The scope of this package is limited to one Optim instance, one Optim Directory, and one Optim DBalias.¹

The Optim HealthCheck Package will include the following activities:

- Perform an Initial interview with Optim administrators and key End-Users about the Optim functionality and performance.
- Review the current versions of the following:
 - Environment Configuration diagram (logical and physical topology)
 - Flow Chart and Scheduling of Optim Processes
 - Relationship Index Analysis (screenshots)
 - Reports for all Archive, Extract, Convert, Load, Restore, and Insert/Update processes
 - “Show Steps” reports for each Optim Access Definition (AD)
 - Functional Description for all column map exits and/or procedures (TDM/DP only)
 - An Export of the entire Optim Directory
 - Optim Configuration for Product and Personal options settings
 - Software level versions for:
 - Operating System of the Optim Server,
 - Optim Software,
 - DBMS type and version
 - Operating System for the associated DBMS
 - Services Level Agreements related to the Optim Solution
- Follow-up interview with the Optim End-Users and the Technical Staff
- Deliver and review the Recommendations & Findings Report

While the Optim HealthCheck Package provides a comprehensive set of recommendations and findings, it is <IBM Cust>’s responsibility to determine the feasibility of implementing IBM’s recommendations.

This package includes a set of tasks that <IBM Cust> must complete to facilitate a successful Optim HealthCheck. The actual duration of each task may vary from customer to customer, based upon their knowledge of the product and the complexity of the environment.

¹ This package is limited to one Optim instance, one Optim Directory, and one Optim DBalias. Effort to perform a HealthCheck beyond this scope will require additional services. Contact your Services Sales Manager for pricing for any additional services.

The resources required for this project will include both IBM and <IBM Cust> personnel.

Any change in the scope of work defined in this Service Description requested by <IBM Cust> may result in additional costs and must be documented in a Project Change Request (“PCR”).

2. Product Training

The cost for training is not included in this Package. Please visit <http://www.ibm.com/training> for detailed information regarding course descriptions, class schedules, cost, ordering options, and registration instructions.

An IBM Education expert will contact you to discuss your interest in developing a custom training plan for your organization. This no fee assessment provides you with training recommendations that encompasses your entire team and includes cost saving strategies to help you get the most out of your training budget. Training recommendations are based on your team’s roles and experience as well as your software products, training preferences and implementation schedule.

In the interests of quality education, IBM reserves the right to update training courses at any time.

3. Resources

The <IBM Cust> Project Team will consist of resources from their technical staff and IBM Resources.

3.1 IBM Team Resources

The IBM Project Lead coordinates the appropriate IM Software Services resources as required. The IBM Team typically includes the following members:

- Solution Implementation Manager (“SIM”) – Project Lead
- Optim Specialist

3.2 <IBM Cust> Team Resources

<IBM Cust> will need to identify internal personnel to fill the roles of the <IBM Cust> Project Team. <IBM Cust> is responsible for selecting a Project Lead to share lead responsibilities with the IBM Project Lead.

Depending upon the project, the <IBM Cust> Project Team may include any of the following roles:

- Project Lead
- Database, System, Network and Security Administrator (s)
- Applications Subject Matter Experts and Optim End-Users

4. Role Definitions

<IBM Cust> will need to identify internal personnel to fill the roles as listed in Section 3, Resources. The following outlines the general roles for each of these individuals. Please note that additional resources may be required at various phases of the HealthCheck Project. Likewise, not all of the individuals may necessarily be involved in this HealthCheck Package.

Project Lead - This individual will represent <IBM Cust> resources and provide project coordination in conjunction with the IBM Project Lead.

Database, System, Network & Security Administrator - These individual(s) provide on-going administration assistance on the Optim Solution and will provide proper access to the Optim environment as necessary for the delivery of this HealthCheck Package.

Applications Subject Matter Experts and Optim End-Users – Those individuals will participate in our interview process, providing insight into the selected functions as part of the analysis of this HealthCheck Package.

5. Responsibilities

5.1 <IBM Cust> Responsibilities

In order to facilitate a successful delivery, <IBM Cust> has the responsibility to provide the following:

- a.) <IBM Cust> will meet the following prior to initiation of this HealthCheck Project:
 - A current, supported version of Optim system installed and operational.
 - Ensure IBM personnel have VPN or other suitable remote and local network access when remote IBM consultants are engaged.
 - Provide a stable system environment during the service-monitoring period.
 - Access and availability of resources in Section 3.2.
 - 'Administrator' access to all servers and software applications that are part of the Optim HealthCheck Package
 - Access to any existing customer performance monitoring tools, scripts or output
 - Hardware and/or software additions or modifications to <IBM Cust>'s IBM Optim system must be completed prior to (preferably) or after delivery of this engagement.
- b.) Customer acknowledges that:
 - The results of this engagement may indicate that an exit routine application code review may be needed. A chargeable PCR is required to perform an exit routine application code review.
 - The cost to implement any recommendations made as a result of this HealthCheck Package described herein is not included in the package. Any implementation of recommendations made herein should be completed by <IBM Cust> themselves or by engaging an IBM Consultant as applicable.²
 - High-Availability environment is not part of this scope. A chargeable PCR will be required to perform this HealthCheck for this type of environment.
 - Work under this service package will be performed at your facility in <IBM Cust Location>, except for any project-related activity which IBM determines would be best performed on IBM premises in order to complete its obligations and responsibilities under this Service Package.
 - IBM will provide the services under this package during normal business hours, {8:30 AM to 5:15 PM, local time, Monday through Friday}, except holidays. If necessary, you will provide after-hours access to your facilities to IBM personnel. Out-of-town personnel may work hours other than those defined as normal business hours to accommodate their travel schedules.
- c.) A Project Lead with sufficient authority to:
 - Represent <IBM Cust>'s interests

² IBM recommends that <IBM Cust> have a local IBM Consultant assist in implementing any recommendations. Should <IBM Cust> elect to have a Consultant implement the recommendations, these services will be delivered separately on a Time-and-Materials (T&M) basis plus expenses. IBM will work with <IBM Cust> customer team to contact and engage the local IBM Client Manager to arrange for delivery of these services.

- Serve as the focal point for all decisions and communications
 - Coordinate activities assigned to <IBM Cust> resources
 - Sign project-related documents
- d.) Provide a completed *HealthCheck Requirements Checklist* before the start of the on-site engagement.
- e.) Provide access to the required hardware and software at the start of this engagement.
- f.) Implementation of any or all of IBM's recommendations.
- g.) Adequate facilities for the Optim Specialist including:
- cubicle, desk, telephone, and Internet access,
 - remote access (e.g., VPN access),
 - direct access to the keyboard.
- h.) When performing remote work, <IBM Cust> will provide VPN access into <IBM Cust>'s network and remote access to a workstation in the network that:
- can connect to all required servers and
 - is preloaded with all required connectivity tools appropriate to <IBM Cust>'s environment.
- i.) Product Subscription and Support in place through IBM.
- j.) <IBM Cust> will make available all <IBM Cust> personnel required for this project based on the agreed-upon project schedule. Any significant delays caused by <IBM Cust> personnel not being available or project prerequisites not being met may result in schedule delays, which can impact the project sufficiently to require a chargeable PCR addressing additional or extended IBM personnel requirements and additional costs.

5.2 IBM Responsibilities

The IBM responsibilities of the package are:

- a.) Review *HealthCheck Requirements Checklist*
- b.) Review Optim system environment parameters
- c.) Review the current versions of the following:
 - Environment Configuration diagram (logical and physical topology)
 - Flow Chart and Scheduling of Optim Processes
 - Relationship Index Analysis (screenshots)
 - Reports for all Archive, Extract, Convert, Load, Restore, and Insert/Update processes
 - "Show Steps" reports for each Optim Access Definition (AD)
 - Functional Description for all column map exits and/or procedures (TDM/DP only)
 - An Export of the entire Optim Directory
 - Optim Configuration for Product and Personal options settings
 - Software level versions for:
 - Operating System of the Optim Server,
 - Optim Software,
 - DBMS type and version

- Operating System for the associated DBMS
 - Services Level Agreements related to the Optim Solution
- d.) Interview with the End-Users and IT Staff form <IBM Cust>
 - e.) Deliver & Review Recommendations & Findings Report
 - f.) Deliver Completed IBM InfoSphere Optim HealthCheck Completion Checklist

6. Limitations

6.1 Service Limitations

The Optim HealthCheck Package does not include repairs, corrections or troubleshooting of data corruption, errors and faults that are discovered during the process due to hardware failures, or non-qualified hardware or operating systems. Repairs, corrections or troubleshooting of such errors and faults will be <IBM Cust>'s responsibility; any IBM involvement will be charged on a Time-and-Materials (T&M) basis.

6.1.1 Travel & Living Expenses

This package does **not** include domestic travel and living expenses incurred by IBM resources traveling to <IBM Cust>'s site in order to fulfill IBM's tasks and responsibilities pertinent to delivering this service.

The Optim specialist may travel to <IBM Cust>'s site up to two (2) roundtrip visits for tasks associated with delivering this service. <IBM Cust> will be billed actual travel and living costs.

IBM will invoice <IBM Cust> for travel and living expenses and other reasonable expenses incurred in connection with the package delivery. Amounts are due upon receipt of invoice and payable within 30 days. <IBM Cust> agrees to pay accordingly, including any late payment fee. <IBM Cust> does not have to pay any amount disputed in good faith while it is being investigated, but <IBM Cust> remains obligated to pay any amount not in dispute.

Additional onsite assistance requested by <IBM Cust> beyond the number of visits indicated above will be billable subject to the execution of a PCR. IBM also reserves the right to bill <IBM Cust> for any additional trips that are the direct result of <IBM Cust>'s failure to meet or perform its obligations outlined herein.

7. Project Tasks & Deliverables

The Optim HealthCheck Service includes the analysis of one Optim instance, one Optim Directory and one Optim DBalias of <IBM Cust>'s Optim Solution. IBM will have an initial interview with <IBM Cust> Optim End-users and IT Staff. IBM will review information about the Optim environment as specified in the HealthCheck Requirement Checklist. After a detailed in-depth analysis of this information, IBM may require additional interviews with <IBM Cust> Optim End-users and IT Staff. IBM will then provide a recommendations and findings report based on this analysis and will conduct an executive review with <IBM Cust>.

The Project Team will perform the following tasks. Deliverables for each task are detailed within the task descriptions.

7.1 Task 1: Kickoff Conference Call

The purpose of this conference call is to prepare both the <IBM Cust> project team and the Optim Specialist for the Optim HealthCheck Project. Topics of discussion will include <IBM Cust>'s requirements, expectations, prerequisites, and schedules.

IBM will also verify that the information in the HealthCheck Requirements Checklist is completed.

7.1.1 Project Services Description Review

The SIM or Optim Specialist will review the Services Description, the deliverables, and the project tasks with <IBM Cust>'s PM.

The starting date to begin the HealthCheck Project for <IBM Cust> will be scheduled and confirmed by IBM and the assigned <IBM Cust> Project Manager.

IBM anticipates scheduling these services within fifteen business days from date of contract signature.

7.1.2 Optim HealthCheck Requirements Checklist Review

During the Kickoff Conference call the Optim Specialist will review the *HealthCheck Requirements Checklist* with the <IBM Cust> Project Team. The *HealthCheck Requirements Checklist* collects the Optim environment information such as:

- Architecture & Infrastructure diagram
- Data model
- Optim related business requirements
- Environment Specific Configuration
- Optim configuration diagram, processes flow chart
- Relationship index analysis
- Optim Generated Reports
- Services Level Agreement related to the Optim Solution

7.1.3 Project Status

The SIM will track all issues and document their resolution in an Issues Log. Any issue whose resolution requires a change will be documented in a PCR.

7.2 Task 2: Initial Interview

The Optim Specialist will interview the Optim End-Users and IT Staff to get a good understanding of the current Optim Solution and identify potential problem areas within the <IBM Cust> current Optim environment.

7.3 Task 3: Perform Environment Review & Analysis of the Optim system

The Optim Specialist will review & analyze the information of the Optim environment.

- The analysis of the Optim Server will include:
 - Environment Configuration diagram (logical and physical topology)
 - Flow Chart and Scheduling of Optim Processes
 - Relationship Index Analysis (screenshots)
 - Reports for all Archive, Extract, Convert, Load, Restore, and Insert/Update processes
 - “Show Steps” reports for each Optim Access Definition (AD)
 - Functional Description for all column map exits and/or procedures (TDM/DP only)
 - An Export of the entire Optim Directory
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 - Software level versions for:
 - Operating System of the Optim Server,
 - Optim Software,
 - DBMS type and version
 - Operating System for the associated DBMS
 - Services Level Agreements related to the Optim Solution

7.4 Task 4: Compile the Recommendations and Findings

In this activity, IBM will review all of the collected materials and perform additional reviews with <IBM Cust> team if necessary. The result of this effort will be a compilation of the recommendations and findings.

7.5 Task 5: Presentation to Customer Executive team

IBM will provide a high level overview about their recommendations and findings to the <IBM Cust> executive team and answer any questions or concerns.

7.6 Task 6: Finalize Recommendations & Findings Report

The Recommendations and Findings Report will address the following:

- Executive Summary of Recommendations
- Identification of potential problem areas within your existing configuration to help reduce IT processing downtime or services outages.
- Suggested improvements to operational process and procedures, leveraging your technology to improve productivity
- Recommendations for potential cost savings, operational efficiencies through enhanced use of existing IBM Optim software features and functions

- Roadmap for the future via a formal HealthCheck report including areas reviewed, findings, recommendations for improvements as well next steps

7.7 Task 7: Project Completion Checklist

Upon completion of the Recommendations & Findings Report Review, the Optim Specialist will deliver to <IBM Cust> a completed Optim HealthCheck Completion Checklist which constitutes completion of this project. Please refer to the *IBM InfoSphere Optim HealthCheck Completion Checklist*.

If issues arise after delivery of the Project Completion Checklist, <IBM Cust> should contact IBM Customer Support by using the IBM toll free Customer Service telephone number 1-800-426-7378 or 1-800-IBM-SERV.