



Online Transaction Processing (OLTP) Software Services Reference Catalog

**for IBM DB2 Information Management
Software**

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IBM

Online Transaction Processing (OLTP) Software Services Overview

Today's on-line transaction processing (OLTP) systems must manage larger and more complex transaction volumes without compromising reliability, scalability, extensibility, and high availability.

IBM Software Services for DB2 Information Management and IBM Global Services - Integrated Technology Services excel at enterprise wide end-to-end solutions, with an emphasis on the customer's long-term success. They focus on how to use IBM technology to create competitive market opportunities, while meeting performance demands and preserving valuable IT investments.

Our consultants provide unparalleled data modeling expertise and general support, including the installation, configuration, tuning, and maintenance of all IBM database server and tools products. We also excel in upgrading existing IBM solutions to the newest technology.

For those customers who perform mission-critical business processes using packaged applications, Software Services consultants ensure that IBM DB2 Information Management products work to their peak potential within the architectures of third-party applications. The team is in a unique position to provide this level of expertise, due to IBM's close relationships with many premier providers of enterprise wide solutions.

IBM Software Services for DB2 Information Management and IBM Global Services work closely to provide you with expertise in all aspects of your information management solution; whether you're looking for deep product expertise, business consulting, or project management, you can rely on experienced consulting services from IBM.

To learn more about IBM software services organizations and these software service offerings, contact your IBM sales representative or send an e-mail to dmskills@us.ibm.com.

OLTP Software Service Summary

Offering	Identifier	Description
Design & Implementation		
IBM Database Design Review	OLTPDES01	Assess the quality of a database design as it pertains to specific application usage.
IBM DB2 Database Review in Siebel Environments	OLTPDES02	Assess the IBM DB2 Universal Database in Siebel Environments.
IBM Fast Start Services for Informix Dynamic Server	OLTPDES03	Get a quick start with newly purchased IBM database technology.
IBM DB2 Infrastructure and Application Enablement Services		Review the current database environment, application requirements, availability requirements and database usage to provide a detailed report listing the recommended database configuration.
Product Install/Configure		
IBM Quick Start Services for DB2 Connect	OLTPINS02	Environment review, installation and configuration of DB2 Connect.
Finance Foundation for Capital Markets Trial Implementation Service	OLTPINS08	Provide technical services to successfully use the Finance Foundation for Capital Markets product bundle in an evaluation environment.
Finance Foundation for Capital Markets Implementation Planning Service	OLTPINS09	Scope a Finance Foundation for Capital Markets implementation to ensure successful deployment of the Finance Foundation for Capital Markets product bundle in a customer environment.
IBM Quick Start Services for DB2 Universal Database	OLTPINS10	Accelerate installation of the DB2 Universal Database product.
IBM Implementation Services - for Remote DB2 Installation	6942-78F	Designed to provide remote, unattended DB2 installation and upgrade configuration assistance for the DB2 environment utilizing DB2 Universal Database Enterprise Edition (EE) and DB2 Enterprise Server Edition (ESE).
Technical Support Services - Planning, Design & Installation for DB2 UDB Everyplace	6942-14M	Assist with the planning, installation and development of custom mobile solutions for a company's workforce.
Systems Administration		
IBM Database Capacity Planning	OLTPADM01	Examine the database server to determine whether there is extra capacity.
IBM DB2 Capacity Check for Siebel Environments	OLTPADM02	Review the DB2 Universal Database system for extra capacity in Siebel Environments.
IBM Database Backup and Recovery Services	OLTPADM07	Define requirement for a emergency strategy and how to implement this strategy.
IBM Backup & Recovery Services for Siebel Environments	OLTPADM08	Define requirements for a backup and recovery strategy in a Siebel Environment.

Offering	Identifier	Description
IBM Implementation Services for DB2 Recovery Expert	6942-99E	Evaluate existing database recovery plans and recommend a comprehensive database recovery strategy & process. Also, install IBM DB2 Recovery Expert for Multiplatforms and provide limited consulting and skills transfer to implement a new recovery strategy.
IBM DB2 Database Technical Assessment for Siebel Environments	OLTPADM11	Review existing DB2 Universal Database system to recommend changes to provide a system functioning at high efficiency and stability.
Extended DBA Support	OLTPADM27	Provide in-depth database administration (DBA) skills, on a short or long term basis.
Extended DBA Support for Siebel Environments	OLTPADM28	Provide in-depth database administration (DBA) skills in Siebel Environments.
Extended DBA ERP Support	OLTPADM29	Provide in-depth database administration (DBA) ERP skills, on a short or long term basis.
IBM DM Client Solutions Center	OLTPADM31	Partner with IBM and other vendors to create real business advantages for departments across the enterprise.
Performance Tuning		
IBM Database Performance Tuning Services	OLTPPER01	Analyze performance of the database setup with the objective of looking for potential bottlenecks and optimization possibilities.
IBM DB2 Database Performance Tuning for Siebel Environments	OLTPPER02	Analyze performance of the database in Siebel Environments.
IBM Implementation Service for DB2 Performance Expert-Multiplatform	6942-99K	Implement & setup the DB2 Performance Expert tool which will be used to monitor, analyze and tune applications, the system, and their resources.
Upgrades / Migrations		
IBM Upgrade Services for DB2 Universal Database	OLTPUPG01	Provide on-site services to install and configure new versions of IBM Databases and migrate any existing databases.
IBM Upgrade Services for Informix Dynamic Server	OLTPUPG02	Upgrade and optimize the Informix Dynamic Server.