

Declaration of Disaster for Capacity BackUp Servers

Step 1: Customer contacts local IBM Service via the locally published number

Step 2: Service validates that the customer has installed a Capacity BackUp Server

Step 3: Service validates that the situation meets the definition of disaster:

“Disaster” is defined as an event that is recoverable from an off-site location only and has resulted from the unforeseen loss of a Production Server’s computing capability due solely to forces beyond your control. To qualify as a Disaster, such outage must be anticipated to last more than four (4) hours, and must not be caused by, or otherwise related to, hardware or software defect.

Examples of Disaster and Non Disaster Outages

Non Disaster Outages

Typical **Planned** outages:

- Backups
- PTF and OS installs
- Application maintenance
- Hardware/Software Upgrades

Typical **Unplanned** outages

- Application failure
- Operator error
- Power outages
- Network failure

Disaster Outages

Typical **Disaster** outages

- Outages that are caused by natural disasters or other catastrophes that damage the production facilities beyond usability.
- Outages that require a recovery procedure at an off-site location
- Failure of regional power grid (8/14 power failure in NE US/Canada)
- Outages not caused by hardware or software defects
- A disaster is a rare event that most customers will never experience

Step 4: If customer has not yet loaded the Disaster Enablement Code (TCOD) (see Note 1 below) and activated the temporary capacity on the Capacity BackUp Server, Service will instruct customer to immediately do so. (See Note 2 if customer has not enabled the Capacity BackUp Server for On/Off CoD). Service instructs customer to capture a screen image of the BackUp Server’s History Log which is to be forwarded with the Declaration of Disaster Form.

- 1) Start System Service Tools (SST) with the STRSST command or start Dedicated Service Tools (DST) with F21 on the control panel
- 2) Sign on using service tools user profile of System capacity - administration or System capacity - operator
- 3) Select the option to WORK WITH SYSTEM CAPACITY
- 4) Select the PF key to DISPLAY HISTORY LOG

The processor days reported on this image will be used to calculate the number of billable processor days prior to the start of the disaster. Note: The initial credit days allocated under the offering will be applied to the reported processor days to calculate whether any processor days are billable.

Step 5: Service assists the customer in completing the Declaration of Disaster Form posted at the Capacity on Demand Web site (<http://www-03.ibm.com/systems/i/hardware/cbu/declare.html>). A copy of the form is also attached for reference purposes.

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Step 6: The Declaration of Disaster Form must be signed by the customer and a local IBM representative (CE or local Service Manager).

Step 7: Once completed and signed, an image of the form and the image of the capacity screen can be sent via e-mail to TCOD@us.ibm.com or the forms can be faxed to 507-253-4553.

Step 8: The CoD Administrator will credit the customer's On/Off Capacity on Demand account for the credit days granted under the iSeries for Capacity Backup offering. The maximum number of credit days granted per disaster is 90 days per processor permanently active on the primary server less the processors permanently active on the Capacity BackUp server. Below are examples for reference:

Example 1: Primary Server: Model 550 with 4 permanently active processors
Maximum credit processor days allowed per disaster: 270 processor days
90 processor days x (4 active processors on primary - 1 active processor on Capacity BackUp Server)

Example 2: Primary Server: Model 570 with 10 permanently active processors
Maximum credit processor days allowed per disaster: 720 processor days
90 processor days x (10 active processors on primary - 2 active processors on Capacity BackUp Server)

Example 3: Primary Servers: 2 Model 570's with 5 processors permanently active on each
Maximum credit processor days allowed per disaster: 720 processor days
90 processor days x (10 active processors on primary systems - 2 active processors on Capacity BackUp Server)

Step 9: The CoD Administrator will follow up with the IBM representative and/or Business Partner registered on the Capacity on Demand Web site to make them aware of the declaration. The registered Business Partner is responsible for monitoring the situation.

Step 10: The customer must notify IBM when the primary server is operational by sending a note to TCOD@us.ibm.com. An image of the *Display On/Off Capacity on Demand* screen from the Capacity BackUp Server (taken at the point when the primary server has become operational) must be forwarded with the note. The capacity information will be used to determine the total number of processor days that have been used during the declared disaster period. The customer's account will be adjusted for the actual number of credit days used up to the maximum granted per disaster incidence. If the number of processor days exceed the credit days granted under the offering, the customer is responsible for paying for the additional days at the published price per processor day.

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Note #1:

A Disaster Enablement Code (TCOD) for the Capacity BackUp Server was sent to the customer with the initial enablement of the system. If customer does not have the Disaster Enablement Code (TCOD), a request should be submitted to TCOD@us.ibm.com for the code. The Disaster Enablement Code allows a higher number of processor days to be requested versus the standard 192 processor days.

Note #2: (Continue, if no TCOD in place and disaster occurs)

In rare circumstances, the customer will not have yet signed the appropriate contracts for On/Off Capacity on Demand and therefore, the Capacity BackUp Server will not have been enabled for temporary capacity. In those situations, after steps **1 through 7** have been completed, country service should contact the Rochester Product Support Center who will assist in generating the On/Off Enablement Code. A copy of the completed and signed Declaration of Disaster Form and a screen image of the *Display On/Off Capacity on Demand* screen must be routed to the Support Center prior to an On/Off Enablement Code being generated.

The Rochester Product Support Center generates an On/Off Enablement Code using the *Speedy Activation* option in the CoD application. This code is forwarded to the country service representative handling the service request.

The Rochester Product Support Center notifies TCOD@us.ibm.com that an On/Off Enablement Code has been issued and forwards a copy of the Declaration form and the *Display On/Off Capacity on Demand* screen image. The CoD Administrator will follow-up with the Customer and/or the IBM Representative to ensure that the appropriate contracts are signed.

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Declaration of Disaster Form

Temporary activations of standby processors on the Capacity BackUp Server for situations not meeting the above definition will be charged at the current published prices.

Customer Name _____
Customer Address _____
Customer Contact Name _____
Contact Telephone # _____
Contact e-Mail _____
Primary System Serial Number _____
Primary System Location
Street Address _____
City, State, Country _____
Backup System Serial Number _____
Backup System Location
Street Address _____
City, State, Country _____
Describe Nature of Disaster _____
Start Date and Time of Outage _____
Estimated Length of Outage _____
Customer Signature _____
Title _____
IBM Representative
Telephone Number _____
E-Mail Address _____
Signature _____