



ETS Operations

“Operations Functional Areas”

State of Alaska

Department of Administration
Enterprise Technology Services
Data Center Operations



Operations Functional Goals

Process:

- **Identify the primary functions involved in Operations Management**
- **Relate those functions to the staff members within the organization**
- **Understand the primary business needs and success factors of those staff members**
- **Identify which of the functional areas are appropriate for each staff member**



ETS Operations Vision

Support Applications

Exploit Knowledge

Manage Systems

Requirement

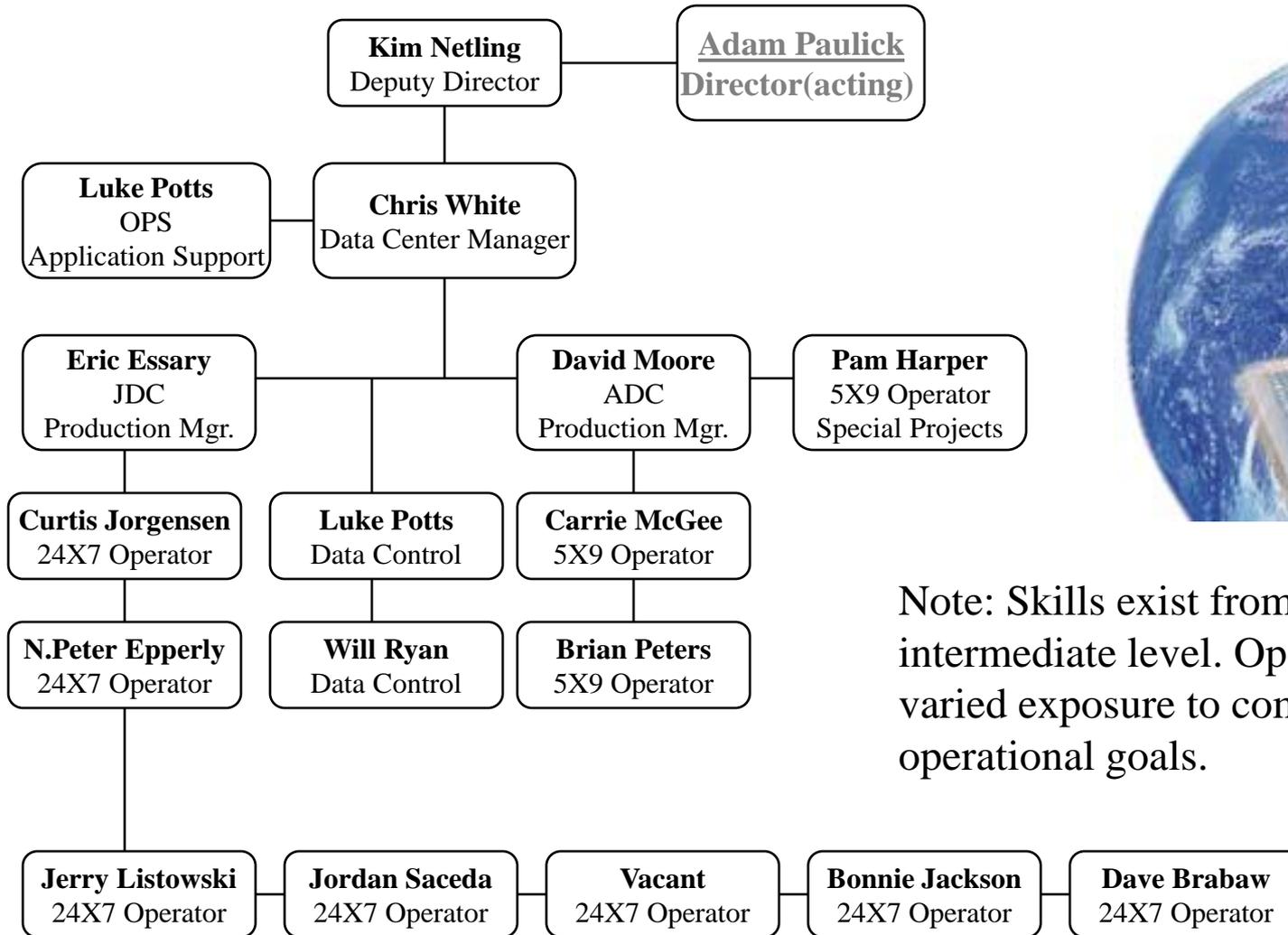
Program

Section
Focus

- | | | |
|----------------------------------------------------------------------------------------------------|---|--------------------------------|
| • Ensure the availability and reliability of systems and networks and process production workloads | ➡ | • Operations Management |
| • Ensure the cost-effective acquisition and utilization of IT resources | ➡ | • Asset/Resource Management |
| • Ensure productive, secure access to information and IT resources | ➡ | • Security Management |
| • Preserve the integrity of data and ensure the effective utilization of storage resources | ➡ | • Storage Management |
| • Provide proactive support to users of IT products and services | ➡ | • Customer Service |



The OPS Organization



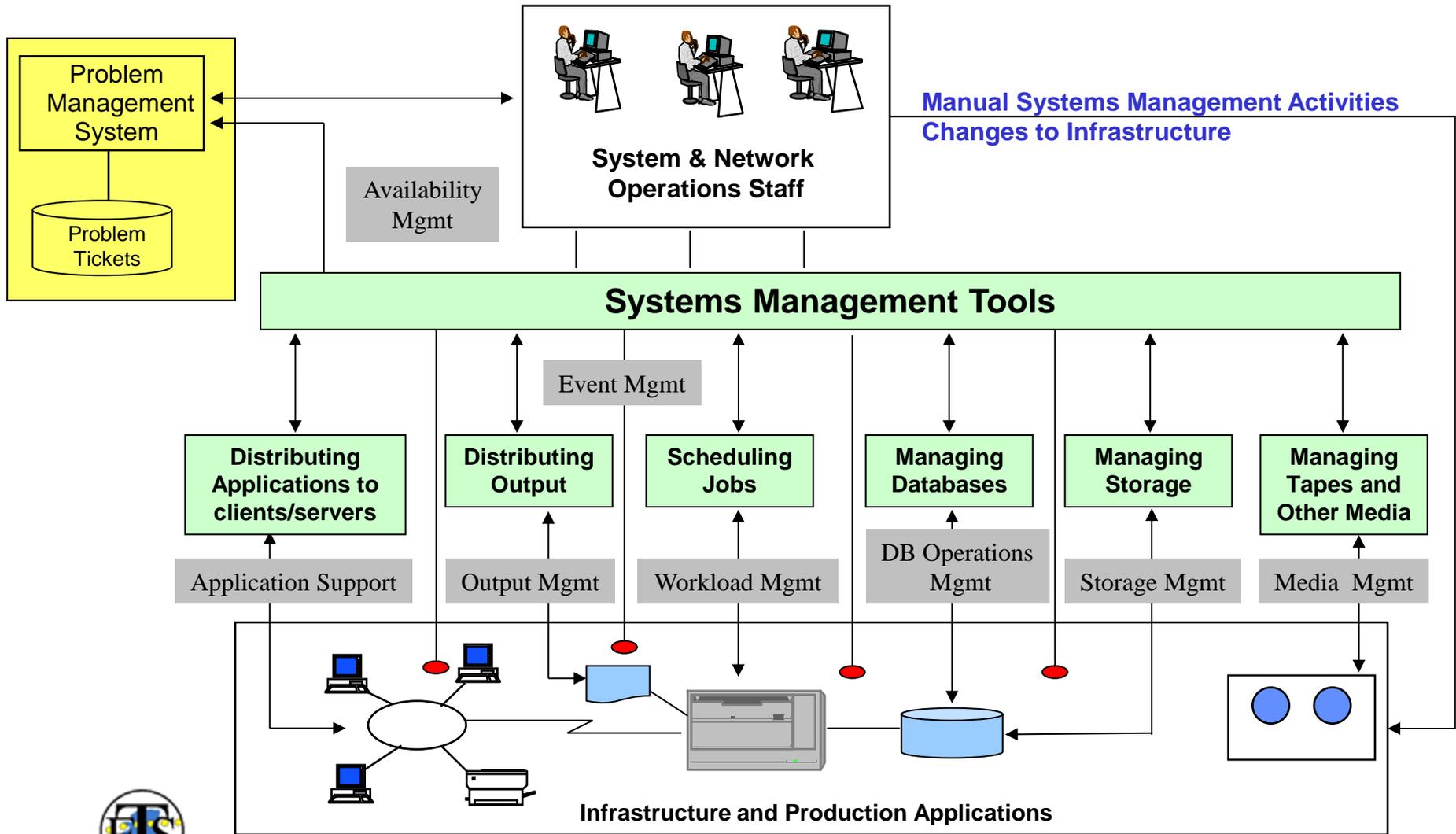
Note: Skills exist from entry level to intermediate level. Operations staff have varied exposure to complete ETS operational goals.

Operations Management Objectives

- Centralize management of operations as much as possible
- Utilize high degree of automation for routine functions
- Be proactive in preventing / identifying problems
- Utilize consistent processes and tools across platforms
- Leverage existing infrastructure when automating functions



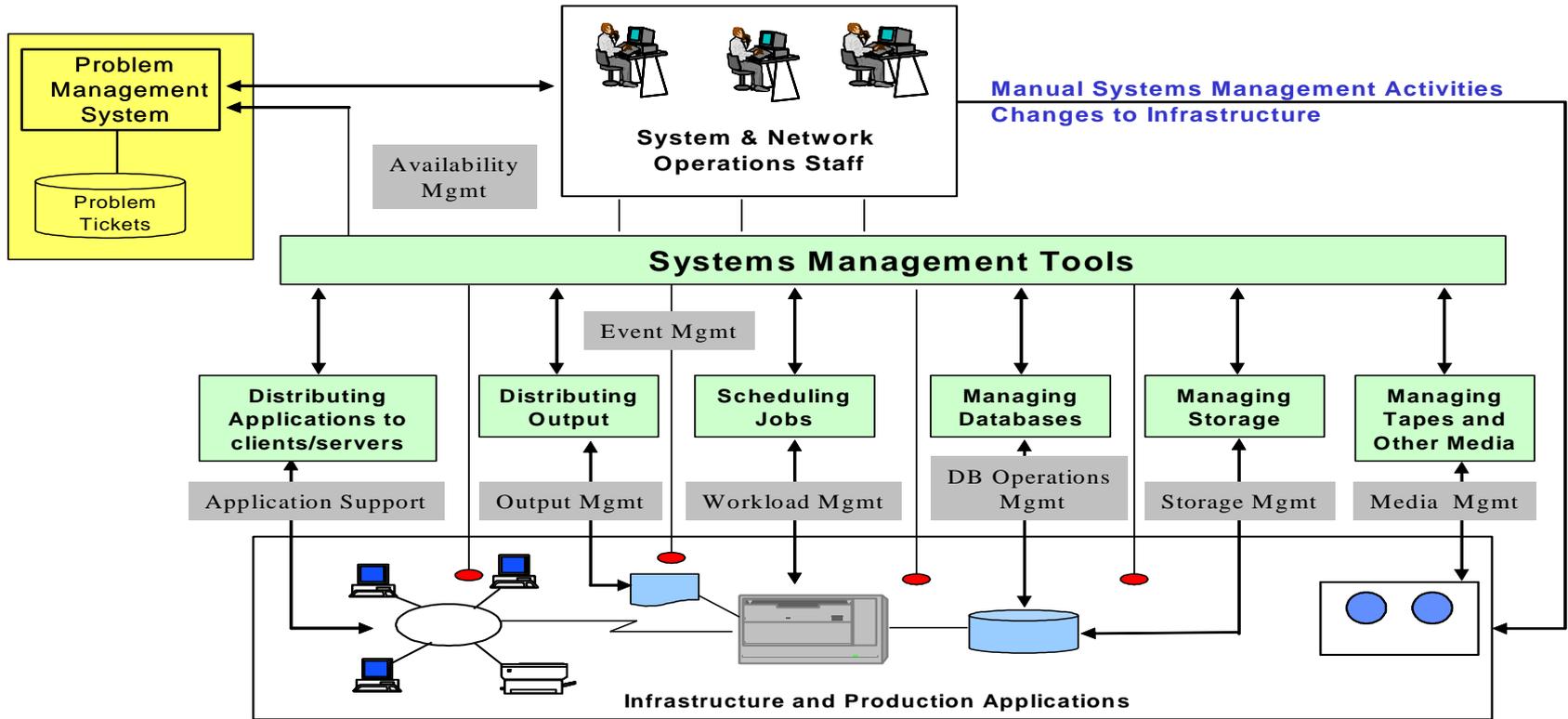
Operations Management Key Functions



Data Center Support Services

Data Center Facilities

Operations Management Key Functions



Infrastructure & Planning



Availability & Event Management

Objectives

Availability

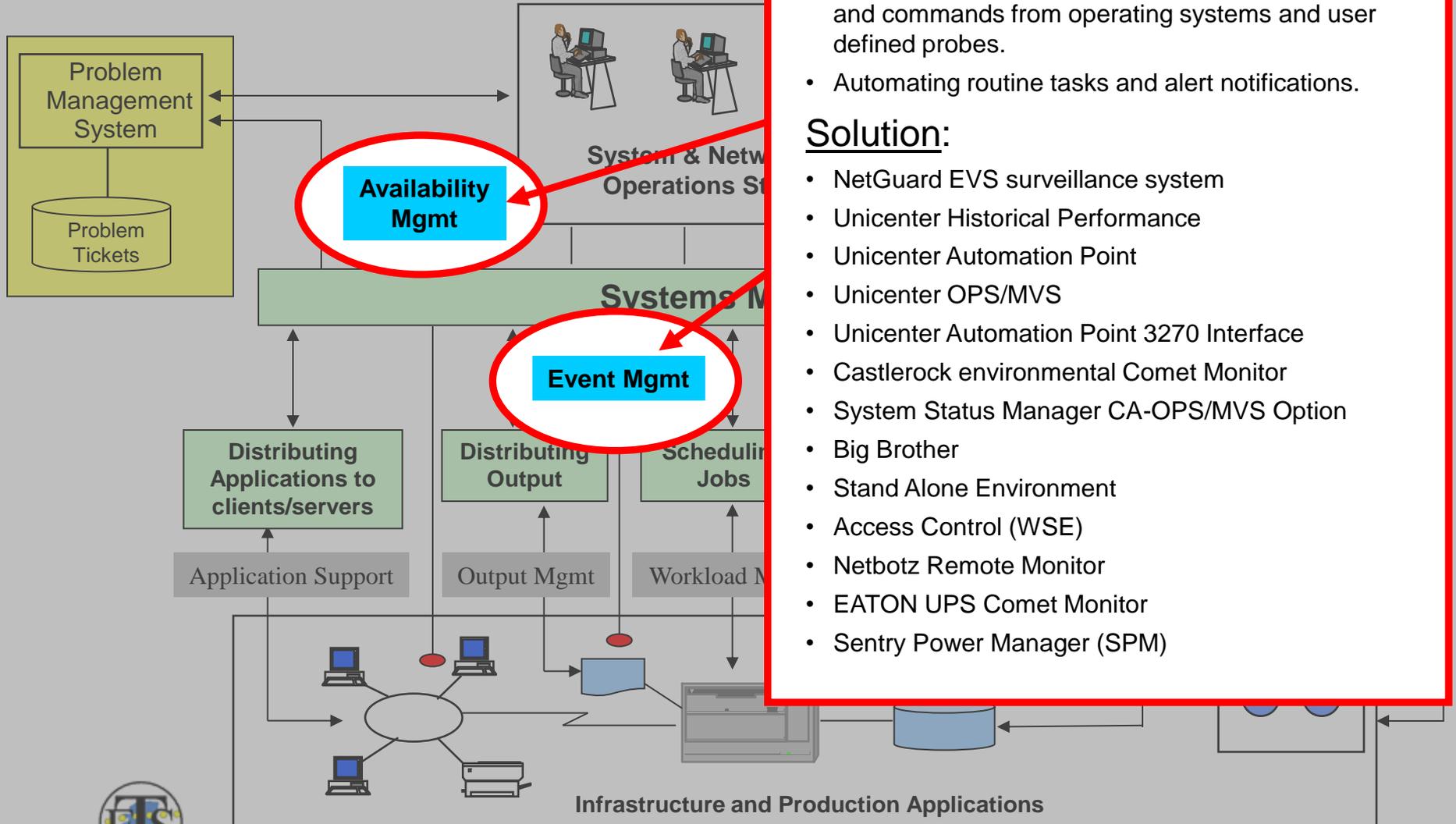
- Ensure high availability
- Achieve targeted service levels
- Provide prompt, accurate reporting on availability

Event Management

- Awareness of current state of IT infrastructure components
- Correct faults and proactively prevent problem situations
- Promptly notify appropriate resources when necessary



Availability and Ev



Availability and Event Mgt.

- Events should be automatically tracked.
- Managing machine-generated information, events and commands from operating systems and user defined probes.
- Automating routine tasks and alert notifications.

Solution:

- NetGuard EVS surveillance system
- Unicenter Historical Performance
- Unicenter Automation Point
- Unicenter OPS/MVS
- Unicenter Automation Point 3270 Interface
- Castlerock environmental Comet Monitor
- System Status Manager CA-OPS/MVS Option
- Big Brother
- Stand Alone Environment
- Access Control (WSE)
- Netbotz Remote Monitor
- EATON UPS Comet Monitor
- Sentry Power Manager (SPM)

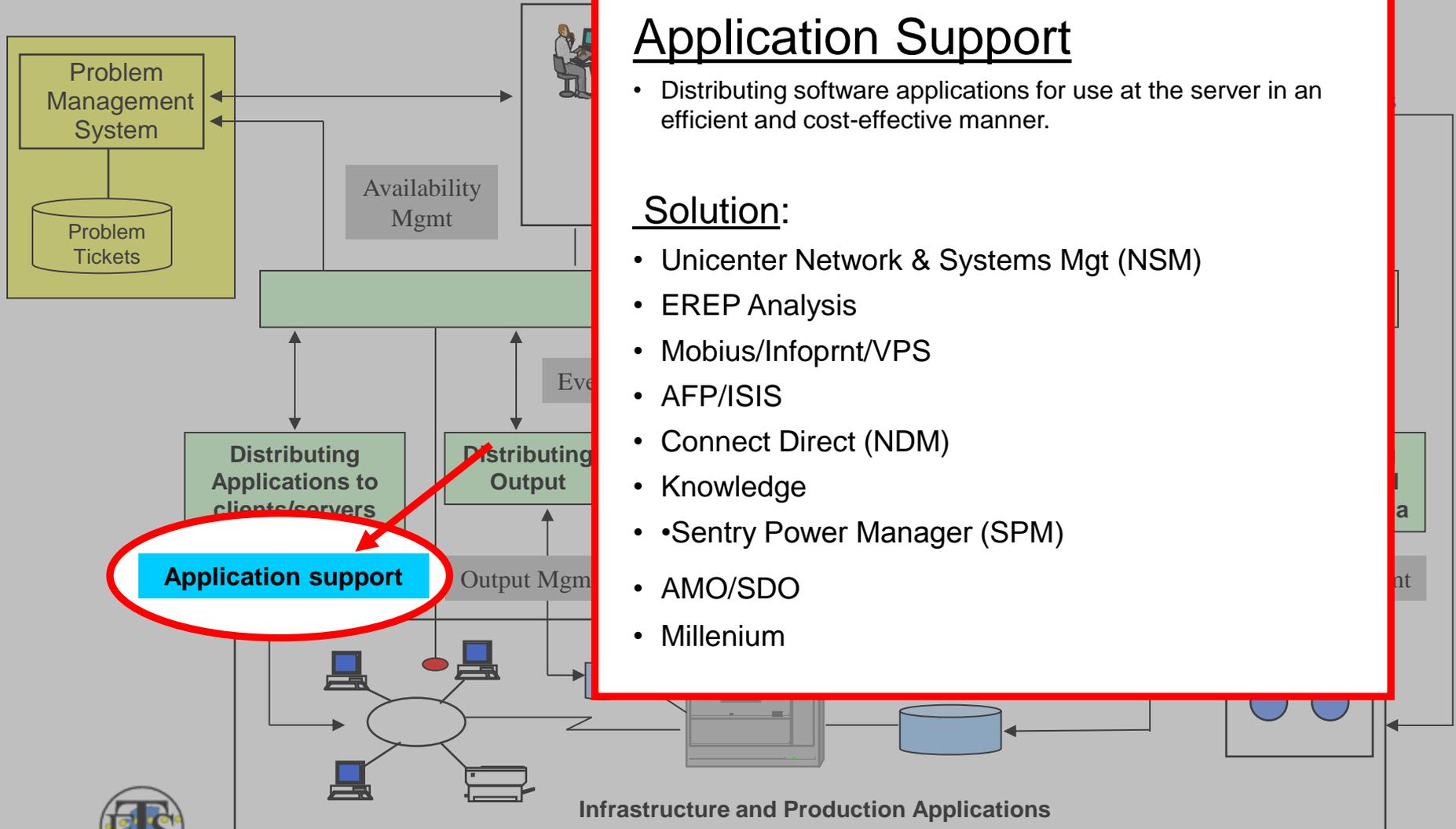


OPS Application Support

- Ensure that Operations support “applications” are delivered on time and to the proper ETS customers
- Ensure that Operations support “applications” are activated on time and the proper customers
- Maintain the ability to “back off” an Operations support “application”, if necessary



Application Support



Application Support

- Distributing software applications for use at the server in an efficient and cost-effective manner.

Solution:

- Unicenter Network & Systems Mgt (NSM)
- EREP Analysis
- Mobius/Infoprnt/VPS
- AFP/ISIS
- Connect Direct (NDM)
- Knowledge
- Sentry Power Manager (SPM)
- AMO/SDO
- Millenium

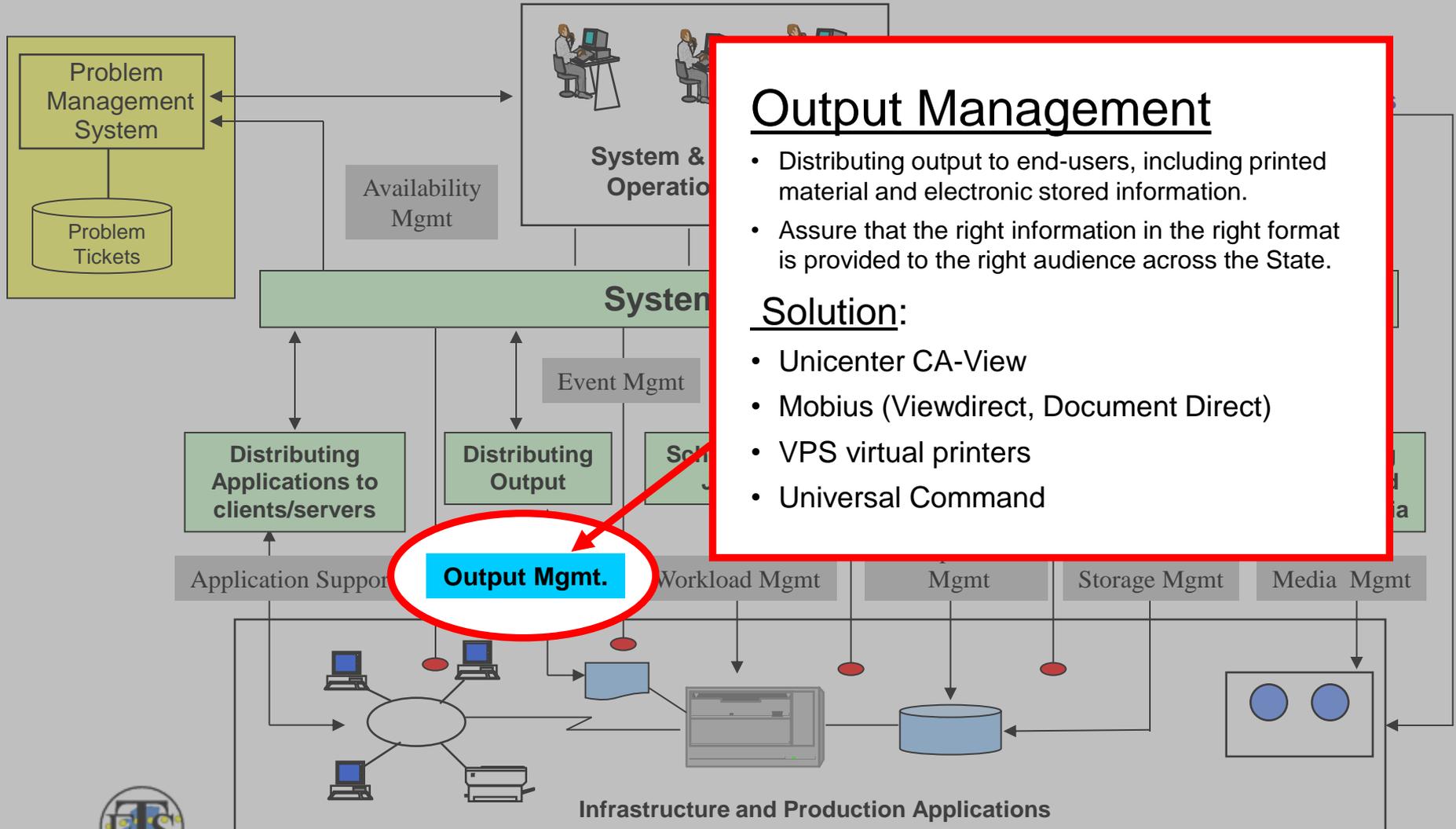


Output Management Objectives

- Distribute printed production output on time
- Make on-line output available on time
- Ensure that only authorized parties receive / have access to output



Output Management



Output Management

- Distributing output to end-users, including printed material and electronic stored information.
- Assure that the right information in the right format is provided to the right audience across the State.

Solution:

- Unicenter CA-View
- Mobius (Viewdirect, Document Direct)
- VPS virtual printers
- Universal Command



Workload Management Objectives

- Ensure that production jobs are completed on time
- Schedule jobs so that system resources are used effectively



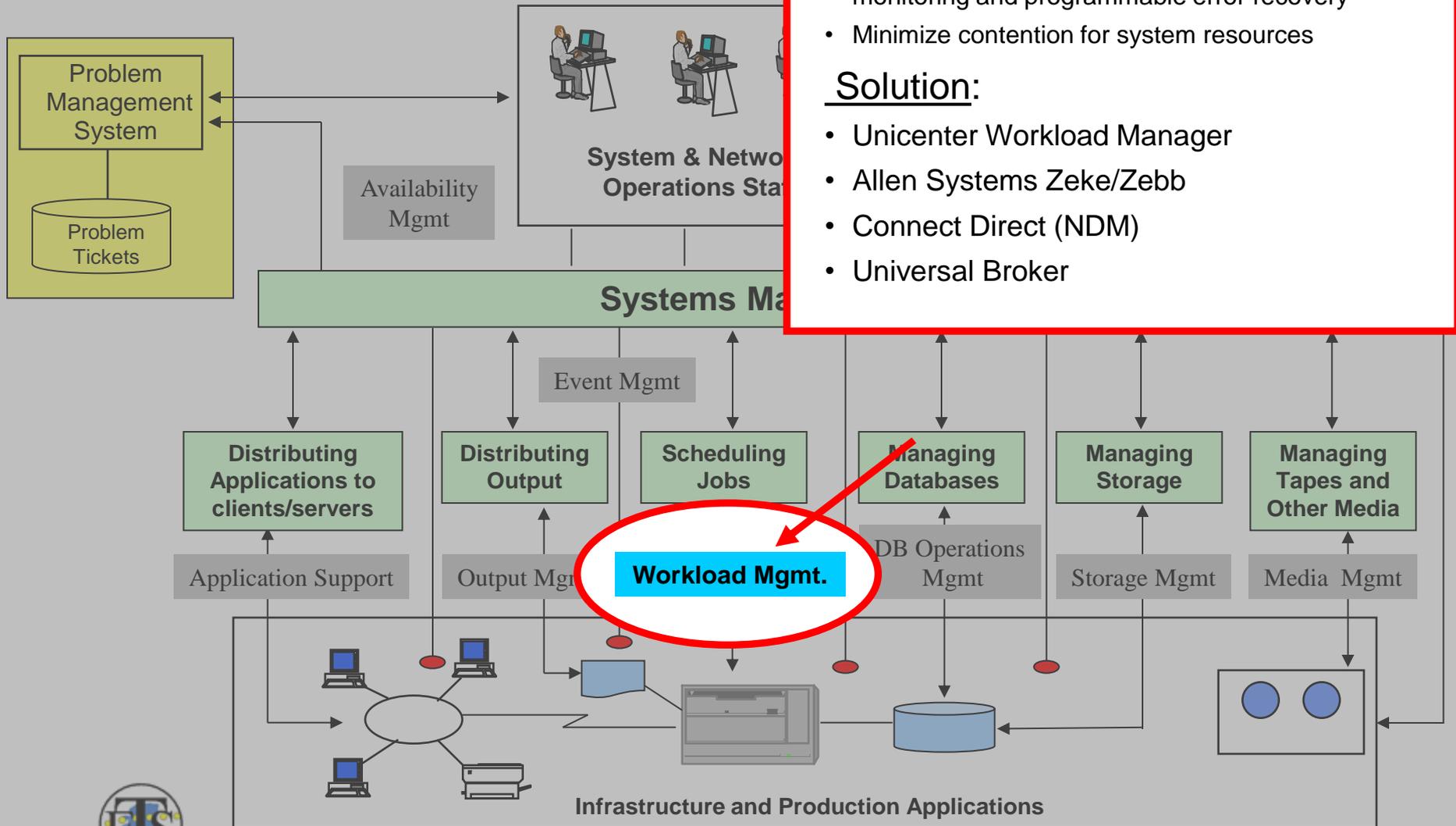
Workload Management

Workload Management

- Scheduling jobs to complete processing on-time
- Event-driven scheduling, centralized real-time monitoring and programmable error recovery
- Minimize contention for system resources

Solution:

- Unicenter Workload Manager
- Allen Systems Zeke/Zebb
- Connect Direct (NDM)
- Universal Broker



DB Operations Support Objectives

- Safeguard access to databases
- Ensure that adequate space is available for production databases
- Ensure that database performance is adequate
- Ensure that database contents and pointers do not become corrupted



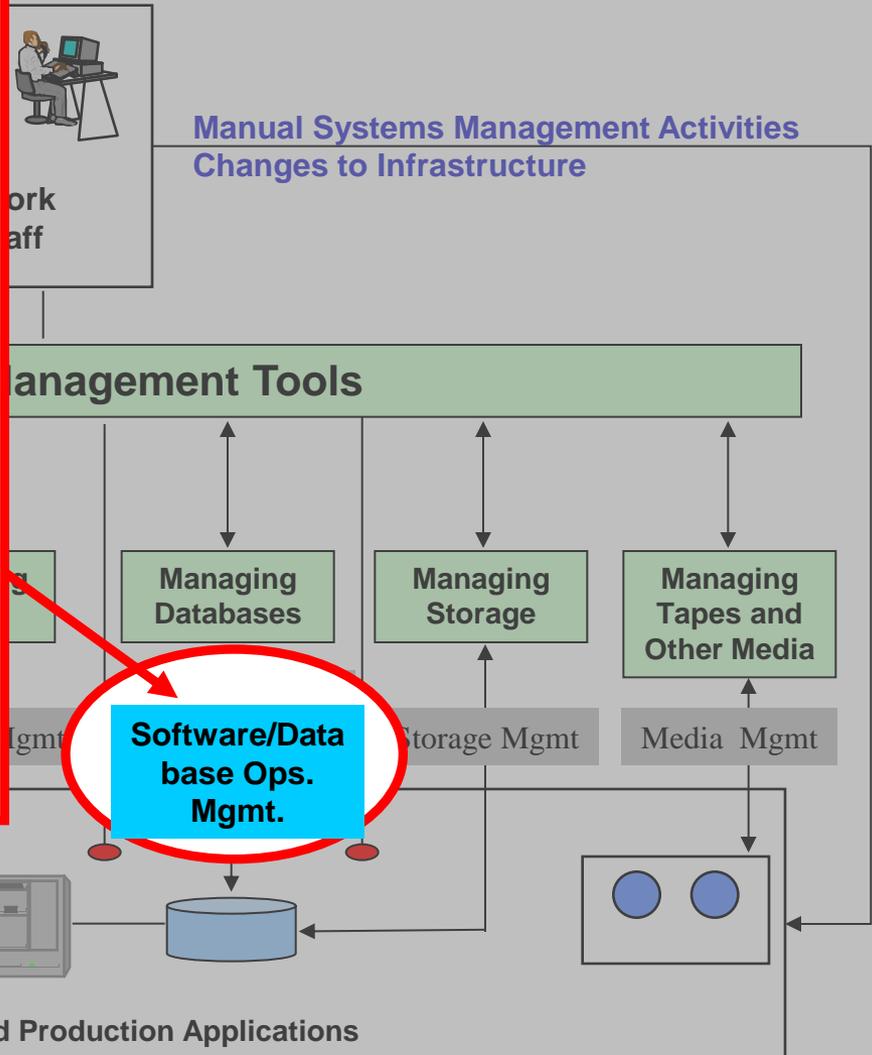
Database Operations Management

Database Operations Mgt.

- Increase performance through proactive monitoring and alert notification
- Managing databases so that they can be recovered
- Reduces the complexity of managing multiple database environments, improving service levels, data availability, and ITG's responsiveness

Solution:

- Sentry Power Manager (SPM)
- Unicenter Database Performance Management for Oracle and SQL Server
- Unicenter Command Console
- Messages/Actions
- Automation Tools (AP/NM/OPSMVS-II)

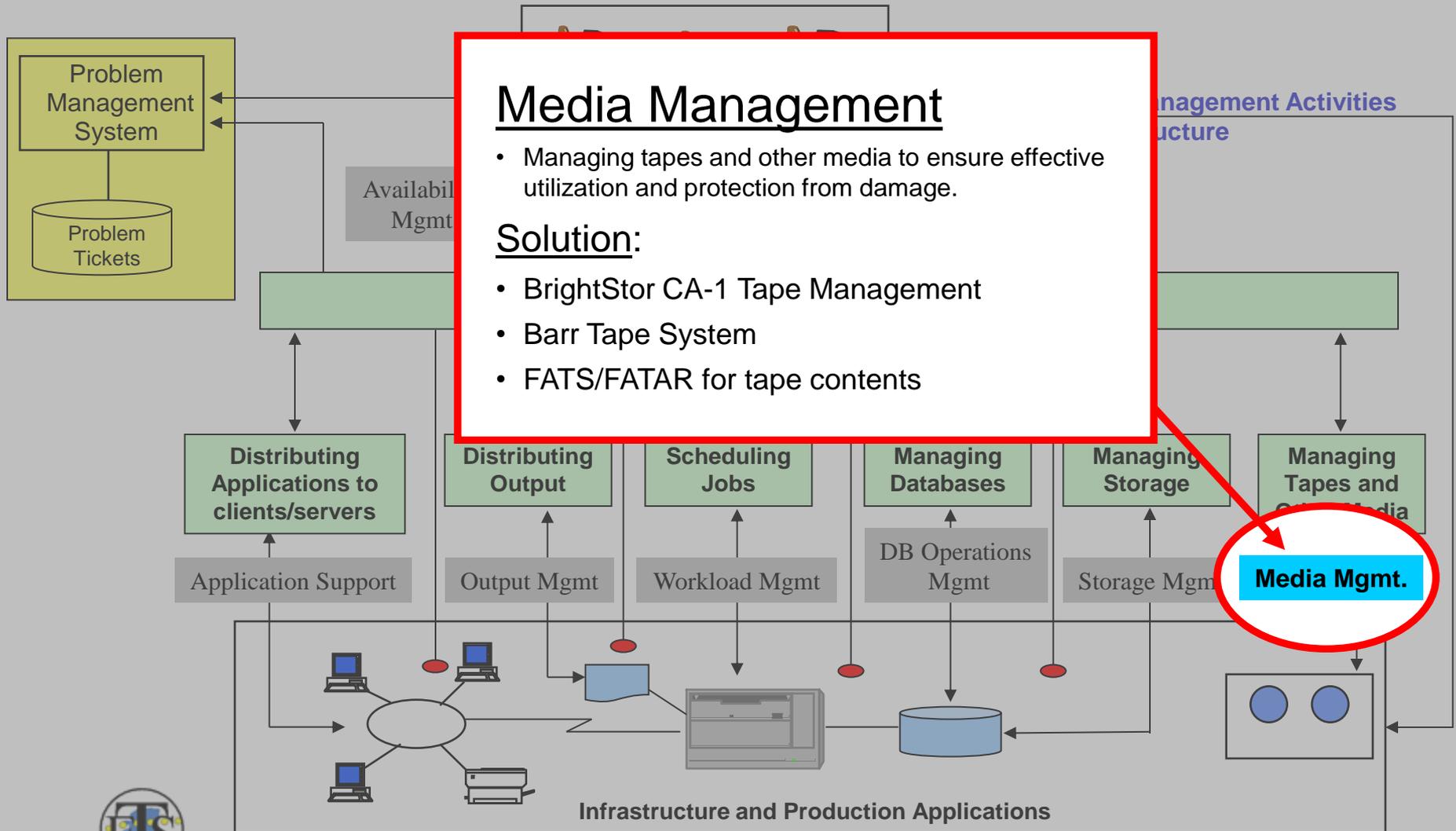


Media Management Objectives

- Ensure that media devices are being used cost-effectively
- Maintain accurate records of what data is stored where
- Protect media from damage



Media Management

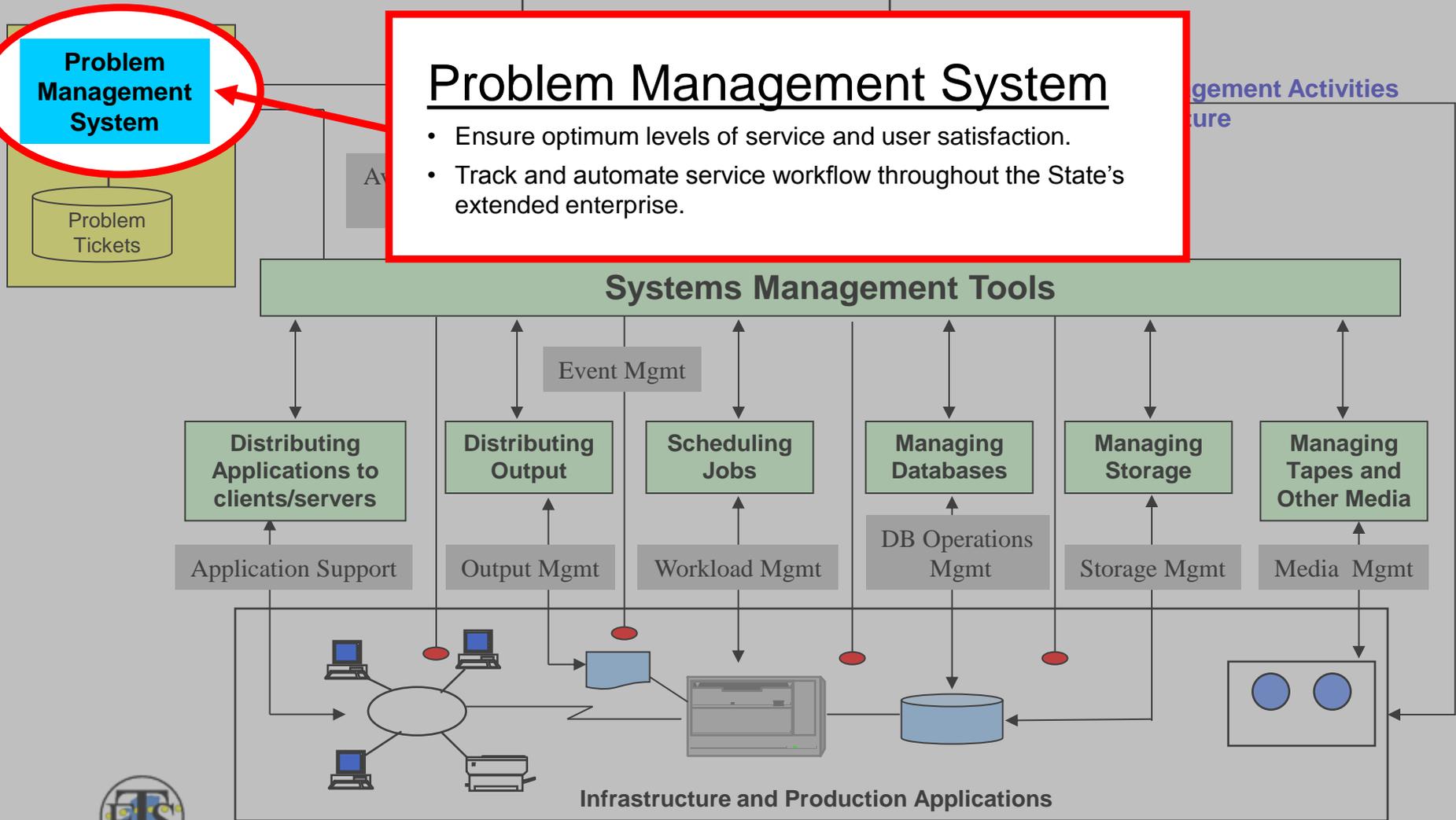


Problem Management Objectives

- Ensure optimum levels of service and user satisfaction.
- Track and automate service workflow throughout the State's extended enterprise.



Problem Management System



Storage Management Objectives

- **Reduced costs through capacity knowledge and purchase with storage on demand**
- **Compliance with legal requirements for data storage**
- **Cost savings through effective and compact long term storage**
- **Rapid, facilitated access to archived records**



Storage Management

Storage Management

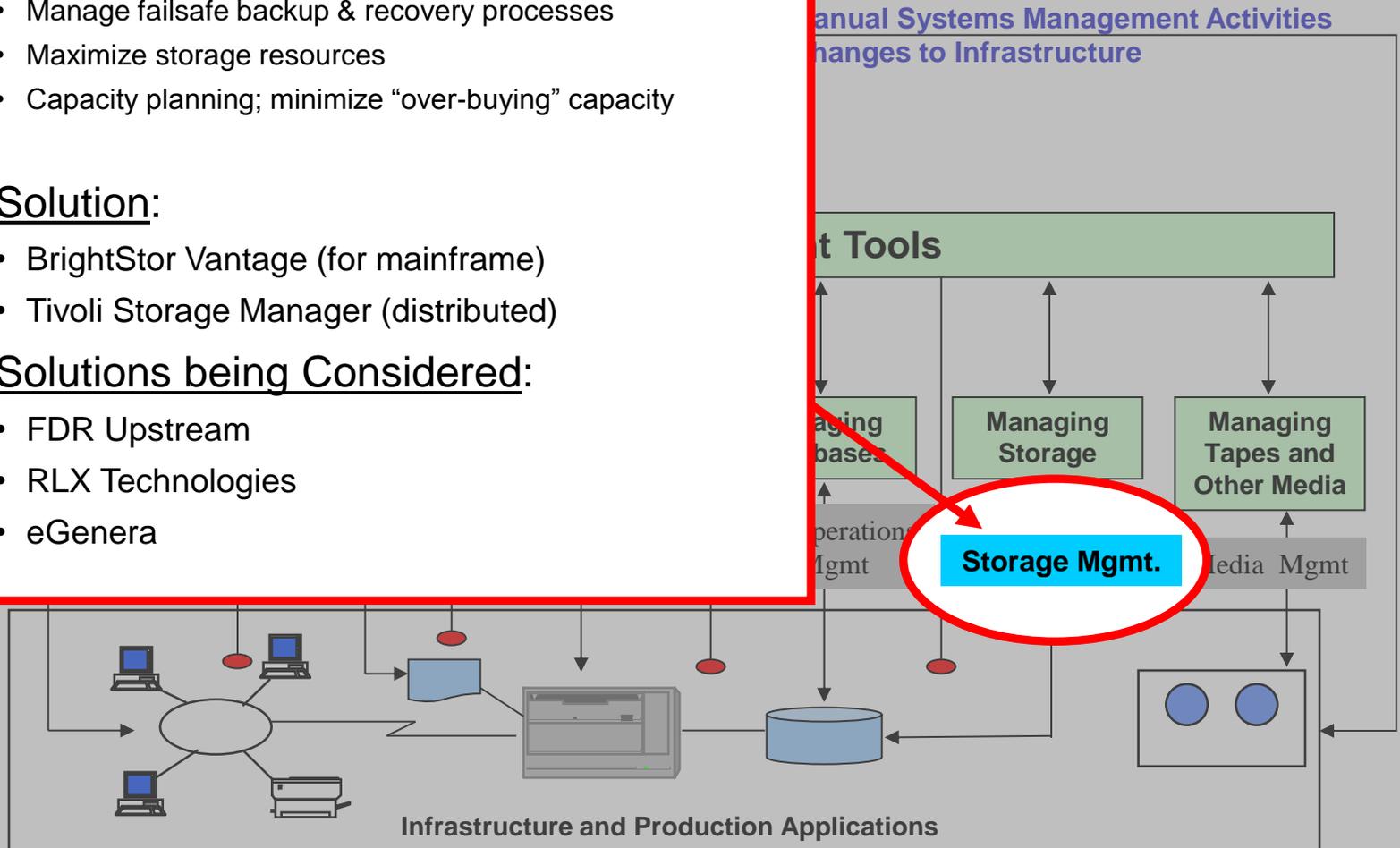
- Manage failsafe backup & recovery processes
- Maximize storage resources
- Capacity planning; minimize “over-buying” capacity

Solution:

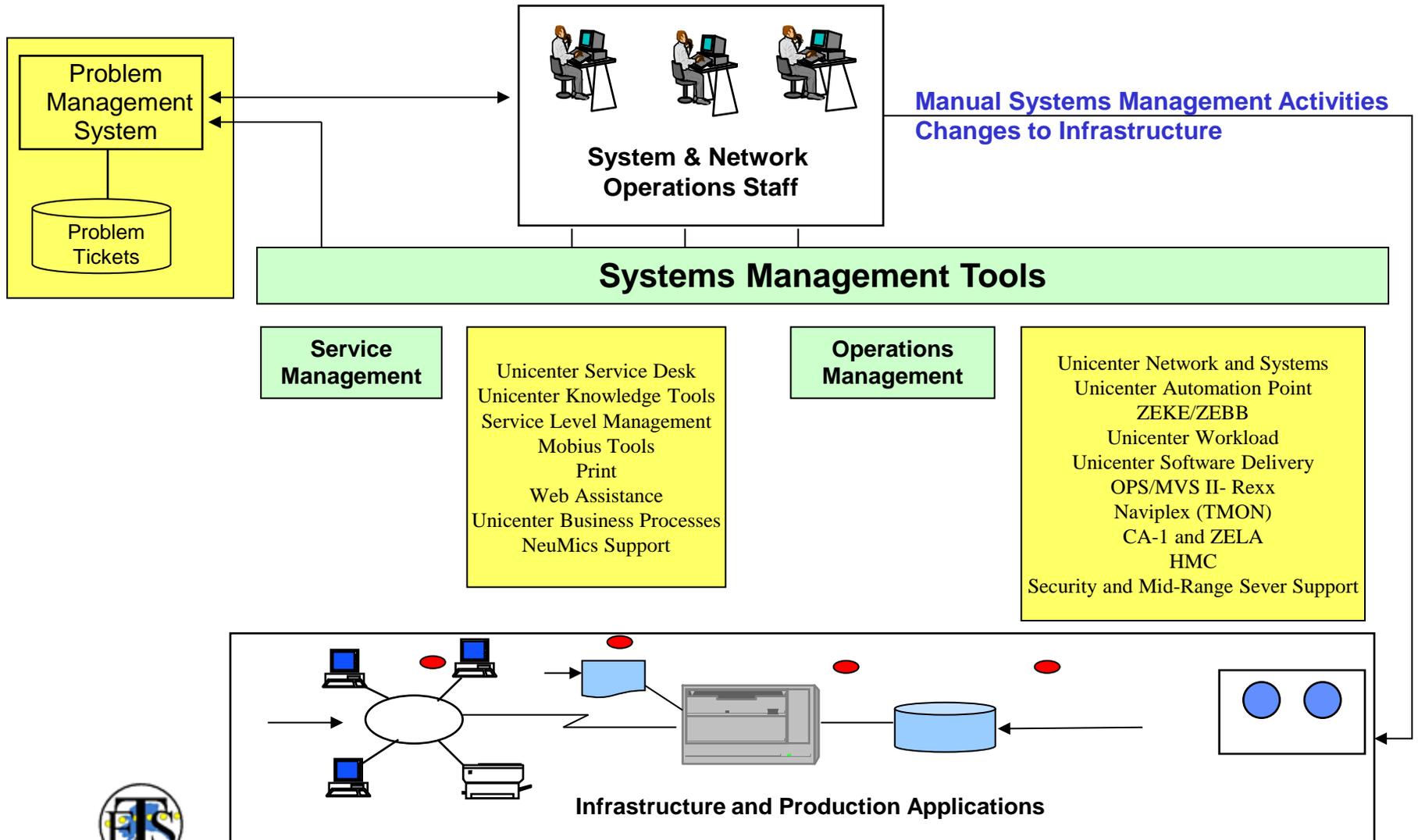
- BrightStor Vantage (for mainframe)
- Tivoli Storage Manager (distributed)

Solutions being Considered:

- FDR Upstream
- RLX Technologies
- eGenera



Operations Management Roles & Responsibilities



Operations Tasks and Areas of Responsibilities

Service Management

Unicenter Knowledge Tools
Service Level Management
Mobius Tools
Print
Web Assistance
Unicenter Business Processes
NeuMics Support
Tivoli Storage Manager (TSM)

Operations Management

Unicenter Automation Point
Unicenter Management Portal
ZEKE/ZEBB
Unicenter Workload
Unicenter Software Delivery
OPS/MVS II- Rexx
Naviplex (TMON)
CA-1 and ZELA
HMC
Security and Mid-Range Server Support



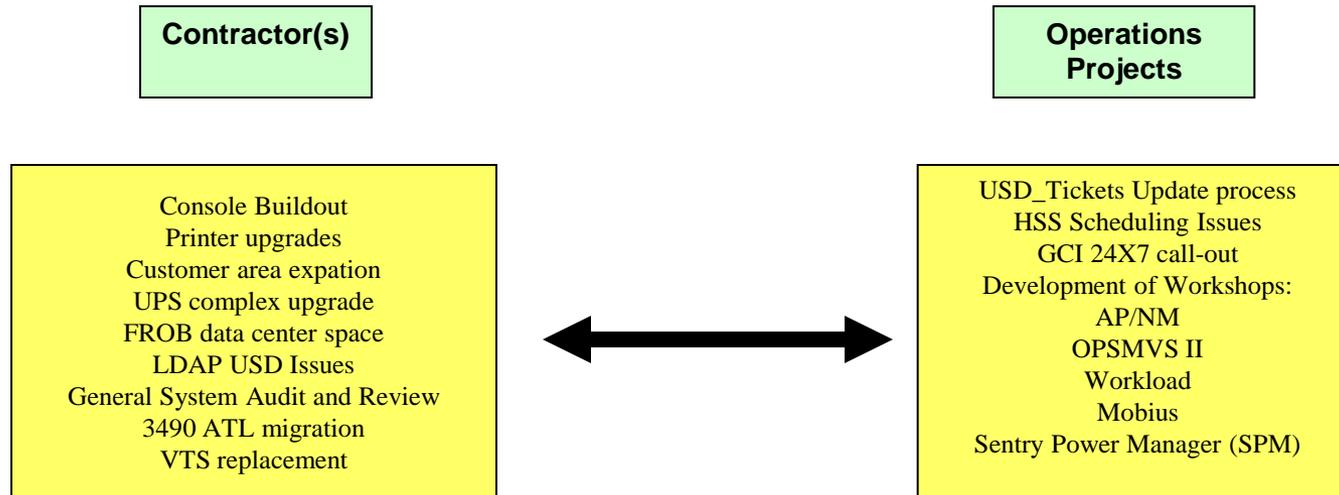
David Moore
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Bonnie Jackson
Brian Peters
Jerry Listowski
Luke Potts
Chris White
Eric Essary
Carrie McGee



Operations Projects (A Few)



Questions

