



ETS Operations

“Operations Functional Areas”

State of Alaska
Department of Administration
Enterprise Technology Services
Data Center Operations



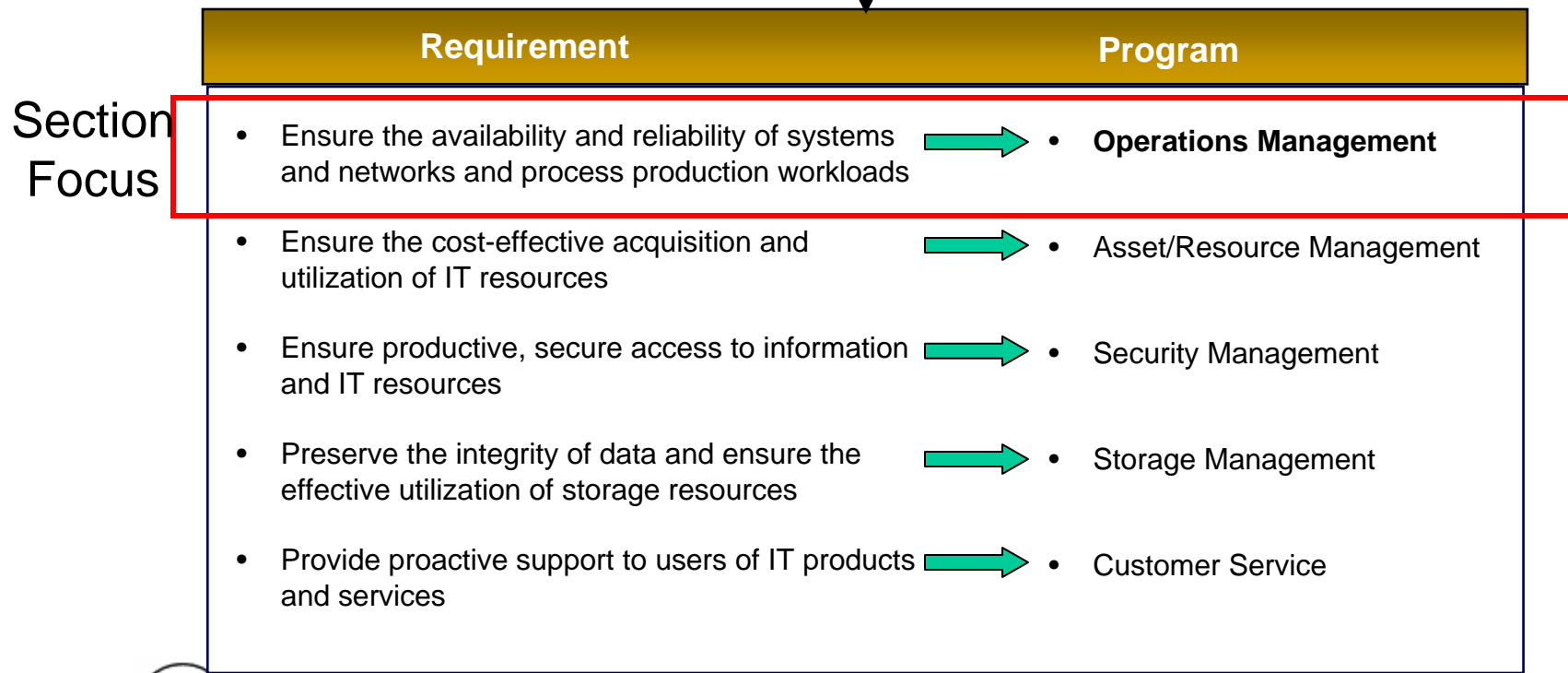
Operations Functional Goals

Process:

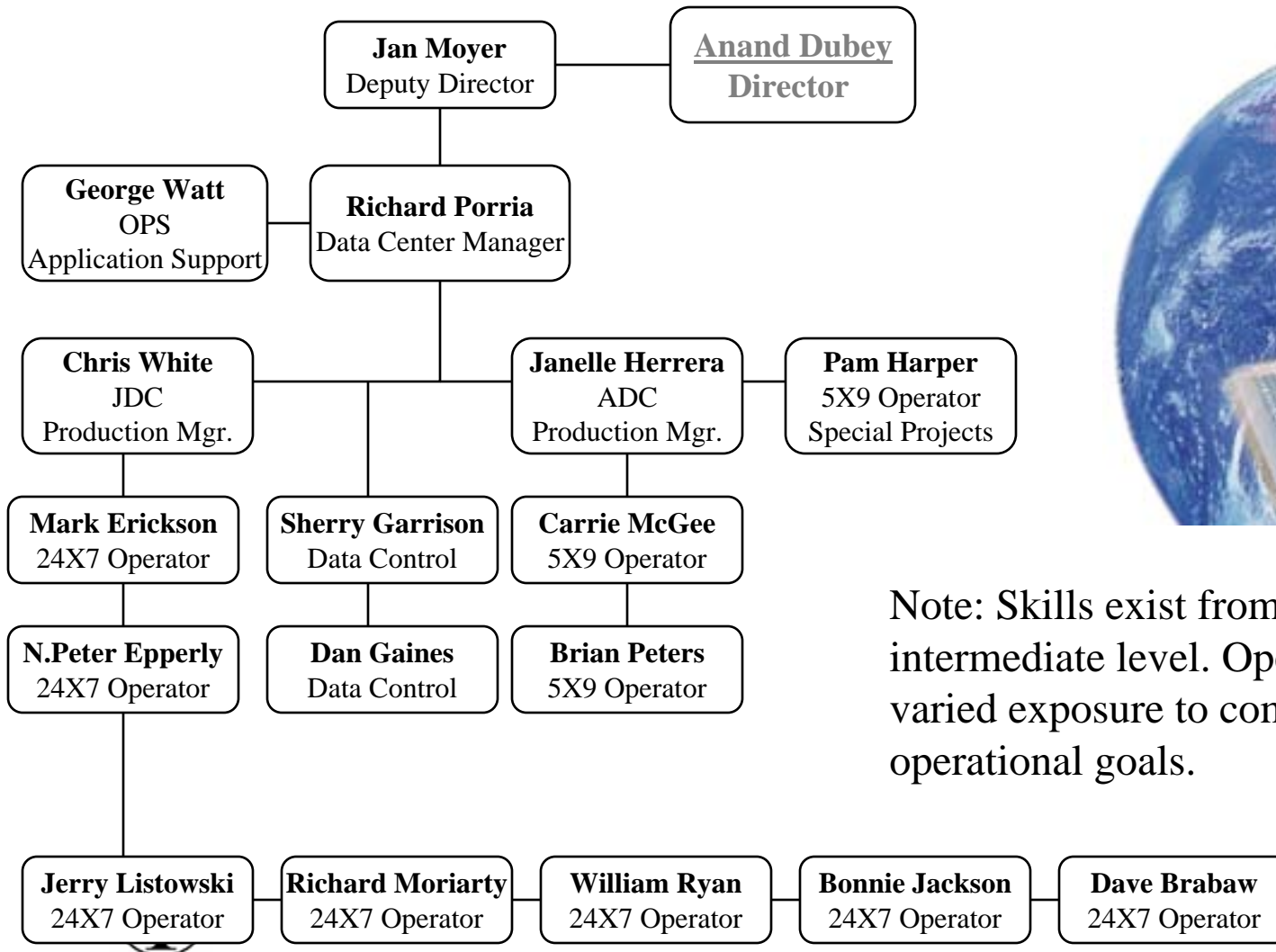
- **Identify the primary functions involved in Operations Management**
- **Relate those functions to the staff members within the organization**
- **Understand the primary business needs and success factors of those staff members**
- **Identify which of the functional areas are appropriate for each staff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



ETS Operations Vision



The OPS Organization



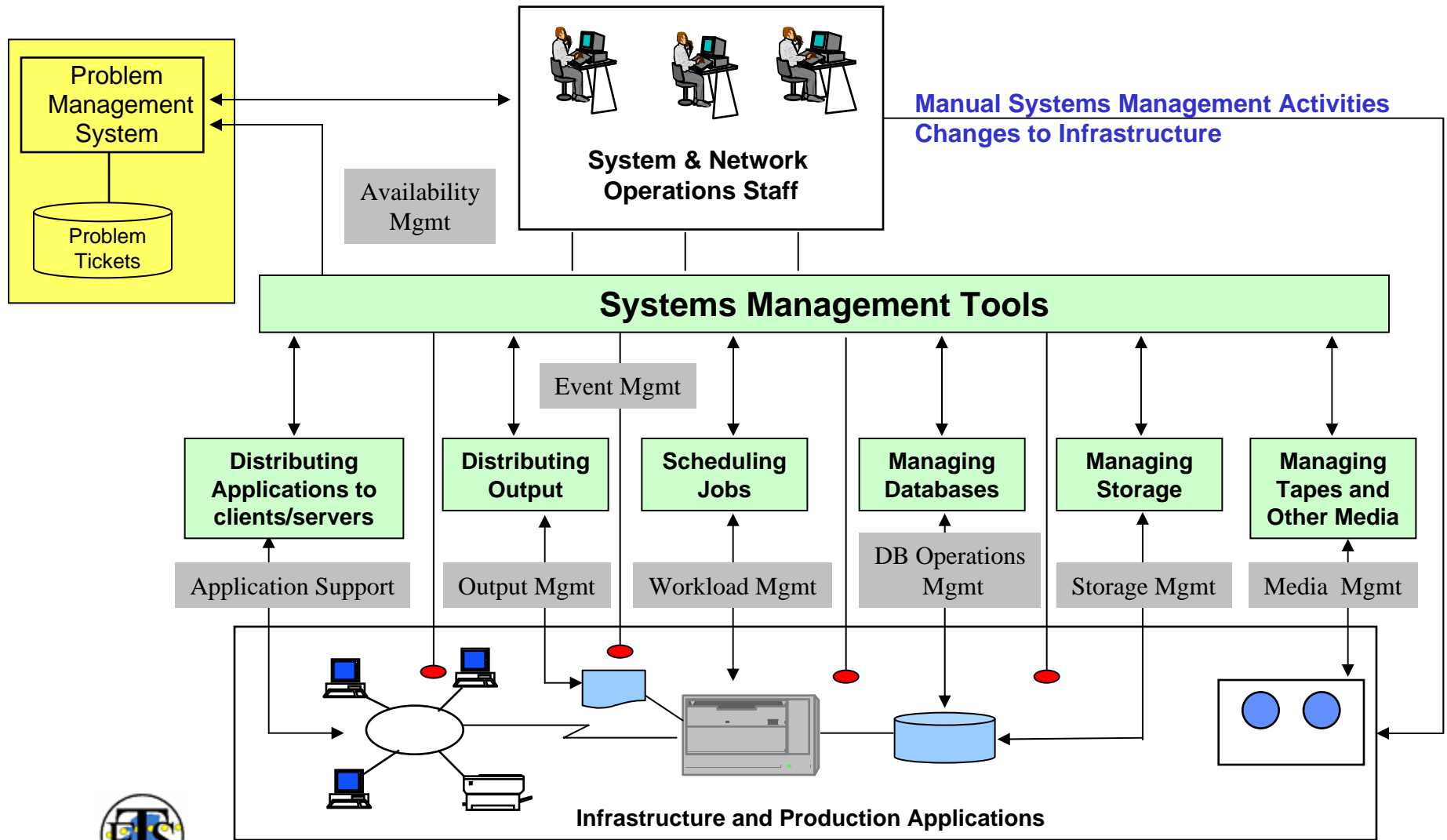
Note: Skills exist from entry level to intermediate level. Operations staff have varied exposure to complete ETS operational goals.

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



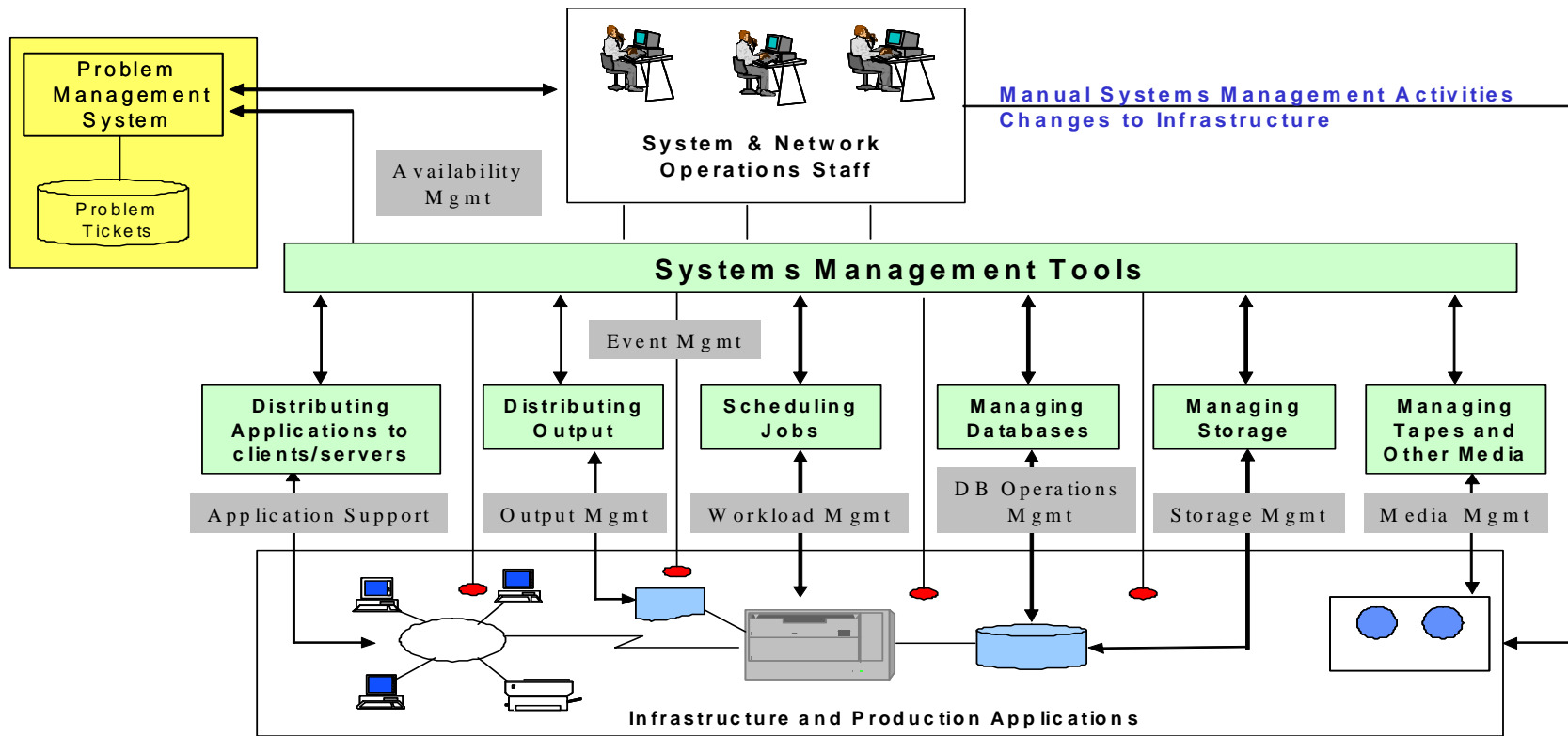
Operations Management Key Functions



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



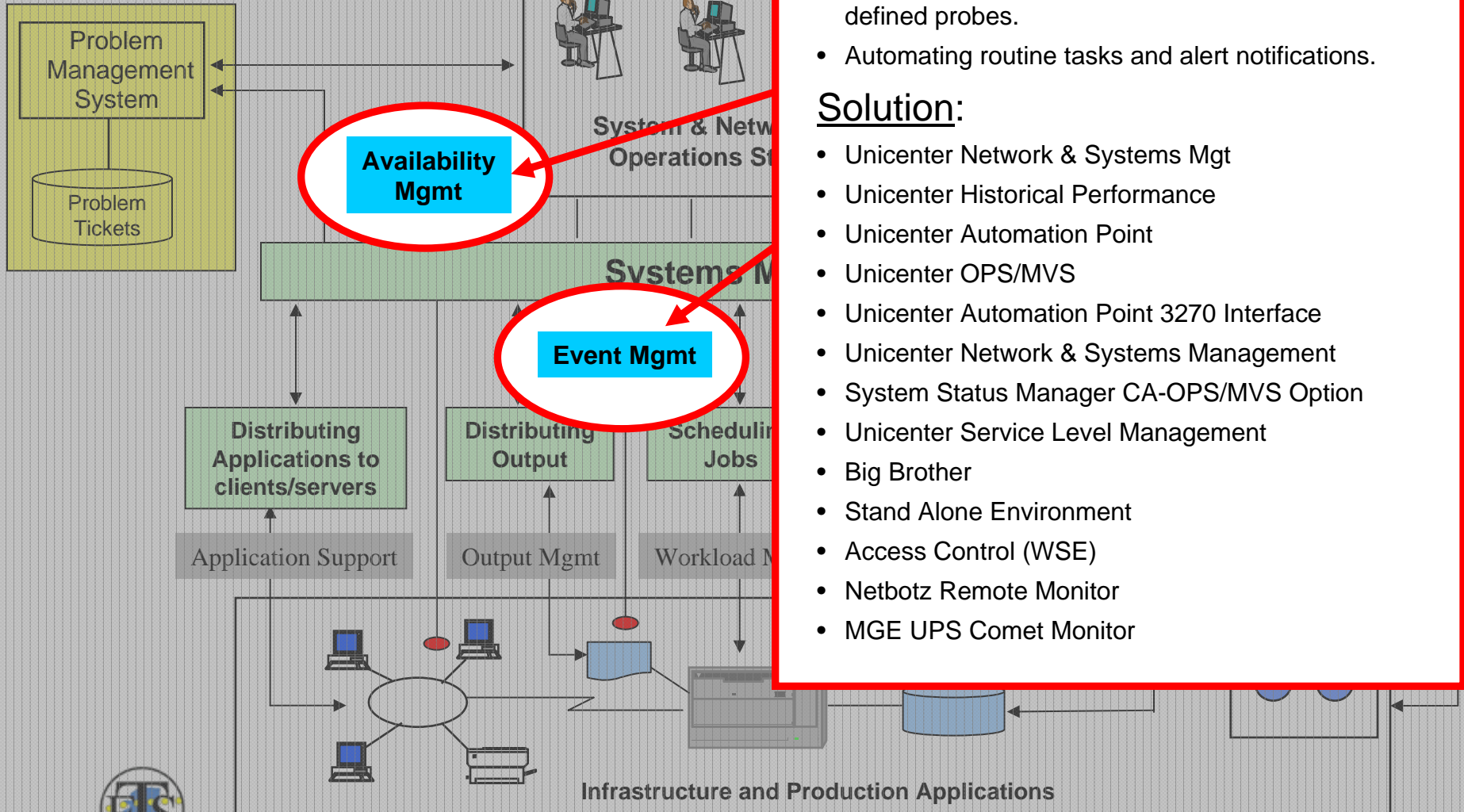
Availability and Event Mgmt

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:

- Unicenter Network & Systems Mgt
- Unicenter Historical Performance
- Unicenter Automation Point
- Unicenter OPS/MVS
- Unicenter Automation Point 3270 Interface
- Unicenter Network & Systems Management
- System Status Manager CA-OPS/MVS Option
- Unicenter Service Level Management
- Big Brother
- Stand Alone Environment
- Access Control (WSE)
- Netbotz Remote Monitor
- MGE UPS Comet Monitor

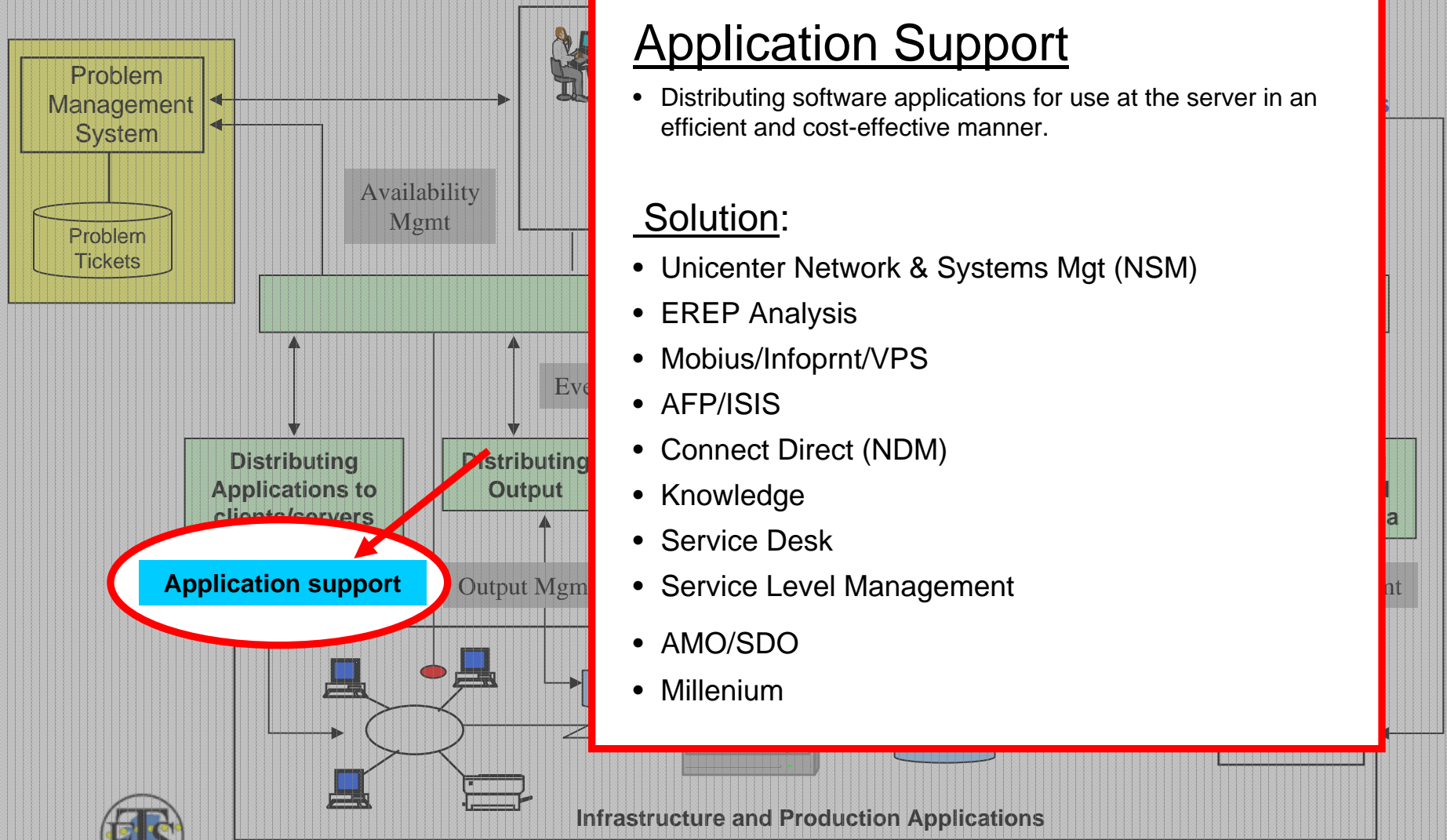


OPS Application Support

- 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

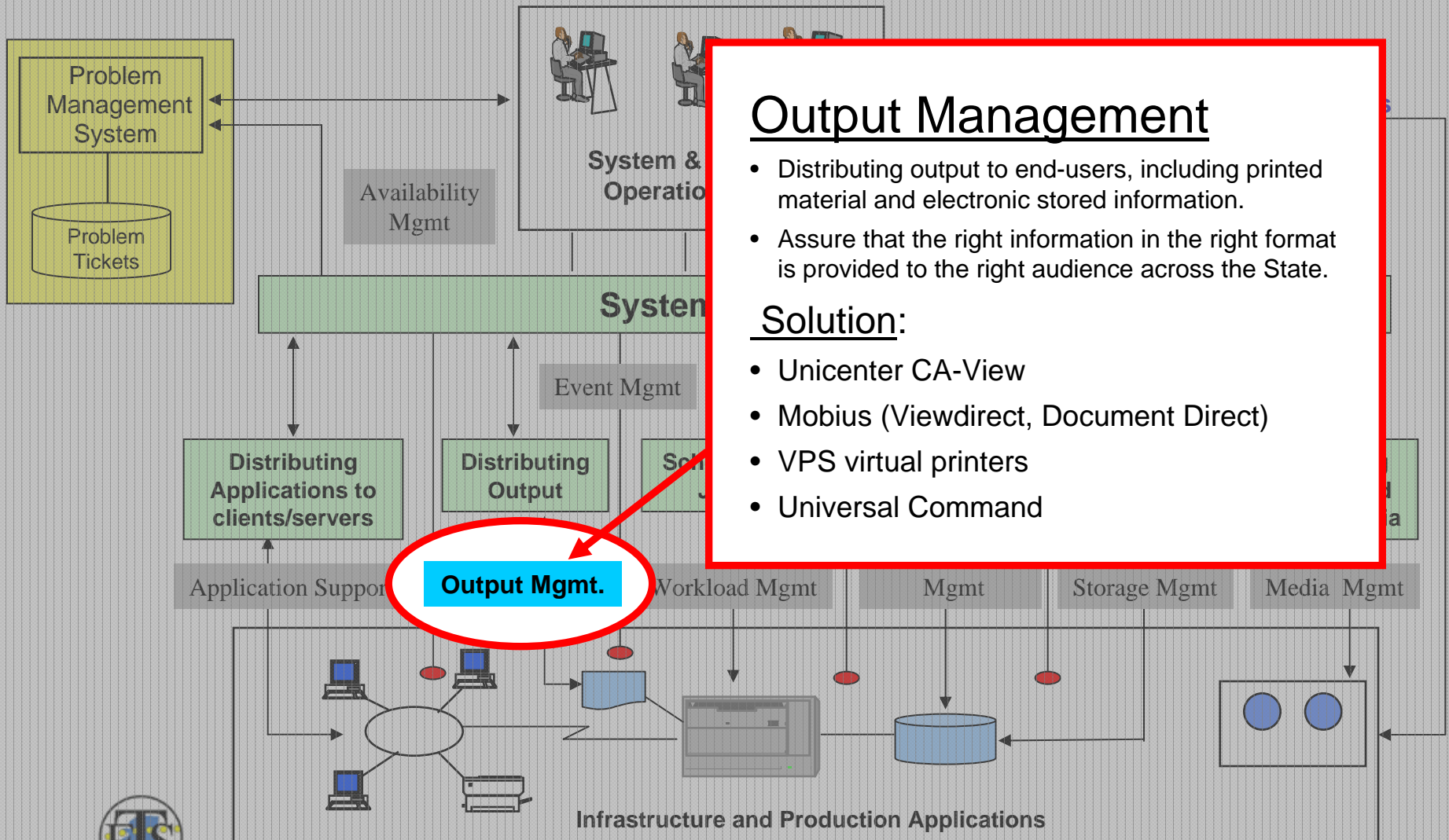


Output Management Objectives

- 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



Workload Management Objectives

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



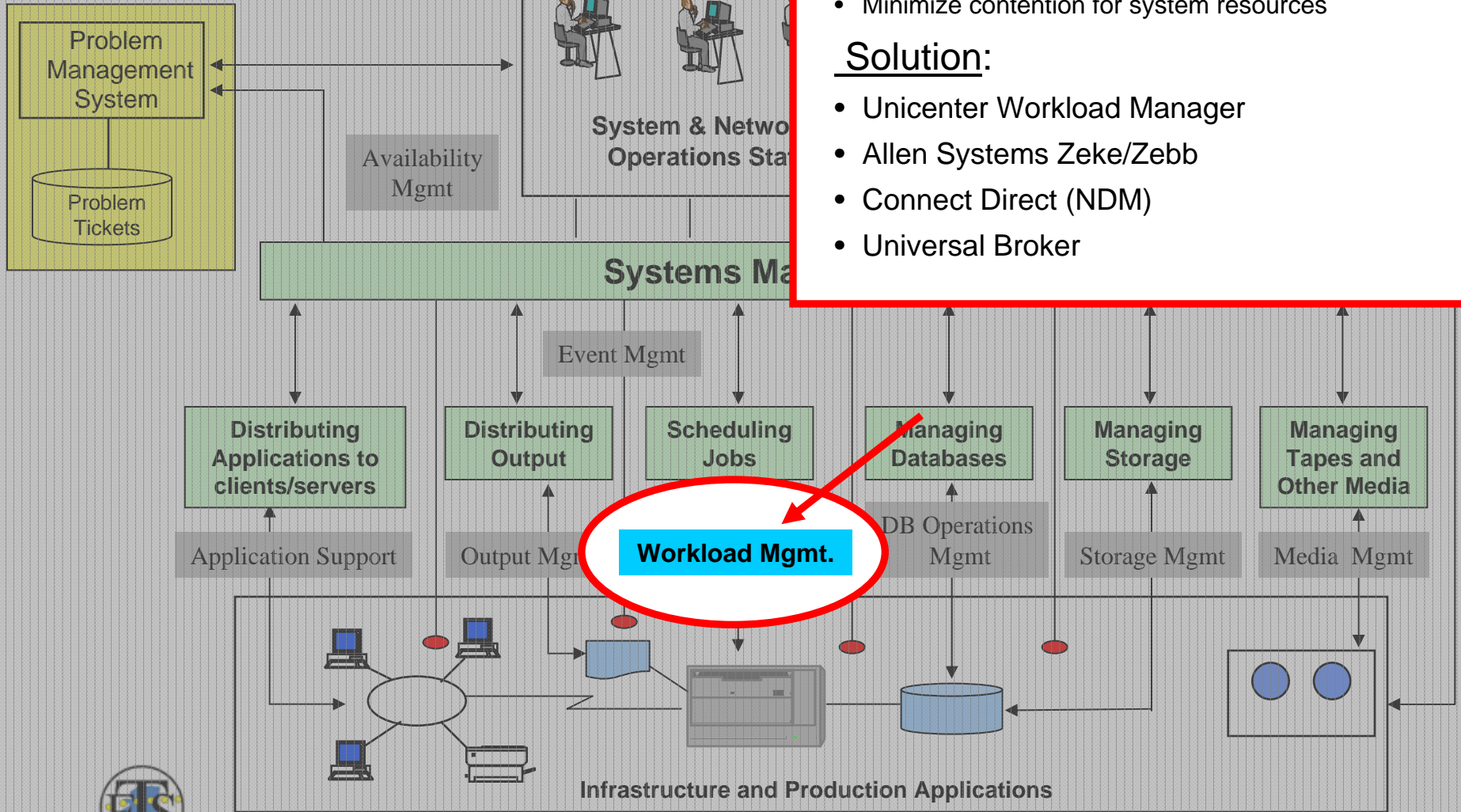
Workload Management

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:

- Unicenter Network & Systems Mgt
- Unicenter Database Performance Management for Oracle and SQL Server
- Unicenter Command Console
- Messages/Actions
- Automation Tools (AP/NM/OPSMVS-II)



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Manual Systems Management Activities
Changes to Infrastructure

Management Tools

Managing
Databases

Managing
Storage

Managing
Tapes and
Other Media

Software/Data
base Ops.
Mgmt.

Storage Mgmt

Media Mgmt

Infrastructure and Production Applications

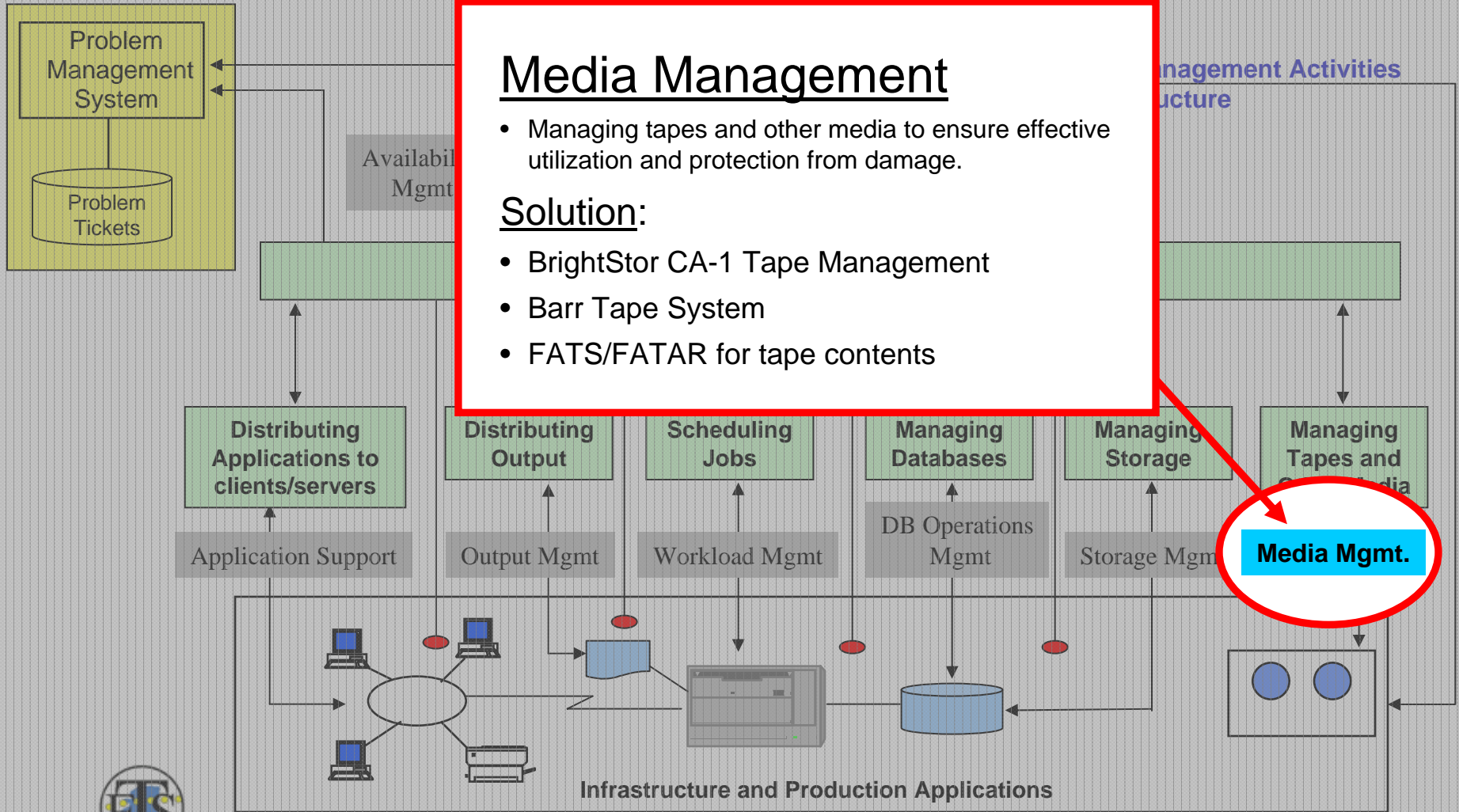


Media Management Objectives

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



Media Management

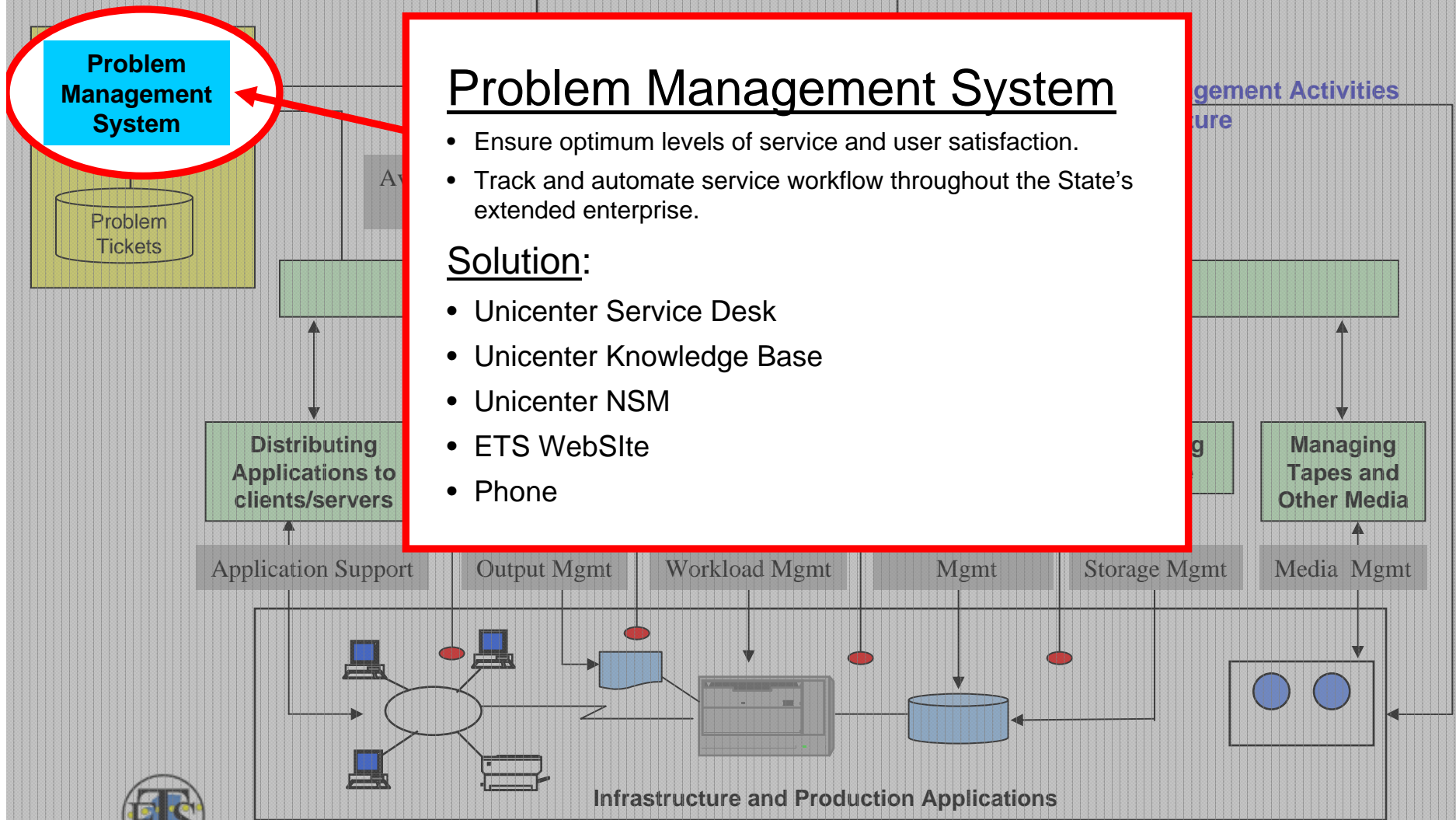


Problem Management Objectives

- 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:

- BrightStor Vantage SRM Oracle Option
- Storage Tek ILM
- RLX Technologies
- eGenera

Manual Systems Management Activities
Changes to Infrastructure

Management Tools

Managing
bases

Managing
Storage

Managing
Tapes and
Other Media

operation
Mgmt

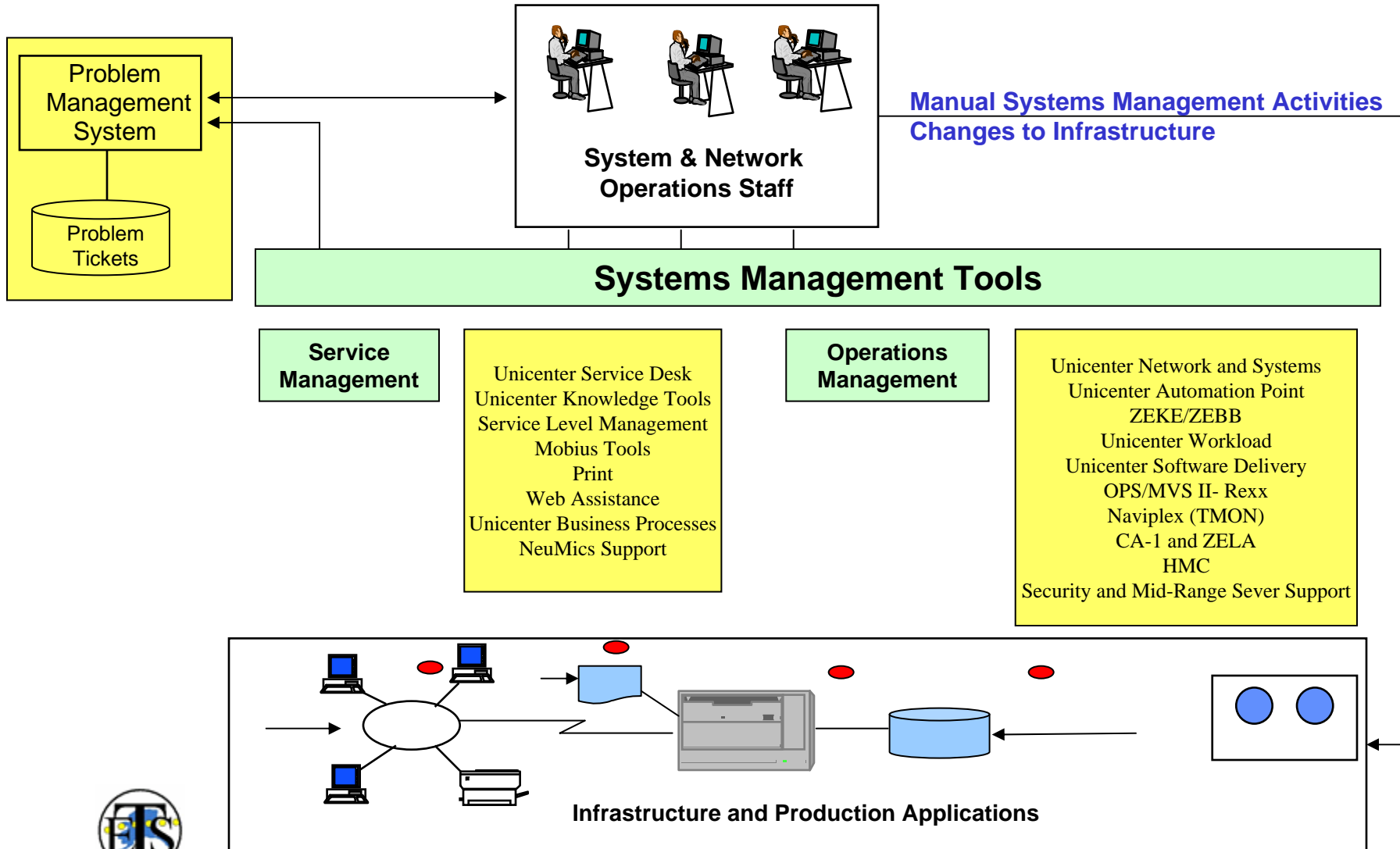
Storage Mgmt.

Media Mgmt

Infrastructure and Production Applications



Operations Management Roles & Responsibilities



Operations Tasks and Areas of Responsibilities

Service Management

Unicenter Service Desk
Unicenter Knowledge Tools
Service Level Management
Mobius Tools
Print
Web Assistance
Unicenter Business Processes
NeuMics Support

Operations Management

Unicenter Network and Systems
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



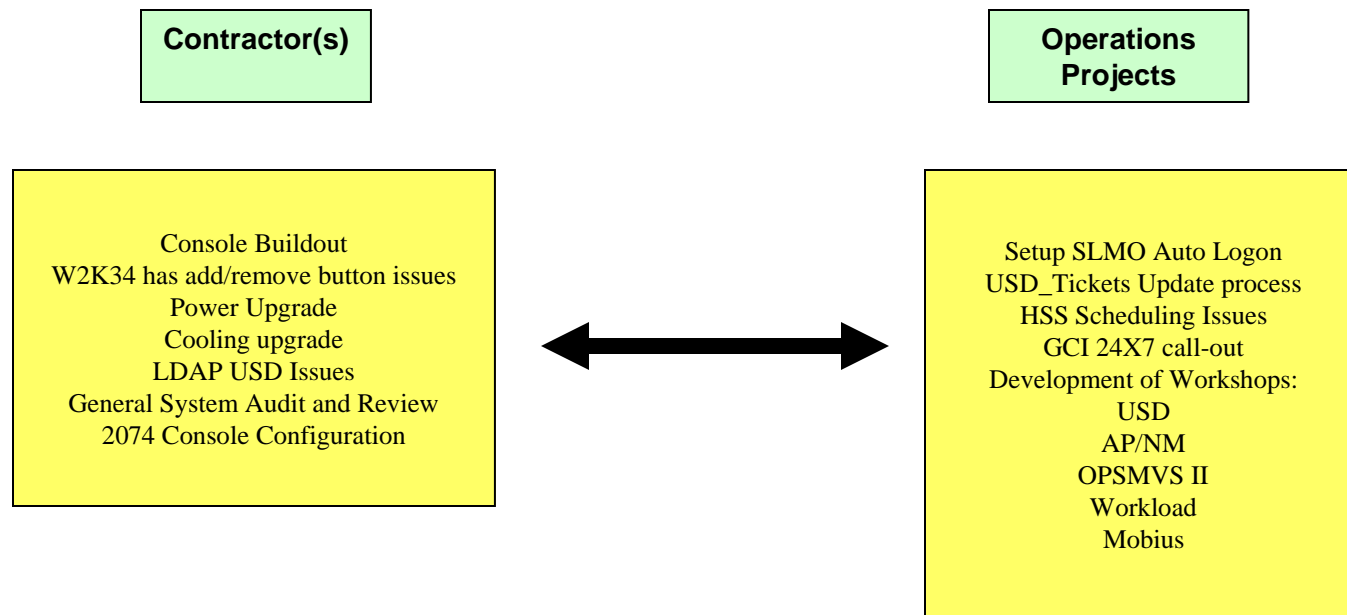
Janelle Herrera
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Bonnie Jackson
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Jerry Listowski
Sherry Garrison
Chris White
Richard Porria
Carrie McGee



Operations Projects (A Few)



Questions

