



## System zSeries Services

*Our detailed task oriented services will insure success.*

### Pre-Sales Support Services

- Solution Assurance Services
  - o Review SA Checklist with Install team
  - o Provide Capacity planning reports using IBM CP3000 and zTPM software to support ALL zSeries. Customers SMF/RMF data is supplied to forecast and determine the required processor model for customer workload.
  - o Attend presales planning Meeting(s) with VI Sales Team.

### Pre-Install Services

- Supply Install Project plan in MS Excel format and or Web Based tracking
- Attended Post SA Install Checkpoint Meetings provided Project Management services. Interfacing with the customer Project Management Team.
- Review and Identify IBM software support for hardware feature. Provide onsite perform n Implement services if required.
- Skill Transfer to support new hardware features
- Hardware Configuration Services
  - o Review source processor hardware configuration, IOCP / IODF Channel, Control Unit and IODEVICE types.
  - o Source processor hardware configuration IOCP/IODF is updated to meet Target processor channel requirements, definitions to support new features for the target processor channel subsystem. The source IOCP deck is extracted in preparation as input to IBM zSeries and z9 processor channel mapping process.

### VICOM INFINITY SYSTEM Z SERIES SERVICES DELIVER VALUE:

- Planning
- Premier Customer Service
- Skills Transfer
- Detailed Checklists

- zSeries/z9 Channel Mapping Services
  - o The IBM CFR file that matches the customer processor is obtained and validated in preparation as input to the IBM channel mapping process for zSeries and z9 processors.
  - o The CFR file and IOCP are used as input into the zSeries Channel Mapping Tool. The Channel Reports are generated and turned over IBM SSR and Customer. The target Processor Production Hardware IODF/IOCDS is now generated.
- Cables and Labeling
  - o VI reviews the source processor physical cabling infrastructure, and the location of the target processor. Recommendations are made to either reuse the current cabling or provide new cabling based upon the condition of the source processor cables, the location of the new processor and customer requirements. VI cabling services provide solutions for Fiber Trucking and Fiber Transport (FTS) solutions.
    - Source Processor
      - o Source zSeries Cables are reviewed at zSeries I/O CAGE. Insure labeling is correct by using the IBM Service Element. We do not use customer documentation. New Labels are supplied if needed.
    - For source I/O CAGE
      - o OSA SX – Legacy OSA cards with SC connectors are reviewed. Top adapter of cable is marked to insure proper reconnection.

- Target Processor
  - o If new cables are required. All cables are pre-labeled with S/N, CHPID/PCHID, and location information at each end. Since IBM channel mapping reports are HTML based, channel reports are converted to MS Excel. The reports are then provided to customer. New Cables are connected to Target I/O CAGE.
  - o Reused cables - Source cables are labeled with new target processor I/O CAGE location. MS Excel automated customized labels with zSeries channel mapping data are created to insure accuracy of location at Target zSeries IO cage.

**Cutover Services**

- Hardware Operation Channel Review (pre-inventory)
  - o Using the Services Element channel task. All channels are reviewed for operational status prior to cutover. Non operational channels are documented as an audit process.
  - o Review Target Processor zOS Software requirements with customer.
- Hardware Operation Channel Review (post-inventory)
  - o Using the zSeries Services Element channel task. All channels are reviewed for operation status prior to cutover. Non operational channels are documented as an audit process.
  - o Source Processor is Deactivated
    - New Cables are connected to First Hop (FTS, ESCON or FICON Switch, CU interface).
    - Reused cables are moved from Source to Target processor.
    - Power-On-Reset is performed and via an initial Reset Profile, LPAR Image Profiles are defined based upon customer documentation.
- Hardware Operation Channel Review
  - o Using the zSeries Services Element channel task. All channels are reviewed for operational status prior to cutover. Non operation channels are documented as an audit process.
  - o ESCON or FICON Switch Channels and Control Unit Interfaces are checked for customer Sign off.
- IPL of z/OS or other Operating Systems
  - o VI hardware service engineers are highly skilled systems programmers with experience supporting z/OS. As such, we do require the ability to logon to the customers system and perform software IVP's. We can and will assist the customer in performing problem determination and resolution for the Operating System in the following disciplines.
    - Base Operating Systems interactive with the OS
      - Communication Server
      - SNA
      - IP
  - o OSA Express > OSA Express3
    - Capacity on Demand.
  - o CBU
  - o CIU
  - o OOCOD
    - Parallel Sysplex
    - 9037-2 (sysplex timer) to Server Time Protocol migration.



IBM zEC12



IBM zBC12

**CONTACT US**

To discuss how our zSeries services can ensure that your organization is operating at maximum efficiency and effectiveness, please contact us at: **info@vicominfinity.com** or **631-694-3900**.

To learn more about Vicom Infinity, please visit our website at **VicomInfinity.com**