

Integrated Technology Services in the UK provides a Goal Mode conversion service as shown below. You can get further information from your IBM representative or contact Tony Palfreyman, +44 1926 464147 (tony_palfreyman@uk.ibm.com), or Denise Powell, Tel. +44 1707 363179 (denise_powell@uk.ibm.com).

Workload Manager (WLM) Goal Mode Conversion

1. Description of services

We will assist you to convert a test and production OS/390 system each from WLM Compatibility Mode to WLM Goal Mode.

The Service has five phases:

Phase 1.

A healthcheck of your production OS/390 system to determine current performance criteria using IBM analysis tools.

Phase 2.

Onsite practical and theoretical training to your staff as required to perform the conversion by implementing a basic WLM policy on the test system.

Phase 3.

Offsite analysis of performance and configuration data gathered in phase 1 to develop a starting WLM policy for the production system, and review of this policy with you.

Phase 4.

Attend onsite to assist with the implementation and tuning of the WLM policy for the production system.

Phase 5.

A post-conversion healthcheck and review of the results of this and the phase 1 healthcheck to confirm system performance.

2. Our responsibilities

We will:

1. Provide to your designated contact a copy of the "Data Collection Guide". This guide will identify procedures and data requirements related to the healthcheck phases of the service.
2. Identify a specialist who will be the primary contact for this service.
3. Provide as required hands on and theoretical training to your staff to perform the conversion and assist with implementation of a basic WLM policy on your test system
4. Perform OS/390 Healthchecks before and after the WLM goal mode conversion of the production system and review the results with you.
5. Work off-site with the performance and configuration data to develop a starting WLM policy for the production system.
6. Attend on-site to assist with the implementation and tuning of the production system policy.

3. Your responsibilities

You will:

1. Make available such hardware, software, documentation, information and resource as may be reasonably be requested by us in carrying out work under this SOW;
2. Identify a designated contact who will be the primary interface to us for procedures associated with this service and determine mutually agreed upon dates for training and the implementation of workload manager on the test and production systems, and the subsequent review.
3. Provide system performance measurement data for one week, and other necessary information, as outlined in the "Data Collection Guide".

4. Completion criteria

This Statement of Work will be considered complete when the post-conversion healthcheck has been completed and reviewed with you.