



IBM Customer ***IBM Informix HealthCheck
Service Description***

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1. Description of Services

Information Management (IM) Software Services is pleased to submit this Service Description to IBM Customer (<IBM Cust>). <IBM Cust> has requested the following services from IBM:

- IBM Informix HealthCheck (Informix HealthCheck)

The Informix HealthCheck Package provides systematic data gathering, in-depth analysis, and recommendations for system health optimization. IBM recommends follow-on regular checkups to revitalize <IBM Cust>'s Informix system(s) as <IBM Cust> modifies their system profile (e.g. adding users, increasing volumes, changing storage architectures).

The scope of this Package is limited to one instance of one non replicated Informix Database.

The Informix HealthCheck Package will include the following activities:

- Review one instance of one non replicated Informix database.
- The Informix Specialist will review the following:
 - Operating System configuration settings related to Informix
 - Database Configuration Parameters
 - CPU and I/O activity
 - Buffer pool configuration & activity
 - Logging activity
 - Locking activity
 - Table Space Storage Configuration
 - Store Procedure or User Function Cache activity
 - Sort activity
 - Table activity
 - Informix On-Line Log
 - Deliver & Review a Findings & Recommendations Report

While the Informix HealthCheck Package provides a comprehensive set of findings and recommendations, it is <IBM Cust>'s responsibility to determine the feasibility of implementing and to implement IBM's recommendations.

This package includes a set of tasks that <IBM Cust> must complete to facilitate an Informix HealthCheck Recommendation. The actual duration of each task may vary from customer to customer, based upon their knowledge of the products and the complexity of the production environment.

The resources required for this project will include both the IBM and <IBM Cust> personnel.

Any change in the scope of work defined in this Service Description requested by <IBM Cust> may result in additional costs and must be documented in a Project Change Request (PCR).

2. Resources

The <IBM Cust> Project Team will consist of the resources from the <IBM Cust> technical staff and applications experts. Examples of Project Team members are listed below.

2.1 IBM Team Resources

The IBM Project Lead coordinates the appropriate IBM resources as required. The IBM Team typically includes the following members:

- Solution Implementation Manager (SIM) – Project Lead
- Senior Informix Specialist (Informix Specialist)
- Software Sales Representative (SSR)
- Sales IT Specialist (ITS)

2.2 <IBM Cust> Team Resources

<IBM Cust> will need to identify internal personnel to fill the roles of the <IBM Cust> Project Team. <IBM Cust> is responsible for selecting a Project Lead to share lead responsibilities with the IBM Project Lead.

Depending upon the project, the <IBM Cust> Project Team may include any of the following roles:

- Project Lead
- System & Storage Administrator
- Database Administrator
- Applications Subject Matter Experts

3. Role Definitions

<IBM Cust> will need to identify internal personnel to fill the roles as listed in Section 2.2, Resources. The following outlines the general roles for each of these individuals. Please note that additional resources may be required at various phases of the HealthCheck Project. Likewise, not all of the individuals may necessarily be involved in this HealthCheck service.

Project Lead - This individual will represent <IBM Cust> resources and provide project coordination in conjunction with the IBM Project Lead.

System & Storage Administrator – This individual is in charge of the Operating system administration of the Host Informix system(s).

Database Administrator - This individual provides ongoing Informix administration assistance and will provide proper access to the Informix environment as necessary for the delivery of this package.

Applications Subject Matter Experts – These individuals will participate in the interview process, providing insight into the selected functions as part of the analysis of this package.

4. Responsibilities

4.1 <IBM Cust> Responsibilities

In order to facilitate delivery, <IBM Cust> has the responsibility to provide the following:

- a.) <IBM Cust> will meet the following prior to initiation of this HealthCheck Project:
 - A current, supported version of Informix installed and operational.
 - Ensure IBM personnel have VPN or other suitable remote and local network access when remote IBM consultants are engaged.
 - Provide a stable system environment during the service-monitoring period.
 - Hardware and/or software additions or modifications to <IBM Cust>'s IBM Informix system must be completed prior to (preferably) or after delivery of this engagement.
- b.) <IBM Cust> acknowledges that:
 - i. The results of this engagement may indicate that an application code review may be needed. However, no application code review is included in this engagement.
 - ii. The cost to implement any recommendations made as a result of this HealthCheck Package described herein is not included in the package. Any implementation of recommendations made herein should be completed by <IBM Cust> themselves or by engaging an IBM Consultant as applicable.¹
 - iii. A High-Availability environment is not part of this scope. A chargeable PCR will be required to perform a health check for this type of environment.
 - iv. Work under this package will be performed at your facility in <IBM Cust>, except for any project-related activity which IBM determines would be best performed on IBM premises in order to complete its obligations and responsibilities under this package.
 - v. IBM will provide the services under this package during normal business hours, {8:30 AM to 5:15 PM, local time, Monday through Friday}, except holidays. If necessary, you will provide after-hours access to your facilities to IBM personnel. Out-of-town personnel may work hours other than those defined as normal business hours to accommodate their travel schedules.
- c.) A Project Lead with sufficient authority to:
 - Represent <IBM Cust>'s interests
 - Serve as the focal point for all decisions and communications
 - Coordinate activities assigned to <IBM Cust> resources
 - Sign project-related documents
- d.) Provide a completed *HealthCheck Requirements Checklist* before the start of the on-site engagement.
- e.) Provide access to the required hardware and software at the start of this engagement.
- f.) Adequate facilities for the Informix Specialist including:
 - cubicle, desk, telephone, and Internet access,
 - remote access (e.g., VPN access),
 - direct access to the keyboard.

¹ IBM recommends that <IBM Cust> have a local IBM Consultant assist in implementing any recommendations. Should <IBM Cust> elect to have an IBM Consultant implement the recommendations, these services will be delivered separately on a Time-and-Materials (T&M) basis plus expenses. IBM will work with <IBM Cust> customer team to contact and engage the local IBM Client Manager to arrange for delivery of these services.

- g.) When performing remote work, <IBM Cust> will provide VPN access into <IBM Cust>'s network and remote access to a workstation in the network that:
 - can connect to all required servers and
 - is preloaded with all required connectivity tools appropriate to <IBM Cust>'s environment.
- h.) Implementation of any or all of IBM's recommendations.
- i.) Maintenance Agreement in place through IBM.
- j.) <IBM Cust> will make available all <IBM Cust> personnel required for this project based on the agreed-upon project schedule. Any significant delays caused by <IBM Cust> personnel not being available or project prerequisites not being met may result in schedule delays, which can impact the project sufficiently to require a chargeable PCR addressing additional or extended IBM personnel requirements and additional costs.

4.2 IBM Responsibilities

The IBM responsibilities for the package are:

- a.) Review *HealthCheck Requirements Checklist*
- b.) Collect Informix environmental data
- c.) Collect monitoring data during peak and off peak hours
- d.) Review Informix environmental data for one instance for one non-replicated database environment
- e.) Deliver & Review Findings & Recommendations Report
- f.) Deliver Completed IBM Informix HealthCheck Completion Checklist

5. Limitations

5.1 Service Limitations

The Informix HealthCheck Package does not include repairs, corrections or troubleshooting of data corruption, errors and faults that are discovered during the process due to hardware failures, or non-qualified hardware or operating systems. Repairs, corrections or troubleshooting of such errors and faults will be <IBM Cust>'s responsibility; any IBM involvement will be charged on a Time-and-Materials (T&M) basis.

5.1.1 Travel & Living Expenses

This package does **not** include domestic travel and living expenses incurred by IBM resources traveling to <IBM Cust>'s site in order to fulfill IBM's tasks and responsibilities pertinent to delivering this service.

The Informix Specialist may travel to <IBM Cust>'s site up to **one roundtrip** visit for tasks associated with delivering this service. <IBM Cust> will be billed actual travel and living costs.

IBM will invoice <IBM Cust> for travel and living expenses and other reasonable expenses incurred in connection with the package delivery. Amounts are due upon receipt of invoice and payable within 30 days. <IBM Cust> agrees to pay accordingly, including any late payment fee. <IBM Cust> does not have to pay any amount disputed in good faith while it is being investigated, but <IBM Cust> remains obligated to pay any amount not in dispute.

Additional onsite assistance requested by <IBM Cust> beyond the number of visits indicated above will be billable subject to the execution of a PCR. IBM also reserves the right to bill <IBM Cust> for any additional trips that are the direct result of <IBM Cust>'s failure to meet or perform its obligations outlined herein.

6. Project Tasks & Deliverables

The Informix HealthCheck Package includes the analysis of one instance of a non-replicated databases of <IBM Cust>'s Informix System. IBM will collect information about the Informix environment such as Informix system parameters, Database Configuration, CPU and I/O activity. IBM will then provide a findings and recommendations report of the results of this analysis with a formal executive review with <IBM Cust>.

The Project Team will perform the following tasks. Deliverables for each task are detailed within the task descriptions.

6.1 Task 1: Kickoff Conference Call

The purpose of this conference call is to prepare both the <IBM Cust> project team and the Informix Specialist for the Informix HealthCheck Project. Topics of discussion will include <IBM Cust>'s requirements, expectations, prerequisites, and schedules.

6.1.1 Project Services Description Review

The SIM or Informix Specialist will review the Services Description, the deliverables, and the project tasks with <IBM Cust>'s Project Manager.

The starting date to begin the HealthCheck Project for <IBM Cust> will be scheduled and confirmed by IBM and the assigned <IBM Cust> Project Manager.

IBM anticipates scheduling these services within fifteen business days from date of initiation.

6.1.2 Informix HealthCheck Requirements Checklist Review

During the Kickoff Conference call the Informix Specialist will review the *HealthCheck Requirements Checklist* with the <IBM Cust>.

The <IBM Cust> must provide the information requested in the *HealthCheck Requirements Checklist* before the start of the on-site engagement.

6.1.3 Project Status

The SIM will track all issues and document their resolution in an Issues Log. Any issue whose resolution requires a change will be documented in a PCR.

6.2 Task 2: Perform Environment Review & Analysis of one Informix instance

6.2.1 Detailed Analysis of Informix Environmental Data

The Informix Specialist will review & analyze the collected data and monitor <IBM Cust>'s Informix system.

- The Informix Specialist will review the following:
 - Operating System configuration settings related to Informix

- Database Configuration Parameters
- CPU and I/O activity
- Buffer pool configuration & activity
- Logging activity
- Locking activity
- Table Space Storage Configuration
- Store Procedure or User Function Cache activity
- Sort activity
- Table activity
- Informix On-line Log

6.3 Task 3: Presentation to Customer Executive team

IBM will provide a high level overview about their findings and recommendations to the <IBM Cust> executive team and answer any questions or concerns.

6.4 Task 4: Findings & Recommendations Report

The Findings & Recommendations Report will address the following:

- Executive Summary of Recommendations
- Informix System Resource Analysis
 - CPU performance Analysis
 - Memory Utilization Analysis
 - Disk I/O Performance Analysis

6.5 Task 5: Project Completion Checklist

Upon completion of the Findings & Recommendations Report Review, the Informix Specialist will deliver to <IBM Cust> a completed Project Completion Checklist which constitutes completion of this project. Please refer to *IBM Informix HealthCheck Completion Checklist*.

If issues arise after delivery of the Project Completion Checklist, <IBM Cust> should contact IBM Customer Support by using the IBM toll free Customer Service telephone number (1-800-IBM-SERV).