

The State Bar of California

**IBMi Support
Request for Proposal: Questions & Responses**

March 27, 2015

1. Is Operational support (such as job scheduling, monitoring and managing backups, etc...) in scope?

Yes

2. Please provide details on the three LPARs.

a) *CPW: 9406-525*

i) *Prod - .5, Dev - .25, Test - .15, .1 reserved*

ii) *System is run in "uncapped" state*

b) *Disk: Prod – 705GB, Dev – 564GB, Test – 564GB*

c) *Memory:*

i) *Current Total, Total 12GB: Prod - 7GB, Dev - 2GB, Test - 2GB, 1GB reserved*

ii) *By end of Q2, Total 32GB: Prod - 16GB, Dev - 12GB, Test - 3GB, 1GB reserved*

d) *OS level:*

i) *Currently: V6R1M0 on Prod and Dev, V7R1M0 on Test*

ii) *by Q2: V7R1M0 on Prod, Dev and Test*

3. How frequently are backups done?

Daily (see additional detail in response below to Technical questions 9 L)

4. What's the backup media?

Tape

5. What tool is used to manage the backup process?

BackupRecoveryMediaService (BRMS)

6. What function does the backup LPAR serve?

“Test” - Testing for developers

7. Is there a High Availability or Disaster Recovery component to the environment?

No

8. Define “monitoring applications.”

Monitor for system errors and react accordingly to ROBOT alerts – although onsite staff performs routine deletes of locked jobs

9. Please provide a list of third party software for which you request support.

Content Manager, BRMS, and Robot

10. Will Customer consider a vendor who cannot support all third party SW products?

No

11. If the service provider is unwilling to agree to the Termination conditions and terms articulated by the Customer, will that provider’s response be considered? Specifically, termination “at will” presents significant challenges to any provider. Just as the Customer would have concerns about selecting a provider who could also terminate services “at will.”

Yes

12. Provide a complete hardware configuration of your system(s). Perform this task from each LPAR and Identify its primary function (prod, dev, test, HA, etc).

a) Prod – Available upon written request (GeorgeHardwareList.txt)

b) Dev – Available upon written request (MarthaHardwareList.txt)

c) Test – Available upon written request (LucyHardwareList.txt)

13. Describe the tape and disk attached to the iSeries along with any other externally attached devices.

a) TS3100 – IBM Tape Library

b) IBM 7210 – External CD-ROM drive

c) Ultrium 4 – External IBM tape drive

14. Provide a list of all software on the system (IBM and Third Party).

Available upon written request (GeorgeSoftwareList.txt)

15. How many technicians are supporting the iSeries environment today?

Two internal, one external

16. Approximately what percent of the operations procedures are automated vs. manual?

95% are automated, 5% manual

17. Identify any special security practices or software.

None

18. Identify the number of production jobs.

~21.3k entries in jobs table (system jobs included)

19. Describe any manual intervention within the schedule.

None

20. Describe how systems are currently monitored. (manually, automated, key metrics etc.).

Automated via use of ROBOT software

21. How many message locks and waits on average per month?

None that would require action by Support. The less than 1/2 dozen a month are addressed by onsite/internal staff.

22. Describe the current backup procedures for your environment along with any disaster recovery plan you currently have in place.

*a) Nightly full backup of our data (*ALLUSR).*

*b) Monthly full system backup of the system operating system (*IBM) data (*ALLUSR).*

c) Nightly and monthly of the security files and system configuration.

d) Tapes sent offsite for disaster recovery (nightly tapes kept offsite for 6 weeks, full system backups kept offsite indefinitely).

23. Is HA currently used as part of the complete backup solution?

No

24. Approximately how many role swaps are executed each year planned / unplanned?

N/A (since no HA)