

# Services Currently Provided by the Business Partner

## eBHC

- AIX System Admin**
  - Performance Monitoring (I/O, CPU, Memory)
  - Coordinate hardware changes
  - Coordinate OS Upgrades/patch
  - Application Software installation, upgrades and patches
  - System tuning (Kernel, network)
  - Forecasting and Capacity Planning
  - System Monitoring (File System, Disk Capacity)
  - Problem Identification and Resolution
- Hardware Support**
  - Hands and Eyes
  - Hardware upgrades
  - Monitoring (Uptime)
  - OS Upgrades and patches
  - Problem Identification and Resolution
  - SAN Hardware Support
  - Tape and Media Support
- Network/Firewall**
  - Define and Apply Rules
  - Document Operation and Authorization Process
- Offsite Tape Management**
- Operations**
  - Monitor Systems (Uptime, Daily Matrix)
  - Business Hour Support Time
  - On Call Incident Management
  - Restart Processes
  - Reset/Unlock User Accounts (Prod)
- ID Management – UNIX and Windows**
  - Create/Delete User IDs
  - Reset/Unlock User Accounts (Prod)
- Infrastructure Architect**
- Infrastructure Security Architect**
- Intel System Admin**
  - Performance Monitoring (I/O, CPU, Memory)
  - Coordinate hardware changes
  - Coordinate OS Upgrades/patch
  - Application Software installation, upgrades and patches
  - System tuning (Kernel, network)
  - Forecasting and Capacity Planning
  - System Monitoring (File System, Disk Capacity)
  - Problem Identification and Resolution
- Middleware Support – Application Software**
  - Installation and Configuration
  - WebSphere, HTTP Server, Wily, Pitney Bowes, Adobe, MQ, Hyperion
- Backup and Recovery**
- Batch Operation**
  - Level 1 Support
  - Level 2 Support
- Batch Scheduling**
  - Tivoli Workload Scheduler
- Change and Problem Management**
- Data Center HIDS/NIDS**
  - Security Monitoring 24x7x365
  - Security Controls Policy
- Data Center Facility Manager**
- Database Support**
  - Monitoring (Uptime)
  - Backup and Recovery
  - Perform upgrades and patches (Prod)
  - Provide 24x7x365 Support
- Disaster Recovery**

## Project Office – Tech Arch

- AIX System Admin**
  - Authorize Hardware changes
  - Authorize OS Upgrades/patch
- Backup and Recovery**
  - Define Procedures
- Batch Operation**
  - Level 3 Support
- Batch Scheduling**
  - Develop Batch Schedule
- Database Support**
  - Manage Databases
  - Perform upgrade and patches (Non-Prod)
  - Provide 24x7x365 Support
- Disaster Recovery**
  - Approve DR Plan
  - Participate in planning DR exercise
  - Perform DR Task
- ID Management**
  - Reset/Unlock Non-Production User Accounts
- Infrastructure Architect**
- Infrastructure Security Architect**
- Intel System Admin**
  - Authorize Hardware changes
  - Authorize OS Upgrades/patch
- LCSA Support**
  - E-mail, Anti-Virus, Client Software, TCM
  - Network Support
  - Security
  - Windows Admin/Domain
  - Hardware/Software Installation
  - Software Distribution Packaging
- Middleware Support**
  - Coordinate Application Software Updates
- Network/Firewall**
  - Authorize and coordinate network changes
- Performance Architect**
- Storage Area Network**
  - Authorize Disk Allocation



## Managed Services

- Backup and Recovery**
- Batch Operation**
  - Level 1 Support
  - Level 2 Support
- Data Center HIDS/NIDS**
  - Security Monitoring 24x7x365
  - Security Controls Policy
- Database Support**
  - Monitoring (Uptime)
  - Backup and Recovery
- Data Center Facility Manager**
- Disaster Recovery**
- Hardware Support**
  - Hands and Eyes
  - Hardware upgrades
  - Monitoring (Uptime)
  - OS Upgrades and patches
  - Problem Identification and Resolution
  - SAN Hardware Support
  - Tape and Media Support
- Infrastructure Security Architect**
- Network/Firewall**
  - Apply Rules
  - Document Operation and Authorization Process
- Offsite Tape Management**
- Operations**
  - Monitor Systems (Uptime, Daily Matrix)
  - Business Hour Support Time
  - On Call Incident Management
  - Restart Processes
  - Document Issues/Resolutions
- Performance Architect**
- Storage Area Network (SAN)**
  - Backup and Recovery
  - Upgrade and Patches

## DCSS Provided Services (CSE Specific)

- AIX System Admin**
  - Performance Monitoring (I/O, CPU, Memory)
  - Authorize and Coordinate hardware changes
  - Authorize and Coordinate OS Upgrades/patch
  - Application Software installation, upgrades and patches
  - System tuning (Kernel, network)
  - Forecasting and Capacity Planning
  - System Monitoring (File System, Disk Capacity)
  - Problem Identification and Resolution
- Backup and Recovery**
  - Define Procedures
- Batch Operation**
  - Level 3 Support
- Batch Scheduling**
  - Tivoli Workload Scheduler
  - Develop Batch Schedule
- Change and Problem Management**
- Database Support**
  - Manage databases
  - Perform upgrades and patches
  - Provide 24x7x365 Support
- Disaster Recovery**
  - Approve DR Plan
  - Participate in planning DR exercise
  - Perform DR Task
- ID Management – UNIX and Windows**
  - Create/Delete User IDs
  - Reset/Unlock User Accounts
- Infrastructure Architect**
- Infrastructure Security Architect**
  - CSE Application
- Intel System Admin**
  - Performance Monitoring (I/O, CPU, Memory)
  - Authorize and Coordinate hardware changes
  - Authorize and Coordinate OS Upgrades/patch
  - Application Software installation, upgrades and patches
  - System tuning (Kernel, network)
  - Forecasting and Capacity Planning
  - System Monitoring (File System, Disk Capacity)
  - Problem Identification and Resolution
- LCSA Support**
  - E-mail, Anti-Virus, Client Software, TCM
  - Network Support
  - Security
  - Windows Admin/Domain
  - Hardware/Software Installation
  - Software Distribution Packaging
- Middleware Support – Application Software**
  - Installation and Configuration
  - WebSphere, HTTP Server, Wily, Pitney Bowes, Adobe, MQ, Hyperion
- Network/Firewall**
  - Define Rules
  - Document Operation and Authorization Process
  - Authorize and coordinate network changes
- Performance Architect**
- Storage Area Network (SAN)**
  - Disk Allocation
  - Forecasting and Capacity Planning
  - Performance Tuning
  - Authorize and coordinate upgrades and patches

\* Note: Blue Highlighted Text indicate this service can be provided by DCSS or Managed Services

# BP CSE Help Desk

## Help Desk – Boulder, CO.

**CSE Help Desk Agent**  
- Level 1 System Support  
**CSE Help Desk Manager**  
**CSE Help Desk Team Lead**  
**CSE Problem Process Coordinator**  
**CSE Problem Resolver**  
**CSE Problem Resolver Group Leader**  
**Customer Satisfaction Manager**  
- Surveys  
**Facility**  
- 800 Number  
- CentreVu  
- **ManageNow**  
- eESM  
- Scripts  
- Status Board  
- Problem Interface Flow  
- Enterprise Systems Management Reporting Technology

## Project Office

**CSE Help Desk Agent**  
- Level 2 System Support  
- Level 3 System Support  
**Service Entitlement Failure State Contact**  
**State Liaison**



## DCSS CSE Help Desk

**CSE Help Desk Agent**  
- Level 1 System Support  
- Level 2 System Support  
- Level 3 System Support  
**CSE Help Desk Manager**  
**CSE Help Desk Team Lead**  
**CSE Problem Process Coordinator**  
**CSE Problem Resolver**  
**CSE Problem Resolver Group Leader**  
**Customer Satisfaction Manager**  
- Surveys  
**Facility**  
- 800 Number  
- CentreVu  
- **ClearQuest (Replacement for ManageNow)**  
- eESM  
- Scripts  
- Status Board  
- Problem Interface Flow  
- Enterprise Systems Management Reporting Technology  
**Service Entitlement Failure State Contact**  
**State Liaison**

\* Note: Red Highlighted Text indicate application will not migrate to DCSS.