



CRITICAL PROGRAM FOR PILLAR III SERVICES

The Systems Critical Program is available upon request to GVS Service Pillar III customers who have a very specific availability objective for their GVS Metropolis Server hardware and operating system. The Contract is customized to meet each customer's requirements for high system availability in mission-critical environment. In order to meet the given system objective, responsibilities must be shared between GVS and the customer's organization. Therefore, GVS has established a structured process that defines tasks and responsibilities. This process, when followed by the customer's organization, results in a specific written System Critical Contract. Under the contract, for any month in which the required availability percentages are not met, GVS will credit the customer with one month's service fees for the components that are included in the contract. The GVS System Critical process consists of three key phases: evaluation, implementation and ongoing support.

Selling/Evaluation phase

The evaluation phase includes four primary tasks;

- Identify requirement: Once the customer's organization has identified an internal availability requirement, GVS consultants work closely with the customer to refine these system availability needs from a business perspective as well as a technical perspective.
- Identify environment: Working with the customer's staff, GVS specifies which hardware and software is covered under the System Critical Contract. All GVS enterprise and departmental level servers and Solaris operating systems that are in the critical path of the mission-critical environment are eligible for inclusion.
- Define system unavailability: GVS consultants formally define what constitutes unavailability in the customer's mission-critical environment and specify examples of what is and what is not used in the unavailability calculation.
- Present recommendations: GVS presents a complete list of the GVS hardware and services that must be implemented in the customer environment to achieve the specified system availability goal.

Implementation phase

The implementation phase includes all of the tasks relating to configuring and monitoring the mission-critical environment as specified in the recommendations presented by GVS. Most of the tasks involve teamwork and coordination between GVS and the customer's organization. Examples include:

- Tracking of unavailability incidents
- Site/environment management
- Configuration establishment/testing/management
- Software patch and migration planning
- Remote Diagnostic Services tools implementation
- Procedural/change management
- Systems administration certification

Additional billable services may be required to implement GVS's recommendations.



Once all of the deliverables have been achieved, both from GVS and the customer, GVS can enter into a System Critical Contract. If the customer chooses, for whatever reason, not to implement these deliverables, GVS will not be in a position to enter into this agreement.

Ongoing support phase

During this phase, the System Critical Contract is updated monthly at the customer's Onsite Account Review meetings. The customer's configuration, hardware and software updates, and environmental changes that may affect the ability of both parties to adhere to the contract are reviewed. If applicable, changes are formalized and approved by both parties in writing.

For more information

Complete details about the System Critical Contract are available through your GVS sales representative.

*The Contract is not applicable to equipment that is down as a result of a

