

IBM i Managed Services Responsibility Matrix

(On-prem, cloud & hybrid models)

Organizations in every industry around the globe benefit from Fresche’s 24x7x365 managed infrastructure and application support services. Regardless of where your IBM i systems run (on-premise, cloud or hybrid), our admins and engineers provide unparalleled technical support services for IBM i and its accompanying systems (AIX, Linux & x86). Flexible, scalable solutions help you reduce costs, ride the waves of compliance, and ensure your environment is managed securely and efficiently. With us taking care of the details, you’re free to focus on what matters most - your business.

Division of Responsibility ● Fresche ◐ Shared ○ Customer

Service	Fresche Cloud/Hosted	Public Cloud	Customer Premise
Level 1: Operations Management Monitoring only with automated escalation directly to customer			
Monitoring Monitor QSYSOPR, Processor(CPU), Disk Space, TCPIP/Device	●	●	●
Maintain/update customer supplied runbooks Keep documentation and escalation up to date with customer provided information	●	●	●
Interact with IBM support as needed Will place calls with IBM and interact with customer as needed	●	●	●
Root cause analysis for hardware issues Provide customer with RCA on hardware issues	●	◐	◐
Root cause analysis for Fresche-related issues Provide customer with RCA issues caused by Fresche employees	●	●	●
Manage and monitor backups Manage backups with customer input	●	●	●
Ad hoc save/restore requests Process save/restore requests submitted by authorized personnel (3 per month)	●	●	●
Manage Virtual Tape Library & offsite rotation Manage VTL at Fresche, architecture dependent for Public and Customer Premise	●	◐	◐
Perform/assist with backup failure investigation Investigate backup failures and work with customer to resolve	●	●	●
Maintain Fresche-related user profiles Manage any Fresche required user profiles	●	●	●
SAN/Storage management Perform storage area network management and zoning including OS updates	●	●	●

Service	Fresche Cloud/Hosted	Public Cloud	Customer Premise
Level 2: Operations Management (Includes Level 1)			
Monitoring with escalation and guaranteed delivery, plus management enhancements			
Load customer supplied media			
Load media 1 time per month, unlimited with Level 3 Operations Management	●	N/A	○
Manage operating system jobs and subsystems			
Maintain OS related jobs and subsystems with proper authority granted	●	●	●
Configure BRMS for backup operations			
Utilize BRMS for backups, manage and maintain configuration	●	●	●
Code promotion into production			
One promotion per month, assumes customer utilizes source control app, unlimited with Level 3	●	●	●
Provide documentation to support audit activity			
Provide reports or documentation to support customer audit activity - 5-year unlimited with Level 3	●	●	●
Provide report of backup configuration			
An annual report of backup configuration will be generated, quarterly with Level 3	◐	◐	◐
Level 3: Operations Management (includes Level 1 & 2)			
Monitoring with escalation and guaranteed delivery, plus management enhancements			
Application and/or customer messages			
Monitor customer defined application messages and escalate	●	●	●
Monitor for system value changes			
Monitor system values for changes and escalate	●	●	●
Monitor job queues			
Monitor for customer defined thresholds for job queues and escalate	●	●	●
Monitor audit and security journals			
Basic message monitoring within security and audit journals. Advanced offering exists	●	●	●
Address/assist with performance issues			
Assist customer with OS related issues relative to performance	●	●	●
Create and maintain system devices			
Create and maintain descriptors for system related devices	●	●	●
Maintain LPAR network configuration			
Maintain LPAR network config (DNS, Hostname, Host table, etc.)	●	●	●
Quarterly PTF/fix installs			
Install PTFs quarterly, can purchase additional per LPAR if needed	●	●	●
Operating system upgrades			
One version upgrade per every 3 years	●	●	●
Manage digital certificates			
Apply customer supplied digital certificates upon request	●	●	●

Service	Fresche Cloud/Hosted	Public Cloud	Customer Premise
On-demand Services			
Logical replication monitoring and management Monitor and manage systems utilizing logical replication	●	●	●
Application modernization Perform modernization of application and database	●	●	●
AirGap backup service Provide customer with backups that are not able to be modified or tampered with	●	N/A	N/A
Tabletop disaster recovery exercise Rehearsal of every step in customers disaster recovery plan	●	●	●
Operating system upgrades Upgrade operating system 1 level	●	●	●
PTF/fix installation Install PTF and fixes per LPAR	●	●	●
Perform manual tasks and functions as needed Billed hourly for performing tasks and functions that cannot be automated via scheduler	●	●	●
Perform capacity planning and provide reports Analyze system usage and make recommendations on capacity related items	●	●	●
Manage customer batch job schedule Provide updates, monitoring and management for customer batch job schedule	●	●	●
Manage and maintain third-party applications If not selected, this remains a customer responsibility	●	●	●
Manage and maintain developed applications If not selected, this remains a customer responsibility	◐	◐	◐
Customer' Responsibility			
Provide physical and logical database administration Provide DBA services for IBM i database and tables	○	○	○
Maintain user profile and system security NOTE: Fresche can assist with this as noted above	○	○	○
Monitor print writers and restart as needed Monitor for print writer failures and restart	○	○	○
Customer profile administration Perform profile administration for customer related profiles	○	○	○

About Fresche

Fresche Solutions is the go-to IT advisory, modernization, cloud, data, security, managed infrastructure and application support services. provider for companies that rely on IBM i (AS/400, iSeries) applications. Our services include strategy and planning, custom application development, modernization of legacy applications, automated security and compliance solutions, cloud hosting, and application/infrastructure support services. With our expertise in IBM i, Windows, Linux, and other platforms, we empower organizations to achieve their business goals in today's fast-changing market.

Want to learn more?

Speak with one of our experts by reaching out to us by email: info@freschesolutions.com