FRESCHE

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 per 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
Fee-Based 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	○	○	○