



## Global Services, Support Plan for Expert Performance Reporter 5.0

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### Revision History

**Summary of Changes:**

Effective Date	Version	Change History
03/20/03	Rev 1	Initial draft
03/25/03	Rev 2	Product Description, What's new, Service Demand, Education Plan
04/04/03	Rev 3	Product Description, Service Escalation
04/07/03	Rev 4	Service Escalation
04/10/03	Rev 5	Service Escalation
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01/19/04	Rev 7	Distribution List, Education, Software Keys and Various Minor Edits

Name	Title	Signature
Richard Kim	Global Services Planner	_____
Steve Roll/Josh Brauer	EDS Tiers 1 & 2 Manager	_____
Steve Roll/Josh Brauer	Manager RRC	_____
Jose Irizarry	StorageTek Tier 3 Manager	_____
Craig McAuliffe	Canberra R & D.	_____
Don Schenck	Program Mgr.	_____
Laurie Bohlen	Global Services Mgr.	_____

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## Introduction

This is the Global Services Support Plan for ExPR 5.0 software product. This plan encompasses the requirements of the PMP and the requirements of Customer Services and Support.

This plan does not contain information on standardized practices such as tracking problems, ServiceTek Alerts, severity definitions, etc. which is kept at the RRC website <http://gandalf.stortek.com/RRC/RRCIndex.shtml> and may be changed independently of this product. This working document is expected to continue to change through FRS. Once the product reaches FRS, any changes will need to be made in the form of amendments and be limited to enhanced service demand forecasting and changes in support tools or offerings.

## Product Description and Background

Expert Performance Reporter (ExPR) is a software solution that provides real-time and historical information on manual tape systems, specifically on StorageTek Nearline and VSM tape systems. ExPR MVS collects information relating to Nearline, VSM, tape catalog, and manual tape drive performance and inputs it to an ExPR mainframe database. This process is controlled by user-specified parameters. Data from multiple MVS systems can be input to the database.

The five components are:

1. The **Base** Component will include:
  - a. **Control Center.** The Control Center is part of the ExPR PC component and provides users with a central point of control for ExPR 5.0 installation, configuration and use. This implementation makes ExPR 5.0 much easier to install, a major field and customer requirement. It also allows editing of the existing ExPR configuration parameters, which simplifies the configuration process, saving time and reducing control syntax errors.
  - b. **Data Collection/Reporting, Data Collection and Reporting** include Nearline, VSM and manual tape. This component resides on the mainframe host. It provides a comprehensive reporting set using basic tabular layouts. This feature was introduced in ExPR 4.0.
  - c. **Graphical Reporting** on the ExPR PC component. It includes a Host Report Viewer and Automated Management Reports.

The Base component is the only component that is not optional. This means customers receive this component for the base ExPR price. Other components are optional and billable separately via features codes.

2. **Monitors:** This is an ExPR PC component feature and includes the **NEW VSM Monitor tool**. This is a rolling tachometer view of VSM statistics and is updated every minute. It will enable customers to proactively manage VSM.
3. **TAPECAT:** This is an ExPR host component feature. It allows ExPR to interface with the TMS catalog to group and profile the contents of the tape catalog by Nearline, VSM, manual tape or a combination of these tape systems.
4. **DirectSMF:** This is an ExPR host component. It allows ExPR to directly update its database as SMF data is created by MVS.
5. **MONTAPE/MONREPT:** MONTAPE is a monitoring program that runs in the customers system and monitors tape drive status. MONTAPE determines tape drive status by looking at the allocated and mount pending bits in the UCB (unit control block). MONTAPE looks at the tape UCBs every second and writes one record for each drive allocation. One of the outputs produced from the run is a data set named &USERID.MONREPT.PCTOOLS.FILE which can be downloaded to a floppy and used with ASAP II to produce various graphs and charts for the analyzed data. MONREPT is the reporting tool. MONREPT can report on such items as Tape Drive Mount Distribution, Tape Drive Mount Statistics, Tape Drive Allocation without Mount, Tape Drive Allocation Summary Detail, Tape Drive Mount Summary, Mount Requests by Hour of the Day, DRIVEPLOT Histogram, DRIVEPLOT Distribution, DRIVEPLOT Mounts by Address and Control Card Edit Report.

**Note:** Existing ExPR customers wishing to upgrade to ExPR 5.0 will require a new License Key.

Feature codes and pricing can be found at the following URL,  
<http://salescommunity.storagetek.com/Sales/Home/default.htm?activated=>  
 Then click on Products, then Price Viewer, enter in Model Number and click submit.

- This products is being planned for electronic FRS/GA on 1/26/04

Model Number	Feature Code Number	Description
<b>1195M10</b>	L500	<b>(ExPR) Expert Performance Reporter 5.0</b>
	EXBA	ExPR Base and GUI
	EXDS	Direct SMF
	EXRT	RTM
	EXTC	TAPECAT
	EXMT	MONTAPE/MONREPT
	EXFL	All Optional Components
<b>VSMS002</b>	EXBA	ExPR Base and GUI
	EXDS	Direct SMF
	EXRT	RTM
	EXTC	TAPECAT
	EXMT	MONTAPE/MONREPT
	EXFL	All Optional Components

NOTE: License Keys are required to install this release of the ExPR product.

Customers interested in upgrading to version 5.0 will be required to pay the MLC. StorageTek sales representative should have a contract in place at the time of upgrade. It is the responsibility of the sales representative to complete and submit the necessary paperwork for a customer to receive the upgrade.

#### What's New with This Release

- Introduction of A Web Browser Interface
- Integration of the MONTAPE/MONREPT Tools (optional feature, billable, license key required)
- Automatic Creation of an "ALL" Hosts Consolidated View
- Automatic Creation of a Per-ACS Device group
- Customer Selection of the Auto-Reorganization Time
- Removal of the Management Classes Limit for VSM Monitor
- Support for VTCS version 6.0
- Support for T9840C drive
- Support for VSM4 Hardware
- Removal of the MERGESYS Function
- Customer Definition of Weekly and Monthly Periods
- Definition of Global Rules Within the PC Rules Manager
- Extensions to the TAPECAT GUI Feature
- Restatement of Residency Time calculation in ExPR

For specific changes and enhancements to ExPR 5.0 product release, please refer to the ExPR 5.0 Installation Guide, What's New With This Release?

## Installation

ExPR 5.0 is a customer installable product. The installation requires SMP/E installation of the host server component, allocating ExPR datasets, installing and running the ExPR started task, installing the ExPR PC client software, and tailoring ExPR host environment variables. The ExPR MVS component is distributed on a standard label 3480 18-track tapes and the PC component is distributed on a CD. For a system programmer with appropriate experience to modify the supplied JCL to fit the specific needs of the customer's site, installation and configuration takes approximately one hour.

ExPR 5.0 requires the following hardware:

- MVS or OS/390 and Z/OS Host System
- Windows9x, Windows/NT 2000, or Windows XP Capable PC

ExPR 5.0 requires the following software:

- MVS (XA or ESA, JES2 or JES3) operating system. Version 2, 3, 4, 5 or OS/390 (all releases) and Z/OS releases 1.4 or lower.
  - StorageTek Host Software Component (HSC), Release 1.2 or higher
  - StorageTek Virtual Tape Control Software (VTCS) if using VSM/VTSS
  - SORT product (DF-Sort or compatible)
  - SMF/RMF (all releases)
  - Mainframe IBM TCP/IP, Version 3.1 or later; or CA TCP/Access v5.2
  - Tape management system (TMS) software, currently either:
    - CA-1 (Release 5.0, 5.1, or 5.2)
    - CA-TLMS (Release 5.3 or 5.4)
    - DFSMSrmm (all releases)
    - Control-T
    - ASG-Zara™ (formerly AutoMedia)
- Note:** TMS software is optional: ExPR can be used without TMS input. ExPR users with TMS software other than the products listed above can also request support for their particular TMS.
- SMP/E, Release 4 or higher
  - Windows 9x, Windows NT 2000 or Windows XP

FMID for ExPR 5.0 is SUPR500.

For a detailed description of the steps required for installation, refer to the ExPR 5.0 Installation Guide, which, is supplied with the initial shipment. This documentation is also located on the Customer Resource Center at the following URL <http://www.support.storagetek.com> .

## Service Demand Forecasting

- The service history for version 5.0 can be extrapolated from the ExPR 4.1 product. All information below was supplied through Clarify only, with a search for software reported problems.

Demand and Forecasting Factor	Expected Data Range
Number of call expected per unit per quarter	1
Average duration of a service call	15 to 30 minutes
Expected maximum duration of a service call	Approximately 5 hours
Total number of escalations and associated tiers	3% to tier 2   3% to tier 3   5% to Eng
Expected total percentage of service calls resolved remotely	100% of calls are expected to be resolved remotely
Expected first call resolution percentage	89% of all calls are expected to be resolved in 15 minutes or less
Average time required to gather diagnostic information	Various tremendously with the time required for the customer to provide logs/dump information

ExPR 5.0 product is a new release of the existing product. Theses new enhancements will be new to our users and requires minimal amount more memory than previous versions, there shouldn't be any additional problems due to memory.

It is anticipated that the tech support hours dedicated to this product will break down as follows:

Tier 1 Support —89%  
Tier 2 Support —3%  
Tier 3 Support —3%  
Engineering —5%  
Field Personnel —0%\*

\*As the field does not support this product, no time is allocated to this group.

Note: The expectations listed above do not take into account the various support processes in place with the larger STK geographies. Results however, should be within an acceptable normalized variance.

### StorageTek Headquarters Support Team

The Headquarters Support team is responsible for ensuring that ExPR meets its production requirements.

The Program Manager maintains ownership of all customer issues/problems to be resolved, as well as communication of test program status to StorageTek Management.

The Development Representative is responsible for ExPR function. They are also responsible for any product modifications required to meet GA criteria.

The Validation Representative is responsible for StorageTek in-house solutions validation. Additionally, they are responsible for articulating the list of what validation is specifically required as well as an 'exclusion' list documenting features/configurations/functions that are not yet ready for external use.

The Marketing Representative will represent marketing interests during the life of the product and will provide market knowledge to team members.

The Documentation Representative will ensure that the ExPR documentation (both online and print) is up to date, clear and concise, and is easily understood by the customer.

## Diagnostic Tools

Traces and dumps will be used to support this product.

Traces and dumps are available for all operating systems and are available to the customer. It is expected that **100%** of calls on this product will be handled remotely.

## Partner Agreements

N/A

## Education Plan

A comprehensive differences class plus education plan for this product has been completed by the Canberra R & D and the Learning Products Organization (LPO). The training materials and updates have been incorporated into the appropriate VSM and VTCS courses and are available for participants to register. Customer courses are also available through the LPO. Please note that these courses are also offered at regular intervals throughout the year.

Learning Products Organization has the following ExPR course available. <http://wfd.stortek.com/>

- CRS101486 VSM: VTCS Differences for employees
- CRS100178 VSM: Systems Administration for employees

## Documentation

ExPR 5.0 product information, can be downloaded in pdf format from the Customer Resource Center (CRC) by clicking the following URL <http://www.support.storagetek.com> then login to CRC, now click *Product Information/Current Products/Software/"Software Product Name"/* next to **Manuals and Guides** click *View All*.

Hard copies of the documentation are automatically shipped with the product. These documents are also included on a CDROM in the product packaging.

ExPR 5.0 product documentation titles:

- ExPR Introduction 5.0
- ExPR SMP/E Installation, Config., and Admin. Guide 5.0
- ExPR MVS User's Guide 5.0
- ExPR PC User's Guide 5.0
- ExPR Messages Guide 5.0

White papers, brochures and marketing materials can be found on the Sales Community WEB site at the following URL; <http://salescomm.stortek.com/Sales/Home/default.htm>

Additional copies can be ordered through Software Manufacturing and Distribution by calling 1-800-436-5554 for domestic request, for international please call 303-673-8562 then choose option number two, or by clicking the following URL <http://www.support.storagetek.com> , pre-login then click *Tools and Services/Software Manufacturing and Distribution/Publication and Field Bills*, select ExPR.

## Product Patches, Fixes, and New Releases

StorageTek will provide service and support on the most current version. In addition, service and support will be provided for the prior version following the release of the most current version for a period specified in announcement letter to customers. This is typically one year, but is determined on a case-by-case basis.

All maintenance patches/fixes for ExPR can be downloaded from the Customer Resource Center (CRC) <http://www.support.storagetek.com> then login to CRC. Prior to installation, Support recommends to download the latest all PTF Downloadable file in any of the formats available (.tar.z., .zip, and .ptf). Both the .tar.z and .zip files include the .ptf and .hdd files. If downloading the (.ptf) file separately be sure to download the **holddata** (.hdd) file.

## Service Escalation

Customers will place service calls to StorageTek using the existing numbers. This product will use the existing service group MVS Software Support to take the first call on the product. If after a set period of time (refer to RRC Issue Escalation Policy website <http://gandalf.storitek.com/RRC/RRCIndex.shtml> then click on Escalation Matrix under General Information) it will be escalated to Tier 2 support.

Six basic escalation paths have previously been established. These plans cover escalation of domestic and international issues that require involvement of support. This product will use the following plan:

- Open Systems Software
- Open Systems Hardware
- MVS Hardware
- MVS Software
- Net/SAN
- Storage Appliances

**US and Canada** customers, initiate ExPR support service by calling 1-800-525-0369 or 303-673-4566. These numbers are direct lines into the Remote Resolution Center. A directory will guide the customer to the MVS Tier 1 Software Support Team, which is responsible for providing support to the customer. This includes opening an issue/case in the appropriate problem tracking system, per the Problem Resolution process, verifying that the issue is directly related to ExPR, resolving the issue, or escalating the issue to Tier 2 support. If, Tier 2 is unable to resolve the issue, Tier 2 will escalate to Tier 3. Tier 3 if unable to resolve the customer issue, Tier 3 will open a Pinnacle issue prior to escalation to Product Engineering. Once the customer issue has been resolved, the PROBLEM TICKET will be closed.

If StorageTek personnel are opening an issue on behalf of a customer, they should contact Remote Resolution Center MVS Software Support by calling 1-800-725-2778.

**EAME** customers, initiate ExPR 5.0 support service by calling their local (country level) Customer Call Center and/or local Software Support. The European Enterprise Support Group will provide both Tier 1 and 2 support. Tier 2 will escalate to Tier 3. All severity 1 and 2 problems **require** a follow-up phone call to the Remote Resolution Center at Headquarters in Louisville – 303-673-4430. Severity 3 and 4 issues will be escalated appropriate Tier 3 queue.

**GMA** customers should contact their local StorageTek Center to initiate support. The call will then be captured on ACES and forwarded to Remote Support Specialist (RSS) for Tier 1 support. If Tier 1 is unable to resolve problem the issue will be escalated to Tier 2. A Pinnacle issue is required to be open and assigned to the proper Org ID for issues escalated to Tier 3. All severity 1 and 2 problems **require** a follow-up phone call to the Remote Resolution Center at Headquarters in Louisville – 303-673-4430. Severity 3 and 4 issues will be escalated appropriate Tier 3 queue.



An issue must be open in Pinnacle to escalate to Tier 3 Support for all issues outside the US. Tier 3 Support equals the following;

Organization Type: SWENG  
Organization ID: SST  
Issue Type: SW  
Protection Code: PN\_INTERNAL\_ROLE  
Solution: EXPR Solution Version: 5.0.0  
Product ID: EXPR  
Version: 5.0.0

To escalate to Development Engineering (Australia Canberra R & D Center) a issue must be open in Pinnacle. Development Engineering Support equals the following;

Organization Type: SWENG  
Organization ID: SWCANBERRA  
Issue Type: SW  
Protection Code: PN\_I\_SST\_ROLE  
Solution: EXPR Solution Version: 5.0.0  
Product ID: EXPR  
Version: 5.0.0  
Responsible Person ID: 611351

The FMID for ExPR 5.0 are as follows:  
SUPR500 – ExPR 5.0

The numbering schemes for ExPR 5.0 maintenance is as follows:  
L1Exxxx – ExPR (all versions)

The RRC MVS Software Support Team maintains detailed processes for escalating issues to the Software Engineering Software Support Team.

### Support Offerings

This product will be offered with the following software service plans specifications:  
 Elite Support

Information about Elite Software Support service offering can be found at this URL  
<http://gandalf.storitek.com/wwfocs/servoffer.html#top> .

### Software License Keys

Software key request, are submitted through the CRC **only** at the following URL <http://www.support.storagetek.com> pre-login then click on *Tools and Services/Software Keys*, now select the product. All fields are required and must be completed before submitting key request.

- Company Name
- Customer Contact Name
- Customer Contact Telephone
- Customer Contact Email Address
- Site ID
- SAP Order Number
- Feature or features requested

**SMD** is responsible for issuing all evaluation, temporary and permanent keys for new and upgrade request. Keys will be issued during the hours of 7:00am to 4:00pm Mountain Time Monday through Friday only, allow 48 hours for license keys to be issued. If an emergency temporary key is required after business hours noted above, please go to the following URL <http://www.support.storageitek.com> then click / *Tools and Services/Emergency Key*.  
NOTE: Emergency Keys only enable the software for seven days only.

## **Warranty**

StorageTek warrants the media will conform to specifications for ninety (90) days after installation. There is no warranty period (free maintenance) defined for this product. Therefore, customers will begin receiving invoices for the Monthly License Charge (MLC) immediately following installation. Installation is defined as eleven days after product is shipped.