

Managed Services

Operating Systems Management

ac3 provides complete management of Microsoft Windows, Unix, Linux and Virtual Platforms for a predictable monthly fee. Management services include break/fix support, requests, and maintenance. Systems under management can be monitored for availability and performance on a 24x7x365 basis.

Break/fix

Break/fix incidents are identified through our monitoring software, or as a result of a client call to the service desk. Responding to incidents may include:

- resolving performance issues and bottlenecks
- addressing faults in the O/S
- actioning low disk space issues
- recovering a system from a crash or hardware fault
- escalating to vendor support when needed

Requests

Requests may come from clients to perform a task on a system that is not a break/fix. Some of these issues include:

- adding, removing or editing a user account
- adding, removing or editing a printer
- adding disk space to a system
- rebooting a system
- building or decommissioning a system

Maintenance

Maintenance tasks include proactive and routine activities that are undertaken on a system to reduce the likelihood of break/fix incidents. These include

- monitoring of systems
- installation of patches
- reviewing systems for capacity
- performance tuning
- updating hardware firmware and drivers
- performing backups

Ad-Hoc requests

Ad-hoc requests generally come from clients to assist with application updates and significant system changes, or requests that fall outside the service agreements.

Supported platforms

- Unix: Solaris, HP-UX, AIX
- Linux: Redhat, Centos
- Windows: 2003 EE and SE, 2008 EE and SE

Database Administration

ac3 provides Database Administration (DBA) services for Oracle and Microsoft SQL databases.

Break/Fix — initiated by a Service Desk Incident request:

- recovering a database following hardware errors;
- handling table space issues and providing access rights;
- refreshing database instances;
- attending to database error reports;
- escalating issues to Oracle or Microsoft vendor support.



Maintenance — proactive maintenance to ensure databases meet customer expectations:

- monitoring databases against a routine checklist to identify the symptoms of potential issues at an early stage;
- setting up automated monitoring of databases;
- identifying performance bottleneck areas;
- recommending naming convention standards, document and report templates;
- installation and configuration of software including Real RAC, Data Guard, (RMAN), Partitioning;
- cloning and refreshing of databases;
- making recommendations based on performance reports — resizing, archiving, etc;
- reviewing and recommending vendor patches.

Ad-Hoc Activities — on request from Clients:

- reviewing existing database releases to suggest any upgrade to newer versions;
- recommending consolidation of databases or servers;
- ensuring standardisation across platforms;
- moving databases across the platforms;
- evaluating a disaster recovery strategy.

Managed Services (cont'd):

Network and Security Management

ac3 can provide proactive management of

- Firewalls,
- Network Routers and Switches, and
- Network Links

Monitoring

We can monitor network links and equipment on a 24x7x365 basis. An event that is observed to be outside predefined limits will trigger an Incident.

We can monitor network and firewall traffic for suspicious activities, identify security breaches and take action to block further possible security breaches.

Change Management

Our engineers will work with clients to implement and coordinate any changes to the network environment. A change request may give rise to a project which is handled outside Managed Services as a Professional Service.

Routine Management

Systems staff will routinely carry out the following:

- monitoring system logs
- monitoring and managing Backups
- carrying out ongoing performance tuning

Network Maintenance

We will monitor communication from vendors and apply critical Patches and Fixes. We will schedule routine updates in cooperation with clients.

Security Reports

We will perform security appraisals and post-incident reviews to attempt to discover the root cause of any incident and define the extent of any breach. We will advise on the steps to be taken to restore the system to a secure state and ensure similar breaches do not recur.

We will liaise with external agencies, e.g. AUSCERT, AFP, etc, to provide information required for further investigation.

Reporting

We can provide the following routine reports:

- overall environment status
- systems availability
- link utilization
- traffic statistics
- security vulnerabilities

Storage Management

ac3's professional staff can provide proactive Storage Area Network (SAN) management of

- Storage Arrays,
- Fibre Channel Directors and Switches, and
- Ethernet Routers and Switches

We also provide system backup and archive and business continuity solutions across dual data-centres.



Array Management

We work with our clients to provide:

- storage LUN provisioning,
- storage Zoning,
- storage LUN masking,
- data and media migration, and
- data replication across multiple data centres

Routine Management

Our storage Engineers will routinely carry out:

- monitoring of systems logs,
- monitoring and managing backups, and
- ongoing performance tuning

We will monitor communications from vendors and carry out firmware updates when necessary in cooperation with clients. Our monitoring systems will detect disk and hardware failures, and we will contact vendors for replacement.

Reporting

We can provide the following routine reports:

- overall environment status
- storage systems availability
- storage allocation and utilisation
- storage performance and capacity planning