

Infrastructure Maintenance Service (IMS) Deliverables

DRAFT

Mission Statement:

The EPS Infrastructure Maintenance Services (IMS) is responsible for providing proactive maintenance and remediating distributive and network devices. Remedial projects and tasks are initiated through the QII process. Proactive maintenance can be initiated through break fix activities, product end life cycle, vendor best practice guidelines and advisories.

Ground Rules:

All base projects and remedial efforts will be entered in the QII database by the project sponsor or requestor. All projects and remedial efforts will be ranked, prioritized, and approved within the QII system.

Component Owners will continue to maintain and update their respective products. Remedial tasks requests to the IMS group from components owners are not permitted. Unless the product warrants immediate attention by the vendor. Otherwise it is the component owner's responsibility to ensure that their product is updated and part of the build\configuration\implementation process.

All maintenance and remedial assignments are managed and delegated by the IMS management team. E-mail, voicemail, walkup and adhoc requests are not supported.

All remedial and break fix tasks are documented, tested, and proven in the test center by 3rd Tier, or Engineering with the involvement of a IMS resource prior to implementation.

Within the IMS subject matter experts will be identified within the group.

IMS technicians will be expected to create and manage change controls their respective tasks\initiatives. TMP and Project Managers will be expected to create and manage change controls larger projects.

Out of Scope:

Midrange, mainframe, desktop & application maintenance and remedial assignments are out of scope for (IMS) Infrastructure Maintenance Services.

Distributive & Midrange security patching

Asset management, asset validation, asset inventorying, asset tracking is out of scope for (IMS) Infrastructure Maintenance Services.

Assumptions:

All initiatives will be driven by the QII system
Man hour and funding estimates have been calculated by the project sponsor
C1 forms have been submitted by the project sponsor
Funding has been approved by senior management
Larger initiatives will require a TMP
The project sponsor will responsible for engaging a TMP
All maintenance and remedial initiatives will begin in the test center

General Duties

Mass break fix rollouts
Proactive system maintenance & health checks (establish best practice guidelines)
Proactive system compliance checks and audits
Facility restacks efforts
Affiliate integration efforts
In-place upgrades
Service upgrades requests submitted by 3rd Tier ONLY via Request Module within Service Center. Examples: Memory, Processor & Disk space upgrades.
Metrics

Subject Matter Experts:

Subject matter experts within the IMS group are responsible for forecasting, planning, and monitoring vendor advisories, for their respective components. IMS subject matter experts are responsible for seeking out remedial and maintenance opportunities within the environment. IMS subject matter experts are responsible for strategically scheduling a 2-3 year maintenance, renewal, refresh plan. Examples: Software, Hardware, & Other components.

WAN:**Hardware**

Switch consolidation
BIOS, firmware, & driver revisions
Hardware component in place upgrades (hard drives, memory, etc)

Software

IOS & COS revisions

Distributive:**Hardware**

Server consolidation
BIOS, firmware, & driver revisions
Hardware component in place upgrades (hard drives, memory, processors, HBA's, etc)

Software

OS in place upgrades

Netware

Windows

OS service pack in place upgrades (depending)

TSM Client in place upgrades

Tools\Automation Needed:

Configuration Management,

SMS

Cendura

Patrol

Tripwire

Cisco Works

More?