

EFFICIENT IMPLEMENTATION WITH EXPERT CARE FROM ASG TECHNOLOGIES

ASG-Zack Quick Start Implementation Service

UNDERSTANDING ASG-ZACK

Automated Tape Management

ASG-Zack manages system events and console activities, eliminating the need for the customized, manual scripting normally required with complex automation tasks.

The processing power of today's enterprise demands higher availability, service, and automation. To meet this challenge efficiently, solutions must reduce or eliminate manual intervention as well as automate complex systems. ASG-Zack, a comprehensive, rules-based solution for console automation in z/OS and z/VSE environments, monitors mainframe systems consoles and provides message-based automation for those systems. ASG-Zack also works in conjunction with ASG-Zena on distributed platforms to provide complete automation and to efficiently solve business problems.

IMPLEMENTING ASG-ZACK QUICKLY

By taking advantage of the extensive knowledge and experience of ASG Technologies' product experts, our Customers are able to quickly and smoothly implement our solutions. Our subject matter experts have been involved with a wide variety of Customer environments and make it their mission to ensure that our Customers gain a good understanding of the product during the implementation, so that they become self-sufficient and gain maximum benefits from all aspects of the solution.

DEPLOY ASG WITH EXPERT GUIDANCE

The ASG-Zack Quick Start Implementation Service offers fast and effective deployment of ASG-Zack software, drawing on methodologies proven successful on multiple Customer sites. This integrated package of services is based on a Customer-focused 2 to 13-day approach that is outlined below:

- Installation of ASG-Zack / Setup – 0.5 day
- Basic product implementation and customization – 0.5 day
- Administrator and End User training – 1 day
- Advanced User Workshop (optional) – 1 day*
*If the Advanced User Workshop is elected then the total days would be 4 days
- Migration Workshop (optional) – 10 days*
*If the migration workshop and the Advanced User workshop are elected then the total days would be 13 days

OBJECTIVES

- Installation and site configuration of ASG-Zack
- Initial training for the ASG-Zack Administrators and End Users
- Ensure optimum performance
- Ensure roll-out readiness

DELIVERABLES

INTRODUCTION / ANALYSIS

- Determine Customer requirements / objectives for event management
- Determine general requirements for standard event management
- Determine general requirements for resource management
- Give some specific examples for Customer environment

PRE-IMPLEMENTATION Customer RESPONSIBILITIES

- Load libraries from shipped tape
- Allocate product control file

PRODUCT CUSTOMIZATION

- Modify run-time settings (setup environment specific defaults)
- Setup ASG-Zack Internal security access
- Make product accessible in both batch and on-line modes
- Code a sample to set (10) standard messages replies
- Code standard event handling PGM
- Assist in implementing ASG-Zack to handle system events
- Implement the automated scheduler and security interface

PRODUCT TRAINING

- Provide training to Customer personnel in the access and use of the product.
- **Administrator and End User training:** This one-day course is designed for users, administrators, and programmers who use ASG-Zack. After this class, attendees will understand how to implement and use ASG-Zack to automatically handle system events / messages.
- **Advanced User Workshop (Optional):** This one-day workshop for advanced users will give ASG-Zack users the knowledge to automate the starting and stopping of resources and their dependencies.
- **Migration Workshop (Optional):** This ten-day workshop will help analyze and setting up migration routines to populate the ASG-Zack database with entries from your current event management rerun systems.

ENSURE OPTIMUM PERFORMANCE

- Ensure that media management response times are acceptable for Customer needs
- Adjust product run-time settings as needed

ENSURE ROLL-OUT READINESS

- Exercise the entire media management process

ROLL-OUT TO THE ENTERPRISE

- Provide training to Customer personnel in the access and use of the product
- Ensure that all personnel have the appropriate access to the product

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