

## IRIX® On-Site System Administration

Comprehensive System Administration and System Monitoring Services

### Features

- On-site setup and ongoing maintenance of IRIX OS-based workstations and servers
- Knowledge transfer to in-house administrators and end users
- Flexible packages with a wide range of task options

### Benefits

- Increase efficiency: respond faster to problems and meet required service levels
- Maximize productivity: reduce your support workload with an on-site system expert
- Increase effectiveness: augment the skills of in-house system administrators
- Realize value: reduce your cost of ownership

### Expert Management of Your IRIX Systems

Now you can maximize the productivity of your IRIX systems by augmenting your staff's skills with the expertise of SGI engineers. Through IRIX On-Site System Administration services, one of our systems engineers will perform crucial system setup, administration, upgrade, and expansion tasks. If you choose, the engineer will perform hardware upgrades and maintenance. When appropriate, we'll also leverage the experience of our team of global technology engineers.

### Comprehensive, Customized Services

With the flexible packaging options of IRIX On-Site System Administration services, you can purchase the services of an on-site engineer for a specified number of days to be used over the course of a year or a certain number of days per week for the entire year—all the way up to full-time, five-day-a-week administration.

Customers with a full support contract can take advantage of SGI IRIX On-Site System Administration to schedule replacements for planned absences such as vacations. Your on-site engineer can perform any of these tasks:

- Install and configure new systems and users
- Perform basic system administration tasks such as disk management, space and memory allocation, operating system upgrades, and patch management
- Monitor the performance and availability of designated systems, proactively and reactively address problems, maintain a log of activities, and provide end-user administration services, including backup/restore
- Identify and correct problems in IRIX operating system use and provide workarounds for them
- Assist with the allocation of system resources and operating system tuning and configuration
- Write scripts to automate necessary procedures such as backup and application
- Install and test any licensed software updates, releases, and patches provided by SGI and third parties
- Assist users with system operation, optimization, and debugging
- Conduct on-site tutoring in system features for users
- Provide periodic written and/or oral progress reports
- Perform error log monitoring, analysis, and resolution
- Assist in hardware failure determination and resolution





### Purchasing Options

IRIX On-Site Administration services are available in two packages:

- IRIX System Administration: offers all the tasks listed in the previous section
- IRIX Hardware Administration: offers hardware maintenance as required by platform; diagnosis and repair of defective hardware by replacing parts; and installation of hardware upgrades and new systems

### Knowledge Transfer Ensures Long-Term Success

Knowledge transfer provides a brief overview of basic system administration. For more in-depth training, please contact SGI Customer Education for information on SGI IRIX System Administration classes.

### SGI Managed Services

SGI Managed Services include a broad range of product-focused services to maximize system performance and accelerate productivity. Services include hardware installation, system deployment, implementation, and on-site and remote system management. Each service is delivered by an experienced SGI engineer.

### SGI Technology Solutions

SGI Technology Solutions are empowering a world of innovation and discovery by providing top-performance systems, solutions, and services to the world's leading technical and creative users. With exceptional expertise in high-performance computing, advanced visualization, and the management of complex data, our specialists have the resources and skill sets to architect, implement, and support the most effective technology solutions for the 21st century.

### To Learn More

Contact your local SGI sales office to learn how SGI Technology Solutions can help you accomplish your technology goals and optimize your technology investment.

SGI Technology Solutions provides expert-to-expert technical services and solutions:

- Systems Engineering
- Professional Services
- Managed Services
- Support Services

For additional information, please visit [www.sgi.com](http://www.sgi.com)

### More Managed Services from SGI

#### Implementation

- IRIX® System Implementation
- IRIX Network Implementation
- IRIX Upgrade Implementation
- SAN and CXFS™ Implementation
- Data Storage Implementation
- UPSafe™ Implementation
- FailSafe™ Implementation
- MediaBase Implementation
- SGI Media Server™ Implementation for Broadcast
- Linux® System Implementation
- ESP System Group Manager Implementation

#### Deployment

- Hardware Installation
- Deployment Services

#### System Management

- IRIX On-Site System Administration
- IRIX Remote System Administration
- Linux On-Site System Administration
- Linux System Tuning
- Performance Monitoring Service



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