

SGI Remote System Administration

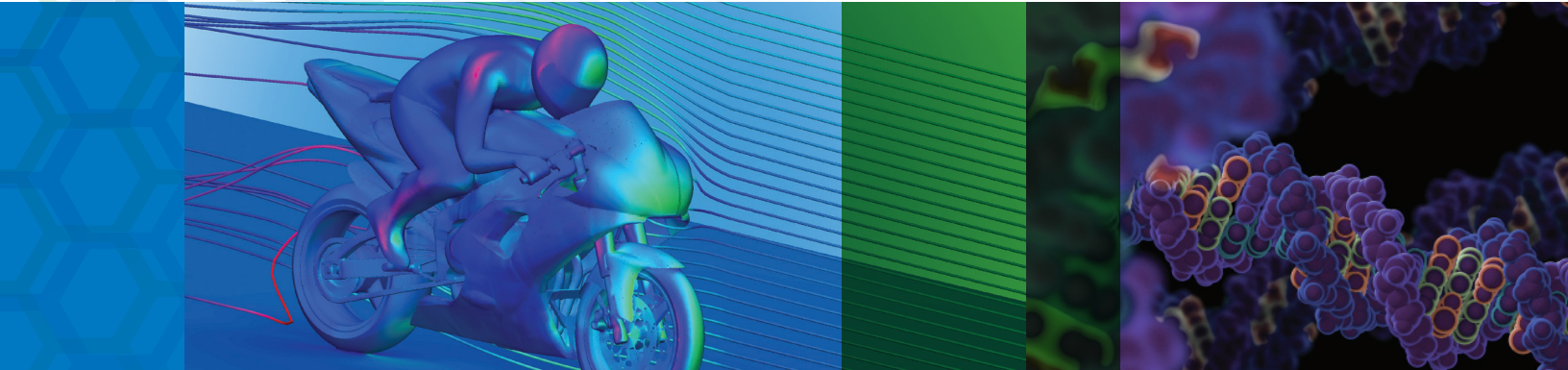
Expert system administration for your SGI systems in a structured format

Key Features

For SGI Supported Hardware and Operating Systems

Fixed Time Schedule

Health checks & Reporting Weekly and Monthly



For customers who need professional system administrators on a fixed schedule basis, SGI Services has the answer. SGI Remote System Administration provides expert management of your SGI systems with a schedule you can count on.

You determine with SGI the ten business hours each week that your administrator will be dedicated to you. In those chosen hours, we regulate your system and are available to take on standard administration requests. We create a full suite of detailed reports, too. These monthly and weekly reports keep you fully informed of your system's workload, performance, overall health and tasks performed. This service provides the reliable, consistent results you need and enables easy, cost-effective IT on SGI platforms.

Service Description

After defining the target system(s) and fixed work schedule for ten (10) hours per week with the customer, an SGI Service Professional will complete the following deliverables associated with performing standard system administration:

- Initial Engagement Baseline Report
- System Health Check Report
 - CPU, Memory, Disk, Network Error Check (weekly report)
 - Check daemons and system services, workflow & applications (weekly report)
 - Software Revisions Review (monthly report)

- Log file error checking (weekly report)
- Firmware Revisions (monthly report)
- System Performance Report
- Workload Report
- Administration Task Report (weekly) which includes:
 - Tasks requested
 - Tasks completed
 - Tasks queued and prioritized

Availability

SGI Remote System Administration is available for use with any SGI hardware supported by SGI Customer Support. This includes: Shared memory architecture systems, clusters, or standalone computers. This covers all SGI computers brands, including those that are IRIX®-based, purchased through SGI or an Authorized SGI Channel Partner. If you need some of the items listed below, please contact your SGI Representative. We may be able to provide services with an enhanced contract.

In addition, SGI Remote System Administration is available in the following situations:

- SGI system must be operational and under maintenance support for both hardware and Operating System. SGI technology sourced through SGI or its authorized resale partners. Implementation in other environments is available through a Statement of Work (SOW).

- Pre-customized components will be agreed upon prior to start of this service.
- Physical installation, configuration, testing and tuning of equipment is available through additional services from SGI. Please contact your authorized SGI Representative.
- Warranty or support for any open source software is not included with this service. Effective operation of such software is the responsibility of the customer, or may require a SOW, when supported by SGI (contact your SGI Rep for details).
- Support for commercial, licensed software (applications, compilers, etc.) may be available through other SGI services.
- Internet access for remote administration and full MPI communication and access granted by the customer is a prerequisite to this service.
- This service is delivered remotely, with no on-site visits to be completed by SGI staff.
- Please allow up to 30 days for scheduling.

Optional Services for SGI Hardware and Software

SGI offers additional services which complement SGI computers, and help turn technology into business solutions. The following services are not included in SGI Remote System Administration Service, and should be considered by customers who want to maximize their experience with SGI. If you are interested in any of these services, or are curious about how one of these SGI services might be customized to complement your workflow, please contact your SGI Representative.

- On-site system administration
- Application Implementation Service
- Linux® System Tuning
- Performance Monitoring Service
- Performance Tuning and Optimization

- Support Services: FullExpress™ 7x24, FullExpress, FullCare™, Hardware Care
- Installation Services: Software and system configuration; Hardware installation, deployment or relocation
- Formal Customer Education for System Administration
- Custom Consulting Services for Big Compute and Big Data.

SGI provides a comprehensive portfolio services to help customers get the most out of SGI technologies.

Why SGI Services

SGI Services teams are customer focused in every aspect of the work we do. Whether designing and building a high performance storage environment, consulting with customers over how to best use Big Data practices in their industry or guiding customers on the best ways to work with their Global Support resources, SGI Services can help.

- Proven over time: Decades of experience in Support Services, Professional Services and Customer Education.
- Global: SGI Services are delivered in over 25 countries around the world.
- Responsive: SGI listens to customers and partners with them to meet their needs. SGI focuses on enabling customers in their work.

SGI support and services allow you to stay focused, while maximizing the return on your technology investment.

Global Sales and Support: sgi.com/global