

# CU\*Answers I-Plan



## CU\*Answers

### I-Plan

- Making sure the bases are covered.
- Enabling credit unions to better budget support costs.
- Ensuring credit unions are diligently working to manage their iSeries.



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## Introducing **I-Plan**: A comprehensive support plan for our In-house processing partners

In today's credit union marketplace, managing technology can become a daunting task from both a timing and staffing standpoint. In an effort to complement the in-house skills of our Self-Processing clients, **CU\*Answers is pleased to announce a new service agreement plan to protect your most valuable core processing asset, the iSeries system.**

**I-Plan** is a comprehensive support plan that combines the automated analysis resources available on the iSeries with the technical expertise of our CUSO staff. With **I-Plan** on your side, you will no longer second-guess that you have a coordinated, reliable, and cost-effective plan of attack for managing the foundation of your data processing infrastructure.

Take a look at the valuable list of support items covered in this plan.

### What services does **I-Plan** provide?

#### **i5/OS Upgrades** (These would be on-site installations.)

- Ordering of new software versions from IBM.
- Installing and testing new i5/OS version.
- Obtaining all necessary license keys.
- Installing additional iSeries licensed programs purchased from IBM as needed.
- Keeps self processors in compliance with the CU\*Answers i5/OS upgrade policy.

**Keeping your  
system in service!**

**Install Cumulative, Hiper, and Database program fixes** (These program fix packages would be sent to the self processors via tape/DVD media and installed remotely by our team.)

- Keep iSeries boxes up to date on all PTF packages.
  - Cumulative packages are released on an as needed basis from IBM. Traditionally, releases are more frequent when the i5/OS version is new (at least every 6 months) and fewer as the level matures.
- On a weekly basis, research IBM released PTF's to determine if a fix is needed or required on your iSeries.
  - As iSeries administrators we receive e-mails from IBM showing the latest fixes releases as well as any issues concerning the current OS level.
- Self processors will be e-mailed a monthly report showing there current PTF group levels as well as any fixes that were applied during that time period.



Continued...

*The best of both worlds with I-Plan - the support of an ASP environment and the flexibility of an in-house system.*

### **iSeries System Management.**

- Research hardware and software problem logs on a daily basis.
  - Resolution of software issues.
  - Scheduling of IBM hardware service.
  - Coordination with onsite personnel.
- System cleanup
  - Configuration of monitoring of iSeries cleanup jobs..
  - Management of Spool files.
- System setup and configuration.
  - Configuration of any needed IBM licensed programs required for in-house daily operations..... Printing, E-mail, host servers, etc.
- Answering iSeries related questions.
  - The iSeries team will be available for any iSeries related questions. This would also include weekend support on an individually scheduled basis (i.e. scheduled rollovers, equipment installation, software installation).

### **Third party and peripherals**

- Installation & Upgrade any third party products installed on the iSeries..
  - Install any updated keys required for maintenance contract.
- New hardware installation (tape drives, UPS, disk drives, etc.....)

### **iSeries System Upgrades**

- Analysis of performance data from current iSeries with appropriate recommendations for new iSeries feature/functionality.
- Ordering of new iSeries system after approval.
- Coordination of the installation and setup of new iSeries.



### **How much will **I-Plan** cost our credit union?**

**Pricing** – **\$5,000** per year plus T&E when required. When compared to other third party or ala carte solutions, this should be a very attractively priced service. By handling both your iSeries and CU\*BASE technical support, we are able to leverage the investments we have made in our own data center operations to ensure your iSeries remains up-to-date and available.

### **How do I get signed up for **I-Plan**?**

**Getting Started** – Please contact Scott Collins via phone at (800) 327-3478 (x183) or via Email at (scollins@cuanswers.com) to request an **I-Plan** agreement, or simply to find out more about this valuable CUSO service.

## **Can You Afford NOT To Be Covered By **I-Plan**?**