

Belgien

VOLVO IT

Assignment Specification

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Specification No	
Assignment Agreement No	01030510BS

1. Summary

S/390 Mainframe HW Operation and Support in Gothenburg.
The service is to be seen as a pure HW-service, for both CPU and storage.
Licensing cost for standard SOE/390 SW and cost for SOE/390 are included in this service. Costs are to be invoiced monthly.

2. Background

VITB OS/390 HW consolidated to Gothenburg due to Management decision.

3. Specification of assignment

3.1 CPU

The service includes HW maintenance and support
Minimum 2 processors and 100 MIPS / processor

3.2 Storage

The service includes HW maintenance and support for both DASD and tape.
Backups are not included.
Non disruptive repair and micro code update
Minimum 1500 IO / sec and 8 concurrent IO's
Average 8 millisecc for both sequential and DB2 access

3.3 SW

The service includes licensing cost for all OS/390 SW installed and in production at VITB by 2001-01-01. Also included are all cost for SOE/390 support and maintenance.

The SOE/390 group at Infrastructure Product Development describes the SOE/390 (Standard Operating Environment) concept. The products and functions included in the SOE/390 concept will be decided by GDO/390.

3.4 Availability

The service is delivered in Gothenburg
The service is open 24 hours a day seven days a week, except for maintenance.
Measured by VITG standard tool, target value for 13 weeks rolling is 99.99% availability on the HW, WAN not included, and maximum two (2) interrupts.
Reporting on Quality of Service should be done on a monthly basis.

Normal maintenance window is Sunday 17h-21h. Enlarged maintenance must be agreed by VITB and communicated according to standard VITB change procedures.

3.5 Continuity

VITG is responsible for the HW continuity planning.

Within 12 hours after a disaster the CPU service will be up and running, with reduced capacity. Full CPU capacity is guaranteed within 3 working days + shipping.

Storage service is normally back within 3 to 4 days. Further improvement in this area is to be addressed by the GDO/390 steering committee.

3.6 Change management

VITB will have there own LPAR, serviced by VITB personnel and normal VITB change procedures apply. If VITG has to perform any HW maintenance, such as capacity upgrades or network changes, VITB has to be informed minimum 3 weeks in advance.

4. Volumes

Capacity increases of less than 10% are to be available within 2 weeks.

4.1 CPU

300 MIPS

2 GB main + expanded storage

4.2 DASD

1650 G-byte non-mirrored model SVA 9500 disk

Raid-5 protected with hot spare

4.3 Tape mounts

260/week

4.4 Backups

460 G-byte/week

5. Start Date / Validity

Expected Delivery date: 15th of April

Length of contract: 1 years

6. Agreed cost

All cost are based on 2001 price level.

Cost levels are subjects for review if volumes mentioned above are changed by more than +/- 50%.

6.1	CPU.	SEK 3456,00 / MIPS / Month
6.2	DASD	SEK 164,25 / G-byte / Month
6.3	Tape mounts	SEK 6,10 / Tape mount
6.4	Tape cartridge storage	SEK 8,21 / Cart / Month

7. Cost calculation

7.1 CPU

The number used for cost calculation is the highest week value. The week value for is

the average week peak hour for each working day (8-16) summed Monday to Friday and divided by the number of used weekdays.

7.2 DASD

The number used is the 5th highest daily-used value during the month.

7.3 Tape cartridge storage

The number used is the highest value during the month.

8. Agreement review and responsibility

Making it possible to invoice the used resources, VITB authorise VITG to extract utilization information from the VITB used OS/390 environment.

9. Change of terms

If VITB and VITG agree in changing the scope or content of this agreement, this change shall be in writing and signed by both parties. Cost calculations and timeframes shall also be reviewed and agreed upon.

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Assignment Specification between Volvo IT Gothenburg and Volvo IT Greensboro
for S/390 services

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Jdgreshipin 100%

Specification No	
Assignment Agreement No	

1. Summary

This assignment is for the delivery of S/390 processing capacity, storage infrastructure and all cost for related software. For the purpose of this agreement Gothenburg is referred to as VITG and Greensboro as VITNA GSO.

2. Background

VIT NA (GSO) S/390 platform has been consolidated to Gothenburg due to management decision in order to reduce the overall operating costs.

3. Specification of assignment

3.1 CPU

The service includes HW delivery, maintenance and support.
The infrastructure will be configured according to specifications provided to VITG by VITNA GSO technical support. Both parties must agree upon modifications to the specification.

3.2 Storage

The service includes delivery, maintenance and support for both Disk and tape storage.
All scheduled updates and repairs are non-disruptive. Storage management/administration remains the responsibility of VITNA GSO.

3.3 Software

The service includes licensing and maintenance cost for all S/390 SW installed at VITNA GSO prior to the relocation on the OS/390 service for the purpose of supporting local customers (see attached list). Included are also all costs for SOE390 development, support and maintenance.

3.4 Network

The service includes all cost for delivery, operation, maintenance and support for HW located in Gothenburg. WAN is not covered in this contract. Please refer to separate WAN agreement.

3.5 Availability

The service is open 24 hours a day, seven days a week, except for planned maintenance, posted at <http://help.volvo.se/> Measured by VITG standard tool, target value for 13 weeks rolling is 100 % availability on the HW and facilities. Logical LPARs and SW are not included.

Reporting on Quality of Service should be provided by VITG to VITNA GSO on a monthly basis.

There will be no penalties in case of outages.

** What report are do you want? What do you have today?

3.6 Performances

The Key Performance Indicators will be:

- Batch: throughput must be within prescribed batch windows as determined by the local customer requirements.
- TSO: 90% of period 1 transactions finished within 0.25 seconds, 75% of period 2 transactions finished within 1.0 second during peak load.

The indicators will be available for a 6 months period before the "Move" in order to make a comparison with the performance after the "Move". In case of degradation in service in one of the above indicators, VITG commits to change the necessary configuration to meet the above objectives without any increased charges to VITNA GSO, unless these are the results of capping.

**** Don't you have any indicators for IMS, CICS and IDMS?**

3.7 Continuity

VITG is responsible for the HW continuity planning.

Within 1 hour, after a declared disaster by VITG organisation, a reduced CPU service with at least 25% capacity, will be available. Full CPU capacity is guaranteed within 3 working days + shipping.

Storage service that is mirrored, data will be back within 2 hours. Unmirrored storage will be back as soon as possible.

3.8 Confidentiality

VITG guarantees the confidentiality of all S/390 data. Customer data access is the responsibility of VITNA GSO. Administration is done according to customer policies and specifications.

3.9 Change management

The receiving site will have their own LPARs, serviced by local personnel. Local change management procedures apply. If VITG has to perform any HW maintenance that affects the receiving site, service will be co-ordinated between the sites prior to implementation.

The log of VITG configuration changes will accessible at <http://help.volvo.se/>

Normal planned maintenance window is Sunday 06:00-12:00 EST/EDT.

Any maintenance resulting in a deviation of this maintenance window must be agreed upon at least 10 days prior to implementation and documented in the Change management tool (currently WEBCR).

3.10 Responsibilities

VITG will be responsible for supervision, maintenance, support and vendor contacts for all HW located in Gothenburg. VITG will also be responsible for the WAN.

VITNA GSO will be responsible for the S/390 supervision (Master Console, Netview) and for the IPL.

3.11 Support

VITNA GSO will have direct access, via phone and mail, to the VITG supervision 24 hours a day and 7 days a week.

VITNA GSO will also have direct access to support from all SW vendors. This will be negotiated by VITG and included in the SW cost. Keys and contract numbers will be provided to VITNA GSO.

4. Volumes

4.1 CPU

The total capacity for this contract is up to 225 MIPS. If additional capacity is needed, VITNA GSO will do a request. Sufficient central and expanded memory is included.

Capacity needs are determined based on performance indicators (see 3.6). VITNA GSO based on financial requirements from the local customers determines capping requirements.

The methodology for calculating capping and values for all indicators, both performance and volume, are decided by VITNA GSO, in conjunction with VITG.

4.2 Storage

The total DASD capacity will be ~1.9 T-byte and all data will be mirrored.

Average response time: Will be as today plus 1-2 msec for mirroring. This will be measured during day time (9h-11h and 13h-16h) assuming the same number of I/O operations.

4.3 Changes

Capacity increases of less than 10% are to be available within two weeks. Capacity changes (upgrade or downgrade) can not be for a period of less than one month.

5. Cost

Total cost and cost for upgrade and downgrade will be decided by Volvo IT management.

6. Cost calculation

6.1 CPU

The in use capacity in MIPS up to the maximum stipulated in this agreement at a fixed cost per MIPS.

(Pricing adjustments are done annually prior to budget close)

6.2 DASD

The in use capacity, at a fixed rate per Gbyte. Pricing for mirrored and non-mirrored DASD is set independently.

(Pricing adjustments are done annually prior to budget close)

6.3 Tape cartridge storage

The number of cartridges used + the number of tapemounts/month, each at a fixed cost per unit.

(Pricing adjustments are done annually prior to budget close)

7. Agreement review and responsibility

To facilitate invoicing to the receiving site VITG is authorised to extract utilisation information from the VITNA GSO OS/390 environment.

8. Change of terms

Changes in the scope or content of the service delivered shall be specified in writing and signed by both parties. Cost calculations and timeframes shall also be reviewed and agreed upon.

9. Start Date / Validity

Expected Delivery date: 20/07/07

Length of contract: 1 year