

[REDACTED]

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

October 4, 2002

Specification No	
Assignment Agreement No	

DR 1 Kuma 50%
24 Kuma 70%
Jdgr+Shipping 100%

1. Summary

This assignment is for the delivery of S/390 processing capacity, all related software (see 3.3), and storage infrastructure. For the purpose of this agreement Gothenburg is referred to as VITG and Allentown as VITNA ALN.

2. Background

VITNA (ALN) 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 ALN technical support. Modifications to this specification must be agreed upon by both sites.

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 ALN.

3.3 Software

The service includes licensing and maintenance cost for all S/390 SW installed as of 2002-01-01 at the receiving site that exists for the purpose of supporting local customers. Included are 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 will be provided by VITG to VITNA ALN on a monthly basis. There will be no penalties in case of outages.

**** What reports do you have today? Why cannot the checking be done by ALN, using your normal reports?**

3.6 Performances

The Key Performance Indicators will be:

- Batch: throughput must be within acceptable levels as determined by the local customer requirements.
- TSO : 90% of period 1 transactions finished within 0.25 seconds, 75% of period2 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 ALN, unless these are the results of capping.

**** Don't you have any performance indicator values for IMS, CICS, IDMS, etc?**

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 50% capacity will be available.. Within 24 hours, 70 % will be available, and within 3 working day + shipping, 100 % will be available.

Storage service that is mirrored, data will be back within 2 hours.

3.8 Confidentiality

VITG guarantees the confidentiality of all S/390 data. Customer data access policies are administered by VITNA ALN according to customer specification.

3.9 Change management

VITNA ALN 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 VITNA ALN service will be co-ordinated between the sites normally two weeks prior to implementation.

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

Normal VITNA ALN planned maintenance window is Sunday 00:01-05:00 EST/EDT.

Any maintenance resulting in a deviation of this maintenance window must be agreed upon prior to implementation and documented in the Change management tool.

3.10 Responsibilities

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

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

3.11 Support

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

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

4. Volumes

4.1 CPU

The total capacity for this contract is up to 320 MIPS. If additional capacity is required for the workload, a capacity increase request will be initiated by VITNA ALN to VITG. Sufficient central and expanded memory is included.

Capacity needs are determined based on performance indicators (see 3.6). Capping requirements are determined by VITNA ALN based on financial requirements from the local customers.

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

4.2 Storage

The total DASD capacity will be ~1.5 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) Monday through Friday 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 installed Gbyte capacity at a fixed cost 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 authorized to extract utilization information from the VIT ALN OS/390 environment. VITG will provide ALN the monthly usage reports for MIPS, DASD, and TAPE CARTRIDGES.

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: 11/09/02

Length of contract: 1 year

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October 3, 2002