



## B & M delivers data server software update for client of a global IT services organisation

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B & M was asked by the enterprise infrastructure services arm of a global IT services and management consulting organisation based in Europe to manage the migration of a client's DB2 for z/OS database server software. The project included training permanent staff on the migration process and management of the upgraded system and was undertaken to deliver new systems functionality and better business continuity for the client, along with a reduction in the resources needed for maintenance and support.

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### Project Objectives

- To ensure systems compliance by upgrading DB2 software from version 7 to version 8
- To transfer knowledge and skills to in-house staff during the project
- To reduce maintenance and support resources
- To deliver new features for the client business
- To reduce dependency on contract expertise by designing future maintenance procedures that can be delivered by the services company
- To improve systems availability for the client.

### Project Tasks

- Migrating DB2 for z/OS software from v7 to v8 for a client
- Documenting the migration and leading the presentation of the project to the client
- Migrating DB2 elements including independent ISV software, Query Management Facility (QMF) and DB2Connect to releases supported by v8
- Training permanent staff at the IT services company on DB2 systems migration, performance and tuning
- Training permanent staff at the IT services company on problem determination and resolution for DB2
- Designing and delivering a master set of DB2 procedures and JCL and Rexx documentation for each DB2 utility and command to enable recovery, debugging and maintenance of the client's DB2 environments
- Alert the service company to potential problems.

### **B & M Europe**

B & M has specialised in delivering skilled ICT specialists to meet the needs of leading organisations throughout Europe since 1992. We focus exclusively on providing consultancy, technical services and support for z/OS, UNIX and Linux enterprise systems, including third-party systems software, open systems and networking connectivity. We add real value for HR and IT professionals by taking the time to understand their needs and applying best practice methods to deliver results.

### **Duration**

The project took 18 months to complete.

### **Results**

- Client has a fully-supported DB2 environment
- Successfully completed the migration of DB2 for z/OS from v7 to v8, including independent ISV software, Query Management Facility (QMF) and DB2Connect to releases supported by v8
- Transferred knowledge to permanent staff at the IT services company on migration process
- Trained permanent staff at the IT services company on DB2 systems performance, tuning, problem determination and resolution
- Reduced resource allocation for support and maintenance through a properly documented set of DB2 procedures and JCL and Rexx documentation for each DB2 utility and command
- Improved systems availability and reduced recovery times.

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