

## EFFICIENT IMPLEMENTATION WITH EXPERT CARE FROM ASG TECHNOLOGIES

ASG-SmartScope Quick Start Implementation Service

### UNDERSTANDING ASG-SMARTSCOPE

#### z/OS Fault Management and Diagnosis

ASG-SmartScope is a comprehensive tool for fault capture and diagnosis that provides comprehensive capture and warehousing for batch and CICS abends including DB2 and IMS information. It provides enhanced viewing and diagnostic information to assist the user to quickly diagnose and repair batch and CICS abends, eliminating hours of exhausting manual effort for staff.

#### IMPLEMENTING ASG-SMARTSCOPE QUICKLY

By taking advantage of the extensive knowledge and experience of ASG Technologies' product experts and implementation service team, you can implement our solutions quickly and smoothly. ASG subject matter experts have been involved with a wide variety of Customer environments and make it their mission to ensure our Customers gain a clear understanding of the product during implementation. In this way, your team becomes self-sufficient and gains maximum benefits from all aspects of the solution.

The ASG-SmartScope Quick Start Implementation Service is based on the use of ASG-Express-ICM to install and customize the product. ASG-Express-ICM is a feature available at no extra charge to ASG-SmartScope Customers. It provides a comprehensive and robust set of tools to assist both novices and experts to quickly and easily install, configure and maintain the ASG-SmartScope product in the site's environment.

#### DEPLOY ASG WITH EXPERT GUIDANCE

The ASG-SmartScope Quick Start Implementation Service offers fast and effective deployment of ASG-SmartScope software, drawing on methodologies proven successful on multiple Customer sites. This integrated package of services is based on a Customer-focused 4-day approach that is outlined below:

- Installation and Configuration of ASG-SmartScope – 1 day
- Administrator Training – 2 days
- End User training – 1 day
- Additional Option: Advanced User Workshop Days if requested

### OBJECTIVES

- Installation and site configuration of ASG-SmartScope
- Initial training for the ASG-SmartScope Administrators and End Users
- Ensure optimum performance
- Ensure roll-out readiness

## DELIVERABLES

### INTRODUCTION / ANALYSIS

- Determine Customer requirements / objectives
- Determine general requirements for Customer environment

### PRE-IMPLEMENTATION CUSTOMER RESPONSIBILITIES

- Download ASG-Express-ICM product and documentation from ASG-ISP site
- Upload ASG-Express-ICM product to mainframe host system
- Download ASG-SmartScope Product / Manuals / Current Maintenance from ASG / ISP
- Upload Product and Maintenance Datasets to mainframe host system
- Place Product Manuals on site's intranet / shared LAN drive for access
- Answer questions on Installation Worksheet

### PRODUCT SMP / E INSTALLATION AND CUSTOMIZATION

- Install ASG-Express-ICM Product
- Expand distribution media files for ASG-SmartScope
- Perform SMP / E installation of base product and any current maintenance
- Build customized JCL from Product Installation Worksheet answers
- Perform customized installation process provided by customization utility
- Activate and Verify included components
- Verify parameters and end-user access
- Installer / Administrator training concurrent with above activities

### ENSURE OPTIMUM PERFORMANCE AND ROLL-OUT READINESS

- Ensure that batch and / or on-line abends are captured and stored per Customer requirements
- Adjust product run-time settings as needed
- Exercise the capture and viewing process

### PRODUCT TRAINING

- Provide training to Customer end users

### ROLL-OUT TO THE ENTERPRISE

- Provide training to Customer personnel in the access and use of the product
- Ensure that all personnel have the appropriate access to the product

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