



**Citi/Egg
Service Review Report
Sun Microsystems Managed Services
February 2010**

Commercial in Confidence
© Sun Microsystems Ltd., 2010

Contents	Page
Activity Summary	3
SLA Report GCG/RDC	4
Call Summary Derby	5
Parts Used Derby	6
Faults Calls By System Type (Derby)	7
Fault Calls By System Type (CGC/RDC)	8
Wintel Call Summary	9
Hardware Team Aperture, VR, Installs and Retires	10
Installs and Retires by serial number	11
IMAC details for Derby	12
System Administration Team VT and VR Reports	13
Parts Used (CGC/RDC and Derby)	14
Inventory and EOSL Summary	15
HP EOL Matrix	16-17
FAB Information	18
List of Sun Service Requests	19-20
Announcements/Events	

General

Sun became a wholly owned subsidiary of Oracle in the UK on 1st March.

No significant changes have been announced but it is envisaged that Sun tools will be migrated over to Oracle tools in the next few months including external services to customers. Dates will be communicated when finalised.

The date for Sun Germany to become an Oracle subsidiary is still to be published but it is expected to be this summer.

One major change taking place is the 'rules' around T&M work and a follow-up meeting/call will be arranged during w/c 8th March to discuss.

Briefings for Citi on the benefits of the Oracle take-over will be arranged and dates shared as soon as possible.

ASR continues to be a challenge in terms of getting priority within Citi to hold a 'pilot'. A global Sun/Citi/CATE call was held mid February. The resulting concerns of Citi have been addressed and Sun are awaiting feedback as to the possibility of having an EMEA 'pilot'. Sun are very keen to get this implemented as it will be a benefit to Citi in terms of the speedy logging of calls and a quicker time to resolution.

The current support contract is coming up for renewal at the end of March and discussions have started with Citi Procurement on the detail of this.

Hardware Team

Additional resources have been arranged for non break-fix work with 153 servers being relocated as part of the GDCS project and the installation of 24 routers and 70 HP servers for ongoing projects.

The merging of the CGC storeroom has had some 'teething' problems which are being addressed. There were some 'audit' issues around the administration of processes and these are being worked by Bal Channa and Scott McGarry.

The 1st phase of firmware upgrades to the L700 machines has been arranged for w/c 8th March. This will be followed by the health-check of the remaining machines together with any required firmware levels.

System Administrator Team

The SA team worked/closed 1078 tickets during February and actioned 148 VR requests which is a lighter load than normal.

Stuart Moorhouse and Lenin Jeyaraj continue their project work for the Frame Team.

All members of the team have now been trained on LDOMS/Zones/containers.

.