



### TSM System Administration

The Dataedge System Administration service provides full management of TSM systems on a daily, weekly or monthly basis. Organizations across the US have come to Dataedge due to our high level of expertise combined with the cost effectiveness of our service. The TSM System Administration service is customizable and often includes items such as:

- Daily report monitoring to insure that all client systems performed prior night's backups correctly
- Remote resolution of any backup problems
- Daily verification that TSM server and daily operations are operating correctly
- Assistance with data restores
- Emphasize training of local staff
- Assisting local staff with daily tape handling procedures and issues
- Installation and configuration of client software
- Performance tuning of TSM system
- Assistance with Sarbanes/Oxley documentation requirements, backup data security and data retention policies
- Review of Disaster Recovery preparedness
- Customization of reports

### Upgrades

It's important to keep client and server systems up to date to avoid the pitfalls of known problems. There seem to be updates coming out more often than administrators can apply them however, and some administrators don't feel comfortable with the major updates. Dataedge will help you sort through which updates should be considered critical for your specific environment and will take the responsibility of insuring that all applied. This removes many hours of research and upgrade time from your administrator and allows them to focus on the day to day activities of running the business.

### Training

Need training for your employees on TSM, but can't find the time on the schedule? Dataedge provides onsite training, customized to your specific needs. We have found that students using their own systems and environment are able to learn what they need for their job more efficiently. Our training is a one on one (or one to several), mentoring style with instructors that have years of experience supporting installations across the county.

No time to dedicate several days to training? We offer "remote" training as well. Our instructor will work with your employee, using remote connection tools, to train on TSM or address specific topics. Purchase a pool of hours and use when it fits your available time.

### TSM Performance Tuning and Health Review

Tuning TSM can be quite complex because of the many operating systems, network configurations and storage devices that TSM supports. It requires the diligence and expertise that Dataedge Solutions brings from our many years of designing and supporting complex configurations. Dataedge will spend time getting to know your specific backup environment and make recommendations not only on the TSM server but on data storage, transmission, security and recovery.

Reviewing the overall performance and health of the Tivoli Storage Manage environment is useful during situations of employee turnover or when the system has been in place for a significant amount of time. Dataedge will review your TSM environment and provide you with configuration documentation along with our observations of where your system is at in its performance, life span and ability to keep your business running.

We will provide you with detailed documentation as to how we made our observations and measurements along with specific recommendations that can be taken to improve performance. Ask your Dataedge representative for a sample Performance Evaluation document.

### Disaster Recovery Review

Dataedge will inspect DR operations, media and data to insure that your data can be recovered when needed from the standard TSM DR mechanisms. We will test and provide you with report over the following items:

- Verify daily generation of TSM database, DRM File and data copies and that all are removed from site.
- Test copy pool volume integrity
- Test single client restore
- Verify activity logs of server and up to five clients
- Availability of required license files
- Report on recovery times for full restore of TSM
- Report on what systems and data are protected

### Data Retention Review

Are you meeting the regulations that your business needs to for data protection? Are you protecting all of the data that you need to protect? Are you keeping it for the desired amount of time and making the best of your TSM investment by not backing up data that isn't necessary to keep? Do you know for sure?

Dataedge will review what data is and is not being protected in your environment and provide you with a detailed report showing the data retention policies that are in effect for each set of data. Then you can know for sure that your TSM system is configured to protect the data you need protected for the correct amount of time.

### Reporting

Are you getting the reports that your organization or auditors require? Can you prove what backups were run on each system over the course of the year? Dataedge will create reports from TSM customized to your specific requirements. You will no longer have to worry about that meeting with the auditor!

**Dataedge Solutions Corp.**  
**1-888-682-6092**  
**info@dataedge.com**  
**www.dataedge.com**