

Save time and money by letting us handle your system administration

Expert planning, tuning and diagnostics, with accurate reporting and recommendations

Your PRISM™ system is dynamic and demanding. Whether your system is large or small, straightforward or sophisticated, the multitude and intricacy of tasks required to keep it running smoothly can be overwhelming. This is especially true if you are short-staffed or unfamiliar with the complexity of SCADA and UNIX®. Moreover, upgrades and advanced operating features help only if you have the time to implement them and the knowledge to employ them to their fullest capacity.

Advanced Control Systems offers a reliable, economical way to keep your system operating efficiently—we will become your virtual system administrator. Since no one understands PRISM better and, next to you, no one understands your system better, we are in a prime position to create an administrative program that will make the most of your resources, including your equipment and your personnel. Because we designed, assembled and installed your system, we can create a program that is tailored specifically for you.

## System Administration Services

Schedule sessions at your convenience: weekly, monthly, or daily, as needed

Virtual Private Network ensures security and efficiency; optional two-factor authentication available for maximum protection

System administration services include:

- System performance and tuning: we examine several UNIX-related features, including the HP-UX® process table, memory allocation, CPU function, and I/O performance. We review your log files, error logs and system messages, and handle routine maintenance.
- Cleaning and tuning your file system (including **MASTERCFG**, **SCF**, **FORMULEA** and other **.def** files), and synchronizing data as necessary. We also make preventive maintenance recommendations.
- Creating new displays and updating or modifying existing displays to improve usability and keep pace with your evolving system
- Editing your **fep.def** files and commissioning RTUs and NTUs.
- Updating all database categories to maintain efficient processing and data retrieval
- Observing your PRISM system in action and recommending improvements based on present requirements and future needs. We review your use of the OI and workspace menus, investigate your running processes, look at Command Interpreter and system scripts, and check operating system parameters and logfiles, including Area of Assignment and OI allocations.
- Installing HP-UX patches as they are released, and securing your data with system backups and Ignite-UX images.



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We schedule sessions weekly, monthly or daily, depending on your requirements (sessions can be added as needed to meet changing needs). We scrupulously log additions, modifications and other services, and provide you with a report of our activities. An important component of this session report is a section that makes recommendations for further action.

Security is as important as performance. That is why we handle your database administration through a Virtual Private Network, making our database and display services a safe, efficient and economic choice. Additional security is available with optional smart card/two-factor authentication.

Pricing for this service is determined by the size of your system and the time required to perform the needed services. We will provide an initial estimate, but you will be charged only for the actual time expended. If your requirements change, we can modify your program. Or, we can combine it with others, like System Administration Services, for greater efficiency.

The best way to take advantage of our service programs is to start with PRISM TuneUp™, our on-site maintenance and system performance review. We will ensure that your system is in peak condition, has all the latest patches and upgrades, is protected with a disaster recovery plan, and is ready for the enhancements and improvements that come with Database and Display Services.

For more information, contact your Advanced Control Systems representative.

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