

2018 McCracken Conference



ASP SESSION



ASP Structure



- ASP Support
 - Manager – Marianne DeAngelis
 - ✦ 24/7/365 Monitoring
 - ✦ Provide 1st Tier Support
- Infrastructure
 - Manager – V.J. Bernier
 - ✦ 8x5 Group (w\ on-call schedule)
 - ✦ Provides 2nd Tier Support

MFS Support Structure



- ASP | Infrastructure | Support
 - Customer Support – Application Issues
 - ASP Support – Operational Issues
 - Infrastructure – Technical\Network Issues
- All three groups work very closely

ASP Support



- Types of services provided by ASP Support:
 - Period End processing
 - ✦ Production
 - ✦ Test Dayends
 - User provisioning / Password resets
 - Printer setups/reassignments/troubleshooting
 - All environment backups
 - Library refreshes
 - Always monitoring!

ASP Support



- Overview of ASP Staff
 - Team of 10 (great!) people
 - Shift schedules
 - ✦ Non-traditional
 - ✦ Provide more adequate coverage when needed the most
 - Cross training is key

ASP Support



- Password Self Service
 - Mostly all of our customers are now using the PSS product
 - Very easy to use
 - Great feedback!

ASP Support



- Automation:
 - Ongoing effort to streamline or automate manual processes
 - Some examples
 - ✦ Transmission completion notification
 - ✦ Dayend completion notification

ASP Support



- Communicating with ASP
 - Best method – Email! ASP_Support@McCrackenfs.com
 - Phone call if necessary!
 - ✦ During business hours – Main number 978-439-9000
 - ✦ After hours - Main number then press 4

Infrastructure Group



- What We Do
 - Datacenter support
 - Power\iSeries
 - Intel\Windows
 - Network\Security
 - Facilities

Infrastructure Group Members



- Team Introduction



VJ
Manager



John
Networking



Mike
Linux & Windows
System Admin



Thea
Windows System
Admin

Infrastructure Group Members (cont)



- Team Introduction



Noreen
iSeries System
Admin



Joyce
iSeries System
Admin



Chris
Security Specialist
/ SysAdmin

Infrastructure Group



- What Have We Been Doing?
 - Network IDS
 - ✦ SecureWorks iSensor
 - New SIEM (log collector)
 - ✦ SecureWorks LogVault
 - Asset Management Program\System
 - ✦ Solarwinds
 - Patch Management
 - OS & 3rd Party Upgrades
 - ✦ Major Effort
 - Facilities
 - Making Auditors Happy

Infrastructure Group



- What Will We Be Doing?



Infrastructure Group



- What Will We Be Doing?
 - Enhance Log Collection
 - ✦ SecureWorks iSensor
 - Enhanced Network Monitoring
 - ✦ Technium 'SAARC' Platform
 - Ticketing System
 - ✦ Solarwinds
 - FW Upgrades
 - Load Balancer WAF Feature
 - ✦ A10 Web Application Firewall role
 - Facilities
 - ✦ Data Center Facelift
 - ✦ New Phone System
 - Making Auditors Even Happier

Infrastructure Group



- Customer Facing Changes
 - Thinspace (formerly Propalms)
 - ✦ Upgrade Targeted for Early 2019
 - IBM ACS (formerly Client Access)
 - ✦ Old vs New
 - Now called IBM Access Client Solutions
 - ✦ Rollout and Installation Changes
 - Always refer to IBM provided installation documentation

Infrastructure Group



- Communicating With Us
 - Best method – Email!
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Questions?