

ClearPath Forward® CONNECTION January 2019

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Filling Your Bench to Close the Skills Gap

By Alberto Violland, Global Senior Director, ClearPath Forward Services, Unisys



We understand the situation: As more and more of the team members you've trusted for years to manage every aspect of your ClearPath Forward® environment approach retirement, the pressure is mounting to identify and integrate skilled replacements capable of helping the business

prosper for years to come.

That's why, earlier in the year, we ran [an article detailing the succession planning strategies](#) your organization can utilize to reduce the strain retirements place on your operations, while making it easier to locate, hire, and onboard qualified replacements.

As part this overarching framework, we're introducing a program designed to help you build a bench of skilled, qualified, well-trained staff you can draw from as your needs dictate. And just like the succession plans we detailed previously, this program is modeled after and informed by real-world challenges we successfully addressed within Unisys years ago.

When demographic shifts started impacting our engineering team, we quickly learned that it's impractical to expect a new hire – no matter the qualifications – to immediately and effectively replace decades of experience and expertise. Rather, it takes a structured, formal process to build knowledge and familiarity: one that increases proficiency over time, takes full advantage of mentoring, and adds responsibility only after it's been proven the individual possesses the appropriate skills.

Following this approach paid immense dividends in our engineering department. So much so, in fact, that we recently utilized it to great success within our Product Services & Support team.

And now, it's your turn. >>

With our all-new Apprentice Program, you'll be able to supplement the skills you have on hand today – and effectively replace any that may be departing in the future – with carefully vetted, expertly trained resources who understand the ClearPath Forward environment and how it's utilized within your organization.

The Apprentice Program achieves this goal by following a formal, yet completely customizable, four-step process: Recruit, Train, Shadow, Deploy.

Here's how the program takes shape.

Recruit

We start, naturally, by recruiting candidates on your behalf. The first step is to understand the level of skills you're looking to replace – simple administrative roles or something deeper and more technical – if these individuals will be working onsite or off, and the timeframe you need them in place.

Using these requirements as a guide, we'll start building a pool of candidates. We'll look for a set of baseline qualifications across a combination of new graduates and professionals with experience in high-end enterprise server software and the related products, tools, and interfaces. We recruit on a global scale, and will happily work with partners to locate the resources that best fit your needs.

Train

Next comes the training. Though we make sure to tie training to the profile you recruited towards in the previous phase, every new resource goes through a combination of baseline foundational training and targeted specialized training. The foundational training focuses on teaching new resources the basics of the ClearPath Forward environment, while the specialized training goes deeper into the specific skills these individuals will need to serve as proficient extensions of your team.

So if you're looking to fill simple administrator or operator roles, the training will favor foundational knowledge over more specialized matters. If the role will include detailed technical responsibilities, we'll build an intensive program that includes substantial foundational and specialized training. And as the ClearPath Forward environment evolves, we'll make sure our trainings keep pace, so you're never struggling to fill gaps or stuck playing catchup.

Shadow

After the training completes, we'll pair your new resources with an internal mentor who they'll shadow for a pre-determined period of time. While the shadowing can be purely observational or a bit more active and involved, the goal is the same. We want to supplement and extend the concepts covered during the training with some real-world, on-the-job applications.

Knowledge capture is important here, too. After all, these resources may very well have to take over for their mentors, so formally capturing and documenting the insights residing in their heads will help any eventual turnover feel much more manageable. And with periodic reviews throughout this phase, you'll be able to monitor progress toward key goals and objectives.

Deploy

The shadowing phase ends with a formal certification that confirms your new resources are ready to work within your ClearPath Forward environment. With this certification in hand, we'll deploy them when and where needed, often as part of a team made up of other ClearPath Forward experts and Apprentice Program participants. We'll emphasize knowledge capture throughout this phase, as well, so your new resources continue building their expertise after the training and shadowing phases.

And you'll be able to execute annual checkpoint reviews to make sure these resources continue to meet your expectations while providing lasting value to your team.

Partnering to Drive Sustained Success

While the aim of the Apprentice Program is to provide you with a reliable pipeline of skilled resources, our goal is for it to feel like a true partnership every step of the way. That's why we prioritize understanding your requirements at the outset of the engagement, and as it progresses from phase to phase.

This way, you'll know we're just as invested as you in making sure these resources are chosen, trained, and made available in a manner that matches your business needs, demographic considerations, and deployment timeline.

If you're eager to learn more about the Apprentice Program, or want to launch it within your organization, please contact your Unisys sales representative or email Alberto.Violland@br.unisys.com.



Raw Power: The ClearPath Forward Libra 8500 Systems are Here

Our commitment to enhance and evolve the ClearPath Forward Libra family – while always pushing the boundaries of performance – continues to result in systems that deliver the utmost in business-critical power, security, availability, and scalability.

It's with this in mind that we're happy to announce the most powerful, highest performing ClearPath Forward Libra systems to date. Please join us in welcoming the ClearPath Forward Libra 8500 systems to the family!

A New Standard in Performance

The Libra 8500 systems are built with one goal in mind: deliver premium performance for the world's most demanding ClearPath® MCP workloads.

As you'll see, the Libra 8580 and Libra 8590 systems achieve this goal – and then some.

With **single-thread performance of 1,000 MIPS** and support for **up to 14,600 MIPS per system image**, these powerhouses provide **two-and-one-half times the performance capacity** of a fully configured ClearPath Forward Libra 800 system. In fact, the single-thread and single-image performance represent **25% and 27% increases**, respectively, over the ClearPath Forward Libra 8400 systems we released two years ago.

And as with all previous Libra systems, you're free to utilize a business model that's right for your needs.

You can choose a traditional licensing model with capacity-on-demand options that give you the agility needed to manage dynamically changing workloads. Or, you can opt for an approach that leverages Unisys unique metering technology to create a Pay-for-Use business model, helping you make costs predictable

while offering the flexibility to tap into additional processing power as business and IT needs dictate.

The Power on the Inside

While the sheer power of these new systems is certainly noteworthy, it shouldn't overshadow all of the advances we've packed into their architectures.

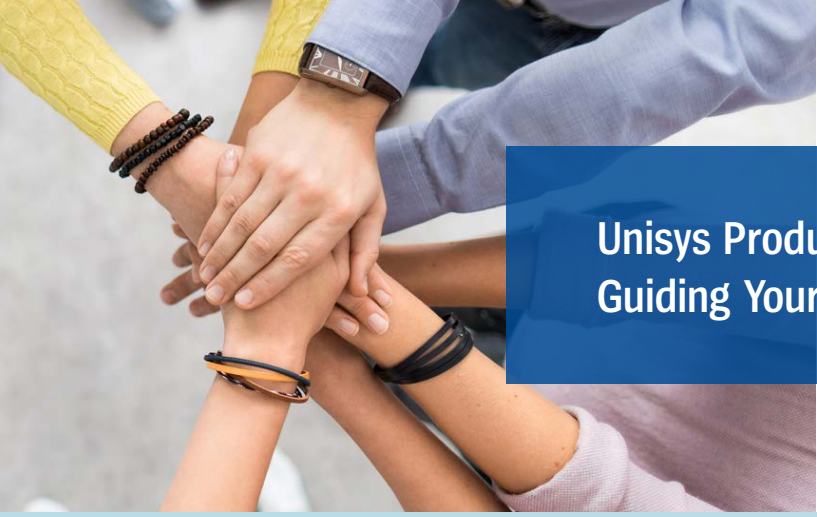
Each Libra 8500 system features the latest ClearPath Forward technologies, including refreshed Intel® components, expanded I/O capacities, and a new, high-speed Ethernet interconnect type between the systems' I/O Service Modules (ISMs) and Processor Memory Modules (PMMs).

And native, optional integration with the latest ClearPath Forward ePortal platforms gives you a simple means of extending your applications to new channels, devices, and partners.

Resiliency is a special point of emphasis, too. To that end, the systems include redundant power supplies, cooling fans, and mirrored memory with double-device data correction. High availability configurations are standard, as well.

And because the Libra 8500 systems utilize an approach where all components are designed, developed, integrated, tested, and supported by Unisys, you'll spend less time readying the system and more using it to drive your organization's key business and IT strategies.

The Libra 8500 systems are the latest in a long line that delivers superior performance while utilizing state-of-the-art hardware. Upcoming mid-range Libra systems are in the works now, so we encourage you to check out the [Libra homepage](#) for the latest news and updates on future hardware releases. And if you have any questions about the Libra 8500 systems, please contact your Unisys sales representative.



Unisys Product Services & Support: Guiding Your Path to Innovation

You know your ClearPath Forward system has and will continue to play a critical, strategic role in defining and driving your organization's success.

But as the IT environment surrounding it becomes more and more complex, the effort needed to monitor disparate systems, tune performance, and integrate third-party components can quickly divert your attention away from initiatives that drive innovation and business value.

To balance your day-to-day needs and future goals, you need to rethink the way you support systems and the steps you employ to keep them up, running, and available. Instead of addressing problems only after they occur, you need to work to prevent issues from ever happening in the first place.

With Unisys Product Services & Support, you'll have access to the flexible, agile, customizable support resources you need to proactively optimize the availability, manageability, performance, and value of your IT environment.

Support the Way You Need It

Your IT environment is like no one else's, and the way you support it should be just as unique. With Unisys Product Services & Support, you're free to build a support structure that reflects your system availability goals, end-user requirements, client SLAs, and budgetary considerations.

Whether it's a standard offering or a custom engagement that blends together things like around-the-clock maintenance, remote health checks, onsite support, and more, you'll feel confident knowing you have the coverage and responsiveness needed to pursue your business goals.

Specific offerings include:

- **Extended Hardware Maintenance:** Our hardware support includes basic warranty service and a variety of premium options for both Unisys products and those from third-party vendors. No matter how you employ these services, you can choose from 24x7 support with either four-hour or two-hour business-critical response times. Or, you can opt for 9x5 support with either four-hour or next-business-day response times.
- **Software Support:** With our software support services, you'll have access to a single point of contact for all issues – available online, over the phone, or in person – for proprietary Unisys solutions and multi-vendor software. Options include standard 24x7 support, 24x7 support with one-hour response times, and 9x5 remote assistance.
- **Premium Support:** Using our premium support offerings, you'll be able to utilize a variety of services that help you reduce the risk of costly downtime. With a dedicated **Support Account Manager (SAM)**, you'll have access to a single point of contact for escalations, monthly and quarterly planning, health checks, and consultant coordination. Or, you can bring an **onsite support specialist** to your data center to work directly with your team. You'll have the option to execute one-time, quarterly, or semiannual **remote system health checks** that quickly and cost-effectively help you analyze and optimize performance and security. And with our **support consulting** services, you can work directly with our experts to build custom engagements covering such areas as software and operating system update management, configuration and capacity planning, and disaster recovery planning and assessment. >>

Unisys Product Services & Support

Extended Hardware Maintenance

- 24x7 Support with Four-Hour Response
- 24x7 Support with Two-Hour Business-Critical Response
- 9x5 Support with Next-Business-Day Response
- 9x5 Support with Four-Hour Response

Software Support

- 24x7 Support
- 24x7 Support with One-Hour Emergency Response
- 9x5 Support

Premium Support

- Support Account Manger (SAM)
- Onsite Support Specialist
- Remote System Health Checks
- Support Consulting

With the help of these services, you'll have the support and resources you need to proactively mitigate the risk of downtime while improving performance, productivity, and satisfaction among internal and external clients alike.

This way, you'll be able to free up internal resources, so they can stay dedicated to the strategies that drive growth, spur innovation, and add value and differentiation to the business.

To learn more about how Unisys Product Services & Support can help you become more proactive and poised to drive sustained innovation, please email us at UnisysProductSupport@unisys.com or contact your Unisys sales representative.

Product Services & Support: By the Numbers

- **96% of business-critical service requests** responded to within **30 minutes**
- Over **7.6 million service events** managed annually
- More than **3.5 million devices** supported around the globe
- Over **4,500 Unisys-badged support professionals** in more than **40 countries**
- **1,000-plus parts stocking locations** worldwide



Digital Delivery is Coming to ClearPath MCP Software

To make the way we package and distribute ClearPath software products more modern and consistent, we're in the process of transitioning upcoming ClearPath MCP software releases from physical CDs and DVDs to digital downloads.

Digital delivery will begin in the first quarter of 2019, with ClearPath MCP Release 18.0 as the initial offering available via download.

By the end of the second quarter, ClearPath MCP Developer Studio, as well as ClearPath MCP Bronze, Silver, and Gold, will move to a digital delivery model. And future ClearPath MCP releases will also be delivered digitally once available.

Downloads will be made available via the [Unisys Download Center \(UDC\)](#). The UDC has been updated with a new, simplified user interface that makes it easier to place and fulfill an order. And it also leverages an industry-standard Content Delivery Network to provide fast, reliable downloads.

Keep an eye out for additional details about our new digital delivery model as we move through the first quarter of 2019. If you have any questions or concerns in the meantime, please contact your Unisys sales representative.



DevOps Made Easy

As a guiding framework, DevOps allows development, quality assurance, and operations to work as a single team, with a single focus: responding to emerging business and customer needs with speed and coordination. This integrated, team-oriented approach facilitates communication, collaboration, and integration, making it easier to manage today's rapidly changing demands.

Every organization will implement DevOps principles in a unique way across their development, operations, and business teams. Some may look to DevOps to as an exploratory, non-linear process that emphasizes agility and speed. Others, meanwhile, will view it as more traditional and sequential, with a focus on delivering releases with high levels of quality, stability, safety, and accuracy.

Regardless of how DevOps is utilized, clients routinely tell us they're adopting the practice in order to achieve a few key goals:

- **Expedite application changes** by leveraging modern tools and features
- **Automate build, deployment, and testing processes** with modern frameworks and tools
- **Quickly gather feedback** and use it to improve the user experience
- **Limit errors** with automated test tooling that catches bugs sooner
- **Stabilize feature introductions** by creating a standardized software delivery process

Taking these – and other – goals into consideration, we've developed an approach to DevOps in the ClearPath Forward environment that focuses on four key process areas:

- **Change & Configuration Management (CCM):** Addresses application lifecycle management (ALM), with emphasis on version control, continuous integration, build repositories, automated deployments, and change management.
- **Testing Lifecycle Management (TLM):** Automates unit, code, security, functional, load, and regression testing, and includes test data management processes.
- **Technical Release Management (TRM):** Establishes a framework for coordinating development and operations teams, managing capacity, updating release management tools, and scheduling releases.
- **Environment Management (EM):** Schedules and provisions releases, with a focus on incident and configuration management, application monitoring, and log management.

Bringing DevOps to Life

With an approach grounded in these four key process areas, you can establish a uniform DevOps experience for all environments.

To help you get there, we've developed three distinct services designed to ready your organization for DevOps, foster the growth and understanding of its principles across your organization, and make the process run as efficiently and effectively as possible: >>

- **DevOps Strategic Consulting:** We'll assess the as-is state of your organization, along with your existing DevOps readiness and maturity levels, the tools you're already utilizing, and the current culture around DevOps. With this assessment as a guide, we'll help you identify gaps, build initiatives that foster greater efficiency and automation, and establish an adoption roadmap that considers your desired business outcomes.
- **DevOps Implementation Consulting:** You'll have access to resources that provide active guidance to teams and stakeholders alike as you work through the process of preparing and launching your transformation programs. This includes the on-the-job coaching you'll need to deliver successful outcomes throughout every step of the DevOps journey.
- **DevOps Technology Consulting Services:** You'll have the support you need to identify and implement customized tools and processes that will help drive your DevOps journey over both the short and long terms. In addition, you'll have the option to use a managed services solution that supports your DevOps needs, while offloading much of the day-to-day functions to Unisys.

While these services provide a general framework and approach to helping drive DevOps adoption, they will be customized and specialized to match the unique requirements of the ClearPath Forward environment.

Regardless of where we land, our approach to DevOps will help you build a roadmap that delivers quick results and makes it easy to prove the value this practice holds for IT and the business alike.

We'd love to support your organization as it embarks on its DevOps journey. To learn more about our DevOps capabilities, and the value they can bring to your organization, please contact your Unisys sales representative.

Python for ClearPath OS 2200: A Preview

By Adam Gallagher, ClearPath OS 2200 Product Manager, Unisys



As the demographics within your application development team continue to shift, it's vital to create an environment that appeals to young programmers who possess different skillsets and preferences than their predecessors.

So while COBOL is certainly an important part of your development organization, recruiting new programmers requires you to complement COBOL with modern languages. And that's where the popular Python programming language comes in.

We're working on a unique solution that allows you to use Python for application development and maintenance right alongside COBOL in your ClearPath OS 2200 environment. With this capability – which is an extension of the Rapid Application Development (RAD) paradigm we announced in 2018 – your development team can create new Python applications or augment current applications with Python modules.

And they can do it directly within the OS 2200 environment, helping you cater to a wider range of development skills, while continuing to maintain proven, high levels of security.

The first offering we're releasing as part of this initiative – a capability focused on scripting – is currently undergoing an early Tech Preview.

The Tech Preview is an important initial step for this capability, as it allows for some real-world testing and gives us an opportunity to gather feedback from internal users and clients alike.

Interested in joining the Tech Preview? If you'd like to participate, please contact your Unisys sales representative today.



Resources

The list below contains quick links that will help you stay up to date on all things ClearPath Forward.

- [ClearPath Forward homepage](#)
- [ClearPath Forward Services homepage](#)
- [Agile Business Suite homepage](#)
- [Business Information Server \(BIS\) homepage](#)
- [ClearPath Forward & Innovation Blog](#)
- [ClearPath Forward How-To Videos on YouTube](#)
- [ClearPath Forward Dorado/OS 2200 webinars](#)
- [ClearPath Forward Libra/MCP webinars](#)
- [Video Playlist: ClearPath OS 2200 Release 17.0 Technical Update \(29 Videos\)](#)
- [Video playlist: ClearPath OS 2200 Release 18.0 Technical Update \(27 Videos\)](#)
- [Video Playlist: ClearPath MCP Release 18.0 Technical Update \(21 Videos\)](#)
- [Newsletter: Developing Agility October 2018](#)
- [Newsletter: ClearPath Forward Connection December 2018](#)

The latest:

- [Brochure: Unisys ClearPath Forward® Systems: The Heart of Your Digital Business](#)
- [Brochure: Unisys Business Information Server: Your Engine for Turning Raw Data Into Actionable Information](#)
- [Brochure: ClearPath Forward® ePortal](#)
- [Executive Brief: Compelling Solutions for Application Modernization](#)
- [Executive Brief: ClearPath Application Integration Services - Simplifying Cross-Platform Development](#)
- [Executive Brief: ClearPath Forward Innovation Workshops](#)