Roundtable Discussion: z/OS Simplification and Consumability

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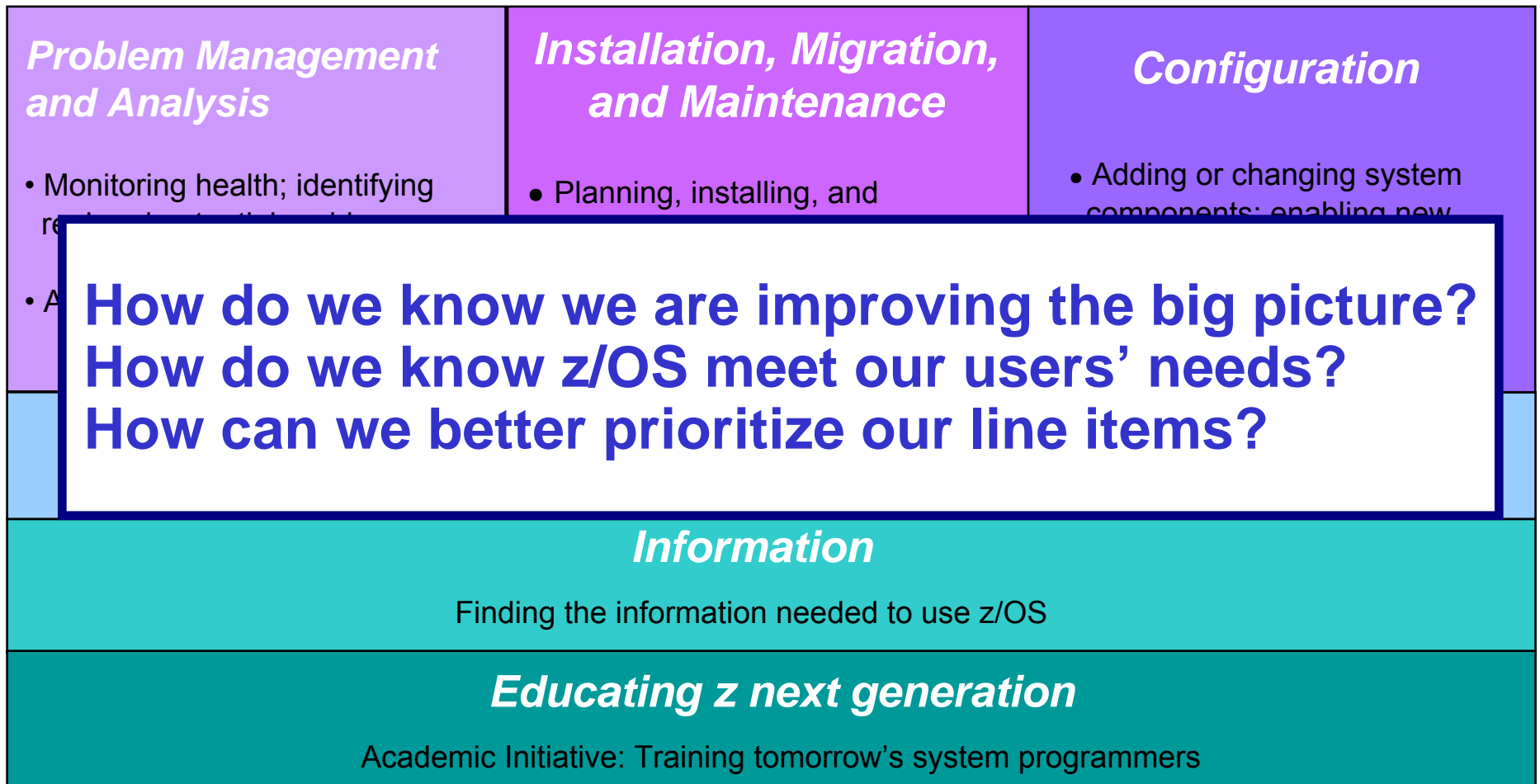
System z Simplification

- **Simplification - process of reducing the number of parts, steps, or concepts involved in a product or process.**
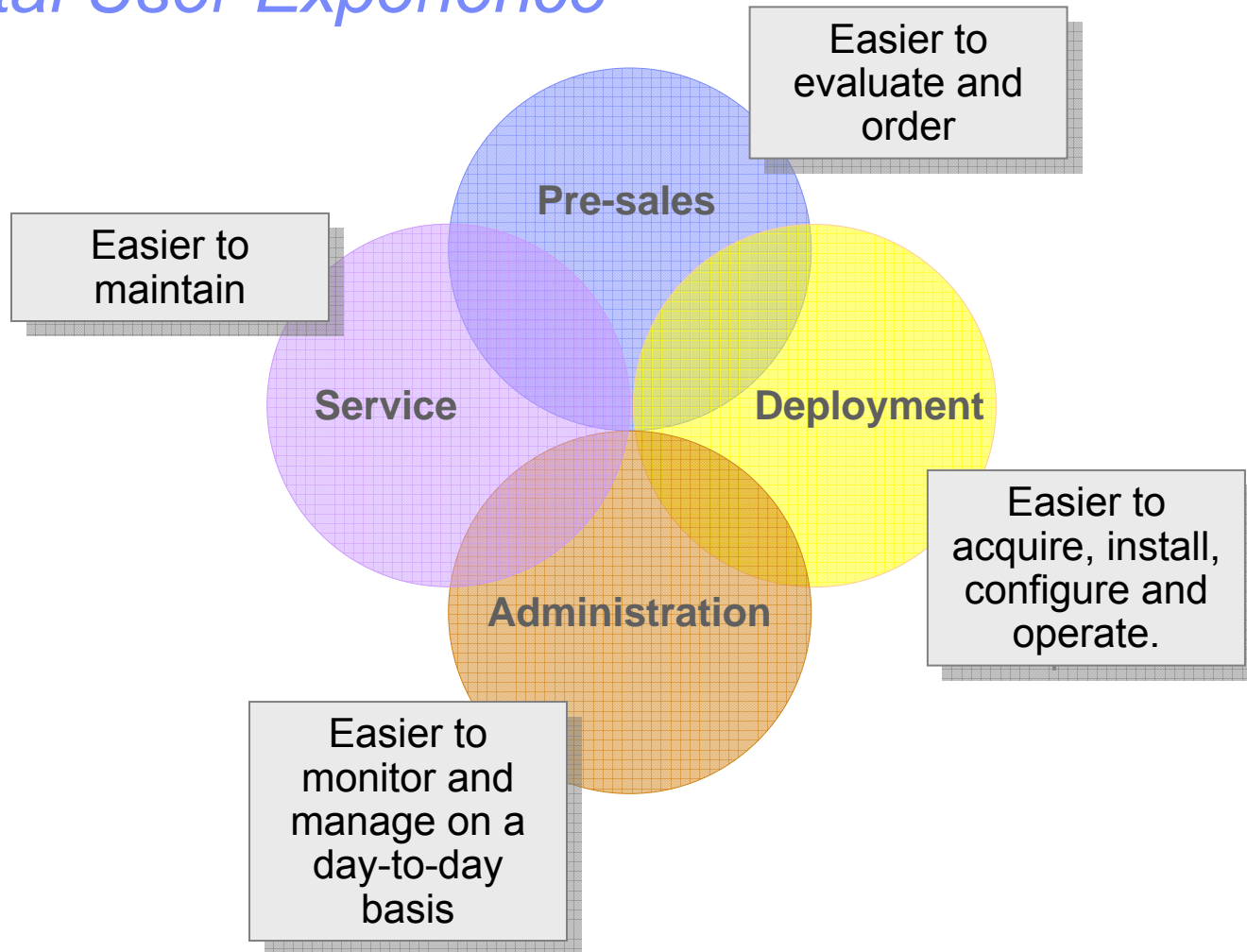
Simplification Strategy Focus Areas: z/OS System Programming

Problem Management and Analysis	*Installation, Migration, and Maintenance*	*Configuration*
• Monitoring health; identifying real and potential problems • Analyzing and resolving problems	• Planning, installing, and upgrading z/OS systems and products that run on z/OS	• Adding or changing system components; enabling new features; defining and updating policies that affect system behavior

Simplify and modernize the System Programmer User Experience

Deliver solutions in a task-oriented browser-based user interface with integrated user assistance

Information

Finding the information needed to use z/OS

Educating z next generation

Academic Initiative: Training tomorrow's system programmers

Simplification Strategy Focus Areas: z/OS System Programming

Problem Management and Analysis	Installation, Migration, and Maintenance	Configuration
• Monitoring health; identifying	• Planning, installing, and	• Adding or changing system components; enabling new

How do we know we are improving the big picture?
How do we know z/OS meet our users' needs?
How can we better prioritize our line items?

Information
Finding the information needed to use z/OS

Educating z next generation
Academic Initiative: Training tomorrow's system programmers

Mainframe Simplification Scope:
The Total User Experience

Easier to evaluate and order

Pre-sales

Easier to maintain

Service

Deployment

Easier to acquire, install, configure and operate.

Administration

Easier to monitor and manage on a day-to-day basis

z/OS Personas and Scenarios – Key to Process

Personas

- Role, responsibilities, skills, years of experience, education and learning style

- Mental model of what the end user's goals and capabilities are, which may be different than the designer's thought process

- Help teams prioritize features and functions based on how well solution meets the needs of the end user

- Developed from demographic information, behaviors, goals, skills, environmental factors

Scenarios

- Analysis of responsibilities and associated tasks, tools, skills and challenges

- Maintain z/OS systems

- Problem determination

- Deployment

  ► Planning for Installation

  ► Ordering

  ► Testing

- Configuration tasks

- Education

Alice
Jr. System Programmer
1 year experience

Zach
Sr. System Programmer
25 years experience
Mentor

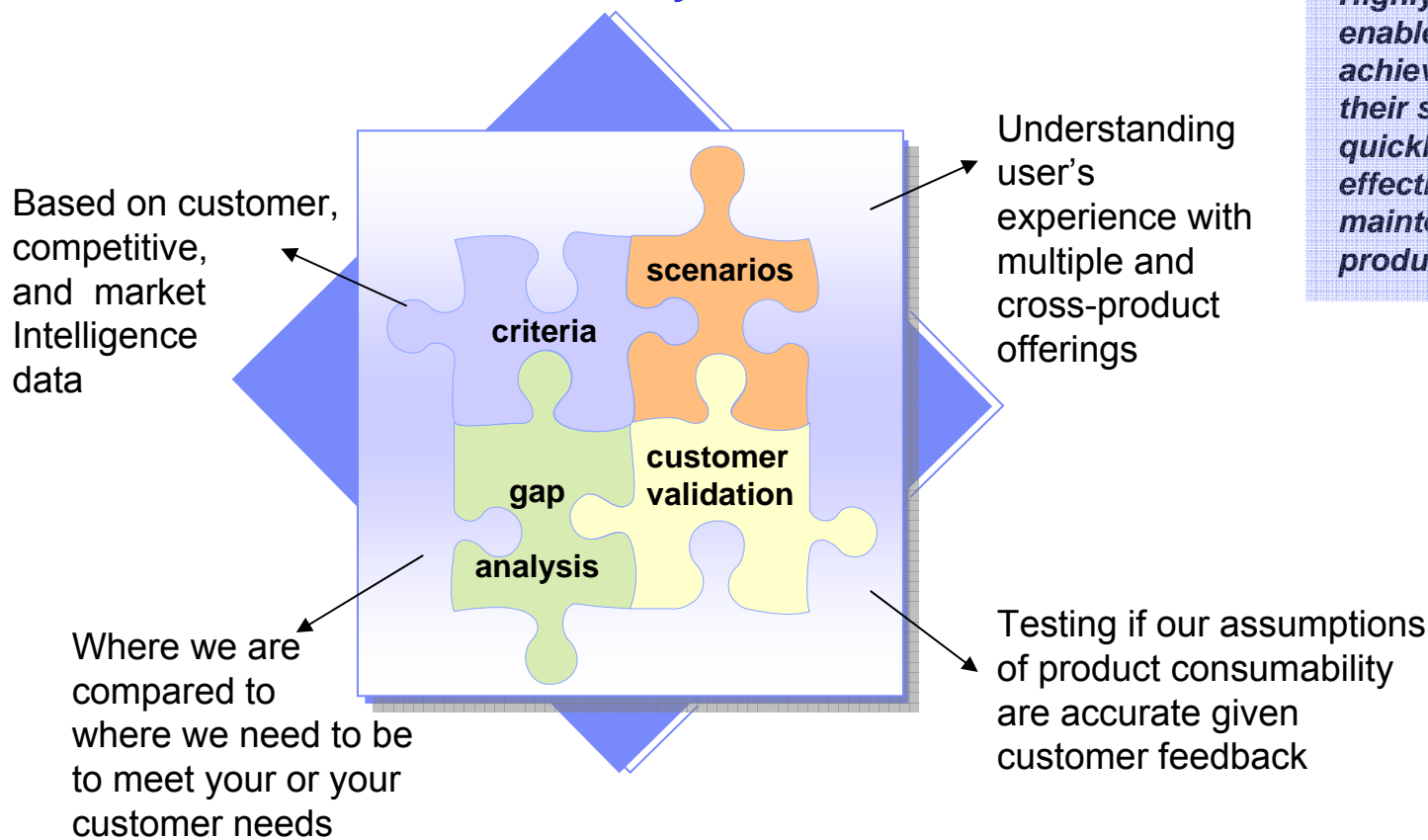**Mike**
Future
Jr. System Programmer
Entry level

Casey
Future
Sr. System Programmer
N years experience
Mentor

Consumability at IBM

Consumability is a customer-centric term that describes the total customer experience with IBM products.

Consumability toolkit

Highly consumable products enable you or your customers to achieve fast time to value, get their solutions up and running quickly, and deal simply and effectively with product maintenance throughout the product lifecycle.

Based on customer, competitive, and market Intelligence data

scenarios

criteria

customer validation

gap

analysis

Understanding user's experience with multiple and cross-product offerings

Where we are compared to where we need to be to meet your or your customer needs

Testing if our assumptions of product consumability are accurate given customer feedback

System z Consumability

- **A product that is consumable, by definition, has an appropriate level of simplicity... but a product that is simpler may not be entirely consumable**
  - ► **User tasks may be made easier, but the solution may lack some key elements needed for you to achieve the business value you desire, for example:**
    - **lack of information to make purchase decision**
    - **lack of migration tools**
    - **maintenance is not concurrent**
    - **not able to integrate other products, etc.**
- **Plan is to use Consumability to prioritize customer requirements for simplification.**

Consumability Criteria

Addressing the user experience lifecycle

5 Market drivers, 13 Key Attributes & Library of 45 criteria
Attributes define user roles and activities within each market driver

1) Easy to do Business
- Identify product
- Evaluate capabilities
- Plan architecture

2) Establishes Positive First Use Experience
- Acquire and obtain product
- Install product
- Configure product
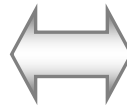- Operate product

3) Rapidly Integrates into Customer Environment
- Integrate with infrastructure
- Deploy into production
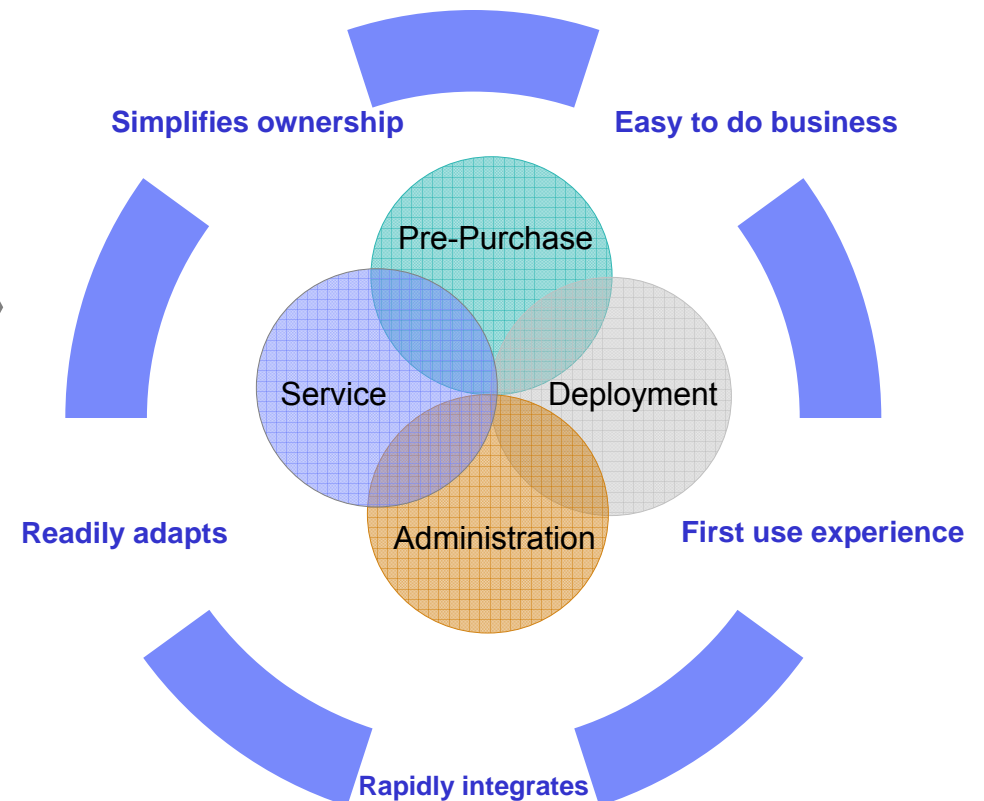
4) Readily Adapts to Customer Requirements
- Develop business solutions

5) Simplifies Ownership/Operations
- Manage problems
- Administer and maintain
- Fix and upgrade

User Experience Lifecycle

Simplifies ownership

Easy to do business

Pre-Purchase

Service

Deployment

Readily adapts

Administration

First use experience

Rapidly integrates

Consumability Criteria: Installation example

Ease of Installation for mainframes: **When I tried to install the product…**

Target based on user survey and goal.

Assessed level: z/OS Consumability User Survey

Level	General STG Criteria	z/OS Criteria Assumptions
5	I could use the pre-configured and pre-installed data sets provided with the product to easily complete the installation.	A global place to install and customize all IBM and ISV products (SMP/E) would be preferable.
4	I could use pre-installed data sets provided with the product without needing to use SMP/E. Configuration for these data sets to match my environment was simple.	Not possible to not use SMP/E
3	I could complete the installation within acceptable bounds of complexity and time using the product configurator (for example, ICAT)	z/OS does not have a product configurator
2	I found SMP samples which exploit the SMP apply/accept checks for fail-safe installation. This allowed me to reasonable complete the installation.	Want better post migration (ongoing normal Health checks) checks to see WHAT CHANGED (defaults, intended or unintended changes) with LE and other key z/OS parameters
1	I could install it successfully, but it was overly complex or time consuming, or I had to rely extensively on documentation during installation.	
0	I could not install it without external support or service, or defects exist that prevented installation success.	

Assumptions based on z/OS as an operating system product

IBM Systems

Enabling z/OS Consumability

- **Consumability metrics: organize around the end-to-end user perspective**
  - ► **Understand quality data we already have based on consumability criteria**
  - ► **Coordinate, track, and prioritize z/OS requirements based on tasks**

- **Establish targets**

- **Gap analysis**
  - ► **Establish baseline score for z/OS releases in field**
  - ► **Compare to targets, focus on high priority criteria**

- **Consumability Results**
  - ► **Design/develop for simplicity by focusing on gap areas discovered**
    - ● **Existing efforts stakeholder feedback, scenarios and user analysis**

z/OS Consumability Target Assessments

- **Internal target assessment - brand, marketing, development and user experience teams that helped set the internal targets**

- **Customer target assessments - a diverse set of customers provided input into customer targets**
  - ► **9 System Programmers, 3 IT Managers**
  - ► **7 large and 4 medium sized companies across 7 different industries**

- **Criteria ratings - 0 to 5 (levels of attainment are different for each criteria)**
  - ► **0 is the least consumable**
  - ► **5 being the most consumable**

- **Participants rated the importance of the criteria High, Medium or Low**

- **Assumptions reported for both internal and customer assessments**

- **Note: cannot quickly assess the consumability of a product by averaging the ratings**

Positive 1st Use Experience: Access to Operational Information (n=12)

B.04.g Access to operational information

Levels of attainment	
	When I looked for operational information (task outlines, procedures and FAQs) for this product, ...
0	I could not find relevant information.
1	I only found relevant information after contacting someone personally or in writing.
2	I found basic operational information on the ibm.com web site, but it was not complete enough to answer my questions.
3	I found complete, current information to answer my operational-related questions on ibm.com. or by using a search engine (such as Google or Yahoo).
4 ⊙	I found complete, current information on ibm.com, or by using a search engine. These search results also led me to additional resources that simplified using this product in my environment
5	I found complete, current information on ibm.com, or by using a search engine. Collaborative community features (such as tagging, ratings or reviews) helped me identify the most useful information quickly to operate this product in my environment effectively.

Importance: H

Internal Target: 4

Customer Target: 4

Customer Comments

▪ **The data found is scattered and not well organized on IBM.COM.**

▪ **With the volume of documentation I find the user groups are an invaluable resource to get specific questions answered.**

▪ **The CICS and MQ InfoCenters are extremely helpful. However, I was disappointed to learn the on-line bookshelves are not regularly updated with revisions, corrections, new info, etc.**

Internal Assumptions

Doesn't have to be IBM.COM

z/OS Consumability User Survey Assessments

- **User survey assessments - a diverse set of customers provided input into customer targets**
  - ► **48 customers to date**
  - ► **Roles: System Programmers and IT Managers**
  - ► **Diverse companies across 5 different industries**
- **Assumptions reported for customer assessments**
- **Special thanks to all customers here at SHARE who have participated in our consumability assessment to date**
- **Also looking to survey decision makers at your companies**

z/OS Consumability Summary – July 2010

Market Driver	Criteria	Customer Target	Customer Survey 1.8,1.9, 1.10, 1.11
Ease of doing business	Capacity planning	4	4
	Business value information available	4	4
	Support tools and materials	3	3
	Technical sales support	4	3
Positive 1st use experience	Package complete	3	3
	Ease of Installation of mainframes**	4	3
	Verified installation dependencies**	4	3
	Changing my configuration	4	3
	Skill and role appropriate tools and information	2	2
	Access to operational information**	4	3
	Integrated ordering and delivery	4	3
	Easy configuration	3	3
Rapid integration into customer environment	Non-disruptive operation**	4	3
	Failsafe deployment into production for mainframes**	4	3

■ Gap area

**** High Importance Criteria**

8/3/2010   IBM Systems

z/OS Consumability Summary – July 2010

Market Driver	Criteria	Customer Target	Customer Survey 1.8,1.9, 1.10, 1.11
Readily adapts to customer reqs	Materials to start immediately	3	3
	User interface ease of use**	4	3
Simplifies ownership and operation	Support response**	3	3
	PD and troubleshooting capabilities **	4	3
	Simplified security practices for mainframes**	3	3
	System state and progress information	4	4
	Simplified routine operations	3	3
	Verified update dependencies	4	4
	Non-disruptive fix packs	3	3
	Real time PTF identification and delivery for mainframes**	3	3
	Problem reporting**	3	2
	Realize business value of IT virtualization	4	3
	Ease of upgrade**	3	4
	Migration tools	3	3

■ Gap area   ▦ Exceeded Target

** High Importance Criteria

Criteria Rated High Importance

- **Positive first use experience**
  - ► Access to operational information
  - ► Ease of installation for mainframes
  - ► Verified installation dependencies

- **Rapid integration into customer environment**
  - ► Non-disruptive operation
  - ► Failsafe deployment into production

- **Readily adapts to customer environments**
  - ► User interface ease of use

- **Simplifies ownership and operation**
  - ► Support response
  - ► Problem reporting
  - ► Problem determination and troubleshooting
  - ► Simplified security practices for mainframes
  - ► Realtime PTF identification and delivery for mainframes
  - ► Ease of upgrade

8 Criteria of the 12 High Importance Criteria are Gap Areas

Access to Operational Information

B.04.g Access to operational information

Levels of attainment

	When I looked for operational information (task outlines, procedures and FAQs) for this product, ...
0	I could not find relevant information.
1	I only found relevant information after contacting someone personally or in writing.
2	I found basic operational information on the ibm.com web site, but it was not complete enough to answer my questions.
3	I found complete, current information to answer my operational-related questions on ibm.com. or by using a search engine (such as Google or Yahoo).
4	I found complete, current information on ibm.com, or by using a search engine. These search results also led me to additional resources that simplified using this product in my environment
5	I found complete, current information on ibm.com, or by using a search engine. Collaborative community features (such as tagging, ratings or reviews) helped me identify the most useful information quickly to operate this product in my environment effectively.

Importance: H

Customer Target: 4 ◎
Customer User Survey: 3 ➡

Customer Comments

▪ **The data found is scattered and not well organized on IBM.COM.**

▪ **The CICS and MQ Info Centers are extremely helpful. However, I was disappointed to learn the online bookshelves are not regularly updated with revisions, corrections, new info, etc.**

▪ **Google Search -- I often use Google to search IBM.COM using the keyword site:ibm.com.**

▪ **We use IBM z/OS BookManager, as well as documentation resources on ibm.com.**

▪ **IBMLink's ServiceLink and IBM Redbooks**

▪ **Went to SHARE to get migration training**

▪ **Disk Backups. I didn't see any information in product documentation telling me how to do this or even that I should do this.**

▪ **Operational info is seldom complete except for very simple situation. We have to implement the product in real life test to gather information for operator procedure and automation setup. Product never provides advise for automation rule setup. It would be nice if IBM would suggest automation practice similar to providing security setup info.**

Ease of Installation of Mainframes

B.02.l Ease of installation for mainframes

Levels of attainment

	When I tried to install this mainframe product, ...
0	I could not install it without external support or services, or defects exist that prevented installation success.
1	I could install it successfully, but it was overly complex or time-consuming, or I had to rely extensively on documentation during installation.
2	I found SMP samples which exploit the SMP apply/accept checks for fail-safe installation. This allowed me to reasonably complete the installation
3 ➤	I could complete the installation within acceptable bounds of complexity and time. using the product configurator (for example, ICAT)
4 ◎	I could use pre-installed datasets provided with the product without needing to use SMP. Configuration of these datasets to match my environment was simple.
5	I could use the pre-configured and pre-installed datasets provided with the product to easily complete the installation.

Importance: H

Customer Target: 4 ◎
Customer User Survey: 3 ➤

Customer Comments

- **Shop Z did not assemble my Server PAC order correctly. I had to reorder the Cobol Compiler and install it separately using CBPDO.**

- **A global place to install and customize all IBM and ISV products (SMP/E) would be preferable.**

- **As an experienced installer this isn't an issue.**

- **You need to use and adhere very closely to the installing ServerPac guide**

- *** Want an easy to use out of the box GUI install**

- *** Want better post migration (ongoing normal Health checks) checks to see WHAT CHANGED (defaults, intended or unintended) changes with LE and other key z/OS parameters".**

- **Confusion caused by new features starting unknown tasks.**

* Duplicate comment.

Verified Installation Dependencies

B.02.i Verified installation dependencies	
Levels of attainment	
	When I tried to determine dependencies (prerequisites) when installing the product, ...
0	I was not given any guidance about dependencies. I was only informed when something failed.
1	I was told at the beginning of the installation that dependencies were missing, but given no further guidance.
2	the installation program or documentation identified generic dependencies and explained how to acquire them, but I had to get them myself.
3 ➡	the installation program or documentation identified some dependencies and made it easy for me to acquire them, but I had to find dependencies that were specific to my configuration.
4 ◎	the installation program identified and optionally acquired the dependencies required for my configuration so that I could install them manually.
5	all dependencies were discovered, with the options of acquiring or installing them automatically.
Importance: H	

Customer Target: 4 ◎
Customer User Survey: 3 ➡

Customer Comments

▪ **Better documentation**

▪ **Prerequisite maintenance is identified but I had to obtain them independently.**

▪ **The difficulty with z/OS is always our suite of third party software products.**

Non-disruptive Operation

C.01.j Nondisruptive operation

Levels of attainment	
	After installing this product into my environment, …
0	It made parts or all of my environment unusable.
1	It adversely affected the availability of my environment (by causing a system crash or data loss, requiring reinstallation of other products or existing components, for example).
2	It had a negative but recoverable impacts on my environment (productivity was hindered but no system reset, initial program load, or data recovery was required).
3 ➡	It could be used immediately without adversely affecting my environment or the overall user experience, but no attempts to adapt to my environment were made.
4 ◎	There were no adverse effects on my environment, and configuration options to adapt to my environment and/or other system software were recommended
5	It dynamically configured itself to my environment without adversely affecting it.

Importance: H

Customer Target: 4 ◎
Customer User Survey: 3 ➡

Customer Comments

▪Toleration maintenance had to be applied before the new system could IPL.

▪ Typically our installation process provides an easy back out when problems arise.

▪ 4 Would be ideal; 3 would be tolerable.

▪ More consistent customized PARMLIB members from ServerPac. For example, the PROG00 member of CPAC.PARMLIB lists all data sets that need to be Authorized (APF), but are listed in consistent order from release to release so merging into my running environment is very much a manual task.

▪ Local Customization.

▪ Some OEM product updates were required, but not present at the time

Failsafe Deployment into Production for Mainframes

C.02.g Failsafe deployment into production for mainframes

Levels of attainment

	If a failure occurred during my deployment of this mainframe product into a production environment, ...
0	I was not able to return my systems to their original state.
1	I needed assistance from external support or services experts to return my systems to their original state.
2	Significant manual steps were required to return my systems to their original state, but these steps are documented and could be completed without external assistance.
3 ➡	I was able to return my systems to their original state after completing at least two manual steps which are known and well documented (for example, SMPE standard deployment practices).
4 ◎	I had to perform no more than one manual step to return my systems to their original state.
5	My systems were returned to their original state automatically.

Importance: H

Customer Target: 4 ◎
Customer User Survey: 3 ➡

Customer Comments

- **Toleration maintenance had to be applied before the new system could IPL.**

- **Typically our installation process involves an because our process then provides an easy back out of problems arise.**

- **4 would be ideal; 3 would be tolerable.**

User Interface Ease of Use

D.01.m User interface ease of use

Levels of attainment

	When I used the product to accomplish my work, ...
0	The user interface was unusable.
1	The user interface was overly complex; it took significant effort to learn how to use it at all.
2	The user interface was occasionally complex and it took some effort to learn how to use it effectively.
3 ➡	The user inteface was easy to learn and use, but could not be customized to meet my needs.
4 ◎	The user interface was easy to learn and use. In some cases, the interface could be customized to meet my needs.
5	The user interface was easy to learn and use. It was among the easiest I have ever used for comparable products and could be fully customized to meet my needs.

Importance: H

Customer Target: 4 ◎
Customer User Survey: 3 ➡

Customer Comments

▪ **My experience with the product is high, and I had no difficulties.**

▪ **User interface panels expects user to remember all keywords and functions are not intuitive. No drop down HELP panel practice**

▪ **JCL, for example, rarely tells you when coded parameters are ignored. REGION on JOB overrides REGION on EXEC but there's no Verbose or Diagnostic option to ask the system to explain this situation to the user.**

▪ **z/OS should ship with a native, entitled with the base product, web user interface.**

Support Response

E.01.e Support response	
Levels of attainment	
	At times when I contacted support staff with a problem, ...
0	it was a fruitless endeavor; nothing was ever solved.
1	it was usually a lengthy process, many problems were never solved or even identified, even after several submissions of data.
2	they could identify most of my problems, but only some problems were ever solved, even with additional information
3	they could solve most of my problems in a reasonable amount of time; sometimes I needed to supply additional information.
4	they could solve most of my problems in a reasonable amount of time with no additional information required.
5	they could immediately identify the source and cause of my problem and solve my issue. No follow up or response was required.

Importance: H

Customer Target: 3 ◎
Customer User Survey: 3 ➡

Customer Comments

- **SVC dumps and logrec files are almost always required for problem analysis and resolution.**

- **I believe 3 is acceptable, as sometimes additional information is required.**

- **At least once a month. ServiceLink Q&A support response is much slower than DEFECTs response**

- **Hundreds for z/OS over the years**

- **Over the years, on average, twice a month.**

- **We would do this almost daily.**

Problem Reporting

E.01.i Problem reporting

Levels of attainment

	When I had to report a problem, I found that ...
0	There was no easy mechanism to report problems. Even finding a way to call the service provider was complex.
1	I had to directly call the service provider and the contact information was readily available.
2	There are multiple ways to contact the service provider to report a problem (such as sending e-mail or going to a Web page). Call-home capability is present only after installation is complete, and reports minimal information.
3	There are multiple ways to contact the service provider to report a problem (such as e-mail, Web, live chat). The solution provides access to error data to provide during problem reporting.
4	The solution collects and automaticaly packages error information so that it is ready to send when reporting a problem. Finding and sending that information was easy.
5	The solution automatically sends problem report to the service provider. The coordination for repair or fix is easy and appropriate.

Importance: H

Customer Target: 3 ◎
Customer User Survey: 2 ➡

Customer Comments

▪ **Automation of this process would be desired if only first occurrence is detectable.**

▪ **I prefer to do the calling and discuss the resolution. I'm not a big fan of magically installed fixes that I have no idea what they might end up doing for or to me.**

▪ **I generally do not do problem reporting; this is left to senior members of my team.**

▪ **Phone support is fine, but a direct line to support without several automated levels of answering machine would help.**

PD and Troubleshooting Capabilities

E.01.f Problem determination and troubleshooting capabilities

Levels of attainment	
	When I had problems using this product, ...
0	I did not find built-in capability for diagnosing or resolving them (such as data capture, messages, or logs).
1	The product provided diagnostic information, including messages and logs, but they did not help me diagnose or resolve my problems.
2	The product provided diagnostic information that helped me understand my problems but not solve them.
3 ➡	The product provided easy to use tools and diagnostic information that identified the probable cause and possible solutions. I found this information easily.
4 ◎	The product provided easy to use tools and diagnostic information that was specific to the problem situation and offered clear resolution strategies. I found this information easily.
5	The product provided features that allowed me to avoid problems altogether (such as health indicators, policies, rules, spam filters).

Importance: H

Customer Target: 4 ◎
Customer User Survey: 3 ➡

Customer Comments

▪ **These choices are far too optimistic.**

▪ **This is pretty broad. Some components I would rate as 5, others as 1-2 (especially the ported ones that run under USS).**

▪ **This is an area in which I've struggled, particularly as someone with much less experience than my peers.**

▪ **Performance problem is difficult to resolve and product don't provide hints to link problem to product parameter adjustment for improvement**

▪ **Fixes from IBM were required.**

▪ **Sometimes the problem could be resolved internally, but IBMLINK support was often needed.**

▪ **error messages coming from TSO at logoff - the error message itself was enough to lead to the solution**

Simplified Security Practices for Mainframes

E.02.j Simplified security practices for mainframes

Levels of attainment	
	When working with the security features of this mainframe product to control user access and authentication (RACF, ACF/2, TopSecret), ...
0	I found independent security mechanisms that have not been coordinated with one another, or with other systems in my environment.
1	I was able to follow documentation to enable a consistent set of security features for this product, but they did not connect to similar features of any other products in my environment.
2	I was able to follow documentation or use provided tools to enable and connect the security features of this product to others like it in my environment.
3	I was able to use tools or wizards to plug for administration of recommended security practices across products.
4	I found that they could be connected into a common security framework across my environment.
5	I found that they fit directly and easily into the security framework I wanted to use to administer security at the platform level.

Importance: H

Customer Target: 3 ◎
Customer User Survey: 3 ➡

Customer Comments

- **Security is a major part of the organization and as a result we have people dedicated to this task so this isn't really a function I need to perform.**

- **Security is managed by another team.**

Real time PTF Identification and Delivery for Mainframes

E.03.m Real-time PTF identification and delivery for mainframes

Levels of attainment

	When PTFs became available for this mainframe product, ...
0	I could not find any information about them.
1	information about current and critical PTFs was provided, but difficult to find.
2	I easily found information about current and critical PTFs.
3	I was notified promptly of product-level current and critical PTFs.
4	Current and critical PTFs were automatically shipped to me.
5	Current and critical PTFs were automatically shipped to meand they were installed for me automatically if I chose.

Importance: H

Customer Target: 3 🎯
Customer User Survey: 3 ➡

Customer Comments

- **We set up a process whereby we get PTFS daily. We check periodically (weekly) and apply those we decide are relevant.**

- **High priority - email; low priority - RSU monthly**

- **Current Red Alerts are adequate. And a periodic (one a month) pull of all PTFs usually works for us.**

- **It would be nice to have HIPER PTFs shipped automagically.**

- **SMP/E receive from network is good enough for me.**

- **It would be nice if HIPER maintenance for our environment were automagically shipped to us. However, we do have a daily job which pulls that maintenance so, beyond the initial setup, the acquisition process isn't painful.**

Ease of Upgrade

E.13.j Ease of upgrade

Levels of attainment

	When I tried to upgrade to new versions of the product, ...
0	I was not able to upgrade the product successfully.
1	I was not able to upgrade the product without external assistance.
2	I was able to upgrade without external assistance, but it took too long or was overly difficult and had an impact on my ongoing operations.
3 ◉	I was able to upgrade without external assistance, within a reasonable amount of time, and with minimal difficulty. The upgrade required some impact on ongoing operations (such as a system reboot, system reset or reconfiguration)
4 ➤	I was able to upgrade without external assistance, within a reasonable amount of time, and with minimal difficulty. There was no impact to ongoing operations but changes to system configuration or user data were required.
5	I was able to complete an upgrade of this product easily without disrupting ongoing operations. No changes to system configuration or user data were required.

Importance: H

Customer Target: 3 ◉
Customer User Survey: 4 ➤

Customer Comments

- **Generally product upgrades are straightforward. Certainly with IBM products we haven't had issues going from release to release.**
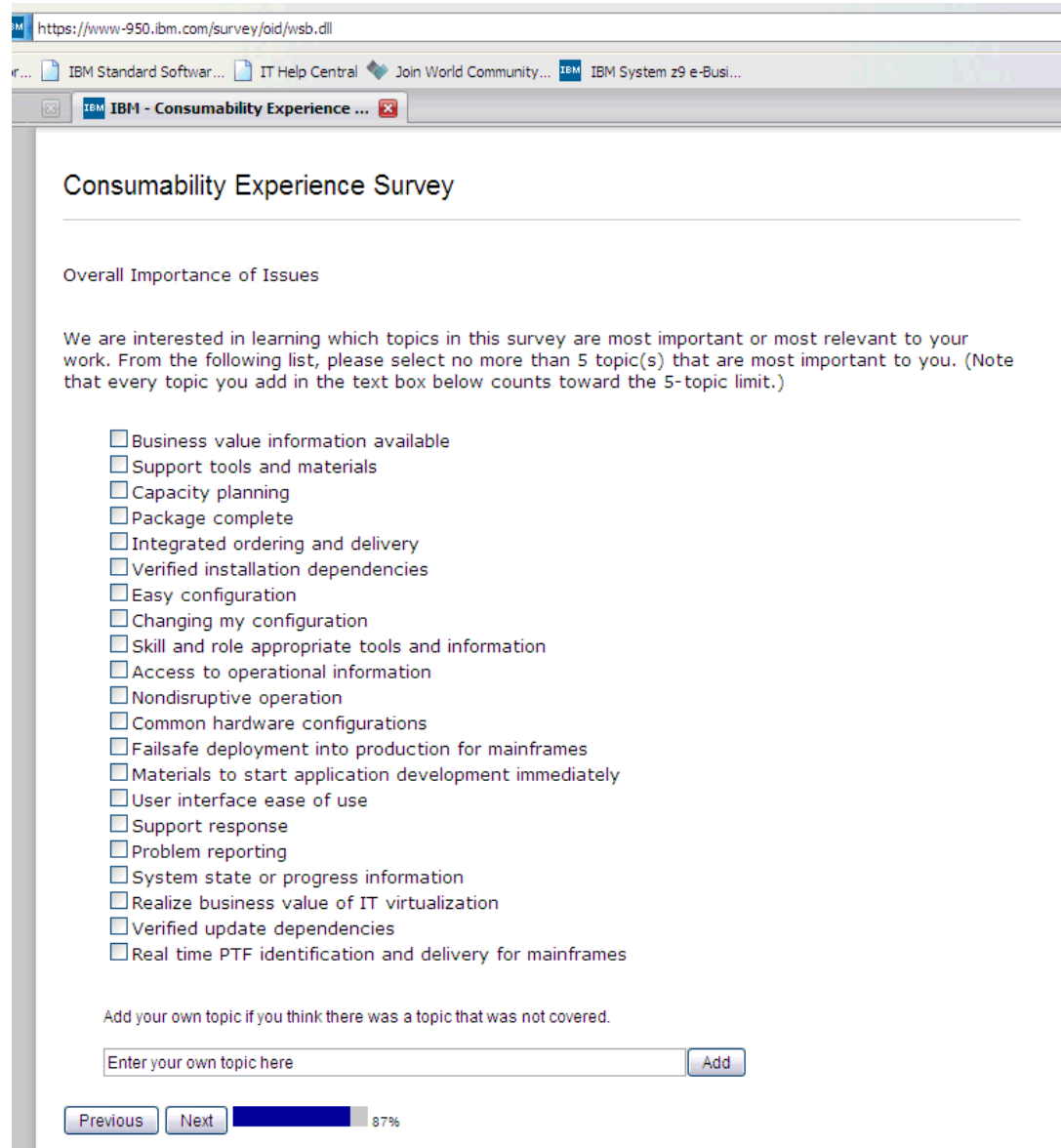
Call for Your Participation: Consumability Assessment

- **Consumability Experience Survey available**
  - ► **Paper survey you can take here at SHARE (~10 - 15 mins)**
  - ► **On-line survey (~30 mins):**
    https://www.ibm.com/survey/oid/wsb.dll/studies/consumabilitywebform.htm?product=2&icode=SHARE&brand=8&crit=18dc8dcfa3a35c@55&group=stg
  - ► **Signup today or drop off your business card for an email invitation**
- **Assess the z/OS release and criteria that you work on**
- **Ability to rate your High Important Issues (**see next slide**)**
- **Your input is important and will make a difference in helping us to prioritize your simplification requirements**

Rate Your High Importance Issues

Online survey:

- **A summary of the criteria you responded to will allow you to rate them as most important.**

- **You can also add your own topics.**

Rolling out Consumabilty for System z

- **System z has significantly invested in simplification and consumability**

- **Focus on stakeholder feedback**

- **Continue persona/scenario evaluation and gap analysis**

- **Focus on early customer involvement; has the biggest benefit and value**

- **Continued z/OS Consumability Assessment**
  - ► **Consumability User Survey will be ongoing and data will be gathered quarterly**

- **Thank you for your participation!**

Mainframe Simplification Presentations at SHARE

- **z/OSMF 1.12 Implementation and Configuration, Wed 11:00 AM**

- **z/OSMF Roundtable Discussion Wed, 12:15 PM-1:30 PM**

- **z/OS Problem Determination Update: z/OSMF Incident Log, Runtime Diagnostics, PFA, and New Technologies, Wed 3:00 PM**

- **Migrating to z/OS 1.12, Wed 3:00 PM**

- **Roundtable: Shaping the Future of z/OS System Programmer Tasks Discussion, Wed 6:00 PM**

Thank You