



Improve Service Levels with Enhanced Data Analysis

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February 7, 2013 Session Number 12791





Agenda



- Why do we need IBM zAware?
- What is IBM zAware?
- IBM zAware complements your existing environment
- IBM zAware and Tivoli
 - Event Management
 - Automation
 - Problem Determination and MTTR
 - Traditional Performance Monitoring
 - Monitoring the IBM zAware environment



Excerpt from the IBM EC12 Announce letter



IBM zAware: With IBM zEnterprise EC12 (zEC12), IBM introduces a new technology, IBM zAware, based on machine learning developed by IBM Research. IBM zAware is designed to use near real-time continuous learning algorithms, providing a diagnostics capability intended to help you quickly pinpoint problems, which in turn, can help you to more rapidly address service disruptions. IBM zAware uses analytics to intelligently examine z/OS messages to find unusual patterns, inconsistencies, and variations.

Large z/OS operating system environments can sometimes generate more than 25 million messages per day. This can make manual analysis time-consuming and error-prone when exceptional problems occur. IBM zAware uses machine learning to help your organization gain visibility into system behavior, helping you to optimize service, respond to problems quicker, and increase availability.

IBM plans to provide **new capability within the Tivoli Integrated Service Management family of products** designed to leverage analytics information from IBM zAware, and to provide alert and event notification.



Difficult to diagnose Sometimes finding

- Sometimes finding the system in error is a challenge
- Volume of data is not humanly consumable, especially when seconds count
- Need information and insight

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• Errors can occur anywhere in a complex system

- Some problems are particularly...
- Difficult to detect
 - Several allowable anomalies can build up over time
 - Symptoms / problems can manifest for hours or days
 - Problem can grow, cascade, snowball

IBM zAware ...

Systems are more complex and more integrated than ever



What is IBM zAware?

GUI

Control IBM zAware-

specific knobs via

View

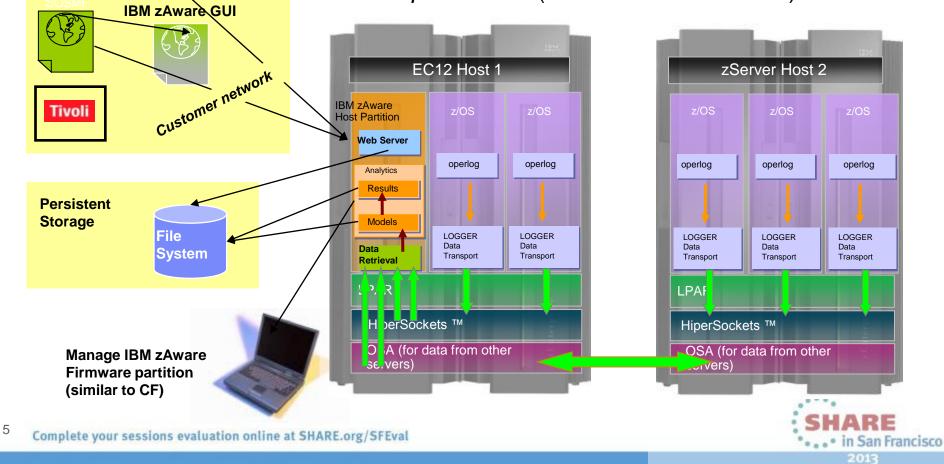
results

IBM zAware



- z/OS Log Analytics Analysis of z/OS operlog
- Firmware appliance that runs 'out of band' (not on z/OS)
- Training period determines 'normal' message flow, volumes, etc.
- · Surfaces anomalies to help detect 'soft failures'

<u>IBM zAware</u> is a priced feature being offered with *IBM zEnterprise EC12* (Available on 9/19/2012)



IBM zAware - Identifies unusual system behavior



IBM zAware contains sophisticated analytics, applies IBM insight, and <u>machine learning</u> to understand your unique system

| Monitoring | Detection | Frequency | Reporting |
|---|---|--|---|
| Supports IBM and non- IBM middleware and applications Monitors OPERLOG in a sysplex or monoplex Assigns a message anomaly score to help identify potential issues | Detects anomalies other solutions might miss Can find the rare or infrequent message Can detect an unusual number of normal messages Can detect messages issued out of context | Samples every 2 minutes 10-minute interval Uses 90-day rolling baseline; a utility provided to populate baseline; flexibility provided History kept for 2 years (default) | Near real-time analysis Intuitive reporting – both high level and drill down Color-coded browser display XML output can feed ISVs or processes Tivoli provides event notifications and integration with service management capabilities |
| | | Analysis Devices (Strange Bounds) | N/201 |



zEnterprise

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How can IBM zAware Improve Problem Determination?



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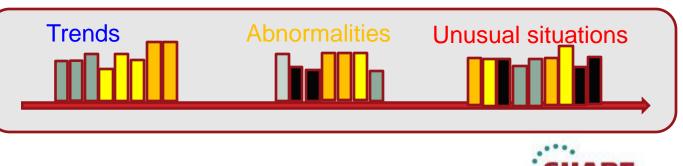
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- Identify messages indicating a possible z/OS incident is happening
 - Which image is behaving abnormally?
 - Examines unique messages
 - High score generated by
 - unusual messages or message patterns
 - When did this unusual behavior start?
 - For a selected 10 minute interval either the current 10 minute interval or past intervals
 - Which message ids are unusual?
 - How often did the message occur?
 - When did the message start to occur?
 - Were similar messages issued in the past?
 - Similar characteristics, Same pattern?

- After a change has been made
 - Are unusual messages being issued following changes ?
 - New software levels (operating system, middleware, applications)
 - Updated system settings / system configurations
- When diagnosing the cause of an intermittent problem
 - Are new unusual messages being issued in advance of the problem?
 - Are more messages issued then expected?
 - Are messages issued out of normal pattern or context?

Vertical bar shows the number of unique messages in a 10 minute interval Scoring of messages color coded from common (blue) to rare (orange)

Finds Anomalies that would be Hard to Detect

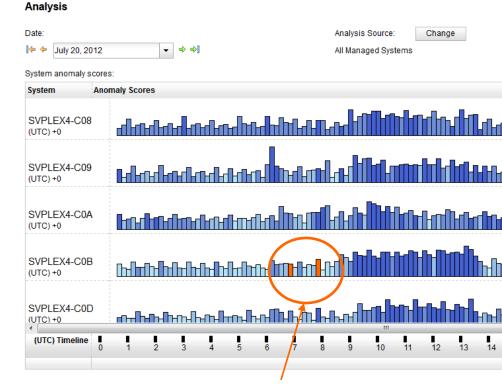


IBM zAware – User Interface



IBM System z Advanced Workload Analysis Reporter

- Monitors z/OS OPERLOG including all messages written to z/OS console, including ISV and application generated messages
- Detects things typical monitoring systems miss due to:
 - Message suppression (message may be too common)
 - Useful for long-term health issues
 - Uniqueness (message not common enough)
 - Useful for real-time event diagnostics
- Color-coded, easy-to-use web browser GUI
- XML Output can feed other products



Ability to drill down for details on anomalies



Sample Output - Interval View



Drill down to see JES2 resource shortage

Interval View for System CB88

Actions -

| Date: | | | | | |
|-----------|---------------------|---|---|----|--|
| • ቀ | July 1, 2012 | - | ⇔ | ⇒] | |
| Time inte | erval (local time): | | | | |
| ● ቀ | 04:00 AM 04:10 AM | | ⇔ | ⇒] | |

Analysis Source: All Managed Systems Interval anomaly score: 99.7

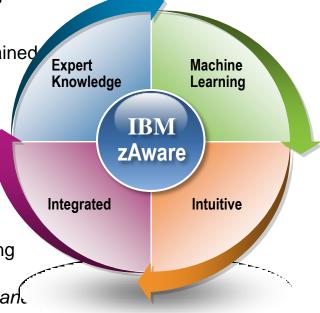
| ▼1 Anomaly Score | Interval V2 Contribution Score | Message Context | Rules Status | Appearance Count | Time Line | Message ID | Message Example | Rarity Score | Component | Cluster ID |
|------------------------|--------------------------------------|-----------------|--------------|---------------------|-----------|----------------|---|--------------|-----------|------------|
| 1 | 0.226 | new | None | 1 | | EYUXS1004W | M88CM88 Interval Timing queue element shortage detected | 101 | EYUXS | -1 |
| 1 | 0.226 | new | None | 1 | | EYUXS1005I | M88CM88 Interval Timing queue element shortage relieved | 101 | EYUXS | -1 |
| 1 | 0 | in_context | IMPORTANT | 16 | | HASP050 | JE S2 RESOURCE SHORTAGE OF TGS - 100% UTILIZATION REACHED | 50 | HASP | 102 |
| 0.999 | 10.974 | unclustered | None | 57 | | <u>IEE0431</u> | A SYSTEM LOG DATA SET HAS BEEN QUEUED TO SYSOUT CLASS M | 2 | IEE | -1 |
| 0.998 | 6.706 | unclustered | None | 7 | | EYUCL0016I | M88CM88 Send Link Task terminated for MRO Network connection with CMAS M8ACM8A. | 74 | EYUCL | -1 |
| 0.998 | 6.519 | unclustered | None | 4989 | | <u>ITP136I</u> | ADSWCB G2APA001 G2LUA001-1 LU IS NOW INACTIVE 00.02.50.86 | 27 | ITP | -1 |
| 0.987 | 4.427 | unclustered | None | 40 | | <u>IEC0701</u> | 209-220,NETVIEW,NETVIEW,DSILOGS,683C,NE | 12 | IEC | -1 |



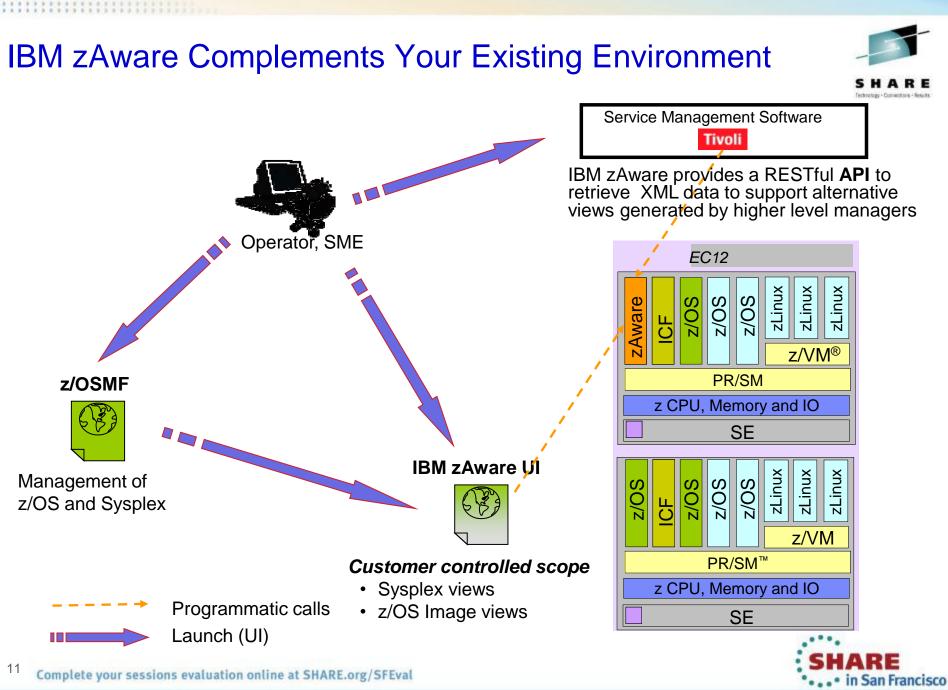
IBM zAware Operating Requirements

- zEC12 to host IBM zAware Server
 - IBM zAware requires it's own LPAR and runs it's own self-contained firmware stack.
 - This will reduce the number of LPARs available for customer use
 - IBM zAware processor resources can be IFL or General Purpose CP
 - Memory and DASD resources are dependent on the number of monitored clients, amount of message traffic, length of time data retained
 - Memory Min 6GB + 256 MB
 - DASD ~ 500GB (ECKD or FC)
 - Network: HiperSockets or OSA ports for both gathering of instrumentation data, and outbound alerting/communications
 - Need dedicated IP address for partition
- zAware Monitored Clients
 - IBM zAware monitored clients can be on any System z Server running z/OS 1.13 + PTFs
 - IBM zEnterprise 196 (z196), IBM zEnterprise 114 (z114), etc., and can share log files via IP network with IBM zAware server
- 90 days historical syslog or OPERLOG data to initially prime IBM zAware









IBM zAware and Tivoli Service Management - A powerful Combination



Get the more from the zAware feature by **integrating** with **Tivoli Service Management.** Tivoli will utilize the zAware API to integrate log analysis with existing service management capabilities.

- Provide visibility into IBM zAware anomalies via Event Management
- Improve MTTR through integration with existing problem determination and performance monitoring tools
- Identify system errors and eliminate subsequent occurrences thru automation and more sophisticated analysis

IBM zAware is <u>NOT</u> a replacement for traditional performance and availability monitoring tools. It's just the opposite. When used in conjunction with existing service management tools, it can provide a VERY powerful combination to help achieve 24/7 uptime, improve MTTR when problems occur and help avoid subsequent problems.



Service Management – Value-Add with NetView



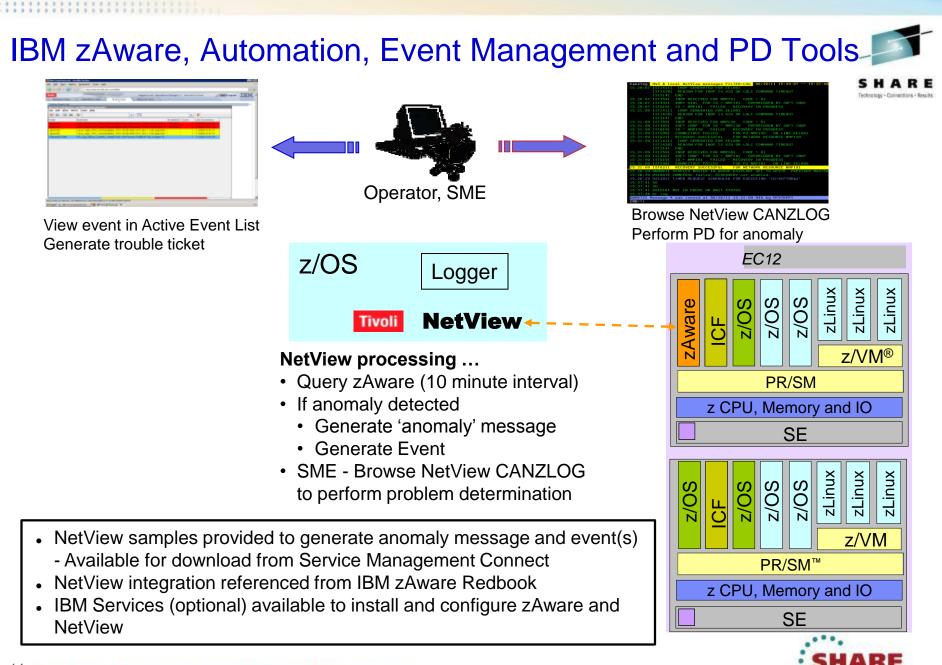
Why incorporate insights from zAware with NetView?

NetView already provides a complete set of Service Management functions to enable customers to surface Events, perform Problem Determination, reduce Mean Time to Recovery and automate.

- Network Availability (SNA, TCP/IP, FTP, OSA, EE/HPR, etc)
- Automation (Messages, EIF Events, SNMP Traps, etc)
- HA/DR (SA, GDPS, Active/Active, etc)
- REXX and High-Level Language support
- Problem Determination tools (Command Support, IP Trace, CANZLOG, etc)

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NetView for z/OS: Expanded Log Browse



CANZLOG = Consolidated Audit, NetView and z/OS Log

| Netlog | Canzlog MVS & local NetView messages FILTER=LOG 06/26/11 15:20:07 15:37:48 15:20:07 IST1411I INOP GENERATED FOR EEL001 |
|---------|---|
| | IST1430I REASON FOR INOP IS XID OR LDLC COMMAND TIMEOUT IST314I END 15:20:07 IST259I INOP RECEIVED FOR NMP181 CODE = 01 |
| | 15:20:07 IST493I VARY DIAL FOR ID = NMP181 OVERRIDDEN BY SOFT INOP 15:20:07 IST619I ID = NMP181 FAILED - RECOVERY IN PROGRESS |
| | 15:21:09 IST1411I INOP GENERATED FOR EEL002 IST1430I REASON FOR INOP IS XID OR LDLC COMMAND TIMEOUT IST314I END |
| Syslog | 15:21:09 IST259I INOP RECEIVED FOR NMP130 CODE = 01 15:21:09 IST493I SOFT INOP FOR ID = NMP130 OVERRIDDEN BY SOFT INOP |
| | 15:21:09 IST619I ID = NMP130 FAILED - RECOVERY IN PROGRESS 15:21:09 IST590I CONNECTOUT FAILED FOR PU NMP130 ON LINE EEL002 15:21:09 IST621I RECOVERY SUCCESSFUL FOR NETWORK RESOURCE NMP130 |
| | 15:21:09 IST1411I INOP GENERATED FOR EEL000 IST1430I REASON FOR INOP IS XID OR LDLC COMMAND TIMEOUT IST314I END |
| | 15:21:09 IST259I INOP RECEIVED FOR NMP181 CODE = 01 15:21:09 IST493I SOFT INOP FOR ID = NMP181 OVERRIDDEN BY SOFT INOP |
| Joblogs | 15:21:09 IST619I ID = NMP181 FAILED - RECOVERY IN PROGRESS 15:21:09 IST590I CONNECTOUT FAILED FOR PU NMP181 ON LINE EEL000 15:21:09 IST621I RECOVERY SUCCESSFUL FOR NETWORK RESOURCE NMP181 |
| | 15:26:29 BNH067I SYSPLEX MASTER IN GROUP DSIPLX01 SET TO NTV7E. PREVIOUS MASTER 15:26:29 DSI047E CNMEERSC failed: DISCOVERY not enabled. |
| | 15:26:29 DSI201I TIMER REQUEST SCHEDULED FOR EXECUTION 'ID=XCFTMR\$2' 15:37:41 GO 15:37:41 GO |
| | 15:37:41 DSI016I NOT IN PAUSE OR WAIT STATUS 15:37:48 br log DW0672I Message * was issued at 06/26/11 15:21:09.845 by NTV7EPPT |
| | CMD==> |



NetView CANZLOG – Browse in zAware context

- Browse NetView CANZLOG in context of zAware anomaly
- Set filter and timeframe to view related messages in CANZLOG (consolidated log)
- Perform problem determination in context of timeframe of the anomaly

Set appropriate filters?

Launch to proper Timeframe

Reduce MTTR

| 16:50:04 ZAI0001I Interval Results. System : UTCPLXSB-SP0 Interval: 2012-09-25T09:30:00.0002 Anomaly : 72.0 Anomaly Message Count Cluster Contribution Rarity 0.997000 CSQE008I 0.987000 CSQX209E 0.987000 CSQX501I 0.987000 CSQX501I 0.9959000 FPEV0511I 1 UNCLUSTERED 3.217 26.0 0.939000 FPEV0511I 1 UNCLUSTERED 2.809 39.0 |
|--|
| Interval: 2012-09-25T09:30:00.000Z Anomaly: 72.0 Anomaly Message Count Cluster Contribution Rarity 0.997000 CSQE008I 6 UNCLUSTERED 6.425 76.0 0.987000 CSQX209E 2 UNCLUSTERED 4.452 50.0 0.987000 CSQX501I 6 UNCLUSTERED 4.419 38.0 0.959000 CSQX191I 1 UNCLUSTERED 3.217 26.0 0.939000 FPEV0511I 1 UNCLUSTERED 2.809 39.0 |
| Anomaly : 72.0 Anomaly Message Count Cluster Contribution Rarity 0.997000 CSQE008I 6 UNCLUSTERED 6.425 76.0 0.987000 CSQX209E 2 UNCLUSTERED 4.452 50.0 0.987000 CSQX501I 6 UNCLUSTERED 4.419 38.0 0.959000 CSQX191I 1 UNCLUSTERED 3.217 26.0 0.939000 FPEV0511I 1 UNCLUSTERED 2.809 39.0 |
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| 0.997000CSQE008I6UNCLUSTERED6.42576.00.987000CSQX209E2UNCLUSTERED4.45250.00.987000CSQX501I6UNCLUSTERED4.41938.00.959000CSQX191I1UNCLUSTERED3.21726.00.939000FPEV0511I1UNCLUSTERED2.80939.0 |
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| 0.959000 CSQX191I 1 UNCLUSTERED 3.217 26.0 0.939000 FPEV0511I 1 UNCLUSTERED 2.809 39.0 |
| |
| |
| 0.939000 IEC070I 52 UNCLUSTERED 2.808 16.0 |
| 0.929000 CSQX202E 2 UNCLUSTERED 2.664 28.0 |
| 0.888000 DFS2864I 28 UNCLUSTERED 2.199 8.0 |
| 0.878000 CSQX004I 1 UNCLUSTERED 2.107 28.0 |
| 0.807000 IGD104I 1 UNCLUSTERED 1.648 12.0 |
| 0.795000 CNZ4100I 1 UNCLUSTERED 1.588 20.0 |
| 0.770000 IEF237I 1 UNCLUSTERED 1.473 3.0 |
| 0.767000 A0F313I 5 UNCLUSTERED 1.458 2.0 |
| END OF DATA |
| 16:50:04 ZAIGET - Starting |
| TO SEE YOUR KEY SETTINGS, ENTER 'DISPFK' |
| CMD==> |



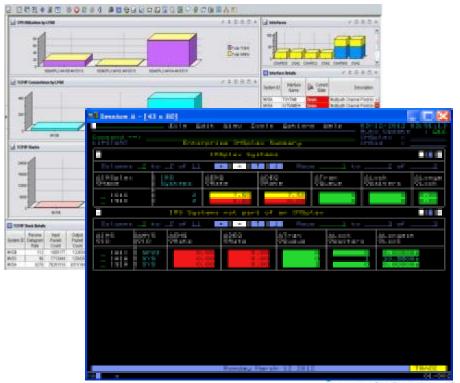
Service Management – Value Add with OMEGAMON

Why incorporate insights from zAware with OMEGAMON?

OMEGAMON already provides a complete set of Performance Monitoring capabilities for z/OS, z/OS middleware, applications, etc.

- Pro-Active Performance Monitoring (z/OS, CICS, IMS, DB2, Mainframe Networks, Storage, etc)
- Generate EIF Events (OMNIbus, etc)
- Automation

| Status | Situation Name | Display Item | Source | Impact |
|-----------|------------------------------|--------------|---------------------------|----------------------|
| A Problem | Linux Packets_Error | | sles90941Z | Network |
| Problem | Linux_RPC_Bad_Calls | | sles9094:LZ | Network |
| Problem | Linux_Process_High_Cpu | | sles9094 LZ | Process |
| Problem | Linux_Packets_Error | | sles9096:LZ | Linux for zSeries Ne |
| Problem | Linux_RPC_Bad_Calls | | sles9096.LZ | Linux for zSeries Ne |
| Problem | Linux_Process_High_Cpu | | sles9096.LZ | Process |
| 💩 Open | NT_Log_Space_Low | Security | Primary:HQDNT2:NT | System |
| 🛆 Open | NT_Log_Space_Low | Application | Primary:H0DNT2:NT | System |
| 🛆 Open | IMS_MQ_Connection_Status | | IMSA:MVSA:IMS | IMS MQSeries Statu |
| 🛆 Open | IMS_MQ_Connection_Status | | IMST:MVSA:IMS | MS MQSeries Statu |
| 🛆 Open | N3T_CPU_Pct_Warning | | TCPIP:MVSA | Address Space |
| 👌 Open | KHL_AddressSpace_Waiting | | DEMOPLICMVSA:AVAILABILITY | Address Space Dat |
| Problem | Linux_High_Packet_Collisions | | sles9094:LZ | Network |
| Problem | Linux_Process_stopped | | sles9094:LZ | Process |
| Problem | Linux_System_Thrashing | | sles9094:LZ | System Information |
| Problem | Linux_High_Packet_Collisions | | sles9096:LZ | Linux for zSeries Ne |
| Problem | Linux_Process_stopped | | sles9096:LZ | Process |
| Problem | Linux_System_Thrashing | | sles9096:LZ | System Information |
| Open | N3T_Conn_Rnd_Trip_Time | | TCPIP:MVSA | Connections |
| Open | MQSeries_MQ_Channel_Stopped | | WMQA:MVSA:MQESA | MQSeries Events |
| Open | DNET556_Disk_High_RespTime | | CXEGA01:MVSA:STORAGE | Ta Storage Subsystem |
| D Open | KHL_High_Severity_Check | | DEMOPLICMVSA/HEALTHCHECK | Health Monitor Chec |

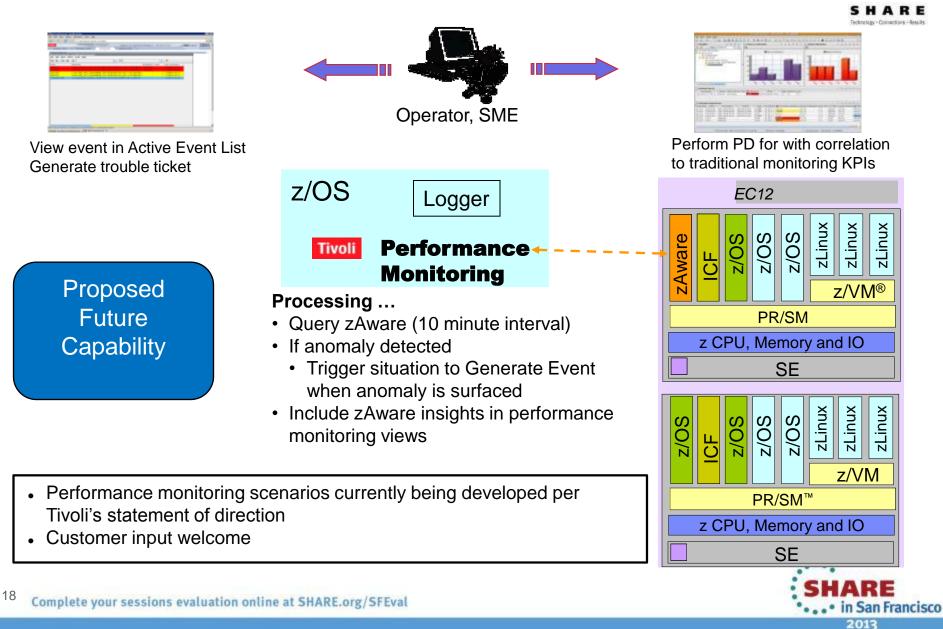




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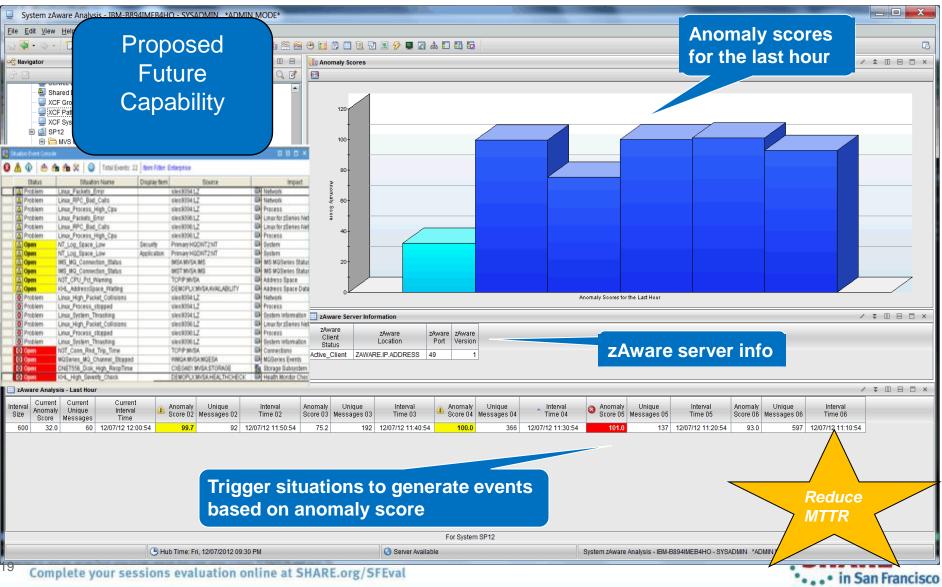
IBM zAware, Event Management & Traditional Performance Monitoring





Performance monitoring view including IBM zAware anomalies





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Monitor the Components of the IBM zAware environment

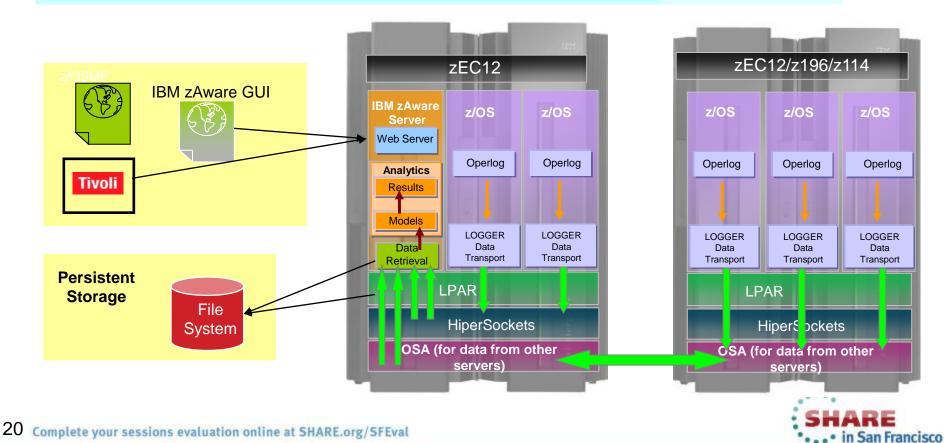


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Tivoli Performance Monitoring

- IBM zAware Server
- Network (HiperSockets & OSA)
- z/OS Logger
- Storage





IXGLOGR Address Space Details



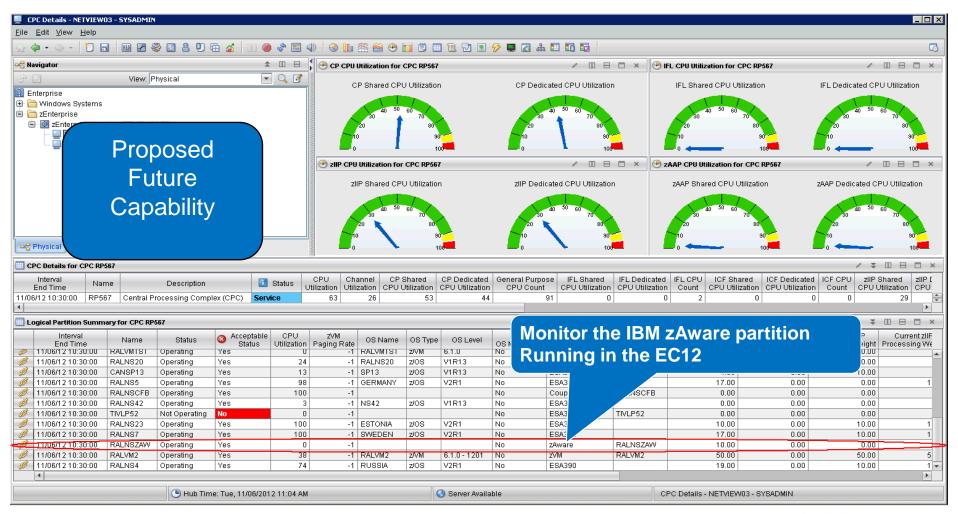
| Address Space Details for Job - IBM-2JMI2GHI095 - SYS | ADMIN *ADMIN MODE* | |
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| Health Checks LPAR Clusters Operator Alerts Page Dataset Activity Real Storage System CPU Utilization System Paging Activity Tape Drives | Monitor the health of the Logger Address space | |
| Physical | ZIIP on CP Percent | |
| Address Space Details | × = Address Space Real Storage | / ¥ 🗆 🖯 🛪 |
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| | | <u> </u> |
| Hub Time: Mon, 12/10/2012 02:03 PM | O Server Available Address Space Details for Job - IBM-2JMI2GHIO95 - SYSADMIN * | ADMIN MODE* |



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zEnterprise Ensemble Summary workspace







IBM zAware Share Presentations



Session # 13063: IBM zAware - Using Analytics to Improve System z Availability Speaker: Garth Godfrey

Session # 13066: Setting up IBM zAware - Step by Step Speakers: Garth Godfrey and Thomas B. Mathias



IBM zAware and Tivoli – more Information



IBM zAware Publications:

System z Advanced Workload Analysis Reporter (IBM zAware) Guide - SC27-2623-00 https://www-304.ibm.com/support/docview.wss?uid=isg24f9114255d7d1f3285257a6a0077c2ca&aid=1

IBM zAware Demo:

https://www-304.ibm.com/connections/blogs/systemz/entry/zawaredemo?lang=en_us

IBM zAware Redbook:

Extending z/OS System Management Functions with IBM zAware http://www.redbooks.ibm.com/abstracts/sg248070.html?Open

Service Management Connect:

NetView wiki page to download zAware integration samples and documentation https://www.ibm.com/developerworks/mydeveloperworks/wikis/home?lang=en#/wiki/Tivoli%20Syste m%20z%20Monitoring%20and%20Application%20Management/page/Integration%20Scenarios%2 0for%20Tivoli%20NetView%20for%20zOS

IBM zAware and Tivoli – Service Management Myth Buster #199 https://www.ibm.com/developerworks/mydeveloperworks/blogs/5e65990a-9690-42e2-93b1c2267be7620c/entry/service_management_myth_busters1?lang=en



System z Social Media Channels

- Top Facebook pages related to System z:
 - IBM System z
 - IBM Academic Initiative System z
 - IBM Master the Mainframe Contest
 - IBM Destination z
 - <u>Millennial Mainframer</u>
 - <u>IBM Smarter Computing</u>
- Top LinkedIn groups related to System z:
 - <u>System z Advocates</u>
 - SAP on System z
 - IBM Mainframe- Unofficial Group
 - IBM System z Events
 - <u>Mainframe Experts Network</u>
 - System z Linux
 - Enterprise Systems
 - Mainframe Security Gurus
- Twitter profiles related to System z:
 - IBM System z
 - IBM System z Events
 - IBM DB2 on System z
 - <u>Millennial Mainframer</u>
 - Destination z
 - IBM Smarter Computing

- YouTube accounts related to System z:
 - IBM System z
 - Destination z
 - IBM Smarter Computing
- Top System z blogs to check out:
 - Mainframe Insights
 - <u>Smarter Computing</u>
 - Millennial Mainframer
 - Mainframe & Hybrid Computing
 - The Mainframe Blog
 - Mainframe Watch Belgium
 - Mainframe Update
 - Enterprise Systems Media Blog
 - Dancing Dinosaur
 - DB2 for z/OS
 - <u>IBM Destination z</u>
 - <u>DB2utor</u>

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You







Questions



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