



SMF 101 Everything You Should Know and More

Cheryl Watson Watson & Walker, Inc. <u>www.watsonwalker.com</u> - home of Cheryl Watson's Tuning Letter, CPU Charts, BoxScore and GoalTender



February 6, 2013 Session 13043



SHARE Technology - Consectors - Seruits

Agenda

- What is SMF?
- SMF Data Sets
- SMF Logger
- SMFPRMxx
- MVS Commands
- SMF Exits
- Extracting SMF Records
- Records, records, records!
- Things to Know
- References

"I never met an SMF record I didn't like!"





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What is SMF?

- System Management Facilities (SMF) One of the strongest assets of MVS – Measurement Data!!!!
- Most common receptacle for recording z/OS activity
- SMF provides macros for applications to record information
- There is a standard heading format
- Each record is identified by a one-byte record number (ranging from 0 to 255) – 0-127 is reserved for IBM use
- Some records have subtypes
 - A record might be identified as a type 30, subtype 4; or a 30(4); or a 30.4 (most recent)



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SHARE Technology - Connections - Ansuts

What is SMF?

- Primary manual is z/OS MVS System Management Facilities – <u>SA22-7630-24</u> (z/OS 1.13)
- Major elements:
 - Parameters specified in PARMLIB member SMFPRMxx
 - Macros used by applications to pass data to SMF and to interrogate parameters
 - Exits User-written exits to interrogate, change, or delete records as they are passed to SMF
 - MVS commands used to control the execution of SMF and to dynamically modify parameters



What is SMF? Major Uses

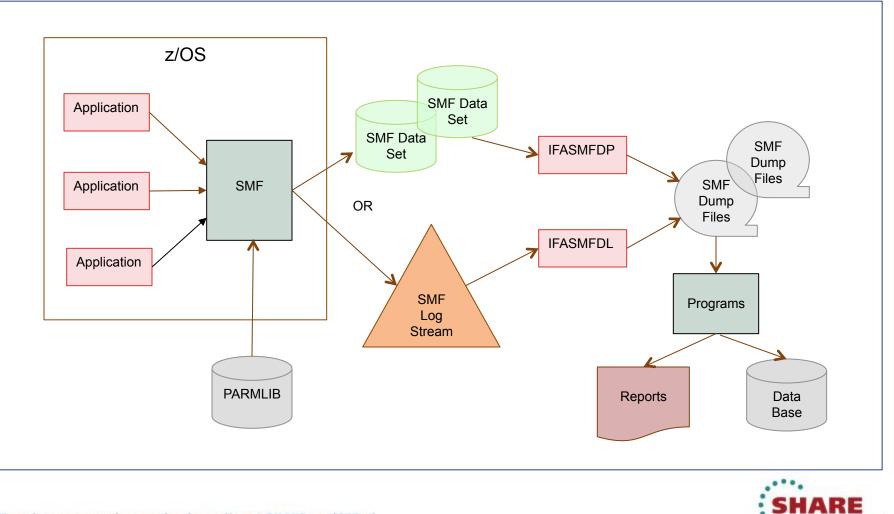
- Accounting and Chargeback
 - Internally or to external customers (such as outsourcers)
- Performance and Resource Management
 - Tuning devices, jobs, network, data sets, WLM
 - Managing and reporting resources CPU, external storage, memory, connections
 - Configuration analysis
 - Management reporting
 - Problem identification
 - Security issues
- Capacity Planning
 - Collection of resource data for planning purposes







What is SMF? Logic Flow



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What is SMF? SMF Logic Flow



- Applications use macros to pass records to the SMF writer
- The SMF writer uses parameters to determine which records to keep, and which exits to call, and then stores the records in a buffer
- Records are written from the buffer to either VSAM data sets formatted especially for SMF or to a logstream (but not both)
- The installation runs a program to extract the records from the data sets or logstream to create sequential files
- SMF files are used as input to reports and are often stored on data bases (MXG, SAS ITRM, and TDS are the most common)



SMF VSAM Data Sets

- Traditional recording method
- VSAM data sets that are pre-formatted
- SMF writes records to one of the VSAM data sets
- When the data set fills up, it calls an exit and switches to another formatted VSAM data set
- The exit usually issues a message to the operator and submits a job (usually IFASMFDP) to dump the records to a sequential data set and clear the VSAM data set
- The VSAM data set names are specified in SMFPRMxx





SMF VSAM Data Sets

- There are several problems with SMF VSAM data sets:
 - Data sets fill up and aren't cleared, so data is lost
 - The data sets can be easily overlaid
 - Large volumes can overflow the buffers and/or the data sets
 - Many sites have turned off records in order to reduce the volume
 - A runaway or looping application can produce hundreds of thousands of records in a short amount of time that can cause overflows despite a robust configuration
 - Lost data often translates to lost revenue



SHARE Technology - Connections - Assuts

SMF Logger

- SMF Logger introduced in z/OS 1.9
- SMF records to its buffer and also to a 'logstream' that resides in a coupling facility structure or a DASDONLY logstream
- Multiple LPARs can record to same structure or logstream
- You can record different record types to different logstreams
 - This allows a higher write rate
 - Can reduce the post-processing time
- Initially there were some problems with managing the records, but I believe those are all resolved



SHARE Technology - Contenting - Assuts

SMF Logger

- SMF Logger can avoid the problems indicated before
 - Buffers are in 2 GB dataspaces (as many as needed), so that buffers don't overflow
 - Each dataspace is managed by its own task, so that the write rate is increased
 - Logstreams are offloaded to DASD files as needed, so that you can't run out of space
 - The ability to separate record types onto different structures and logstreams can increase the write rate, as well as reducing post-processing time. This also reduces the problem of one runaway application causing other applications to lose data



- PARMLIB member to specify SMF options
- Can change dynamically with 'SET SMF' or 'SETSMF' commands
- General parameters (for z/OS 1.13):

ACTIVE/NOACTIVE

Activate record collection
<u>DUMPABND(RETRY</u>/NORETRY)

Action to take if SMF abends

INTVAL(mm/30)

Default interval for any application that does interval recording

<u>JWT</u>(hhmm/<u>0010</u>)

Maximum time that job (or TSO user) can be in a wait





General parameters (cont.):

MEMLIMIT(xxM/xxG/xxT/xxP/2G)/NOMEMLIMIT

Defines maximum amount of storage above 2GB that can be used by an address space if MEMLIMIT was not specified on the JCL

PROMPT(IPLR/LIST/ALL)/NOPROMPT

Operator options when SMF starts; allows operator modification

SID(xxxx)/(xxxx,SYSNAME(sysname))/(xxxx,ser#,ser#)/ (xxxx,COMBIN(ser#,ser#))

Indicates the system id that will be placed in every record

SUBPARM(name(parm))

Provides parameters to applications

SYNCVAL(mm/00)

Defines the synchronization for the start of an interval



• File-related parameters (VSAM data sets):

RECORDING(DATASET/LOGSTREAM)

Indicates whether SMF writes records to VSAM data sets or logstreams <u>DSNAME(xxx,..,xxx/SYS1.MANX,SYS1.MANY</u>)

Specifies names of VSAM data sets; try to use &SYSNAME or &SID LASTDS(MSG/HALT)

Action if no more data sets are available

LISTDSN/NOLISTDSN

Determines whether SMF data sets and status are listed on console at startup and SET SMF time



 File-related parameters (SMF Logger): RECORDING(LOGSTREAM)

Indicates whether SMF writes records to VSAM data sets or logstreams

DEFAULTLSNAME(logstreamname),NOBUFS(MSG/HALT),

BUFUSEWARN(pct/25),DSPSIZMAX(nnnnM/nG))

Defines the default logstream name

LASTDS(MSG/HALT)

Action if no more data sets are available

LISTDSN/NOLISTDSN

Lists SMF data sets and status on log at startup & SET SMF

LSNAME(logstreamname,NOTYPE/TYPE(xx,xx),NOBUFS(MSG/HALT),

BUFUSEWARN(pct/25),DSPSIZMAX(nnnnM/nG))

Indicates record types and options for each logstream



• Buffer-related parameters:

BUFSIZMAX(xxxM/1G/128M)

Specifies the maximum amount of buffer space to be used in the SMF address space when recording to VSAM data sets

BUFUSEWARN(pct/25)

Produces operator message if buffer is 25% full

MAXDORM(mmss/3000)/NOMAXDORM

Maximum amount of time that records may sit in buffer before being written

NOBUFFS(MSG/HALT)

Action to be taken when buffers are full





• Record-specific parameters:

DDCONS(YES/NO)

Consolidate type 30 EXCP sections before writing record; YES creates smaller records, but takes more CPU time at interval/step/job termination

EMPTYEXCPSEC(NOSUPPRESS/SUPPRESS)

Indicates whether empty EXCP sections in the type 30 record are recorded

MULCFUNC/NOMULCFUNC

Determines whether subsystems, such as CICS and DB2, can record resource usage in the type 89 (Measured Usage License Charge) records



Record-specific parameters

REC(ALL/PERM)

Used for type 17 records (delete of a data set) to determine whether temporary data set deletions are recorded

STATUS(hhmmss/010000/SMF,SYNC/NOSYNC)/NOSTATUS

Defines frequency to create type 23 (SMF status) records <u>MAXEVENTRECS(00/nn)</u>

Indicates the maximum number of processor change event driven type 30 and type 89 records to be written each interval



Record-specific parameters

<u>SYS(TYPE</u>/NOTYPE(xx,xx:xx,xx(xx),<u>0:255)</u>,

Defines which records to be written for all types of work (if not overridden)

INTERVAL(hhmmss/SMF/SMF,SYNC/NOSYNC)/NOINTERVAL,

Defines the interval for all types of work (if not overridden) for the type 30 (job-related) and type 32 (TSO) records

EXITS(...)/<u>NOEXITS</u>,

Defines whether (or which) exits are to be called for all types of work (if not overridden on SUBSYS)

DETAIL/NODETAIL)

For type 30 records, defines whether the EXCP sections are created for started tasks. For type 32 records, indicates whether resource usage (CPU, EXCP, etc.) are recorded for each TSO command (if no SUBSYS override)



Record-specific parameters

SUBSYS(subsys,TYPE/NOTYPE(xx,xx:xx,xx(xx),0:255),

Defines overrides to the SYS parameter for a specific subsystem. The subsystems are TSO, STC, JESx, ASCH, and OMVS

INTERVAL(hhmmss/SMF/SMF,SYNC/NOSYNC)/NOINTERVAL,

Overrides the interval specified in SYS for this subsystem EXITS(...)/<u>NOEXITS</u>,

Overrides the exits specified in SYS for this subsystem DETAIL/NODETAIL)

Overrides the DETAIL option specified in SYS for this subsystem



SMF Flood Control parameters:

FLOOD(OFF/ON)

Indicated whether SMF should activate SMF flooding control FLOODPOL(TYPE(nn),RECTHRESH(nnnn),

INTVLTIME(tenths-of-seconds),

MAXHIGHINTS(nnnn),

ENDINTVL(tenths-of-seconds),

ACTION(MSG/DROP))

Defines a flood policy for specific types of records, their allowable rates, and actions when they exceed their rates





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SMFPRMxx

- My personal recommendation:
 - Use defaults when available; only define overrides
 - Recommended SMFPRMxx with SMF Logger: DDCONS(NO) EMPTYEXCPSEC(SUPPRESS) RECORDING(LOGSTREAM) DEFAULTLSNAME(IFASMF.&SYSNAME..PRIMARY) LSNAME(IFASMF.&SYSNAME..LARGE,TYPE(92,99:111)) /* WLM, DB2, CICS */ LSNAME(IFASMF.&SYSNAME..REST,NOTYPE(92,99:111)) /* ALL THE REST */ JWT(0030) NOPROMPT SID(&SID) STATUS(SMF,SYNC) SYS(NOTYPE(4,5,20,34,35,40,92), INTERVAL(SMF,SYNC),NODETAIL)





```
    Recommended SMFPRMxx if using VSAM data sets:

        BUFSIZMAX(1G) – if PTFs for OA28499/OA28359 are applied to z/OS 1.10/1.11

        DDCONS(NO)

        DSNAME(SYS1.&SID..MAN1,SYS1.&SID..MAN2,SYS1.&SID..MAN3)

        EMPTYEXCPSEC(SUPPRESS)

        JWT(0030)

        NOPROMPT

        MAXEVENTRECS(60)

        SID(&SID)

        STATUS(001000,SYNC)

        SYS(NOTYPE(4,5,20,34,35,40,92),

        INTERVAL(SMF,SYNC),NODETAIL

        If using VSAM data sets, use CISIZE of half-track (26,624 for 3390)
```



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MVS Commands

- Display SMF
 - 'd smf,s,o'
 - s displays status and datasets
 - o displays the parameters in effect
 - SET SMF
 - Replaces SMFPRMxx or can be used to restart SMF
 - Format is 't smf=xx', where 'xx' is the suffix for SMFPRMxx
 - SETSMF parameter(value)
 - If NOPROMPT is NOT used at IPL, this can be used to override any parameter of SMFPRMxx except ACTIVE, PROMPT, SID, and EXITS
 - Example: 'ss jwt(0030)'



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SMF Exits

- IEFACTRT accounting exit called after step end and job end
- IEFU29 called prior to dumping SMF from disk
- IEFU29L called prior to dumping SMF from a logstream
- IEFU83 called prior to writing an SMF record
- IEFU84 called prior to writing an SMF record when branchentered and not in cross-memory mode
- IEFU85 called prior to writing an SMF record when branchentered and in cross-memory mode
- IEFUJI called at job initiation for validation
- IEFUJP called before the type 26 record is written before job is purged from spool



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SMF Exits

- IEFUJV/IEFUAV called to validate JCL and APPC/MVS and can modify the JCL
- IEFUSI called before step initiation
- IEFUSO called when the job exceeds the spool output specified by the job class
- IEFUTL called when the job exceeds the CPU time limit specified for the job class
- All exits are written in Assembler. Two products that produce exits without Assembler knowledge – OS/EM from Trident Services (<u>www.triserv.com</u>) and Easy/Exit from DTS Software (<u>www.dtssoftware.com</u>)





- IFASMFDP extracts SMF records from SMF VSAM data sets or sequential VBS files
- Can optionally clear (i.e. format) the SMF VSAM data sets

//DUMP	EXEC	PGM=IFASMFDP			
//SMFIN	DD	DSN=SYS1.MANx,DISP=SHR			
//SMFOUT	DD	<pre>DSN=smf.vbs(+1),DISP=(,CATLG),</pre>			
11		SPACE=, UNIT=			
11		DCB(defaults to RECFM=VBS,			
		BLKSIZE=0,LERCL=32767)			
//SYSPRIN	T DD	SYSOUT=*			
//SYSIN	DD	*			
control statements					
/*					





```
    IFASMFDP Control Statements

      INDD(SMFIN, OPTIONS(xxx))
            Options can be DUMP, CLEAR, ALL
      OUTDD(SMFOUT,NOTYPE/TYPE(aaa:zzz(st)))
      DATE(yyyyjjj,yyyyjjj)
      START (hhmm)
      END(hhmm)
      SID(XXXX)
      ABEND (RETRY/NORETRY)
      USER1/USER2/USER3(name)
      FLDSTATS(xxx)
```





Extraoting own recoords

- IFASMFDL extracts SMF records from the SMF logstream
- Can optionally delete records from the SMF logstream

//DUMP EXEC	PGM=IFASMFDL					
//SMFOUT DD	<pre>DSN=smf.vbs(+1),DISP=(,CATLG),</pre>					
//	SPACE=, UNIT=					
//	DCB(defaults to RECFM=VBS,					
	BLKSIZE=0,LERCL=32767)					
//SYSPRINT DD	SYSOUT=*					
//SYSIN DD	*					
control statements						
/*						

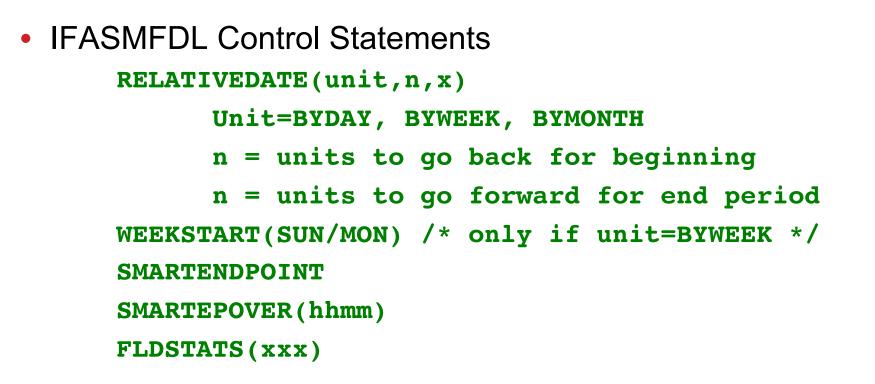




```
    IFASMFDL Control Statements

      LSNAME(lsname,OPTIONS(xxx))
            Options can be ARCHIVE, DELETE, DUMP
      OUTDD(SMFOUT,NOTYPE/TYPE(aaa:zzz(st)),
            DATE(yyyyjjj,yyyyjjj),
            START(hhmm), END(hhmm))
      DATE(yyyyjjj,yyyyjjj)
      START(hhmm)
      END(hhmm)
      SID(xxxx)
      ABEND (RETRY/NORETRY)
      USER1/USER2/USER3(name)
```







IFASMFDP Report



IFASMFDP report from Redbook SC24-7919-00

START DATE-TIME 07/29/2010-15:04:18 RECORD RECORDS PERCENT TYPE READ OF TOTAL	SUMMARY ACTIVITY F AVG. RECORD M LENGTH	END DATE	-TIME 07/29/2010 MAX. RECORD LENGTH	-17:22:42 RECORDS WRITTEN 1
$\begin{array}{cccccccccccccccccccccccccccccccccccc$	354.40 344.75 100.00 258.00 1,300.87 232.00 412.00 493.06 546.71	344 344 100 258 400 224 412 176 338	608 372 100 258 3,925 248 412 7,948 547	1 35 37 1 448 39 323 1,724





IFASMFDP Report

 IFASMFDP report with exits from Redbook SC24-7919-00



Records, Records, Records

- Address Space
 - 4, 5, 20, 34, 35, 50 obsolete
 - 6 Print spool
 - 6.0 External writer
 - 6.2 JES2 output writer
 - 6.5 JES3 output writer
 - 6.7 Print Services Facility (PSF)
 - 6.9 IP Printway output
 - 24 JES2 spool offload
 - 26 Job purge

- Address Space (more)
 - 30 Job processing
 - 30.1 Job initiation
 - 30.2 Step interval ends
 - 30.3 Last step interval ends
 - 30.4 Step ends
 - 30.5 Job ends
 - 30.6 System STC ends
 - 32 TSO/E commands
 - 33 APPC/MVS activity
 - 43-49, 52-58 JES activity
 - 97 Foreign Enclaves



Records, Records, Records



- 8 Configuration
- 9 Vary device online
- 10 Allocation recovery
- 11 Vary device offline
- 19 Direct access volume
- 21 Error statistics by (tape) volume
- 22 Configuration

- Volume Activity
 - 74 RMF Device Activity
 - 74.1 Device activity
 - 74.5 Cache subsystem activity
 - 74.7 FICON director statistics
 - 74.8 Enterprise disk system statistics
 - 78.3 RMF I/O Queuing
 - 79 RMF Monitor II Activity
 - 79.7 Enqueue contention
 - 79.9 Device activity
 - 79.12 Channel path activity
 - 79.14 0 I/O queuing
 - 94 IBM Tape Library Dataserver Statistics



Records, Records, Records



- VSAM Activity
 - 36 ICF catalog export
 - 41 DIV object & VLF statistics
 - 60 VSAM Volume Data Set updated
 - 61 Data set added or updated in ICF catalog
 - 62 VSAM component or cluster opened

- VSAM Activity (cont.)
 - 64 VSAM component or cluster closed
 - 65 Data set deleted from ICF catalog
 - 66 IDCAMS ALTER request is made
- Operator & Events
 - 90 Almost 35 subtypes
 - 113 Hardware measurements





- Specialty Data Sets (HFS, zFS, OAM)
 - 42 DFSMS Statistics
 - 42.1 / 42.5 Storage class
 - 42.2 Cache control unit
 - 42.3 SMS configuration change
 - 42.4 System Data Mover
 - 42.6 Data set I/O statistics
 - 42.7 / 42.8 NFS file activity
 - 42.9 Out of space ABEND (Sx37)
 - 42.10 Allocation volume selection failure

- 42.11 XRC interval statistics
- 42.14 ADSM accounting
- 42.15 42.19 VSAM RLS
- 42.20, 42.21, 42.24, 42.25 PDS/PDSE activity
- 42.22 / 42.23 DFSMSrmm
- 74.6 RMF HFS
- 77 RMF Enqueues
- 85 OAM Transaction Performance
- 92 File System Activity for UNIX files
 - Turn on only for special studies
 - 92.5, 92.6, 92.7 File mounts
 - 92.11 File close





- 14 I/P data set closed
- 15 O/P data set close
- 17 Data set deleted
- 18 Data set renamed
- Workload Manager
 - 99 WLM activity
 - 99.6 Service class period summary (most useful)
 - 99.10 Processor changes



- 80 Security product processing – identifies unauthorized attempts
- 81 RACF initialization
- 82 Crypto
 - 82.2 Cryptographic Unit Support Program (CUSP)
 - 82.1/3-29 Integrated Cryptographic Service Facility (ICSF)
 - 82.1 PCF
- 83 RACF audit record for data sets





- RMF Records
 - 70.1 CPU Activity
 - 70.2 Crypto Activity
 - 71 Paging Activity
 - 72.3 Workloads (Service classes)
 - 72.4 Storage
 - 72.5 Serialization Delay
 - 73 Channel Path Activity
 - 74.1 Device Activity
 - 74.2 XCF Activity
 - 74.3 OMVS Kernel Activity

- 74.5 Cache Subsystem
- 74.6 HFS Statistics
- 74.7 FICON Director Stats
- 74.8 Enterprise Disk System Stats
- 75 Page Data Sets
- 76 RMF Trace Activity
- 77 Enqueue
- 78.2 Virtual Storage
- 78.3 I/O Queuing
- 79 RMF Monitor II records (12 subtypes)





- Subsystems
 - 110 CICS
 - 111 CICS Transaction Gateway
 - 100 DB2 Statistics
 - 101 DB2 Accounting can account for 75% of all SMF
 - 102 DB2
 - 108 Domino Server
 - 109 TCP/IP
 - 118 / 119 FTP

- WebSphere, MQ, MB
 - 103 HTTP Server
 - 115 MQSeries Stats
 - 116 MQ Accounting
 - 117 Message Broker
 - 120 WAS





- What you should learn first
 - 6, 26, 30 Address spaces
 - 14, 15, 42.6, 64 Data sets
 - 70 CPU activity
 - 72 Service class activity
 - 90 Operator events
 - 113 Hardware Measurements
 - Subsystems that represent critical applications (e.g. CICS, DB2)





Things to Know

- There are many sources for similar information because each data source measures different things.
- Example of I/O rate from a 10-minute analysis:
 - Type 70 I/O interrupts 39.26 interrupts/second
 - Type 72 SSCHRT (Start Subchannel Rate) for all service classes -35.8 SSCHs/sec
 - Type 72 I/O service units for all service classes 34.2 I/Os /sec
 - Type 74 I/Os for all DASD devices 42.99 SSCHs /sec
 - RMF Summary Report (DASD Rate) 41.6 I/Os /sec
- For CPU alternatives, see my Anaheim SHARE session 11309, *The Many CPU Fields of SMF*



SHARE Technology - Convertions - Results

Things to Know

- Dates and times for IFASMFDP/DL can be problematic (it's hard to extract from Monday at 8 am to Friday at 6 pm)
- You should learn and understand the legal requirements for keeping SMF data
- Application owners should learn about their applications through reports produced by data center
- SMF Logger should be on everybody's To-Do list
- Install the exits from SMF Redbook to get subtype reports





- z/OS MVS Initialization and Tuning Reference SA22-07592-23 (z/OS 1.13) – SMFPRMxx parameters
- <u>SG24-7919-00</u> *SMF Logstream Mode: Optimizing the New Paradigm* (10Feb2011) – See appendix for sample IFASMFDP exits to show subtypes; program to eliminate dupes; sample IEFU29L exit
- <u>GG24-4453-00</u> Enhanced Auditing Using the RACF SMF Data Unload Utility (26Oct1994)



SHARE Technology - Connections - Results

- 2012 SHARE Anaheim Sessions
 - 11604 Introduction to SMF & RMF Data Collection, Mary Astley
 - 11309 The Many CPU Fields of SMF, Cheryl Watson
 - 11608 RMF: The Latest & Greatest, Peter Muench (This is given every SHARE)
- 2010 SHARE Boston Sessions
 - 7535 Utilizing System Logger Support for SMF, Glenn Anderson



References



- 12916 Introduction to SMF Performance Data, Mary Astley, Mon 11 am
- 13034 z/OS SMF Logstream Mode: Update and User Experience, Glenn Anderson and Skip Robinson, Thu 11 am
- 13089 RMF: The Latest & Greatest, Brad Snyder, Thu 8 am
- 12434 WMQ Introduction to Dump Reading and SMF Analysis, Lyn Elkins, Ralph Bateman and David Coles, Wed 11 am
- 12610 The Dark Side of Monitoring MQ SMF 115 and 116, Neil Johnston, Thu 1:30 pm
- 12792 Remote RMF Report Access Hands-on Lab, Juergen Baumann, Mon 3 pm

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- 12916 Introduction to SMF Performance Data, Mary Astley, Mon 11 am
- 12693 DB2 Performance Tuning Using Omegamon DB2 Performance Expert, Akiko Hoshikawa, Tue 4:30 pm
- 12912 Performance Analysis of WebSphere (WAS) and J2EE Transactions on z/OS, Peter Enrico, Wed 4:30 pm
- 12184 WebSphere SysAdmin and SysProg Hands-On Lab, David Follis, Michael Stephen, Kenneth Irwin, and Mike Loos, Tue 12:15 pm



SHARE Technology - Connections - Annuals

- WSC Techdocs
 - WP101271 Migrating SMF from Data Set Recording to Log Stream Logging (29Jul2008)
 - TD102183 New SMF Support for zAAPs and SMF Accounting (8Jun2005)
 - WP101130 z/OS SMF Recording with MVS Logger (12Nov2007)



SHARE Technology - Connections - Ansults

- Cheryl Watson's Tuning Letters
 - 2008 No 2 SMF Update Part 1 (buffers, intervals, logger)
 - 2008 No 3 z/OS 101 SMF Intro, MVS commands, SMFPRMxx
 - 2008 No 3 SMF Update Part 2 (SMFPRMxx, logger)
 - 2008 No 4 z/OS 101 SMF exits, life of an address space
 - 2008 No 5 SMF Part 3 (address space records)
 - 2008 No 6 z/OS 101 Volume & file-related records
 - 2008 No 6 SMF Part 4 (user survey results, volume and data set records)
 - 2009 No. 2 Type 19 SMF Records



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- Cheryl Watson's Tuning Letters
 - 2009 No 3 SMF Update Part 5 (BUFSIZMAX, dumping, logger recommendations)
 - 2009 No 4 SMF Update Part 6 (security, WLM, CICS, DB2 records)
 - 2011 No 3 SMFPRMxx update, SMF Type 113s
- Note: All z/OS 101 articles are available to the public at our website under 'Articles'



See You in Boston!





Cheryl Watson Walker with partner, husband, and best friend Tom Walker In Cuba in December (www.tomandcheryltravels.me)



- Email: <u>technical@watsonwalker.com</u>
- Website: <u>www.watsonwalker.com</u>

