Lunch and Learn:
5 Best Practices for Communicating Your Value in Mainframe Management

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Welcome!

The Journey

- The Path
  - Challenges
- Best Practices
- The Validation
- Go Do It

What We Hear

You're working very hard

- Accomplishing great things
- Starting new initiatives to save costs or improve service

But…

Roadblocks include communication

- Management wants ROI figures
- Lack of time/resources makes it difficult to spend time on reporting

When/How do you encounter these issues?

What methods work well for you?

Translate Actions into Dollars and %'s

| MLC Costs | SLA Performance | Efficiency |

Environment   **Application**   **Productivity**

▽ **21%**   △ **15%**   △ **18%**

$1.5M   **$100K**   **Added Project**

Best Practices
Translating action into dollars

1. Use Dashboards to Understand and Manage MLC
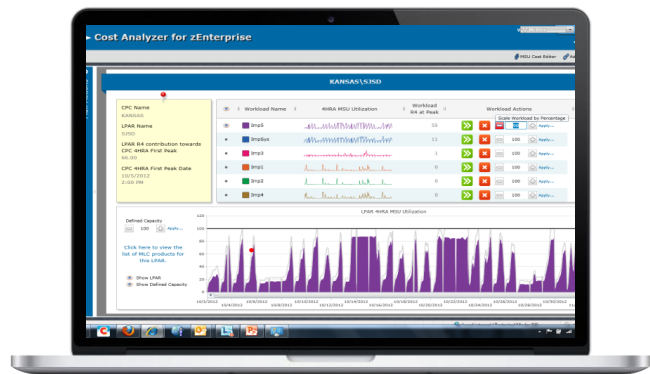
Example:
- **Proactively manage MLC expense**
- **Report on current MLC**
- **Forecast approaching budget over-runs**
- **Immediately show results of changes in MLC software**
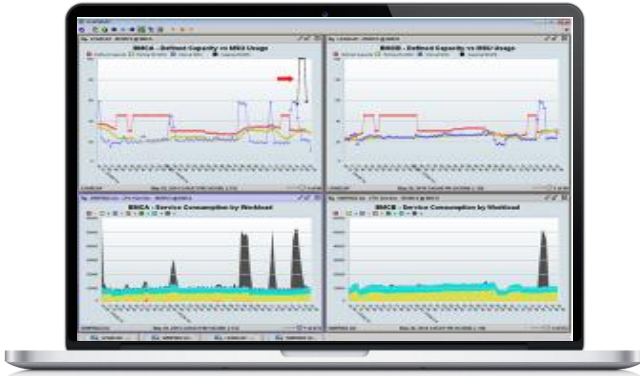
2. Use graphics to Report on Cost/Benefit of Using Tools

- **Show real dollar savings - graphically**
- **Communicate results of MLC reduction efforts**
- **Report on impact of subsystem configuration changes**
- **View gains in efficiencies from capping and SQL tuning efforts**

3. Use Monitors to Report and Improve Efficiency

- Monitor spikes and use relevant thresholds
- View tuning and capping results
- Lower peak MSU consumption, elapsed times, and outage
- Reduce MTTR (Mean Time to Repair)

4. Take Pride in Availability

Know your cost of outage

Talk about Improvement

Limit Damage to Brand

5. Translate Productivity Gains into $$

- **Use automation**
- **Enable others to self-service information**
- **Relative cost comparisons of SQL statements**
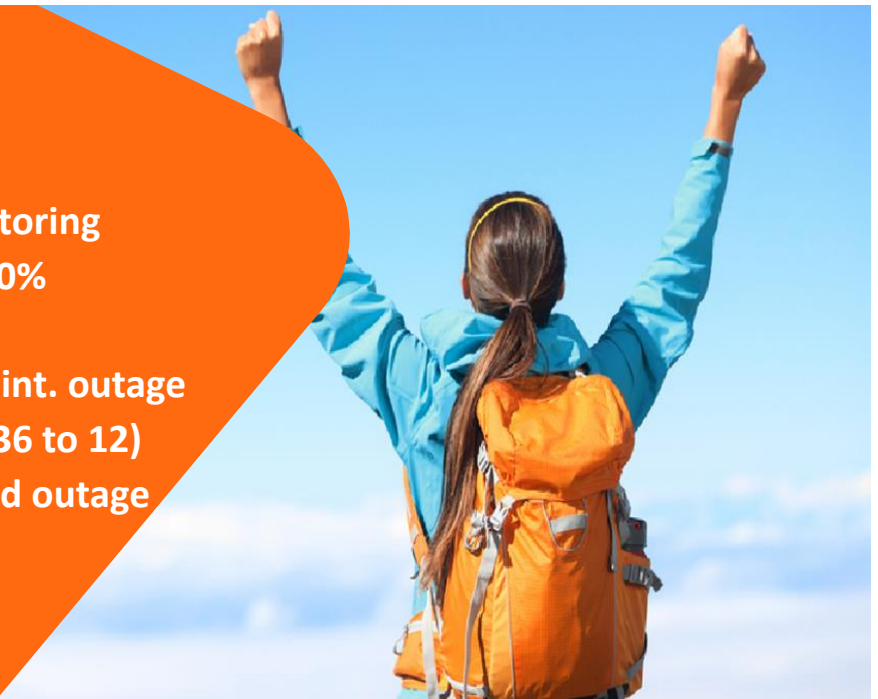- **Report productivity gains and propose new initiatives**

↑ **Productivity** = ↑ **Opportunity**

Success!

- **FIDUCIA IT AG**
  - **Reduced monitoring overhead by 30%**
- **Florida Hospital**
  - **Cut annual maint. outage hours by 2/3 (36 to 12)**
  - **Zero unplanned outage for 12 years**

More Success!

- **Dillard's**
  - **Tuned SQL for 60 online apps that yielded 35% reduction in CPU consumption**
- **Airline Tariff Publishing Company**
  - **60% gain in productivity using BMC Change Manager**
  - **DBAs create objects 30 times faster**

In Summary:

1. **Dashboards**
2. **Monitoring Reports**
3. **Graphical Reports**
4. **Availability**
5. **Productivity Gains**

Thank You

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