Proactive Outage Avoidance with IBM Service Management Suite for z/OS (SMSz) V1.3

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Agenda

- Introduction
  - IBM Service Management Suite for z/OS
- Updates
  - IBM Service Management Unite
  - OMEGAMON Perf Mgmt Suite for z/OS 5.3.1
  - Operations Analytics
- Integration Value
- Summary
What happens at your site when a problem happens?

• All sites have different configurations and unique expectations
  ▪ How do problems get communicated?
  ▪ What type of alerting happens?
  ▪ Are all your teams disparate groups?
  ▪ Do you have “War Room” meetings?
  ▪ How do you identifying Complex Problems?
  ▪ Are your teams challenged to do more with less?

• How do you address these issues?
So …… What is being announced?

August 10, 2015 Announce

Suites:

• Service Management Suite for z/OS 1.3.0
• OMEGAMON Performance Management Suite for z/OS 5.3.1
• OMEGAMON for z/OS Management Suite 5.3.1

Individual Products:

• OMEGAMON XE for IMS on z/OS V5.3.0
• OMEGAMON XE for Mainframe Networks V5.3.0
• OMEGAMON Dashboard Edition on z/OS V5.3.0 (Interim Feature)

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Service Management provides opportunities to Lower Costs and Accelerate Innovation

Service Management Suite for z/OS

Applications & Infrastructure Performance

Operations

Automation

Analytics

System Automation

OMEGAMON

System Automation

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    - Updates
      - IBM Service Management Unite
      - OMEGAMON Perf Mgmt Suite for z/OS 5.3.1
      - NetView 6.2.1 Updates
    - Integration Value
  - Summary
Provides comprehensive service management capabilities for IBM z Systems

**One Solution**
Single offering that contains capabilities to manage z/OS and all key subsystems

**High Availability & Automated Operations**
Improve Service Levels and reduce system downtime

**Network Management**
Maintain the highest degree of availability of your z Systems networks

**Performance Management**
Real-time and historical performance and availability management

**Asset Discovery**
Who is using what, where and when

**Dashboards**
Single point of control to monitor and operate your applications

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NEW: Service Management Suite for z/OS 1.3

- Service Management Suite for z/OS
- Service Management Unite
- NetView 6.2.1 Updates
- OM PM Suite 5.3.1

- Modern Web UI for automated operations of z and non-z Systems environments
- Enhanced automation to support larger environments
- Enhanced problem determination with Operations Analytics

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Service Management Suite for z/OS 1.3

- Service Management Unite V1.1.0
- System Automation for z/OS V3.5
- NetView for z/OS V6.2.1
- Tivoli Asset Discovery V8.1

OMEGAMON z/OS Perf Mgmt Suite

- OMEGAMON XE for DB2 PE V5.3.0
- OMEGAMON XE for Messaging on z/OS V7.3.0
- OMEGAMON XE for CICS V5.3.0
- OMEGAMON XE for IMS V5.3.0
- OMEGAMON Dashboard Edition on z/OS 5.3.0
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- Operations Analytics Log Analysis
  - OMEGAMON z/OS Insight Pack

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Financial Benefits & Business Value

Simple Pricing Metric

One stop shop for all your mainframe management needs

z/OS Value Units

Pick components you need

Flexible to use

EZ to order

ONE PID

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Image taken from FreeDigitalPhotos.net
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Service Management Unite - What is it?

A modernized, state-of-the-art service management dashboard for visibility and operations of IBM z Systems

Identify

Isolate

Restore

Complete your session evaluations online at www.SHARE.org/Orlando-Eval

Images taken from FreeDigitalPhotos.net
Service Management Unite – A new way to operate your mainframe

Manage growing workload with the same operations team

Customize your dashboards to maximize efficiency

Drastically increase productivity through intuitive systems control

Automate and control applications on z/OS and Linux on z

It’s a real WOW
Isolate, analyze and diagnose problems twice as fast (*)

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(*) based on initial measurements.
Service Management Unite - What is it?

Monitor System Health

Domain and Automation Health

Explore Automation Domains

IBM Electronic Support

Work with automated Resources

Help

Event Viewer for OMEGAMON & SA

Overview on Automation Domains

Complete your session evaluations online at www.SHARE.org/Orlando-Eval
<table>
<thead>
<tr>
<th>Severity</th>
<th>Ack</th>
<th>Source</th>
<th>Summary</th>
<th>Time</th>
<th>Category</th>
</tr>
</thead>
<tbody>
<tr>
<td>Critical</td>
<td>Open</td>
<td>MVST.CICS40Y1</td>
<td>Short term Percentage Exceeded for CDE2RDIU8</td>
<td>2015-08-01 11:27:09</td>
<td>Situation OI CICS</td>
</tr>
<tr>
<td>Critical</td>
<td>Open</td>
<td>TIM_MoveAPG</td>
<td>Automation resource with Compound State of &quot;Error&quot; Operational State: &quot;Error&quot;</td>
<td>2015-08-05 10:28:26</td>
<td>SA Event</td>
</tr>
<tr>
<td>Critical</td>
<td>Open</td>
<td>WQCA1QSTMQEQA</td>
<td>EAP problem with started sender channel</td>
<td>2015-08-07 21:49:19</td>
<td>Situation OI MQ</td>
</tr>
<tr>
<td>Critical</td>
<td>Open</td>
<td>WQCA1QSTMQEQA</td>
<td>EAP problem with started sender channel</td>
<td>2015-08-07 21:49:19</td>
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<td>Critical</td>
<td>Open</td>
<td>WQCA1QSTMQEQA</td>
<td>EAP problem with started sender channel</td>
<td>2015-08-07 21:49:19</td>
<td>Situation OI MQ</td>
</tr>
<tr>
<td>Warning</td>
<td>Open</td>
<td>TESTPLX_INSGSQA0</td>
<td>&quot;Log requires attention&quot;</td>
<td></td>
<td>SA Event</td>
</tr>
<tr>
<td>Warning</td>
<td>Open</td>
<td>EAP_C4PGTESTWVS</td>
<td>Automation resource with Compound State of &quot;Warning&quot; Operational State: &quot;The resource is performing poorly&quot;</td>
<td>2015-08-05 14:30:45</td>
<td>SA Event</td>
</tr>
<tr>
<td>Warning</td>
<td>Open</td>
<td>EAP_C4PGTESTWVS</td>
<td>Automation resource with Compound State of &quot;Warning&quot; Operational State: &quot;The resource is performing poorly&quot;</td>
<td>2015-08-05 14:30:59</td>
<td>SA Event</td>
</tr>
<tr>
<td>Warning</td>
<td>Open</td>
<td>BASE_PNP4PGTESTWVS</td>
<td>Automation resource with Compound State of &quot;Warning&quot; Operational State: &quot;The resource is performing poorly&quot;</td>
<td>2015-08-10 15:00:01</td>
<td>SA Event</td>
</tr>
</tbody>
</table>
Domain and Automation Health

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# Explore Automation Domains

## Domains

<table>
<thead>
<tr>
<th>Name</th>
<th>Domain Health State</th>
<th>Communication State</th>
<th>Log Status</th>
<th>OS Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>TESTPLXINGSG</td>
<td>Error</td>
<td></td>
<td></td>
<td>DOS</td>
</tr>
<tr>
<td>TESTMYS</td>
<td></td>
<td></td>
<td></td>
<td>DOS</td>
</tr>
</tbody>
</table>

## Resources

<table>
<thead>
<tr>
<th>Name</th>
<th>Compound State</th>
<th>Observed State</th>
<th>Desired State</th>
<th>Automated</th>
<th>Operator Request</th>
</tr>
</thead>
</table>

No items to display

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What is DASH?

- DASH (Dashboard Application Services Hub) is a common shared component (shipped as part of JazzSM)
- It provides integration of product and 3rd party data via a rich set of interactive widgets
- Hosts product UIs

- Create custom dashboards using drag & drop
- Integrated web-based editor
- Assemble your own custom view
- Access data from IBM and 3rd party
- Use pre-defined product UIs
- Assign security to dashboards
- Provision the dashboards for Desktop and Mobile
Common Data Access, Common Visualizations

Solution Out-of-the-box Views

Customized Views for Clients

Widgets for Mobile

Purpose-built UIs

This allows you to integrate 3rd party data

Data Provider: TPC
Data Provider: ITM
Data Provider: ITCAM/APM
Data Provider: TBSM OMNIBUS
Data Provider: OMEGAMON
Data Provider: System Automation
Data Provider: TDI/Impact

REST Interface
It’s customizable: Build Custom Views using DASHBuilder

Create a new page

Choose widget and configure

Save widget settings

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So ...... How does it work?

The following charts describe 3 typical problems that can be solved with Service Management Unite

Scenarios:

- MQ Channel Not Running
- Restore Service outage during maintenance
- Restore Service of degraded workload
Scenario 1: MQ Channel Not Running
The operator views both monitoring and automation exception events sorted by severity on the consolidated event viewer customized for her area of support.

As the event viewer has the events sorted by priority, the operator selects the top event not acknowledged by another operator.
See EAP channel not running; right click on it; click on MQ Queue Manager Details (2 clicks)
View key performance graphs and tables

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The operator selects the row representing that channel from the Channels Not Running table and navigates to the Channels Not Running problem isolation page in context of the identified channel.
Isolate the Problem

- View each widget on page: “Selected Channel,” “Remote Channel,” “Recent Transmission Rate,” “Queue Manager Events,” “Transmission Queue,” “Suggested Actions” (0 clicks)
Isolate the Problem

Selected Channel is in Retrying status

Need to see remote channel
Isolate the problem

• Need to start stopped channel on remote queue manager WMQT; click on Performance button, then on MQ Queue Manager Overview
Isolate the problem

- See WMQT in list, right click on it and then click on MQ Queue Manager Details
Start Channel

- See EAP channel not running (receiver), right click on it and click on Start Channel
Start Channel

Defaults are correct in command; click Go to issue command and view response
Start Channel: Execute Command

Defaults are correct in command; click Go to issue command and view response
Problem Resolved: Channel Running

See that EAP channel is no longer listed as not running.

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User Scenario 2: Restore Service outage during maintenance
Shutdown Resource for maintenance

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Resource stopped successfully

Shutdown Resource for maintenance

Complete your session evaluations online at www.SHARE.org/Orlando-Eval
Problem: Backup resource crashes during startup

1. Identify the Problem
Check the properties of the backup resource

2. **Isolate** the Problem

Complete your session evaluations online at www.SHARE.org/Orlando-Eval
Open the System Log to isolate the problem

2. **Isolate** the Problem

Complete your session evaluations online at www.SHARE.org/Orlando-Eval
Identify the reason for the crash

2. Isolate the Problem

03:50:25: EAP_movem1Subsystem Status for job EAPMOV1 is Stopped - Shutdown outside of Automation, Restartopt is Not Always
Open a dialog to execute a command

2. Isolate the Problem

Complete your session evaluations online at www.SHARE.org/Orlando-Eval
Execute a NetView command for more information

2. Isolate the Problem

Complete your session evaluations online at www.SHARE.org/Orlando-Eval
Study the return of the NetView command

2. Isolate the Problem

Complete your session evaluations online at www.SHARE.org/Orlando-Eval
Reset SA so it automates the backup resource again

3. Solve the Problem

Complete your session evaluations online at www.SHARE.org/Orlando-Eval
Check if the backup resource is running now

System Health restored

Complete your session evaluations online at www.SHARE.org/Orlando-Eval
User Scenario 3: Restore Service of degraded workload

Complete your session evaluations online at www.SHARE.org/Orlando-Eval
System Health: Warning appears

1. Identify the Problem

Complete your session evaluations online at www.SHARE.org/Orlando-Eval
1. Identify the Problem

Locate the problem in the domain view

Complete your session evaluations online at www.SHARE.org/Orlando-Eval
Check the properties of the resource

2. Isolate the Problem

Complete your session evaluations online at www.SHARE.org/Orlando-Eval
Adjust the availability target to handle the workload

3. Solve the Problem

Complete your session evaluations online at www.SHARE.org/Orlando-Eval
Increase availability target

3. Solve the Problem

Increase Availability target from 2 to 3.

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Verify system availability and performance

System Health restored

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Extend Automation Scope of SMSz:
End-to-End Operations

Any Operator can control z/OS and even distributed workload on Linux on System z from one Console.

Automated Operations for
• System of Records and
• System of Engagements
from one console.

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Service Management Unite - Highlights

- Offers a single point of control using **modern, customizable dashboards** to monitor and operate your applications.

- See **at a glance** the health state of your environment.

- Allows you to **drill down** with only a few clicks from an alert to the underlying problem and determine the impact of failures.

- Provides access to automation functions to **start, stop or recycle business applications** running on z and beyond.

- Supports **mobile access**.

- Access to **system logs**

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- IBM Service Management Suite for z/OS

Updates

- IBM Service Management Unite
- OMEGAMON Perf Mgmt Suite for z/OS 5.3.1
- Operations Analytics

- Integration Value
- Summary

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Integration the key to collaboration and efficiency

IBM Tivoli OMEGAMON Performance Management Suite for z/OS v5.3.1

Working as a team is vital to getting the job done and the same can be said about your systems management information

- **Greater Visualization, Control and Automation** - Integrate management Information from multiple IBM management products on a single workspace for of your enterprise views of IT resources

- **Reduce problem isolation time and correction** - Create consolidated alerts that represent all computing resources servicing your critical workloads to quickly isolate and avoid or correct problems

- **Reduce response times to problems and costs** - Utilize the policy feature to create sophisticated responses to the world class alerting/situations coming from the OMEGAMONs

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OM Performance Management Suite for z/OS v5.3.1

**Integrated management solution**

Extensive capabilities to monitor & manage z/OS platform. Delivers increased problem identification and resolution, reduced costs, flexibility, and decreased TCO.

**Updates to PM Suite:**
- OM XE for IMS on z/OS V5.3.0
- OM XE for DB2 PE V5.3.0
- OM XE for Mainframe Networks V5.3.0
- OM DE on z/OS V5.3.0 (IF)
- Inclusion of IOAz (OM internal log analysis)
- Feature Codes for easy individual product downloads (in PM Suite, OMzMS, & SMSz)

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OMEGAMON Performance Management Suite for z/OS 5.3.1

- OMEGAMON XE for DB2 PE V5.3.0
- OMEGAMON XE for Messaging on z/OS V7.3.0
- OMEGAMON XE for CICS V5.3.0
- OMEGAMON XE for IMS V5.3.0
- OMEGAMON Dashboard Edition on z/OS 5.3.0
- OMEGAMON XE for z/OS V5.3.0
- OMEGAMON XE for Mainframe Networks V5.3.0
- OMEGAMON XE for Storage V5.3.0

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  Composite Application Manager for Web Resources on z/OS 7.1.0

- Operations Analytics Log Analysis
  - OMEGAMON z/OS Insight Pack
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Operations Analytics: The Challenge

Find the right needle in one of many haystacks – QUICKLY!

Centralized, Distributed, Cloud, Resilient Architectures Increase Data Volume

Where do I start??

Everything is “green”

404 ERROR

It’s SLOW!!

Logs, Traces,..

Core files

Events

Transactions

Metrics

Config

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End-to-End Analytics for improved performance and workload management

IBM Analytics solutions for z Systems

Proactive Outage Avoidance
OMEGAMON & NetView w/ IBM zAware

Faster Problem Resolution
IBM Operations Analytics for z Systems

Optimized Performance
IBM Capacity Management Analytics (CMA)

IBM Analytics solutions for z Systems

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IBM Operations Analytics for z Systems

- z/OS Log Forwarder / SMF Data Provider installed on each z/OS LPAR where you want to provide Search and Analysis
- The IBM Operations Analytics server is installed on z System (or x System) running Linux (64 bit)
- z/OS Insight Packs are installed on the IBM Operations Analytics server

Complete your session evaluations online at www.SHARE.org/Orlando-Eval
IBM Operations Analytics integration into TEP

OMEGAMON + IBM Operations Analytics – Launch in Context from TEP

The **One Two – Punch**: Combine two very powerful tools to ensure performance and high availability of your enterprise.

- **Perform log analysis in context of OMEGAMON workspaces** – This approach enables OMEGAMON users to perform in-context log analysis while doing problem determination
  - From your OMEGAMON workspace, use the IOA search bar to search logs (using LPAR or Sysplex as the default context)
  - Easy to implement - Configure TEP to display the IOA search bar

Launch IOA from OMEGAMON performance monitoring workspaces to search logs in context

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NetView for z/OS 6.2.1 Updates

2 NetView Sessions at Share:

• 17786: NetView for z/OS – New Directions
  Tuesday, August 11th, 3:15 pm (Room: Asia 2)

• 17739: NetView for z/OS – IP Management Topics and Solutions
  Thursday, August 13th, 8:30 am (Room: Asia 2)
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## Service Management Suite scenarios

<table>
<thead>
<tr>
<th>Scenario</th>
<th>OMEGAMON® Performance Management Suite</th>
<th>System Automation for z/OS</th>
<th>NetView® for z/OS</th>
<th>Tivoli® Asset Discovery for z/OS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Automating scan and import jobs</td>
<td>✓</td>
<td>✓</td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>Detecting IMS performance problems</td>
<td>✓</td>
<td>✓</td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>Managing looping address spaces</td>
<td>✓</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Detecting network problems</td>
<td>✓</td>
<td>✓</td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>Displaying recent z/OS performance data</td>
<td>✓</td>
<td>✓</td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>Monitoring common storage usage</td>
<td>✓</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>


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OMEGAMON looping address space suppression

**Situation**
- The overall z/OS system utilization and also the utilization of individual started tasks / jobs is understood for normal and peak hours

**Problem**
- Detect when started tasks / jobs show abnormally high CPU utilization
- Some jobs causing CPU to loop and are hard to detect
- Prevent that these types of work can dominate the system

**Solution**
- OMEGAMON XE for z/OS data is analyzed by System Automation for high CPU utilization
- System Automation can categorize different types of work and allows to define various recovery actions through policy – not programming!

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Immediate message reporting on Tivoli Enterprise Portal

Situation
- Incidents happen all the time but luckily, with SA z/OS, they can also be recovered very quickly

Problem
- Customers using TEP as primary console for operations rely on every incident being reported as a situation
- However, short-lived incidents may remain undetected by situation sampling routines and hence are invisible to the operations team

Solution
- SA z/OS exploits ITM pure event situations
- So, in combination with its monitoring agent, SA z/OS allows to send selected exceptional messages immediately to TEP by means of policy

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  - NetView 6.2.1 Updates
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Maximizing time and personnel
Why the Suites really work for companies

- **Increase ability to meet SLAs** by managing environment with intelligent alerting
- **Increase staff productivity** through managing by exception
- **Maximize efficiency of staff** with Common Tools and Processes
- **Create collaboration** through tool integration and information
- **Efficiency in doing the day to day management** -
  - Link actions to situations
  - Automate problem responses
  - Capture expert knowledge
  - Common data and KPIs

**Visibility Control Automation**

Breaking down the Silos

- Is your environment managed by different teams that do not regularly work together – Integrate information
- When there is a problem, quickly identify the root cause.

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Summary – Service Management Unite

- **End-to-End Operations**
  - A modernized, state-of-the-art service management dashboard for visibility and operations of z and non-z Systems environments

- **Customizable & Modern look and feel**
  - Customize your dashboards based on your preferences

- **Enterprise Health**
  - See at a glance the health state of your environment

- **Integrated console**
  - Operators can issue commands and restore service

- **Available on your Smartphone**
  - Mobile access for flexible and intuitive control

- **It’s a real WOW**
  - Isolate, analyze and diagnose problems twice as fast

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