

Getting to the Point: Communication Enterprise-wide IT Status Effectively on the Mainframe

Session #BF110SN
Focus Area BSO



Abstract

Your audience is the CIO. You have two minutes each day to convey the status of your mission critical systems and subsystems, such as DB2 and CICS. Can you do it? Yes, you can. Join us as Scott Barry of SBBWorks, Inc., shares related real world scenarios. He'll offer practical advice and demonstrate chart and report examples using Unicenter NeuMICS MICF and Q&R that have worked for his clients and can work for you, as well.

Biography

Scott Barry, Principal Consultant SBBWorks, Inc.

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- More than 20 years hands-on experience with MICS, MXG, SAS installs, tailoring and administration
- Consulting practice focusing on IT management initiatives such as chargeback/cost allocation, enterprise reporting, and capacity/performance management

Session Agenda

- CIO Needs You
- Where To Start
- Tools
- Reporting Examples
- Conclusions and Summary

The CIO Needs You!

- CIO must anticipate other executive management reporting needs
- Help make their jobs easier with information they can relate to
- Build credibility and become the Go-To person for IT metrics

What Metrics to Report?

- High-visibility application systems
- Special customer/project reports
- Workload performance or throughput
- New/emerging workloads and technologies

How to Report Them?

- Ask how the user wants to see the information - visual or analytical?
- Trending charts; ranking reports
- Actual vs. projected comparisons
- Workload variance, exceptions

Where to Start?

- MICS Information Areas
- MXG from Merrill Consultants
- Enterprise information systems
- Business entity association tables

MICS Information Areas

- CPU and workload trending
- Transaction volume, response, resource consumption
- Event data to identify top resource consumers
- Workload versus business entity perspectives – know your audience

MXG from Merrill Associates

- Complements MICS, enhanced usability
- Integrates with MICS using MSI and MICS Q&R Workstation
- MSI provides MXG trending database with minimal administration
- Examples: MXG Tape Mount Monitor, Data Set Access, Tape Inventory, chargeback opportunities

Enterprise Info Databases

- Metrics unique to your enterprise
- Business operation metrics that correlate to IT resource management
- Correlate and manage data through MICS MSI, MTI and Q&R Workstation
- Examples: Activity-Based Management (ABM), Help-Desk Metrics

Business Entity Associations

- Data tables and relationships linking items for management reporting
- Maps business entities to IT workload units/users/groups
- Summary-level analysis, identification
- Example: Security tables map UserIds to a department/agency, cost center identification, project area.

Tools to consider?

- MICS Q&R – now available to all users; statistics and graphics without SAS/Graph
- SAS Base – ODS for output delivery
- SAS/Graph, SAS/Stat, SAS/ETS
- Web-based reporting delivered with your favorite browser
- PC/Workstation analysis and presentation – Excel, Lotus, Access, Word, PDF

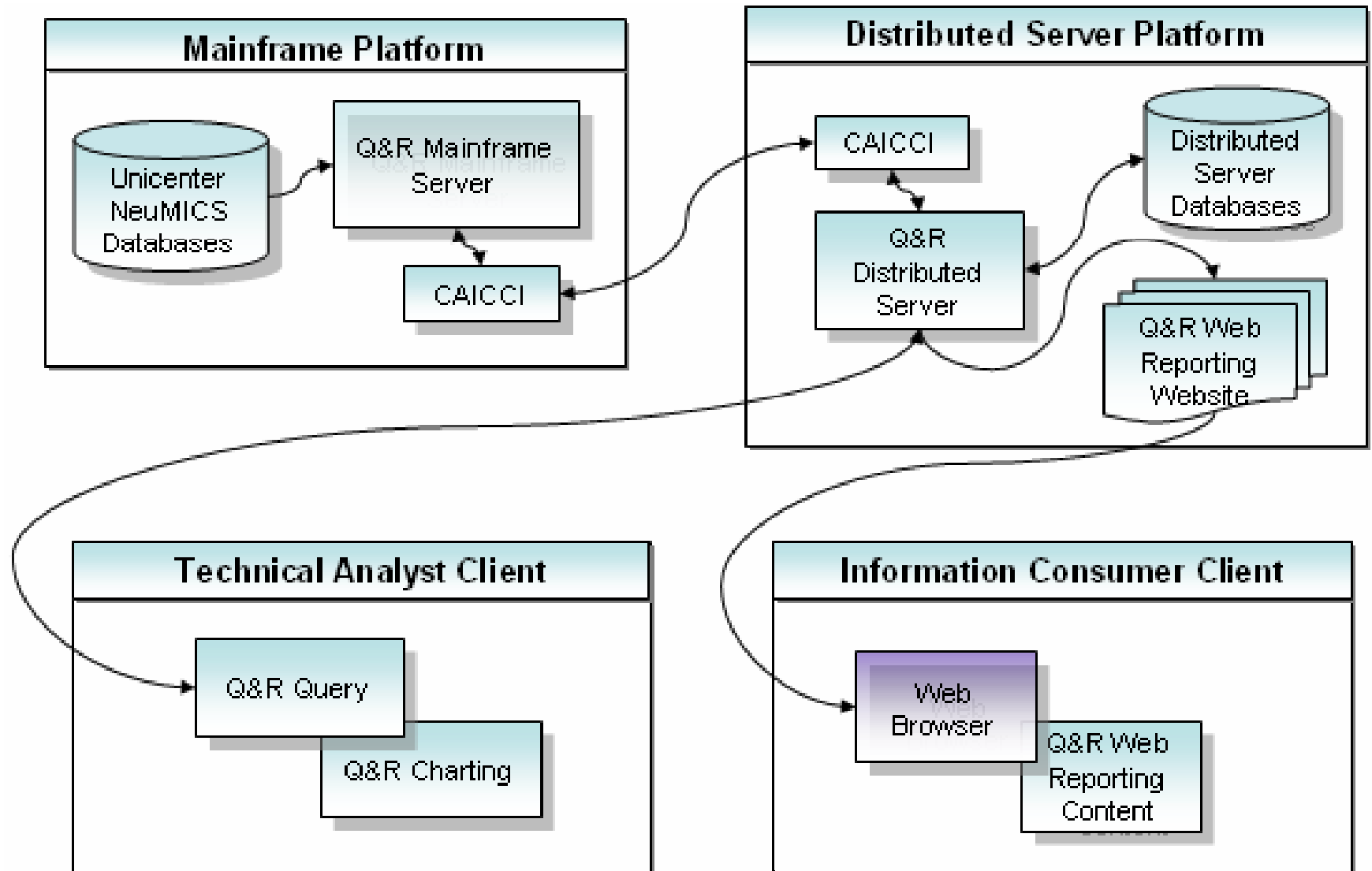
Examples and Techniques

- MICS Q&R Workstation
- MICS MICF and SAS programs
- SAS and the Web – browser access
- SAS and Excel/CSV – slice and dice, PivotReport and PivotChart
- SAS and EMAIL delivery for reports/charts

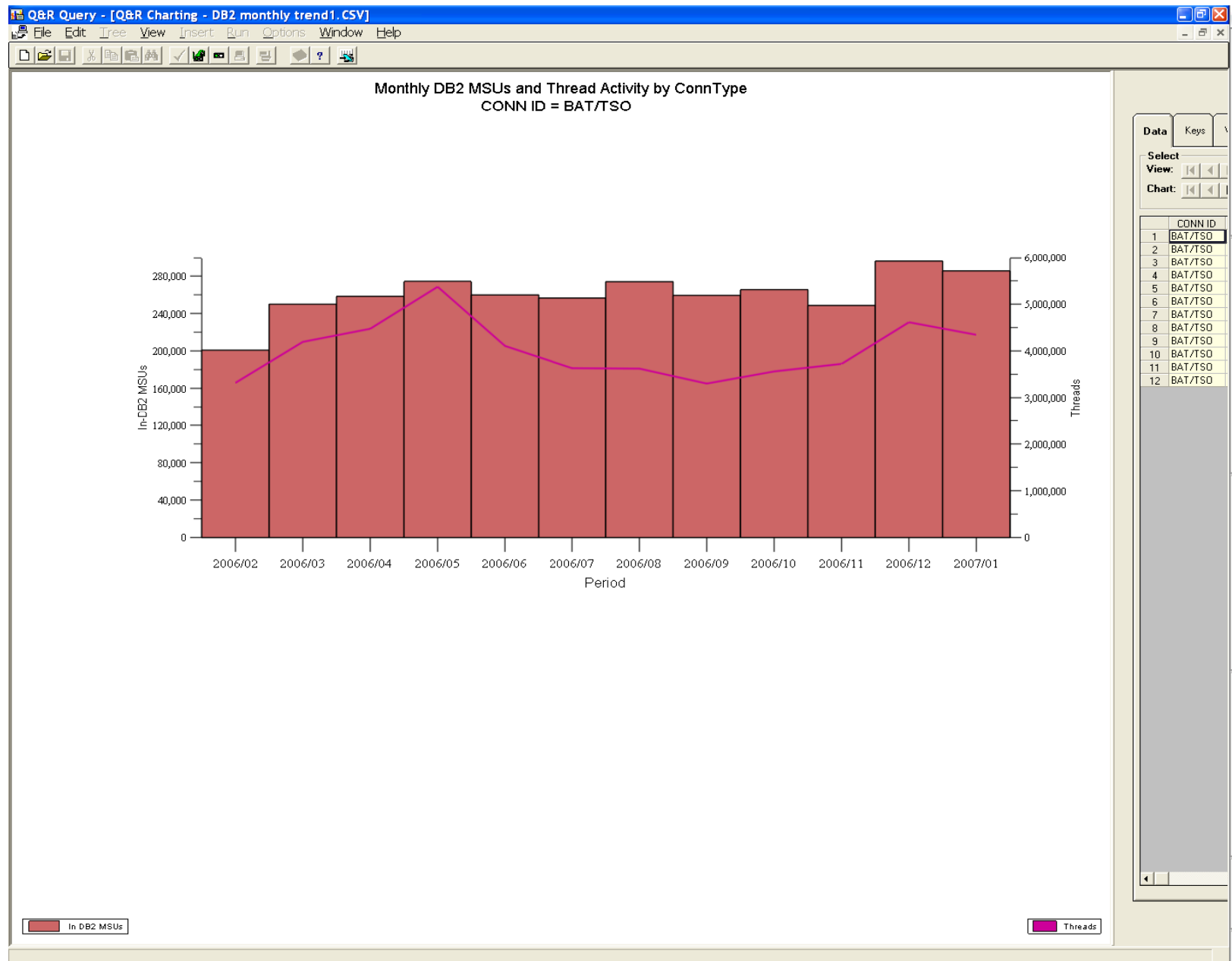
MICS Q&R Workstation

- Desktop access to MICS and other SAS databases – adhoc analysis and production reporting
- Enhanced web-based reports delivery
- MICS Base standard feature for all customers
- Worthwhile to install and explore for admin and end-user productivity
- Integrate MXG information access

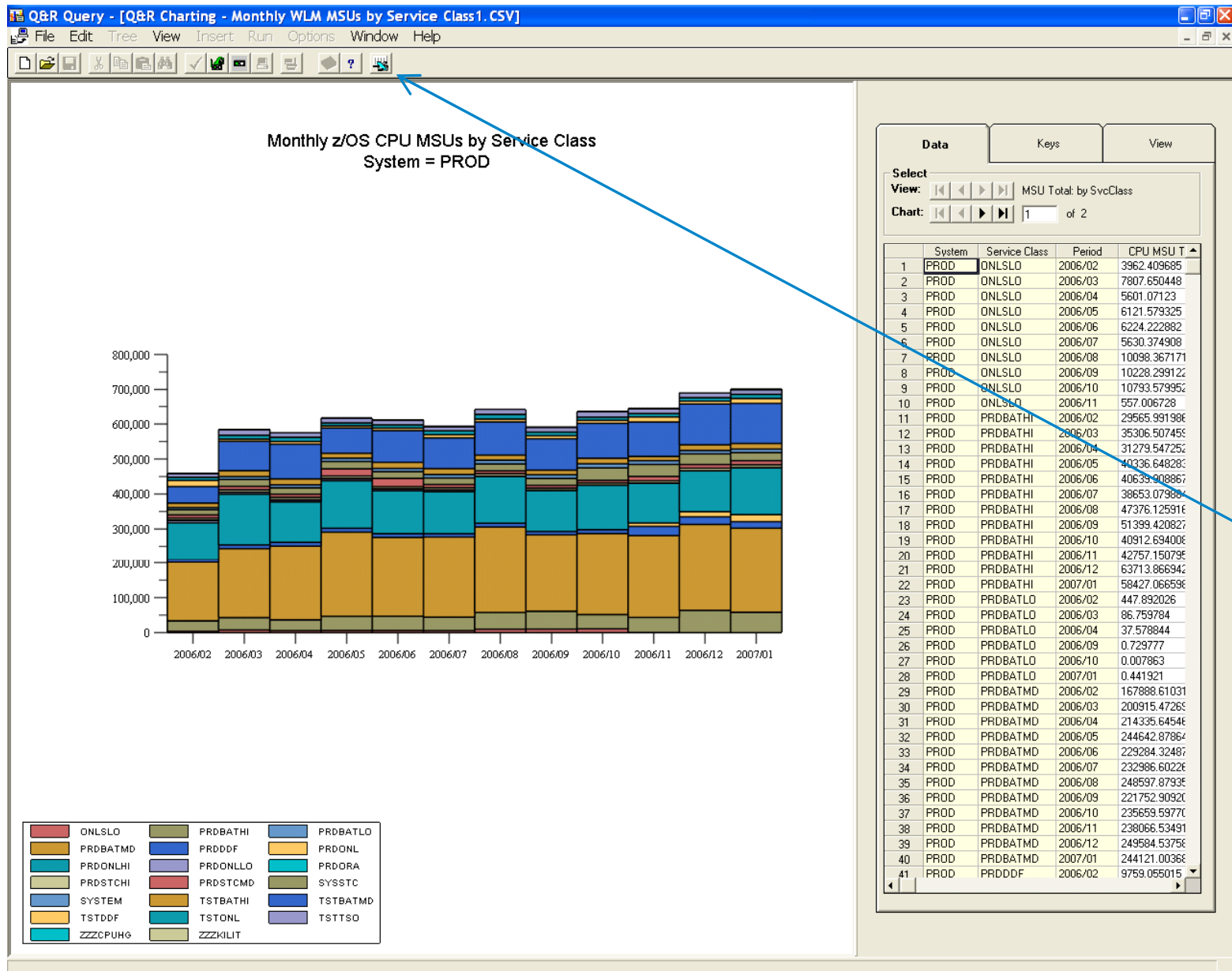
MICS Q&R Workstation (cont.)



MICS Q&R Workstation (cont.)



MICS Q&R Workstation (cont.)



MICS Q&R Workstation (cont.)

Microsoft Excel - QOR00084.CSV

Type a question for help

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Reply with Changes... End Review...

Arial 10

System

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| 5 | 2006/02 | 3962.41 | 37273.76 | 447.89 | 248282.71 | 14703.27 | | 162855.74 | 9929.59 | 3291.70 | 34349.75 | 20655.86 | 26291.31 | 11740.07 | 17080.12 | 74913.13 | 17470.5 |
| 6 | 2006/03 | 7807.65 | 43603.42 | 91.11 | 296274.82 | 12953.03 | | 210699.80 | 9082.70 | 2249.42 | 38543.46 | 22466.92 | 31001.99 | 14916.59 | 25671.81 | 116187.68 | 6551.05 |
| 7 | 2006/04 | 5609.62 | 37804.06 | 106.96 | 323094.75 | 13802.01 | | 175769.49 | 6283.48 | 3053.20 | 46094.16 | 19825.91 | 29475.66 | 15298.33 | 20925.92 | 122658.49 | 7708.38 |
| 8 | 2006/05 | 6121.58 | 48756.79 | | 345833.84 | 17095.31 | | 205404.55 | 5600.05 | 3815.30 | 55903.52 | 32479.16 | 33392.09 | 16851.17 | 18341.03 | 103183.02 | 6736.34 |
| 9 | 2006/06 | 6225.92 | 46811.51 | | 335081.84 | 18385.09 | | 188361.10 | 5365.97 | 2588.42 | 40609.18 | 34270.85 | 29198.76 | 15418.95 | 21772.13 | 113808.29 | 6925.4 |
| 10 | 2006/07 | 5630.37 | 45558.01 | | 352482.38 | 12108.73 | | 182291.86 | 4574.39 | 2588.84 | 40134.02 | 21874.07 | 29061.46 | 16687.05 | 21612.03 | 116320.77 | 8950.84 |
| 11 | 2006/08 | 10313.60 | 54252.98 | | 362554.73 | 18316.62 | | 204451.12 | 1049.63 | 2224.12 | 47611.18 | 21328.97 | 31691.69 | 17646.20 | 18449.38 | 130873.00 | 8315.38 |
| 12 | 2006/09 | 12140.74 | 59173.17 | 0.73 | 341875.42 | 19163.29 | | 180726.29 | 499.99 | 2509.67 | 49459.15 | 20494.57 | 31824.26 | 17021.06 | 16977.52 | 124552.77 | 8662.84 |
| 13 | 2006/10 | 11002.96 | 48161.00 | 0.01 | 355335.13 | 20274.19 | | 198199.27 | 308.78 | 2110.23 | 33362.54 | 16714.89 | 52526.92 | 17997.11 | 19045.69 | 125835.66 | 8551.52 |
| 14 | 2006/11 | 569.16 | 48619.59 | | 352664.96 | 33133.04 | 9802.78 | 180587.13 | 232.66 | 1846.04 | 27483.71 | 27993.81 | 44986.81 | 16799.47 | 16667.08 | 123107.79 | 14595.0 |
| 15 | 2006/12 | | 71569.18 | | 373796.18 | 33149.53 | 15107.24 | 181628.93 | 257.29 | 1888.94 | 33643.06 | 19922.15 | 43946.19 | 15382.28 | 19966.74 | 148835.27 | 9196.64 |
| 16 | 2007/01 | | 69102.00 | 0.44 | 363805.95 | 29849.88 | 20547.92 | 210631.18 | 277.71 | 1701.01 | 38227.23 | 19939.93 | 37465.58 | 16193.91 | 21994.09 | 161700.70 | 15371.92 |
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Sheet1 QOR00084

Ready

PivotTable Field List

Drag items to the PivotTable report

- System
- Service Class Name
- Period
- CPU MSU Total

Add To Row Area

PivotTable

PivotTable example using MICS data

MICS MICF and SAS

- SAS enhancements further exploit web-based reporting
- MICF integrates with MICS Q&R Workstation for web reporting
- Recent MICF enhancements for production reporting, inquiry management, web integration
- MICF suitable for SAS novice and intermediate users and beyond

SAS Reporting Facilities

- SAS ODS – HTML, Acrobat, CSV, XML data formats
- SAS/Graph – visually-enhanced charts and reports
- MICS exploits SAS ODS with additional functionality for web content management

SAS Reporting (cont.)

- *Sample SAS code to generate CSV-format file to a USS file:*

```
%LET USSLOC= /u/httpserv/mics/webpub;  
FILENAME OUTCSV "&USSLOC/batpgm.csv";  
ODS CSV FILE=OUTCSV;  
PROC PRINT U DATA=DETAIL.BATPGM01;  
WHERE PGMEXCTM GT 0;  
RUN;  
ODS CSV CLOSE;  
FILENAME OUTCSV CLEAR;
```

SAS Reporting (cont.)

- *Sample SAS code to generate EMAIL report:*

```
FILENAME OUTMAIL EMAIL
```

```
TO= ("recipient@domain.com")
```

```
FROM= "micsadmin@domain.com"
```

```
ODS HTML FILE=OUTMAIL STYLE=SASWEB;
```

```
PROC PRINT U DATA=DETAIL.BATPGM01;
```

```
WHERE PGMEXCTM GT 0;
```

```
RUN;
```

```
ODS HTML CLOSE;
```

```
FILENAME OUTMAIL CLEAR;
```

Hosting MICS and SAS web content

- SAS CONFIG option EMAILHOST= defines SMTP mail server address.
- Web-hosted reports/charts generated by SAS output to an HFS or remote FTP server location
- HTTP Server MVSDS facility for hosting web content using PDSEs and sequential datasets
- Refer to MICS PIOM Guide
- SAS support website resources

Considerations with Metric Analysis

- Validate any results for reasonableness – peer's perspective
- Determine if a data sample will suffice rather than crunching detail
- Maintain consistent, effective presentation techniques
- Example: Report CPU time or Service Units, Megabytes or Tracks?

Conclusions and Summary

- Answer the question: Why collect all this information and not use it?
- Management need metrics for solid business decisions
- MICS and SAS provide excellent tools for enhanced reporting and technical documentation for IT metrics analysis
- It's a great day to be associated with CA's MICS product suite

Questions & Answers



Related Sessions

Session # BF170LN

Title Hands On with CA MICS
Q&R Workstation for
Administrators

Session # BF120SN

Title Meeting Service Level
Agreements at Bank of
America with CA MICS

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 - Booth 999 – Company / Services Y
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- After completing your session evaluation form ...
- ... place it in the basket at the back of the room.
- Please left justify the session number

SESSION EVALUATION

PLEASE COMPLETE THIS FORM AND RETURN TO SESSION MONITOR

MARKING DIRECTIONS
• Use blue or black ink only.
• Fill circle completely.
RIGHT: WRONG:

FILL IN THE CIRCLE OF THE APPROPRIATE RATING

Comprehension of subjects covered
EXCELLENT POOR

Practical value of material covered
EXCELLENT POOR

Speakers preparedness & knowledge of subjects covered
EXCELLENT POOR

Quality & Quantity of visual aids
EXCELLENT POOR

Speakers ability to control discussions and keep session moving
☐ Excellent ☐ Good ☐ Poor

Allocation of time among various subjects covered
☐ Too much time ☐ Appropriate ☐ Not enough time

Is this session part of your:
☐ Primary conference ☐ Another conference

Were your expectations of this session met?
☐ Yes ☐ No

Should this type of session be offered again at next year's conference?
☐ Yes ☐ No

What topics were most valuable to you?
1. _____
2. _____

What topics were least valuable to you?
1. _____
2. _____

General Comments: _____

NAME _____ SESSION # _____

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Elements

