

CA Datacom® M3A Service Brief

An Application Management Service



CA Datacom M3A Service provides the integrated service and support necessary for sites relying on CA Datacom for their mission critical, high-performance database processing systems running on IBM z Systems hardware.

Organizations are now facing a growing skill concern as retirement is reducing their available technical workforce. This reduction of skilled employees represents a loss in the library of knowledge used to keep their mission critical CA Datacom systems up and running. CA Datacom M3A Service provides these organizations with a simple way to augment and enhance their resources to support their CA Datacom environments.

CA Datacom M3A Service Overview

M3A Service provides:

- **Monitoring-** A technical expert performs daily monitoring interactions with the production CA Datacom environments.
- **Measurement-** A technical expert establishes an inventory of the CA Datacom resources and user databases and establishes a performance baseline that can be used to measure and track the production CA Datacom environments.
- **Management-** A technical expert provides direct input and (if permitted) performance of CA Datacom environment management tasks such as recommended tuning changes, required database expansions, reorganizations and other systems DBA functions.
- **Alerts-** A technical expert is available to assist with various events requiring immediate technical assistance outside of what Level 1 CA Support would address. When the customer site encounters a CA Datacom related roadblock as defined under the M3A offering, they will be able to contact the M3A group for immediate assistance. The M3A service does not replace Level 1 Technical Support, instead it provides the integration of CA Support and CA Services to meet the customer needs.

In addition, customers enrolled in M3A support will be known to the CA Support organizations. When an M3A Service customer calls in a Severity 1 or Severity 2 problem directly to CA Support an immediate notification is sent to the M3A team who will become involved in assisting the customer and CA Support in resolving the issue.

Delivering Business Value

CA Datacom M3A Service delivers business value by providing:

- **Flexibility-** Various options to augment your CA Datacom workforce by providing you with the resources needed to manage and maintain the mission critical systems that serve the business.
- **Proven experience-** Access to CA Datacom experienced M3A technical staff and knowledge base with over 30 years of database experience combined with next-gen resources integrated in CA technical staff to provide a continuous source of trusted database professionals to meet your business needs.
- **Resource pool-** Access to a pool of resources to insure that in case of an emergency, there will always be resources available to assist in a critical situation.
- **Remote access-** A low-cost alternative to dedicated on-site resources and allows for the “partial use” of a technical resource.

Typical M3A Activities

CA Datacom M3A Service activities are focused on the tasks or functions needed to maintain and manage the service levels of the CA Datacom environments. These activities include:

- **M3A Start-up activities:** These activities are performed as part of the customer start-up under M3A Service.
 - **Initial Interview-** The M3A group performs a series of interviews with key personnel at the site to establish the basic understanding of the CA Datacom environments. Typical interviews would include existing CA Datacom DBAs, Applications Managers and Systems Programmers.
 - **Initial Inventory-** The M3A group works with customer technicians to gather certain key CA Datacom environment reports that can be used to build an inventory of CA Datacom resources and user database resources.
 - **Initial Performance Baseline-** The M3A group works with customer technicians to gather certain key CA Datacom environment reports that can be used to build a performance baseline of the CA Datacom environment and its resource consumption.
 - **Initial site report-** The M3A group combines the information above into a report establishing a baseline of the customer’s CA Datacom environments.
- **M3A Daily Activities-** These activities will be performed as part of a daily checkup administered by the M3A team on a Monday through Friday basis. The timing of the checkup will be flexible to meet the sites needs and M3A availability. The average daily checkup will take about 30 minutes per monitored environment. Additional time will be set aside to schedule and run (where applicable) utility functions to improve system functionality.

- **Review current system activity:** This check involves using CA Sysview (if available) or SQL DST queries to quickly survey the CA Datacom environment for any possible service level issues.
- **Review recent activity logs:** This check involves checking various MUF and CICS services statistics for recent database activity looking for error conditions, waits and other “interruptions” that may have occurred in the service.
- **Review recent table activity:** This involves checking various database statistics for recent database activity looking for table growth, significant row maintenance and index activity that may affect performance and service levels.
- **Alert on required corrective activity:** This action is coordinated with the customer liaison (system programmer or other) to insure that the activity is scheduled and completed as needed. Examples of requested activities would be utility functions such as Online Index Defragmentation jobs, Online Data Reorganizations (table level), and Offline database reorganizations. Any unusual activity will be alerted and a plan to implement corrective action will be discussed.
- **M3A Monthly Activities:** These activities revisit the various start-up measurement activities and update the CA Datacom environment baselines.
- **Produce updated site report:** Add current information to the site report to show the current state compared to the initial implementation. This document provides a measurement of the overall benefits of the M3A activities.

Prerequisites for M3A Activities

CA Datacom M3A Service activities require that the customer’s CA Datacom environments be at a supported release with reasonable access to the tools necessary to monitor and manage the environment.

- **Remote access to the customer system:** In order to perform the duties of the M3A Service, CA technicians need remote access to the customer environment including TSO (or ROSCOE) sign-on for each LPAR housing a monitored CA Datacom environment.
 - For the initial inventory activities, contact with a customer resource that can perform the various tasks while being guided by WebEx could be a reasonable implementation while awaiting the remote access.
- **CA Sysview for CA Datacom:** The CA Sysview option for CA Datacom provides the best possible tool for the M3A technician to access and monitor the CA Datacom environments.
 - For sites without CA Sysview for Datacom, other batch utility processes can be utilized, however the amount time necessary to perform the monitoring tasks may be significantly more.

- **Batch CA Datacom job submission:** The M3A technician will need to be able to run various reporting jobs to monitor and measure the environment.
 - To perform these tasks, technician will need security access to the CA Datacom environments (CA Datacom tables only) as well as the ability to view and extract report output.
- **Batch “User Database” job submission:** If permitted, the M3A technician will need to be able to run various utility functions against the user defined databases as part of the activities around correcting pending issues with the user databases.
 - To perform these tasks, technician will need security access to the CA Datacom environments including the user databases as well as the ability to view the utility report output.
 - For sites not wishing to grant this utility access to the user databases, the M3A technician can provide the customer liaison with the recommended actions to be performed.
- **Additional access:** Depending on site activity, stability and other events, additional resources and security authorizations may be required; these requests will be directed to the customer liaison with applicable business requirements validation.

Getting Started

To learn more about CA Datacom M3A Service or to speak with CA Technologies about how you can leverage this service for your organization, please contact your CA Technologies Account Manager.

CA Datacom M3A Service is part of the CA Technologies Remote DBA Service Offering.

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