



# The WatchTower Platform Webcast

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# | Today's Agenda

- **Introduction to The WatchTower Platform**
- **Mainframe-inclusive Observability - z/IRIS**
- **ML Insights**
- **Topology**

# Observability Players and Their Challenges

## Mainframe

*We need to use many different disconnected tools to determine what the problem is, which slows down Root Cause Analysis and increases the learning curve.*



**JAMES**  
Head of Mainframe



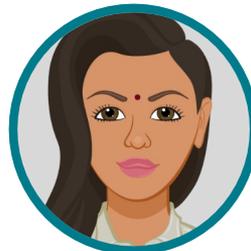
**SHERMAN**  
Subject Matter Expert



**ASHTON**  
System Operator

## Enterprise

*As we monitor the health of business applications, **the mainframe is a black box.** Considering how critical the mainframe is, that is a problem!*

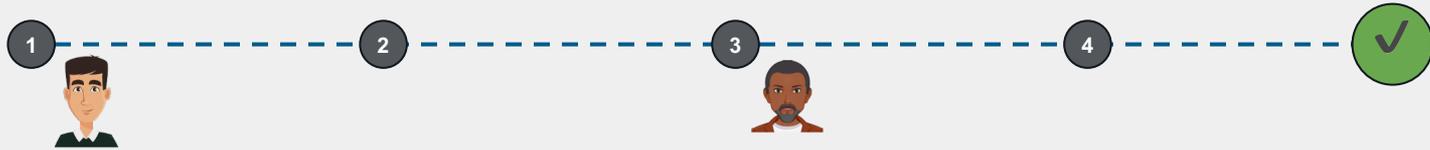


**PRYA**  
Business Line Manager

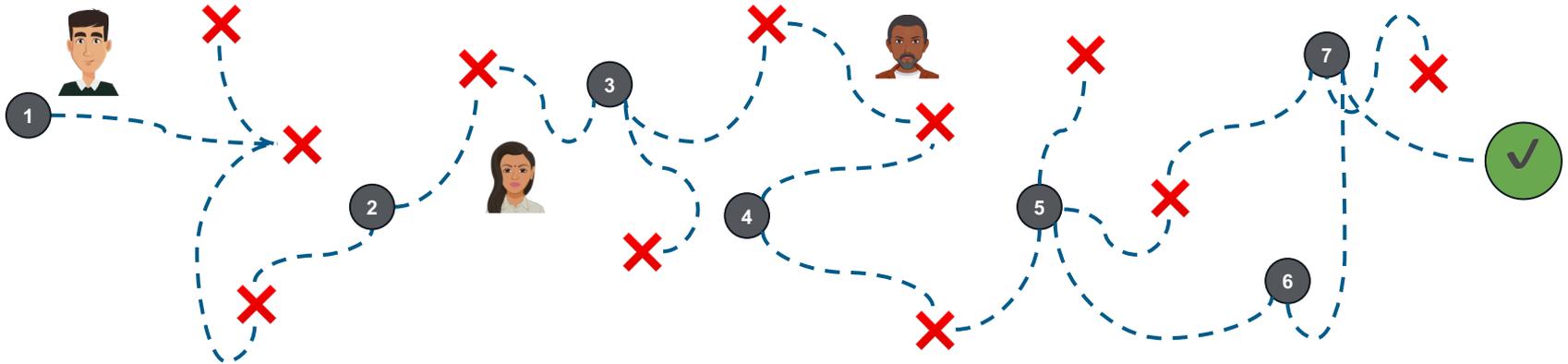


**KELLY**  
AppDev / SRE

# How We'd Like Problems to Be Resolved



# How They're Typically Resolved



# Introducing the WatchTower Platform

WatchTower is a mainframe **observability platform** that offers a unified and user-friendly experience catering to various skill levels



# Introducing the WatchTower Platform

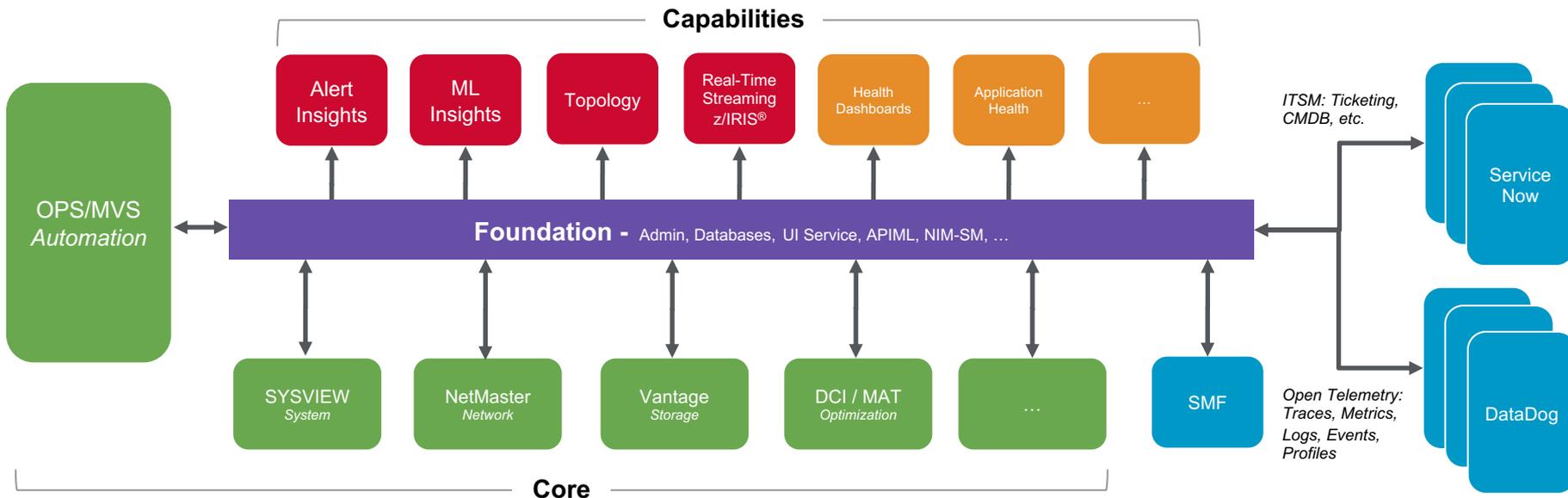
- Integrated context and insights
- Efficient, streamlined workflows
- Customized to the needs of various roles
- Improved visibility to enterprise tools

*Enabling operations teams to shift from reactive recovery to proactive avoidance*

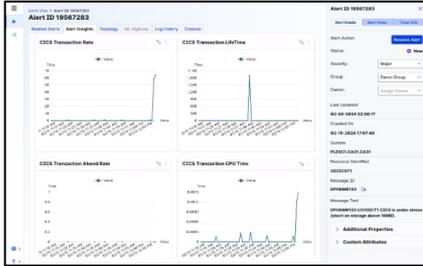


# Broadcom's WatchTower Platform

- Available Capability
- Future Capability
- Foundation
- Core
- 3rd Party

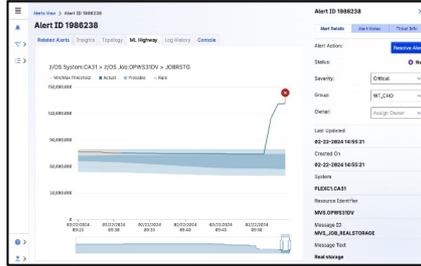


# Value Delivered



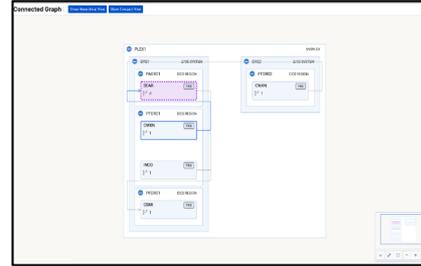
## Alert Insights

Reduce MTTR and the effort required to gather context around a particular issue



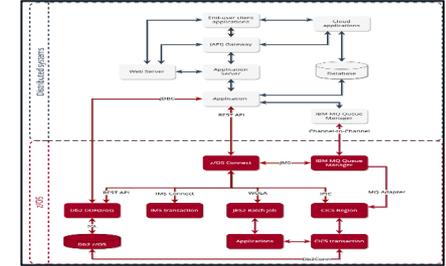
## ML Insights

Anticipate issues before they become Sev1s by comparing to typical baselines



## Infrastructure Topology

Utilize a map of your resources to navigate the path in which a problem is occurring



## Real-Time Streaming

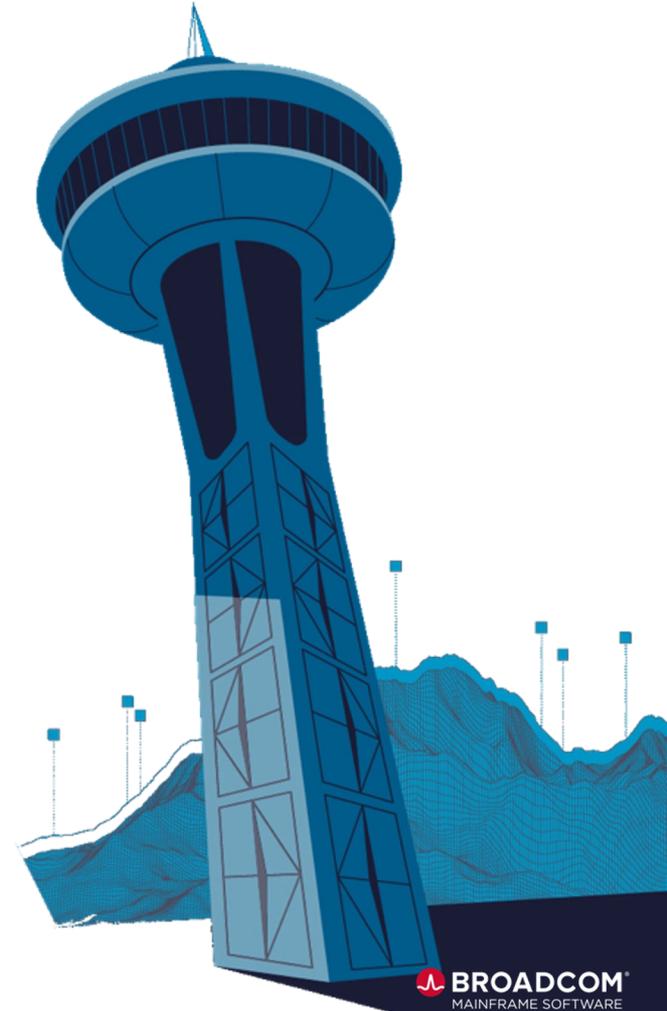
Augment enterprise monitoring with OpenTelemetry application tracing from Mainframe

# WatchTower Platform Entitlement

**Available NOW!**

Customers with one or more of the following solutions can download today!

- **SYSDVIEW Performance Intelligence**
- **NetMaster Network Intelligence**
- **OPS/MVS Automation Intelligence**
- **Vantage Storage Intelligence**



# Recommended Training



WatchTower Platform™: Overview of the Mainframe Installation Requirements and Process 200



WatchTower Platform™ z/IRIS: Configure the z/IRIS Client 200



WatchTower Platform™ Topology: Install, Configure, and Run 200



WatchTower Platform™: Installation Overview – Roles and Responsibilities 200



WatchTower Platform™: Install the Distributed Components (Kubernetes)



WatchTower Platform™ z/IRIS: Install and Configure an IronTap Docker Container 200



WatchTower Platform™: An Introduction 100



WatchTower Platform™ z/IRIS: Overview 100



WatchTower Platform™: Diagnose and Resolve an Alert 200

 Systems Programmer

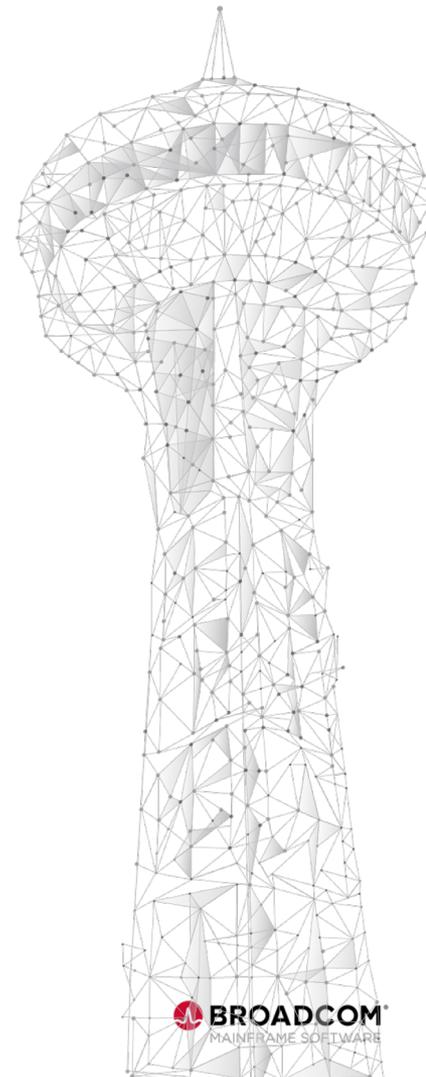


- Level One Operator
- Level Two Systems Programmer
- APPDEV/SRE
- Business Line Manager



Cloud Engineer

 Docker Platform Administrator



# Partner with us

## Join WatchTower Platform Community

*WatchTower Platform announcements, roadmap/webcast, technical threads, forums, community members collaboration*

<https://community.broadcom.com/communities/communityhomeblogs?CommunityKey=f65e0957-5466-40ac-b480-018c6975a8da>

## Join WatchTower Validation Site

*Get invited to quarterly customer reviews, opportunity to hear from product management, engineering, UX teams about strategic direction, new features development, influence on roadmap*

<https://validate.broadcom.com/watchtower>

## Submit Ideas for WatchTower Capabilities

*New ideas submission, community voting, collaboration with product management teams*

<https://community.broadcom.com/ideation/allideas>





# Mainframe-inclusive Observability

z/IRIS

# Real-Time Streaming

Enterprise-Wide Insights of Mainframe Application Impact on End-User Experience

WATCHTOWER  
PLATFORM™  
**z/IRIS®**

## Key Benefits



Monitor mainframe applications anywhere



Everyone understands mainframe application health



Data driven monitoring and operations



Fully customizable for all requirements

## Key Outcomes

High operational performance secures more customers and business growth through increased availability and optimal performance of the digital enterprise.



Increased Site Reliability



Boost End-User Experience

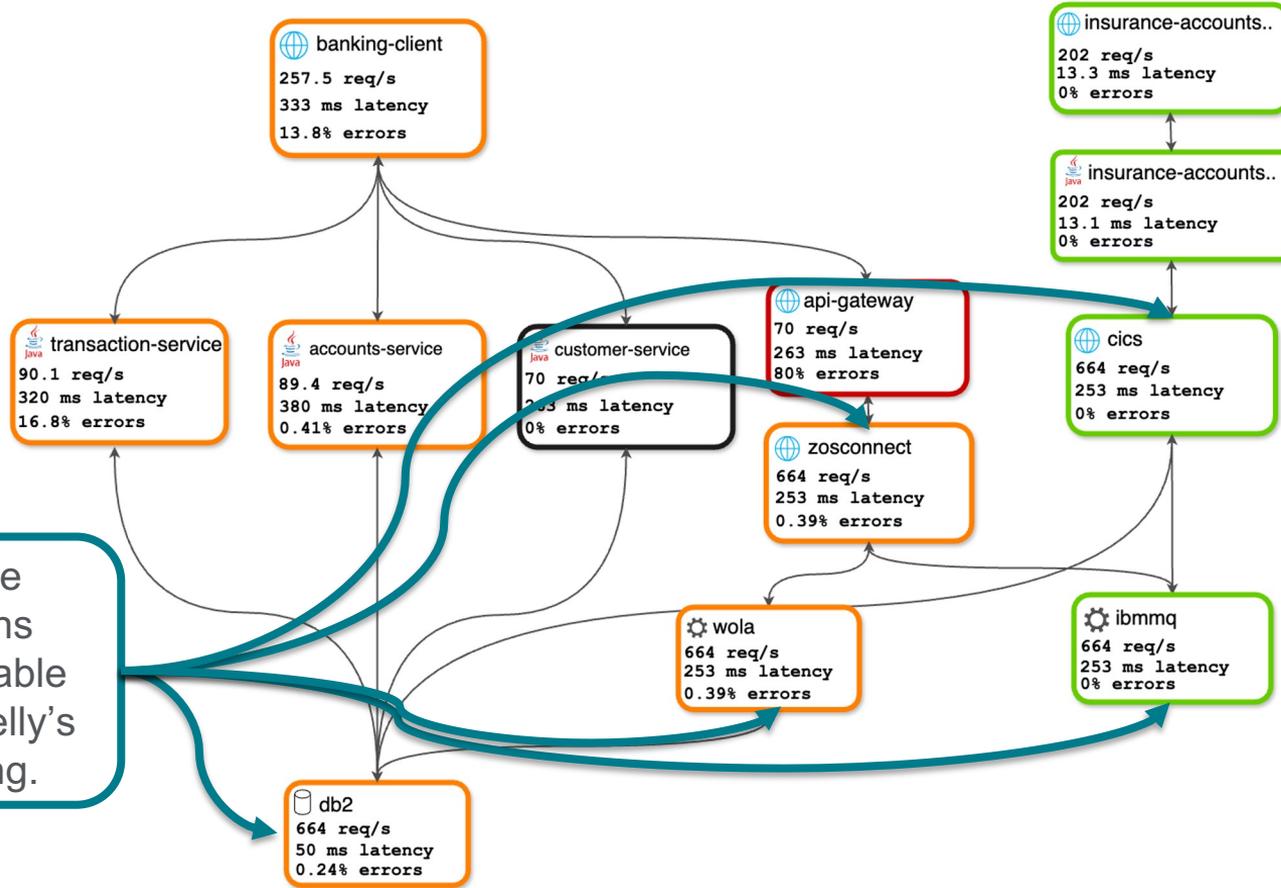


Enhanced Operational Performance

# OpenTelemetry traces with z/IRIS 1.0

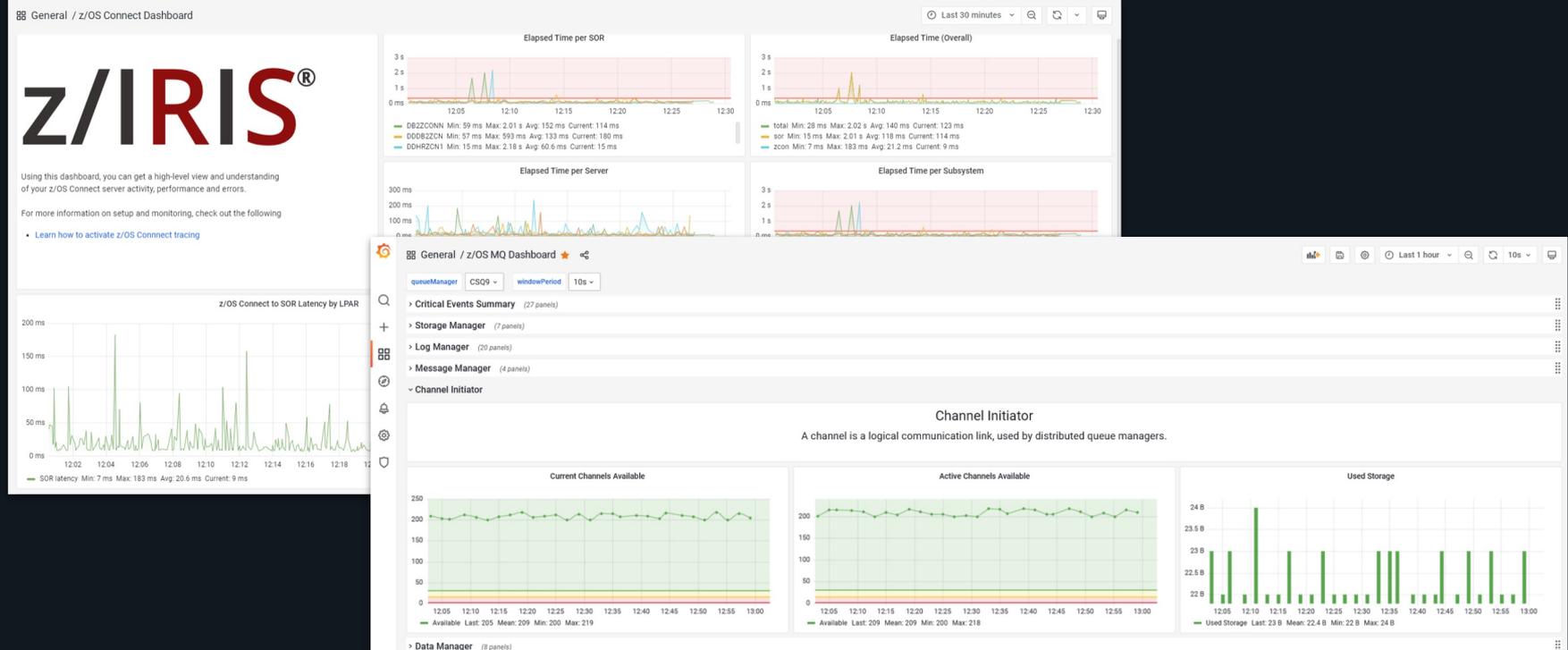


Mainframe applications health available directly in Kelly's daily tooling.



# Future Capabilities

## Expanding OpenTelemetry Support with Metrics





# ML Insights



# Business Value with ML

## Prevent Outages

Detect non-normal behavior that matters and requires attention

## Faster Root-Cause Analysis

Collaborate to determine challenge area(s) and act on resolutions

## Performance Tuning

Refine system & alerting by better knowing what is normal behavior



# Faster Root-Cause Analysis

Quickly Access Weeks of Metric Data

Search by Resources &/Or Metrics

Review Time-Series & ML Highways

Pre-filtered from Alerts or Topology

Save as Dashboards



# Environment Optimized ML Monitoring

Create ML Monitors for KPIs

Expert Recommendations Out of Box

Reduce ML Alert Noise by Focusing on Important Resources

Easily Refine Conditions

Send Alerts for Review or Automation

### Monitoring Rule Builder

Metric Selection  Metric is **TRANRATE**

Resource Selection

Rule Query

**SYSPLEX is Alpha** **z/OS is LPAR01 +2** **CICS Region is CICSRO1 +42** **CICS Region Include**

Alert Conditions

Severity 1  Severity 2  Severity 3 Alert Above  Alert Below

Send Alerts to

Alert Insights  OPS/MVS  WTO

Monitoring Rule Name  Rule ID  Rule Description

Created by Adam Smith, 29 December 2023. Triggered 5 times in the last 30 days.

# Topology



# | Mainframe Topology



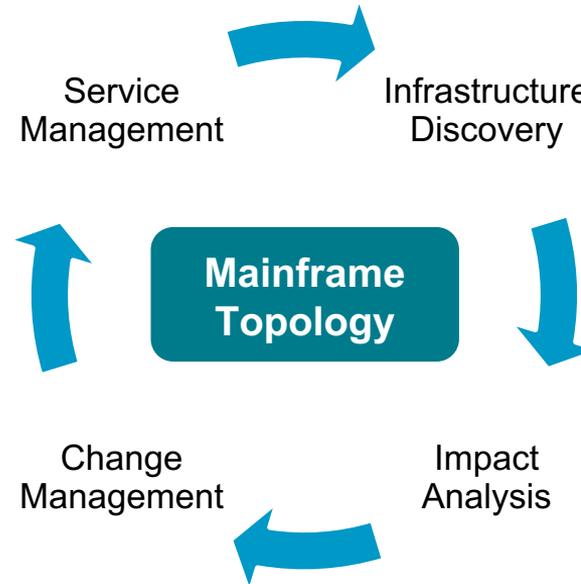
L1 Operator



L2 SME

## Customer Challenges

- Topology Diagrams are out of date
- Steep learning curve for new employees
- Analyzing impact of changes
- Coverage of MF CIs in ITSM & CMDB



# | Business Applications



Expert Knowledge



Business Applications



Observe System Calls  
CICS, DB2, JDBC, Network



Expert Knowledge



Business Applications



Observe System Calls  
CICS, DB2, JDBC, Network

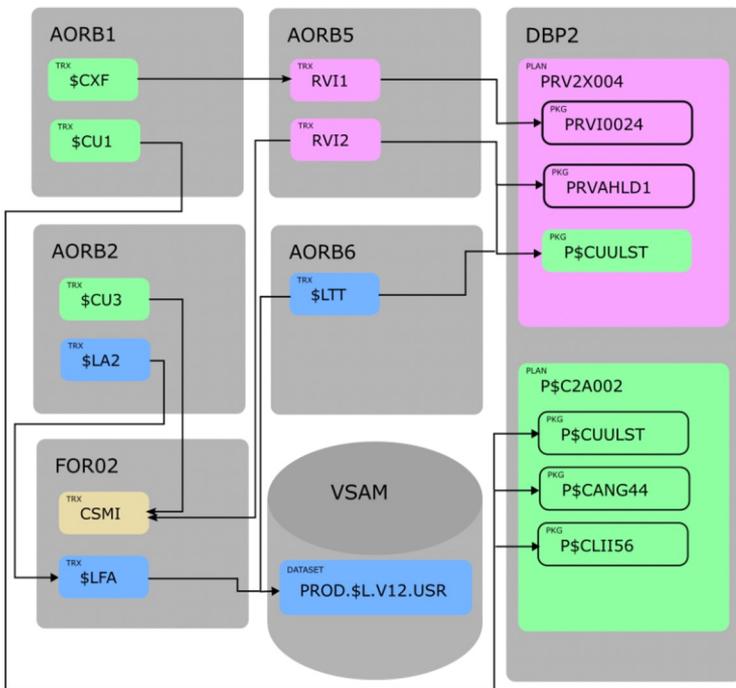
Application Mnemonics

\$C - Credit Card

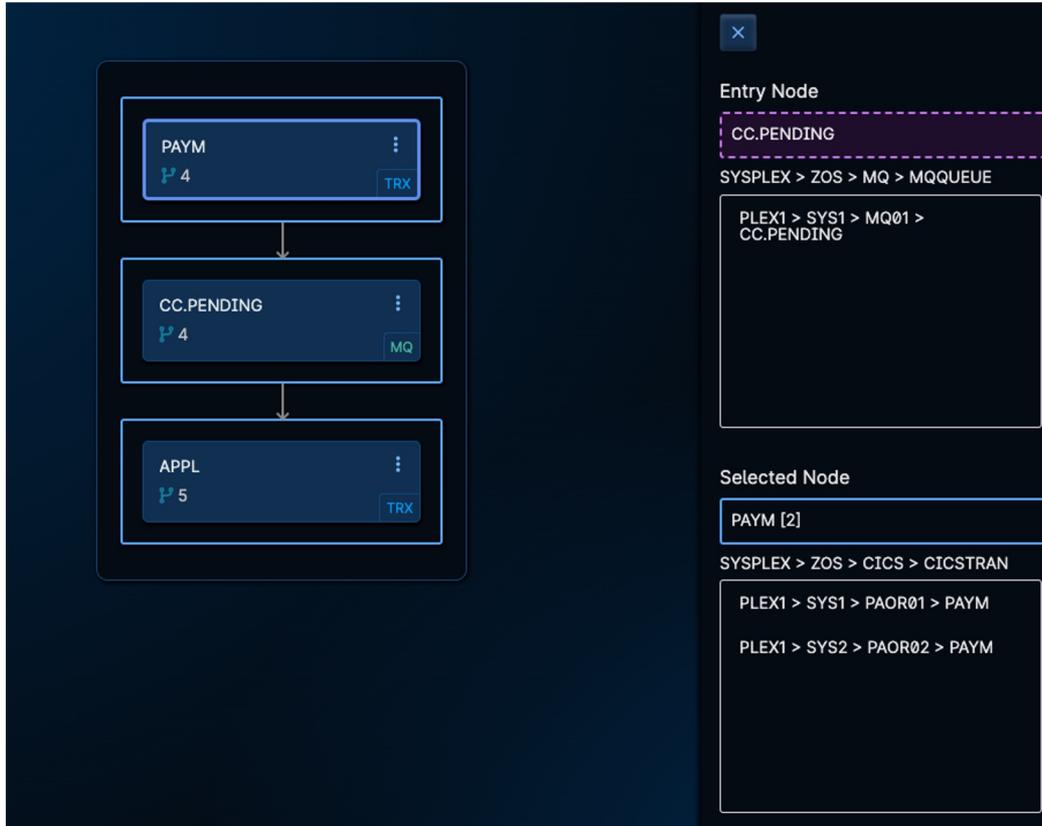
\$L - Claims

RV - Reports

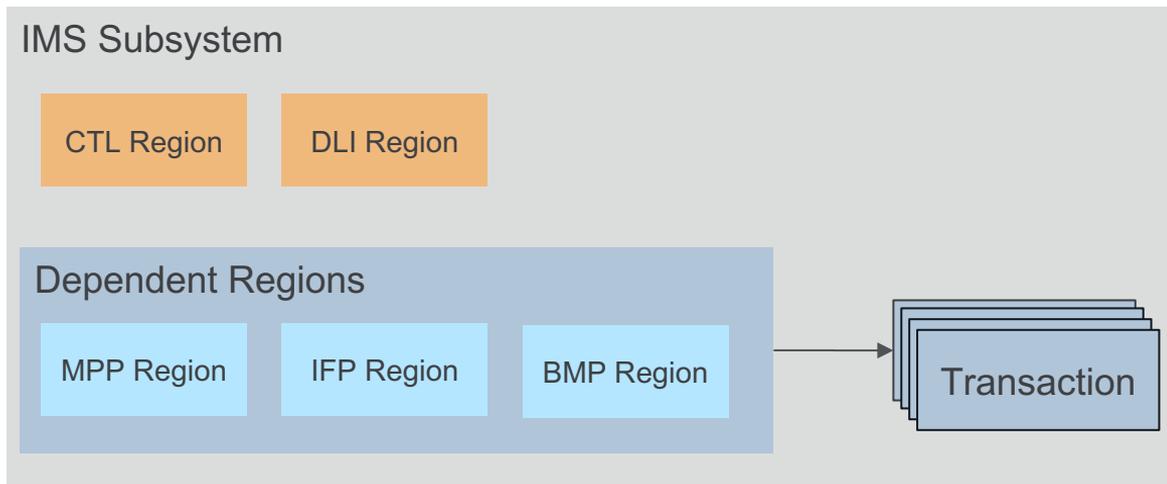
Shared Infra



# Producer Consumer View



# IMS Topology



## Future Research

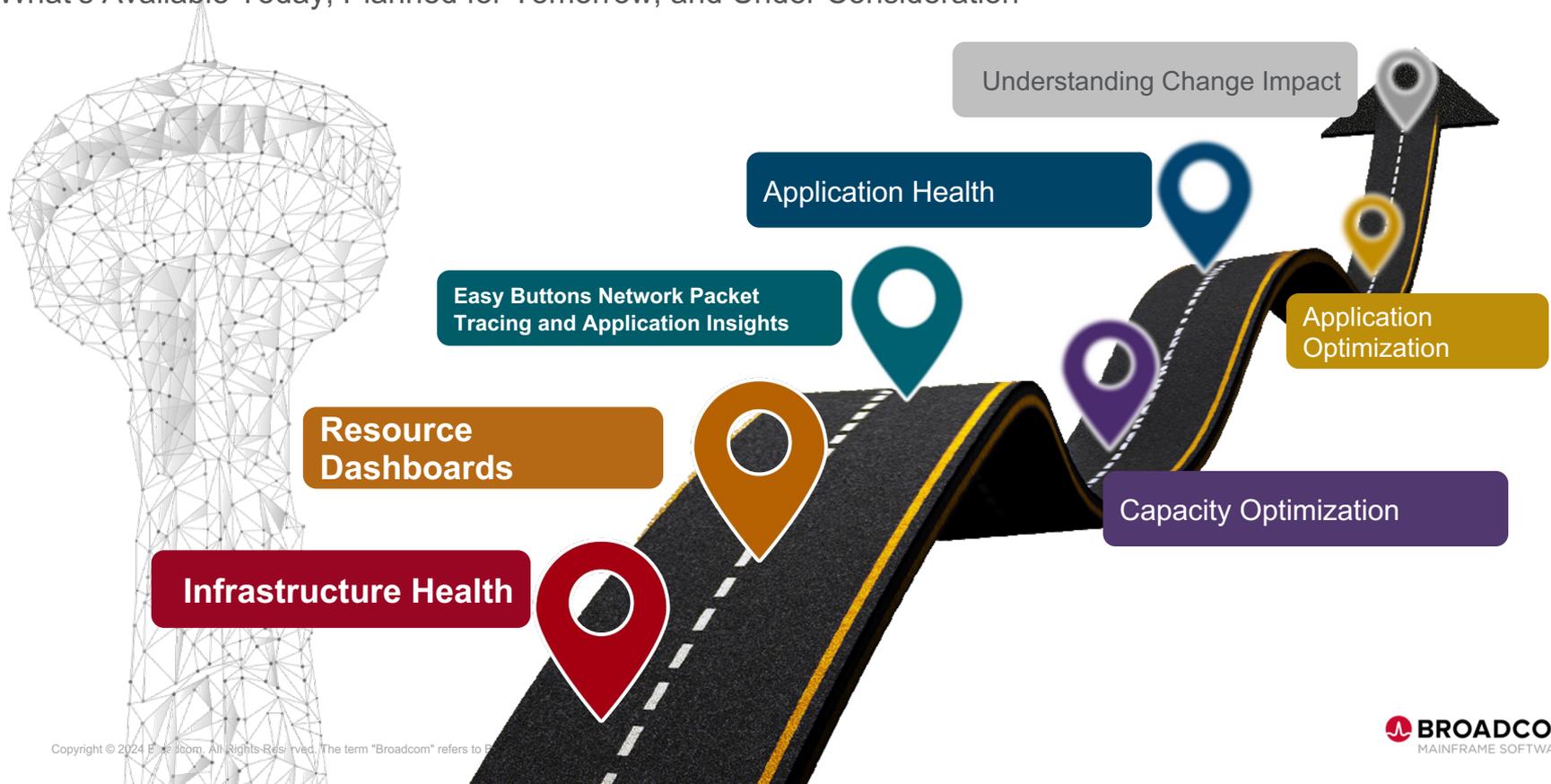
MQ & DB2 - Ext. Sub.  
Attach

IMS Connect & ODBM

CICS ISC, IMS MSC, MQ-  
IMS Bridge

# WatchTower Roadmap

What's Available Today, Planned for Tomorrow, and Under Consideration



**Thank you**

Visit WatchTower Platform page

<https://mainframe.broadcom.com/watchtower>

