IBM

CDS01 System Health Check

Highlights

A Best Practice review to ensure that your CICS environment is functioning optimally.

We check CICS configuration parameters and values and provide a report recommending improvements that can be made to move your environment to Best Practice standards.

Depending upon your requirements, the System Health Check ranges from a high-level conceptual engagement to an in depth study where we work to identify the key areas where change is recommended and implement the necessary changes with you.

The System Health Check service offering is divided into three main areas.

Discovery

In this phase we will work with you to examine the configuration and setup of your existing environment, this will include CICS and associated products such as z/OS, DB2, WebSphere MQ, CICS Transaction Gateway (CTG) and WebSphere Application Server. We'll review the behaviour of your CICS regions looking for potential or actual problems occurring with the workloads running there.

Analysis

In this phase we compare your configuration values with our knowledge of best practise parameters and settings. We'll use information from your system SMF records, monitoring tools and CTG Version 7 (if used) stats and monitoring.

A few of the key points we examine are:

The key critical applications and services

- Check for SLA existence and consistency

- CICS System settings such as MXT, storage sizes, storage protection, transaction isolation and security controls

- How work is routed and distributed (WLM, dynamic/distributed routing)

- Provisions for continuous availability and disaster recovery

As part of the High Availability component of our System Health Check we will look for single point of failures. Quite often this requires looking at your applications to ensure that they can be dynamically routed and that no affinities exist.

Delivery

We will produce a report recommending the changes to be made. We can also work with you on implementing the recommendations into your environment.

CICS Development Technical Services

Participation in project
You designate a representative as the focal point for this project. Your representative:

- Helps resolve project issues and escalates issues within your organization (as necessary)

- Helps resolve any deviations from project plans

- Obtains and provides information, data and approvals within three working days of our request, unless an extended response time is agreed upon

- Provide IBM CICS services specialists and developers access to your CICS environment

Benefits

- Ensure your CICS environment is running optimally

- Identification of single points of failure – leading to increased business resilience

- Your staff can work with our services specialists to gain knowledge and experience with CICS Transaction Server for z/OS

- You get the benefit of IBM's leading edge knowledge

- You can concentrate on your core business activities while the health

is carried out by our services specialists

Prerequisites
For IBM to perform this service you must have your CICS technical staff available to work with our IBM CICS services specialists and developers

The prerequisites listed may not contain all of the requirements for this service. For a complete list of prerequisites, consult your sales representative.

For more information…
Visit our Internet Web Site at
http://www.ibm.com/software/htp/cics/service/

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