Increase Availability and Reduce Costs with Redesigned OMEGAMON V5.1

Pulse 2013

IBM System z Service Management continues providing customers improved business flexibility

Key Takeaways

1. IBM recognized leader in Application Performance Management for monitoring, managing and optimizing IT infrastructure - *Gartner 2011 MQ*

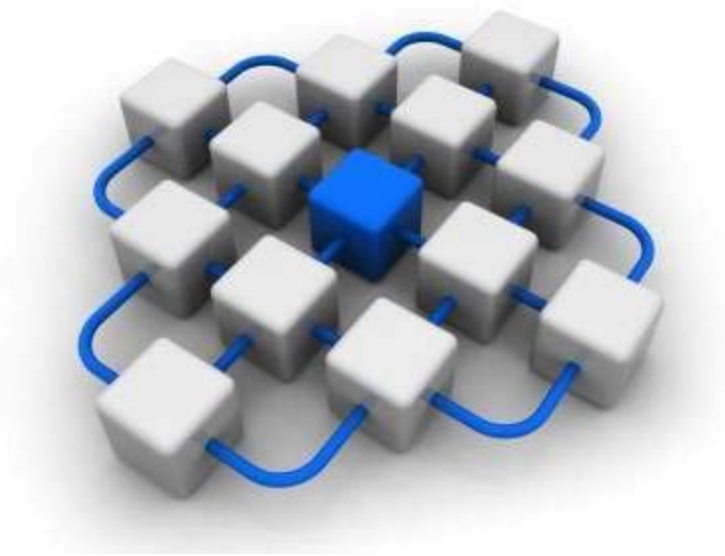
2. IBM continues to provide new Service Management visibility, control and automation capability based on high priority customer requirements - *agile transparent development*

3. Redesigned OMEGAMON provides significant customer value to reduce costs and decrease risks - *R&D investment and strategy*

Application Performance Management a key component of Business Service Management

Application performance management (APM) refers to discipline within service management focused on monitoring and managing of performance and service availability .

- **End-user experience** monitoring
- **Application and Services** sub-system monitoring
- **Application runtime architecture** discovery**,** modeling and display
- **User-defined transaction** profiling
- **Application performance** analytics



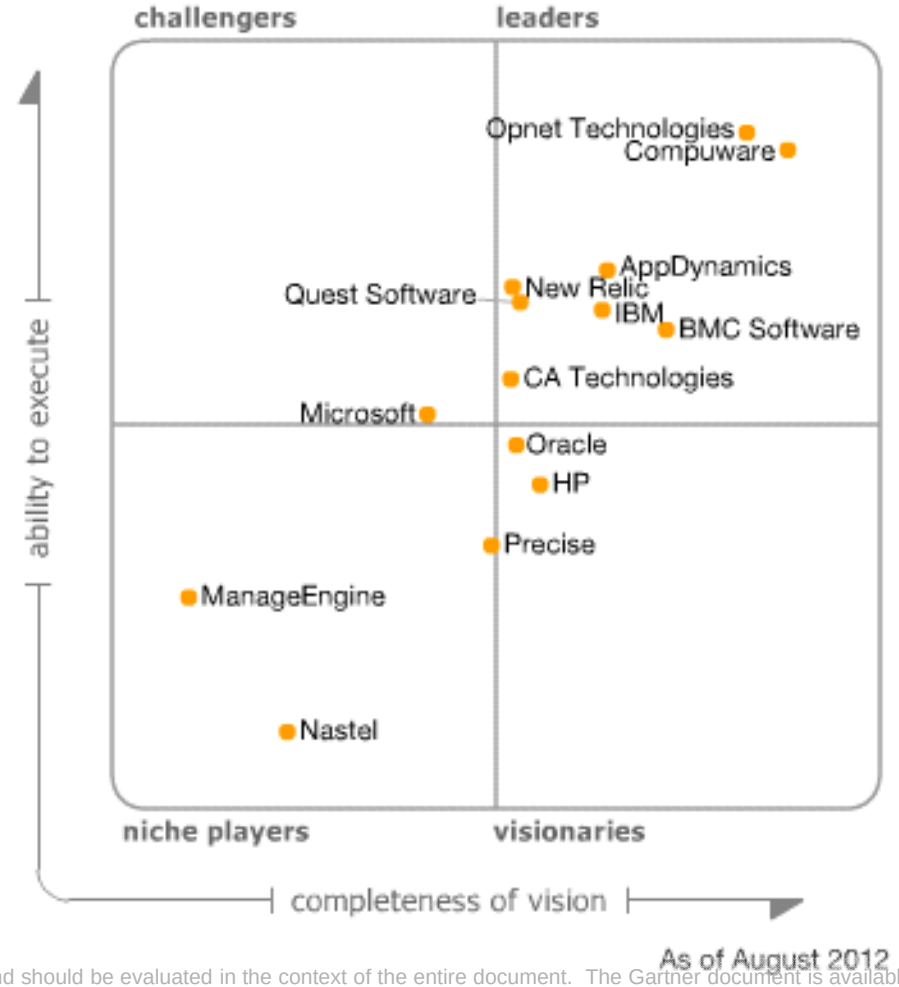
IBM Monitoring solution includes ITM, ITCAM and OMEGAMON

Gartner identifies IBM as a Leader in the 2012 Magic Quadrant for Application Performance Monitoring (APM)

Magic Quadrant for Application Performance Monitoring

Will Cappelli, Jonah Kowall

August 16, 2012



IBM announcing customer-driven, redesigned, simplified OMEGAMON Version 5.1 product family

Visibility with modernized and strengthened OMEGAMON product line for reduced resource usage and faster problem resolution

Increased System Availability with faster problem resolution

- Enhanced 3270 user interface for SMEs
- Built-in Problem Solving Scenarios

Improved Productivity with simplified information

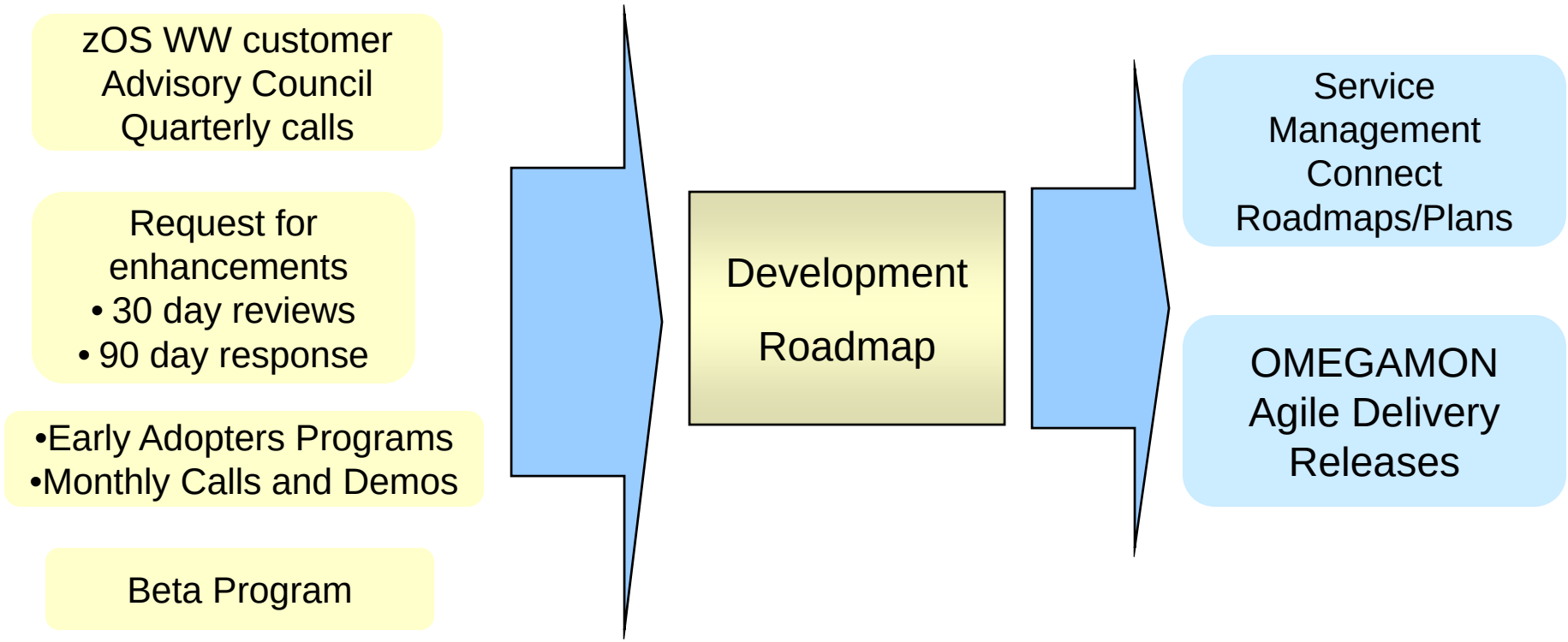
- Faster Install/Configuration/Maintenance
- zEnterprise monitoring across z196/114 and zBX

Reduced Costs with decreased resource usage

- Usage of zIIP specialty servers
- Simplified OMEGAMON architecture

Redesigned OMEGAMON capability driven by high-priority customer requirements

Customer driven capability with new transparent development methodology driven by Agile processes



OMEGAMON for z/OS provides SMEs with faster problem determination and availability management

First two products being released are OMEGAMON for z/OS and CICS

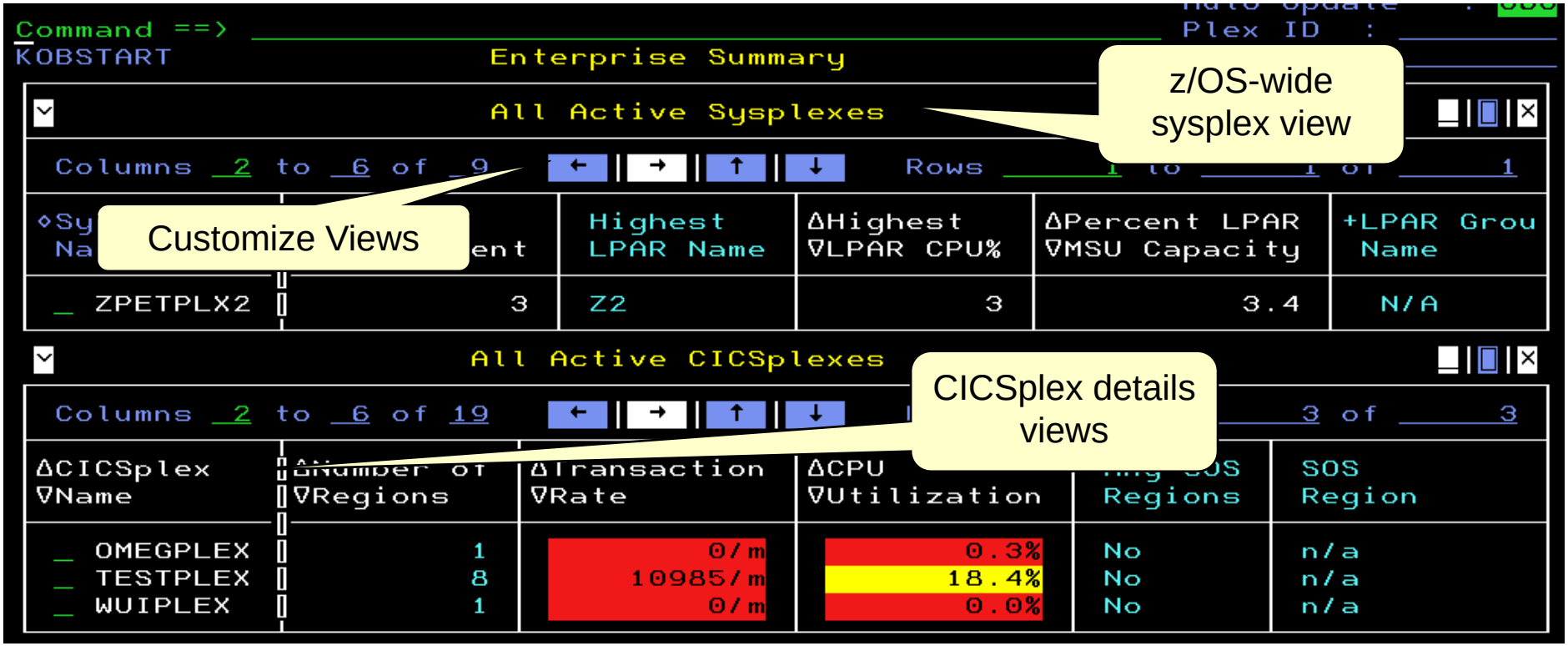
- **Simplify monitoring** with ability to view enterprise summary of multiple sysplexes
  - – Can save 50 to 75% of time needed to find problems
- **Faster problem identification and management** by navigating directly to other OMEGAMON v5.1 monitors
- **Cost Savings** with new CEC and CPU top consumers views to manage resource utilization
- **Higher availability** by incorporating Health Checks from Tivoli z Management Console to identify problems
- **Easy navigation** from sysplex to lpar to address space for faster product resolution to meet SLAs

Reduce system outages and increase productivity

Enhanced 3270 user interface creates Enterprise wide view of information for improved availability

- Understand transactions across multiple sysplexs
- Color coding to provide ability to find and resolve problems quickly
- Eliminates need to move between multiple screens and monitors

"GUI on a green screen"



OMEGAMON for CICS provides improved visibility and opportunity to reduce resource usage

In addition to the OMEGAMON family capability:

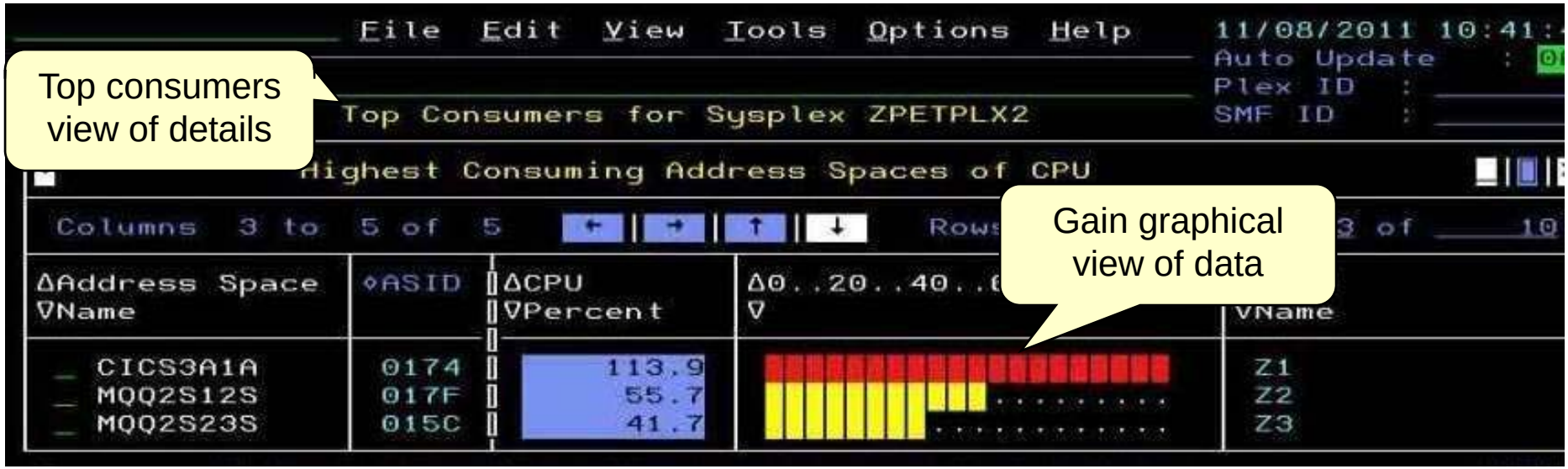
- Manage using service level analysis of transactions based on response times with new enhanced 3270 UI
- Take advantage of zIIP specialty processor to decrease resource usage
  - – Up to 73% of CICS SLA processing off-loaded
- New ‘Find’ command to easily locate hung users and programs connections over entire cicsplex
  - – Can reduce fix times from 90 minutes to 2 minutes
- Easy navigation from CICSplex to region to resource for faster problem identification and resolution

Simplify SLA management with decreased resources

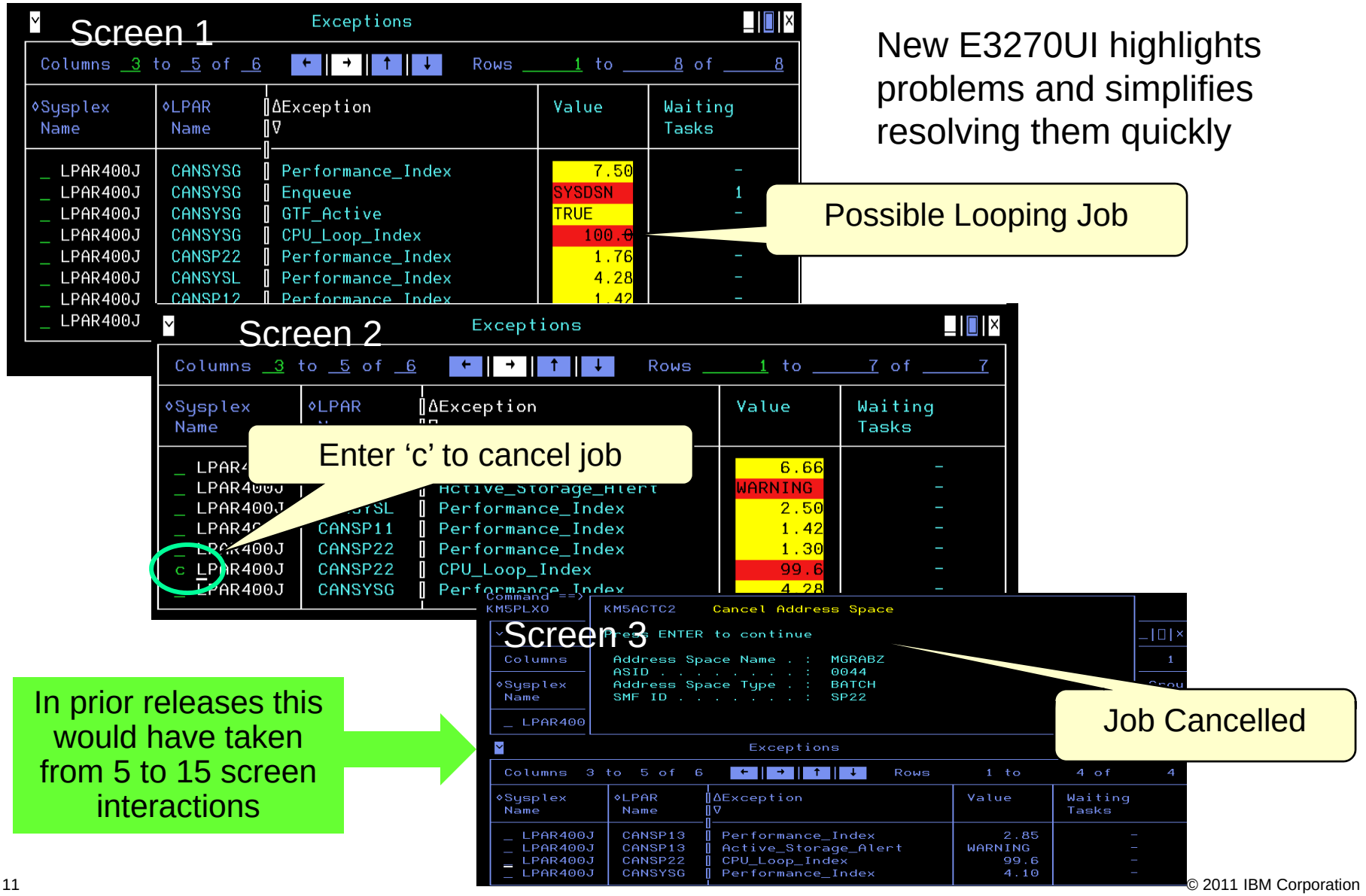
Customer prioritized Problem Solving scenarios built into enhanced 3270 user interface

Easy to see and find critical system and sub-system information for improved performance and availability across System z

- Customized screens focused on customer defined problems
- Screen content based on high priority problems
- Includes Healthcheck and Bottleneck analysis



Example of quickly finding and fixing z/OS Problem



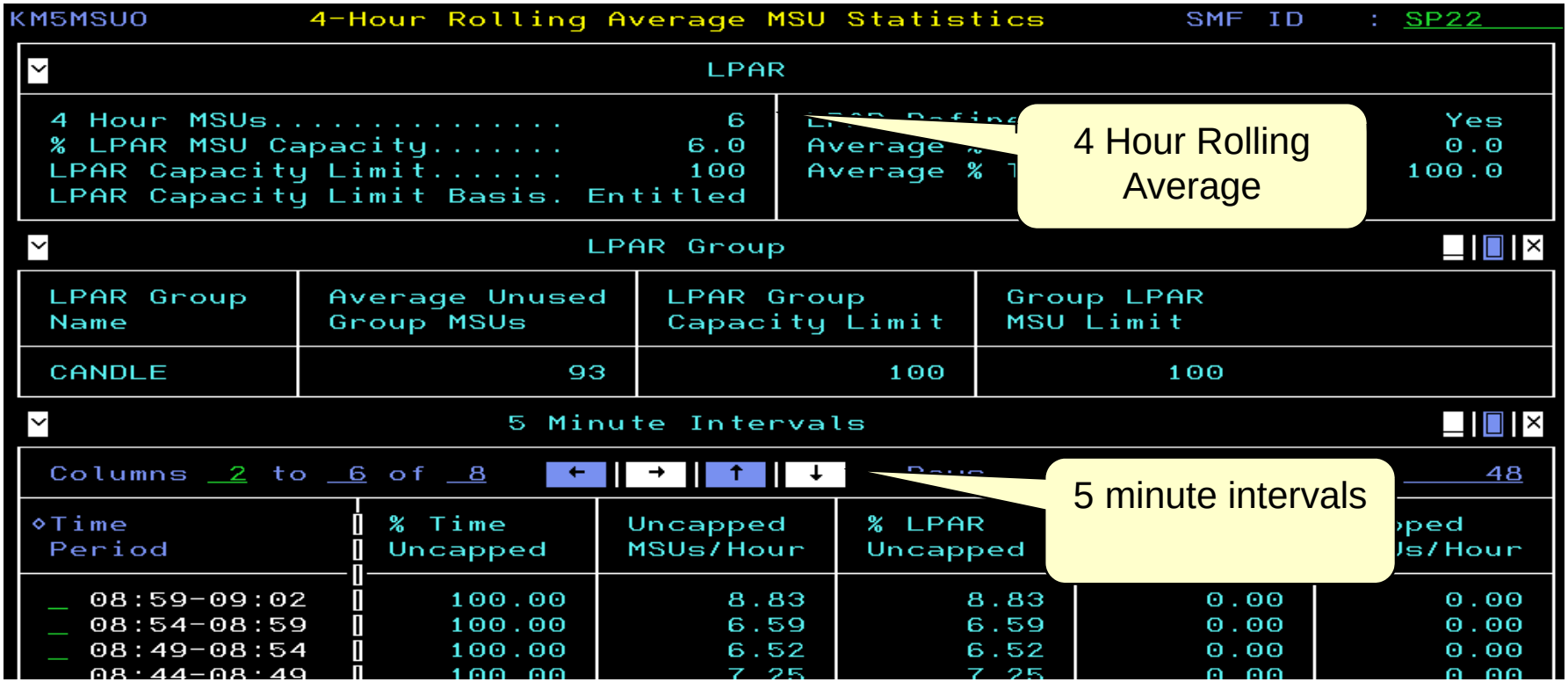
New E3270UI highlights problems and simplifies resolving them quickly

In prior releases this would have taken from 5 to 15 screen interactions

New Problem Determination and Management allows Operations and SMEs to see what is happening sooner

Increase availability by monitoring over time to identify and fix potential problems before they become outages

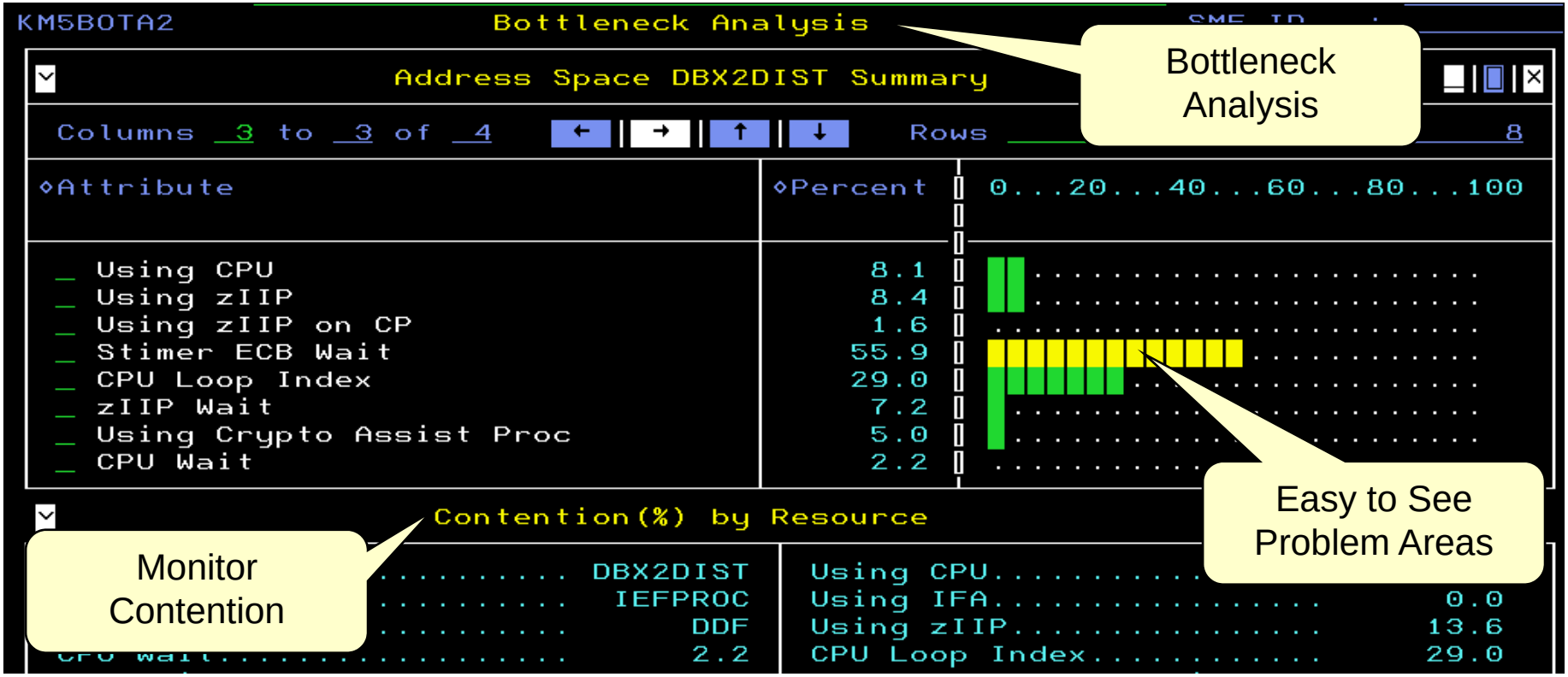
- Set exceptions to quickly alert operators across entire sysplex
- Warned about a problem 98% faster then before



Bottleneck Analysis provides visibility to potential problems before they become outages

Quickly find out where resource contentions and shortage exist

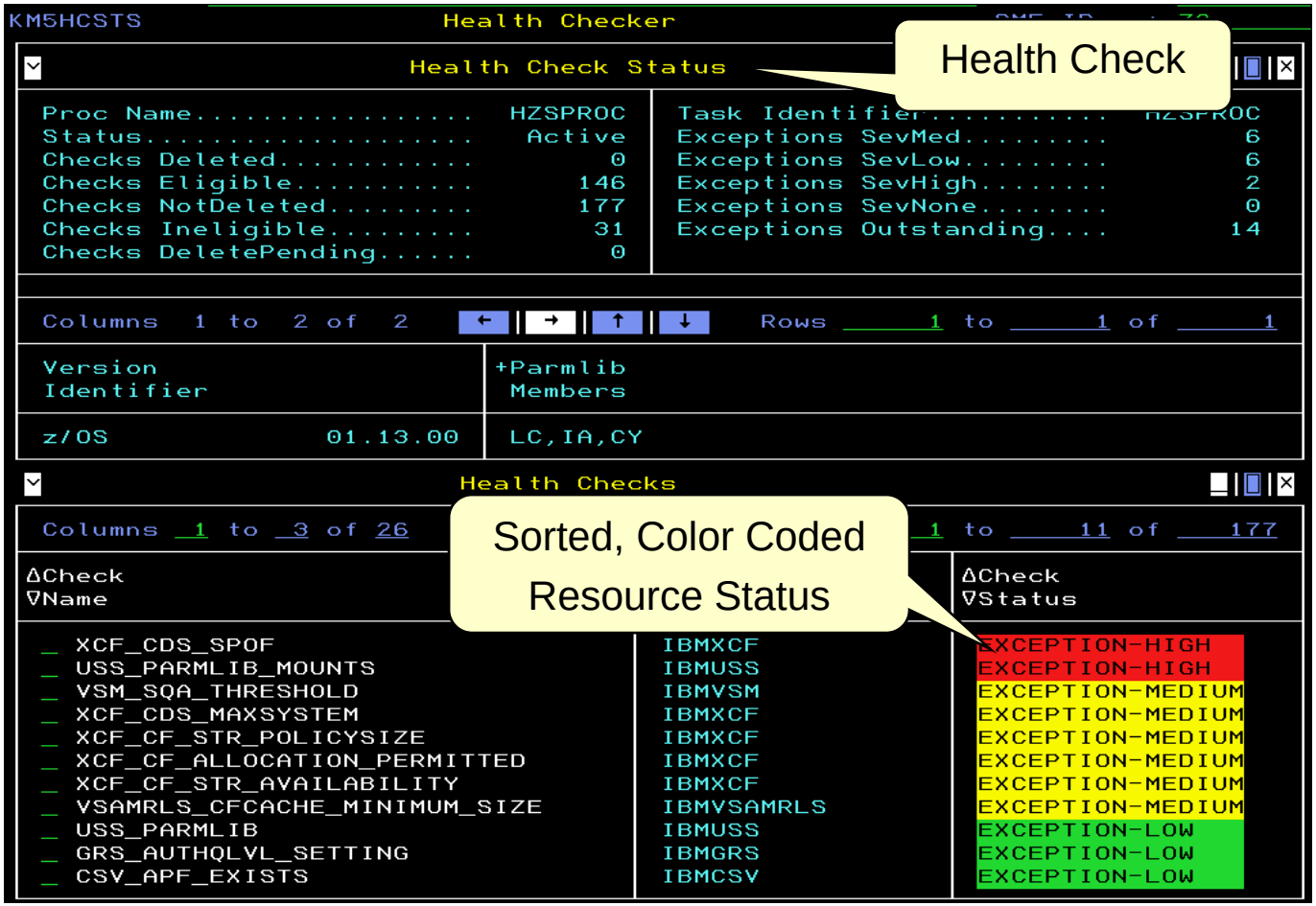
Integrated into e3270ui to allow for easier problem monitoring



Healthcheck analysis assists in finding and fixing problems quickly and efficiently incorporated in e3270ui

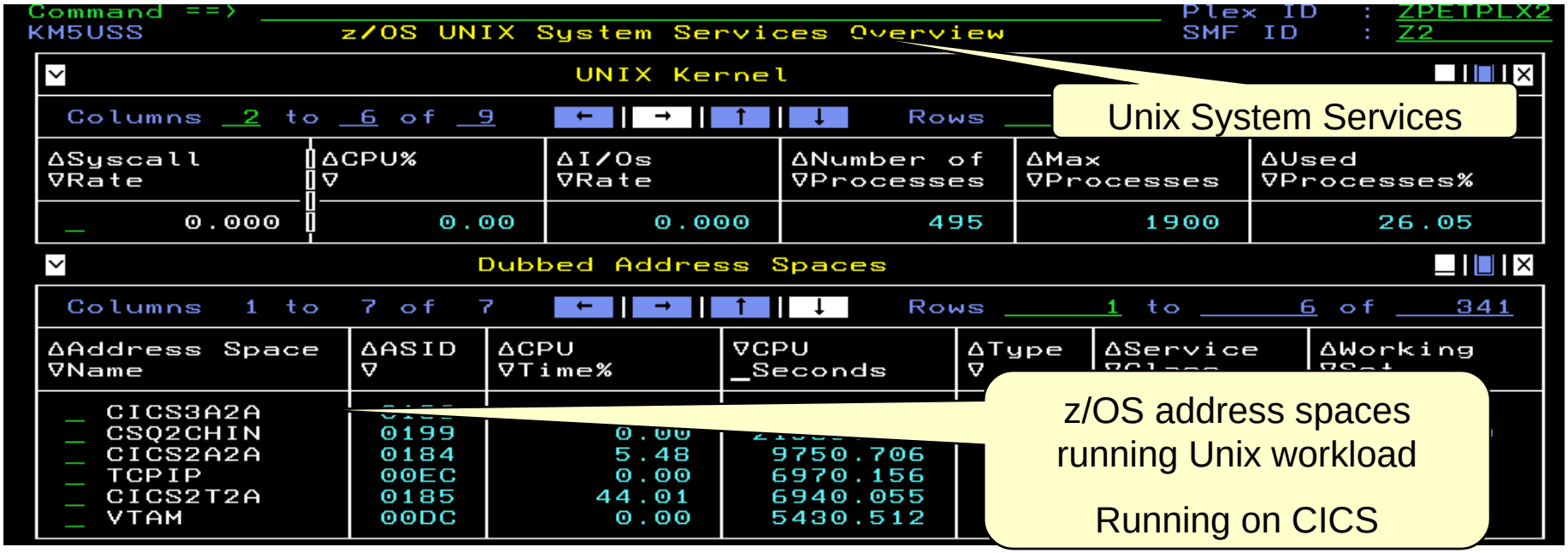
Regularly monitor key IT resources and usage

Select and see best practices recommendations on how to fix



Unix workloads growing on z/OS as applications are ported to mainframe

- USS comes included in OMEGAMON XE on z/OS
- Complete view of Unix overhead and activities available and customizable with enhanced 3270 user interface



Enhanced Configuration and Maintenance capability with Self-Describing Agents

Faster, easier, less error-prone for improved reliability and productivity

- **Eliminate monitoring outages caused by ITM Server recycles**
  - Product upgrades/maintenance requires agent or RTEMS recycles only
- **Eliminate maintenance upgrade errors:**
  - Applies to new installs, staged upgrades, and maintenance
  - Crosschecks and validates version with installed data and framework
  - Avoids inconsistent application data in ITM framework layers
- **Self-describing framework extensible to new capabilities**
- **Eliminates application data DVDs and CDs:**
  - No extra distributed installs or upgrades for mainframe-centric customers

- Moving from 40 hours a week to 4 hours a week maintenance
- 80% improvement in time for installation and maintenance
- 30% improvement in time to configure post installation

Customer Driven improvements simplify Installation and Configuration using Parmgen

Removal of ICAT as primary way to install and configure

*Before -145 ICAT **product-centric** jobs to configure 38 components for 1 LPAR RTE*
*Today – 8 Parmgen **function-centric** jobs to configure components for 1 LPAR RTE*
Customers experiencing over 35% improvement in install and configuration time

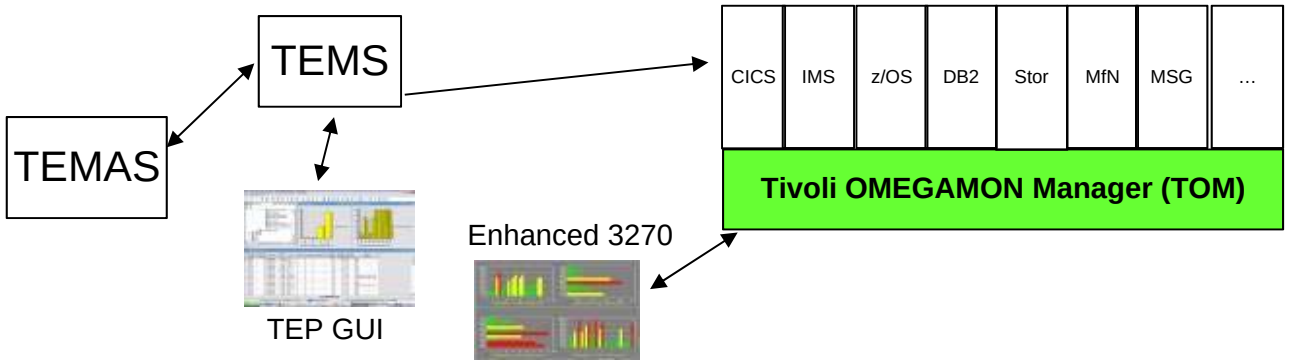
- Install without requirement of distributed server
- Easy to walkthrough steps to complete configuration and customize profile
- Automatically updates hundreds of configuration artifacts according to profile, including auto-discovery of system values

single reference book for upgrade guidance

"I like using the Parmgen approach better than CICAT/ICAT.
I find it much easier to make things repeatable...
I like the fact that Parmgen does not overwrite my running members"
Typical quotes from early adopters program

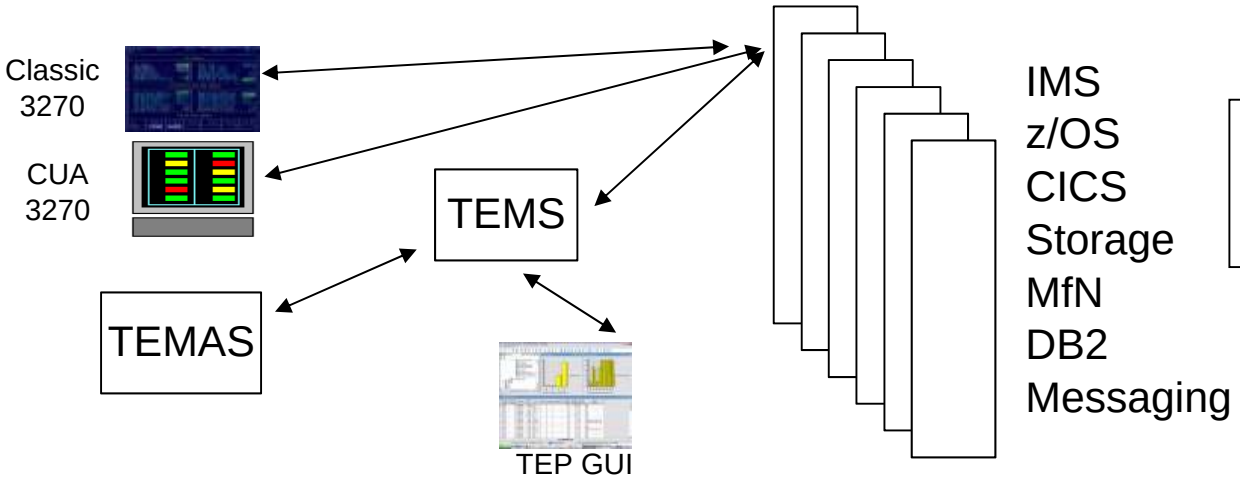
Moving to simplified architecture driving decreased resource utilization without lose of current function

Enhanced OMEGAMON Architecture



Single Manager and User Interface across OMEGAMON family

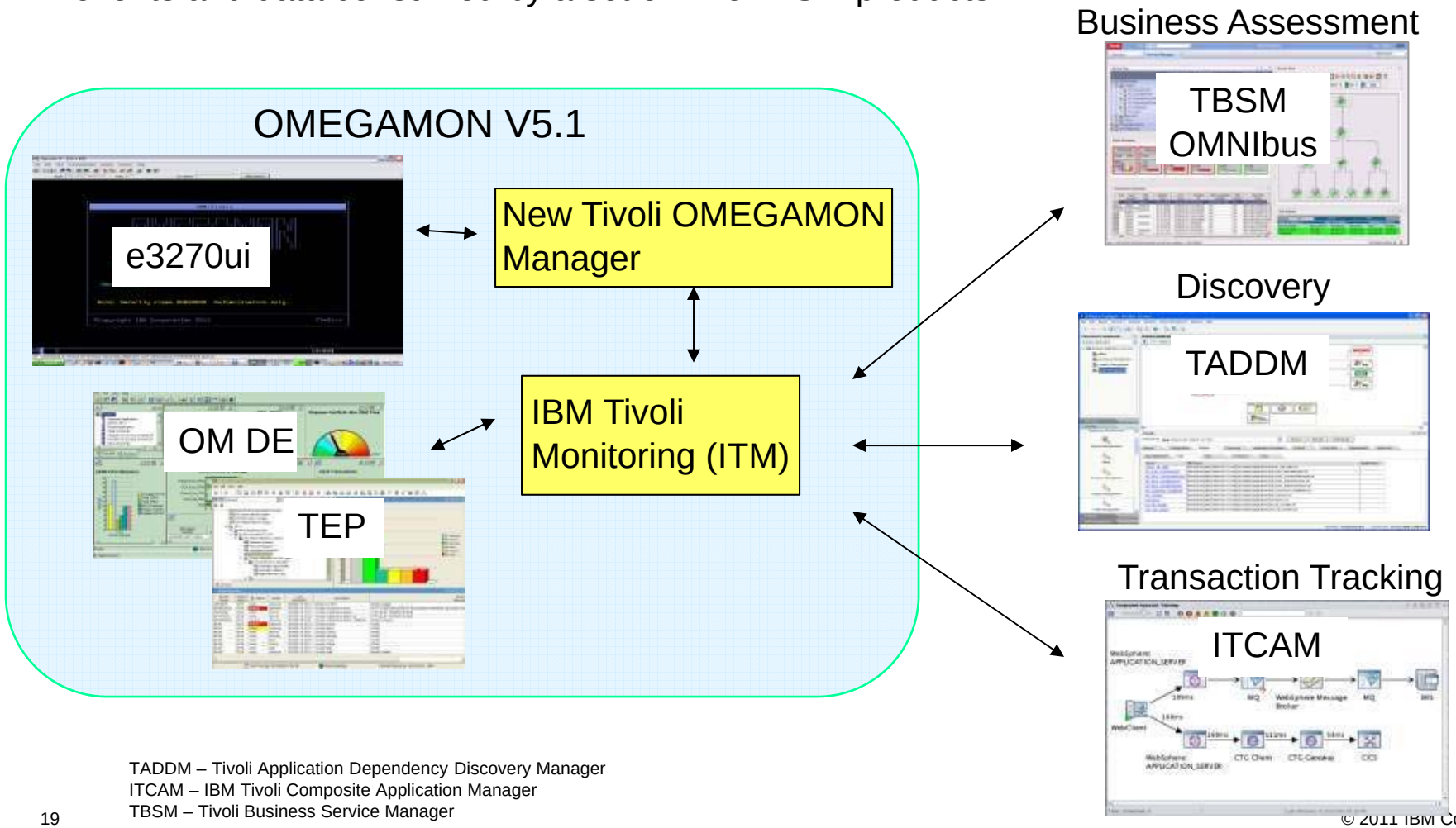
Current OMEGAMON Architecture



Multiple Address Spaces and User Interfaces across each OMEGAMON

OMEGAMON integrates within a total System z Business Service Management solution

OMEGAMON Portfolio provides performance and availability visibility for System z events and data consumed by a set of Tivoli BSM products



TADDM – Tivoli Application Dependency Discovery Manager
ITCAM – IBM Tivoli Composite Application Manager
TBSM – Tivoli Business Service Manager

Analysts already agree that OMEGAMON V5 provides value to customers

Ptak / Noel

On OMEGAMON moving to simplified architecture and a common view across multiple domains, Rich Ptak of **PNA** commented, *""For too long, many IT staff liked working as siloed specialists. If a problem lay outside their silo, they could just toss it over to someone else. But, they can't live that way anymore"* PNA also gave IBM high marks for doing so without losing functionality. www.ptaknoel.com

Clabby Analytics

On OMEGAMON Enhanced 3270 User Interface, Joe Clabby with **Clabby Analytics** commented: *What you've done to your 3270 interface is kind of a "wow"! I'm not a 3270 fan and I love what you've done with it"*

IBM System z Service Management continues providing customers improved business flexibility

Key Takeaways

1. IBM recognized leader in Application Performance Management with Visibility, Control and Automation for high quality Service Management

2. Redesigned OMEGAMON V5.1 providing improved visibility for Business Service Management

3. Enhanced 3270 user interface provides faster monitoring and problem management for reduced costs, higher availability and improved productivity

Learn more: www.ibm.com/omegamon