

NEW AGE PERFORMANCE MANAGEMENT

You Might Need New Tools

Challenge

Despite the promises of the hardware vendors, performance management has gotten far more complex. Beyond data center sprawl, you are contending with new capabilities such as Capacity Upgrade On Demand, HiperDispatch, and more. These features are designed to make systems more nimble, but they can make managing systems and networks much more difficult. Service level agreements (SLAs) are asking for increasingly stringent performance and availability guarantees. At the same time, experienced personnel are retiring in droves—leaving fewer, less-well-trained technicians to deal with the challenge.

In addition, silos never went away. Many companies still have completely separate departments managing their networks and their systems, with little communication between them. But how can that work? Response time is a sum of all the components:

$$\text{Response Time (sec)} = \sum t(\text{servers}) + \sum t(\text{network}) + \sum t(\text{peripherals}) + \text{Wait}$$

(Where t = time)

How can you manage response time in pieces? Business applications span all these components, and yet the end-user only sees the impact. As the world becomes more complex, this mode of operation is a recipe for disaster, especially when an end-user could be anyone, anywhere in the world.

Solution

Legacy tools may have worked when life was simpler, but they most likely did not keep up with the advances in technology. Management tools today must be able to help deliver the services a business needs when it needs them, and at the lowest possible cost. But from the IT standpoint, this means that it is no longer workable to manage in silos—you need an end-to-end view. What does this look like? The “new age” tools would have the following characteristics:

- The solution components must be easy to install, customize, and deploy with quick time-to-value
- All major functions should be easily accessible. A command line interface should be available for those who prefer it and to facilitate additional automation
- Both a Graphical User Interface (GUI) and a 3270-style interface should be included. (Each should provide access to the same core functionality so the solution can provide immediate value, regardless of the user’s experience base)
- The solution should provide navigational shortcuts to optimize problem analysis and resolution



Additional properties that can enhance a solution's value include:

- A minimal resource footprint
- Built-in data/event logging functions that can be used to implement or enhance auditing capabilities
- The ability to control access to functions with sufficient granularity to enable implementation of role-based security
- Support for a broad range of operating environments, standards, and technologies that enable integration with other operating systems and management software components/solutions

These features are just the basics. You need more to do these jobs well and deliver business process resilience and performance. Ideally, you would be able to manage all infrastructure elements in your domain of control from a single viewport, where multiple products and technologies are seamlessly integrated to create a single virtualized management facility.

In a z/OS environment, network administrators must be able to monitor business application service levels and manage the IP, SNA, and tunneled traffic upon which those services depend from a single access point. This facilitates resource management from a business, rather than technology, perspective. The ability to progressively and seamlessly navigate from a business service view through its implementing subsystems and system hardware/software components provides the mainframe systems programmer with the tools required to quickly diagnose and resolve critical issues.

Both network administrators and systems programmers must be able to manage resource demand and performance from an IT and business perspective. From the IT perspective, it is about tasks, processes, transaction processing systems, and databases. From the business perspective, it is about business service levels, composite business transactions, and so on. But overall, it is really about delivering service to the business: anticipating, detecting, and quickly resolving technology-based problems to maintain required business service levels.

CA provides a solution for this challenge, offering even more than the few properties listed here. We can help you address your present needs and help you manage the uncertain and changing future with the following solutions:

CA SYSVIEW® Performance Management

CA NetMaster® Network Management

Contact your CA Sales Representative to learn more.