

Balance Business Priorities and IT Resources to Better Address Service Management Goals

CA Workload Automation Service Governor ESP Edition (Service Governor) is a unique performance management extension for CA Workload Automation ESP Edition (CA WA ESP), the event-driven, cross-platform Enterprise Job Scheduling and workload automation solution. Service Governor acts as a real-time workload and resource administrator that provides the critical intelligence needed to balance business priorities, IT services and IT resources to address business service management goals. Using the solution, organizations can reduce costs and improve business agility and performance as well as desired service levels.

With Service Governor, business priorities and SLAs will dynamically determine resource allocation across IT services, providing for provisioning of the necessary resources to address your service goals—at the lowest possible price. In a real-time environment, resources and workload are shared, allocated and reallocated to help organizations reduce costs, improve IT service quality and respond readily to changes in business service priorities.

Service Governor works in the context of enterprise IT Workload Automation, offering three strategic capabilities:

- Job Expedite
- Resource Balancing
- Management by Exception

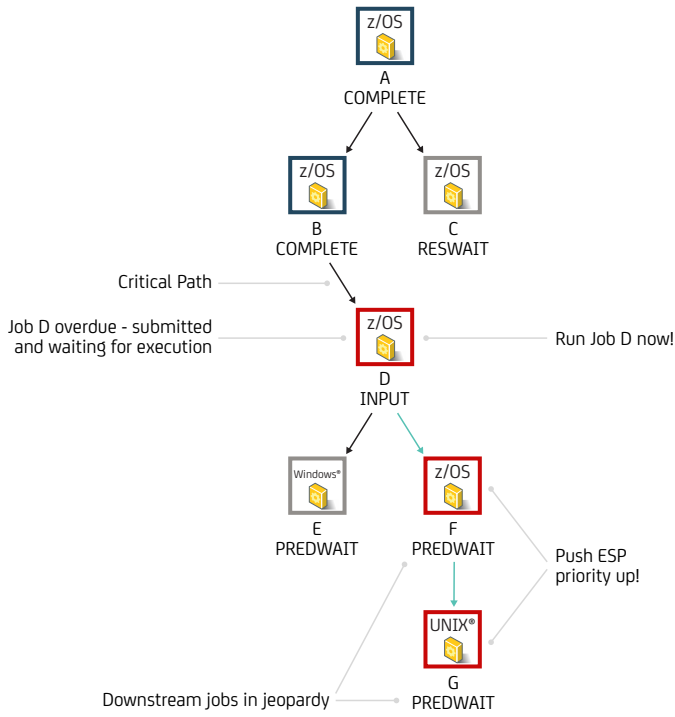
Job Expedite: Prioritize Critical SLAs

The Job Expedite policy is a set of rules that drive the expedite function. Rules are defined upfront to fulfill needed actions. This capability provides value in two areas. First, it helps ensure that critical SLAs are addressed by giving priority to job streams for which SLAs are defined. Second, it shortens the overall elapsed time required to run the batch workload by giving priority to jobs on the critical path (the longest path through the job stream).

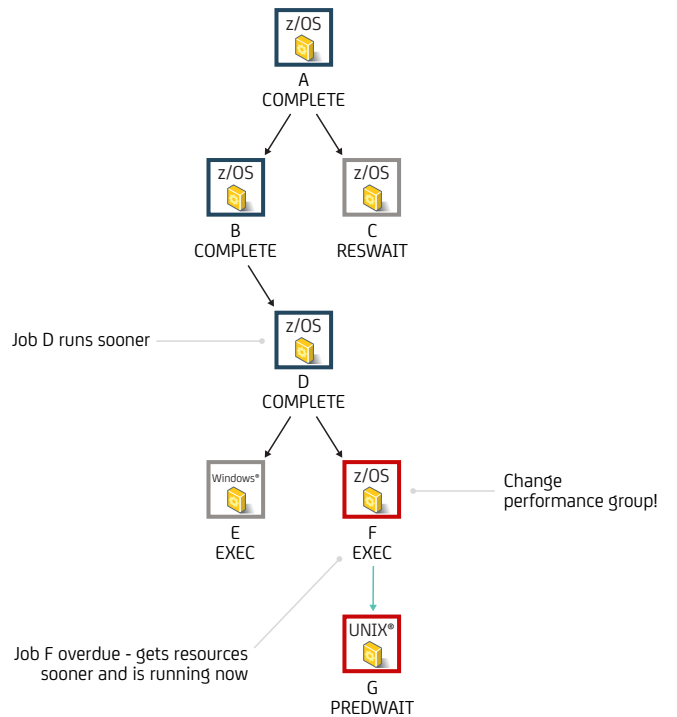
Whenever an SLA is defined in CA WA ESP, the job expedite capability prioritizes the job stream(s) that impact the SLA. If any job is running late and endangering the SLA, Job Expedite automatically interacts with the operating system to increase the service class of the job in question, getting the stream back on track to meet the impacted SLA.

CA WA ESP recognizes the critical path and also provides for an increase in service class for these jobs. The benefits of Job Expedite include improved SLA and business service management, while automatically shrinking the batch window simply by intelligently prioritizing the most critical workloads.

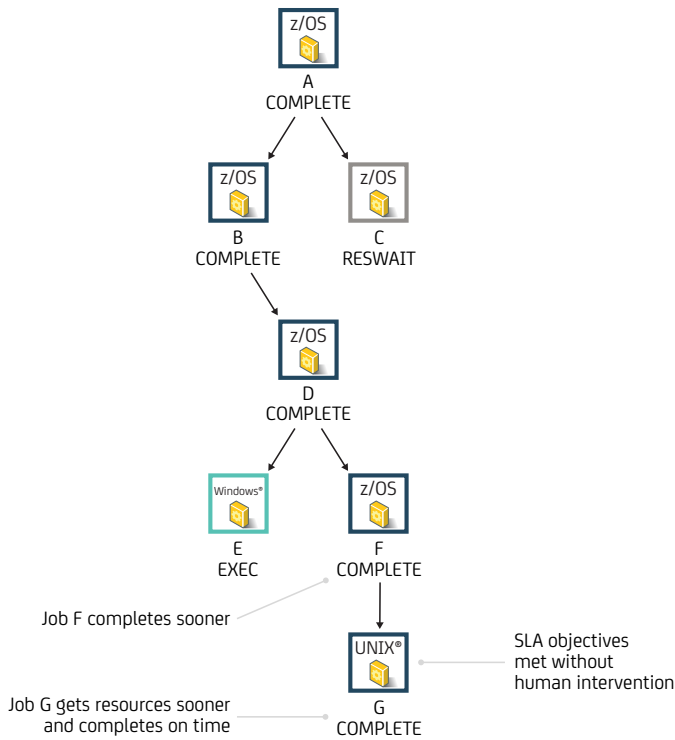
Scenarios



Job G is the critical job with an SLA assigned to it. During the night's processing, CA WA ESP will calculate the anticipated end time for the critical job.



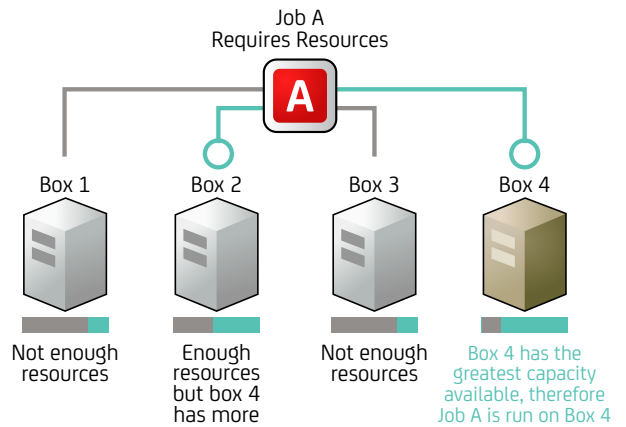
CA WA ESP predicts that the SLA will not be met. All predecessor jobs to Job G that are on the critical path will be marked as overdue and Service Governor will initiate expedite policies to give higher priority and more resources to jobs on the critical path.



The automatic and instantaneous remediation actions by Service Governor will give your critical workload the best opportunity to finish on time and meet your SLA.

Resource Balancing: Optimize System Usage

When using the Resource Balancing capability, jobs possessing the highest level of requested resources are submitted to the system. Service Governor dynamically provisions resources to the workload or the workload to the resources to help ensure that critical workloads are completed on time. Resources are continually allocated and reallocated as required by business priorities and SLAs.



Dynamic Resource Balancing

Management by Exception: Be Proactive About Business Service Management

CA WA ESP automatically monitors jobs, workload and processes based upon defined SLAs, which can significantly reduce the need for data centers to be hands-on with their scheduling systems. When exceptions arise such as persistent resource constraints, or when too many high-priority workloads are vying for the system, CA WA ESP automatically generates alerts and notifications. Data center managers and operators can proactively react and respond manually to these exceptions and determine the best course of action to make sure that business service levels are not compromised.

Benefits

By leveraging the Service Governor extension for CA WA ESP, data center managers can more confidently address their business service management objectives and SLAs at the lowest cost, and improve overall business process performance and price/performance. Data center managers also benefit from associated improvements in agility and overall service improvement as part of moving toward a real-time infrastructure. Additional significant benefits include the ability to address business service management objectives with greater confidence. Improve service level management at a lower cost and contain costs by delaying hardware upgrades.

Additionally, Service Governor can help data center managers improve overall system performance by:

- Reducing over-provisioning with intelligent use of existing resources
- Reducing the batch window and increasing throughput
- Balancing workload among several LPARs and IBM® zOS® servers
- Enhancing performance through faster processing
- Minimizing manual intervention

To learn more about CA Workload Automation Service Governor ESP Edition, visit ca.com/wla/esp.



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