

CA Datacom M3A Services

An Application Management Service



At a Glance

CA Datacom® delivers award-winning transaction processing performance for existing and new workloads—providing a central data repository for your enterprise-class applications that demand the highest service-level requirements.

CA Datacom M3A (Monitor, Measure, Manage, Alert) Services deliver the integrated administration, service and operational support necessary for sites relying on CA Datacom for their mission-critical, high-performance database processing systems running on IBM® z Systems™ hardware. You can count on CA Services experts, who have decades of mainframe experience, to reliably provide M3A remote managed services with precision, quality and value.

Key Outcomes

- **Proven experience** with access to M3A technical staff and a knowledge base with 30+ years of DBMS expertise
- **Greater productivity** and resource effectiveness
- **Flexibility** and a range of options to augment your CA Datacom workforce.
- **Large resource pool** with experts available to assist in a critical situation or in case of emergency

Key Services Features

Ensures continuity of operations of your CA Datacom environments to improve your mainframe solution value.

Offers remote access that provides a low-cost alternative to dedicated onsite resources and allows for the partial use of a technical resource.

Provides proactive improvement and tuning of your CA solutions to maximize your investment.

Delivers regular reporting to demonstrate value of M3A month over month, as well as progress against system objectives.

Business Challenges

The mainframe continues to be a crucial platform that supports key activities including transaction processing, mobile and big data analytics within your IT environment. But with many technical workers retiring, organizations face a growing skills concern and IT professionals need to tackle challenges, such as:

- Supporting the business that is still, and will continue to be, dependent on the power, scalability, security and reliability of the mainframe platform
- Maintaining the library of knowledge built up over decades with existing staff members
- Finding viable options to expand the education and training of the next generation of mainframers

Offering Overview

CA Datacom M3A Services can provide your organization with a simple way to augment and enhance existing resources, and support your CA Datacom environments with flexibility and predictability—now and in the future.

CA Datacom M3A Service activities focus on the tasks or functions needed to maintain and manage the service levels of your CA Datacom environments.

M3A start-up activities include:

- An initial interview to establish the basic understanding of the CA Datacom environments
- An initial inventory to gather key CA Datacom environment reports that can be used to build an inventory of CA Datacom resources and user database resources
- An initial performance baseline to gather certain key CA Datacom environment reports that can be used to build a performance baseline and resource consumption
- An initial site report that produces a baseline of the CA Datacom environments

Intended to be flexible to meet your operational schedule, M3A daily activities include:

- Reviews of current system activity to determine if any performance issues exist
- Reviews of recent activity logs to look for error conditions, waits and other interruptions that may have occurred in the service
- Reviews of recent record and table activity to look for table growth, significant row/occurrence maintenance and index activity that may affect performance and service levels
- Alerts on required corrective activity, mainly utility functions such as index maintenance, database reorganization and database expansions

Designed to revisit the various start-up measurement activities and update the CA Datacom environment baselines to demonstrate the value delivered by the M3A service, M3A monthly activities include an updated site report that shows the current state compared to the initial implementation.

Prerequisite M3A Activities

CA Datacom M3A Service activities require that the CA Datacom environments be at a supported release with reasonable access to the tools necessary to monitor and manage the environment. Because M3A Services are generally delivered remotely, appropriate access will be required.

In addition to M3A providing administration and functional support of your CA Datacom environment to solve resource issues, CA Education can provide a longer-term solution. We can help develop your next generation of mainframers with training and education ranging from the Mainframe e-Learning Library to Mainframe Academy. [Learn more.](#)

For more information, please contact your CA Technologies Account Manager or visit ca.com/m3a

CA Technologies (NASDAQ: CA) creates software that fuels transformation for companies and enables them to seize the opportunities of the application economy. Software is at the heart of every business, in every industry. From planning to development to management and security, CA is working with companies worldwide to change the way we live, transact and communicate—across mobile, private and public cloud, distributed and mainframe environments. Learn more at ca.com.