

VITB : Overview Mainframe Services

Date : 30 april 1999 Version 1.3

(Updates are indicated with yellow background)

Description : This document will describe the total mainframe services delivered by VITB, and will be used as input for the project : NSE - Got - Ghent (consolidation mainframe).

References : In order to achieve a complete overview of all services, following departments were involved in the creation of the document :

- 30020, Quality
- 33010, Service Desk
- 33060, Service Support
- 36010, Systems Management
- 36020, Servers and Storage
- 36040, Telecom Systems

Note : This document describes the main activities resulting in the global VITB Mainframe-service. Extra manpower and costs to run the services are indicated.

Due to a lack of technical information about the impact, conversion costs are NOT included in this document. Those costs can only be calculated if the result of the technical study is available. (Detailed version !)

Content : The next chapters contain a brief description of the activities, and an estimation of the extra manpower needed to guarantee the **same level of service** after consolidation. This extra manpower is indicated as extra

Col 1 : FTE/SYSPL : Extra yearly manpower to run services in
SYSPLTEX-scenario (in Full Time Equivalents)

Col 2 : MBEF/yr : Extra yearly cost to run services in SYSPLEX-scenario (in million Bcf)

Col 3 : PTE/LPAR : Extra Yearly manpower to run services in LPAR-scenario (in Full Time Equivalents)

Col 4 : MBEF/yr : Extra yearly cost to run services in LPAR-scenario (in million Bsf)

Col 5 : OT/invest : Extra One time investments for both SYSPLEX/IPAR in million Bef.

Issuer : VITB, 33060, Wim Clement
VITB, 33010, Luc Vermeersch

FTE	MBEF	FTE	MBEF	OT
SYSPL	/yr	LPAR	/yr	Invest

2.1 Dept. Service Desk - Area : Batch Services

2.1.1 OPC-Service

Important note ! :

All items listed within 2.1.1 requires a lot of knowledge about the customer-applications !!

Handler : 33010, ED (1 MD/d)

Availability : 07h30 - 16h15 : Full Service
Outside window : Partial Service (Operators)

Customercontact.: System Development VCEI, VET, VTR, VPG

Routines * Maintenance --> STANDARDS GUARANTEED !!
* Creation of Routines
* Define Runcycles

* All OPC-routines for all VITB-customers are centrally created/maintained.
* OPC-RTN maintenance-knowledge centralised within VITB
* Forced usage of standard utilities as VINFO, DB2 ENQ/DEQ,....

Jobs * Creation
* Updates

* For security reasons, all creations/updates of production jobs are centrally managed

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FTE	MBEF	FTE	MBEF	OT
SYSPL	/yr	LPAR	/yr	Invest

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Procedures      ~ Conversion Test -> Productionstatus centrally managed
                  (Confirm the standards of G125)

Data
* Create Production Environment (=Pre-allocation of all std files)
* Convert Test-Data to Production

Plans
* Update/Maintain Current Plan  OPC-setup after consolidation ??
* Update/Maintain Long Term Plan• effect on authority ? procedures ?
* Error-follow-up of the Current Plan• effect on leadtimes ?

Sdata
* Prepare/create Sdata's

Reruns
* In case of logical application problems
* Clean-up Data before rerun
* Prepare/Plan/perform actual rerun
* In coordination with Customer

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2.1.2 Tape Handling

Handler : 33010, WD(0,55 md/d)

Backup for 2.1.1 (ED)

Backup for 2.1.3 (PS)

External Tape Mgmt : LEADTIME LESS THEN 24 HOURS !!!!!

Tapemanagement of RSZ-tapes, Tax-routine (from Government)

Data -> Tape -> Shipment -> External Company ->

-> Microfiches -> Shipment -> Internal Companies

Note : Effect on leadtimes ?

Cost of alternative solution ?

Confidential Tape Mgmt : Creation and preparation

- Handling in presence of Customer (Human Resources VCEI/VET)

Note : Effect on leadtimes ?

Cost of alternative solution ?

Since we are dealing with confidential data, each deviation of the current situation has to be approved by the customer !!

Legal aspects !!!!!

Tape Management

- Backuptape-handling : Collection & Shipment VITB .. SAFE
- Archivetapes : Management + Handling SAFE .. VITB
- Tape Labeling & Initiation within TMS, INF4 (=VITB Stor.Mgmt)
- Recycling Backuptapes

* follow-up and cleanup old tapes

FTE	MBEF	FTE	MBEF	OT
SYSPL	/yr	LPAR	/yr	Invest

0,25	0,25

-0,25	-0,25

2.1.3 After Treatment

Handler :33010, PS(0,7 md/d)

Local (Central VITB) printing :

- * After Treatment Activities (bindings,...)
- * Distribution --> Customers VCEI/VET/VTR/VPG

Note : Impact on environment ??

Impact on leadtimes ? **APPL --> Bank : < 24 H !!!!!**

Local printing

- > AFP-printing
 - > Impact-printer -> Confidential printing
- Frequency : 2x/monthly
monthly
some extra runs/year

- Volumes ? * Nr of rows
 * Nr of pages
 * Nr of special forms

FTE	MBEF	FTE	MBEF	OT
SYSPL	/yr	LPAR	/yr	Invest



FTE	MBEF	FTE	MBEF	OT
SYSPL	/yr	LPAR	/yr	Invest

2.2 Dept. Service Desk - Area : Customer Relations (CSA's)

Handler 33010, LV (VPG)
33010, CH (VCEI/VET/VTR)

Service Meetings : (on regular base)

- Problem follow-up reporting
- Request follow-up reporting
- Follow-up future plans * VITB
* Customer

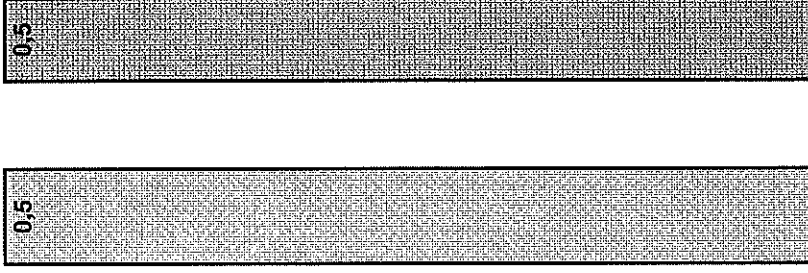
Note : Impact on Information-availabiltiy ?
Informationflow has to be established ! Extra effort ? Cost ?

- Review Services

Note :Effect on possibility to improve services !!!!!!!!!!!!!

- * Maintain Customer Relations
- * Maintain Informationflows :
* VITB --> Customer
* Customer --> VITB (ALL departments !!!)
- * Internal follow-up (ownership) customer related items
- * Handle customer complaints

4 parts



2.3 Dept. Service Desk - Area : Helpdesk - Frontdesk

Handler : 33010, EH (Helpdesk)
 33010, SG (Helpdesk)
 33010, KM (HD-coordination)

3 ~~4~~ persons

Availability : 07h00 - 19h00 : Full Service

Outside window : Backup : Offline Desk & Supervision

Activities LEADTIMES ??????

- * Registration / Follow-up/solve : problems
- * Registration / Follow-up : requests (Small & medium)
- * Report major incidents (ex. Linedrops, unavailability of services, resp.times probl...)
- * Weekly
- * Monthly

• Useradministration-functions (PW-resets, session-handling) :

- * ACF2
- * MEMO
- * VICS
- * SESAM

FTE	MBEF	FTE	MBEF	OT
SYSPL	/yr	LPAR	/yr	Invest
0,3		0,1		

- Terminal/printer/session handling :
 - * IMS
 - * VICS
 - * VPS
 - * VTAM
 - * SESAM
 - * NETVIEW
- Link VITB-customers • non-VITB Helpdesks
- Maintain customer-relations
- Ownership of problems
- Ownership of small requests
- Initiate non-technical escalation in case of major problems
- Update VTAM-mode-tables (after replacement terminals by new types) :
VTAMLIB-authority !

FTE	MBEF	FTE	MBEF	OT
SYSPL	/yr	LPAR	/yr	Invest

2.4 Dept. Service Desk - Area : Offline Desk and Supervision

Backup for 2.3 activities (Helpdesk)

Availability : Monday 05h00 • Saturday 16h00
Sunday 17h00 • 21h00

Outside windows : Standby (reachable via Security)
Requirements : Callback within 15'
At office within 1h
+ Extra Standby-Skills + Language in Sweden !

Within those windows, all activities below are guaranteed 363 d/year.

FTE	MBEF	FTE	MBEF	OT
SYSPL	/yr	LPAR	/yr	Invest
1,75		0,75		

FTE	MBEF	FTE	MBEF	OT
SYSPL	/yr	LPAR	/yr	Invest

2.4.1 Monitoring & Steering (Customer application knowledge required !!!)

OPERATORCONSOLE ????????

2.4.1.1 Batch-processing

Batch : * Batch Follow-up planning
 * Event-triggered routine-follow-up
 * Throughput follow-up

Abends : --> Problem Solving --> Space allocation
 --> JCL-errors
 --> Deadlocks

--> Restart Jobs/routines (Incl. Cleanup invalid data)

--> Escalation towards application-owners (VET/VCEI/VTR/VPG)

Priorities : --> prio-handling in case of overload

Runvis --> Local adaption (Synchronize Batch-online, Start/stop trx,pgm)

FTE	MBEF	FTE	MBEF	OT
SYSPL	/yr	LPAR	/yr	Invest

2.4.1.2 Online

IMS --> Supervision of the monitor job IMNPMON and IMNTMON
(Checking loops, abends, terminals in response mode,...)

--> Reset of queue counts of transactions (local development)

--> Restart transactions, pgm's in IMS

--> Loops • escalate to the application owner

--> Recovery of IMS databases

--> IMS batch backout

--> Change accumulation (disaster/recovery reasons)
Putting a tape on a tapedevice.

DB2 --> Perform recovery with update jobs (back to a specific RBA)

--> Abends -> interpret the logging + take appropriate action

--> ENQ/DEQ management + monitoring (Local application)

--> Monitor DB2 backups (also on weekends)

--> Info about service to the Operating Centre

FTE	MBEF	FTE	MBEF	OT
SYSPL	/yr	EPAR	/yr	Invest

MEMO --> Creation / maintain public distribution lists

--> Delete/create userid's

--> Maintenance/update userid's • Local administration defined

VCOM --> Monitoring

--> Restarting distributions

--> Restarting connections

--> Problem solving

RUNCND--> Handle alerts + take actions if needed

Network monitoring (X25, IP, SNA -> knowledge needed)

--> Problem analysis

--> Restart terminal nodes, lines, controllers

--> Escallation to external compagnies (Unisource, Global one, ...)

OUTPUT --> Tape mounts

--> Local printers

FTE	MBEF	FTE	MBEF	OT
SYSPL	/yr	LPAR	/yr	Invest

IPL-MF (Maintenance window)

- > Check before IPL the status of the systems/applications
 - > If not Ok take action/escalation --> VITB
 - > Application resp.
- > IPL (AOC procedures)
- > After IPL
 - > Check status --> AOC
 - > Conections (Network, VCOM, RJE)

Current situation :

Interferences with IPL's of other systems (V5,V6) will influence the way the VITB Maintenance window is organised (IPL MF --> IPL AS400 --> Checkings)
 A review of the normal maintenance windows has to be performed.

VITB Maintenance window is from 17h00 till 21h30

Since VITB-AS400 environment has to be checked **after** NW is stable (21h30)

VITB has to expand the maintenance window with at least 1 hour. (21h00 -> 22h00)
 (= 52h / year * 150%)

IPL's of the AS400's are done the same time!!!

NER's remotely worked from V5,V6^u

0,195	0,195
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FTE	MBEF	FTE	MBEF	OT
SYSPL	/yr	LPAR	/yr	Invest

2.5 Dept. Service Support

(Cross platform)

Noel De Meyere --> VCOM
 Willy De Waele --> Storage management
 Wim Clement --> Storage, general
 Luc Van Doorselaere --> VTAM, printing

Activities:

VCOM --> Education

--> Creation/maintenance (expeditors, partners, enodes,...)

--> Problem analysis

--> Implement new VCOM releases

OPC --> Define/creation of special resources

--> Problem analysis (product related)

--> During mexpack --> Testing of the OPC environment

--> Test an implement new features

FTE	MBEF	FTE	MBEF	OT
SYSPL	/yr	LPAR	/yr	Invest

TMS -> Maintain and implement TMS management procedures

-> Mexpack --> check TMS impact

--> + info to system development

JES2 -> Input to VIT for the globals, for the different remotes

RJE, => EP

VPS -> Definitions

-> Problem analysis

-> Maintain authority

-> Exec. Commands

AFP -> Create new forms

PSF

SDSF -> Protected class (S, P) , for confidential data.

-> Hard coded jobnames, authorisations on user level.

FTE	MBEF	FTE	MBEF	OT
SYSPL	/yr	LPAR	/yr	Invest

Networksupport

Authorizations : Update in SYS1.VTAMLIB
 Update JES2 local Parmlib
 Update Netspool
 Update VPS parmliib

Knowledge : Knowledge of customers' LAN environment

--> VTAMGEN Responsibility to plan/coordinate/implement new VTAM-gens.

- > Preparation of the VTAM source-members
- > Coordinate Creation of VTAM-modules (performed by VITG)
- > VTAM-gen performed during maintenance window
- > After gen : --> General tests
 - > dedicated tests for critical devices at customer site
- > Copy new loadmodules --> discette on 3745 after VTAM-gen
 - (= config NCP and PEP) via FNETDISK cmd Oper-console !!!!

FTE	MBEF	FTE	MBEF	OT
SYSPL	/yr	IPAR	/yr	Invest

-> VTAM-updates :Update switched members (= temporary changes for :

-> X25

-> Token Ring

-> SDLC-lines

-> EP-lines

-> Dialin connections

+-- 100 VTAM-definition updates / quarter

Note : Updates in SDLC-lines are guaranteed within 1 working day.

Since the NV01 Mainframe will be moved after V5/V6 NW-mainframes, the NV01 VTAM will be splitted up into APPL-part --> remaining on NV01 and the NW-related part moved to the V5/V6-VTAM.

The activities as described above : (switched members = updates in VTAMLIB of V5/V6)

==> Procedure : -> Prepare updates on VT machine

-> Memo to VITG (check and migrate to V5/V6)

-> Activation by VITG (When ????)

-> Procedure to be followed +- 100 times/quarter

Today this activities are performed when needed, even outside offic hours !, or during the weekend, in case of unforeseen problems/requests. = VITB Service

Besides extra workload due to a move, following questions must be answered to guarantee the same level of service :

==> Ability to perform procedure outside normal office-hours ?

==> When is the activation on V5/V6 performed ?

==> How to guarantee synchronisation with customers activities ?

(cfr. Problems during move Maastricht --> VITB)

0,3

0,3

FTE	MBEF	FTE	MBEF	OT
SYSPL	/yr	IPAR	/yr	Invest

Examples :

- > Dynamic updates AS400 emulation controllers
inclusive plan of VCOM-restart if VCOM-devices connected
- > Create SNUF devices (Volvo Vision)
- > Conversion Coax devices • IP devices inclusive re-use of R-nr
to avoid application changes.

- > Netspool : Update netspool Source members
Activate/inactivate netspool devices

- > JES2-remotes :
 - > management of device-nrs (R-...) and remote-definities
 - > Prepare and coordinate updates in JES2-locals/globals

- > VPS :
 - > Update source-members within VPS
 - > Create new printers within VPS

- > New device numbers :
 - Note : Once remote nrs are available within the JES2-globals, it takes maximum 24hours
Before new remotes are ready for usage :
 - > VPS updates
 - > Class Queue definitions
 - > Class Print-definitions
 - > DNS - updates
 - > VAX-queue updates

FTE	MBEF	FTE	MBEF	OT
SYSPL	/yr	UPAR	/yr	Invest

Netview-administration

- > Create new Netview-users
- > Maintain local adaptions in Netview clists
- > Maintain Startup-clists SNA-network (cfr. Switched members)
- > (ex. SWSSTA-member during IPL-procedure)

Inventarisation Hardware (N212-application)

- > All interventions where coax material is involved will result in update the N212-application in order to run accounting.
(ex. Accounting coax connections warehouses)

MEMO-printing :

- > Create/maintain memo-printdevices
- > Update characteristics

IPL-procedure : JES2-updates and VTAM-updates

- > Update and maintain temporary JES2-updates (BINJES2)
synchronized with changes in VTAM-gen
- > Update and maintain temporary VTAM-updates (BINNETW)
Ex: Lines which are no longer used, but still defined in VTAM, should
Be brought inactive during IPL-procedure to avoid unnecessary polling.
- > Create temporary VTAM-definitions and implement in IPL-procedure
Ex: Temporary ACB-definitions during pilot-tests of applic.

FTE	MBEF	FTE	MBEF	OT
SYSPL	/yr	LPAR	/yr	Invest

2.6 Operation centre (36020)

2.6.1 DB2 (Willy Van Bunder)

Belgium
Sweden

LESS CUSTOMER ORIENTATION QUALITY SERVICE

- > Involved in Customer application development
- > Storage management
- > Application performance problems (tuning)
- > Advise in DB2 specific matters
- > Backup/recovery full responsibility of VITB (Customer is using our standard procedures)
- > Application problem handling, also for endusers (QMF,...)
- > Education towards the customer -> DB2 products
 - > Procedures
 - > Tools
- > Education for new programmers
- > Development/ maintenance of monitor tools for DB2 -> Storage management
 - > Backup/recovery
 - > Disaster
 - > Reorg tablespaces

1	0
1	0

-> Standard management tools • Image copies

-> Coordinate / perform major conversions

-> Evaluation of new software

2.6.2 IMS (Alain De Waele)

Belgium

Sweden

-> Storage management

-> Application performance problems (tuning)

-> Advise in IMS specific matters

-> Backup/recovery full responsibility of VITB (Performed completely by VITB)

-> Application problem handling, also for endusers

-> Education towards the customer -> Procedures
-> Tools

-> Education for new programmers

-> Development/ maintenance of monitor tools for IMS Storage management
Backup/recovery
Disaster

FTE	MBEF	FTE	MBEF	OT
SYSPL	/yr	LPAR	/yr	Invest
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0.25		0		

- > Coordinate / perform major conversions (ACB gens)
- > Evaluation of new software
- > Standard management tools • Log files
- > Automatically update of transaction classes (extension of archive process)
Local adaption (not in document)

FTE	MBEF	FTE	MBEF	OT
SYSPL	/yr	LPAR	/yr	Invest

2.6.3 System development

FTE	MBEF	FTE	MBEF	OT
SYSPL	/yr	UPAR	/yr	Invest

-> Management tool -> pgm -> DB2 (plans, packages)
-> Loadmodules
-> Source

TEST -> Preparation -> PROD (sys development has no access to prod)

-> JCL generator (local development) **GLOBAL CHANGES !!!!!**

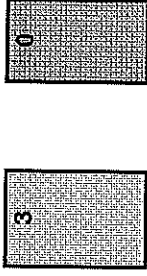
- * Also for test
- * Educated to sys development
- * Tools to convert from test to prod

-> Mexpack -> Testing all local adaptions
-> Modify local applications if needed

-> Education of products (Abendaidd, fileaid, expeditor)

Local Development and Maintenance

PUTCOB
DB2 ENQ/DEQ
VINFO
SPOOLIN
TAGLIB
RUNCND



FTE	MBEF	FTE	MBEF	OT
SYSPL	/yr	LPAR	/yr	Invest

0,5	0
0,25	0
1,5	0

0	0
0	0
0	0

2.7 Storage Management

2.7.1 Application-related

2.7.1.1 Standard reorganisation of DB2-db by planned OPC-routines - PDA

2.7.1.2 Std Copy-utility for DB2 test-databases with load/reload functionality

2.7.1.3 Effective (std) management of logical backups (VET,VCEI,VITB)

-> DELGDG utility for sequential files

-> Unique std-VITB routine for batch-backout (IMSEBO)

-> STD Full image copy and incremental imagecopy with quiesce

Application performance tuning (indexing/partitioning)

2.7.1.4 Synchronization tools for batchfiles with Commit/checkpoint option DYNRST

-> Synchronization batchfiles with other environments (DB2, VCOM,...)

2.7.1.6 G125 JCL-generator as standard interface for application-storage-mgmt

2.7.1.7 Dynamic-allocation utilities for usage of workfiles within IMS-trx : DYNALLOC

2.7.1.8 Utility to use JCL-variables within SYSIN-data : PCHPRM

2.7.1.9 Split-utility for large procedures : SPTJCL

-> Allow DD * cards in imbedded procedures

FTE	MBEF	FTE	MBEF	OT
SYSPL	/yr	LPAR	/yr	Invest

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0,5	0
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- 2.7.2 Service-related**
- 2.7.2.1** Central and standardized mgmt-class usage within ACS RISKS BUP !!
- 2.7.2.2** VITB common defaults for GDG-bases (Active ds/nr backups)
- 2.7.2.3** Tools to include deviations on defaults within INF4 : GEMTAB
- 2.7.2.4** Default number of backups = 1 for all GDG-bases
- 2.7.2.5** SMS-transparency for Systemdevelopers (Central mgmt within ACS)
- 2.7.2.6** Full control on Active / Inactive storage (Impact on volumes !)
- 2.7.2.7** Mgmt-envir. For Full/Incremental imagecopies based on size and nmbr of updates
- > effective pooling
 - > minimum space-consumption
- 2.7.2.8** Std-utility for pre-allocation sequential files (avoid SB37 during processing) CNFTDAT
- 2.7.2.9** Std archive environment based on DB2-archive-database
- > Data archived with synchronized copytext
 - > option to generate sample-databases for testpurposes
- 2.7.2.10** Spool mgmt and log-archive function for productionloggings (ISP4)
- 2.7.2.11** Userinterface to access archived production-loggings (SELLOG)
- 2.7.2.12** Utilities to optimize mass-updates on DB2-db : DSNUNL
- 2.7.2.13** Utilities to optimize mass-updates on DLI-db : DELUNL
- 2.7.2.14** Significant reduction of inactive storage Inact Stor X 3 =
- > Normal environment : 1/10 Active stor - 9/10 Inactive Storage
 - > VITB environment : 1/3 Active stor - 2/3 Inactive Storage
- 2.7.2.15** Utilities for manual/automatic assignment of storage to accountcodes (on dsn-level)
- > GROUPMGT

FTE	MBEF	FTE	MBEF	OT
SYSPL	/yr	LPAR	/yr	Invest

2.7.2.16 Complete DBMS-consistent disaster backup and recovery

-> Proved during disaster test !!!

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***** Holdpoint *****
???? FTE's To implement in VIT PROVED !!!!!!!
***** Holdpoint *****

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2.7.2.17 Compress/decompress utility for large-dataset transmissions (CMPFIL)

2.7.2.18 Automatic reorganisation of PDS'ses outside businesshours (IIM1-application)

2.7.2.19 Central Mgmt (cleanup) of DB2 Image copies : N205 Application

2.7.2.20: Central Mgmt of DLI backups : DBRC00-routine

2.7.2.21: Std automatic synchronisation of DB2-catalog >< MVS-catalog

2.7.2.22: Std automatic synchronisation of DBRC >< MVS-catalog

hw planning / ordering done by GOT

FTE	MBEF	FTE	MBEF	OT
SYSPL	/yr	LPAR	/yr	Invest

2.7.3 Infrastructure-related

2.7.3.1: Central and standardized Storage class and storage group usage within ACS

2.7.3.2: Central (VITB) managed pooling-algorithms

-> Avoid volume fragmentation by pooling by size (LIL/BIG, DBLIL/DBBIG,...)

2.7.3.3: Balanced I/O by effective (central managed) I/O pooling

-> (TSO/BATCH/DBT/DB.../IMS/HSM)

2.7.3.4: Intelligent defragmentation-routine with "Least effort - most effective" algorithm

2.7.3.5: Automatic migration of inactive data (SAVDISK)

2.7.3.6: 100% Disk-orientation (no single HSM-lvl2-dataset)

***** Active Storage x 1,2 *****

2.7.3.7: Effective recycling of inactive-storage (HSM) volumes by planned HSM-freevols

2.7.3.8: VITB-spacemonitor : SPACEMON

-> Alerts & automatic actions for over-occupation volumes

-> Operatorinterface to monitor SMS-pool occupation

-> Report/archive utilities linked with EPDM-environment

2.7.3.9: I/O balanced placement of spool-volumes (spread over HSM-volumes)

2.7.3.10: Central file-catalog : INF4A6 - N208-application

-> Inventarisation VTOC-info

ICF-catalog-info

HSM-info (Migration & backup)

2.7.3.11: VITB "Early Migration"-algorithm for active GDG's at creation time : SAVDISK

-> Pro-active storagemgmt versus reactive storagemgmt

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0,25	0,25

FTE	MBEF	FTE	MBEF	OT
SYSPL	/yr	LPAR	/yr	Invest

2.8 Security

Note : Checkup Authorizations !

2.8.1: ACF2 : useradministration VITB + backup for Local useradministrators

2.8.2: ACF2 : Maintain rules VITB-system-datasets

2.8.3: ACF2 : Backup for rule-maintenance customer

2.8.4: Implement new system-names : Aliasses - ACR2-Rules

2.8.5: ACF2 : Central management of scope-lists

2.8.6: Central full-management of MS1 and MI1 ACF2-resource-rules

-> MEMO-include

-> MEMO-switch

2.8.7: Responsibility for ACF2-disaster-procedure (via Security)

2.8.8: Central management of OPC SAF-resource-rules

2.8.9: Maintain GSO-options, Resident-rules, Resource-rules

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FTE	MBEF	FTE	MBEF	OT
SYSPL	/yr	EPAR	/yr	Invest

2.10.3 Capacity/Monitoring

Storage
I/O
Tape-usage
Tape-mounts

2.10.4 Traces

-> Application-tuning by trx/pgm-tracing on request of Customer

FIE	MBEF	FIE	MBEF	OT
SYSPL	/yr	LPAR	/yr	Invest

2.11 VCOM

2.11.1: System Development Tool for Creation of Partners

-> via VCOM Interface : VITG-version + Local Adaptions
= Controlled way to allow Syst.Dev1. to Create partners and
Expeditors on VCOM Parmlib
(Temp. Parmlib -> Check -> Production Parmlib : IVC106-rtn)

NOTE : SYSPLEX : All partners are to be knowned in all VCOM-systems !
-> Service towards Customer still possible ?

2.11.2: ENODE - table

VCOMNV1 Current Central node in VEDA-network

Alternative central node should be defined !

-> AS400 ?

-> REFRESH ENODE TABLE (DAILY) STILL POSSIBLE ?

2.11.3 BATCH - SEQUENCING !!! FIFO NOT AVAILABLE IN SYSPLEX !!!

FTE	MBEF	FTE	MBEF	OT
SYSPL	/yr	LPAR	/yr	Invest

2.12 Change Management, Installations and Maintenance

2.12.1: Change Management

VITB-changes and VITG changes must be synchronised.

--> VITG has to follow the change-procedure of VITB for ALL changes that can have impact on VITB-environment or customers.

--> For all VITB NV01 changes, VITB has to involve VITG to verify if the planned activities/changes have any impact on the VITG-owned environment.

--> Each change performed by VITB or VITG that can influence the VITB-services outside the maintenancwindow (17h00 - 21h00), has to be discussed with the customer.

2.12.2: Major VITB NV01-installations

Due to the distance, the way major installations are performed has to be reviewed :

--> The risk of loosing control over the MF during critical updates (steps) is too high to have no-one available at VITG to reestablish services.

--> If changes are performed by VITB from Ghent, similar skills must be available at VITG --> double manpower !

--> If changes are performed by VITG from Got., still similar skills must be available in Ghent to implement/check local adaptations + Test

--> If changes are performed by VITB people at Got. Travel time has to be added, + standby at Monday (=must) --> unable to perform normal activities during Monday. (+ Availability of manuals, doc, tools, ...)

(Consider. Switch Loadparms, IOCP, IOGEN, Systemvol, Wait State, not-std IPL's,...)

PtO's are tested without NW-activation !!!!!!! --> Alternative ????

???	0.1
-----	-----

???	0.2
-----	-----

FTE	MBEF	FTE	MBEF	OT
SYSPL	/yr	LPAR	/yr	Invest

2.13 Open items (not discussed)

Batch log
System console
Help is this used??
AOC (AOIMS???)
Restores Mainframe
Education
SLR flow
SLA
SDSF - Class S
EPDM
Extra availability

Extra Travel !!!!!!!

In order to achieve a 'complete and detailed' document, a lot of technical questions should be answered by technicians of VITB and VITG, to find out what the exact impact of a SYSPLEX-environment means for the services.

Additional items will be added to the document.

2.14 To Check/Remarks	FTE	MBEF	FTE	MBEF	OT
	SYSPL	/Yr	LPAR	/Yr	Invest

After treatment 80% of 70%

Volumes printing # rows

pages

special forms

Example major incidents

Check batch processing application knowledge

Check VCOM with Heidi

Effect on daily operations

Check how many VTAM defenitions.

Disaster-Recovery plan/environment has to be reviewed completely !

Operator Console : Why ?

-> Messages 'Intervention Required' ?

-> Possibility to take actions if NV, TSO, are not responding any longer
(This question is based on real situations from the past !)

-> After installations, if no console is available to check, how to be sure
that all new messages are included in (handled by) the alternative solution ?

Weekly/monthly 'Major Incident Report' has to be created in cooperation VITB/VITC

DLSW (DataLink Switching) for SNA must be solved before any move can take place !

IF not --> extra investments will be needed

0.2

0.1

FTE	MBEF	FTE	MBEF	OT
SYSPL	/yr	LPAR	/yr	Invest

Calculated Extra Manpower (In Full Time Equivalents)	-----SYSPLEX----->	16,25		
Calculated Extra Yearly Cost (in Mil. Bef.)	-----SYSPLEX----->	0,445		
Extra Investments One Time Charge (in Mil. Bef)	-----SYSPLEX----->			1
Calculated Extra Manpower (In Full Time Equivalents)	-----LPAR----->	23		
Calculated Extra Yearly Cost (in Mil. Bef.)	-----LPAR----->	0,445		
Extra Investments One Time Charge (in Mil. Bef)	-----LPAR----->			1