



Welcome to the Virtual CICS user group newsletter. The Virtual CICS user group at www.fundi.com/virtualcics is an independently-operated vendor-neutral site run by and for the CICS user community.

Virtual CICS user group presentation

The latest webinar from the Virtual CICS user group was entitled, “Cross-enterprise application performance monitoring and CICS-specific drill-down: approaches to finding the performance problem needle in the heterogeneous haystack”, and was presented by Jeff Geminder, a Principal Consultant with CA Technologies.

Jeff began his career in 1976 and has held various positions including applications programmer, operations, and finally focusing on systems programming. During his career he has worked with various IBM Operating Systems and subsystems including CICS as well as Automated Operations. Jeff joined CA Technologies in

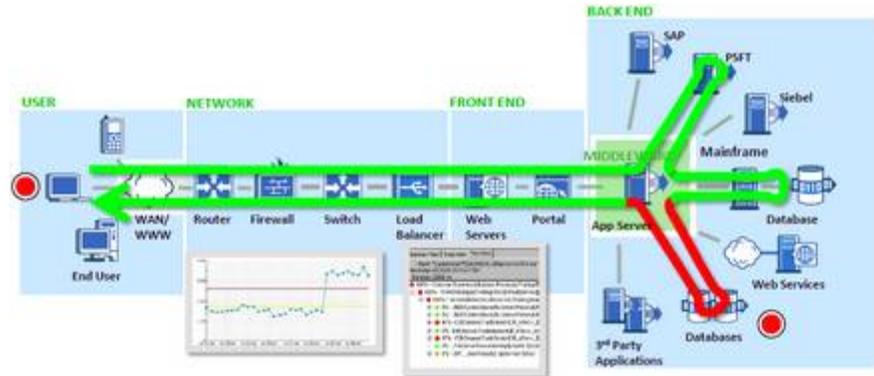


Figure 1: What is possible: detailed view of a distributed environment with limited mainframe visibility

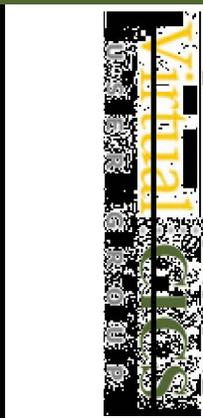
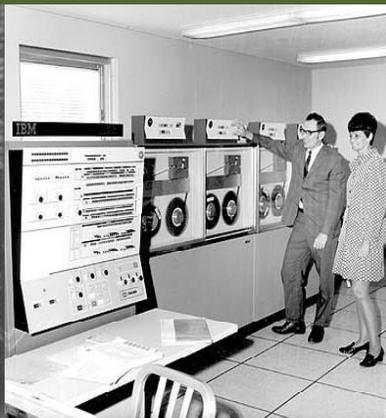
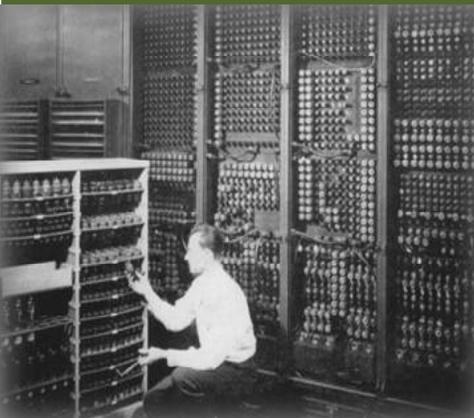
April 1999 as a presales consultant specializing in Automation and Performance. He currently holds the position of Principal Consultant with the mainframe Automation and Performance field organization.

Jeff posed the questions: “In today’s complex multi-platform world, how can businesses stay ahead of the curve by reducing outages and minimizing downtime? Specifically, how can we tell

whether CICS is or is not the culprit? In effect, how can we find that needle in the heterogeneous haystack and

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get the right people in the right place at the right time?”

Jeff informed the group that there are big problems with managing application performance. For example, customers and end-users are detecting problems. According to the Aberdeen Group, nearly 60% of organization are unable to identify applications issues before end-users. In addition, infrastructure is getting more complex, with things like SOA/ Web services. And fewer-and-fewer people understand the overall application architecture. On top of this, IT history has caused separation and silos with everyone saying it’s “not me” when there’s a problem. It’s not uncommon for mainframes and distributed teams to not know what the other does.

As a consequence, there are a number of enterprise

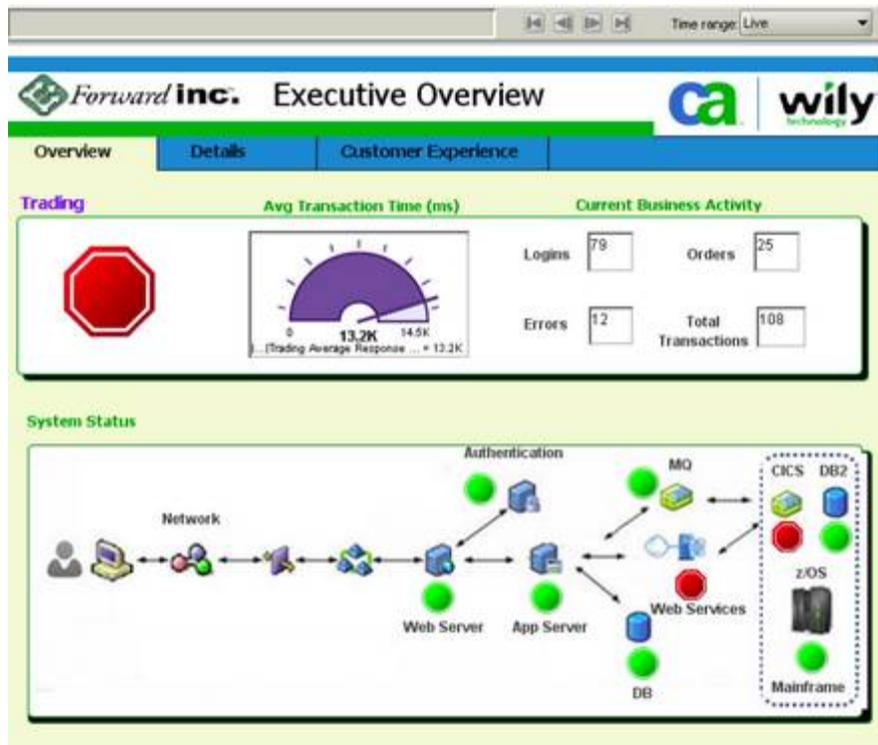


Figure 3: Performance overview

application performance management opportunities. For example to evolve a method of performance monitoring from IT silos to a business-centric (customer) view. And to reduce the need

for “conference room triage” to determine the source of a problem. There’s a need for faster detection of problems and root cause determination. Plus a need for improved collaborations between

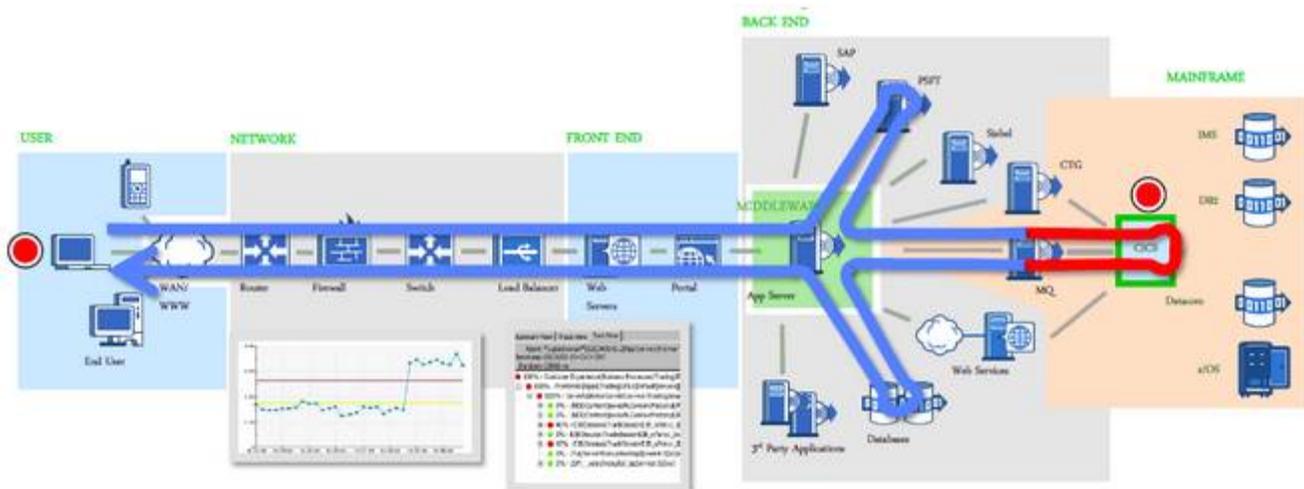


Figure 2: End-to-end view of business transactions – distributed and mainframe

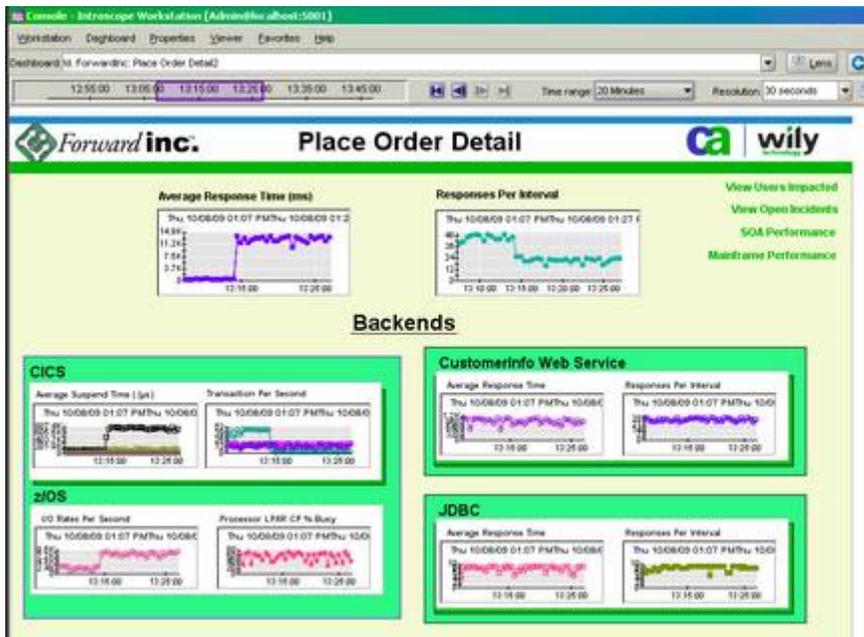


Figure 4: More detailed view

distributed and mainframe teams.

The benefits of cross-enterprise application performance management, according to Jeff, are:

- See What Matters – know there is a problem; know where it is, and get the right people involved – no more “war room triage”
- Extend Your Visibility – trace transactions in real-time from distributed systems into the mainframe environment and subsystems
- Take Action Faster – keep your SLAs, improve end-user experiences supported by the Workbench.

Figure 1 illustrates a view of what’s happening in a distributed environment.. Figure 2 extends that view showing details of what’s

happening in the CICS environment.

This granularity of detail allows users to gain access to the details they previously lacked. They can drill down from distributed environments into the mainframe. They can also follow transactions across the mainframe. A common dashboard (see Figure 3) shows the current performance state. Figure 4 shows a more detailed view used when diagnosing a problem.

The whole process from receiving the alert to resolving it is shown in Figure 5.

A copy of Jeff’s presentation is available for download from

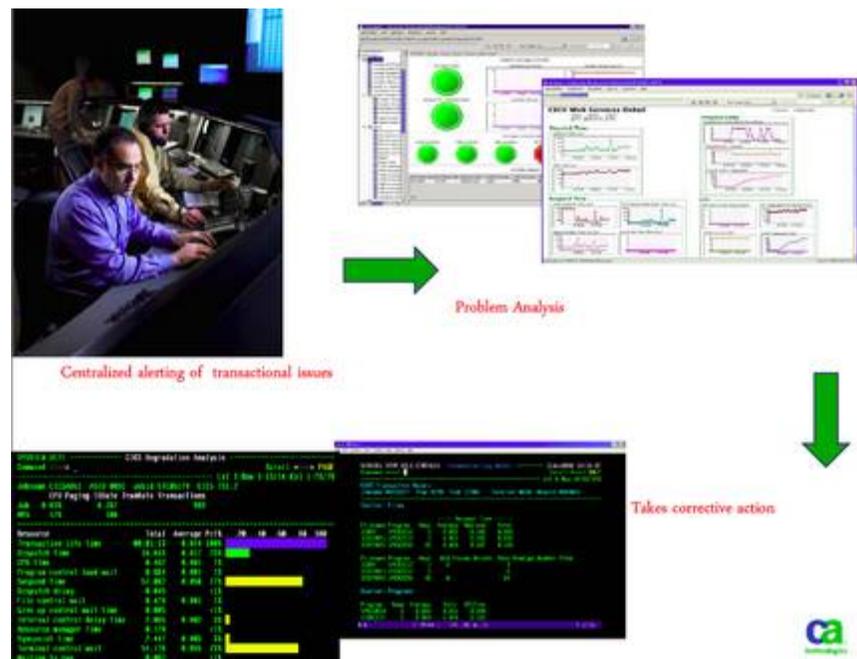


Figure 5: Overview of alert and response

the Virtual CICS user group Web site at www.fundi.com/virtualcics/presentations/Finding_the_needleJuly11.pdf.

You can see and hear the whole user group meeting by downloading the WMV file from www.fundi.com/virtualcics/presentations/2011-07-12meeting.wmv.

Meeting dates

The following meeting dates have been arranged for the Virtual CICS user group:

- 13 September 2011 – Charles Jones, Seagull Software. “CICS TS 4.2: Leveraging event processing and high-performance Java”. To register for this meeting you need to go to <https://www1.gotomeeting.com/register/749126553>.
- 8 November 2011 – to be confirmed.

We will be using Citrix GoToMeeting for the user group meetings.

Recent CICS articles

CICS Top Performance and Tuning Issues by Trevor Eddolls in *z/Journal (August/September 2011)*. You can find the article at www.mainframezone.com/it-management/cics-top-performance-and-tuning-issues.

CICS TS 4.2 Provides a Balanced Release for Everyone by Nick Garrod in *IBM Systems Magazine* (July/August 2011). You can find the article at www.ibmssystemsmagmainframedigital.com/nxtbooks/ibmsystemsmag/mainframe_20110708/#/28.

CICS news

IBM has announced that CICS TS 4.2 is now generally available. Full details can be found at www-01.ibm.com/common/ssi/cgi-bin/ssialias?infotype=an&subtype=ca&supplier=897&letternum=E NUS211-080.

IBM has announced that CICS has been recognised as an 'Icon of Progress' - meaning CICS has been chosen as one of the 100 most important ideas in IBM's 100 year history. Full details can be found at www.ibm.com/ibm100/us/en/icons/

CA Technologies has announced that CAACF2 r14 SP1 for z/OS and CA Top Secret r14 SP1 for z/OS have met the requirements of Common Criteria, an independent security certification recognized by governments in more than 26 countries, including the USA. CA ACF2 and CA Top Secret provide access control for z/OS resources across operating systems, subsystems, third-party

software and databases, which includes externalized security controls for UNIX System Services (USS) as well as DB2, CICS, and IMS transaction and database management subsystems Full details can be found at www.ca.com/us/news/Press-Releases/na/2011/CA-Technologies-Mainframe-Security-Management-Products-Meet-Rigorous-Requirements.aspx.

About the Virtual CICS user group

The Virtual CICS user group was established as a way for individuals using IBM's CICS TS systems to exchange information, learn new techniques, and advance their skills with the product.

The Web site at www.fundi.com/virtualcics provides a central point for coordinating periodic meetings (which contain technically-oriented topics presented in a webinar format), and provides articles, discussions, links, and other resources of interest to IBM CICS practitioners. Anyone with an interest in CICS is welcome to join the Virtual CICS user group and share in the knowledge exchange.

To share ideas, and for further information, contact trevor@itech-ed.com.

The Virtual CICS user group is free to its members.