

PlexSpy

Cut Investigation and Diagnosis time by up to 90 per cent!



Matter of Fact Software

Context Scope Perspective



The Business Issue

We know what it is like when there are service support issues surrounding large mainframe CICS sites.

At first there is a lot of concern, fear, uncertainty and doubt, about the nature of the reported problems and a desire to 'know the score' as quickly as possible. Such an understanding is not always easy to obtain and the concerns remain for some time.

Most CICS monitoring tools in use today, whilst excellent in their own ways, do not focus on the application. Nor are they capable of showing the entire CICS footprint of the application in one, easy to use, display. Instead most have an infrastructure wide view which may not provide the insight needed to quickly establish what you need to know. Many of these tools fail to provide a CICSplex-wide perspective of your applications infrastructure, making it difficult to visualise the overall status of your applications.

With cost-cutting measures constantly being sought and the most experienced mainframe staff retiring, you need to find ways for less experienced personnel to contribute more to managing your systems.



Helpdesk and Application support staff can use PlexSpy and will be less reliant on second line CICS support.

PlexSpy Application Status Monitor offers the means to quickly establish the current status of CICS applications. Once an administrator has defined the specific resources upon which an application depends, any support analyst, either highly experienced or less so, can, at a glance, know the status of that infrastructure. The ease of use of **PlexSpy** means that it will be easily adopted at the call center where staff will be less dependent upon second level support personnel and able to answer their own support questions.

PlexSpy was devised to streamline the IT service management processes that support mainframe CICS applications.

PlexSpy is easy to install. It has no workstation install requirements other than a web browser which forms its user interface.

PLEXSPY APPLICATION STATUS MONITOR

PlexSpy Application Status Monitor
MF1AP000 | 27/08/2010 | 12:32:54
Select Refresh Rate: No Refresh
Only Errors?

Administration
Infrastructure Views

Banking Systems
Back Office
ATM's
Bank Transfer
Business Banking
Insurance Systems
Brokerage Systems

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ATM's

CICSRGN - Resource(s) specified: * (UNIT / UNIT) -- regions

CICS Region	Jobname	VTAM ApplID	LPAR (MVS Sysid)	CICS Status	Startup Type	Current Tasks	Peak Tasks	Times Reached	MaxTask	VTAM Status	SOS Status	TCPIP Status	Currently logged on LUs
CICUMF60	CICUMF60	CICUMF60	SOW1	ACTIVE	WARMSTART	9	32	0	0	OPEN	NOTSOS	OPEN	0
CICUMF61	CICUMF61	CICUMF61	SOW1	ACTIVE	INITIAL	8	32	0	0	OPEN	NOTSOS	OPEN	1

DB2CONN - Resource(s) specified: * (UNIT / UNIT) -- DB2 CONNECTION STATUS

CICS Region	DB2 Connection Name	Connection Status	DB2 Subsystem ID	DB2 Version & Release	Standby Mode	Max. Subtask TCBs	Current Subtask TCBs	Peak Subtask TCBs	Current waits for TCB	HWM waits for Subtask TCB	Resync. member
CICUMF61	DB2CONN1	NOTCONNECTED			RECONNECT	12	0	0	0	0	NOTAPPLIC

SYSDUMP - Resource(s) specified: * (UNIT / UNIT) -- SYSDUMPS

CICS Region	System dump code	Dump calls since last reset	Max. Dumps with this code	Shutdown option	System dumps taken	System dumps suppressed	System dump option	System dump scope type	DAE option
CICUMF60	EYU0XZPT	0	999	NOSHUTDOWN	0	0	0	LOCAL	NODAE
CICUMF60	EYU0XZSD	0	999	NOSHUTDOWN	0	0	0	LOCAL	NODAE
CICUMF61	AP0001	1	999	NOSHUTDOWN	0	0	0	LOCAL	NODAE
CICUMF61	EYU0XZPT	0	999	NOSHUTDOWN	0	0	0	LOCAL	NODAE
CICUMF61	EYU0XZSD	0	999	NOSHUTDOWN	0	0	0	LOCAL	NODAE

LOCTRAN - Resource(s) specified: MF10 (UNIT / CICUMF60) -- Local transactions in UMF60

CICS Region	Transaction name	Program	Use Count	Status	Purgeability	Profile	TranClass
CICUMF60	MF10	DFHWBA	1	ENABLED	PURGEABLE	DFHCICST	DFHTCL00

LOCFILE - Resource(s) specified: MF1FILE (UNIT / UNIT) -- ATM file

Above: PlexSpy configured as it may be in a Financial Company and showing an application called 'ATM's'.

Visualise the specific CICS infrastructure of your *named* business applications.

Visualise the entire CICS footprint of that infrastructure.

Understand what might be causing problems quickly.

Reduce root cause discovery time by up to 90%.

Get the show back on the road, FAST !

When problems arise, your business systems may be unusable or misbehaving in some way. This can have devastating consequences for your business. Customers may walk away, perhaps to another supplier; opportunities to sell to your customers may be impeded; transactions can be delayed resulting in material loss for your business and your customers.

Clearly, you need to get the system back into operation as soon as possible.

Sadly, most sites have inadequate CICS tooling to quickly diagnose many of the problems that can arise in today's complex CICS environments. Add to that the fact that the systems and tools are so complex that only your third level support staff can actually make use of them.

PlexSpy addresses these issues and will improve your responsiveness to operational issues affecting your CICS business applications.

Features and Benefits

- Supports IBM's CICS Transaction Server from version 3.1 onwards, which provides support for business-critical applications in the z/OS environment.
- Saves time in diagnosing operational problems involving CICS applications.
- Is secured by the usual mainframe security facilities (for example RACF).
- Offers a view of the entire footprint of an application from a CICS infrastructure perspective.
- Presents complex information simply: In a web browser interface, naming individual business applications.
- Ease of use permits quick adoption by help desk/call centre support staff allowing them to contribute more towards managing the mainframe.
- Reduces the workload of second line CICS Support personnel.
- Uses the services of CICSplex SM to collect real-time status information.
- Facilitates change monitoring for application and infrastructure support staff.
- Provides incident managers with a view on the status of applications under scrutiny.
- Provides disaster recovery managers with evidence that services have been restored.

Matter of Fact Software Limited is a privately owned software company. Based in Scotland, we write and distribute our own software products. Our focus and expertise are in the IBM Mainframe arena and our products are designed to improve and strengthen the support processes that users of IBM's CICS systems software depend upon.

For more information, visit our website at www.plexspy.com

or

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