BROADCOM
MAINFRAME SOFTWARE

SYSVIEW® Performance Management

Get Real-Time Visibility into Mainframe Performance to Proactively Identify and Resolve Problems



Key Benefits

- **Ease access to operational data:** SYSVIEW Performance Management allows you to access operational data from across your hybrid IT environment using open and secure APIs—enabling you to track where the data is being used, and by whom.
- **Manage your mainframe software investment:** Missing maintenance, using out of support software, or expiring certificates can cause system outages or expose you to security risks. SYSVIEW Performance Management provides you with insights into this information to ensure that you are keeping your products current, displaying the level of risk of each maintenance item.
- **Integrate breadth of visibility with depth of analysis and expertise:** There is no single solution that provides everything for every environment and situation. You should leverage solutions that allow you to easily integrate new capabilities as they emerge—facilitated by an open and extensible architecture. This flexibility allows you to incrementally build up breadth and depth to continuously augment and improve your IT operations.

Broadcom partners with you to implement a pragmatic and open approach to mainframe performance management that encourages incremental change at a sustainable rate. These changes add up over time to transform your IT operations and ensure that your business continues to deliver the outstanding digital experience your customers expect.

Overview

Behind every digital app lies massive interconnectivity and computing complexity—hundreds of interwoven services, developed by a mix of proprietary and open-source contributors, running across multiple environments that span from cloud to mainframe. If these processes are not executed flawlessly, securely, and whenever needed, customer experiences are impacted and businesses suffer.

Businesses rely on the availability and reliability of the mainframe to process their most critical workloads. Optimizing IT operations, proactively detecting performance problems, and preventing downtime is crucial. SYSVIEW® Performance Management, a core element of the WatchTower Platform™ Suite, combines comprehensive performance management capabilities to address the following needs:

- Advanced monitoring and management of systems and subsystem resources
- Proactive application performance issue detection and resolution
- Systems programmer toolkit for managing your mainframe product investment
- End-to-end application performance monitoring

Business Challenges

Business growth is putting pressure on IT to provide increased scalability and availability of mission-essential services, leading organizations rely on the mainframe to meet these needs. Unfortunately, traditional reactive approaches to mainframe management will not be able to keep up with the velocity of change and dramatic growth.

Scale and Value

Many companies are experiencing increased workloads on their mainframes—without the equivalent increases in staff or resources, which requires them to do more with less. IT organizations need the ability to scale and provide high availability to support the most critical systems that drive business growth, while maximizing efficiency and managing costs.

Business Agility

Due to the growing complexity of applications in the digital world, it can be difficult to identify the root cause of the problem when production issues occur. Delayed access to system data and an inability to efficiently communicate often leads to finger-pointing, frequent and lengthy war-room calls, and unnecessary escalations that cost time and money.

Achieving Service-Level Commitments

For many businesses, any breach of service-level agreements (SLAs) for priority workloads is unacceptable. The dilemma is that IT must provide the best possible service to the business, while the business must prioritize cost containment strategies.

Key Features

- **WatchTower Platform integration:** Utilize SYSVIEW Performance Management data for machine learning, consolidated alerts, contextual insights and more!
- **Open access to operational data:** Access operational data from across your hybrid IT environment using open and secure APIs.
- **Cost reduction:** Reduce cost through increased efficiency, smaller address space footprint, and zIIP engine exploitation.
- **Application performance insights:** Proactively identify and quickly resolve application performance inefficiencies to reduce cost, improve response times, and lower the risk of production issues.
- **End-to-end visibility from mobile to mainframe:** Link business transactions across the application workflow providing a full end-to-end view of the environment.

Business Challenges (cont.)

Too Late, Too Long, and Too Many

IT operations teams are being overwhelmed by too much data causing delays in the identification of the root cause of a problem. The following challenges exist:

- Problem notification is coming too late, these teams need more advanced warning to prevent system issues from having a significant impact to the business.
- It takes too long to gather data from the interrelated sources, determine what is relevant, and derive insights to identify the cause of a problem and remediate it.
- Too many people are required to collect, interpret, and diagnose complex system issues. New automated approaches are needed to simplify mainframe management, increase efficiency, and quickly on-board new IT specialists to support mainframe operations.

IT operations teams need information on systems, subsystems, and applications. Unfortunately, each operations function works independently from the others, with its own data collectors and tools for monitoring and management. As a result, relevant information remains locked away in silos. With SYSVIEW Performance Management, organizations can integrate data from many domains, feed analytics, anticipate issues, and trigger automation. It starts with modernizing the mainframe with performance management capabilities that provide visibility across multiple system domains, allowing a shift from reactive to proactive management.

Providing visibility across multiple domains allows a shift from reactive to proactive management.

Solution Overview

SYSVIEW Performance Management breaks down silos and provides contextual insights by opening access and sharing data across hybrid IT. This solution allows you to analyze faster, anticipate sooner, automate with trust, and prioritize your IT initiatives based on data-driven decisions. In addition to providing access to the right data across many systems and reducing the noise, SYSVIEW Performance Management turns your data into meaningful and actionable insights. These insights help you to better understand what is going on across your IT environment and what to do about it.

Systems and Subsystem Management and Monitoring

An essential performance solution, SYSVIEW Performance Management helps simplify mainframe performance management. It increases the effective use of mainframe system resources by providing detailed system monitoring and alerts for proactive and faster responses. With a variety of interface options available, operators at all levels can more quickly and easily collaborate with systems programmers, performance analysts, and experts to monitor and manage system resources more efficiently. The following capabilities help improve performance management:

- Centralized management of your z/OS systems and subsystems, with comprehensive real-time and historical monitoring of z/OS, JES, JVM, MQ, TCP/IP, Datacom™/AD, z/OS Connect, IBM CICS, IMS, WebSphere Liberty, and Db2.
- Cross-system and Sysplex data displays that enable a comprehensive enterprise view.
- Smaller address-space footprint and lower total cost of ownership with a high percentage of zIIP processor offloading.
- Modern and traditional interfaces to support multiple personas.
- Systems programmer toolkit for centralized management and monitoring.
- Exception processing that can capture system information at the time of an alert to quickly diagnose the cause and evaluate the impact.
- Technology currency which exploits the latest IBM technologies, from the latest z/OS operating system and subsystems to monitoring new technologies such as IBM System Recovery Boost and z/OS Container Extensions.
- Enhanced thresholding capabilities to reduce alerting noise.
- Monitor your mainframe software investment for risks of missing PTFs, expiring keyrings and certificates, and knowing when software will be going out of support.

An API-first strategy is essential for enabling an open approach to performance management.

Open Access to Operational Data

An API-first strategy is essential for enabling an open approach to performance management. That is why our solution has opened access to operational data and exposed systems programmer toolkit functions using open and secure APIs. The following capabilities facilitate an open approach to performance management:

- Open access to operational data enables you to surface performance insights related to your custom applications.
- Easier integration with third-party vendor solutions provides increased flexibility.
- Zowe conformance allows application developers, DevOps, and CI/CD administrators to display data and take actions.

Correlating data from the mainframe to the originating application is paramount to managing the end-user experience.

End-to-End Application Performance Monitoring

IT needs to manage hybrid IT environments which are getting more complex with additional application transaction workflows. The mainframe today is a key piece of that environment, and the correlation of the data from the mainframe to the originating application is paramount to being able to manage the end-user application experience.

Designed to provide 24×7 monitoring of business-critical transactions that span distributed and mainframe environments, our solution provides the Broadcom® DX Application Performance Management software with key mainframe system and subsystem performance data that you can view on a single pane of glass. This unified view has the following benefits:

- Enables distributed and mainframe teams to increase collaboration across silos.
- Provides application views of mainframe resources associated with business-critical applications.
- Provides greater visibility into end-user transactions in real time as they cross from distributed platforms into the mainframe environment.
- Increases IT operations efficiency by complementing traditional infrastructure management with end-to-end transaction views of critical business services.

Data Visualization and Reporting

Access to operational data is essential to making data-driven decisions based on meaningful and actionable insights. With SYSVIEW Performance Management you can break down silos, foster collaboration, gain access, and easily visualize operational data. Robust data visualization and reporting capabilities allow you to better understand what is going on across your IT environment. You can use this data to achieve the following goals:

- Improve collaboration and speed remediation through modern web interfaces and dashboards.
- Effectively manage SLAs through real-time displays, historical reporting, exception processing, and anomaly detection.
- Speed issue triage and root-cause analysis using visual analysis tools, self-service dashboards, and ad-hoc reporting.

Critical Differentiators

SYSVIEW Performance Management provides the following advantages:

- **Efficient installation and maintenance:** SYSVIEW Performance Management is a single product installation, allowing you to configure only those components you need. Maintenance is applied to the entire product for a streamlined maintenance process.
- **Advanced thresholding capabilities:** Creating complex thresholds with multiple metrics provides for a more accurate level of alerting, minimizing the false positives and improving the mean time to resolution with more granular alerts.
- **Out-of-the-box integration:** Integration with Broadcom mainframe software solutions provides key performance data to other domains, allowing other teams to identify issues quickly and more easily.
- **Software risk assessment:** Easily see available maintenance for your mainframe software products with the associated risk, enabling you to prioritize your maintenance stream. End of support and end of life information ensures that you are always supported, while expiration dates of keyrings and certificates ensures that you stay connected.

Next Steps

SYSVIEW Performance Management is included in the *WatchTower Platform Suite*. For more information, please visit our site at: mainframe.broadcom.com/watchtower

BROADCOM®
connecting everything®

For more product information: broadcom.com

Copyright © 2024 Broadcom. All Rights Reserved. The term "Broadcom" refers to Broadcom Inc. and/or its subsidiaries. All trademarks, trade names, service marks, and logos referenced herein belong to their respective companies.
WT-SYSVIEW-PB100 March 3, 2024