

Complete Satisfaction

ThruPut Manager makes a batch of wishes come true.

The Company

TSYS® (NYSE:TSS) (www.tsys.com) is one of the world's leading credit, debit, stored value, commercial and private-label card-processing companies.

The Challenge

Anticipating enormous growth in both client base and processing cycles, they realized a more pro-active approach to managing their batch was required. They undertook a program to streamline their operations and automate the workload management. A key strategy was to develop and implement standards which would deliver value and improve service to all stakeholders.

TSYS now runs more than 2,000,000

production batch jobs per month, or more than 100,000 jobs per processing day, plus a significant ad hoc batch workload on more than 58 LPARS spread over 16 JESPlaxes. They are meeting their clients' needs and staying ahead of their Service Level Agreements (SLAs) on a regular basis.

Fourteen Wishes

To achieve this goal, Operations and Application Development collaborated on creating a 'wish list' for batch. The 14 requirements all linked back to the challenge of managing the workload and implementing standards.

Several alternatives were considered. But home-grown exits couldn't achieve all of the objectives and would incur an unacceptable maintenance burden. And other options didn't have the flexibility to accommodate TSYS' requirements.

The solution was ThruPut Manager. Not only did it best meet the criteria, ThruPut Manager also had the promise of further functionality. "In addition, MVS Solutions was able to broaden our expectations of a batch automation tool." says Greg Pridgen, Director of TSYS Operations.

Wishes Granted

TSYS brought in ThruPut Manager, trained their staff and took advantage of MVS Solutions' QuickStart program to realize some early benefits. They have implemented

12 of the 14 wish list items, with plans to implement the final two.

Another initiative uses ThruPut Manager rules rather than CA-7® database updates to

control where production jobs run. This allows much easier and faster responses to configuration changes and greatly reduces CA-7 maintenance.

Implementation begins with getting agreement from all the stakeholders on what is to be done. Once agreed, their technical staff easily creates the ThruPut Manager rules using its testing feature to ensure the results are as expected before implementing them into the live systems.

Customer Service

Service was a key issue for TSYS. "It takes a special type of Vendor to accommodate a shop this size. The support we have received from MVS Solutions is invaluable. They have provided us with the necessary tools to not only maintain the product but also provide quick response on issues that may surface due to Operating Environment

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- Amy Forsyth, Lead Operations Analyst, TSYS



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TSYS' Wish List and ThruPut Manager's Solution

1. Routing non-tape jobs to proper classes	☑ The job class is automatically set to differentiate between production and test jobs and also tape and non-tape jobs, making it possible to provide consistent turnaround for batch work and express service for non-setup.
2. Control and enforce IMS BMP ad hoc workload	☑ Programmers are restricted to certain IMS control regions and in the number of BMP jobs they can have running at one time.
3. Limiting the number of tape jobs to the number of drives available by type	☑ The number of concurrently required tape drives is controlled by type, avoiding most instances of over-allocation and allocation recovery.
4. Routing IMS/DB2 jobs to their region. Prevent job abends when region goes down	☑ Jobs that require access to an IMS or DB2 region are automatically routed to <i>where</i> the region is available, <i>when</i> the region is available. Jobs that cannot currently run are held. This avoids jobs failing unnecessarily.
5. Binding Mailbox jobs to their STC	☑ Mailbox jobs run on whichever system the associated started task is running. ThruPut Manager provides an automated binding mechanism to achieve this.
6. Binding BKUP/Reorganization jobs to their STC	☑ Similarly, these jobs now also run with their associated started task.
7. Changing application's home system efficiently	☑ Most applications have a 'home system' where they usually run. When there are exceptional system loads or system problems the home system needs to be moved quickly and efficiently. Again, the binding mechanism is extremely effective. One operator command is used to move an entire application.
8. Improve workload balancing by allowing jobs to route between LPARS within a PLEX	☑ ThruPut Manager has a facility called system-level job limiting that enables operations to control the loading for jobs that do not need to run on a specific LPAR.
9. Limiting the number of sorts that can run concurrently	☑ System level limiting provides an automated solution to control the number of sorts running on a LPAR. Otherwise sort jobs can use a large amount of storage for their workspace, and running too many of these on an LPAR can cause significant slowdowns.
10. Managing IMS logging backups	☑ While IMS logging backups are running, no updates may be carried out against the databases. Prior to ThruPut Manager, operations would drain all the initiators to prevent conflicts. Now they simply use one operator command to restrict work running against the control region.
11. Enforcing naming conventions	☑ Naming conventions for jobs and datasets are easily monitored and appropriate actions are taken.
12. Prevent one particular type of job from dominating the resources	☑ Similar to the Sort problem above, the same technique provides control over other 'resource hogs', keeping the systems running efficiently.
13. Issue DFHSM recalls prior to running the job	☑ Datasets that have been archived by DFHSM and need to be recalled are identified during ThruPut Manager's analysis phase and the recalls are issued before the job begins execution. This saves significant initiator time and frees up initiators, tape drives and datasets for other jobs to use.
14. Limiting the number of BMP's to the amount of resource available	☑ The number of IMS BMP jobs allowed to concurrently use the services of an IMS Control Region is automatically controlled. Operations have the flexibility to raise or lower the limit as needed through commands.

changes," said Amy Forsyth, Lead Operations Analyst, TSYS.

Benefits

The current staff has been able to accommodate the growth in processing, client base and configuration without additional hires and still meet their SLA

commitments. TSYS continues to explore opportunities to use ThruPut Manager functionality to improve the management of their batch environment.

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