

**Seven Figure Savings: New System i Job Monitoring Best Practice Guide from CCSS
Shows How to Spare the Budget**

February 15, 2011 – IBM System i and Power Systems software developer CCSS, today issues a new Best Practice Guide for System Managers. The guide is the latest in a series created by CCSS to highlight key areas of systems management and the most challenging issues surrounding them. The new guide examines the area of Job Monitoring and how IT Managers can make substantial savings across their network – even up to seven figures - using the most effective solutions and a pro-active approach to systems management.

Jobs that loop, become inactive or consume high amounts of CPU are all problematic for IT Managers. These ‘rogue’ jobs have the potential for devastating financial consequences that can stretch to hundreds of thousands, if not millions of dollars, depending on their severity and how long they remain undetected on the system. Rogue jobs that are unmonitored and unresolved have the ability to impact the user community and slow or halt its productivity; they often require expensive additional resource expenditure to stave the effects of secondary issues and can even lead to downtime events or financial penalties.

Sudden changes to a job’s status or performance are early warning signs that a job may not be performing as it should. Left unchecked, these can give rise to equally damaging secondary issues or incur a lengthy investigative process for System Managers to resolve them. The guide explores the example of consistently high CPU usage experienced on a system where several QZDASOINIT jobs take more CPU than they should. In this case, the IT Manager faces the daunting task of identifying which particular job or jobs are at fault, given that many share the same name. Meanwhile, the system slows bringing user productivity levels to half their normal levels. In terms of financial fallout, this is akin to a downtime event at half the rate. Across a large network supporting a demanding user community, the frequency of these types of instances can see the total cost for a lack of adequate job monitoring spiral.

Ray Wright, CEO for CCSS, says, “Rogue jobs are a problem that virtually every IT Manager will have faced at some point in their careers. Like so many systems management issues, effective job monitoring is about increasing visibility to these threats, as and when they occur on a system, then reducing the time it takes to resolve them. This pro-active method not only addresses the root cause, but eliminates all the other potential problems these situations can cause. Our guide takes a real-world perspective on the subject and drills down to identify the detailed types of problems that can occur, their consequences and also offers solutions on how best to resolve them.”

The guide advocates the use of monitoring job parameters which relate to specific aspects of a job's performance or status to help managers immediately identify not only the problematic job, but the issue at the root cause. In some cases, this information can pinpoint an issue that might otherwise be difficult to detect, or be misinterpreted as a totally different issue – both of which place considerable pressure on managers to resolve them quickly. One such example is when the user community perception of the problem is fed back to the helpdesk but their experience of the issue doesn't tally with the system status. The perception of a slow response time might in fact be caused by an application program trying to access an object that is in use by another job. To the user, it 'feels' like a delay, but in fact, he is locked out. It can be difficult to diagnose the lock wait status without a dedicated monitor to supply the average lock wait time per transaction for interactive users. QSystem Monitor, the performance monitoring and reporting solution from CCSS, offers comprehensive, real-time job monitoring features that help IT Managers remain alert to the threat of rogue jobs and spare their budget from the costs that can result from them.

To download the guide in full, please visit:

http://www.ccssltd.com/artifacts/best-practice/million_dollar_mistake_best_practice.pdf

Or join the CCSS Linked In Group:

<http://www.linkedin.com/companies/ccss-usa-corp>

For more information on CCSS, Job Monitoring and QSystem Monitor, please visit:

<http://www.ccssltd.com/products/qsystem-monitor/>

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About CCSS

CCSS develops, supports and markets IBM i (on Power Systems & System i servers) performance monitoring and reporting, message management and remote management solutions. An Advanced IBM Business Partner, CCSS develops powerful solutions to support some of the world's most demanding IBM i environments across many industries including insurance, banking, pharmaceutical and manufacturing. Existing customers that rely on CCSS's feature-rich solutions include leading organizations such as Volvo, Mattel, Newell-Rubbermaid, The Royal Bank of Scotland, and Siemens Healthcare.

CCSS is headquartered in Gillingham, Kent, UK with key regional headquarters in Raleigh, North Carolina, USA and Bonn, Germany together with a global agent network spanning Austria, Portugal, the Netherlands, Switzerland and Sweden.

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