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**On Prem Corporate PIM - Challenges**

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Examples include - PIM is down, pages not loading, jobs not processing, or being stuck, or processing very slow or processing for a very long time. There is a mix of issues potentially contributing to the performance, highly affecting the company's operations

**Servers infrastructure**

* Frequent issue - Servers Memory, CPU, Disk space, DB blocking sessions, lack of resources.

Note: Orgill is working with Connectria on making improvements to the Prod DB server (actions will take place in January)

* PIM is increasingly consuming and syndicating more data, higher users’ activities and processing large volume of data

**PIM full restart process**

* The PIM full restart process still needs improvements as we learn more steps/checks. There are many details that need to be considered for restarts that we were not aware of and might play a significant role in the PIM performance.
* Connectria is performing standard Security/Windows patches and during that process there are steps that require knowledge in the PIM UI. Detailed “Restart” document with screenshots and steps, as well as a couple of one-on-one training sessions were provided, but we still experience not properly performed restarts.

**PIM maintenance and automated cleanups**

* Most of the ‘cleanups’ (I am aware of) are performed manually (by Izabela)

Checking with Connectria whether there are any scheduled maintenance tasks they are performing on any of the Orgill PIM related servers.

**PIM procedures, data flow and monitoring**

* Not efficient monitoring in place. Invalid/ legacy/obsolete jobs/processes that are running

**QA & Prod Environments alignment**

* There are processes implemented in Prod, but not in QA and vice versa, or are partly developed
* We had multiple situations where we were not able to complete testing in QA due to the testing environment not being aligned with Production.
* Large amount of data was removed from QA, bad data inserted(?)

**Requests**

1. Review current servers’ infrastructure and architecture from the Enterworks PIM perspective for both, QA and Production environments.
   1. Asses [infrastructure configuration with a goal of improving current state and to accommodate future growth.](https://www.ibm.com/docs/SSTRGZ_11.4.0/com.ibm.cdcdoc.cdcformssql.doc/concepts/assessingdiskspaceandmemoryrequirements.html)
      1. Evaluate [disk space, memory requirements](https://www.ibm.com/docs/SSTRGZ_11.4.0/com.ibm.cdcdoc.cdcformssql.doc/concepts/assessingdiskspaceandmemoryrequirements.html), etc.
   2. [Perform analysis of current configuration of all servers and supporting Enable Services (examples: were advised to review “workers“ configuration JBQ 1, JBQ2 assigned memory space due to frequent issues)](https://www.ibm.com/docs/SSTRGZ_11.4.0/com.ibm.cdcdoc.cdcformssql.doc/concepts/assessingdiskspaceandmemoryrequirements.html)
      1. Disable invalid/”not needed” services and processes
   3. [Provide detailed feedback and recommendation that can be executed by Connectria.](https://www.ibm.com/docs/SSTRGZ_11.4.0/com.ibm.cdcdoc.cdcformssql.doc/concepts/assessingdiskspaceandmemoryrequirements.html)

2. Provide training to Connectria and Orgill on PIMs server environment and Enable services configurations:

a. to increase knowledge in the platform

b. to enable Connectria to successfully perform restarts

c. to troubleshoot any issues during execution of the process.

Help to review the “Full Restart” document that outlines all possible (and known) steps and troubleshooting procedures during restarts.

3. Review maintenance processes in the PIM (scheduled deletion of logs/files etc). Implement automated processes that will help in maintaining the PIM effectively for both, QA and Prod.

4. Help to streamline PIM jobs monitoring and create robust dashboards and reports to be able to record problems for analysis, and take corrective and preventive actions.

5. Help to identify SQL queries, stored procedures or applications that play a critical role in processing to help in tracking performance purposes (top 10). Identifying weak spots and bottlenecks so they can be optimized. [Provide detailed feedback and recommendation that can be executed by Connectria.](https://www.ibm.com/docs/SSTRGZ_11.4.0/com.ibm.cdcdoc.cdcformssql.doc/concepts/assessingdiskspaceandmemoryrequirements.html)

6. Assist with aligning QA and Production environments. QA (in majority) should reflect Production. Goal: Enable testing and troubleshooting.