Simplify Mainframe Operations with IBM Z AIOps

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IBM Concert for Z

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Agenda

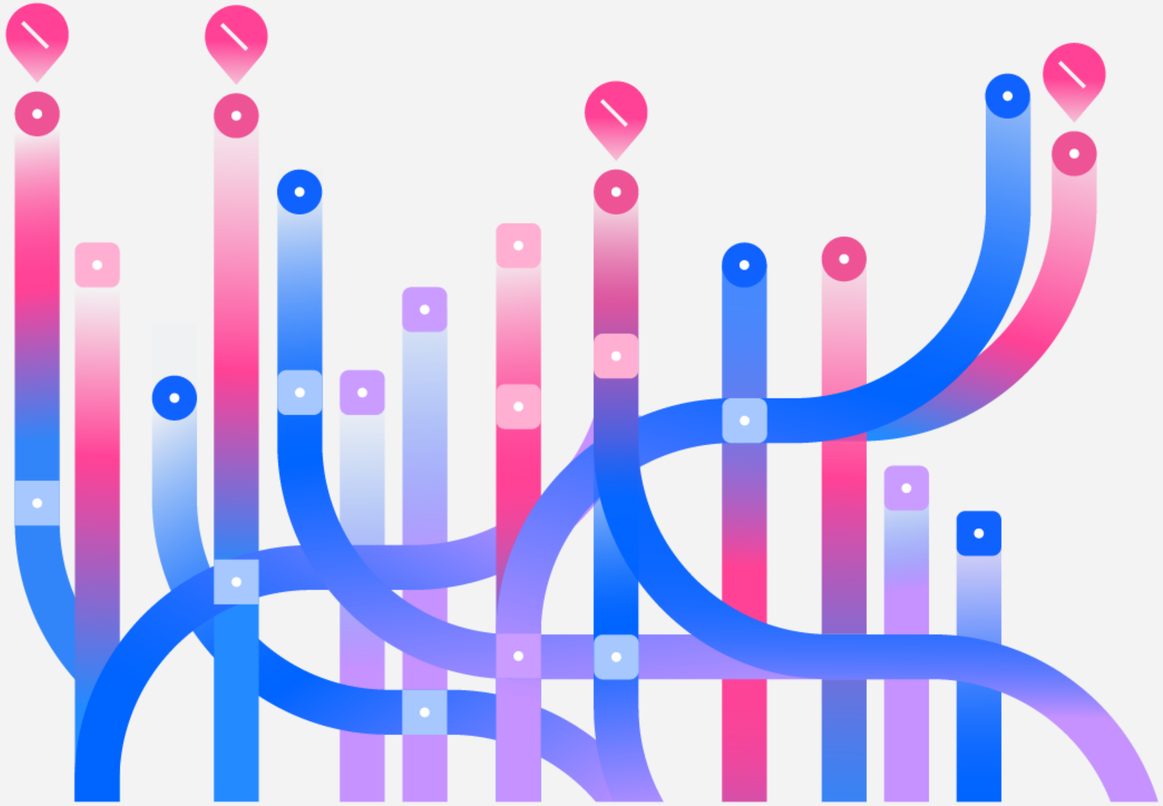
1. Customer and market challenges
2. Solution overview
3. Key capabilities
4. Use cases
5. Summary

Customer and market challenges

The size and complexity of IBM Z has outpaced new skill acquisitions

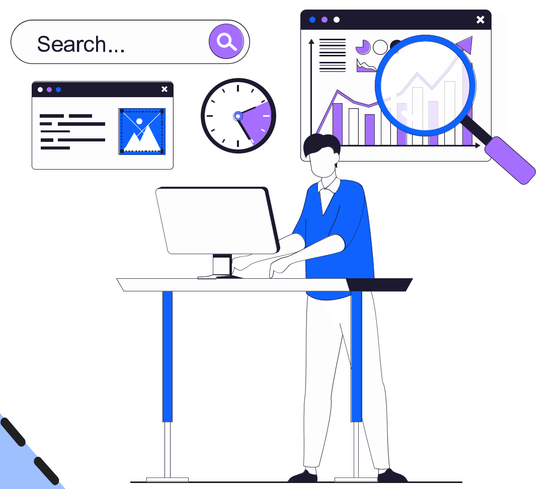
- Each IBM Z area requires **unique sub-domain expertise** and **different tools** with **inconsistent functionality**
- There's no easy way to view **how issues relate** and **correlate** across **siloed toolsets** and data sources
- There's no easy way to know what to do to **resolve an issue** once it has been identified
- The **skills gap continues to widen**, leaving less experienced staff with **greater challenges**
- **Humans don't have the capacity to analyze, correlate, prioritize, and respond to all the available data at the speeds modern businesses require.**

  This is a job for automation and AI.



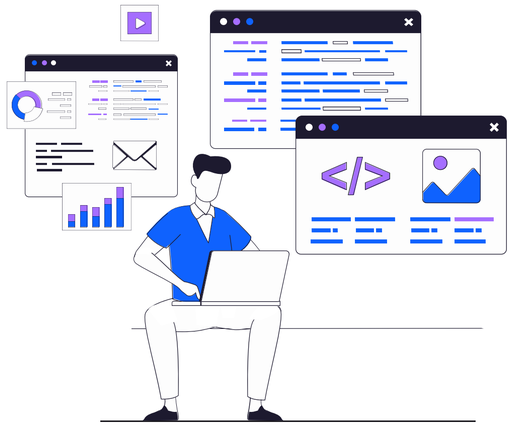
Navigating operational data across Z is complex, time-consuming, and involves numerous silos

Spend hours trying to find the right information



Need help from experts to interpret and resolve problems

Perform manual tasks that can require switching between tools and screens



Afraid of causing errors with consequences

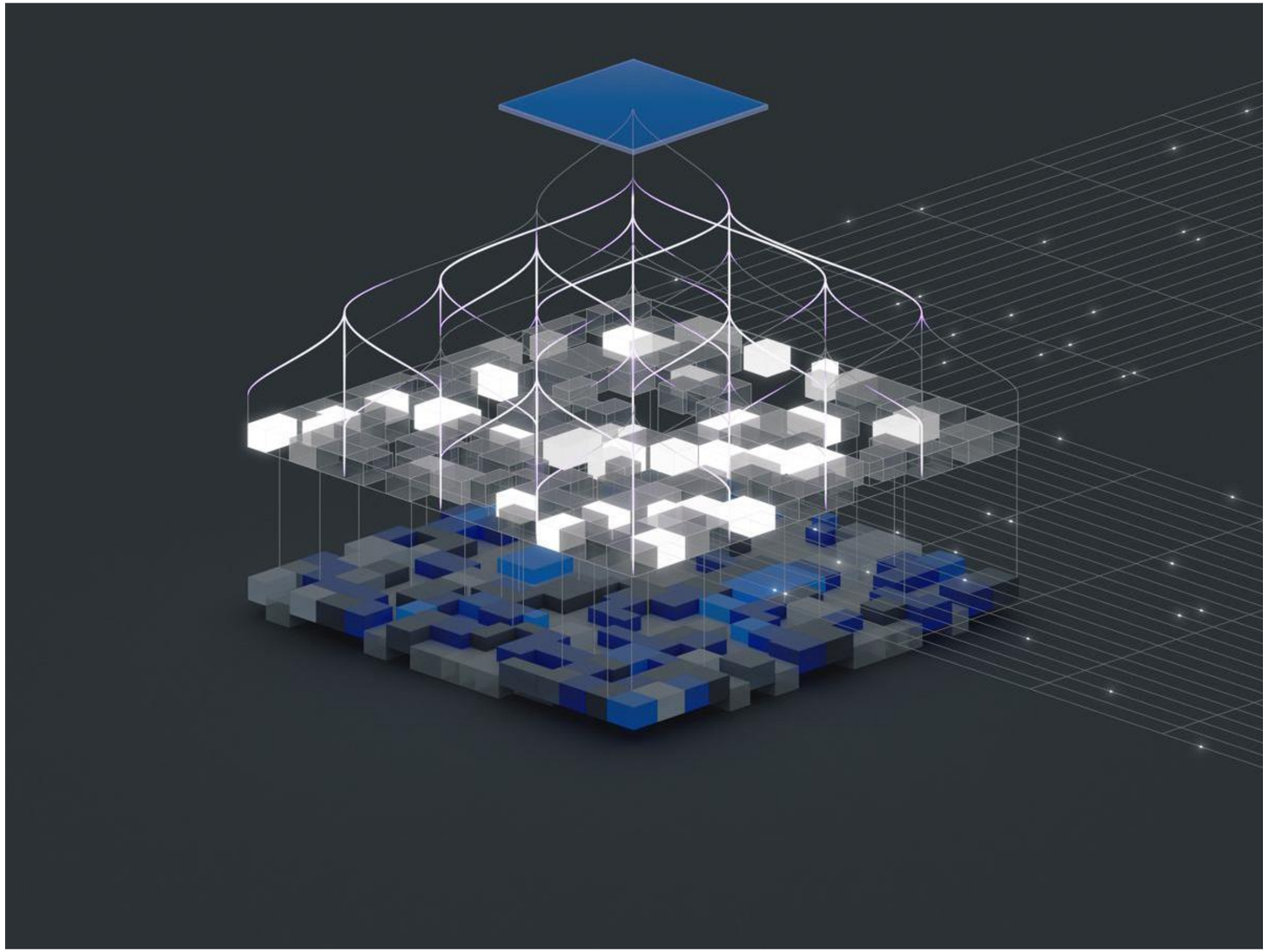
Newer professionals particularly struggle with these issues

Solution overview

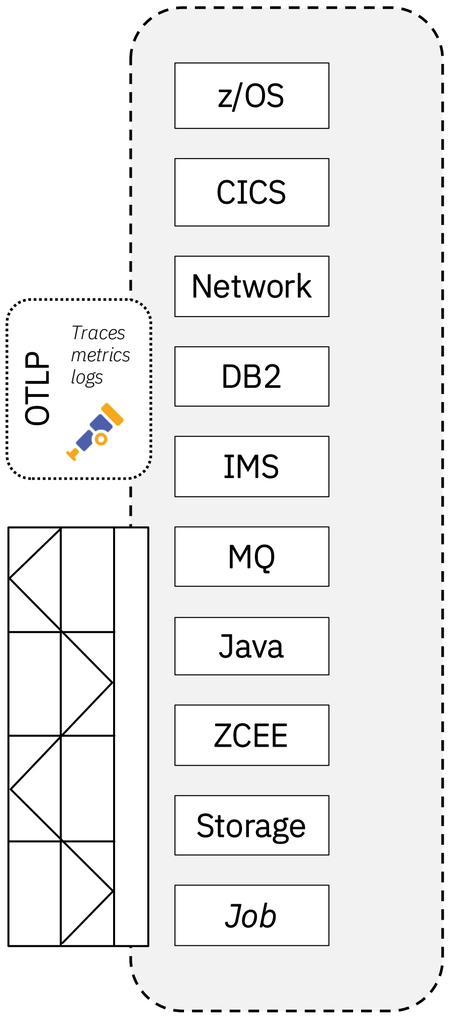
Overwhelming number of alerts and data is the problem. United simplicity is the solution.

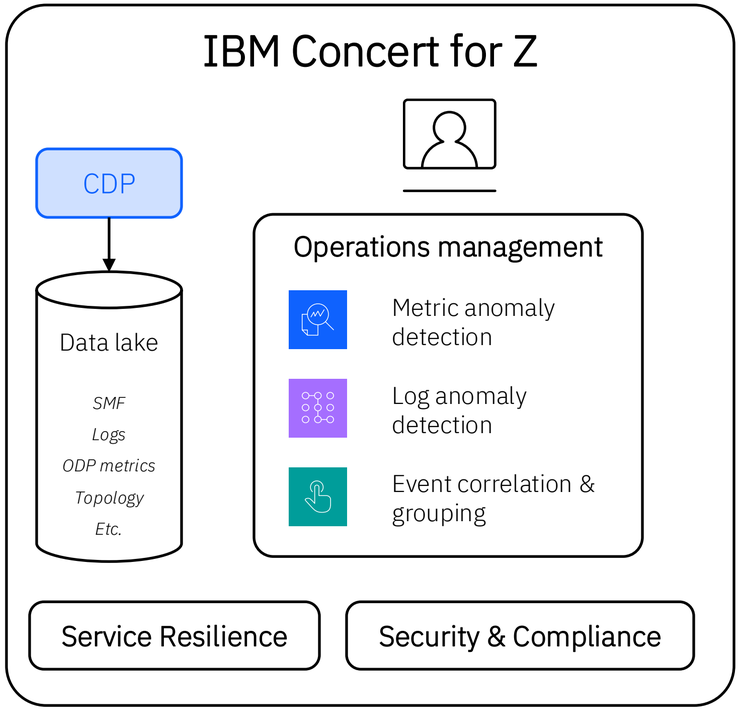
IBM Concert for Z **simplifies mainframe operations** by unifying workflows, prioritizing events and providing actionable insights.

It aggregates, correlates and contextualizes events and data to help teams make **faster, more confident decisions -** maximizing infrastructure availability and reducing downtime within a single, streamlined solution.

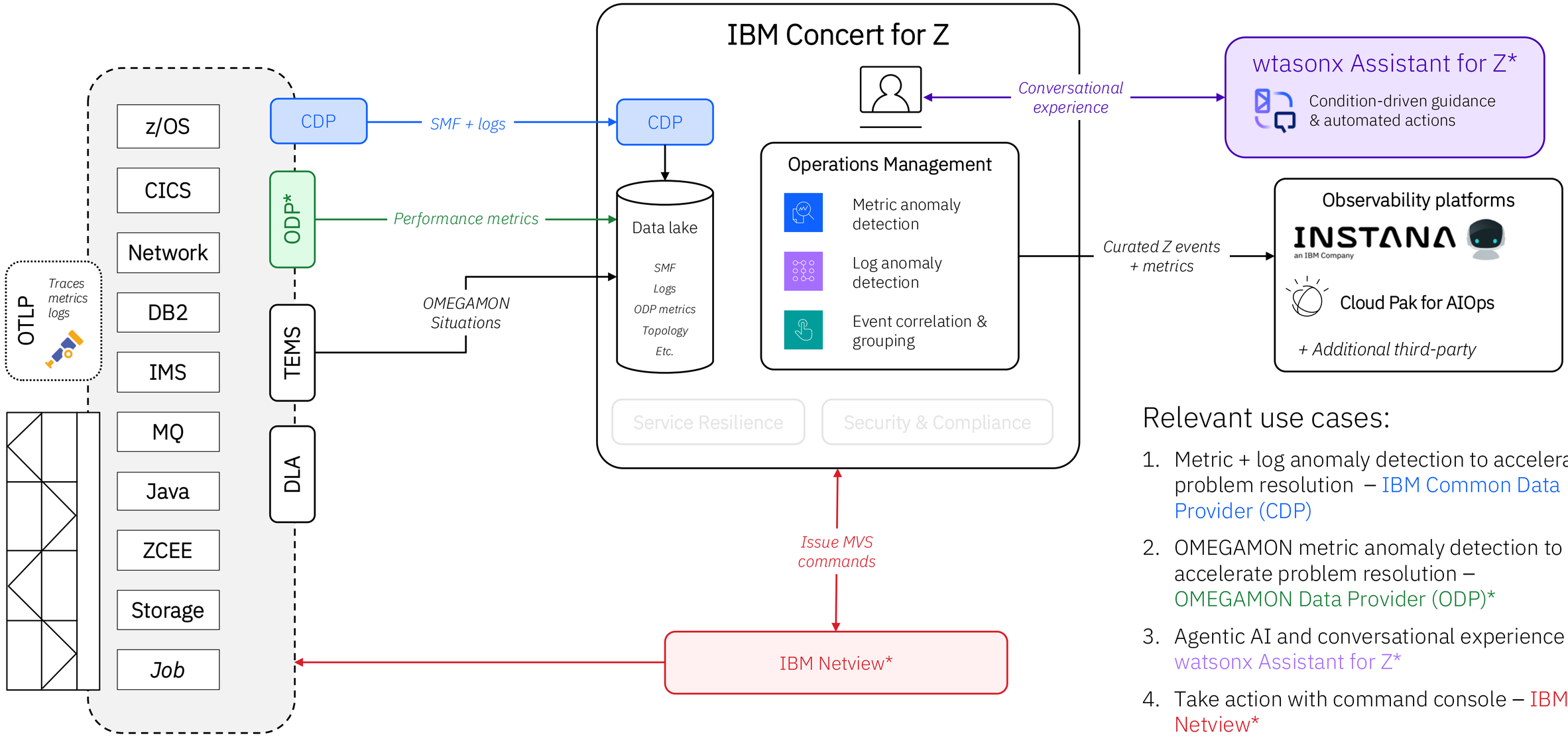


High level architecture - Event Management perspective





High level architecture - Operations Management perspective

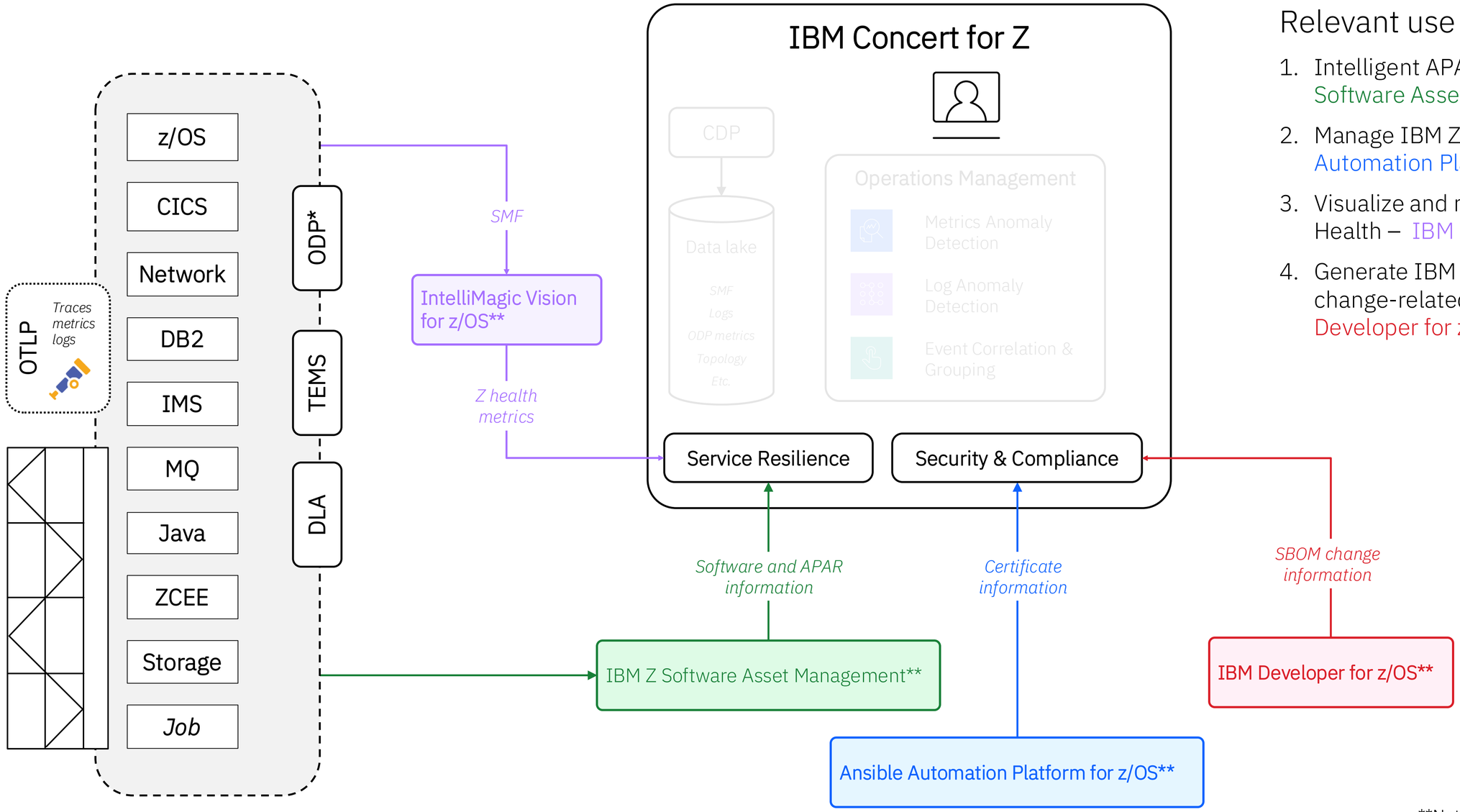


Relevant use cases:

1. Metric + log anomaly detection to accelerate problem resolution – IBM Common Data Provider (CDP)
2. OMEGAMON metric anomaly detection to accelerate problem resolution – OMEGAMON Data Provider (ODP)*
3. Agentic AI and conversational experience – watsonx Assistant for Z*
4. Take action with command console – IBM Netview*

*Not included with IBM Concert for Z. Required software to enable specified use case.

High level architecture – Service Resilience and Security perspectives



Relevant use cases:

1. Intelligent APAR Management – IBM Z Software Asset Management (IZSAM)
2. Manage IBM Z Certificate Health – Ansible Automation Platform
3. Visualize and manage IBM Z Infrastructure Health – IBM IntelliMagic Vision for z/OS
4. Generate IBM Z SBOMs to assist with change-related troubleshooting – IBM Developer for z/OS

**Not included with IBM Concert for Z. Required software to enable specified use case.

IBM Concert for Z
No silos. Better answers, faster.

IBM Concert for Z provides operational performance and health insights across the entire Z AIOps stack, eliminating silos and accelerating MTTR.

It makes organizations:

More effective by eliminating silos and enabling issue resolution from a single interface

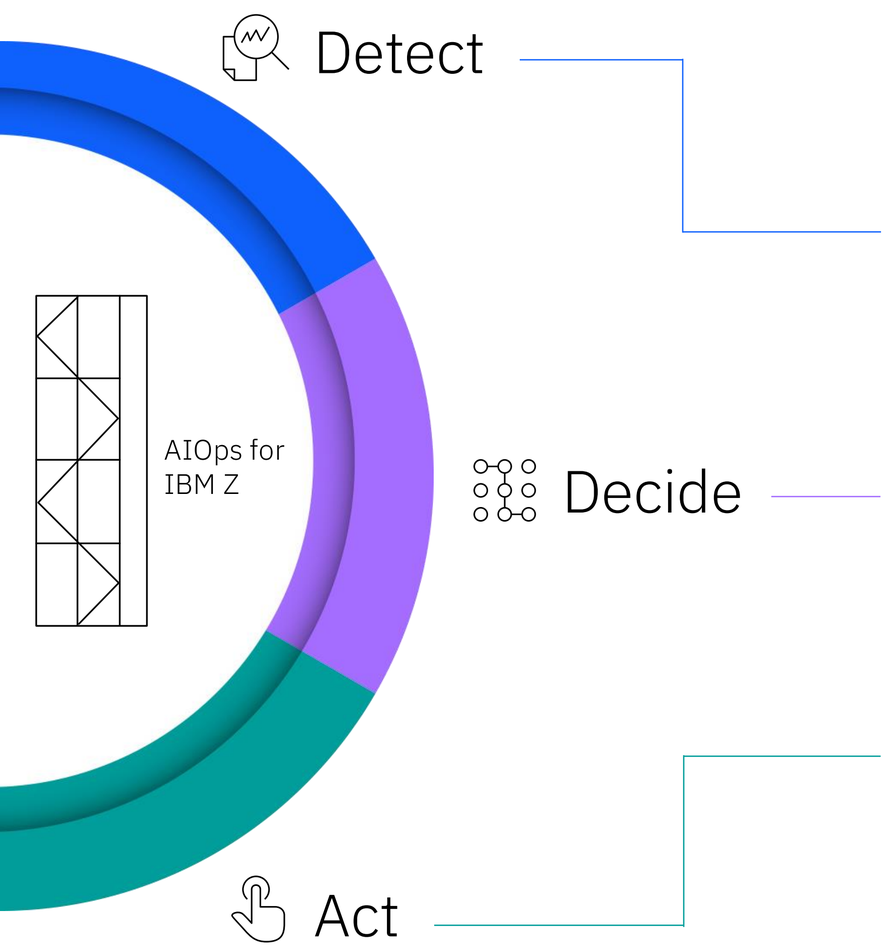
More efficient with prioritized insights and action-oriented recommendations to lower mean time to resolution (MTTR)

More productive by enriching newer staff with expert knowledge via recommendations and watsonx Assistant for Z

More proactive via early-warning anomaly detection and intelligent grouping and ranking of system-wide alerts

Key capabilities

Your one stop shop for mainframe operations



Detect

By leveraging ML / anomaly detection, Concert for Z highlights critical underlying operational issues that would otherwise go unnoticed until they impact application availability.

Decide

For every identified issue, Concert for Z provides adaptive remediation recommendations to identify root causes and collaboratively address them across the IBM Z stack.

Act

Issue commands directly from the Concert for Z UI based on provided recommendations to address identified risks and issues.

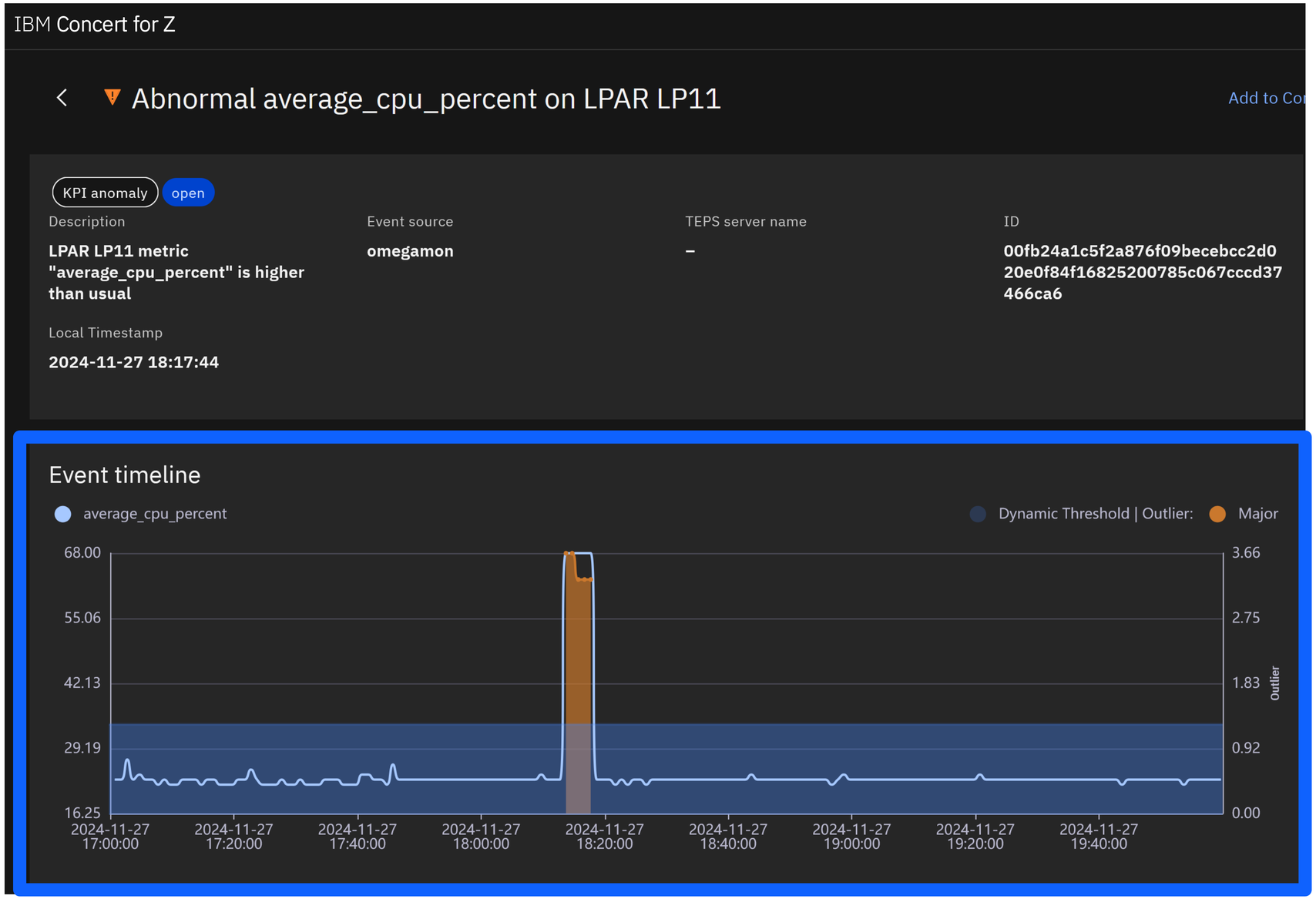
Detect

Proactively identify hidden operational issues

Proactively highlight operational issues with built-in **Machine Learning** and **anomaly detection**

Detect anomalies in **subsystem specific KPIs** for Db2®, CICS®, MQ®, IMS® and z/OS® based on SMF data and performance metrics coming from OMEGAMON

Detect anomalies in **occurrence**, **frequency**, or **sequence** of **system messages**

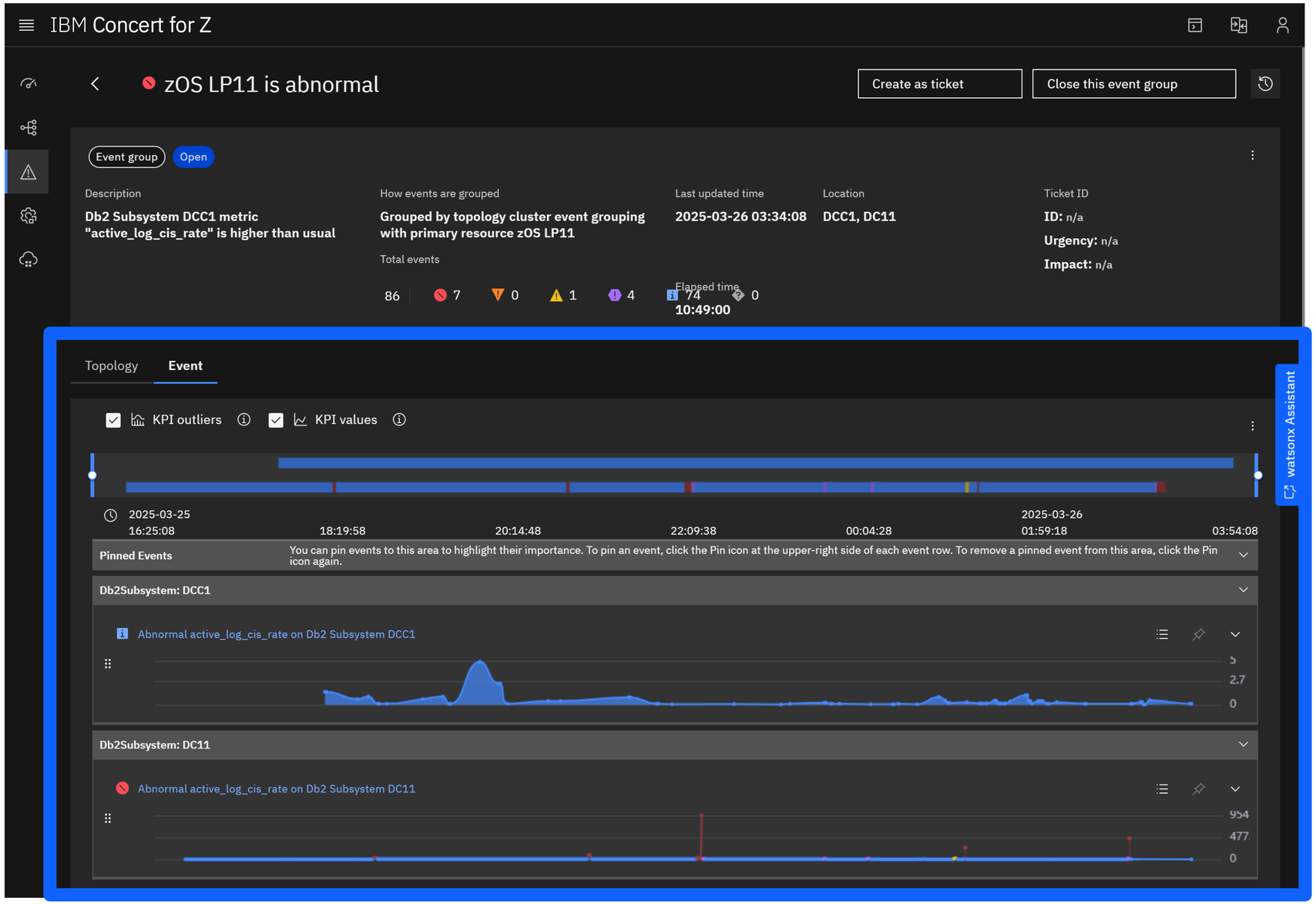


Detect

Built-in event grouping for noise-reduction

Issues, events, and alerts across IBM Z are **aggregated**, **correlated**, **grouped**, and **prioritized by risk level** to help identify critical risks

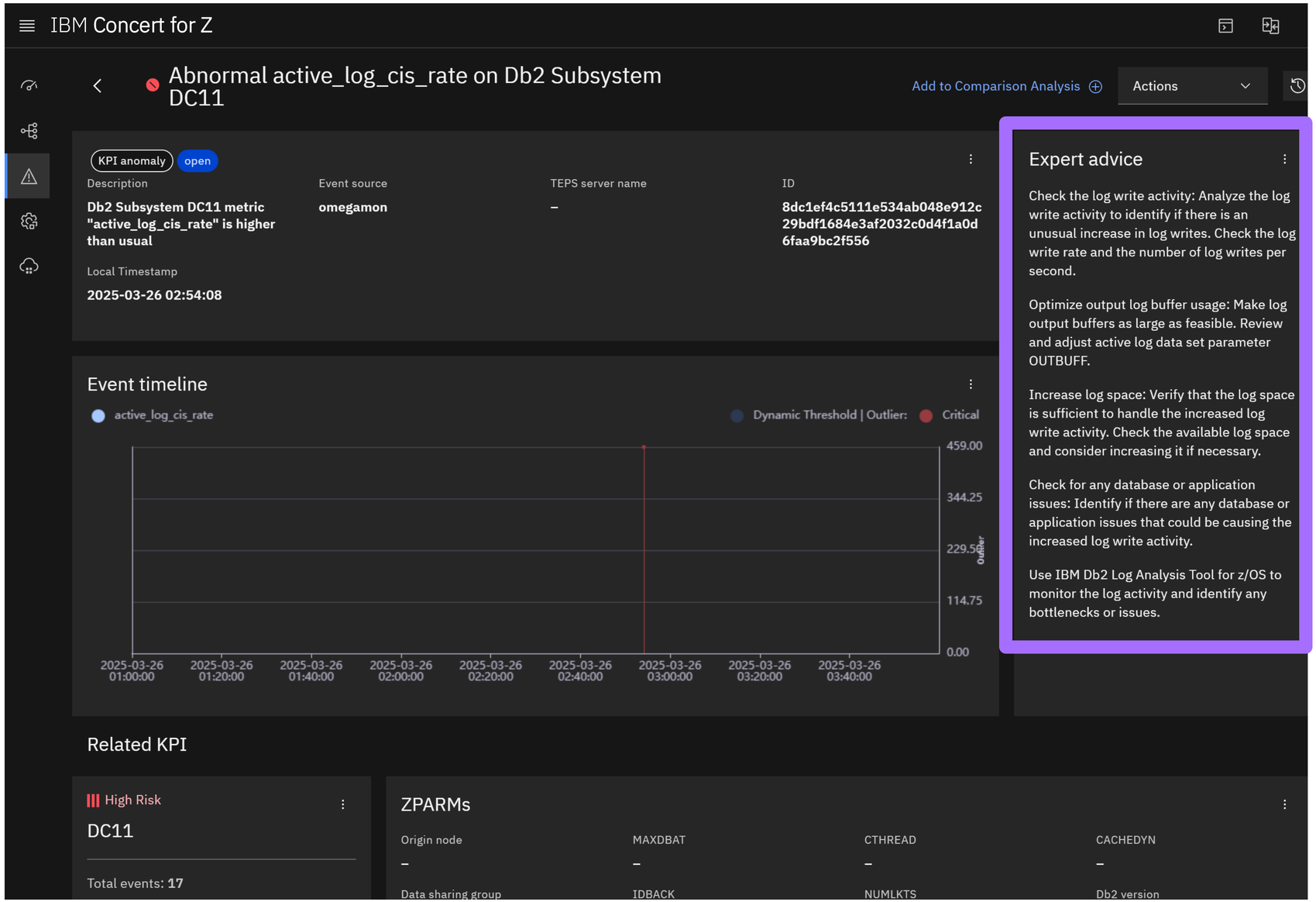
Examine event groups by severity level and drill into issues and anomalies for further investigation



Built-in expert advice for every issue

Expert advice, supported by **generative AI** and **built-in IBM Z expertise**, provide critical insights into issues and **actionable remediation advice**

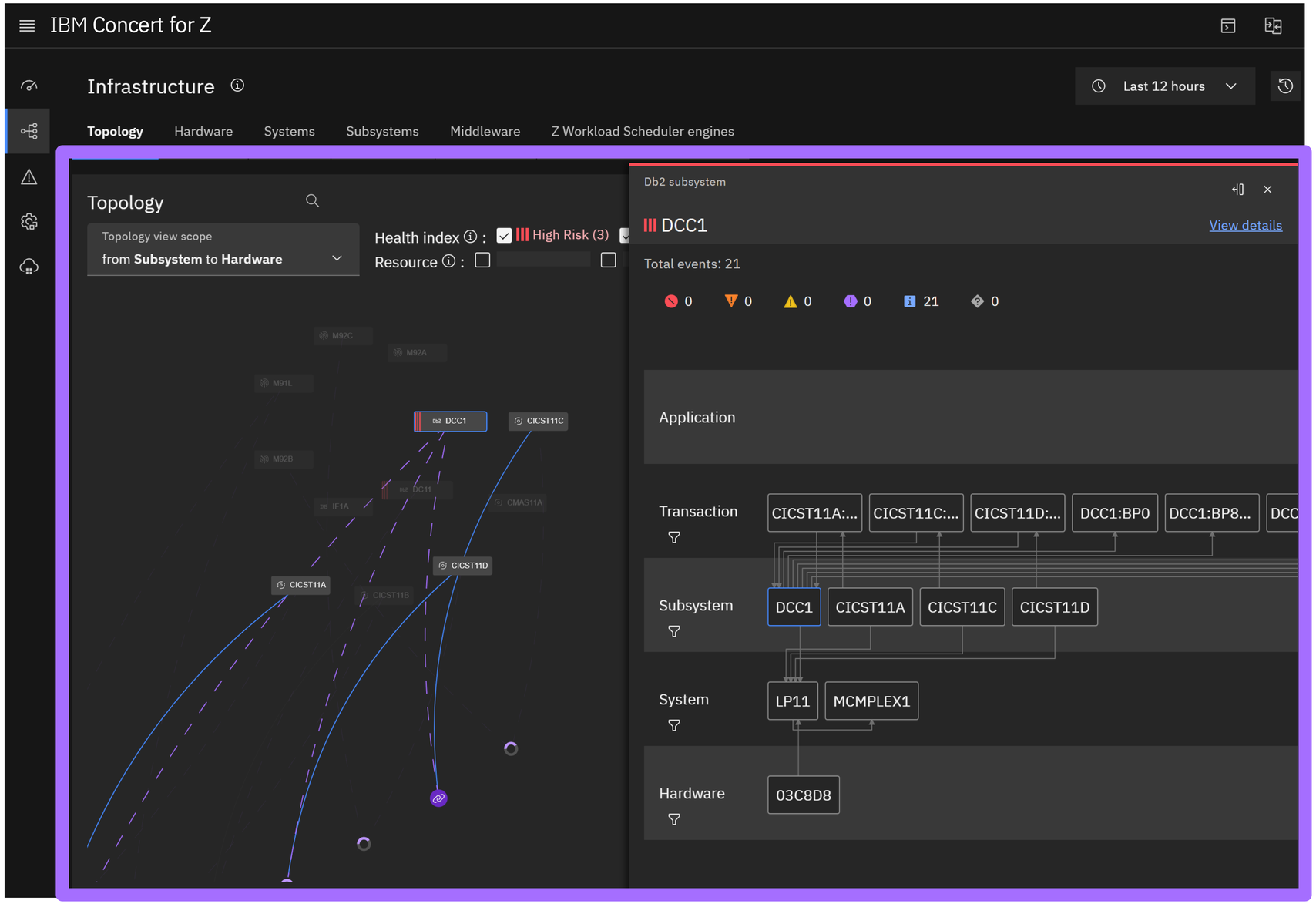
Resolve issues faster and **facilitate faster new skills acquisition** and **knowledge transfer**



Critical connections visible at a glance

The **graphical topology viewer** makes connections between **business applications** and **mainframe resources** immediately clear

Risks are spotlighted and can be drilled down into for further analysis

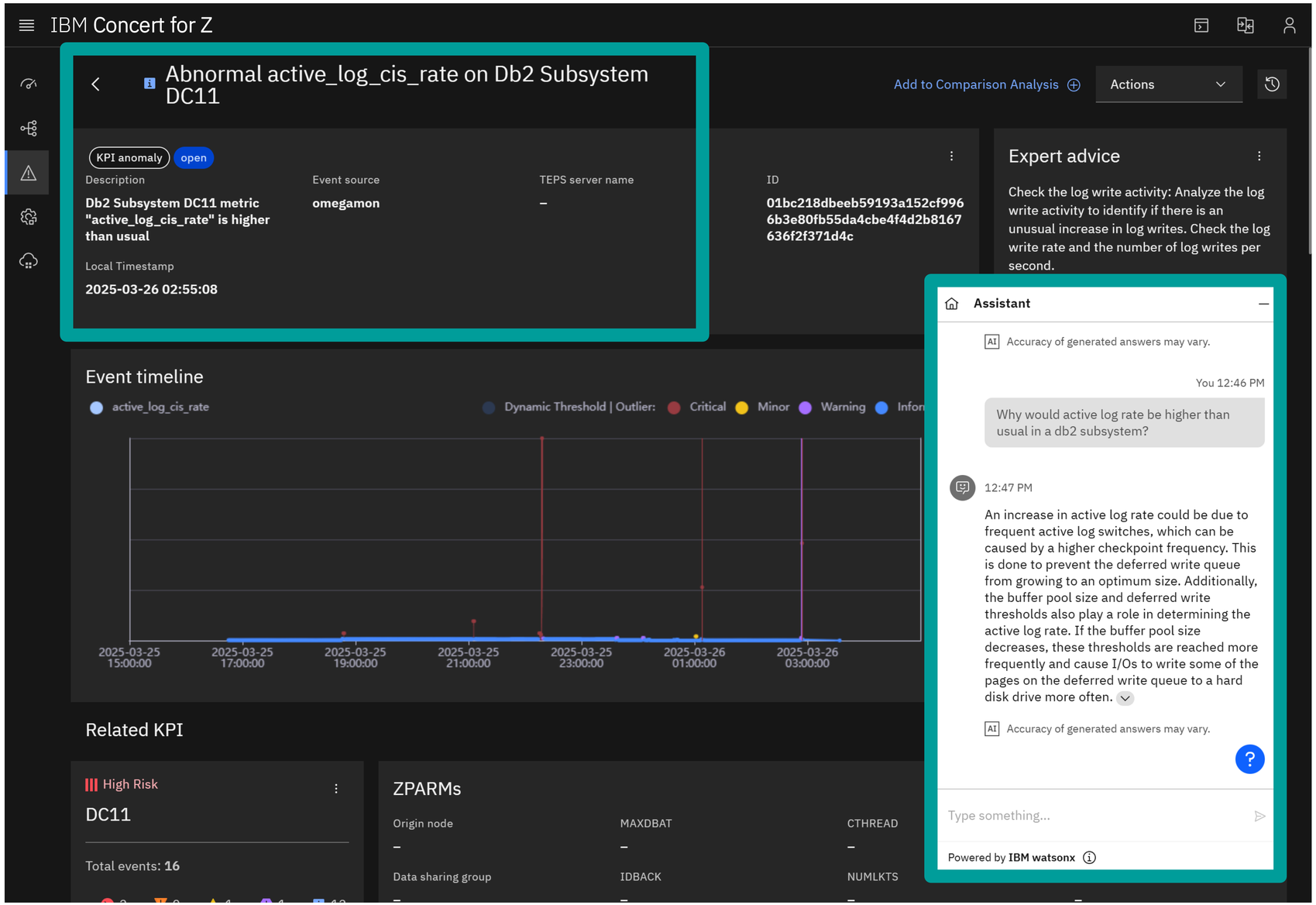


Act

Gather insights from watsonx Assistant for Z

The integration with **watsonx Assistant for Z** identifies the next steps and **actions to solve issues**

Access to expert advice and recommendations for issue resolutions is **at your fingertips**

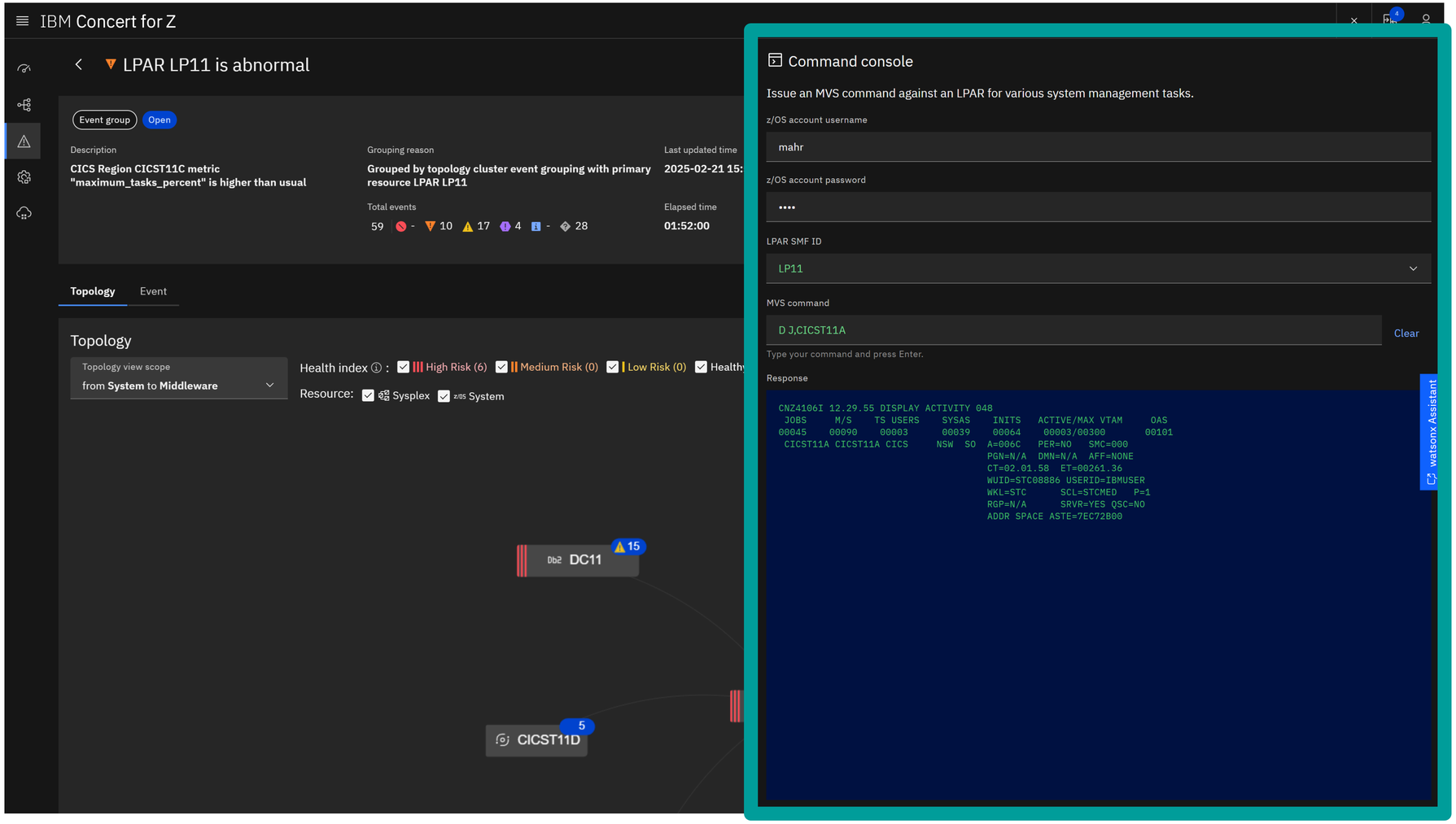


Act

Issue commands directly from the UI

Built-in **Integrated Command Console** allows authorized users to issue commands directly from the UI

Submit commands to MVS and NetView to take actions and restore service



Operations Management use cases

Focus on what matters most

Pain points

– Overwhelmed by too many alerts and events across multiple siloed tools and infrastructure areas requiring different skillsets

– Difficult to understand actual severity of issues and which alerts are most urgent

– No easy visibility into issue correlation across Z areas

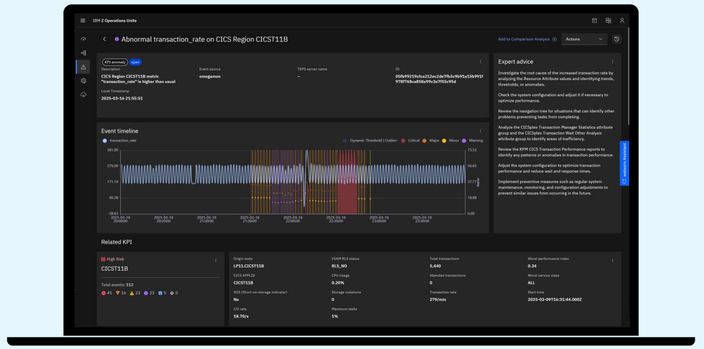
IBM Concert for Z

– Aggregates, correlates, and normalizes events and data from multiple domains, tools, or sources into a single, easy to use dashboard that makes it easy to evaluate the overall infrastructure health and pinpoint areas that require immediate attention

– Alerts across data sources and tools are aggregated, rated, and prioritized to help teams make faster, more confident decisions and address the most pressing issues first

– Provides a graphical view of the relationships between business applications and infrastructure resources

Reduce MTTR of issues



Pain points

– Time is wasted in tool switching going from one infrastructure area to the next looking for the root cause

– Operators don’t know where a problem originated or which area is limited, the issue, and waste time calling different SMEs trying to resolve the issue

– Experienced staff are limited, and newer staff are unfamiliar with many issues. This results in more time trying to understand the issue and find the appropriate solution

– Once the root cause of the issue has finally been identified, more time is spent in more tools switching to issue commands and resolve it

IBM Concert for Z

– Data and events from numerous IBM Z solutions and sources are aggregated and rated in a single dashboard, and relationships between applications and infrastructure resources are easy to spot. No tool switching required

– For every identified issue, built-in IBM Z Expert Advice is provided directly in the interface next to the issue. For further issue clarification and help in issue resolution, operators can ask watsonx Assistant for help by providing a conversational and learning experience

– Commands can be issued directly from the IBM Concert for Z Command Console for authorized users, eliminating the need for more tool switching and wasted time

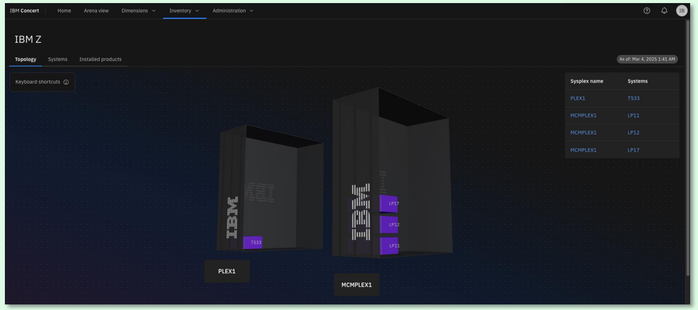
Use cases:
Risk & Resiliency

Resiliency and Risk Management

Intelligent APAR Management

Mitigate Risks and Stay Resilient with Intelligent Maintenance Management

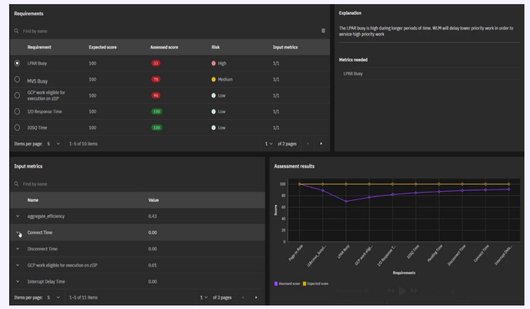
- Track maintenance drift across all z/OS environments
- Visualize APAR and/or HiPER risks, prerequisites, and relationships to clearly define your software upgrade roadmap
- Auto-initiate risk-based change tickets to kickoff installation with the proper IBM Z focal or through automation Agents
- Never suffer an outage due to unapplied maintenance again



Visualize and manage IBM Z Infrastructure Health

Holistically analyze utilization across the entire hybrid infrastructure

- Monitor IBM Z infrastructure health through comprehensive self-service dashboards
- Holistically analyze utilization across the entire Z infrastructure
- Get automated scoring, correlation, summaries, & actionable insights
- Prioritize Z risk and optimize costs

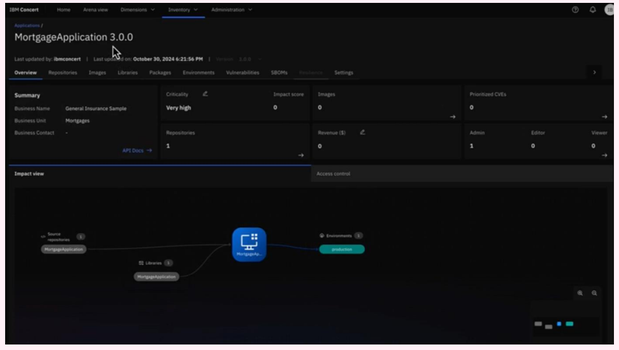


Security and Compliance

Generate IBM Z SBOMs to assist with change-related troubleshooting

Generate IBM Z-related SBOMs and visualize changes and its impact

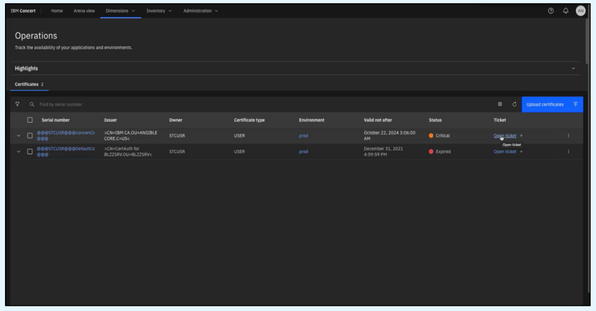
- Generate Z-related SBOMs and visualize changes & impacts
- Analyze configuration drift across entire infrastructure
- Reduce time spent on configuration and dependency fixes on Z through early root cause analysis.
- Automatically track evidence of changes over time for audit trail and compliance



Manage IBM Z Certificate Health

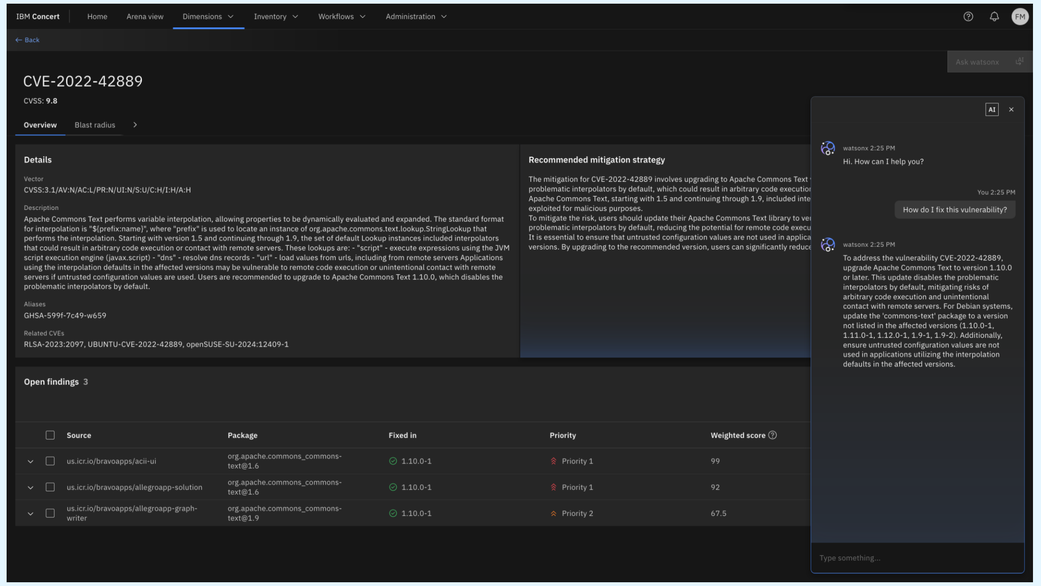
Streamline certificate management to minimize outages and security risks

- Streamline certificate management to minimize outages and security risks
- Get comprehensive visibility to IBM Z certificate health, automation management, and compliance posture
- Establish consolidated compliance monitoring across the application lifecycle via a centralized interface
- Save time, eliminate manual intervention, remove disruptions, reduce risk



Summary

IBM Concert for Z helps operations team to



1

Reduce Operational Costs

Eliminate manual effort by automating risk tracking, enabling your team to focus on strategic initiatives while minimizing time spent on risk identification and assessment.

2

Prevent Application Outages

Identify and prioritize high-impact fixes to ensure systems run smoothly, avoiding disruptions to business operations

3

Address coverage gaps

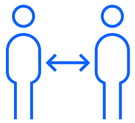
Leverage AI assistance for timely remediation and mitigation strategies to minimize system vulnerabilities and address coverage gaps

4

Minimize future upgrade challenges

Track and plan maintenance automatically in a timely manner and avoid future upgrade issues

Get started with IBM Concert for Z today



Personalized consultation

Experience the power of uniting your operations through a tailored consultation.

Get a customized demonstration to understand the capabilities of IBM Concert for Z and the transformational impact they can have on your business.

Book an appointment →

Learn more

View the Concert for Z product page to learn more and explore additional content on Concert for Z, including recorded demos that walk you through specific use cases and how Operations Unite can assist.

Explore resources →

Join our webinar

Join our webinar to see Operations Unite in action and discover how our powerful new solution can remove your silos, improve your MTTR, and reduce your skills gap.

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Best practices for taking a hybrid approach to simplifying operations

https://ibm.biz/AIOps-handbook

Thank You

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