Matter of Fact Software

IBM

CONTEXT SCOPE *PERSPECTIVE*

PlexSpy

PLEXSPY - THE APPLICATION STATUS MONITOR

The Business Issue

We know what it is like when there are service support issues surrounding large mainframe CICS sites. At first there is a lot of concern, fear, uncertainty and doubt, about the nature of the reported problems and a desire to 'know the score' as quickly as possible. Such an understanding is not always easy to obtain and the concerns remain for some time. Most monitoring tools in use today, whilst excellent in their own ways, do not focus on the application. Instead they have an infrastructure wide view which may not provide the insight to quickly establish what you need to know. Many of these tools also fail to provide a CICSPlex-wide perspective of your applications infrastructure, making it difficult to visualise the overall status of your applications.

PlexSpy offers the means to quickly establish the current status of named CICS applications. Once an administrator has defined the specific resources upon which a named application depends, any support analyst, either highly experienced or less so, can, at a glance, know the status of that infrastructure. The ease of use of **PlexSpy** means that it will be easily adopted at the call center where staff will be less dependent upon second level support staff and able to answer their own support questions.

PlexSpy was devised to streamline the IT service management processes that support mainframe CICS applications.

Features and Benefits

• Supports IBM's CICS Transaction Server from version 3.1 onwards, which provides support for business-critical applications in the z/OS environment.

• Saves time in diagnosing operational problems involving CICS applications.

• Is secured by the usual mainframe security facilities (for example RACF).

• Offers a view of the entire footprint of an application from a CICS infrastructure perspective.

• Relates the CICS infrastructure underpinning a business application to the name of that application.

• Ease of use permits quick adoption by help desk/call centre support staff allowing them to contribute more towards managing the mainframe.

• Reduces the workload of second line CICS Support personnel.

• Uses the services of CICSPLex SM to collect real-time status information.

• Facilitates change monitoring for application and infrastructure support staff.

• Provides incident managers with a view on the status of applications under scrutiny.

• Provides disaster recovery managers with evidence that services have been restored.

• Assists application support and CICS administrators in planning changes.

• Designed for ease of use by sight impaired people.

PlexSpy at a Glance

Quickly establish the status of the specific CICS infrastructure upon which your named applications depend.

Uses a Web browser user interface - intuitive and easy to use.

Reduced dependence on second level support staff to handle support questions.

Understand the 'footprint' of your business applications - across CICSPlexes.

Get to the root of support issues quicker than before.

Supports CICS TS 3.1 and later versions of CICS.

Improve the quality of your mainframe support processes with the help of PlexSpy.

Exploits CICSPlex SM - answers from the heart of the system.

Supports and exploits aspects of a Parallel Sysplex.

Context Sensitive Help - meaningful guidance about the contents of displayed data.

Useful to: application support; help desk; incident managers; recovery managers; operators; system programmers and administrators; service managers.

Matter of Fact Software Limited is a privately owned software company. Based in Scotland, we write and distribute our own software products. Our focus and expertise are in the IBM Mainframe arena and our products are designed to improve and strengthen the support processes that users of IBM's CICS systems software depend upon.

For more information, visit our website at www.matteroffactsoftware.com
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