The IBM z Operational Insights cloud-hosted service provides insights into IBM z Systems environments to help improve operational efficiency and delivers a launch edition featuring a package of reports for the CICS subsystem

At a glance

IBM z Operational Insights (IBM zOI) is a cloud-based service that is designed to analyze operational data provided by a client. Within just a few minutes of uploading data clients are presented with a number of generated insight reports that highlight areas where the operational efficiency of their z Systems configurations could potentially be improved.

IBM zOI offers two types of service:

- **IBM zOI Free Service.** A no-charge edition that allows clients to view samples of all available types of insight report and upload and use their own data with a single type of insight report, for example the IBM CICS Abend Analysis insight. This free service is restricted to 20 data sets uploads per month and only includes basic online forum support.
- **IBM zOI CICS Essentials Pack.** A chargeable subscription edition allows clients to gain unrestricted access to all insight reports available with this pack. This chargeable service is entitled to 250 data sets uploads per month and has full IBM support.

Overview

IBM z Systems hardware and software products are at the heart of many large enterprise IT systems and play a vital role in the success of IBM clients' businesses. It is essential that IBM clients:

- Ensure these systems are operationally efficient
- Manage the ever-increasing workloads that are driven by mobile applications and hybrid cloud integration

IBM z Operational Insights (IBM zOI) is a new software-as-a-service (SaaS) offering which enables clients to achieve these goals. IBM zOI is designed for IT managers, system programmers, and subject matter experts to identify potential operational efficiency improvements to:

- Reduce cost.
- Improve agility.
• Ensure that their z Systems environment is performing optimally.

IBM zOI, a cloud-based service, highlights areas of potential improvement by analyzing operational data provided by the client and presenting the findings in terms of quantified potential savings and benefits, accompanied by expert advice, explanations, and recommendations on what actions to take next, in an easy-to-consume format known as an 'insight' report. An example insight report might show a potential for CPU savings by fixing abending transactions, or implementing threadsafety for IBM CICS transactions. In each case, the insight report would identify the candidate transactions which could realize the largest benefit.

As a cloud service, IBM zOI also provides the unique benefit of enabling clients to compare their results and z Systems environment with other clients of the IBM zOI service, in an anonymized and secure manner. This perspective on whether clients' IT operations are leading or lagging is not only of key interest to clients but also represents a valuable set of benchmarks in a competitive business landscape.

### Key prerequisites

IBM zOI requires an internet connection and a workstation with a web browser.

For specific web browser requirements, refer to the Technical information section.

### Planned availability date

September 30, 2016

### Description

IBM zOI is a cloud-based service, accessible using a web browser, that analyzes z Systems operational data provided by a client over a secure connection. Within minutes of uploading data, a client can access a number of automatically generated insights that highlight areas in which their z Systems operational efficiency could potentially be improved. These insights provide potential savings or improvements in a form that allows the client to make decisions on whether to invest in an improvement program or project.

An insight describes the problem space and why it is important for operational efficiency. It outlines the results of data analysis and areas of potential improvement within a client's systems environment. IBM zOI insights provide easily identifiable indicators and quick navigation links to allow clients to consume easily, and comprehend, the insight that is presented. Each insight embeds IBM expertise to interpret the results and provide recommended next steps to realize any potential savings. An insight can show how a clients' data compares with other anonymized clients of the same cloud-based service. This comparison allows benchmarking against industry peers.

The IBM zOI service includes a no-charge edition and a chargeable, subscription-based, edition which provides access to insights that specifically target potential improvements to CICS environments.

• IBM zOI Free Service. This no-charge edition allows clients to try IBM zOI by letting them view samples of all IBM zOI insights. It also allows clients to use their own data with a single insight (of a type chosen by IBM). An example is the CICS Abend Analysis insight. Clients are restricted to 20 uploads per month and have basic online forum support only.

• IBM zOI CICS Essentials Pack. This chargeable, subscription, edition allows clients unrestricted access to all insights available within that edition. Clients are also entitled to upload up to 250 data sets per month and have full IBM support.
At general availability, IBM zOI will provide the CICS Essentials Pack subscription edition with the following four insights:

- CICS Abend Analysis
- CICS Threadsafe Analysis
- CICS Java™ Offload Analysis
- CICS Region CPU Constraint Analysis

IBM zOI uses a snapshot of SMF data as collected by the client and uploaded to the cloud service. The field specifications for SMF records and guidance on how to upload the SMF data are available as part of the IBM zOI web interface.

IBM zOI facilitates the secure data transfer (using HTTPS) of the client's SMF data to, and its secure storage in, an IBM public cloud. Clients can upload multiple snapshots of their operational data for analysis and then view insights that are based on the last uploaded snapshot.

IBM zOI also provides a method for providing feedback to IBM from within the service. Clients can:

- Provide feedback on the offering's capabilities.
- Show support for possible future insights published as 'Ideas' and 'Beta'.
- Suggest additional insights.

A public IBM-hosted forum is available to discuss and receive feedback on current and future capabilities of IBM zOI.

**Accessibility by people with disabilities**

A US Section 508 Voluntary Product Accessibility Template (VPAT) containing details on accessibility compliance can be found on the [IBM Accessibility](https://www.ibm.com/accessibility) website.

**Statement of general direction**

IBM intends to enhance IBM z Operational Insights by providing insights for IBM z/OS, and additional sub-systems, such as IBM DB2™ for z/OS®, IBM MQ for z/OS, IBM IMS™, and IBM WebSphere® Application Server for z/OS.

IBM's statements regarding its plans, directions, and intent are subject to change or withdrawal without notice at IBM's sole discretion. Information regarding potential future products is intended to outline our general product direction and it should not be relied on in making a purchasing decision. The information mentioned regarding potential future products is not a commitment, promise, or legal obligation to deliver any material, code, or functionality. Information about potential future products may not be incorporated into any contract. The development, release, and timing of any future features or functionality described for our products remain at our sole discretion.

**Reference information**


Program number | VRM | Program name
--- | --- | ---
5725-U56 | SaaS | IBM z Operational Insights

**Offering Information**

Product information is available on the [IBM Offering Information](http://www.ibm.com) website.

More information is also available on the [Passport Advantage](http://www.ibm.com) and [Passport Advantage Express](http://www.ibm.com) website.

**Publications**

At general availability, documentation for IBM zOI and a datasheet, *IBM z Operational Insights* (GI13-3369), are available to view by using a web browser or downloaded from either [IBM Knowledge Center](http://www.ibm.com) or [IBM Publications Center](http://www.ibm.com).

**Services**

**Global Technology Services**

Contact your IBM representative for the list of selected services available in your country, either as standard or customized offerings for the efficient installation, implementation, or integration of this product.

**Technical information**

**Specified operating environment**

**Hardware requirements**

IBM zOI requires:
- A workstation that supports one of the web browsers as listed in the Software requirements section
- An internet connection

**Software requirements**

IBM zOI requires one of the following web browsers:
- Mozilla Firefox, release 31 or later
- Google Chrome, release 39 or later

The program's specifications and specified operating environment information may be found in documentation accompanying the program, if available, such as a readme file, or other information published by IBM, such as an announcement letter. Documentation and other program content may be supplied only in the English language.

**IBM Marketplace and IBM Client Success Portal**

The [IBM Marketplace](http://www.ibm.com) is your gateway to IBM Offerings. It includes access to IBM z Operational Insights and resources to help you get the best out of the offering, including forums and blogs. The IBM Marketplace also provides links to a support portal, called [IBM Client Success Portal](http://www.ibm.com), for IBM z Operational Insights. The IBM Client Success Portal can help you to find answers to questions, troubleshoot problems, automate data collection, and submit and track problems through the
Service Request and online chat tools. All of these tools are made available through your IBM support agreement, at no additional charge.

**Planning information**

**Packaging**

This offering is delivered through the Internet. There is no physical media.

This program has an applicable IBM license agreement, which is available for reference on the [IBM base terms](#) website.

### Ordering information

For ordering information, consult your IBM representative or go to the Passport Advantage website.

**Charge metric**

<table>
<thead>
<tr>
<th>Program name</th>
<th>PID number</th>
<th>Charge metric</th>
</tr>
</thead>
<tbody>
<tr>
<td>IBM z Operational Insights</td>
<td>5725-U56</td>
<td>Per Authorized User</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Part description</th>
<th>Part number</th>
</tr>
</thead>
<tbody>
<tr>
<td>IBM z Operational Insights - CICS</td>
<td>D1Q0MLL</td>
</tr>
<tr>
<td>Essentials Pack Authorized User per Month</td>
<td></td>
</tr>
</tbody>
</table>

**Authorized User**

Authorized User is a unit of measure by which the IBM SaaS can be obtained. Customer must obtain separate, dedicated entitlements for each unique Authorized User given access to the IBM SaaS in any manner directly or indirectly (for example: via a multiplexing program, device, or application server) through any means. Sufficient entitlements must be obtained to cover the number of Authorized Users given access to the IBM SaaS during the measurement period specified in Customer's Proof of Entitlement (PoE) or Transaction Document.

### Terms and conditions

The information provided in this announcement letter is for reference and convenience purposes only. The terms and conditions that govern any transaction with IBM are contained in the applicable contract documents such as the IBM International Passport Advantage Agreement, the International Passport Advantage Express Agreement, the Cloud Services Agreement and associated Service Descriptions, or the IBM SaaS Terms of Use.

**Subscription**

The IBM International Passport Advantage Agreement and the IBM SaaS Terms of Use or the IBM Cloud Services Agreement (CSA) and the Service Description govern your use of this offering.

**Technical support**

Technical support is provided for IBM SaaS and enabling software, as applicable, during the subscription period. Any enhancements, updates and other materials provided by IBM as part of any such technical support are considered to be part of IBM SaaS or enabling software, as applicable, and therefore governed by the SaaS Terms of Use or the CSA and associated Service Description. Technical support is included with IBM SaaS and is not available as a separate offering.
Refer to additional technical support information in the IBM Software as a Service Terms of Use document for the program.

Terms of Use

The program's Terms of Use and CSA Service Description document is available on the Software as a Service terms website.

Limited warranty

If warranted, refer to the warranty as stated in the Terms of Use document or the Cloud Services Agreement for this offering.

Money-back guarantee

No

Volume orders (IVO)

No

Passport Advantage applies

No

Usage restriction

Yes

See the License Information documents page on the IBM Software License Agreement website for more information.

Software Subscription and Support applies

No

IBM Operational Support Services - Support Line

No

System i Software Maintenance applies

No

Variable charges apply

No

Educational allowance available

Education allowance does not apply. Education software allowance does not apply.

Statement of good security practices

IT system security involves protecting systems and information through prevention, detection, and response to improper access from within and outside your enterprise. Improper access can result in information being altered, destroyed, or
misappropriated or can result in misuse of your systems to attack others. Without a comprehensive approach to security, no IT system or product should be considered completely secure and no single product or security measure can be completely effective in preventing improper access. IBM systems and products are designed to be part of a lawful, comprehensive security approach, which will necessarily involve additional operational procedures, and may require other systems, products, or services to be most effective.

**Important:** IBM does not warrant that any systems, products, or services are immune from, or will make your enterprise immune from, the malicious or illegal conduct of any party.

**IBM Electronic Services**

Electronic Service Agent™ and the IBM Electronic Support web portal are dedicated to providing fast, exceptional support to organizations that have IBM Systems. The IBM Electronic Service Agent tool is a no-additional-charge tool that proactively monitors and reports hardware events, such as system errors, performance issues, and inventory. The Electronic Service Agent tool can help you stay focused on your company’s strategic business initiatives, save time, and spend less effort managing day-to-day IT maintenance issues. Servers enabled with this tool can be monitored remotely around the clock by IBM Support, all at no additional cost to you.

Now integrated into the base operating system of AIX® V5.3, AIX V6.1, and AIX V7.1, Electronic Service Agent is designed to automatically and electronically report system failures and utilization issues to IBM, which can result in faster problem resolution and increased availability. System configuration and inventory information collected by the Electronic Service Agent tool also can be viewed on the secure Electronic Support web portal, and used to improve problem determination and resolution by you and the IBM support team. To access the tool main menu, simply type smitty esa_main, and select Configure Electronic Service Agent. In addition, ESA now includes a powerful web user interface, giving the administrator easy access to status, tool settings, problem information, and filters. For more information and documentation on how to configure and use Electronic Service Agent, go to the IBM Electronic Support website.

The IBM Electronic Support portal is a single Internet entry point that replaces the multiple entry points traditionally used to access IBM Internet services and support. This portal enables you to gain easier access to IBM resources for assistance in resolving technical problems. The My Systems and Premium Search functions make it even easier for organizations that are Electronic Service Agent tool-enabled to track system inventory and find pertinent fixes.

**Benefits**

**Increased uptime:** The Electronic Service Agent™ tool is designed to enhance the Warranty or Maintenance Agreement by providing faster hardware error reporting and uploading system information to IBM Support. This can translate to less wasted time monitoring the symptoms, diagnosing the error, and manually calling IBM Support to open a problem record. Its 24 x 7 monitoring and reporting mean human intervention is not required to report errors.

**Security:** The Electronic Service Agent tool is designed to be secure in monitoring, reporting, and storing the data at IBM. The Electronic Service Agent tool is designed to securely transmit either through the Internet (HTTPS or VPN) or modem to provide organizations a single point of exit from their site. Communication is one way. Activating Electronic Service Agent does not enable IBM to call into an organization’s system.

For additional information, go to the IBM Electronic Service Agent website.

**More accurate reporting:** Because system information and error logs are automatically uploaded to the IBM Support Center in conjunction with the service
request, you are not required to find and send system information, decreasing the risk of misreported or misdiagnosed errors. Once inside IBM, problem error data is run through a data knowledge management system and knowledge articles are appended to the problem record.

**Customized support:** Using the IBM ID entered during activation, you can view system and support information in the **My Systems and Premium Search** sections of the **IBM Electronic Support** page.

My Systems provides valuable reports of installed hardware and software using information collected from the systems by Electronic Service Agent. Reports are available for any system associated with your IBM ID. Premium Search combines the function of search and the value of Electronic Service Agent information, providing advanced search of the technical support knowledgebase. Using Premium Search and the Electronic Service Agent information that has been collected from your system, you are able to see search results that apply specifically to your systems.

For more information on how to utilize the power of IBM Electronic Services, contact your IBM Systems Services Representative, or go to the **IBM Electronic Support** website.

---

**Prices**

For all charges, contact your IBM representative.

**IBM Global Financing**

IBM Global Financing offers competitive financing to credit-qualified customers to assist them in acquiring IT solutions. Offerings include financing for IT acquisition, including hardware, software, and services, from both IBM and other manufacturers or vendors. Offerings (for all customer segments: small, medium, and large enterprise), rates, terms, and availability can vary by country. Contact your local IBM Global Financing organization or go to the **IBM Global Financing** website for more information.

IBM Global Financing offerings are provided through IBM Credit LLC in the United States, and other IBM subsidiaries and divisions worldwide to qualified commercial and government customers. Rates are based on a customer's credit rating, financing terms, offering type, equipment type, and options, and may vary by country. Other restrictions may apply. Rates and offerings are subject to change, extension, or withdrawal without notice.

Financing from IBM Global Financing helps you preserve cash and credit lines, enables more technology acquisition within current budget limits, permits accelerated implementation of economically attractive new technologies, offers payment and term flexibility, and can help match project costs to projected benefits. Financing is available worldwide for credit-qualified customers.

---

**Announcement countries**

All European, Middle Eastern, and African countries, except Islamic Republic of Iran, South Sudan, Sudan, and Syrian Arab Republic.

**Trademarks**

IBM z, IBM z Systems, z Systems, IMS and Electronic Service Agent are trademarks of IBM Corporation in the United States, other countries, or both. CICS, IBM, Global Technology Services, z/OS, Passport Advantage, System i, DB2, WebSphere, Express and AIX are registered trademarks of IBM Corporation in the United States, other countries, or both.
Oracle and Java are trademarks of Oracle and/or its affiliates in the United States, other countries, or both. Other company, product, and service names may be trademarks or service marks of others.

**Terms of use**

IBM products and services which are announced and available in your country can be ordered under the applicable standard agreements, terms, conditions, and prices in effect at the time. IBM reserves the right to modify or withdraw this announcement at any time without notice. This announcement is provided for your information only. Reference to other products in this announcement does not necessarily imply those products are announced, or intend to be announced, in your country. Additional terms of use are located at:

- Terms of use
- For the most current information regarding IBM products, consult your IBM representative or reseller, or visit the IBM worldwide contacts page

- IBM Directory of worldwide contacts