

## Update #1

### TM/SLM surpasses expectations in the Early Availability Program

One customer has taken significant steps to managing all their test and development workload with TM/Service Level Manager™ (TM/SLM), the engine of the ThruPut Manager Automation Edition.

“The client was very impressed – TM/SLM was stable and did its job with no unpleasant side effects at all. Though I was onsite for the first few ‘high volume’ days, I really wasn’t needed”, said Martin Wills, senior product specialist, after his customer visit. “This user will be implementing TM/SLM on the rest of his test and development LPARS in November

substantially increasing the 6,000 jobs that are now SLM-managed.”

In their status report, the customer comments include:

- The Job Summary Report gives us the transparency we want
- We are hopeful that ThruPut Managed Initiators will allow us to replace the WLM initiators
- We anticipate that all workloads will be managed by TM/SLM by second quarter, 2008

Though our other Early Availability Users are ready to take the next  
- see “Expectations” page 2

### MVS Solutions Calendar

#### ○ Future of z/OS Batch Service Management Seminar

Tuesday, November 13, 2007  
Marriott Wardman Park  
Washington, DC

Wednesday, November 14, 2007  
Marriott Suites Midtown,  
Atlanta, GA

Wednesday, December 5, 2007  
Marriott Marquis Times Square  
New York, NY

Thursday December 6, 2007  
Hyatt Regency,  
Chicago, IL

-more on page 2

#### ○ November 27-29, 2007 Gartner 26<sup>th</sup> Annual Data Center Conference MGM Grand Las Vegas NV

#### ○ February 25-27, 2008 SHARE 2008 Disney Coronado Springs Resort Orlando FL

February 27, 2008  
8:00 a.m.  
Laredo 1 Room,  
User Experiences with  
TM/Service Level Manager

-more on page 2

## Meeting report

### Customers Meet Developers in Toronto

On October 16, the EAP customers met at the lovely Glenerin Inn in Mississauga Ontario, to share their experiences with TM/Service Level Manager. Representatives from Development, Customer Support and



Marketing attended from MVS Solutions. Topics included progress to date, outstanding issues and requests, and future plans.

-see “Customer” page 2

*Expectations (continued from page 1)*

step in their implementation plan, each is also preparing for end-of-year freezes. The TM/SLM implementation projects will fire up again early in the New Year.

With the encouragement of the early availability customers and our staff, we are on track to announce TM/SLM is GA at the Gartner Conference at the end of November. ■

*Customer (continued from page 1)*

There was lively conversation throughout the day. The development team benefited from hearing from these customers directly. Customers appreciated the immediate feedback to their ideas.

Challenges and obstacles were discussed. One such issue was the reporting of deferral time that jobs incurred after they are submitted (e.g., TYPRUN=HOLD). The customer felt this was just another type of delay and should be reported as such. The developers thought of it as a 'late submission' and since the deferral time didn't impact the service delivered, it wasn't a bona fide delay. The customers are already relying on the Job Summary Report to tell their users what happened to their jobs, and the users want to know what happened to the 'missing' minutes (hours). The developers were sympathetic to that point of view and have agreed to add another line to the Job Summary Report to show deferral time. There were many similar discussions throughout the day.

MVS Solutions staff is following up on a number of issues raised and the results will be a better TM/Service Level Manager.

MVS Solutions is upgrading the line speed to and from our server. This will allow for much faster file transfer of software and APARs to our users, faster upload of dumps to us, and better turnaround on our website.

Watch for our narrated comic of TM hero, our very first MP4 on the website.

Announcing ...a seminar series

## The Future of z/OS Batch Service Management

Tuesday,	<b>November 13, 2007</b>	Washington, DC	Marriott Wardman Park
Wednesday,	<b>November 14, 2007</b>	Atlanta, GA	Marriott Suites Midtown
Wednesday,	<b>December 5, 2007</b>	New York, NY	Marriott Marquis Times Square
Thursday,	<b>December 6, 2007</b>	Chicago, IL	Hyatt Regency Chicago

Suitable for:

- Datacenter Managers responsible for Batch Service
- Senior Staff who influence and shape batch service
- Other staff interested in batch management issues

The complementary two-hour seminar starts at 9 am and is preceded by a continental breakfast, served at 8:30 am.

Register today.

This seminar explains how ThruPut Manager allows datacenters to automate and optimize their batch workloads based on the terms and conditions of their Service Level Agreements. We demonstrate how ThruPut Manager's unique Batch Metrics lead to simplified and realistic planning, monitoring and reporting for all the datacenter stakeholders.

## SHARE presentation

# User experiences with TM/SLM

A February SHARE presentation will feature TM/SLM customers explaining how they use TM/SLM and their experiences with it. This is an opportunity to gain unique insight into the benefits of using TM/SLM and network with fellow ThruPut Manager users.

Martin Wills, of MVS Solutions, will be the facilitator for this session. All SHARE attendees are welcome to attend. ■

TM/Service Level Manager™, the heart of ThruPut Manager Automation Edition, is controlled by service-oriented policies to provide unprecedented batch automation and optimization in the z/OS JES2 environment.

**ThruPut  
Manager<sup>6</sup>  
Automation  
EDITION**

MVS Solutions Inc.  
8300 Woodbine Ave., 4<sup>th</sup> Floor  
Markham ON Canada L3R 9Y7  
905.940.9404  
905.940.5308 (fax)  
marketing@mvsol.com  
www.mvsol.com

**MVS**  
solutions inc.