

Total Health Check (THC)

OBJECTIVE

The focus of the Total Health Check (THC) is to review the overall system and subsystems and recommend improvement opportunities. The objective is to improve the overall account health, service delivery quality and customer satisfaction. As part of the review the health check ensures best practices are implemented to support the current architecture and overall processes. The systems are verified to best known technical levels to prevent any possible failures. Based on the observations the recommendations are provided to correct technical, operational processes and governance issues.

WHAT WILL WE DELIVER

The scope of activities will include any of the following in the mainframe environment:

Review the client infrastructure environment focusing on best practices (standardization), configuration, monitoring, performance (responsiveness) and single points of failure:

- z Servers - Physical; Virtual (CP/LPAR configuration, Real storage allocation, CF configuration, DR configuration)
- z Storage - Channel Path configuration; DR configuration; Mirroring scope
- Operating System (z/OS)

Review middleware components on best practices, configuration, performance, single points of failure, backup/recovery procedures, and DR procedures:

- DB2 for z/OS
- CICS TS for z/OS
- WMQ for z/OS

Review WLM configuration, and analyze CPU utilization (average & peak) and DASD performance

Review performance of subsystems - CICS, DB2, WMQ

The deliverables will be based on the contracted activities. It could be anything from “Total Health Check Report” or “Sub System Health Check Reports” examples.

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TIME FRAME

SMT Data will assign a Consultant onsite on a T & M basis for a specific period depending on the client requirement.

CUSTOMER REQUIREMENTS

The Customer identifies the focus areas and key personnel to be involved in the consulting engagement. It is also important that the required system / sub system performance and accounting data be made available in the required format.

Note: Availability of ITBI tool will greatly help in understand the system / sub system performance issues and help in better analysis.