UKCMG reports for MeasureIT 2011 #3

UKCMG continues to be a very active CMG chapter, with a forum last October and regional meetings as well as the annual conference in May. Future events are on the web at [www.ukcmg.org.uk](http://www.ukcmg.org.uk) as well as being in the MeasureIT events review in every issue.

UKCMG - annual conference

The UKCMG annual conference will be held in the Oxford Belfry Hotel on 16 & 17 May 2011, with workshops from Frank Bereznay (IBM), Peter Johnson (Unisys) and Denise Kalm (CA). Other overseas speakers include Fabio Massimo (EPV), Brian Johnson (CA), Fernando Martinez (CGI), Steve Guendert (Brocade), Anna Long (Web Analytica) and Debbie Sheez (BMC). Well known European speakers include Martin Packer (IBM), Adam Grummitt (Metron), David Chapman (Fujitsu), Peter van Eijk (Digital Infrastructures) and George Zakharias (CTO4U). User presentations include National Australia Group, Barclays, CFS, Westpac Bank and St George Bank.

The agenda and other details are all available on the web at [www.ukcmg.org.uk](http://www.ukcmg.org.uk)

UKCMG - Southern Regional Meeting 17th March 2011 written by Herb Daly

Canary Wharf, the riverside home of London’s eastern financial district, was the venue for the first Southern Regional meeting in 2011. Around 30 participants met for an afternoon seminar hosted at Citi Group’s head office. In a scenic conference room, enhanced by coffee and chocolate Hobnob biscuits, four perspectives on modern performance and capacity were presented. The first talk came from Steve Hurley of Citi Group, discussing their approach to capacity planning, mitigating the risk of losing AIX frame capacity while maintaining vital services. Supported by his team, Steve took questions on their approach to reporting and modelling. The second talk came from the combined team of Rob Ford from Metron and Tom Bachelor of Coral Sense. Their talk focused on transaction oriented monitoring using the combination of their technologies to analyse financial applications. Next up was Ian Thompson of dynaTrace, a first time speaker at a UKCMG event. Ian talked about a project with Thompson Reuters where low level application monitoring was used to redevelop a high performance financial system. Both these vendor talks were well received and sparked lively discussions on the technical workings of their systems. Finally, Andy Bolton of Capacitas stepped into the breach, opened up by a last minute cancellation, with an excellent presentation on how EasyJet uses Content Delivery Networks (CDNs) to improve the response times of their web services. Filled with examples and fascinating facts Andy’s talk ended the meeting well as the attendees repaired to a local bar to celebrate St Patricks day.
Conversation and Guinness flowed freely, reviewing the afternoon’s talks and toasting event’s success.

All in all, a well run and well attended meeting which, from the feedback forms, was enjoyed by all those who were able to attend.

UKCMG Northern Regional Meeting 24th March 2011 written by Jon Olley

z Performance and Capacity Planning and Service Management

UKCMG held a full day, northern regional meeting, on 24/03/11 hosted by IBM at their offices in Sale, Manchester. The meeting was well attended with more than 20 people, from many companies including Barclays, TNT, Co-Operative Financial Services, JD Williams, Fujitsu, Capita and Old Hall Peoples Partnership, and 4 vendor UKCMG members.

Martin Packer from IBM gave us a masterly presentation “Much ado about CPU”, which was particularly relevant for the z10 and z196 mainframe users, and brought performance practitioners and capacity planners up to date with the latest topics in this area.

Appropriately afterwards Andrew Hebden, from Barclays then gave a very clear overview of how to handle CPC migrations and plan upgrades. He showed in detail how to use zPCR, free from IBM, as a key tool.

Then Keith Winnard from JD Williams and Michael Lowe from IBM together explained about CICS V4.1 new facility Event Management. Event Management allows the systems engineer to use business events to trigger immediate actions that can be specified without recourse to programming changes. This potentially has significant benefits. Then Tom Crocker from IBM gave us an overview of the performance impact of the new version 10 of DB2 and the main differences from DB2 v9.

Malcolm Gunn, the UKCMG chairman, who works in Availability and Capacity Management at Barclays, gave a very interesting presentation which looked at the reality of service levels (underneath the spin). The setting of such levels appears straightforward but there are pitfalls. Malcolm demonstrated by taking actual reports that initially seem to show effective delivery but that can be hiding serious problems.

Next Ian MacDonald, from CFS, who led the ITIL process maturity assessments across the newly merged CFS and Britannia, clearly showed the true value of the ITIL process in the real world where it is helping a newly merged organisation move forward with ITIL processes far better than either organisation had in place originally.

Thanks go to IBM for hosting the event.