



IntelliMagic



Outsourcing: Who's Minding the Gap?

Jack Opgenorth,
Sr. Technical Consultant

Are You Prepared to?



Business Realities

- “Scar Tissue” of Outsourcing can slow work down
 - Both sides have additional layers of approval
 - Different incentives, different priorities
- Loss of technical expertise
 - Keeping stars on the support team
 - Staff may become stagnant
 - Staff responsibilities shared across clients (scaling)
- Technology features may become invisible
 - Security, flexibility, workload management
- Application SLAs are generally availability focused
 - What about performance?

Business Considerations

- Are critical system measurements planned?
- What does an objective usage baseline look like?
- Does the provider include technology update / currency agreements? How will this be managed?
- What ongoing assurances are in place?
 - For Performance?
 - Cost per CPU second/ GB storage/Month/ Disk IOPS, ...

Improved Relationships Include:

- Shared visibility into important configurations and system measures?
- Periodic technology currency and staffing audit?
- Are you planning to see provider recommendations?
 - To save money – MLC, Application Workload Changes
 - Improve performance – Coupling Facility, DB2 Structures
 - When business or application shows growth in test
 - To reduce risk
 - Improve security? – Crypto considerations / management
 - Ensure DR solution capability

Solution Attributes

- Does your Perf/Cap Solution have these attributes?
 - Speed (learning velocity)
 - Usability (preemptive identification of problems)
 - Built-in embedded expertise
 - Drilldown capability and flexibility
 - Predictive & Contextual
 - Key metrics already identified
 - Variable triggers based on system workload context
 - Versatility
 - Application/Business based workload characterization
 - Is workload detection automated and flexible?
 - Maintenance friendly – augmented service
- How much time you spend in EXCEL?



Summary

- Outsourcing or Cloud Sourcing?
 - There are great benefits
 - There are also some gotchas
- Consider Intellimagic solutions to mind the gaps

Conversations

- 5 Key Attributes of Effective Solutions –White Paper
- <http://info.intellimagic.com/5-key-attributes-effective-solution-zos-performance-skills-gap>
- Upcoming z/OS Webinar-Feb 27
<https://register.gotowebinar.com/register/8996261701706514691>
- Share-March 11-16 Intellimagic presentations
- <https://blog.intellimagic.com/intellimagic-sessions-at-share-sacramento/>