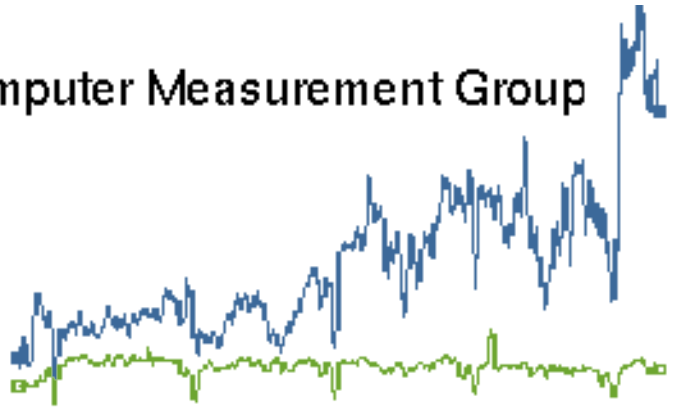




## Northwest Computer Measurement Group



### Northwest CMG Spring Conference on Thursday March 21st, 2002 SAFECO Insurance Plaza, Seattle Washington

Theme: **Enterprise eBusiness Management**

Registration: 8:00 AM to 9:00 AM

WWW: <http://www.catmanor.com/nwcmg/>

Fee: Only \$20 at the door!

Location: **SAFECO Insurance Plaza**

Directions: I-5 and 45th street exit (just north of Seattle) Go east on 45th toward SAFECO Tower (tallest building) The parking lots are located north of 45th avenue off of 11th and 12th streets. Come early! When there is plenty of available parking on these streets. The Safeco garage is for Safeco employees only.

# eBusiness Management

The team here at the Northwest Computer Measurement group and the Compuware Corporation present the latest developments in enterprise eBusiness and performance techniques in the management of a growing worldwide business IT infrastructure.

Our focus will be presented by two Mullen award winners. Claude Aron, is a senior performance analyst at ChevronTexaco information technology company, and Steve Lewis, from J.D. Edwards & Company, will present his strategies for building a system for tracking network, system, and application service levels.

Compuware Corporation will begin this conference by informing us, in our "Early Bird Vendor Presentation", on some new STROBE features (iSTROBE, ASM, MQ, etc.).

**Claude Aron - 2000 CMG Best Paper and Mullen Award winner**

*"Exploiting Web Publishing Technology to Enhance Performance Reporting"*



Claude Aron has 20 years of experience in the IT field. Claude was presented with the prestigious Mullen award as well as the CMG "best Paper" award. He has worked in the mainframe, Unix, and Windows environments and has held positions as an applications programmer, data management analyst, DB2 systems programmer, and performance analyst. He has been a CMG member for 10 years and has authored two papers which he has presented at CMG conferences, SAS conferences, and various user groups. His current position is senior performance analyst at ChevronTexaco Information Technology Co. in San Ramon, CA.

## Steve Lewis - 2001 CMG Mullen Award winner

*Implementing a Model for Service Level Management:  
A Practical Approach to Integrating Performance Tools*



This presentation describes a practical philosophy for building a foundation for Service Level Management. Many different performance, capacity, and monitoring tools will be mentioned as they relate to building a system for tracking network, system, and application service levels. Specific design decisions and lessons learned will also be discussed, as well as many of the experiences of implementing an enterprise management system for a worldwide IT infrastructure.

Steve has worked in the area of system and network management for the past twelve years for companies in the transportation, financial, and software industries. He has served as a programmer, DBA, UNIX system administrator, capacity planner, and software engineer for the design and implementation of enterprise management software. Steve and his family live in Rocky Mountains.

## Chris Holman Senior System Engineer Compuware Corporation.

*z/OS: The More Things Change...*

Chris Holman is a Senior System Engineer with Compuware Corporation. Prior to joining Compuware, Chris spent over 10 years as a consultant working at various IBM shops in Australia, Detroit and Chicago where he specialized in the migration of legacy systems to DB2. In addition, he has extensive experience with mainframe webserver implementation, beginning with the Domino Go webserver and later moving on to the WebSphere environment. He currently supports the application performance management tools at Compuware, where he is involved both with implementing solutions at new customer sites; as well as his application performance consulting engagements.



Chris will present two papers. The first is on z/OS.

Keeping up with new mainframe related announcements requires familiarity with vocabulary and component functionality. In this presentation, the speaker will first review a subset of 'z' components most likely to influence application performance. Acknowledging what will not change is also important. Applications will continue to run as address spaces, communicating with each other and the operating system. A view into an application's address space reflects these interactions and provides insight into the environment; whether it changes or not. To demonstrate, examples from the following areas will be discussed:

- Cross Memory (CICS,DB2)
- Subsystems (IMS, OSAM SB, DB2)
- OS Components (LLA/VLF, SVC)

Chris will end with the paper "*Behind Every Successful WAS...*"

WebSphere Application Server for OS/390 depends heavily on backend resources to support data accessibility and processing requirements. Well-tuned and efficient subsystems are more important than ever because they make up a large part of the resource pool. In this presentation the speaker will share recent findings that surfaced in CICS, IMS, DB2, MQSeries and other workload measurements to illustrate performance implications. The tuning techniques offered have value whether or not web interaction is a component of application design. In addition, several WAS measurements and interpretations will be discussed.

## Northwest CMG Conference Agenda

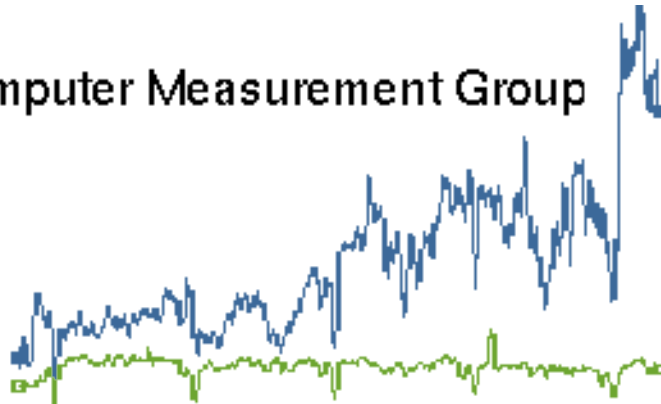
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- 08:00-09:30am     **Registration**  
Coffee, pastries and information from our sponsor.  
Candle Corporation
- 08:30-09:30     "Early Bird" Vendor Presentation Compuware Corporation.
- 09:30-10:30     **"Exploiting Web Publishing Technology to Enhance Performance Reporting"**  
Claude Aron  
ChevronTexaco Information Technology Company  
CMG 2000 Mullen Award Winner / Best Paper
- 10:30-11:30     **"z/OS: The More Things Change..."**  
Chris Holman  
Compuware Corporation  
Sr. Strobe System Engineer
- 11:30-01:15pm     Short Business meeting and ...  
**Lunch!** - At the Safeco Marriott Cafeteria  
Provided by our sponsor, Compuware Corporation.
- 12:15-01:15     "Performance tools for the distributed environments"  
Vendor Presentation  
Jack Healy  
Compuware Corporation
- 01:15-02:15     **"Implementing a Model for Service Level Management:  
A Practical Approach to Integrating Performance Tools"**  
Steve Lewis  
IT Enterprise Management Engineer  
J.D. Edwards & Company
- 02:15 02:30     Break and refreshments compliments of the Compuware Corporation.
- 02:30 03:30     **"Behind Every Successful WAS..."**  
Chris Holman  
Compuware Corporation  
Sr. Strobe System Engineer
- 03:00             Closing comments by our NWCMG President

President	William McEwen SAFECO Insurance (206) 545-3223	Secretary	William Julien Boeing (425) 865-5511
Program Chair (Acting)	William Julien Boeing	Treasurer	Bob Kenny (206) 723-2279



# Northwest Computer Measurement Group



## Northwest CMG

### Conference Signup

Where: SAFECO Insurance Plaza, Seattle Washington  
When: **Thursday, March 21st 2002**  
Registration: 8:00 AM to 9:00 AM  
WWW: <http://www.catmanor.com/nwcmg/>  
Fee: \$20 at the door, or use this form  
(Please allow 1 to 2 weeks for delivery)

To: Bob Kenny  
NWCMG  
2342 31st Ave South  
Seattle, WA 98144

Number of Attendees : \_\_\_\_\_  
Cost: \$20.00

Total: \_\_\_\_\_

Company Name: \_\_\_\_\_

Attendees

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