Releasing the Latent Value of CA TLMS Tape Management

Transforming
IT Management

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Product Situation Analysis

For over 30 years, CA TLMS® Tape Management (CA TLMS) has delivered rock-solid tape data protection, library management and automation to enterprises that process thousands of tape files daily. It enables a higher level of integrity for data residing on tape and streamlines the process of protecting this vital resource. It is scalable and extensible to encompass tape management across the enterprise.

This document is designed to help you evaluate the enhancements of CA TLMS against your needs and provide you with information to help you consider if and when you should upgrade and to weigh the effort required against the benefits.

Analysis of Problems You May Be Experiencing Today

We hope to help you make educated decisions on the right time to upgrade to the latest version of CA TLMS. For the vast majority of our customers there is no cost to the upgrade as it is provided as part of the maintenance contract for the product. We recognize that the time and effort that is required to perform an upgrade needs to be justified, and so we have outlined the most common business issues that customers like yourself have faced and how they can be alleviated by either upgrading to a later release or implementing features already in place in your current solution.

We've made this as prescriptive as possible, outlining the following information

1. **The Symptom** A simple description of the problem statement

2. **The Diagnosis** The underlying technical difficulty that leads to the symptom

3. **The Cure** The route to fix the problem

4. **The Treatment** The actual actions that need to be taken to implement the cure

5. **The Cost/Benefit Analysis** A plain and simple explanation of the time and effort that will be involved and the savings that will me made by releasing this latent value.

We hope you find this approach both refreshing and valuable, and that it helps you better prioritize your time and effort.

Our experienced staff are fewer and fewer – we'll need a new generation of tape storage administrators to be effective right away without negatively impacting operational quality

Symptom

With fewer and less-experienced staff, you have no choice but to task less experienced staff with supporting enterprise objectives to achieve 24x7 operations availability. This can be a huge decision, even for assignment to experienced IT staff. No automation and lack of experienced staff will increase risk for missed events and delayed escalation and slow problem resolution.

Diagnosis

IT staff are feeling constant pressure to reduce the time to identify, fix and resolve issues. Often busy with other day-to-day tasks and emergencies, they can miss critical events that can cause degraded service levels, and ultimately application outages. There are too many processes to learn, with little if any, integration or automation that could improve IT Staff success and reduce the Mean-Time-To-Repair.

Cure

The most current version of CA TLMS can help IT staff improve management and operations effectiveness in alignment with business objectives for availability and service levels.

REALTIME RETENTION ASSIGNMENT CA TLMS has been enhanced to optionally assign the RMF retention schedule during CLOSE processing of an output file. The RMF schedule may be assigned in real time by creating a memory resident retention table. This will make the retention schedule available *as soon as the file is created*. Note: the retention schedule is normally not assigned until the Tape Retention System (TRS) is run in batch. This retention schedule is the same RMF schedule which will be assigned by TRS and replaces the default schedule previously assigned by TLMSUPDT.

Customers running CA Vtape™ Virtual Tape System (CA Vtape) will also benefit from this enhancement. CA Vtape obtains the retention schedule from CA TLMS for virtual volumes that are being externalized during Backstore processing. The retention schedule is used to group virtual volumes with similar retention characteristics together. With the Realtime Retention Assignment activated, the retention schedule is assigned as the volumes are created and Backstore processing can be run *at any time*.

Treatment

Upgrade to CA TLMS r11.5 and review the following documentation:

■ For details regarding Realtime Retention Assignment, see the chapter titled "*TL55INIT - Initializing and Reinitializing CA TLMS*" in the "*Systems Programmer Guide*".

Cost / Benefit Analysis

Upgrading to the most current CA TLMS release can minimize system downtime and help improve business processes, elevate levels of productivity, and reduce operating costs.

These new automated actions can help manage business risk by ensuring improved CA TLMS system rapid recovery and availability. It also provides consistency of service across applications and locations. Improve effectiveness, less risk of human errors.

I'm concerned that we'll lose control or track of all our important archived business data on many different tapes if we don't have a single solution to manage them all

Symptom

You are processing thousands of tape files daily. These files represent priceless mainframe and distributed corporate data that needs to be completely protected throughout its lifecycle. The role of tape management is to enable a higher level of integrity for data residing on tape and to automate and streamline the process of protecting this vital resource. You need your tape management solution to be both scalable and extensible to encompass tape management across the enterprise.

Diagnosis

Tape users face a common but significant IT challenge: reduce tape storage costs. Tape users are continually being forced to do more with less, but complex management of expensive tape media stands in the way. Ineffective management and manual tape-related processes do not allow companies to create enterprise management strategies and best practices. Businesses can face unnecessary risk, high Total Cost of Ownership (TCO), not to mention position themselves unfavorably to address compliance requirements.

Cure

The current CA TLMS release enables you to manage tapes created by selected backup products on distributed platforms:

DISTRIBUTED TAPE SUPPORT Provides the ability to track tapes created by backup products such as CA ARCserve® Backup (Windows and UNIX), IBM Tivoli Storage Manager and Symantec / Veritas NetBackup. The functionality includes the ability to extract media information from the backup product catalog and to create "shadow" entries in the CA TLMS Volume Master File (VMF). The distributed tapes will be managed, but tape protection and expiration is controlled by the backup product. This feature provides the ability to have a true enterprise tape repository and allows the distributed tapes to participate in mainframe vaulting processes.

Treatment

Upgrade to CA TLMS r11.5 and review the chapter titled "*Distributed Tape Support* in the "*Systems Programmer Guide*".

Cost / Benefit Analysis

By better managing and automating key tape-related processes and management for mainframe and distributed tapes, organizations can mitigate risk, reduce TCO, address compliance requirements and optimize security and support.

We can't keep manual track of every mainframe tape problem that may arise – how do we ensure tape operations remain available while also increasing efficiency and effectiveness?

Symptom

You are very concerned that you have to manually monitor and administer your mainframe tape operations because the possibility exists to encounter a failure that goes un-noticed until an abend occurs that impacts application availability. You may utilize many tools and applications, but lack a consistent, integrated way to be "proactive" and not "reactive".

Diagnosis

Earlier versions of CA TLMS Tape Management required manual monitoring of critical issues and proficiency using desperate applications. Users may not be aware that CA TLMS Tape Management r11.5 offers availability of new integrated components, such as:

- CA Service Desk Integration
- CA Vantage™ Graphical Management Interface (CA Vantage GMI)

Cure

The current CA TLMS release enables you to manage tapes using application integration to simplify tape management operations and improve availability of critical systems:

CA SERVICE DESK INTEGRATION A new CA Common Services component, CAISDI (Service Desk Integration), enables CA TLMS Tape Management to automatically open request tickets in CA Service Desk for serious conditions that have been detected.

CA TLMS will automatically open a request ticket when it detects that the threshold for the minimum number of DSNB records has been exceeded. This feature allows you to have the request tickets assigned to individuals of your choosing for a quick response just seconds after they have been detected. The text used to create the request tickets is customizable and also supports localization. With the CA Service Desk integration feature you may now have your existing helpdesk staff handle problems originating from both your mainframe and distributed environments.

CA VANTAGE GMI Using technology from CA Vantage, it provides a Windows graphical management interface for viewing, reporting, and analyzing storage-related data for CA TLMS as well as many additional CA mainframe storage products. It also provides some basic storage resource management functions for storage groups, volumes, catalogs and DFSMS. CA Vantage GMI is available to all customers on maintenance at no additional charge. If you are interested in ordering CA Vantage GMI, call the CA orders desk at (800) 637-5858, or fill out an online request at ca.com, or contact your local CA representative.

Treatment

Upgrade to CA TLMS r11.5 and:

- For a detailed description of CA Service Desk Integration, refer to the "CA TLMS

Getting Started Guide" and "Systems Programmer Guide".

- CA Vantage GMI has two components. One component is installed using a tape on the mainframe, and the second component is installed on the PC from a CD. For a detailed description of CA Vantage GMI Support, refer to the CA Vantage Storage Resource Manager installation documentation that accompanies the download.

Cost / Benefit Analysis

By better proactively managing and automating key tape-related processes and activate integrated management of support systems, organizations can mitigate risk, reduce TCO, address compliance requirements and optimize security and support.

CA (NASDAQ: CA), one of the world's leading independent, enterprise management software companies, unifies and simplifies complex information technology (IT) management across the enterprise for greater business results. With our Enterprise IT Management vision, solutions and expertise, we help customers effectively govern, manage and secure IT.