

Releasing the Latent Value of CA NetMaster® Network Management r11.6

Table of Contents

Product Situation Analysis

Analysis of Problems You May Be Experiencing Today	4
-----------------------------------------------------------	----------

PROBLEM 1	5
-----------	---

My Customers are Dissatisfied with the Level of Service They Are Receiving from My Network

PROBLEM 2	7
-----------	---

Network administration staff can't keep up with the demands of an increasingly complex network environment

PROBLEM 3	8
-----------	---

Management tools (and infrastructure costs) are high; I need to justify every upgrade on a financial basis, not just on a feature/function basis

PROBLEM 4	9
-----------	---

We have mission-critical, legacy applications still requiring SNA, so we are migrating to Enterprise Extender, but we have no visibility into this protocol

Product Situation Analysis

CA NetMaster Network Management r11.6 SP1 is now available, and though r11.6 was feature-rich, it is possible that what you need now is in the latest release – the “Enterprise Extender Release.” The goal of the newest release, r11.6 SP1, was to continue to deliver on customer requirements and to fully evolve key functionalities to make the product more usable and a better return on investment. The r11.6 sp1 release should help you meet increasingly stringent service level agreements (SLAs), while reducing the manual effort and the resource cost of network analysis. This document is designed to help you evaluate the value to you of the CA NetMaster Network Management enhancements, so you can consider when you should upgrade from r11.6, weighing the effort required against the benefits. It also reminds you of some of the key value points of r11.6, to ensure that you are receiving all the benefits of your current release.

Analysis of Problems You May Be Experiencing Today

We hope to be able to help you make educated decisions on the right time to be able to upgrade to the latest version of CA NetMaster Network Management and to ensure that you are getting all the value you desire from your current release. 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 be made by releasing this latent value.

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

My Customers are Dissatisfied with the Level of Service They Are Receiving from My Network

Symptom

Increasingly stringent Service Level Agreements (SLAs) require a highly available, well-performing network. It can be difficult to meet those service levels or even to weigh the impact and business-criticality of outages and slow-downs and then to analyze and solve those problems. Mean-Time-To-Repair (MTTR) is an issue and there is a cost value associated with these delays. And in some cases, network administrators may be reluctant to use the tools available because of the overhead associated with them.

Diagnosis

The version of CA NetMaster Network Management you are running does not provide the problem management tools you need to reduce your mean-time-to-repair (MTTR). And this version may not fully exploit zIIP processors, as the 11.6 SP1 version does – a great way to offload work and make it feasible to use all the tools in your toolbag.

Cure

Introduced in r11.5 and now significantly enhanced is a feature called SmartTrace – dynamic, real time packet tracing without the requirement to run a component trace. It is quick to set up and use to diagnose network problems. Its very small resource footprint and the ability to run multiple traces concurrently and easily make it a significant tool in your problem-resolution tool bag. New features in this release include the ability to utilize CTAPI to provide a trace summary report, support for decoding of FTP and Telnet commands, support for the FIND command in trace viewing (making it much easier to locate problems) and a new alert on a trace stop condition. In addition, SmartTrace now supports Enterprise Extender traces and problem resolution.

Additional tools that are available that you may not be using are:

- IP performance monitoring improvements
- FTP monitoring improvements
- APPN monitoring improvements
- Code-free automation

In addition, now that most of CA NetMaster Network Management can potentially be offloaded to a zIIP engine, you may use all these facilities without concern about putting additional demands on scarce resources.

Treatment

- Install CA NetMaster Network Management for TCP/IP r11.6 SP1
- Review the SmartTrace Parameter Group
- Ensure you have the NMSSI running with SSIPARM containing PKTANALYZER=YES
- Ensure you have the STACK resource defined to the resource monitor
- Begin using SmartTrace in the various areas of the product like "List connections,

resources monitor and advanced tracing menu”

- Familiarize yourself with SmartTrace’s capabilities

Cost / Benefit Analysis

Upgrading to the latest release of CA NetMaster Network Management will provide immediate aid in reducing your time to respond to and correct network problems, minimizing outages and improving performance. Though the upgrade may take a few days, the benefits should outweigh the effort. Lost revenue, performance and availability penalties and potential lost business are often the result of a poorly performing system; exploiting all the features in your current release can make a significant bottom line business impact as well as improve your job performance and satisfaction.

Network administration staff can't keep up with the demands of an increasingly complex network environment

Symptom

Retirements and cost cutting have resulted in a much smaller network management team, but at the same time, the challenges have increased. You support SNA, TCP/IP, file transfers and cross-platform traffic. When you have to operate in fire-fighting mode, the work exceeds the time you have. You simply cannot keep the network functioning as it should.

Diagnosis

You lack sufficiently advanced, simple and proactive network management.

Cure

The solution is a set of tools that make you immediately productive. The CA NetMaster Network Management r11.6 SP1 Condition Summary display gives you immediate information on problems and situations that might become a problem if not corrected. It also makes it easy to drill down to the root cause, right from that screen. This release includes out-of-the-box monitoring and alerting for key network conditions based on industry best practices, an instant productivity aid. Add your own monitoring and alerting as you go on, while reaping benefits from this now. The faster you can solve a problem, the less the impact to the business; r11.6 SP1 is designed to make that easier.

In addition, 3 Strike Alerting allows you to set thresholds so that you only get notified if a condition is met on three successive samples, justifying your attention. Enhanced SmartTrace features make it easy to do proactive health checks on your system and also automate this kind of function, so you can be on top of the situation, not running behind. The new full-screen mode capability of WebCenter makes it perfect for a proactive monitoring tool as well as a flight deck.

Treatment

- Implement CA NetMaster Network Management for TCP/IP r11.6 SP1
- Ensure that the profile for the primary menu has IP Summary turned on

Cost / Benefit Analysis

Proactive management is an even more powerful way to manage to SLAs. With older releases of CA NetMaster Network Management, there were simply fewer capabilities to facilitate proactive management. Moving to r11.6 SP1 ensures that you can do more with less – get more work accomplished with fewer people and more automation to allow attention to be given to just the situations requiring your expertise. Proactive management reduces risk.

Management tools (and infrastructure costs) are high; I need to justify every upgrade on a financial basis, not just on a feature/function basis

Symptom

We don't upgrade because we can't figure out how to cost-justify it. This means we can't get the new features when we need them. At one time, we could just make the move when a new release was available; now, there is pushback.

Diagnosis

You need features in the latest release of your software that offer specific cost savings and value enhancements such as zIIP exploitation to provide an immediate return on the investment of time in upgrading to the current release.

Cure

Tangible benefits can immediately be seen if you currently have one or more zIIP processors installed, as CA NetMaster Network Management r11.6 SP1 has zIIP-enabled much of the core functionality. This is particularly important when you are solving a complex problem while the system is very heavily loaded; you no longer have to make hard choices about what traces you want to run, or worry about the impact of product usage on the system. By moving eligible work to a zIIP, you can defer processor upgrades, which means saving on those capital costs immediately as well as delaying cost upswings on software based on hardware tiers.

Treatment

- Install CA NetMaster Network Management for TCP/IP r11.6 SP1
- Review Reference Guide, Chapter 5 to ensure correct SSI parameter set-up
- Ensure that the CA NetMaster Parameter file has XM=ZIIP specified

Cost / Benefit Analysis

As described in the "Cure" section, immediate cost savings, including delaying expensive CPU upgrades, can be achieved just by upgrading to r11.6 SP1.

We have mission-critical, legacy applications still requiring SNA, so we are migrating to Enterprise Extender, but we have no visibility into this protocol

Symptom

Enterprise Extender (EE) was a terrific offering to help extend the life of robust, mainframe applications that just happened to be architected under SNA. But the way it works is to layer protocols on top of SNA, so it can ride the IP network. Most products only show you the outer layer, making it difficult to manage and support this option. Under EE, you may find your outages are increasing and you have longer and longer MTTRs, as you cannot easily find the problems.

Diagnosis

Normal network tools have no way to look "below the surface" of EE.

Cure

CA NetMaster Network Management r11.6 SP1 is the Enterprise Extender release, providing exceptional tools to delve layer by layer into this complex protocol. The comprehensive toolset giving you visibility into APPN/HPR, RTP pipes, UDP connection lists and more makes it possible to solve EE problems as readily as all others; it exposes everything that is happening so you can quickly understand current and future network issues. Best of all, these capabilities are fully integrated, so there is no learning curve. Use health checks, performance analysis tools and all other features, just as you have before.

Treatment

- Install CA NetMaster Network Management for TCP/IP r11.6 SP1
- Review the Release Guide to understand full capabilities
- Ensure that the discovery of EE resources has been done
- Review the Enterprise Extender Best Practices Guide

Cost / Benefit Analysis

By moving to this release, you can vault into unprecedented mainframe network visibility and proactive management of EE, without learning a new product or developing a new skill set. Be empowered to handle whatever network issues might confront you, with a fully integrated and full-featured toolset that will support you now and into the future.

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.