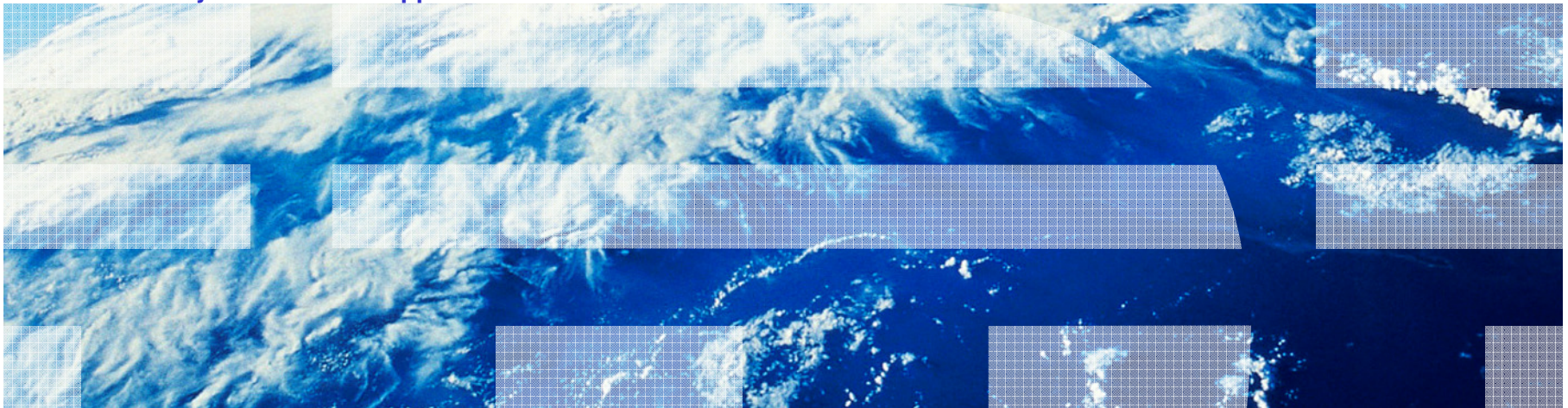


# Proactive Log Analysis for z/OS (PLA)

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## Proactive Log Analysis (PLA) for z/OS

is a proactive z/OS Service, which provides software EXPERT ACTION PLANS for important SW ERROR events that are identified in the client provided LOGREC file.

Goal: Prevention of SUBSYSTEM und SYSTEM Outages.

A LOGREC/EREP is the **error-recording dataset** used by z/OS to record SW and HW errors

- Unrecovered errors but also errors which are recovered by the system itself for a time
- All recorded errors can have a great impact to the system and may lead to outage relevant events

## Proactive LOG Analysis – that is monitoring and analysis of LOGREC information for software and developing a customized and individual action plan

### At IBM Location:

- Use of an automated and intelligent LOGREC Scanner to pre-analyse LOGREC's quickly and precisely (elimination of duplicates and search for system critical alerts)
- Analysis of the critical data by Software Support Experts for the different products (e.g. z/OS, IMS, CICS; DB2, MQ, WebSphere etc.)
- Development of action plans for critical alerts
- And providing the information via WEB Interface

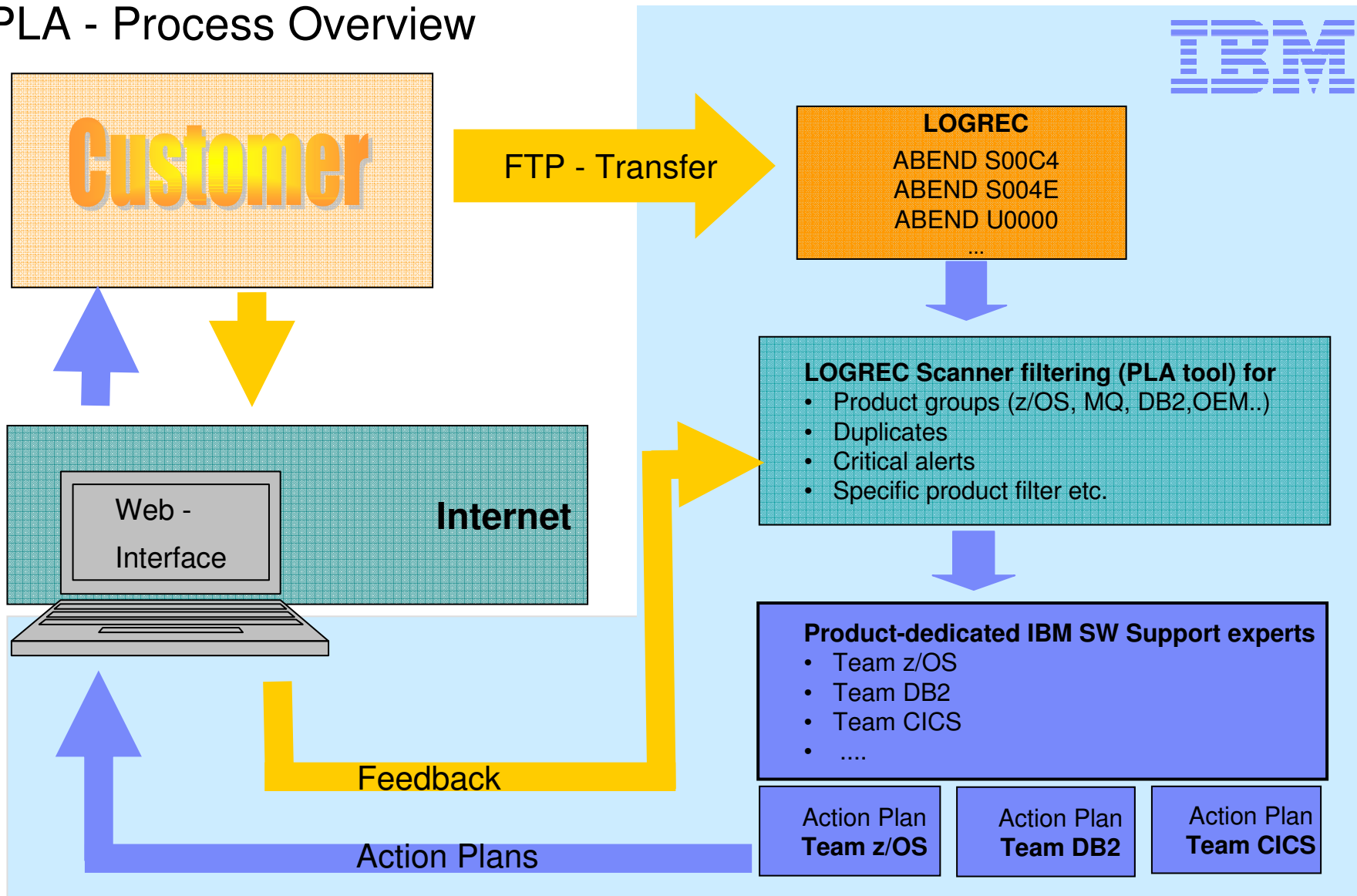
### At Customer's site:

- Provision of LOGRECs via FTP
- Review of Action Plans and follow up of IBM's recommendations
- Feedback to IBM via WEB interface

*Note: PLA offering is only available for z/OS Operating System*



## PLA - Process Overview



## Prevent Application / System Outages

- by Monitoring and Analysis of the LOGREC Information
- by acting soon on important error logs identified through LOGREC analysis

## Examples of important entries:

- **ABEND0C4 in a non USER KEY program (not KEY8 / KEY9)**  
Addressing error in an Authorized Program
  - can result in Storage Overlays of system critical storage areas (CB)
- **ABEND00C RC020F0006**  
XCF SYSPLEX member doesn't respond in the expected timeframe
  - can indicate resource problem in a XCF exploiting ASID
- **ABEND0F4 RC24 RSN640A0219**  
Error in VSAM RLS or PDSE internal control block structure detected
  - can result in data loss of PDSE availability and data loss

## Examples for successful action plans:

- 2 Weeks before an outage the corresponding logrec entry was identified and problem data provided to the PDSE lab. Advantage: problem data capturing allowed early creation of Aparfix
- Authorized OEM program was detected having addressability problems  
Advantage: Customer reported the problem to the vendor and received a solution after 2 weeks

## Benefits for the customer:

- Extensive and time consuming analysis will be done by IBM SW Experts
- Action Plan with recommendations on every analysed problem also for OEM- and User errors in his z/OS environment
- Reduced risk of IT downturns because of recommendations right in time