

Technical Memo

Before	After																					
<p>Date: January 3, 1999</p> <p>To: All Information Systems Employees</p> <p>From: John Smith, Mainframe Services</p> <p>Subject: MVS4 Performance Degradation</p> <p>The past three weeks have seen a marked reduction in performance and thrupt on production MVS4, primarily in the areas of online applications such as SYSM e-mail and Customer Billing. The MS area is actively working with the Hardware solution providers to ascertain the root causes of the degradation.</p> <p>Until such root causes are determined and corrective action taken, it's vitally important that I/S use MVS4's resources and capacities in a judicious manner. This is especially important during missioncritical online business hours of 7:00am to 6:00pm, as to provide the best possible service and response to corporate customers utilizing solutions that run on the MVS4 processing complex. One area that can offer potentially significant relief is reducing the amount of batch work operating during the prime online hours.</p> <p>Effective immediately, we are making the following changes to operation of the MVS4 operating environment:</p> <ol style="list-style-type: none">1. From 7:00am to 6:00pm, batch initiators and resources will be available for SCHEDULED PRODUCTION and SPECIAL REQUEST jobs only.2. MS requests deferring of all non-mission-critical batch special requests until after 6:00pm. <p>These policies are in effect until rescinded by MS. Thanks in advance for your support.</p>	<p>Date: January 3, 1999</p> <p>To: All Information Systems Employees</p> <p>From: John Smith, Mainframe Services</p> <p>Subject: MVS4 Performance Problems</p> <p>Over the last three weeks, we noticed an enormous drop in MVS4's performance. The Mainframe Systems area is working hard in cooperation with the Hardware area to find and fix the problem.</p> <p>In the meantime, we would like to ask for your assistance in conserving MVS4's resources to minimize the impact on our business partners.</p> <p>Effective from January 3, 1999 until further notice, the following restrictions are placed on the MVS4 operating environment:</p> <table border="1" data-bbox="982 800 1917 1052"><thead><tr><th>Category:</th><th>Restriction:</th><th>Time Frame in Effect</th></tr></thead><tbody><tr><td>Batch:</td><td></td><td></td></tr><tr><td>Initiators:</td><td>Scheduled production requests only</td><td>7am to 6pm</td></tr><tr><td></td><td>Special requests only</td><td>7am to 6pm</td></tr><tr><td>Resources</td><td>Scheduled production requests only</td><td>7am to 6pm</td></tr><tr><td></td><td>Special requests only</td><td>7am to 6pm</td></tr><tr><td>Special Requests</td><td>Mission-critical only</td><td>7am to 6pm</td></tr></tbody></table> <p>Thank you in advance for your cooperation.</p>	Category:	Restriction:	Time Frame in Effect	Batch:			Initiators:	Scheduled production requests only	7am to 6pm		Special requests only	7am to 6pm	Resources	Scheduled production requests only	7am to 6pm		Special requests only	7am to 6pm	Special Requests	Mission-critical only	7am to 6pm
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