

UK Computer Measurement Group Ltd

# UKCMG 22<sup>nd</sup> Annual Conference and Exhibition 2007

June 25-27, 2007  
Northampton, England

Volume 1 of 3

**Printed from e-media with permission by:**

Curran Associates, Inc.  
57 Morehouse Lane  
Red Hook, NY 12571  
[www.proceedings.com](http://www.proceedings.com)

**ISBN: 978-1-60423-296-7**

**Some format issues inherent in the e-media version may also appear in this print version.**



UK Computer Measurement Group Ltd  
UKCMG 22<sup>nd</sup> Annual Conference and Exhibition  
2007

## TABLE OF CONTENTS

### VOLUME 1

#### Monday – Track A - MAINFRAME

<b>Opening the Bonnet on Application Performance</b> .....	1
<i>Phil Mann</i>	
<b>Much Ado about CPU - Now with z9 Too</b> .....	35
<i>Martin Packer</i>	
<b>Memory Matters in 2007</b> .....	80
<i>Martin Packer</i>	
<b>Mining Gold from the RMF Data Mountain</b> .....	115
<i>Ivan Gelb</i>	
<b>SAS 9 Tips</b> .....	123
<i>Phil Mason</i>	

#### Monday – Track B - BEGINNERS

<b>The Capacity Management Process from A to A</b> .....	145
<i>Adam Grummitt</i>	
<b>Full Life Performance Engineering</b> .....	223
<i>Adrian Johnson, Amy Spellmann, Richard Gimarc, Chris Lee</i>	
<b>Lifecycle Performance Management</b> .....	289
<i>Graham Parsons</i>	
<b>How to Select Significant Workloads in Performance Models</b> .....	324
<i>Stefano Visconti, Paolo Cremonesi, Roberto Turrin</i>	

#### Monday – Track C – CAPACITY MANAGEMENT

<b>Successfully Establishing Capacity Management Processes</b> .....	334
<i>Per Bauer</i>	
<b>Automated Detection of Exception Patterns</b> .....	374
<i>James Bouhana, Mike Tsykin</i>	
<b>Did Something Change?</b> .....	400
<i>Frank Bereznyay</i>	
<b>Lessons Learned about Capacity Management and ITIL(v2) Training: Both as a Student &amp; Teacher</b> .....	474
<i>Rich Fronheiser</i>	
<b>Using ITIL to Build a Successful Capacity Management Process</b> .....	525
<i>Neil McMenemy</i>	

#### Monday – Track D – SERVICE MANAGEMENT

<b>Managing Change &amp; Capacity in the Data Centre</b> .....	556
<i>David Cuthbertson</i>	

<b>What Performance and Capacity Management People Need to Know About Finance</b> .....	583
<i>Chris Molloy</i>	
<b>From Silos to Service</b> .....	615
<i>Norman Wilkinson</i>	
<b>Service Management Version 3</b> .....	670
<i>Steve Lawless</i>	

## VOLUME 2

<b>RPR an IT-Specific Problem Resolution Method</b> .....	735
<i>Paul Offord</i>	
<b>Capacity Management at ITIL V3</b> .....	756
<i>Rob Young</i>	

### Monday – Track E - DISTRIBUTED

<b>Headroom - as a Measure of Server Capacity</b> .....	782
<i>Prem S. Sinha</i>	
<b>Windows Vista and Windows Server 2008 Performance</b> .....	797
<i>Paul Seaton-Smith</i>	
<b>Will SOA mean the end of Capacity Management as we know it?</b> .....	847
<i>Bob Torz</i>	

### Tuesday – Track A – MAINFRAME

<b>Uncaptured CPU Overheads, SRM / RMPTTOM, and evolution to the IBM System z9 EC Processor</b> .....	870
<i>Geoff Adams</i>	
<b>I thought I was in Derby?</b> .....	927
<i>Steve Brodie</i>	
<b>z/OS Tuning Boot Camp: Back to the Basics</b> .....	941
<i>Glenn Anderson</i>	
<b>DB2 Data Sharing Performance for Beginners</b> .....	965
<i>Martin Packer</i>	
<b>Reclaim Your Performance with DB2 v8</b> .....	1004
<i>William R. Miller</i>	
<b>WLM Caused Pain and Pleasure</b> .....	1033
<i>Ivan Gelb</i>	

### Tuesday – Track B – APPLICATION PERFORMANCE

<b>Analytic Techniques to Improve Your Application Profile</b> .....	1040
<i>Richard Gimarc</i>	
<b>Making a Sense of Spaghetti</b> .....	1098
<i>Kobi A. Korsah</i>	
<b>Integrating Enterprise Applications SOA What?</b> .....	1134
<i>David Hawkin</i>	
<b>The Goal: Evaluate the Synthetic User Testing Techniques</b> .....	1187
<i>Neil Coleman</i>	

## Tuesday – Track C – VIRTUALISATION

<b>Virtualization - Inhibitors to Server and Storage Virtualization and How to Mitigate Them</b> .....	1231
<i>Chris Molloy</i>	
<b>Virtualization in Practice: Current Usage and Future Plans</b> .....	1249
<i>Des Atkinson</i>	
<b>Virtualization Strategy</b> .....	1287
<i>Rich Talaber</i>	
<b>Little Boxes all the Same... Consolidation in the Virtual World</b> .....	1335
<i>Bob Torz</i>	

## Tuesday – Track D – SLM

<b>Service Levels - Understable Targets; the Key to a Good Service Level Agreement</b> .....	1361
<i>Andy Packham</i>	
<b>Managing Services: ITIL, SLM, ITSM... and all that jazz</b> .....	1400
<i>Aurora Dell'Anno</i>	
<b>Developing Good Service Level Reporting</b> .....	1454
<i>Steve Lawless</i>	

## VOLUME 3

<b>Underneath the Spin a Practical Look at Service Levels</b> .....	1486
<i>Malcolm Gunn</i>	
<b>Defining Availability for an IT Service</b> .....	1508
<i>Stuart Rance</i>	
<b>Service Level Management Through "Software as a Service"</b> .....	1540
<i>Steve Ingall</i>	

## Tuesday – Track E – DISTRIBUTED

<b>A Large Systems Guy Discovers Enterprise Workload Manager (EWLM)</b> .....	1573
<i>Glenn Anderson</i>	
<b>Performance Reporting/Modeling for AIX Partitioned Environments</b> .....	1595
<i>Debbie Sheetz</i>	
<b>AIX Performance Tuning</b> .....	1638
<i>Jaqui Lynch</i>	
<b>Principles of Availability</b> .....	1664
<i>Colin Butcher</i>	
<b>Fast Track Your Server Consolidation Analysis</b> .....	1691
<i>Walter Katz</i>	
<b>Principles of Performance</b> .....	1718
<i>Colin Butcher</i>	

## Wednesday – Track A – MAINFRAME

<b>WebSphere Application Server for z/OS Ver 6 Measurement and Tuning</b> .....	1738
<i>Glenn Anderson</i>	
<b>z/OS Performance Management Survival Tips</b> .....	1762
<i>Tony Ruberry</i>	

<b>Time is Our Most Precious Resource: Assuring Application Performance Using Automated Quality Management</b> .....	1854
<i>Markus Bauer</i>	

### **Wednesday – Track B – APPLICATION PERFORMANCE**

<b>Get More Performance and Stability by Tuning Your Java Applications</b> .....	1887
<i>Graham Parsons</i>	
<b>Java Performance Analysis 101 &amp; 201</b> .....	1926
<i>Peter Johnson</i>	
<b>Java Performance Analysis 301</b> .....	1988
<i>Peter Johnson</i>	

### **Wednesday – Track C – VIRTUALISATION**

<b>Planning and Sizing Virtualization</b> .....	2048
<i>Jaqui Lynch</i>	
<b>Do CPUs Count? Understanding Resource Utilization on Virtualized Systems</b> .....	2080
<i>Ken Hu, Debbie Sheetz</i>	

### **Wednesday – Track D – SERVICE MANAGEMENT**

<b>Achieving IT Service Excellence through Effective Performance Management</b> .....	2122
<i>Richard Seery</i>	
<b>Open Analytics - Exploiting Performance and Availability Models to Reduce Stakeholder Dissonance</b> .....	2162
<i>Chris Tofts</i>	

**Author Index**