Integration Analytics (You can't fix what you can't see.)

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Agenda

- Speaker Bio
- Integration Analytics... Why?!
- Overview of HTAC and Macro Hunter
- HTAC and Macro Hunter: Behind the Scenes
- HTAC Macro Hunter Dashboards
- Live Demo
- Bad Bot Analysis
- Q/A



Speaker Bios



Russ Teubner

Russ is a Distinguished Engineer focusing on mainframe application modernization. A seasoned inventor and entrepreneur, over the last 40 years Russ has applied his creative energies to solving difficult problems associated with integrating IBM mainframes and emerging technologies. As the CEO and co-founder of HostBridge Technology, Russ positioned its flagship integration platform, HB.js, as a solution for large global enterprises to bridge the gap between hybrid/cloud applications and the mainframe. Russ is the author of the US Patent around which the HostBridge "integration analytics" platform (HTAC) is based.



Greg Smith

Greg is a Software Engineer developing data analytics solutions for the HTAC platform. Greg is the primary developer, and customer engagement lead, for the HTAC "Macro Hunter" component. Greg works closely with clients to understand their requirements, generate work-flows, and design processes and dashboards to enable clients to find and fix their mainframe integration problems. Greg came to Broadcom via their acquisition of HostBridge Technology. Before joining HostBridge, Greg worked for 30+ years as a Lead System Engineer in the MIL-AERO industry.



Integration Analytics... Why?!



Our View: Inefficient Integrations Are a Significant Barrier to Modernization



- Inefficient integrations
 - Inject Latency
 - Degrade QOS
 - Add Transactional Load
 - Waste MIPS
 - Compromise ROI
 - Makes it difficult to modernize apps
 - Create bias against the mainframe



Inefficient Integration Surfaces in Various Ways



What's causing the surge? Scaling the business using inefficient mainframe integrations



You Can't Fix What You Can't See

- HTAC is a diagnostic platform designed to find and analyze inefficient patterns of CICS integrations
 - We refer to this as "integration analytics"
- Objectives
 - Find common and wasteful patterns of integration
 - Quantify the impact
 - Latency / QOS
 - MIPS
 - Reveal the business purpose
 - Show the "DNA" of the integration (the sequence of transactions executed)
 - Allow application SMEs to understand the business purpose
 - Provide actionable intelligence
 - Highlight most impactful integrations (in terms of CPU consumed, latency injected, etc.)
 - You don't need to "boil the ocean" (correct ALL issues) to achieve significant savings and operational gains
 - You just need to find and fix the most problematic cases



Integration Analytics: The Landscape



All organizations that use IBM mainframes operate in a hybrid environment.

Regardless of their specific configuration, they have thousands of end points driving work through multiple channels.



Integration Analytics: The Need



Most organizations have tools to evaluate the efficiency of each "silo" (within brackets). They can see the "trees" but not the "forest".

- They cannot track mainframe load back to the origin.
- They cannot assess the business purpose and value.
- They cannot assess true cost.

Optimizing each silo does NOT ensure that the overall integration is efficient.



Integration Analytics: The Need (cont'd)



Integration Analytics allows you to see the "forest" not just the "trees" - and understand what is driving your mainframe workload.

- You can track transaction activity back to the origin.
- You can assess the business purpose and value.
- You can analyze the performance and cost of the integration.



Integration Analytics: The Framework





HTAC Key Functions





HTAC CICS Exits: Extract and Enrich

Software Objective

- Extract metadata from/about each targeted request
- Enrich standard CICS Monitor data in pre-existing "Origin Data" fields (e.g. OADID, OADATAn, OUSERCOR)
- We do not add fields to SMF 110 record or require changes to your MCTs
- Optional, but highly desirable for greatest insight

Software Implementation

- Low impact / very efficient
 - All code written in Assembly language
 - Code paths are negligible for cases not being monitored
- Designed to be run 7x24x365 or on-demand
- Implementation (depending on objective)
 - CICS Task Related User Exist (TRUE)
 - CICS Global User Exists (GLUE)
 - CICS Event Processing (EP) definitions/programs





Overview of HTAC and Macro Hunter



What is "Macro Hunter"

- The HTAC framework is generic and can be applied to many different problems associated with mainframe integration
- However, based on early customer experiences, one style of inefficient integration was predominant:
 - Client, server or cloud-based programs/tools (off the mainframe) automating the execution of screen-oriented mainframe apps
 - It doesn't matter how old or new the tool may be, they are using Terminal Emulation and Screen Scraping to achieve integration
- Examples
 - Terminal Emulator scripts and macros (e.g., Rumba, Attachmate, PCOMM)
 - Excel macros using embedded VBA scripts
 - IBM HATS macros
 - UiPath RPA bots
- Some uses are harmless, but some are very harmful





What is "Macro Hunter" (cont'd)

- To fully address this use case, we:
 - Enhanced the CICS exits to extract metadata germane to screen-oriented apps (e.g., AID key, BMS map name, program name).
 - Developed significant additional Splunk-based processes and code to detect these patterns of interaction, deduce their "DNA" (the steps in the automation), and assess their impact.
- Thus, "Macro Hunter" denotes the collection of HTAC components and features used to target this particular integration problem
 - Macro Hunter is included in HTAC
 - HTAC is single Broadcom SKU



Macro Hunter Terms and Concepts

- "Macro", "RPA", "Bot", "Script"
 - Used interchangeably to describe the program/tool that is automating the execution of screen-oriented CICS transactions.
 - Macro Hunter doesn't care about the automation source (Excel, VBA, UiPath, custom program, etc.)
 - Analytically, they all look the same (and have the same impact)
- "DNA"
 - The DNA of a macro/RPA is the sequence of steps it performs
 - DNA sequences can be long!
- "Signature"
 - The DNA of a macro/RPA is expressed as an MD5 hash value
 - Example: 3c640131b90fcc1940e6a97c6864a67e
 - For convenience we refer to a signature by it's first four characters (e.g., "3c64")
 - Thus, each DNA sequence has a unique identifier
 - This unique identifier allows us to "hunt" for the most common/problematic cases









Macro/RPA Analytics





The DNA Is The Treasure We Are Hunting For

	_	doing, and consider <i>HOW</i> the business requirement might be performed more efficiently.				
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HTAC and Macro Hunter: Behind the Scenes



HTAC: Macro Hunter Architecture and Data Flow





HTAC Macro Hunter Dashboards



HTAC: Macro Hunter Dashboard (partial)



SOFTWARE

Menu (Options	== IMP This time frame process	== IMPORTANT == This time frame is associated with the processed data itself.		
HTAC:Macro H An RPA's "DNA" is the se business process the en	Hunter equence of CICS transactions that it starts. By ad user is trang to achieve via the RPA. After c	analyzing the transaction sequence and	ndow is 7 days repetition factors, and presenting it i plication SME can propose more effic	cli in a concise format, an app ient ways to perform the b	== IMPORTANT == ick SUBMIT to execute your selections
Time Frame	Select a CICS Environment: *(ALL)	User Variable	EndPoint Variable NETUOWPX	Submit Hide Filters	
User Filter *	Endpoint Filter *	Display Pareto Analysis Yes No 	Display Top RPAs Table Yes No	Top RPAs by Selected Field (sort order) rpaTotal rpaCPUsec rpaDuration	QTY of RPAs in Table

- Time Frame
 - Pulldown list
 - Defaults to last 7 days
 - Can be user-defined
 - Filters processed data on selected time frame
 - All dashboard charts are relevant to this Time Frame

- Select a CICS Environment
 - Pulldown list
 - Defaults to "*" (ALL)
 - One environment at a time
 - Filters to selected CICS environment
 - Groupings of OAPPLIDs

- User Filter and Endpoint Filter
 - Text entry

- Defaults to "*" (all)
- Filters dataset to only the content of the associated field
- All other menu options
 - Provide display options
 - Recommend using defaults



Time-Based Drilldown: Day, Hour, Minute





Drilldown from the Minute Panel





Bubble Charts - CPU Execution Time vs RPA Duration



Total CPU time vs Total Duration per NETUOWPX Resources per NETUOWPX 750 (09) appl 500 250 2,000 3,000 4,000 5,000 6,000 7,000 8,000 rpa Total Duration (Sec)

RPA Time Analysis



- USERID
 - <u>Who</u> executed the RPAs?
- NETUOWPX
 - <u>Where</u> did the RPA execution come from?
 - CLIPADDR is another option for this endpoint category
- RPA Signature / Macro
 - <u>What</u> RPA was executed?
 - The DNA of each RPA is deduced
 - RPAs with similar DNA have a common "signature"
 - Each signature expressed as an md5 hash value











Live Demo



Bad Bot Analysis



DIMS+CLEAR>TERMMSM.TERMMA4 DIMS+ENTER>TERMMSM.TERMMA2 DIMS+ENTER>TERMMSM.TERMMA3*2 DIMS+CLEAR>TERMMSM.TERMMA4*2 DIMS+FNTFR>PARTMSM.PARTMA1 DIMS+CLEAR>TERMMSM.TERMMA4*2 DIMS+ENTER>CON1MSM.CON1MA2 DIMS+CLEAR>TERMMSM.TERMMA4*2 DIMS+ENTER>VN01MSM.VN01MA1 DIMS+FNTFR>VN02MSM.VN02MA1 DIMS+CLEAR>TERMMSM.TERMMA4*2 DIMS+ENTER>VN01MSM.VN01MA1 DIMS+CLEAR>TERMMSM.TERMMA4

This is the most commonly executed RPA sequence.

It accounts for more real time (latency) and CPU time than any other sequence.



DIMS+CLEAR>TERMMSM.TERMMA4 DIMS+ENTER>TERMMSM.TERMMA2 DIMS+ENTER>TERMMSM.TERMMA3*2 DIMS+CLEAR>TERMMSM.TERMMA4*2 DIMS+ENTER>PARTMSM.PARTMA1 DIMS+CLEAR>TERMMSM.TERMMA4*2 DIMS+ENTER>CON1MSM.CON1MA2 DIMS+CLEAR>TERMMSM.TERMMA4*2 DIMS+ENTER>VN01MSM.VN01MA1 DIMS+ENTER>VN02MSM.VN02MA1 DIMS+CLEAR>TERMMSM.TERMMA4*2 DIMS+ENTER>VN01MSM.VN01MA1 DIMS+CLEAR>TERMMSM.TERMMA4

Sometimes it takes a curious human to spot a bad macro/bot!

Questions:

- Why is the CLEAR key used so frequently?
- And why is it used back-toback?



This CICS transaction sequence is automated via a Web UI/RPA platform (IBM HATS). The macro/bot that HTAC detected is implemented by a "main" HATS macro which invokes 5 smaller "subroutine" macros.

Each "subroutine" macro was written to be a "good macro" and defend against "bad macros":

- First op: CLEARs screen putting CICS app in known state
- Last op: CLEARs screen leaving CICS app in known state
- Even if the macro only runs a single transaction
- The macro authors did this with the best of intentions

However, the unintended consequences were significant:

- The application SME determined that NONE of the CLEAR keys were required to manage the application state
- Thus, <u>50% of ALL transactions driven by HATS had no</u> <u>functional or business value</u>
- These macros wasted mainframe CPU time and degraded end user response time

Macro 1:

DIMS+CLEAR>TERMMSM.TERMMA4(TERMCT) DIMS+ENTER>TERMMSM.TERMMA2(TERMMO) DIMS+ENTER>TERMMSM.TERMMA3(TERMDI)*2 DIMS+CLEAR>TERMMSM.TERMMA4(TERMCT)

Macro 2:

DIMS+CLEAR>TERMMSM.TERMMA4(TERMCT) DIMS+ENTER>PARTMSM.PARTMA1(PARTDI) DIMS+CLEAR>TERMMSM.TERMMA4(TERMCT)

Macro 3:

DIMS+CLEAR>TERMMSM.TERMMA4(TERMCT) DIMS+ENTER>CON1MSM.CON1MA2(CON1DI) DIMS+CLEAR>TERMMSM.TERMMA4(TERMCT)

Macro 4:

DIMS+CLEAR>TERMMSM.TERMMA4(TERMCT) DIMS+ENTER>VN01MSM.VN01MA1(VN01DI) DIMS+ENTER>VN02MSM.VN02MA1(VN02DI) DIMS+CLEAR>TERMMSM.TERMMA4(TERMCT)

Macro 5:

DIMS+CLEAR>TERMMSM.TERMMA4(TERMCT) DIMS+ENTER>VN01MSM.VN01MA1(VN01DI) DIMS+CLEAR>TERMMSM.TERMMA4(TERMCT)

SOFTWARE

This CICS transactior UI/RPA platform (IBM detected is implemen 5 smaller "subroutine'

Each "subroutine" ma defend against "bad n

- First op: CLEARs s
- Last op: CLEARs s
- Even if the macro (
- The macro authors

However, the uninter

- The application SN keys were required
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/MSM.TERMMA4(TERMCT) 1MSM.CON1MA2(CON1DI) /MSM.TERMMA4(TERMCT)

/MSM.TERMMA4(TERMCT) MSM.VN01MA1(VN01DI) MSM.VN02MA1(VN02DI) /MSM.TERMMA4(TERMCT)

DIMS+CLEAR>TERMMSM.TERMMA4(TERMCT) DIMS+ENTER>VN01MSM.VN01MA1(VN01DI) DIMS+CLEAR>TERMMSM.TERMMA4(TERMCT)

Other Use-Cases? Definitely!

- The HTAC framework is generic and intended to be applied to many different problems associated with mainframe integration
- Other use-cases have already been developed/deployed
 - Analysis of requests/responses between a server-based app and CICS transactions via a vendor specific socket protocol
 - Analysis of http requests/responses between a .Net server app and CICS
 - Extracting MQ Correlation ID and adding it to CICS Monitor Data (i.e., SMF 110) to enable end-to-end analytics
- Others are being evaluated: z/OS Connect
 - z/OS Connect creates an API around a single CICS program
 - If a business process requires the execution of multiple programs, then multiple API calls must be performed (typically via non-mainframe orchestration or automation)
 - This can devolve into a costly and inefficient pattern of integration
- What are YOUR integration challenges?







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Q/A ?





Thank you

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