**CMG Canada Conference - April 25th-26th 2017 TORONTO**

**Final AGENDA**

**LOCATION:** C'est What Brew/Vin Pub Restaurant, 67 Front Street East, Toronto.

Map available at <http://www.cestwhat.com/directions>

**TIME:** 8:30a.m. - 5:00 p.m.

**ATTIRE:** Business attire or Business casual (hard-soled shoes, slacks, collared shirt)

***If this program is not of interest to you, please pass it on to the appropriate group within your organization, or have them visit CMG Canada at*** [***http://cmgcanada.altervista.org/index.html***](http://cmgcanada.altervista.org/index.html)

**Sponsors for CMG Canada’s Spring 2 Day Conference are:**



**and**



**DAY 1: Tuesday April 25th 2017**

**Day 1 (April 25th)**

**8:30 AM Continental Breakfast**

**9:00 AM Conference Opening Remarks**

***Peter Livingston – Co Chair/Webmaster, CMG Canada.***

**9:05 AM** **Capacity Planning Methodology (A Refresher)**

**Pedro Escosteguy  - Pedro Escosteguy Resources**

T

his presentation is about a Capacity Planning Methodology that has been implemented in several large UNIX environments (AIX, LINUX, HP UNIX, EXADATA, HANA, TERADATA). It presents the basic concepts of the methodology: what, why, and how to measure data in UNIX; the process of capturing, reducing, and converting the data to produce a capacity utilization chart; and producing forecast charts through data regression and seasonal adjustments. It will also briefly discuss queuing theory, rules-of-thumb, and how to integrate data from different sources.

**Pedro Escosteguy** has 40+ years of experience in the IT field in the mainframe and client server areas, providing technical consulting skills on a contract basis in Capacity Management, Performance Analysis and System Programing. In April 1995 he presented a paper at CMG Canada entitled “Measuring CPU Utilization for a capacity Forecast in the UNIX Environment” where he presented the Capacity Planning Methodology that he has implemented in several companies in Canada namely: Toyota, Eaton’s, Bank of Nova Scotia, CGI, Rogers, Loblaw.

**10:05 AM Coffee**

**10:15AM Introduction to Oracle Management Cloud Service**

**Ben Reader – Oracle**

A

s organizations leverage varieties of applications both on premise and in the cloud they are tasked with leveraging the vast and heterogeneous sources of data available for analysis. When considering the like of, security, capacity planning, and end user experience the task of rapidly identifying relevant information with the data sets becomes more and more complex.

Agenda topics to include:

Agent deployment and architectural considerations

Correlating events across multiple tiers

Session anomalous events

Unified metrics for disparate systems

Defining data collection parameters

Why unified data is important to capacity and performance management

**Ben Reader** comes to the current role of Management Cloud Specialist with 15 years of experience in Corporate IT including service management architectures, virtualization/server management and analytics. In his current role he presents and evangelizes developments in Oracle’s new group of services for automating system monitoring and analytics.

**11:15 AM Coffee (10 minutes)**

**11:25 PM Behaviour-driven Cost Reduction in z/OS Production and Development**

**Jonathan Gladstone   – Bank of Montreal**

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t the Bank of Montreal, we’ve made strong use of available means to control mainframe costs, with great results. We’re careful with our WLM profiles, we make sure our internal customers understand the cost of mainframe utilization, we were early adopters of zAAPs and zIIPs, and we use soft-capping to maximize value in our Development environment. We can’t share a lot of detail, of course, but in this short discussion we’ll review how some of those initiatives have helped us keep our mainframe cost per unit of capacity dropping over the years.

**Jonathan Gladstone** is a senior information systems professional, educator, planner and team leader with almost thirty years of experience in capacity management, project initiation, business continuity management, change & problem management and ITIL process development & implementation for large corporate I/T infrastructures. He is currently the capacity planner for mainframe and mid-range systems at the Bank of Montreal, and a part-time professor of Computer Studies at Georgian College.

**Lunch is being sponsored by**



**11:55 PM Lunch ( on your own)**

***Last November at the annual CMG International imPACt conference in in La Jolla CA., This next presenter was presented with the Mullen Award for the presentation she will give here.***

***The Mullen award is presented to someone exhibiting technical excellence***

***and an engaging presentation style.***

**1:30 PM Application Performance Management for Cloud Application**

**Priyanka Arora - MUFG Union Bank**

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loud adoption rate continues to trend upward as providers mature towards offering more Hybrid solutions allowing organizations to keep one foot on the ground. Despite the abundance of providers and variety of offerings, organizations face significant challenges and require careful planning in moving towards Cloud and SaaS solutions.

With legacy practices and solutions like Mainframe still on a stronghold, can everything really move to Cloud? If moved, can it be managed and monitored as closely? Can applications really remain 'visible'?

This paper attempts to answer these questions by discussing planning considerations for porting applications to cloud. Identifying and positioning applications for Cloud/SaaS deployments, planning for capacity and evaluating vendors not just for their price and capability but also performance and resiliency.

This paper also introduces the audience to wholesome APM standards, discusses the paradigm shift in performance monitoring practices, user experience centric monitoring models essential to adjusting in Cloud. It also brings to table some examples of available monitoring solutions to track and ensure validation of contracted SLAs. It compares various tools in the market that help manage end user experience through synthetic and real time transaction monitoring.

**Priyanka Arora** has been living and breathing the Performance space for 10 years working in various capacities at

IBM, State Departments and Consulting Firms. She currently works as an Application Performance Management lead in the Technology and Infrastructure Operations Division at MUFG Union Bank as part of the Capacity and Performance Management group. She is an APM Evangelist and Specialist, User Experience advocate, performance buff and loves to analyze heap and thread dumps for brain teasers. A published author, certified on WebSphere middleware technologies, speaker at IBM, CMG and Dynatrace conferences, an avid traveler and a hobbyist wildlife photographer.

**2:30 PM Coffee**

**2:40 PM Restoring Data Storage Predictability**

**Brett Allison - IntelliMagic**

J

oin Brett Allison as he demonstrates how intelligence is generated, and how it can proactively solve both performance and space oriented problems, including understanding burn rates and forecasted exhaustion dates.

Enterprise class data storage technology continues to advance with amazing capabilities. So why do storage problems sometimes still disrupt production applications?

It is not because there is a lack of storage infrastructure operational metrics, rather, the most common reason is that the reporting is not predictive or easy for storage team members to proactively see the end-to-end issues across the complex, virtualized infrastructure.

This can be solved by automating the analysis and correlation of the data using built-in expert knowledge. The result is dynamically generated intelligence that gives the storage team actionable insights to keep storage infrastructure availability at optimum levels.

# Brett Allison is the Director of Technical Services. Prior to joining IntelliMagic in 2010 he spent his career in various technical and leadership roles focused on infrastructure and application performance and scalability. At IntelliMagic, he leads the technical services teams in the Americas that provide pre-sales and post-sales activities and professional services, including IntelliMagic software as a service offerings and consulting. He delights in helping our customers realize value from using IntelliMagic solutions to gain operational efficiencies and reduce risk in their infrastructures. Working with customers and development to drive innovation within the IntelliMagic solutions invigorates him. He is passionate about serving our customers and employees well and is constantly looking for ways to improve in the execution and delivery of our technical services.

**3:40PM Coffee**

**3:50 PM IT and Business Analytics**

**Andrew Armstrong - DataKenetics**

A

gile IT and business managers are increasingly concerned with the rising costs associated with their highly complex and ever-growing mainframe and distributed systems datacenters. They are also concerned about controlling outages, and mitigating the lack of transparency that they have into cost drivers - especially in their outsourced environments.

IT leaders are looking to move beyond the cryptic, expensive and resource-hungry monitoring tools of yesterday, and are now seeking elegant solutions that offer a new way of business. The answer is analytics - IT analytics for IT managers and business managers. Delivered via the cloud, they have no detrimental performance impact on actual IT systems, and provide information about system shortcomings, along with explanations and possible solutions. They also provide business- and cost-relevant information to help the business and IT departments make informed decisions quickly. We're talking about the next step in the evolution of datacenter management - of business management.

Join us as we discuss how both IT and business managers will be empowered to make informed decisions quickly:

• Using cloud-based analytics to enable quantified cost savings in minutes/hours, not days/weeks/months

• Gaining transparency into IT operational costs

• Improving oversight of outsourcers and billing

• Understanding cost drivers for both mainframe and distributed components of your data center

**Andrew Armstrong** has built his professional career to this point as a C-level executive through the careful development of a multitude of interdisciplinary business experiences with global organizations, ranging from startup companies to the Fortune 500. Building on each progressive experience, he has consistently achieved sustained and solid growth for organizations worldwide.

His roles have taken him to organizations around the world, where he has put in place the right products and partnerships and the right sales and marketing activities, and has established compressive integrated brand experience strategies to transform businesses and to attain continuous profitability and growth. With his knowledge and experience in branding, marketing, business development and global strategic partnerships, Andrew has developed and executed complete customer experience strategies: beginning with the first connection between the organization and the industry, right through to the post-sales experience.

Andrew’s in-depth international experience has given him a truly unique perspective: he can clearly interpret a market’s needs, identify opportunities, develop strategic and tactical go-to-market plans, and deliver a complete unified and profitable solution. He has helped drive such world-class organizations as Spirent Communications, Product2Market, Nortel Networks and CML Emergency Services. Andrew identifies challenges and ensures that the right decisions are made to boost and maximize top and bottom lines for partners and customers.

**4:50 PM Adjourn & Members Reception**

**End Day 1 (April 19th)**

**DAY 2: Wednesday April 16th 2015**

**Day 2 (April 16th)**

**Wednesday is Sponsored by**



**8:30 AM Continental Breakfast**

**9:00 AM Conference Opening Remarks**

**Peter Livingston – Co Chair/Webmaster, CMG Canada.**

**9:05 AM Don's Diatribe XIX**

**Don Melton – Vatic Technologies**

A

s part of my job as a consultant I try to know a little bit about many things and a lot about a few things. This presentation represents an accumulation of the former. It will identify some of what I believe are the most significant recent technology changes in the IT industry and elicit audience comments and discussion on them. Past presentations have included discussions around such diverse topics as: Privacy Legislation, CPU Architectures, Internet Futures, and many others. This session will be highly interactive, so bring your own ideas, comments, and gripes.

**Don Melton** received his Bachelor's degree in Engineering (Engineering Science option) from the University of Toronto in 1979. He is an active member and speaker at several local user groups (CMG Canada, NaSPA Ontario, COUG), a past presenter at SHARE, and a member of both the ACM and IEEE. His career in the IT industry has spanned many fields including the IT service provider, education, transportation, financial, government, and small business sectors. He has also filled many diverse roles; working at various times as a systems programmer, capacity planner, performance analyst, IT manager, and enterprise architect. Since 1997 Don has been providing IT consulting services (through Vatic Technologies) to guide businesses in developing an IT vision and in their selection and use of IT solutions to deliver to that vision.

**10:05 PM Coffee**

**Our sponsor the day IntelliMagic**

**10:15 AM Achieving CPU (& MLC) Savings through Optimizing Processor Cache**

**Todd Havekost**  ***–* IntelliMagic**

J

oin Todd Havekost as he explains how to interpret the metrics from the SMF 113 records.

Customer experiences with z13 processors have confirmed that delivered capacity is more dependent than ever before on effective utilization of processor cache. This session will cover everything you need to know to interpret the enlightening metrics available from the SMF 113 records in order to optimize your environment and reduce CPU consumption and MLC software expense.

Insights into the potential impact of various tuning actions will be brought to life with data from numerous real-life case studies. This session builds upon a related user experience presentation that was selected for a “SHARE Best Session” award last year but has been significantly expanded with knowledge and experiences gained from reviewing data from dozens of sites.

**Todd Havekost** is a Senior z/OS Performance Consultant for IntelliMagic. His primary area of interest over the course of his 39 year IT career has been z/OS systems performance. Before joining IntelliMagic, Todd spent 26 years at USAA in a variety of roles including mainframe architect and leading their highly successful mainframe software expense reduction initiative. Having been thoroughly impressed as a customer with the visibility IntelliMagic Vision provides into z/OS systems infrastructure, he joined IntelliMagic in 2016 and now helps customers leverage that visibility with particular focus on reducing their MLC software expense. Todd is a highly-regarded industry speaker and has given award winning presentations at events including CMG and SHARE.

**11:15 PM Coffee**

**11:25 PM Product presentation**

**Dan Spears  *–* IntelliMagic (our sponsor of the day)**

I

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**11:55 AM Lunch (on your own)**

**1:30 PM z Systems Hardware Update**

**Jim Elliott *–* GlassHouse Systems Inc.**

Z

Systems hardware continues to evolve and grow. This presentation will cover highlights of the z13 and z13s products including enhancements that have been made since the original announcements of the z13 in January 2015 and the z13s in February 2016. There have been subsequent announcements that will also be covered, especially in the area of coupling technology. I will also provide a short update on the changes made to z Systems software pricing as a result of the new Multi-Version Measurement changes.

**Jim Elliott** is a z Systems consultant for GlassHouse Systems Inc. supporting their mainframe customers across Canada and the USA. He has spent most of his career at IBM in technical roles and from 1992 had been the Product Manager for the mainframe operating systems in Canada. From May 1998 to December 2001 he was a mainframe Product Manager for IBM Americas where he led the launch of Linux on the mainframe. From January 2002 to May 2007 he was the Linux and Open Source leader for IBM Canada and then moved to System z sales in May 2007. He took on his final role at IBM as the Canadian z Systems technical sales leader in January 2015 and retired in January 2016. He is a graduate of the BC Institute of Technology, has co-authored over 20 IBM Redbooks, and is an active speaker on information technology across the US, Canada, and around the world. Jim splits his time between Toronto and Vittoria, Ontario.

**2:30 PM Coffee**

**02:40 z Systems Operating Systems Update**

**Jim Elliott *–* GlassHouse Systems Inc.**

T

his presentation will focus on the enhancements coming in z/OS 2.3 that were previewed in February 2017 and will be delivered in September 2017. I will also provide highlights of z/VM 6.4 which was delivered in November 2016 and enhancements in Linux on z Systems (with a focus on Blockchain).

**Jim Elliott** is a z Systems consultant for GlassHouse Systems Inc. supporting their mainframe customers across Canada and the USA. He has spent most of his career at IBM in technical roles and from 1992 had been the Product Manager for the mainframe operating systems in Canada. From May 1998 to December 2001 he was a mainframe Product Manager for IBM Americas where he led the launch of Linux on the mainframe. From January 2002 to May 2007 he was the Linux and Open Source leader for IBM Canada and then moved to System z sales in May 2007. He took on his final role at IBM as the Canadian z Systems technical sales leader in January 2015 and retired in January 2016. He is a graduate of the BC Institute of Technology, has co-authored over 20 IBM Redbooks, and is an active speaker on information technology across the US, Canada, and around the world. Jim splits his time between Toronto and Vittoria, Ontario.

**3:40 PM Coffee**

**3:50 PM Deliver a Memorable Technical Presentation**

**Milan Babiak – IBM Canada**

A

s part of my job as a consultant I try to know a little bit about many things and a lot about a few things. This presentation represents an accumulation of the former. It will identify some of what I believe are the most significant recent technology changes in the IT industry and elicit audience comments and discussion on them. Past presentations have included discussions around such diverse topics as: Privacy Legislation, CPU Architectures, Internet Futures, and many others. This session will be highly interactive, so bring your own ideas, comments, and gripes.

***Milan Babiak*** is an Analytics and z Systems Evangelist at IBM, where he creates and presents solutions and product demonstrations in Technical Sales. His specialty is Analytics on IBM Mainframe - z Systems. He earned his Master of Computer Science degree from Slovak Technical University Bratislava, Slovakia. Milan is a regular presenter and motivational speaker at conferences, IBM educational seminars, customer workshops, and Toastmasters meetings in Canada, US and Europe. His passion is explaining complex technical topics in a simple, understandable language to wide audiences. He is also an active member and club executive at IBM Parlez Blue Toastmasters in Ottawa, Ontario, Canada.

**4:50 PM Adjourn & Members Reception**

**End Day 2 & End of Conference**

***Important CMG News and Dates***

**CMG Canada News**

Special thanks to our April 2016 Conference sponsor, **IntelliMagic**. We are very grateful for their support of the CMG cause and purpose, and their contributions both financially, and intellectually.

This conference is the last of our meetings for the 2016/17 year. We thank you for your patronage and look forward to welcoming you back to our new year (2017/18) which officially begins September 1st 2017. **Our tentative seminar/conference dates for the new year (2017/18)** are as follows:

* Tuesday October 24th 2017
* Tuesday February 27th 2018
* Tuesday April 24th & Wednesday April 25th 2018

**CMG Canada membership** is among the most affordable in the IT industry at CDN$100 per individual for the entire year. Additional details and the membership form can be obtained from the membership link on the website. Student discounts are available see membership page at our website [**http://cmgcanada.altervista.org/index.html**](http://cmgcanada.altervista.org/index.html)

Please check the website [**http://cmgcanada.altervista.org/index.html**](http://cmgcanada.altervista.org/index.html) for ongoing news, changes, past agendas, presentations, and other CMG related matters. Also, the **CMG Canada Board** welcomes your questions and comments; they can be contacted as follows:

* Anthony Mungal – **President** [ [amungal@acm.org](mailto:amungal@acm.org) ]
* Gabe Gewurtz – **Treasurer** [ [ggewurtz@look.ca](mailto:ggewurtz@look.ca) ]
* Don Melton – **Membership** [ [meltond@acm.org](mailto:meltond@acm.org) ]
* Peter Livingston – **Co-Program Chairman** [[peter.livingston@bmo.com](mailto:peter.livingston@bmo.com) ]
* Jonathan Gladstone –**Co-** **Program Chairman** [[jonathan.gladstone@bmo.com](mailto:jonathan.gladstone@bmo.com) ]
* John Slobodnik –**Co-Program Chairman** [[john.slobodnik@cogeco.com](mailto:john.slobodnik@cogeco.com) ]
* Peter Livingston – **Web Master** [ [peter.livingston@bmo.com](mailto:peter.livingston@bmo.com) ]

We would be remiss to not include ***a few statements about the purpose and mission of CMG,*** so that it is easier to share this valuable affiliation with a colleague or friend. It is quite common for people to circulate into, and out of, the sphere of applicability of CMG, and we certainly want to encourage those of you who felt that you have drifted out to acquaint your successor with the purpose of CMG. Of course, those of you to whom CMG is still largely applicable, we continue to extend our warmest and sincerest welcome to you. It has been constantly remarked, over the decades, by many “CMG long timers” that the most valuable affiliation of CMG lies in the networking and peer level expertise provided through the membership!!

# What is CMG?

Globally, ***CMG is one of the most influential organizations in the data processing industry***. Further, it is highly recognized as the foremost voice in Performance, Capacity Planning, Systems management, and related disciplines. Its purpose as defined in the overall charter statement includes the provision of:

* *extensive introductory education for new professionals.*
* *information on emerging technology as well as methodologies for existing performance professionals.*
* *forums on the exchange of information, promotion of new ideas, and discussions of management information requirements.*
* *focus on practical applications and results oriented methodologies.*
* *encouragement for educational institutions to focus on the IT curriculum.*

# *Are you getting MeasureIT ?*

If you haven’t yet subscribed to **MeasureIT**, then you are definitely missing out on some great articles, both from the research and practical points of view, on some very timely and provoking topics. MeasureIT is the Computer Measurement Group’s (CMG) free monthly newsletter, published the third week of each month (no issues in August or December). It is written by, and for, computer professionals. Check it out at <http://www.cmg.org/measureit/>

***… and plan to submit a paper and attend “imPACt 2017” by CMG at the New Orleans Hotel in New Orleans, Louisiana.***

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| *CMG presents*  *www.cmg.org* | *Nov 6 – 9 , 2017 New Orleans, Louisiana* |  |  |