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## Rule WLM152: Server served multiple transaction service classes

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**Finding:** The server service class providing service to the transaction service class being analyzed by CPEXpert provided service to transaction service classes other than the transaction service class missing its performance goal.

**Impact:** This finding is provided for information purposes.

**Logic flow:** The following rules cause this rule to be invoked:

- Rule WLM104: Subsystem Service Class did not achieve average response goal
- Rule WLM105: Subsystem Service Class did not achieve percentile response goal
- Rule WLM151: Server service class delays

**Discussion:** When CPEXpert produces Rule WLM104 or Rule WLM105 to indicate that a subsystem service class did not achieve its performance goal, the logic of these rules tries to identify the cause of the delay. The cause of the delay initially is analyzed from the "served" service class view. Please refer to Rule WLM120 to Rule WLM132 for a discussion of the delays from the served service class.

After analyzing the **served** service class delays, CPEXpert identifies the **server** service class. The server service class normally will be one or more CICS regions or IMS regions.

If the server service class provides service to more than one transaction service class, CPEXpert reports information about **all** transaction service classes served by the server. This information is provided for the RMF measurement intervals in which the transaction service class identified by Rule WLM151 missed its performance goal.

The following example illustrates the output from Rule WLM152:

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**RULE WLM152: SERVER SERVED MULTIPLE TRANSACTION SERVICE CLASSES**

Service Class CICSGRN served multiple transaction service classes during the intervals when CICUSRTX missed its performance goal. Consequently, CPEXpert must analyze the delays for each transaction service class separately, and must apportion the resources used by CICSGRN based on the number of times CICSGRN served each transaction service class. The below information shows how often CICSGRN provided service to each transaction service class during intervals in which CICUSRTX missed its performance goal.

MEASUREMENT INTERVAL	TRANSACTION SERVICE CLS	MISSED GOAL ?	PERCENT SERVICE
13:07-13:12,21JUN1994	CICUSRTX	YES	99.5
13:07-13:12,21JUN1994	CICSYSTX	NO	0.5
13:17-13:22,21JUN1994	CICUSRTX	YES	99.7
13:17-13:22,21JUN1994	CICSYSTX	NO	0.3

**Suggestion:** CPEXpert suggests that you review the information provided with Rule WLM152, to determine whether the distribution of service to the different transaction classes meets your installation objectives.