
Rule WLM153: Server served multiple transaction service classes

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 by Rule WLM152 for the RMF measurement intervals in which the transaction service class identified by Rule WLM151 missed its performance goal.

More than one transaction service class served by the same server could have missed its performance goal. Unnecessary and redundant output would be produced if CPExpert repeated Rule WLM152 for the same server, simply because another transaction service class missed its performance goal. Consequently, CPExpert produces Rule WLM153 to simply refer back to the earlier-produced Rule WLM152 if you wish to see which transaction service classes missed their performance goal.

The following example illustrates the output from Rule WLM153:

RULE WLM153: SERVER SERVED MULTIPLE TRANSACTION SERVICE CLASSES

CICSRGN: Service class served multiple transaction service classes during the intervals when CICSCONV missed its performance goal. Consequently, CPExpert must analyze the delays for each transaction service class separately, and must apportion the resources used by CICSRGN based on the number of times CICSRGN served each transaction service class. Please refer to the previous listing associated with Rule WLM152, which shows how often CICSRGN provided service to each transaction service class during intervals in which CICSCONV missed its performance goal.

Suggestion: CPExpert suggests that you review the information provided with Rule WLM152 produced earlier in the report, to determine whether the distribution of service to the different transaction classes meets your installation objectives.