
Rule WLM351: I/O activity may have caused significant delays

Finding: CPEXpert believes that I/O activity by the service class may be a significant cause of the service class missing its performance goal. This finding is produced when (1) the DASD Component of CPEXpert is licensed and (2) the CPEXpert modification to MXG or MICS has been installed to associate device information to service classes.

This finding applies only to MVS versions prior to OS/390 Release 3, and to MVS versions with OS/390 Release 3 if I/O Priority Management has **not** been specified.

Impact: This finding can have a LOW IMPACT, MEDIUM IMPACT, or HIGH IMPACT, depending upon the amount of I/O activity and the delay to the service class caused by the I/O activity.

Logic flow: The following rule causes this rule to be invoked:

Rule WLM300: Service Class was delayed for UNKNOWN delay

Rule WLM301: Server Service Class was delayed for UNKNOWN delay

Discussion: Rule WLM351 is similar to Rule WLM350, except that more precise information is presented. Rule WLM351 is invoked if the DASD Component of CPEXpert is licensed and the CPEXpert modification to MXG or MICS has been installed to associate device information to service classes.

The CPEXpert modification to MXG or MICS records the system, job, job step, service class, and summary information about each job step's use of DASD devices by device number. The information is recorded only at the device level (rather than at the DD name level) and only required information is retained. Consequently, the records are small and use only a small amount of DASD space.

The WLM Component of CPEXpert can use the information described above to identify the **specific** devices referenced by any service class which misses its performance goal. The I/O characteristics of these devices are used by CPEXpert to assess the likely impact of I/O delays on the response time of the service class.

Suggestion: Please refer to Rule WLM350 for a discussion of I/O delays and alternatives to reduce the delays.