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## Rule WLM011: The service definition does not describe all workload

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**Finding:** CPExpert noticed that not all work was classified using the workload classification scheme.

**Impact:** This finding should be viewed as generally having a LOW IMPACT or MEDIUM IMPACT on the performance of the workload involved.

**Logic flow:** This a basic finding. There are no predecessor rules.

**Discussion:** Installations establish workload classification rules to assign work to workload groups. A workload group is simply a "named" collection of similar work which has been categorized based upon classification rules<sup>1</sup>.

In earlier versions of MVS, installations classified work using the IEAICSxx member of SYS1.PARMLIB. After applying classification rules in IEAICSxx, the resulting work would be assigned to performance groups.

With the Workload Manager, the same process conceptually applies. However, instead of assigning work to performance groups, the work is simply assigned to a "workload name" after applying classification rules and the workload name (or workload group name) is assigned to a service class.

A service class can represent any collection of workload that can be classified using the workload classification schemes available with the Workload Manager.

The Workload Manager provides default service classes for certain types of work:

- All system address spaces designated "high dispatching priority" address spaces are assigned to the **SYSTEM** Service Class. The high priority address spaces include MASTER, CRS, DUMPSRV, SMF, CATALOG, RASP, XCFAS, SMXC, CONSOLE, IOSAS, and others.

Users **can** assign most<sup>2</sup> of these "high dispatching priority" address spaces to a different service class and provide the Workload Manager

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<sup>1</sup>See IBM's *Planning: Workload Management* document cited in the Reference Section of this Rule Description for a complete discussion of the workload classification rules.

<sup>2</sup>The MASTER and INIT address spaces cannot be assigned to a service class other than the SYSTEM Service Class.

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with performance goals for the address spaces. Assignment of these address spaces to a different service class would apply only in very unique situations.

- All started tasks not explicitly assigned to a service class by the workload classification scheme will be assigned to the **SYSSTC** Service Class.
- All other work not explicitly assigned to a service class by the workload classification scheme will be assigned to the **SYSOTHER** Service Class.

The SYSOTHER Service Class is assigned a discretionary performance goal by the Workload Manager. Consequently, any work that is assigned to the default SYSOTHER Service Class is processed on a discretionary basis by the Workload Manager.

CPEXpert produces Rule WLM011 when the SYSOTHER Service Class appears in the SMF Type 72 (Subtype 3) records. Records for the SYSOTHER Service Class are produced only when workload executes in the SYSOTHER Service Class, indicating that some work was not classified by the workload classification scheme. CPEXpert identifies the basic resources used by the SYSOTHER Service Class for each measurement interval in which the SYSOTHER records were available.

The following example illustrates the output from Rule WLM011:

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RULE WLM011: THE SERVICE DEFINITION DOES NOT DESCRIBE ALL WORKLOAD.
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CPEXpert detected that some workload executed in the SYSOTHER service class. The SYSOTHER service class is the default service class. It is usually a good policy to explicitly define all workload, so you can be sure that you have properly assigned both performance goals and goal importance to the workload. CPEXpert will produce a report at the end of this run to identify the work units assigned to the SYSOTHER service class.
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WARNING: If the work defaulting to SYSOTHER is DDF enclaves, there will be no entries in the Type 30 records. If CPEXpert does not produce a report showing the work units assigned to SYSOTHER, you should check for DDF work that was not classified.
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**Suggestion:** It is a good management practice to explicitly assign all work to a service class, thereby ensuring positive management control over all work. Even if the work would naturally fall into a service class with a discretionary performance goal, the workload classification scheme should be designed such that all work is explicitly identified. Only by explicitly identifying all work can management be sure that some important work is not "falling through the cracks" and being assigned a discretionary performance goal.

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CPEXpert will produce a report from the SMF Type 30 (Subtype 4) records to identify salient characteristics of the work units defaulting into the SYSOTHER Service Class. The report identifies the Subsystem Instance, the Job Name, Job Class, Program Name, Reader Start Time, and User Identification. This information should be sufficient to allow you to identify the work which is assigned by default to the SYSOTHER Service Class. You should modify your workload classification scheme to assign the work to an appropriate service class.

**Reference:** MVS Planning: Workload Management

MVS/ESA(SP 5):	Chapter 10: Defining Classification Rules
OS/390 (V1R1):	Chapter 10: Defining Classification Rules
OS/390 (V1R2):	Chapter 10: Defining Classification Rules
OS/390 (V1R3):	Chapter 9: Defining Classification Rules
OS/390 (V2R4):	Chapter 9: Defining Classification Rules
OS/390 (V2R5):	Chapter 9: Defining Classification Rules
OS/390 (V2R6):	Chapter 9: Defining Classification Rules
OS/390 (V2R7):	Chapter 9: Defining Classification Rules
OS/390 (V2R8):	Chapter 9: Defining Classification Rules
OS/390 (V2R9):	Chapter 9: Defining Classification Rules
OS/390 (V2R10):	Chapter 9: Defining Classification Rules
z/OS (V1R1):	Chapter 9: Defining Classification Rules
z/OS (V1R2):	Chapter 9: Defining Classification Rules
z/OS (V1R3):	Chapter 9: Defining Classification Rules
z/OS (V1R4):	Chapter 9: Defining Classification Rules