PACIFIC LIFE

Making Waves at Pacific Life

- a SmartIS success story

~1955~
Leading Technology

| 1868 | 1885 | 1906 | 1936 | 1955 | 1968 | 1972 | 1992 | 1994 | 1997 |
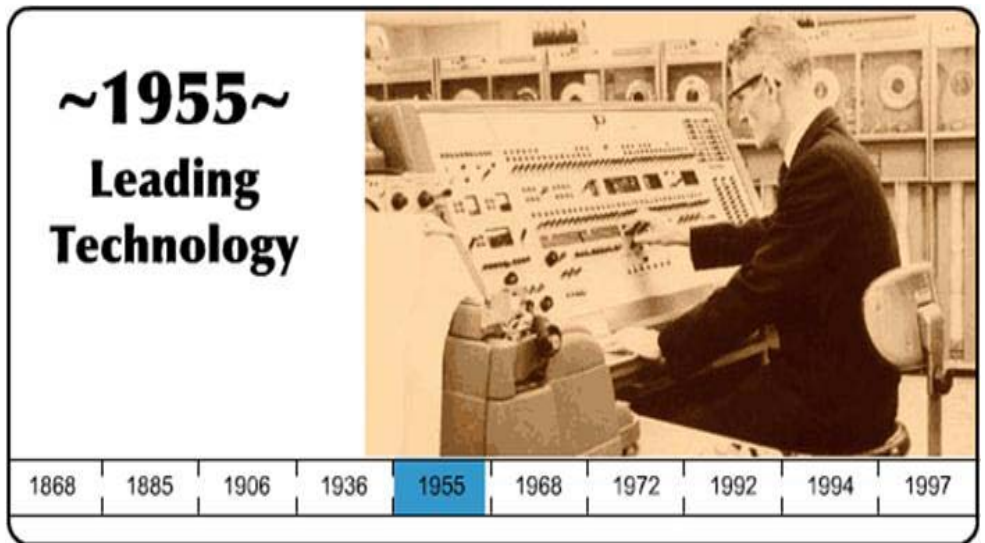
On May 9, 1868, Pacific Mutual Life's first policy was ceremoniously issued to Leland Stanford, the company's first president (1868 - 1876).

Realizing that advanced electronics technology (i.e. computers) would become powerful tools that could be used to address increasingly complex servicing requirements, Pacific Mutual Life in 1955 became the first private enterprise west of the Mississippi to install and fully utilize what was a "large scale electronic data processing system -Univac I". We currently use an IBM z/OS mainframe at our corporate data center located in Newport Beach, California.

Pacific Life provides life insurance products, individual annuities and mutual funds, offering a variety of investment products and services to individuals, businesses and pension plans[1]. Pacific Life counts more than half of the 100 largest U.S. companies as clients[2].

For additional information about Pacific Life, including its current financial strength ratings from A.M. Best, Fitch Ratings, Standard & Poor's and Moody's, please visit the company web site at www.PacificLife.com.
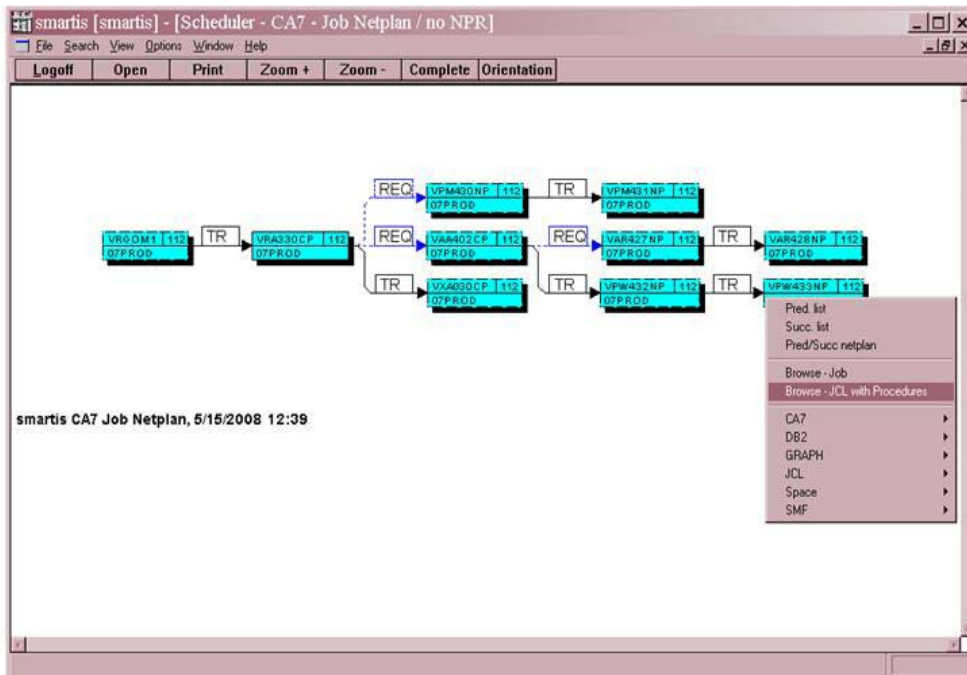
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[1]   Product features and availability vary by state.
[2]   Data compiled by Pacific Life using the FORTUNE 500® list as of April 2008

Like most large companies, our nightly batch window is tight and we are constantly tuning our batch schedule. To assist in this effort, we manually charted critical path job execution information to aid in spotting trends. These were time-consuming tasks and the charts were quickly out of date, so we decided to search for a tool to support this requirement.

Sara Bornes – our Production Support manager – and Brandy De Shazo – a Business Analyst – both searched for likely candidate products. Sara found something called SmartIS and Brandy found a product called XINFO. When we started comparing their features, we discovered they were the same product! SmartIS is the North American name, while XINFO is used in Europe and elsewhere. This tool seemed to meet our primary requirements, plus offered many additional features.

We contacted SEGUS, installed a demo system and were delighted with the Netflow diagrams which were easily created from our mainframe scheduling system information (CA-7). It is easy to flip between the graphic charts and the corresponding data table, which can also be downloaded to Excel.

Instead of taking hours to graph everything by hand, the CA-7 flowcharts are automatically created within seconds.

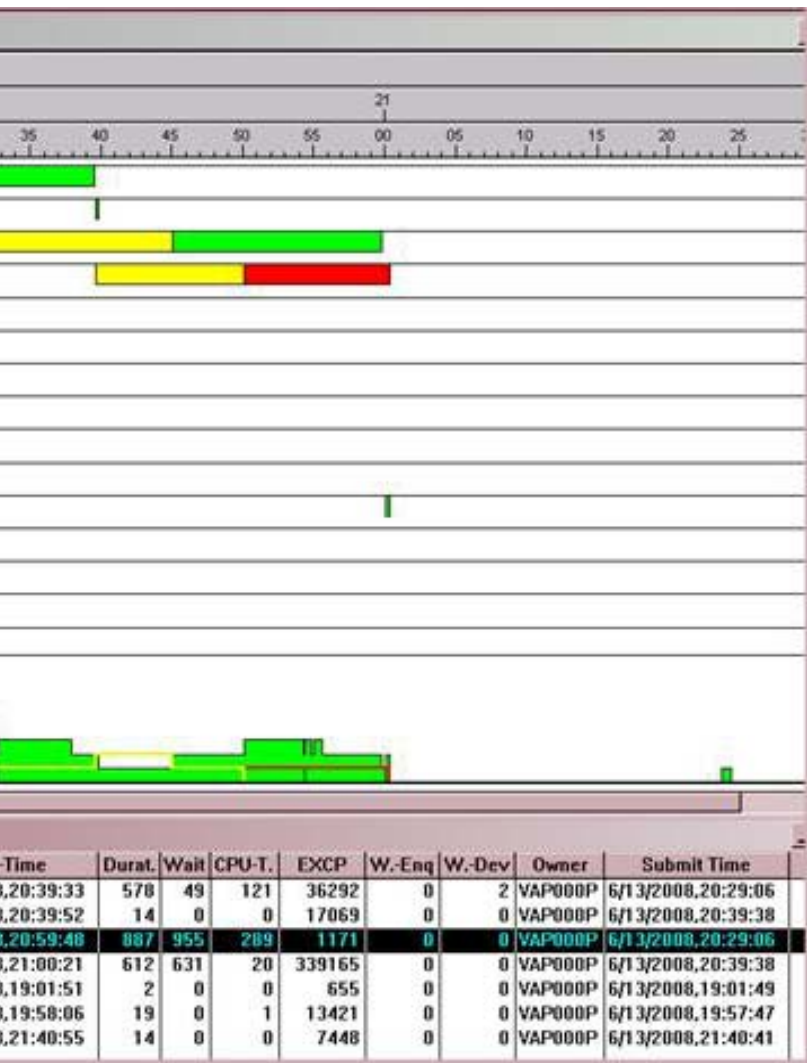*Screen showing a simple CA-7 Job Netplan*

This helps point out any conflicts or other correctable issues, which can be used to optimize performance.
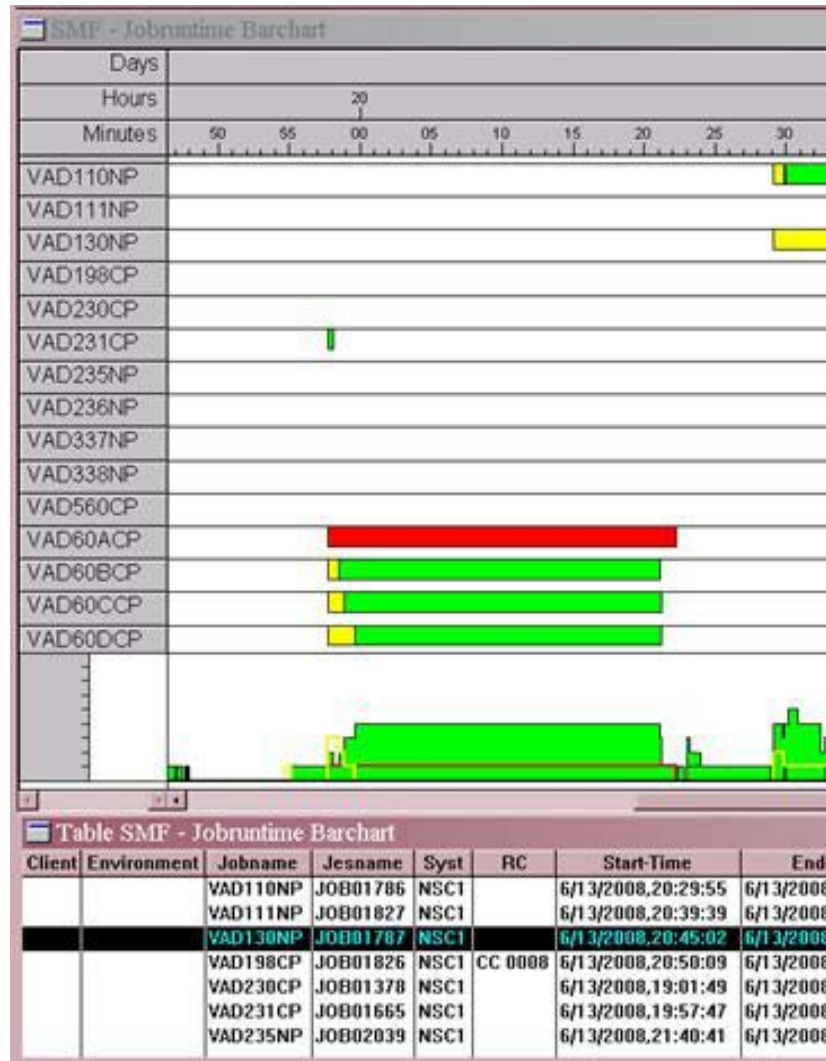
Screen showing an SMF Bar Chart and List

In addition to providing a visual view of the schedule, clicking on a job icon within the charts displays further options, including viewing the JCL with expanded procs.   This is very useful and saves the time it would take to open/view each procedure under TSO.

SmartIS uses SMF data to graph job performance. The run time is broken out by CPU and WAIT times. The WAIT times are further divided into waits for ENQ, device and initiator.   This helps point out any conflicts or other correctable issues which can be used to optimize performance.

-Time	Durat.	Wait	CPU-T.	EXCP	W.-Enq	W.-Dev	Owner	Submit Time
,20:39:33	578	49	121	36292	0	2	VAP000P	6/13/2008,20:29:06
,20:39:52	14	0	0	17069	0	0	VAP000P	6/13/2008,20:39:38
,20:59:48	887	955	289	1171	0	0	VAP000P	6/13/2008,20:29:06
,21:00:21	612	631	20	339165	0	0	VAP000P	6/13/2008,20:39:38
,19:01:51	2	0	0	655	0	0	VAP000P	6/13/2008,19:01:49
,19:58:06	19	0	1	13421	0	0	VAP000P	6/13/2008,19:57:47
,21:40:55	14	0	0	7448	0	0	VAP000P	6/13/2008,21:40:41

If you click on a job in the Jobruntime Barchart, you can see a further breakdown of statistics by job steps, among other options.

Another useful feature of SmartIS, is that it allows a leading wildcard character. Since our job naming standards use the final character to denote the system (Production, Integration Test, Unit Test), this is an easy way to select jobs from the correct system.

Meanwhile Sara was working on a project to release physical tapes, since we are now using virtual tape technology. Progress was slow because she was using TSO ISPF to list the files on a tape volume, then uncataloging each dataset one by one.

With SmartIS, we created a report of all the cataloged files on all the tape volumes she needed to check by modifying the SQL WHERE clause to include IN (volser1, volser2, ...volsern) and specifying EQ CAT. This ignored the files which were already uncataloged and provided a single list of only the datasets needing her attention. With a click of the mouse, the information was easily sorted by volume serial number. Some of the tapes had 200 or more files stacked on them. If Sara missed one, the tape would not release to scratch status and she would have had to look at each tape again. With this list, she was able to accomplish in a few hours what had taken her weeks without SmartIS.

We found that even those unfamiliar with SQL could easily modify queries using the SmartIS panels. Customized queries can then be named and saved for re-use when needed.

Recently SEGUS provided in-house training courses customized for our two primary user groups: operations/production support and programmers/analysts. Shortly afterwards, Chuck Bell (Corporate Operations) had a need to find out which jobs used a particular dataset. Since he attended the SmartIS class, he thought he would try that first. He got accurate results in seconds and is now thinking of other ways he can use SmartIS information to help him do his job and save time.

A new development project is using SmartIS to identify where specific DB2 columns are used and to map existing data to new files for conversion purposes. As we become more skilled with this product, we are confident that SmartIS will be an important tool for our department's success.

Pictured, (from left to right), in the atrium of the Pacific Life building:

Al Hood is the Senior Systems Database Engineer and has been with Pacific Life for 14 years.

Brandy De Shazo is a Business Analyst consultant. She has enjoyed working with this talented group for the past 3 years. In her free time, she is a volunteer at the Lily Sanctuary Parrot Rescue.

Desmond Marsh, AVP of VA Admin Systems has been with Pacific Life Annuities and Mutual Funds Technology for 14 years. Originally from South Africa, Des and his family are loyal Springbokke fans - the reigning world champion rugby team!

Steve Roelke has been with Pacific Life for 11 years and is currently the Data Center Operations Consultant.

Sara Bornes (not pictured) has been with Pacific Life for 13 years and is Manager of Production Support.

Chuck Bell (not pictured) works in the Corporate IT group as a second shift Operator.

"The support and individual attention we received from SEGUS was outstanding."

(Brandy De Shazo)

Right on Course:

Celebrating 140 years in business and $111 Billion in assets under management.

PACIFIC LIFE

Quick Facts*

(Dollars in Millions)

Company Assets .... $ 111,024

Policyholder & Other liabilities .... $ 104,620

Equity ....$ 6,263

Revenues ....$ 5,049

Operating Income...........................$ 654

Deposits.......................................$ 15,946

# of employees (2007)..............................2,800

* As of 12/31/2007

Please note: This paper should not be construed as a recommendation for any particular Job Scheduling System or Scheduler Vendor.

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DB2® is a registered trademark of IBM.

SEGUS Inc is the sole North American distributor for HORIZONT GmbH products. To learn more about SmartIS go to www.segus.com or call (800) 327-9650