



## B & M helps global IT corporation to improve the quality of service of its CICS system

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B & M was commissioned to work within the CICS team of a major IT organisation to process a number of Authorized Program Analysis Reports (APARs) on the company's CICS system and to escalate any issues that it was not able to resolve within a specified timeframe.

### Project Objectives

- To reduce a backlog of unresolved APARs
- To improve the stability of the CICS platform, thus improving quality of service and customer satisfaction from users around the organisation
- To move from a model of reactive problem-solving to proactive maintenance of the CICS platform.

### Project Tasks

- To analyse problems and bugs within CICS and, when appropriate, to instigate an APAR
- To implement custom diagnostic software to gather more information about software issues
- To deliver a detailed diagnosis of the problem, including identifying root cause, using problem modelling
- To design and code the most appropriate solution in the appropriate programming language
- To test the fix and release the software for distribution
- To document thoroughly all aspects of the process from diagnosis to final testing
- To review fixes performed by other members of the team for quality assurance purposes.

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### **B & M Europe**

B & M has specialised in delivering skilled ICT specialists to meet the needs of leading organisations throughout Europe since 1992. We focus exclusively on providing consultancy, technical services and support for z/OS, UNIX and Linux enterprise systems, including third-party systems software, open systems and networking connectivity. We add real value for HR and IT professionals by taking the time to understand their needs and applying best practice methods to deliver results.

### **Duration**

The project took three months to complete.

### **Results**

- Identified and corrected software errors using the APAR process
- Proposed sample programs for gathering diagnostic information which can be used as a basis for producing case-specific diagnostics in order to help speed up fault diagnosis in the future
- To develop fault modelling programs to improve fault diagnosis and resolution
- To develop sample programs for distribution to customers to enable them to make better use of CICS and to speed up the implementation of new product features such as web services.

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