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Business Drivers and JAMS

This White Paper addresses key concerns driving IT management and how they translate into needs that can be addressed through job scheduling and process automation. This paper also highlights what users should look for as the market moves from traditional batch job scheduling to cross-platform and event-driven capabilities.

This White Paper also looks at the role of *JAMS* in addressing the automation requirements of Data Center Managers. *JAMS* helps IT organizations optimize the performance of batch processes across the enterprise. Key capabilities include cross-platform scheduling, event-driven workloads, MS Workflow Foundation integration, and PowerShell and SharePoint support for Developers. JAMS is designed to help you meet business and IT objectives.

Key Concerns Driving IT Management

Contain costs and achieve efficiencies. Controlling IT costs continues to be a key requirement for IT organizations. IT budgets have been under pressure for a number of years and operational costs are significantly related to the number of IT staff required to perform specific functions. Automation is key to containing or reducing operational costs.

Align IT with the Business. In the new world order, IT is viewed as a service provider to the business, providing and managing services that deliver and support key business processes and applications. IT Management is now responsible for meeting SLA's for the various business units IT supports. Failure to do so results in poor customer service ratings and slower "time to market" for business applications.

Meet Service Level Agreements (SLA's) and Key Performance Indicators (KPI's). Service objectives for key processes must be achieved. Transaction processing and completion times must be compared with service objectives, with provisions for adjusting priorities and resource allocations in order to meet business requirements.

Improve the utilization of the existing infrastructure. IT is under pressure to improve the efficiency and ROI of the IT hardware and software assets deployed in the datacenter and throughout the organization. A critical responsibility is improving process utilization for such functions as ERP applications, databases, and transaction processing.

Create workflow automation. While automation continues to be a key strategy for improving IT efficiency, it is increasingly viewed as a means to ensure that required workflows and processes are executed correctly, according to standards set by the IT organization. Indeed, ensuring that standardized processes are executed correctly is a primary condition for satisfying a number of regulatory compliance requirements.

Fundamentally, job scheduling software is used to manage the flow of work on systems. This includes batch job schedulers and workload balancing software working at the system and application levels. Traditional job scheduling is based on managing the execution sequence of a set of batch jobs. Job execution sequences can be based on a number of factors, including

time-of-day and calendar-driven requirements, resource availability, external priorities, and completion of other jobs and other types of "triggers."

Many business processes are based on the completion of complex job sequences that are controlled by job scheduling software. Enterprise job scheduling brings automation and centralized control to the execution of the steps needed to execute business workloads and processes. Enterprise job scheduling helps to support key IT and business priorities, including efficient operations, cost savings, delivery of required service levels, application integration, and communication of status to IT operations staff and users.

How JAMS Helps

JAMS represents the next generation of workload management solutions. It represents an evolution from classic job and task scheduling to consolidated job management of pooled resources and to dynamic, automated, policy-driven workload management supporting business service objectives.

Listed below are key Business and IT issues that *JAMS* addresses.

System-Level and Application-Level Scheduling. System-level job scheduling invokes applications and does not include much detail of applications. Many enterprise applications, such as ERP solutions from SAP and Oracle, include their own simple batch processing engine as part of the ERP solution. However, these built-in solutions cannot support a variety of applications that may demand a batch processing engine. Since *JAMS* is delivered with exposed API's and built-in PowerShell and SharePoint support, *JAMS* snaps into all customer and packaged applications, thus allowing you to tie the processes together seamlessly from one application to another.

Multi-Platform Support. Job scheduling was initially designed to process workloads running in mainframe environments. Classic examples include the use of job schedulers to schedule the execution of batches of financial transactions such as those accumulated during the day to be processed during an overnight or third shift "batch window." Today, most organizations require some form of automation on every platform in the company. *JAMS* addresses this issue by delivering native support for a wide range of platforms, such as Windows, UNIX, Linux, and OpenVMS.

JAMS Scheduler works across all of these platforms simultaneously, so that jobs can be coordinated across the enterprise. Using *JAMS*, a single group of IT staff can manage the schedules across multiple platforms without requiring specialized platform or application expertise.

Development Solutions. Most job schedulers are designed with Operations personnel in mind. With both PowerShell and SharePoint support, *JAMS* serves the development community as well. Developers are able to snap *JAMS* into their own custom applications, resulting in a faster "time to market" for custom applications.

Event-Driven Job Scheduling. Most job schedulers are driven by time-of-day and calendar processing requirements. The large growth in online and distributed applications has raised the need for event-driven scheduling, which can initiate a job in response to an external event, such as the arrival of a financial transaction from an end user, over the Web. *JAMS* excels with event-driven job scheduling and extends automation to real-time and online applications.

Workloads. A workload may be defined as a related set of jobs or tasks that need to be executed. Traditionally, workloads have been managed from an IT operational perspective in terms of resource requirements and required service deadlines, such as calendar-based date and time or specific IT-related events, as reflected in traditional job scheduling software. *JAMS*

provides a clear snapshot of workloads and the dependencies that exist with workloads. *JAMS* provides resource-based scheduling capabilities so that jobs and tasks will not run if the required resources to run that particular job or task are not available.

Workflows. A workflow is a larger, procedural view of work that includes a sequence of steps that must be performed to accomplish a business or IT process. Workflows include the idea that each step involves rules or policies, tasks, and data that must be processed and passed on to the next step. *JAMS* provides comprehensive MS Workflow Foundation support. As a result, *JAMS* relates batch processes to the applications being supported. When a process or job does not run successfully, *JAMS* highlights the impact on the application and/or business unit that is being supported by that process.

For More Information: To find out more about how *JAMS* can help you consolidate, automate, and simplify your batch scheduling processes, contact us at:

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