



## **BMC Control-M Workload Change Manager Automation delivers major savings in time and effort**

BMC adds automated change and request management to workload batch processing with its Control-M Workload Change Manager. The intent is to resolve the inefficiencies and delays, primarily caused by errors in the change request paper work that is part of the manual process that most business have in place today. They found that 66% of job flow changes are directly related to application changes. To deal effectively with the challenges driven by the today's Social, Mobile, Analytics, and Cloud (SMAC) megatrends, IT must be able to develop and run operations more efficiently.



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BMC believes that applications can be delivered and run faster by automating and simplifying the process to modify application workflows. Customers have found that the workflow change process can be accelerated by up to 80% with a much better overall quality of service through disciplined, automated management. Let's see how BMC identifies and then resolves the problem.

### **SMAC disrupts Enterprise Business and IT Operations**

The SMAC megatrends are blowing through the world of enterprise, driving changes to business models, services and delivery. At the same time, they are raising customer expectations of fast responses and high quality of experience to new levels.

The resulting pressures for more apps delivered in less time with shrinking life cycles have disrupted the datacenter and brought radical changes to IT operations. The situation is further complicated by economic disruption that lowered budgets, delayed infrastructure refreshes and reduced staff, even as many experienced employees left the work force. All while business and IT, faced with increasing competition from multiple directions, demand more, better, faster services and improved performance.

The response of both business and IT has been to turn to the automation of processes and operations. BMC, followed quickly by multiple others, was a leader in the introduction of automation to the world of mainframe and server management. From data base reorganization to performance and change management to mobile management apps, BMC has delivered [products](http://www.bmc.com/change)<sup>1</sup> to ease the life of IT development, operations and management staff. They have now applied their acquired expertise to resolving the problem of workload change management.

### **The Problems in Workload Change Management**

The management of batch workloads has been a notable exception to this wave of automation. Manual request and change processes are the norm. Today, the embedded complexity, a hallmark

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<sup>1</sup> [www.bmc.com/change](http://www.bmc.com/change)



of the manual workload change management process remains as the frustrating, time-consuming, cumbersome task that it has been since the earliest days of computer processing. A typical shop may have hundreds of forms, a multitude of archaic procedures whereby a single formatting or miss-keyed entry means that the whole process must be repeated and started from scratch.

Complex standards or a lack of standards for processes, forms, naming conventions, error reporting and messages makes finding the simplest error an endurance marathon that can entail hours of frustrating effort. When the problem is identified, all too often information on the error is not passed along with the service request ticket. Standards and naming conventions are frequently unique to each system/application/job. Worse still the forms, processes, etc. can change with every job run and must be filled separately for each run. The large number of jobs along with the fact that they are typically run with significant gaps in time between runs means that there is little chance to learn and memorize the proper forms, formats and paperwork.

### **BMC Control-M Workload Change Manager**

BMC automates and simplifies the creation of application workflows by bringing discipline, standards and structure to the process of creating and modifying workflows. It uses a simplified, structured UI that helps both application developers to IT schedulers. The manual process of request definition is replaced with an application UI formatted to collect the right information and options needed to create or modify a job or workflow request. Data entry is automatically monitored to assure data structures and formats are correct. If they are not, it will not continue and prompts for the correct entry. The information entered is preserved and accessible to the IT scheduler to review, schedule and monitor services.

With existing manual processes, it was all too easy to overlook sharing of important, informative data. Even if notes or commentaries were included, it was not uncommon for it to be lost as the paperwork moved around. Now, appropriate notes and comments can be included as part of the digitized record that is part of a request. The communication of important information about the request, change or problems experienced between developers and schedulers improves cooperation and makes task completion easier. It also establishes a record and history of changes made.

### **The Final Word**

*As we mentioned, BMC was among the very first to start automating mainframe infrastructure management operations. They have consistently identified painful and annoying problems and processes that have long frustrated operations managers and administrators. Before others were interested, they were doing the difficult, detail-oriented work to automate and speed error-prone, manual management processes. This latest solution brings order and structure to existing manual operations. The UI presents standardized processes and enforces the naming conventions to eliminate inconsistent error prone manual activities.*

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*Existing conventions, standards, processes and procedures must be identified, standardized and entered into the system. BUT, once this is done, they are applied and used consistently without being subject to the inevitable and repeated (mis)interpretation that pervades infrequently invoked manual procedures.*

*The results experienced by customers in the early tests are impressive. Their enthusiasm is strong. We believe that BMC has another winner on their hands. We think that both mainframe and distributed users will agree. BMC Control-M Workload Change Manager joins BMC Cost Analyzer for zEnterprise, BMC Atrium Discovery and Dependency Mapping and its other products in making life easier for IT and business staff. We think you will agree if you take the time to examine these for yourself.*

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Our clients include both industry leaders and dynamic newcomers. We help IT organizations understand and prioritize their needs within the context of present and near-future IT trends, enabling them to use IT technology effectively in solving business problems. We help technology vendors refine their strategies, and provide them with both market insight and deliverables that communicate the business values of their products and services. We provide all clients with an understanding of how their competitors are playing in their market space, and deliver actionable recommendations.

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