



Information Management for z/OS
Integration Facility Guide
Version 7.1

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Tivoli Information Management for z/OS Integration Facility Guide

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Preface

This book describes the Integration Facility, which is the Tivoli® Information Management for z/OS (hereafter called Tivoli Information Management for z/OS) application that models a typical change and problem management system. This book is a user's guide and contains conceptual information about the Tivoli Information Management for z/OS Integration Facility. Subsequent references to the Tivoli Information Management for z/OS Integration Facility appear as the Integration Facility.

The Integration Facility does not presume that all businesses are alike. Different organizations require different functions and flexibility. However, every organization can manage the problems and changes it experiences. The Integration Facility provides you with problem and change management processes that you can tailor to fit your organization. The variety of activities can be grouped by task.

There may be references in this publication to versions of Tivoli Information Management for z/OS's predecessor products. For example:

- TME 10™ Information/Management Version 1.1
- Information/Management Version 6.3, Version 6.2, Version 6.1
- Tivoli Service Desk for OS/390® Version 1.2

Who Should Read This Document

Integration Facility customers can use this book to learn more about the tasks associated with problem and change management processes. The Integration Facility places the individuals who carry out these tasks into groups known as privilege classes. These groups or privilege classes are defined by the tasks they perform. This book describes these tasks and the privilege classes.

- If you are a system administrator, the Integration Facility assists you with building and maintaining privilege classes. It also lets you define your installation's identification method for help desk callers.
- If you are a help desk operator, the Integration Facility simplifies your process for entering problems and changes. It also enables you to evaluate quickly the status of the installation so that you can reply to customers who call and report problems with their systems.
- If you are in charge of monitoring problems, changes, or configurations, this book provides step-by-step instructions to review problem, change, and configuration records. It also provides you with a way of assigning system problems to individuals for resolution.
- If you are a support technician, use the Integration Facility to determine which problems or changes are assigned to you, to diagnose situations, and to log progress with other assignments.
- If you are an operations manager, use the Integration Facility to monitor your installation and analyze problem and change trends at your organization level.

Note to Systems Availability Management (SAM) Users

The Resource Management Facility (RMF™) Version 3 (5665-274) was withdrawn from marketing on 31 December 1992 and from service on 30 September 1994. RMF Version 4 (5685-029) was withdrawn from marketing on 30 September 1993 and from service on 30 September 1994. The *Tivoli Information Management for z/OS Integration Facility Guide* documents the use of SAM with the Integration Facility only as a convenience to those customers who continue to use SAM with the Integration Facility. Since the SAM functions from Versions 3 and 4 are removed from service, Tivoli will provide service only for the Tivoli Information Management for z/OS part of the SAM-to-Tivoli Information Management for z/OS interface.

Prerequisite and Related Documentation

The library for Tivoli Information Management for z/OS Version 7.1 consists of these publications. For a description of each, see “The Tivoli Information Management for z/OS Library” on page 203.

Tivoli Information Management for z/OS Application Program Interface Guide, SC31-8737-00

Tivoli Information Management for z/OS Client Installation and User's Guide, SC31-8738-00

Tivoli Information Management for z/OS Data Reporting User's Guide, SC31-8739-00

Tivoli Information Management for z/OS Desktop User's Guide, SC31-8740-00

Tivoli Information Management for z/OS Diagnosis Guide, GC31-8741-00

Tivoli Information Management for z/OS Guide to Integrating with Tivoli Applications, SC31-8744-00

Tivoli Information Management for z/OS Integration Facility Guide, SC31-8745-00

Tivoli Information Management for z/OS Licensed Program Specification, GC31-8746-00

Tivoli Information Management for z/OS Master Index, Glossary, and Bibliography, SC31-8747-00

Tivoli Information Management for z/OS Messages and Codes, GC31-8748-00

Tivoli Information Management for z/OS Operation and Maintenance Reference, SC31-8749-00

Tivoli Information Management for z/OS Panel Modification Facility Guide, SC31-8750-00

Tivoli Information Management for z/OS Planning and Installation Guide and Reference, GC31-8751-00

Tivoli Information Management for z/OS Problem, Change, and Configuration Management, SC31-8752-00

Tivoli Information Management for z/OS Program Administration Guide and Reference, SC31-8753-00

Tivoli Information Management for z/OS Reference Summary, SC31-8754-00

Tivoli Information Management for z/OS Terminal Simulator Guide and Reference, SC31-8755-00

Tivoli Information Management for z/OS User's Guide , SC31-8756-00

Tivoli Information Management for z/OS World Wide Web Interface Guide, SC31-8757-00

Note: Tivoli is in the process of changing product names. Products referenced in this manual may still be available under their old names (for example, TME 10 Enterprise Console instead of Tivoli Enterprise Console®).

What This Document Contains

This book contains the following chapters:

- “What Is the Tivoli Information Management for z/OS Integration Facility?” on page 1 introduces the Integration Facility and outlines tasks that members of a data processing organization perform to manage problems and changes in their installation.
- “Migrating from Tivoli Information Management for z/OS to the Integration Facility” on page 7 discusses migrating from Tivoli Information Management for z/OS to the Integration Facility.
- “Functions of the Integration Facility” on page 11 describes the Integration Facility functions of problem and change management. In addition, panel flows, privilege classes and the flexibility of the Integration Facility are discussed.
- “The Integration Facility Privilege Classes” on page 17 discusses privilege classes in detail, stressing the flexibility of the Integration Facility.
- Chapters 5 through 11 deal with the structure of your data processing organization. Scenarios for each privilege class illustrate how to solve problems and handle changes at your installation. The scenarios guide you quickly through the tasks within the privilege classes.
- “The Integration Facility Reports” on page 147 discusses the Report Format Facility of Tivoli Information Management for z/OS. It provides a list of Report Format Tables for creating standard reports for your organization.
- “Tracing Problems and Changes” on page 161 discusses tracing problems and changes, with diagrams of checkpoints for status.
- “Integration Facility Notification Messages” on page 165 describes the Integration Facility notification messages and their definitions.
- “Primary Options Menu Selections” on page 169 shows you the Primary Options Menus for each of the privilege classes.
- “The Integration Facility Naming Conventions” on page 175 discusses the Integration Facility naming conventions.
- “Terminal Simulator Panels and EXECs” on page 177 is a description of the terminal simulator panels (TSPs).

Note: This product is enabled for DBCS support. As a result, this book uses the following terms:

- DBCS (double-byte character set)

- SBCS (single-byte character set)
- Mixed data

The term *mixed data* refers to data strings that can contain only DBCS data, only SBCS data, or any combination of DBCS and SBCS data. SBCS data is the same as EBCDIC data. The term *mixed case data* refers to data strings that can contain uppercase, lowercase, or a combination of uppercase and lowercase SBCS data.

Typeface Conventions

This guide uses several typeface conventions for special terms and actions. These conventions have the following meaning:

Bold Entries that you must use literally, choices, or options that you select appear in **bold**. The names of titles or screen objects in graphical windows also appear in bold.

Italics Variables and values that you must provide appear in *italics*. New terms also appear in italics.

Monospace

Code examples, output, and messages are in monospace font.

The panels as presented in this book are not meant to be exact replicas of the way a panel might appear on the screen. The information on the panels is correct, but the spacing is not always exact.

Commands, such as END, CONTROL, RESUME, or DOWN, appear in all capital letters in text. Although not commands, the user responses YES and NO also appear in capital letters.

Fields designated with <R> are required fields. You must enter information in these fields on the current panel before you can continue to the next panel.

A plus (+) sign appearing to the *right* of the message indicates that more message information is available. If the plus sign appears to the *left* of the message, there are more messages for you to view. Type **;help** on the command line and then press Enter to view these messages.

The Use of Panel Style in This Document

With Tivoli Information Management for z/OS, you may see changes in the way Tivoli Information Management for z/OS panels are displayed. Two panel styles are available: the standard panel style and the enhanced panel style. The style of panel does not affect the data that must be entered from it.

Except where noted, this book uses the Tivoli Information Management for z/OS standard panel style when showing you how a panel looks.

For more information about the enhanced panel style, refer to the *Tivoli Information Management for z/OS Program Administration Guide and Reference*, the *Tivoli Information Management for z/OS Planning and Installation Guide and Reference*, and the *Tivoli Information Management for z/OS User's Guide*.

Contacting Customer Support

For support inside the United States, for this or any other Tivoli product, contact Tivoli Customer Support in one of the following ways:

- Send e-mail to **support@tivoli.com**
- Call 1-800-TIVOLI8
- Navigate our Web site at **<http://www.support.tivoli.com>**

For support outside the United States, refer to your Customer Support Handbook for phone numbers in your country. The Customer Support Handbook is available online at **<http://www.support.tivoli.com>**.

When you contact Tivoli Customer Support, be prepared to provide identification information for your company so that support personnel can assist you more readily.

| The latest downloads and fixes can be obtained at **<http://www.tivoli.com/infoman>**.

1

What Is the Tivoli Information Management for z/OS Integration Facility?

Tivoli Information Management for z/OS enables you to control your data processing organization. You can record information on problems and changes as they occur, using formats and content tailored to your organization's needs.

The Integration Facility offers you an alternative to the method of implementing change and problem management as described in the *Tivoli Information Management for z/OS Problem, Change, and Configuration Management* manual. The Integration Facility provides a more structured process for documenting, reviewing, monitoring, and reporting problems and changes with any hardware, software, procedure, or publication in your organization.

Problems and changes are interrelated because changes that you make to your installation can cause problems that have to be managed. Conversely, problems that occur at your organization can lead to changes that have to be made.

If you are considering using the Integration Facility with an existing Tivoli Information Management for z/OS database, you should thoroughly evaluate the Integration Facility panels and associated TSPs to determine if they are compatible with your existing database. Refer to “Migrating from Tivoli Information Management for z/OS to the Integration Facility” on page 7 for more information. If your current database and the Integration Facility are incompatible, you have several alternatives:

- Modify the Integration Facility panels and TSPs to make them compatible.
- Start with a new database.
- Do not use the Integration Facility panels (although you may want to use them as examples).
- Use the Integration Facility panels, but recognize that using old record data, report formatting, TSPs and SRCs (stored response chains) may give unpredictable results.

The Integration Facility provides two process definitions:

Problem

A problem can be classified as either a problem or an incident. A problem requires additional assessment and diagnosis, while an incident can be explained or resolved with a single phone call to the help desk.

Change

A change can be any modification that you make within your installation: for example, equipment or software additions or removals.

The Integration Facility also provides privilege class authorization as a way for your organization to assign problem and change tasks to appropriate groups or individuals. The privilege classes define which tasks an individual user or a group of users can perform. For example, the problem controller privilege class generally comprises one or two people who assign problems to be resolved. They keep track of the status of problems and ensure that all problems are addressed.

You can keep track of problems and changes by creating records in your Tivoli Information Management for z/OS database. These records contain information that can describe the kind of problem or change, the system components that are affected, the people whose authorization is needed to proceed with the resolution of the problem or the implementation of the change, and the resolution or implementation dates.

Using the Integration Facility's search function, you can identify records that meet a set of criteria. For example, you can identify change requests for which you are responsible, problem records that involve specific components, or changes that must be implemented by a certain date.

The Integration Facility report facility enables you to display or print reports of the problem, change, or configuration information that you identify in a search. These reports can be based on criteria such as problem records sorted by date completed or change records sorted by the planned installation date.

The Integration Facility simplifies entering problem and change records by automatically filling in certain data fields. For example, once you have entered your name, department, and phone number in your user profile, the Integration Facility uses this information to fill in those fields on the panels that require it. Some dates, times, and durations are also entered and calculated for you, depending on the information that you enter concerning a problem or a change.

The subsequent chapters describe the functions of the Integration Facility in more detail and include sample scenarios to teach you how to use the Integration Facility.

Technical Highlights

This information is for current users of Tivoli Information Management for z/OS who have not previously used the Integration Facility. It highlights the differences between the Integration Facility, and problem management, and change management.

Problem Management

The help desk operator views and enters problem data on a single panel. This simplifies the problem reporting procedure and improves response time from the help desk to the customer.

If a problem record is opened and related to another problem record in the database, the new problem record is closed automatically as a duplicate of the existing record. The old record's duplicate count field increases by one.

If you enter a problem for a component that exists in your database and the problem has a severity of 1, 2, or 3 and you type 10 to file the record and update the configuration record status from the Problem Summary panel, the **Status** field of the component record is changed to **DOWN**. The Integration Facility enters the current date and time in the **Down Date** and **Time** fields. If the severity is 4, the **Down Date** and **Time** fields are updated, but

the **Status** field for the configuration record remains unchanged. You do not need update authority for configuration records because the Integration Facility updates them automatically.

For all **Name** fields, if you enter a privilege class name or a caller identifier, the department and phone number are automatically entered from the privilege class record or person record.

When a problem record is created, the **Date** and **Time Occurred** fields are filled in with the current date and time, and the **Problem Status** field is automatically set to OPEN. The **Tracker name, Department, and Phone number** fields are filled in with information about the person entering the data. When the record is filed, everyone in the problem controller's privilege class is notified that the record needs to be assigned. The problem controller can update all problem records, regardless of who owns them.

When an assignee name is entered, the **Status** field becomes ASSIGNED, and the **Date** and **Time Assigned** fields are filled in with the current date and time. When the record is filed, the person assigned to the record (or people, if the assignee name is a privilege class) is notified that the problem has been assigned.

When a record's status is RESOLVED (the status is FIXED or REJECTED), the **Resolver name, Department, and Phone number** fields are filled in from the current user's profile. The **Date** and **Time Resolved** fields are filled in with the current date and time. If the problem was with a hardware component, the time that the component was not working (the **Outage** field) is calculated; otherwise, the total time is calculated. In either case, the calculation is done by subtracting the **Date** and **Time Occurred** fields from the **Date** and **Time Resolved** fields. The problem controller receives a message that the problem is resolved, and the problem controller notifies the person who submitted the problem record. If that person agrees, the problem controller closes the record. If that person does not agree, the problem controller reassigns the record, and the review process starts over.

When the record is CLOSED, the date that the requester was notified is automatically entered. If you use option 10 to file the record and update the configuration record status from the Problem Summary panel, the **Status** field of the component goes back to INSTALL, and the **Date** and **Time** fields are filled in.

Whenever data for the estimated date and time started and finished are entered, the estimated repair time is calculated.

Note: There are two methods of notification to choose from. The default method uses terminal simulator panels (TSPs) and TSO SEND to construct and send a message. The other method uses terminal simulator EXECs (TSXs) and MVS™ TCP/IP Simple Mail Transfer Protocol (SMTP) to construct and send a message. If you choose the latter method, the mail message is not automatically sent to every member of the applicable privilege class.

Change Management

The change controller can update any change record, regardless of the owner.

If you enter a privilege class name or a caller identifier into any **Name** field, the Integration Facility enters the department and phone number from the privilege class record or the person record.

When a change record is entered, the requester's name, department and phone number are entered from the current user's profile. The date required is calculated for you based on the change category, but you can change it. Reviewers and approvers are added to the record based on the change type, but you can also change them. When the record is filed, the change controller receives a message that the record is ready to be locked.

When the change controller locks a record, the **Status** field becomes LOCKED, and all the users in the reviewer's privilege classes are notified that the change is ready to be reviewed. While the record is locked, no one can update the record except the change controller and system administrator.

The reviewers can review the requested change and each of the approving classes can approve or reject the change. As soon as a single approver rejects the change, the status of the record becomes REJECTED, and each of the approvers is notified of the rejection. However, if all the approvers approve the change, the **Status** field changes to APPROVED, and each of the approvers is notified.

After a change has been approved, the change controller assigns the change. When an assignee name is entered, the change status automatically becomes ASSIGNED, and the **Date** and **Time Assigned** fields change to the current date and time. The Integration Facility enters the transfer-to class based on the change type. This information should be verified and, if necessary, changed. The assignees are notified that the change is assigned to them.

After the change is complete and the resolver's name is entered, the **Status** field changes to INSTALL, and the **Date** and **Time Completed** fields are filled in. If the **Actual Start Time** and **Actual Start Date** fields have been filled in, the actual effort is calculated. When the record is filed, the change controller is notified. The change controller closes the record, and the Integration Facility enters the date that the requester is notified that the record is closed.

Whenever estimated start and end dates and times are entered, the estimated duration required to make the change is calculated.

Note: As with problem management, there are two methods of notification to choose from. The default method uses TSPs and TSO SEND to construct and send a message. The other method uses TSXs and MVS TCP/IP SMTP to construct and send a message. If you choose the latter method, the mail message is not automatically sent to every member of the applicable privilege class.

The Integration Facility's Integrated Products

The Integration Facility is a Systems Management tool that can interface with the following Tivoli Systems Management products:

- Hardware Monitor function of NetView
- Operations Planning and Control (OPC)

The Integration Facility has been tailored so you can use these products with it. You do not require these products to implement the Integration Facility. You can use any of them depending on your organization's needs.

The following sections describe how the integrated products interact with Tivoli Information Management for z/OS. For information on how to set up the interfaces to and from these products, refer to the *Tivoli Information Management for z/OS Planning and Installation Guide and Reference*.

NetView Hardware Monitor

Note: The NetView Hardware Monitor is not part of the NetView Bridge Adapter.

The NetView Hardware Monitor is a set of management tools that helps control and monitor network resources. The Hardware Monitor function collects and displays alerts, events, and statistical data to help identify failing resources, determine a probable cause, and recommend action for solving a problem. Messages that the NetView operator selects are forwarded to Tivoli Information Management for z/OS and stored in the database as problems.

Identifying problems sent from NetView to Tivoli Information Management for z/OS

The network support personnel investigate the alerts that NetView recognizes automatically. They determine which of the recorded alerts are problems for Tivoli Information Management for z/OS to track.

Sending problems from NetView to Tivoli Information Management for z/OS

- Log on to NetView and select the Hardware Monitor function using the command, BTNNPDA.
- To process any Hardware Monitor function, you must be in an Alerts-Status panel. For each problem you want to send to Tivoli Information Management for z/OS, type on the command line the number of the problem, followed by at least 1 blank, followed by a P. Press Enter.

```
problemnumber p
```

The Hardware Monitor files the problem in the Tivoli Information Management for z/OS database, returns a message that the record is filed, and identifies the Tivoli Information Management for z/OS record number.

- After you finish recording problems, disconnect the Hardware Monitor by typing END. A batch job is submitted to Tivoli Information Management for z/OS to convert the Hardware Monitor date format to the Tivoli Information Management for z/OS date format (if applicable), complete the record with information from the configuration database, and issue the appropriate notification.

Operations Planning and Control (OPC)

Tivoli OPC plans, controls, and automates your data processing department's MVS batch production work load. The Event Manager subsystem of OPC tracks and logs events. Error items in the log are shipped to Tivoli Information Management for z/OS and are stored as problems.

Selecting OPC for processing

After you install the OPC-to-Tivoli Information Management for z/OS interface, OPC is listed on the Integration Facility Product Selection panel. When you select the product, you are presented with the primary options panel for that product. From that point, use the product the way that you usually do. When you exit OPC, you are returned to the Integration Facility Product Selection panel.

Identifying problems sent from OPC to Tivoli Information Management for z/OS

OPC provides a customization tool to identify the types of problems you want automatically entered into the Tivoli Information Management for z/OS database.

Sending problems from OPC to Tivoli Information Management for z/OS

After you have established the criteria for OPC to recognize a problem to be reported to Tivoli Information Management for z/OS, any problem that matches the criteria specified in the OPC database is forwarded to Tivoli Information Management for z/OS for recording.

The following figure illustrates how these products are related to one another.

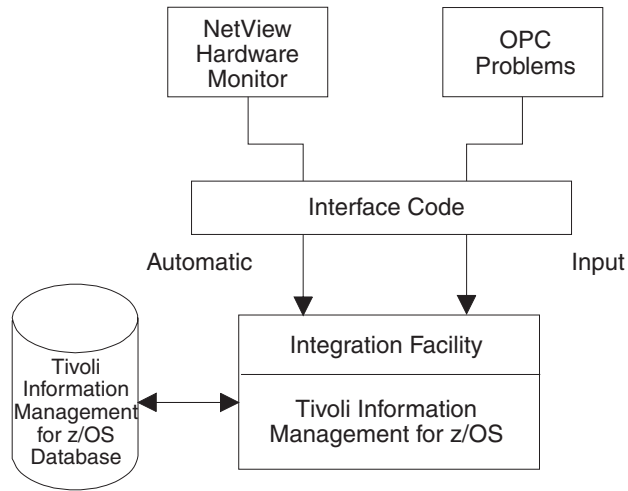


Figure 1. The Integration Facility's relationship with other Systems Management products

2

Migrating from Tivoli Information Management for z/OS to the Integration Facility

Procedure

If you are a current user of Tivoli Information Management for z/OS, you probably have already implemented problem and change management processes. If you want to use the processes defined by the Integration Facility, do the following:

1. Create the Integration Facility privilege classes. Typically, the program administrator establishes the privilege classes for an organization. The program administrator must be in the master privilege class to create privilege classes.

Note: The difference between the Integration Facility and the Tivoli Information Management for z/OS privilege classes is that the Integration Facility privilege classes are identified by a unique authorization s-word. This structured word (s-word) allows users to return to the primary options menu associated with their privilege class.

You can modify your existing Tivoli Information Management for z/OS privilege classes to be valid for the Integration Facility by creating a TSP that uses Tivoli-supplied user exit BLMMIGAE to add the appropriate authorization s-word to your current privilege classes.

2. Update the USERS record to include the Integration Facility privilege classes. Type each privilege class name in both the **Assignee Name** and **ID/Class** fields in the USERS record.
3. The base Tivoli Information Management for z/OS panels do not exactly match the Integration Facility panels. Some fields do not appear in both types of panels, and, in some instances, the field names are not the same. The exceptions are:
 - There is no **Key Item Affected** field for problem records in the Integration Facility.
 - There is no **Phase** field for change records in the Integration Facility.
 - The **Category** field in the Integration Facility is equivalent to the **Priority** field in Tivoli Information Management for z/OS change records.
 - The s-words for the **Tracker name**, **Department**, and **Phone in problem records** are different in the Integration Facility.
 - The Integration Facility includes severity codes for problem and configuration records that Tivoli Information Management for z/OS does not use.

4. Try to close all of your Tivoli Information Management for z/OS problem records before you use the Integration Facility for problem management. After you install the Integration Facility you should no longer use Tivoli Information Management for z/OS for problem and change management nor should you update a Tivoli Information Management for z/OS-created problem record because this can confuse your users.
 - Closing an Integration Facility problem record using Tivoli Information Management for z/OS does not update the status of the configuration record to INSTALL. However, an Integration Facility problem record is automatically updated when you use the Integration Facility.
 - If you are using Tivoli Information Management for z/OS to work with an Integration Facility record and you enter the SUSPEND command, you will be working in the Integration Facility environment. However, if your privilege class is not one of the Integration Facility classes, you will be in the Tivoli Information Management for z/OS environment and receive a message that your privilege class does not have a menu.
 - If you perform a search using the Integration Facility and then return to Tivoli Information Management for z/OS, your search panel may be different. Use the TABLE command to change or reset your search panel.
 - Tivoli Information Management for z/OS reports that deal with problems and changes may not print the Integration Facility records correctly.
5. If you use the problem escalation facility of Tivoli Information Management for z/OS, review your escalation criteria. You may want to redefine your criteria if you use the **Key item affected** field or if your problem types differ from the Integration Facility problem types.

Note: For example, if you want to change the escalation criteria from **Component/Application Name** to **Key Item Affected**, you must do the following:

- a. Add the prefix COMD/ (the prefix for the component/application name) with a validation pattern of <.> to the prefix dictionary, if it is not already there.
- b. Change the ADD line with the s-word index of 121 (the s-word index that identifies the search criteria for rules records) and the p-word index of 466 (the p-word index for the component/application name) on control panel BLG1A410 to use the p-word index identified in the preceding step.
- c. Update the Escalation Rules Entry panel (BLG0Z100) to collect 0CA9 (the s-word index for the component/application name) instead of 0CBF (the s-word index for the **Key item affected** field). You will probably want to change the **Key item affected** field to read COMP./APPLIC.NAME on the externals of the panel.
- d. Update BLG6RKIA or create a new assisted-entry panel to use the p-word index 00C7, the p-word for the device name, and s-word index 0CA9. (If you create a new assisted-entry panel, update BLG0Z100 to use the new assisted-entry panel.)

You should also ensure that you use the Terminal Simulator Panels, BLGESCAL and BLGESC01 from the current release of Tivoli Information Management for

z/OS. For more information on customizing the escalation facility, refer to the *Tivoli Information Management for z/OS Program Administration Guide and Reference*.

6. The Session Control Defaults panel in each user's profile must have the following specified:
 - Field 12, **Back operation**, as processed
 - Field 42, **Quick search?**, as YES

To run any of the reports that include problems or changes for a period of 28 days, users must specify 28 in fields 3, 4, and 5 on the Reports Control Defaults panel.

7. In addition, ensure that all users complete the name, department, and phone fields on the Data Definition Defaults panel in their user profiles.
8. The NetView[®] Hardware Monitor interface and the SAM interface requires that BLMVATSR be converted to the format required for Version 6.1 or later. The new format contains entries for Version 6.1 or later and the data type feature. Refer to the *Tivoli Information Management for z/OS Planning and Installation Guide and Reference* for details.

3

Functions of the Integration Facility

This chapter explains what the Integration Facility functions are and how you can use them. The Integration Facility provides a task-oriented interface to Tivoli Information Management for z/OS to make the Tivoli Information Management for z/OS product easier to use.

Managing Problems

The following table traces a typical problem from the time it is submitted to the time it is closed by the problem controller. It lists the tasks each person performs to resolve a problem and who performs them. For a complete list of these responsibilities, see “The Integration Facility Privilege Classes” on page 17.

Table 1. A Typical Problem Path

| Tasks: | Person: |
|--|--------------------|
| Recognizes a problem and calls the help desk. | Customer |
| Logs the problem. The problem is automatically assigned to the problem controller. | Help Desk |
| Assigns the problem to a person or group to resolve. | Problem Controller |
| Analyzes the problem. | Support Personnel |
| Creates a bypass or change request or fixes the problem. | Support Personnel |
| Verifies the problem resolution with the customer and closes the problem. | Problem Controller |

Entering problems manually

When you detect problems, they are not automatically entered into the database. Problem data is entered using the panels provided with the Integration Facility. Different data is collected depending on the type of problem. For example, software problems require program name and messages issued. Hardware problems require unit names and device types.

Entering problems automatically from NetView and OPC

As problems are detected in these applications, records are sent to Tivoli Information Management for z/OS via the interfaces enabled by the Integration Facility. These records are stored directly in the Tivoli Information Management for z/OS database from OPC. You can vary the criteria for identifying problems that are sent from these applications. Problems from NetView must be detected manually.

Note: Data entered via the interface must be of the correct data type (that is, SBCS, DBCS or mixed data) as specified by the data type field in the NetView interface.

Quick path help desk function

The Integration Facility provides the help desk environment with a path for entering data about a problem. Only basic information is requested by the help desk. The remaining information is filled in from this basic information.

Copying information automatically from configuration records

When device or application names are entered into the record, the Integration Facility searches for them in the configuration records, and data is copied into the problem automatically.

Calculating problem durations

As various dates and times are recorded in a problem record, appropriate durations are calculated and stored in the record. These are useful for reporting purposes.

Tracking problems

The status of a problem or incident is updated as it moves toward a resolution. At each step, data is added to the record.

Data priming

Whenever possible, date, time, name, department, phone number, and status fields are filled in automatically to reduce the amount of data that you enter.

Searching problems

Searches can be done on most data in a record. Searches are initiated via panels.

Automatic notification at different stages of problems

As a problem changes status, those responsible for the next step of the problem's resolution receive notification of that problem's status.

Escalating problems automatically

Problems that deviate from established criteria can trigger a message to inform the necessary personnel. You establish the criteria for the escalation. Refer to the *Tivoli Information Management for z/OS Panel Modification Facility Guide* for more information about problem escalation.

Creating problem reports

Some report format tables are provided with the Integration Facility. You can also develop your own reports or tailor the report format tables that are provided.

Using the reports facility of Tivoli Information Management for z/OS, you can run formatted reports. You can also run reports that contain summary data, detail data, and the data reported by Tivoli Information Management for z/OS, OPC, or NetView applications.

About Problems and Incidents

A problem goes through several changes of status as it moves toward its resolution.

Incidents follow the same flow. An incident is a type of problem that happens occasionally, as an isolated occurrence. For example, your terminal may not respond when you enter data. If you report it, the help desk operator can check to see if your terminal is malfunctioning. The operator might determine that a controller lost power because the electricity went out and dropped all the lines connected to it. Resetting the lines fixes the problem. This is an incident. However, if your terminal continues to malfunction, it is a problem that the help desk reports to the problem controller.

A second example of an incident is the malfunction of a host controller that controls a group of terminals. Many terminal users may be affected, but there is only one problem. If each user calls to report the outage, each call can be considered an incident.

You can link these incidents to the problem that caused them, and follow the problem to its resolution. By linking a problem and its related incidents, you can always get back to the person who reported a particular incident while you are working to resolve the problem.

For a diagram that depicts this process, see Figure 8 on page 161.

Managing Changes

The following table traces a change from the time it is submitted until it is installed and the change request closed. It lists the tasks that each person performs and who performs them. For a complete list of these responsibilities, see The Integration Facility Privilege Classes.

Table 2. A Typical Change Path

| Tasks: | Person: |
|--|--|
| Creates the change request and activities required to implement the change. | Support Personnel |
| Verifies that the change is ready for review and that the appropriate reviewers and approvers are authorized and listed in the record. The change controller then locks the record so that the record cannot be changed during the review process. | Change Controller |
| Approves or rejects the required changes. | Change Approvers (managers or appropriate support personnel) |
| Assigns the approved change to the responsible implementer or notifies the requester that the change has been rejected. | Change Controller |
| Completes the approved change. The change controller is notified that the change has been implemented. | Change Implementer (support personnel) |
| Verifies with the requester that the change has been installed and closes the change request. | Change Controller |

Entering change requests

When you request changes, panels are provided to enter these requests into the database.

Copying information automatically from configuration records

When a device or application name is entered into the record, the Integration Facility locates the device or application name in the configuration record and copies the data into the change record automatically.

Calculating durations

As various dates and times are recorded in a change record, appropriate durations are calculated and stored in the record. These are useful for reporting purposes.

Tracking changes and activities throughout the process

The status of a change is updated as it progresses toward a resolution. At each step, different data is added to the record.

Searching changes

Searches can be done on most data in the record. Searches are initiated via panels.

Automatic notification at different stages of changes

As a change record changes status, notifications are sent to the appropriate people.

Creating change reports

Some report format tables are provided with the Integration Facility. You can also develop your own reports or tailor the report format tables that are provided.

Using the reports facility of Tivoli Information Management for z/OS you can run formatted reports. You can also run reports that contain summary data, detail data, and the data reported by the Tivoli Information Management for z/OS, OPC, and NetView applications.

About Changes

A change can be the result of a problem, and one change request can require one or more steps or activities to complete this request. These activities are child records of the change request. You can add activities at any point during the life cycle of the change request.

For example, a controller is malfunctioning and has to be replaced. Because this change is the result of a problem, it requires several activities before it is completed. First, the new controller has to be ordered. Second, when it arrives it has to be installed. Third, after it is installed, it has to be tested to ensure that it is running correctly.

After the change is completely resolved, the change record is closed. For a diagram depicting this process, see Figure 9 on page 162.

Establishing Integration Facility Privilege Classes

The Integration Facility is structured to secure your data by allowing specific individuals or groups of individuals to be designated to perform certain activities. This is achieved through the use of privilege classes. A privilege class authorizes a user to perform specific tasks and access certain functions.

You can define a privilege class for either an individual or a group of users. Because it is often advisable for several users to have access to the same data (when they have similar or

complementary job responsibilities), you may want to assign them to the same privilege class. Conversely, an organization may have one person who performs multiple tasks. For example, the problem and change controllers could have backup responsibilities for each other and thus their user IDs would be in at least two privilege classes.

The Integration Facility provides a set of privilege classes for your use. You can change privilege class authorities and add users to them to accommodate your organization's needs. For details about setting up privilege classes, see *The Integration Facility Privilege Classes*.

Task-Oriented Panel Flows

To enable you to move easily through the panels to accomplish your tasks more efficiently, the Integration Facility provides task-oriented panels. This means the information provided (in this case, the panels) is limited to what is required to perform each specific task. Thus, the Integration Facility panels are customized to present the privilege classes only with the selections that pertain to their jobs.

The Integration Facility moves from general panels to progressively more detailed ones and prompts you for the information that you must enter. In some cases however, the information may already be entered. For example, when you create a change request, your name, department, and phone number are retrieved from your profile and are automatically entered into the record.

The Integration Facility uses TSPs to issue commands and control your movement through the panels. This may cause you, in some situations, to get unexpected results when you use commands such as BACK, CANCEL, and RECALL.

Tailoring Panels

Using the Panel Modification Facility (PMF), you can change panels and panel flows to suit the needs of your organization. PMF consists of a series of panel dialogs that guide you through the panel creation or modification process. Some examples of panel changes that you can make are:

- Deleting a field from a panel
- Adding a field to a panel
- Increasing the number of users that you allow in a privilege class
- Changing the flows of specific panels
- Creating new panel sets to support new record types.

The *Tivoli Information Management for z/OS Panel Modification Facility Guide* provides complete information about panel modification. Refer to it when you want to modify panels or panel flows.

4

The Integration Facility Privilege Classes

In an organization, each group of people has specific responsibilities, each of which requires certain authorities. For example, the problem controller is authorized to close a problem record but the help desk operator does not have that authority. The help desk operator is permitted only to enter and display problem records. The Integration Facility distinguishes these authorities within Tivoli Information Management for z/OS through the use of privilege classes.

The following table describes the responsibilities of each privilege class group in a data processing organization. It lists the functional groups and their responsibilities.

Table 3. Integration Facility Privilege Classes and their Responsibilities.

| Privilege Class | Class Description | Responsibilities | Available Authority |
|-----------------|----------------------|---|--|
| SYSADMIN | System Administrator | <ul style="list-style-type: none"> ■ Controls database ■ Maintains privilege class records ■ Creates and updates rules records ■ Creates USERS record ■ Tailors panels | All authorities |
| HELPDESK | Help Desk | <ul style="list-style-type: none"> ■ Answers calls from users ■ Troubleshoots simple problems ■ Enters problems and incidents ■ Enters change requests | For problem, change, and person records: <ul style="list-style-type: none"> ■ Entry ■ Display For configuration records: <ul style="list-style-type: none"> ■ Display |

Table 3. Integration Facility Privilege Classes and their Responsibilities. (continued)

| Privilege Class | Class Description | Responsibilities | Available Authority |
|--|--|---|--|
| PROBCONT | Problem Controller | <ul style="list-style-type: none"> ■ Monitors problems ■ Assigns problems to be resolved ■ Closes problems | <p>For problem records:</p> <ul style="list-style-type: none"> ■ Assign ■ Close ■ Display ■ Entry ■ Update ■ Delete <p>For change, person, and configuration records:</p> <ul style="list-style-type: none"> ■ Display <p>For rules records:</p> <ul style="list-style-type: none"> ■ Display ■ Entry ■ Update |
| <ul style="list-style-type: none"> ■ SUPPHDW ■ SUPPSYSS ■ SUPPAPPL ■ SUPPDOC ■ SUPPENV ■ SUPPNET ■ SUPPPROC | <p>Support Personnel:</p> <ul style="list-style-type: none"> ■ Hardware ■ System Software ■ Applications ■ Documentation ■ Environment ■ Network ■ Procedures | <ul style="list-style-type: none"> ■ Diagnoses and fixes problems ■ Analyzes and implements changes | <p>For problem and change records:</p> <ul style="list-style-type: none"> ■ Display ■ Entry ■ Assign ■ Update <p>For configuration records:</p> <ul style="list-style-type: none"> ■ Display ■ Update <p>For person records:</p> <ul style="list-style-type: none"> ■ Display ■ Entry ■ Update |
| NPDA | NetView | <ul style="list-style-type: none"> ■ Entry class for NetView problems | <p>For problem records:</p> <ul style="list-style-type: none"> ■ Display ■ Entry ■ Update |
| CHNGCONT | Change Controller | <ul style="list-style-type: none"> ■ Monitors changes ■ Determines and assigns changes to be implemented ■ Determines and enters appropriate approvers and reviewers ■ Closes changes | <p>For change records:</p> <ul style="list-style-type: none"> ■ Assign ■ Close ■ Display ■ Entry ■ Update ■ Delete <p>For problem, person, and configuration records:</p> <ul style="list-style-type: none"> ■ Display |

Table 3. Integration Facility Privilege Classes and their Responsibilities. (continued)

| Privilege Class | Class Description | Responsibilities | Available Authority |
|-----------------|--------------------------|---|--|
| CNFGCONT | Configuration Controller | <ul style="list-style-type: none"> ■ Maintains configuration records | For configuration records: <ul style="list-style-type: none"> ■ Display ■ Entry ■ Update ■ Delete For problem, person, and change records: <ul style="list-style-type: none"> ■ Display |
| OPERMGR | Operations Manager | <ul style="list-style-type: none"> ■ Monitors operations ■ Tracks problems ■ Performs trend analysis | For problem, change, and configuration records: <ul style="list-style-type: none"> ■ Display |

Using the Integration Facility Commands

Before you begin the sample scenarios, you should know how to use the following Tivoli Information Management for z/OS commands. The following table lists the Tivoli Information Management for z/OS commands that you use most often and their functions. You might want to set some of your PF keys to these commands to reduce the number of keystrokes you make while using Tivoli Information Management for z/OS. For a complete list of all the Tivoli Information Management for z/OS commands, see the *Tivoli Information Management for z/OS User's Guide*.

Table 4. The Integration Facility Commands.

| Command | Explanation |
|-------------------|---|
| INIT | Type INIT to return to your primary options menu without saving any changes. This is also helpful if you cannot locate where you are within the Integration Facility panels. |
| RESUME | If you see a message on the bottom of the screen indicating the current suspension level, you or the Integration Facility issued a SUSPEND. To return to where you were, type RESUME on each panel until you return to the panel that you were on before you were suspended. |
| HELP | <p>If you see a message and do not understand what it means, type HELP while it is still on the screen, and additional explanations appear.</p> <p>If you are on a panel and do not know what to do next, type HELP, or if there is a message on the screen, press Enter to clear the message, then type HELP to see a tutorial for that panel.</p> |
| HELP STATUS | If you want to know what commands are valid from a panel, you can type HELP STATUS to see a list of those commands. |
| HELP command name | If you need more information about a command, type HELP and the command name to see a tutorial about the command, its format, and operands. |
| ;HELP VALIDATE | If you need to determine the correct response to an assisted-entry panel, type ;HELP VALIDATE. It displays the validation patterns and data type (MIXED, SBCS, or DBCS) used by the panel. |
| ISPF KEYS | If you want to change your PF key settings, type ISPF KEYS. |

Using the Integration Facility Commands

Table 4. The Integration Facility Commands. (continued)

| Command | Explanation |
|----------------|--|
| ISPF PFSHOW | If you want to display your PF key settings on your screen, type ISPF PFSHOW. They will be displayed on every Integration Facility panel, and your command line and message line will be repositioned to the top of the screen. To stop the PF keys settings from showing, type ISPF 'PFSHOW OFF'. |
| QUIT | If you want to end your Integration Facility session at any time, type QUIT. |
| TABLE RESET | If you want to reset the table panel to the default search panel listed in your profile, type TABLE RESET. When you perform searches different panels may be used to display the results. |

5

System Administrator Tasks

You, as the system administrator, are responsible for:

- Building and maintaining the privilege class records
- Building the USERS record
- Building and updating the rules records
- Setting up users with the necessary authority to use the Integration Facility
- Defining your organization's method of identifying help desk callers.

Before you can fulfill your responsibilities, you must plan for how your system is going to work. Some of the essentials common to most organizations are listed below. These elements are part of the planning you must do. You must define an individual list of essential elements for your own organization. Here are some points to consider:

- Decide which users belong in the various Integration Facility privilege classes.
- Decide who should be assigned new problems and changes.
- Work with your configuration controller to plan and define configuration records that name the components and connections in your organization.

You should have a limited number of people in the SYSADMIN, PROBCONT, and CHNGCONT classes. The users in these privilege classes have extensive override authority and can alter your database.

Getting Started

If you are using the Integration Facility for the first time, you must:

1. Select the Integration Facility.
2. Initialize your profile data definition defaults.
3. Load all the Integration Facility privilege classes.
4. Complete your profile initialization.
5. Create the list of users to notify of problems and changes.
6. Decide on whether to use TSPs with TSO SEND or TSXs with TCP/IP SMTP for message processing.
7. Define your organization's method of identifying help desk callers.

Note: If you are working in an existing Tivoli Information Management for z/OS database, you must be in the master privilege class.

Once you have performed these tasks, you do not have to repeat them. The information that you enter is saved until you decide to change it. From now on you can automatically start


```

BLG0EN20          --- PRIMARY OPTIONS MENU ---      APPLICATION: MANAGEMENT

OPTIONS:

  1. OVERVIEW.....Display general information and product enhancements.
  2. PROFILE.....Display or alter invocation or session defaults.
  3. APPLICATION...Change application, list available applications.
  4. CLASS.....Change current class, list available classes.
  5. ENTRY.....Create a record.
  6. INQUIRY.....Search for records.
  7. UTILITY.....Copy, display, print, delete, and update records.
  8. GLOSSARY.....Display a list of searchable words in the database.
  9. PMF.....Modify or create panels.

          Select an option, enter a command, or type QUIT to exit.

          Tivoli Information Management for z/OS Version 7 Release 1
          5697-SD9 (C) Copyright IBM Corp., 1981, 2001.

====> 3
    
```

Type **4** (for INTEGRAT) and press Enter on the Application Selection panel to access the Integration Facility.

```

+ BLG00030 ----- APPLICATION SELECTION ----- 1 OF 1-+
|
|          IDENTIFY THE APPLICATION FOR THIS SESSION
|
| OPTIONS:
|
|   1. SYSTEM.....Use System dialogs for entry/inquiry.
|   2. MANAGEMENT...Use Management dialogs for entry/inquiry.
|
|   4. INTEGRAT.....Use Integration Facility dialogs.
|
|   9. SERVICDESK...Use Consolidated Service Desk.
|
+----- SELECT APPLICATION -----+

====> 4
    
```

Initializing Your Profile Data Definition Defaults

The Integration Facility uses the information you enter in your profile to fill in panels with your name, department, and phone number. You can change your profile at any time; however, you must initialize it before you can use the Integration Facility.

Type **profile,7** on the command line and press Enter.

Initializing Your Profile Data Definition Defaults

The Data Definition Defaults panel appears.

```
BTN0ENSY          SYSTEM ADMINISTRATOR PRIMARY OPTIONS          INTEGRAT

Select option by entering number on command line.  Enter Q to quit the session.

SPECIFIC SEARCHES:          GENERAL SEARCHES:
 1. Problems assigned to me.    21. Quick problem search.
 2. Changes for my review.     22. Quick change search.
 3. Changes for my approval.   23. Quick config search.
 4. Changes to be implemented  24. Search.
    by me.

ENTRY:          REPORTS:
 5. Enter a problem record.    31. Create a report.

 6. Enter a change request.

 7. Enter configuration data.

 11. Enter a record.

 12. Update privilege class.

 13. Update users to notify.

ADMINISTRATIVE:
 91. Change my privilege class.
 92. Status and available commands.
 93. Change applications.
 94. Load priv. class records.
 95. List my available priv. classes.
 96. Initialize my profile.
 97. Bypass proprietary statement.

17. Display record #.... _____
18. Update record #..... _____
19. Print record #..... _____

===> profile,7
```

Type your name, department, and phone number in the appropriate fields.

Now when you type an equal sign (=) in a like entry on any other of the Integration Facility panels, data from these fields automatically fill in the corresponding fields.

Type **end,end** and press Enter to return to the Primary Options panel.

```
BLG0P700          DATA DEFINITION DEFAULTS          USER ID: SMITH

Enter data definition data; cursor placement or input line entry allowed.

      1. User's name..... SMITH_____
      2. User's department..... T48_____
      3. User's telephone..... 555-1688_____
      4. Database.....<R> 5
      5. Logical files..... _____

When you finish, type END to save or CANCEL to discard any changes.

===> end,end
```

Loading Privilege Classes

After you initialize your profile, you must build the Integration Facility privilege classes. At this time, you should have an initial list of the user IDs and which Integration Facility privilege class each user belongs in. Every Integration Facility user must be defined in at least one privilege class record.

Your organization might not have a different person assigned to each privilege class. It is possible that the same person performs more than one function. For example, the problem controller might also be the back-up for the change controller. This person should be in the problem controller and change controller privilege classes. If this is true for your organization, refer to the appropriate privilege class sections.

Integration Facility users must have:

- A TSO user ID that gives users access to the system where Tivoli Information Management for z/OS resides.
- The appropriate logon procedure and command to access Tivoli Information Management for z/OS.
- The appropriate system security authority (such as RACF®) to access the integrated products and their data.

Type **94** (for Load priv. class records) and press Enter to load the privilege class records.

```

BTNOENSY          SYSTEM ADMINISTRATOR PRIMARY OPTIONS          INTEGRAT
Select option by entering number on command line.  Enter Q to quit the session.

SPECIFIC SEARCHES:          GENERAL SEARCHES:
 1. Problems assigned to me.  21. Quick problem search.
 2. Changes for my review.   22. Quick change search.
 3. Changes for my approval. 23. Quick config search.
 4. Changes to be implemented by me. 24. Search.

ENTRY:          REPORTS:
 5. Enter a problem record.    31. Create a report.

 6. Enter a change request.
 7. Enter configuration data.
11. Enter a record.
12. Update privilege class.
13. Update users to notify.

ADMINISTRATIVE:
 91. Change my privilege class.
 92. Status and available commands.
 93. Change applications.
 94. Load priv. class records.
 95. List my available priv. classes.
 96. Initialize my profile.
 97. Bypass proprietary statement.

17. Display record #.... _____
18. Update record #..... _____
19. Print record #..... _____

===> 94

```

Type **1** (for Systems Administrator) and press Enter to create the system administrator privilege class.

Loading Privilege Classes

```
BTNOXLPC                Load Privilege Class Records

Choose the class you wish to create for your organization:

    1. Systems Administrator
    2. Input from NetView System
    3. Input from SAM System
    4. Help Desk Operators
    5. Network Support
    6. Operations Manager
    7. Problem Controller
    8. Change Controller
    9. Configuration Controller
   10. Applications Support
   11. Documentation Support
   12. Environment Support
   13. Hardware Support
   14. Procedure Support
   15. Systems Software Support

====> 1
```

You must create each of these privilege class records, even if you have one person who performs more than one function. When you perform actions on problems and changes, the Integration Facility extracts information from many of the privilege class records. If you have not yet created those records, errors can occur when the Integration Facility attempts to extract information from them.

After you have ensured that this information is correct, type **end** on the command line and press Enter to save it.

```
BTNOXDES                CLASS DESCRIPTION ENTRY                CLASS: SYSADMIN

Enter privilege class data; cursor placement or input line entry allowed.

Privilege class name..... SYSADMIN
1. User ID 1.....<R> SMITH__
2. Transfer-to class..... _____
3. Contact name..... SMITH/JOHN_____
4. Contact phone..... 555-1688_____
5. Contact department..... T48_____
6. Location code..... _____
7. Description.....<R> SYSTEM ADMINISTRATOR PRIVILEGE CLASS_____

When you finish, type END to save or CANCEL to discard any changes.

====> end
```


The Class Description Entry panel displays data about the user who will be the contact person for this privilege class. In this case you are the contact person. The Integration Facility automatically enters information about you from your profile into this and other records. You can update this information, if necessary.

Ensure that the information is accurate because the Integration Facility uses the name, department, and phone number from this record to fill in the corresponding fields in other records.

Type **end** on the command line and press Enter when you have completed any changes that you have made.

```

BTN0XAUT                                AUTHORITY ENTRY                                CLASS: SYSADMIN

      CREATE    UPDATE    DELETE    DISPLAY    ASSIGN    CLOSE
PROBLEM    1. YES    9. YES    17. YES    25. YES    32. YES    34. YES
CHANGE     2. YES    10. YES   18. YES    26. YES    33. YES    35. YES
CONFIG     3. YES    11. YES   19. YES    27. YES
FINANCIAL  4. YES    12. YES   20. YES    28. YES
CLASS     5. YES    13. YES   21. YES    29. YES
SRC        6. YES    14. YES   22. YES
RULES     7. YES    15. YES   23. YES    30. YES
PERSON    8. YES    16. YES   24. YES    31. YES

      PANEL    DICTIONARY    DICTIONARY    PANEL    PANEL    PMF    PANEL
      UPDATE    DISPLAY    UPDATE    COPY    DELETE    REPORTS    LIST
PMF    36. YES    37. YES    38. YES    39. YES    40. YES    41. YES    42. YES

DBADMIN    43. YES

      When you are finished, type END to continue.

====> end

```

The Authority Entry panel lists all the existing Integration Facility authorities for the privilege class that you are creating. If YES appears beneath an authority (for example, CREATE) for a class that you are creating, the class has that authority. A blank in a field indicates that the class does not have that authority. In this example, the system administrator is allowed all authorities, so all fields are YES.

You can change the authorities for each privilege class, if necessary. However, if you delete authorities, some users in the altered privilege classes might not be able to do their jobs.

Type the user IDs for all the users who should be in this privilege class on the lines provided. Each entry line can contain multiple user IDs, each separated by a blank.

When you have entered all the users for this privilege class, type **end** on the command line and press Enter.

Loading Privilege Classes

```
BTN0XUSR                CLASS USER ENTRY                CLASS: SYSADMIN

Enter eligible user IDs; cursor placement or input line entry allowed.

1. User IDs.<R> SMITH _____
2. User IDs..... _____
3. User IDs..... _____
4. User IDs..... _____
5. User IDs..... _____
6. User IDs..... _____
7. User IDs..... _____
8. User IDs..... _____
9. User IDs..... _____
10. User IDs..... _____
11. User IDs..... _____
12. User IDs..... _____
13. User IDs..... _____
14. User IDs..... _____
15. User IDs..... _____

When you finish, type END to save or CANCEL to discard any changes.

===> end
```

A message appears to remind you that you should add mail addresses for any users added to this record whom you want notified with e-mail messages. For more information on e-mail notification, see “Notifying Users” on page 31.

For this example, type **9** (for File record) and press Enter to file the record.

```
BTN0XSUM                CLASS SUMMARY                CLASS: SYSADMIN

User ID 1..... SMITH                Owing priv. class.... _____
Transfer-to class..... _____    Entry priv. class.... _____
Contact name..... SMITH                Date entered..... _____
Contact phone..... 555-1688            Time entered..... _____
Contact dept..... T48                  Date last altered.... _____
Location code..... _____           Primary partition..... _____

Description..... SYSTEM ADMINISTRATOR PRIVILEGE CLASS

Select one of the following, type END to save your changes, or type CANCEL
to discard your changes.
1. Class description.                  8. Freeform text and notes.
2. Class authority.                    9. File record.
3. Eligible users.
4. Secondary partition list.
5. Sharing partition list.

BTN14002I If necessary, update USERS record with mail addresses.
===> 9
```

The Class Summary panel shows a summary of your privilege class record. Do one of the following:

- Select 1 to alter the class description.
- Select 2 to alter privilege class authorities.

- Select 3 to alter the user IDs in the privilege class.
- Select 4 to enter additional logical database partitions a user of the privilege class can access.
- Select 5 to enter the logical database partition identifiers that the record is to be shared with.
- Select 8 to enter text about the privilege class.
- Select 9 to file the privilege class record.

Type the number of the privilege class you want to load next on the command line and press Enter.

Continue the process of entering the privilege classes until they are all loaded.

When you have finished loading all of the privilege classes and you come to this panel, type **end** on the command line and press Enter. You will return to BTNOENSY, the System Administrator Primary Options panel.

```
BTNOXLPC                Load Privilege Class Records

Choose the class you wish to create for your organization:

    1. Systems Administrator
    2. Input from NetView System
    3. Input from SAM System
    4. Help Desk Operators
    5. Network Support
    6. Operations Manager
    7. Problem Controller
    8. Change Controller
    9. Configuration Controller
   10. Applications Support
   11. Documentation Support
   12. Environment Support
   13. Hardware Support
   14. Procedure Support
   15. Systems Software Support

BLG03058I Record SYSADMIN was stored successfully.
====> 2
```

The message at the bottom of this panel verifies that you have loaded your privilege class successfully.

You must identify yourself to the Integration Facility as the system administrator by selecting the system administrator privilege class.

Type **91,13** on the command line and press Enter.

You are selecting 91 from the System Administrator Primary Options panel to change your privilege class and 13 on the next panel (not shown) to select the system administrator privilege class.

```
BTN0ENSY          SYSTEM ADMINISTRATOR PRIMARY OPTIONS          INTEGRAT

Select option by entering number on command line.  Enter Q to quit the session.

SPECIFIC SEARCHES:          GENERAL SEARCHES:
 1. Problems assigned to me.    21. Quick problem search.
 2. Changes for my review.     22. Quick change search.
 3. Changes for my approval.   23. Quick config search.
 4. Changes to be implemented by me. 24. Search.

ENTRY:          REPORTS:
 5. Enter a problem record.      31. Create a report.

 6. Enter a change request.

 7. Enter configuration data.

11. Enter a record.

12. Update privilege class.

13. Update users to notify.

17. Display record #.... _____
18. Update record #..... _____
19. Print record #..... _____

ADMINISTRATIVE:
 91. Change my privilege class.
 92. Status and available commands.
 93. Change applications.
 94. Load priv. class records.
 95. List my available priv. classes.
 96. Initialize my profile.
 97. Bypass proprietary statement.

===> 91,13
```

Type **96** on the command line and press Enter to complete initializing your profile.

```
BTN0ENSY          SYSTEM ADMINISTRATOR PRIMARY OPTIONS          INTEGRAT

Select option by entering number on command line.  Enter Q to quit the session.

SPECIFIC SEARCHES:          GENERAL SEARCHES:
 1. Problems assigned to me.    21. Quick problem search.
 2. Changes for my review.     22. Quick change search.
 3. Changes for my approval.   23. Quick config search.
 4. Changes to be implemented by me. 24. Search.

ENTRY:          REPORTS:
 5. Enter a problem record.      31. Create a report.

 6. Enter a change request.

 7. Enter configuration data.

11. Enter a record.

12. Update privilege class.

13. Update users to notify.

17. Display record #.... _____
18. Update record #..... _____
19. Print record #..... _____

ADMINISTRATIVE:
 91. Change my privilege class.
 92. Status and available commands.
 93. Change applications.
 94. Load priv. class records.
 95. List my available priv. classes.
 96. Initialize my profile.
 97. Bypass proprietary statement.

===> 96
```

```

BTNOENSY                SYSTEM ADMINISTRATOR PRIMARY OPTIONS                INTEGRAT

Select option by entering number on command line.  Enter Q to quit the session.

SPECIFIC SEARCHES:                GENERAL SEARCHES:
  1. Problems assigned to me.      21. Quick problem search.
  2. Changes for my review.        22. Quick change search.
  3. Changes for my approval.     23. Quick config search.
  4. Changes to be implemented by 24. Search.

ENTRY:                            REPORTS:
  5. Enter a problem record.       31. Create a report.

  6. Enter a change request.
  7. Enter configuration data.
 11. Enter a record.
 12. Update privilege class.
 13. Update users to notify.

 17. Display record #.... _____
 18. Update record #..... _____
 19. Print record #..... _____

ADMINISTRATIVE:
 91. Change my privilege class.
 92. Status and available commands.
 93. Change applications.
 94. Load priv. class records.
 95. List my available priv. classes.
 96. Initialize my profile.
 97. Bypass proprietary statement.

+BLG16511I The profile update will be permanently saved when the current+
===>

```

You receive a message indicating that your profile will be permanently saved after you quit this session.

Notifying Users

After you load the privilege classes for all the users in your organization, you have to ensure that they are notified of changes in the Integration Facility database that affect them. For example, the users in the applications support privilege class need to be aware of problems that the problem controller assigns them to fix.

There are two methods of notification to choose from. The default method uses TSPs and TSO SEND to construct and send a message. The other method uses TSXs and MVS TCP/IP SMTP to construct and send a message. If you choose the latter method, the mail message is not automatically sent to every member of the applicable privilege class.

When a problem has been assigned to a class, all the members of that class (if using notification TSPs with TSO SEND), or all the members of that class defined in the USERS record (if using notification TSXs with TCP/IP SMTP) receive a message saying that a problem has been assigned to them. However, if the problem controller assigns a problem to a specific person in the class, then only that person receives a notification.

To notify users, you must ensure that their names and TSO userids exist in the USERS record. You can supply these through BLG0B901, the Users to Notify panel, as described in this section. As an alternative to sending notification messages to TSO userids, you can also send electronic mail (e-mail) messages to users by entering their e-mail address on BLGLUSER, the Mail Information Entry panel. This panel has longer fields lengths for entering e-mail addresses, which are often longer than 8 characters. Use of the BLGLUSER panel for e-mail processing requires use of terminal simulator EXECs (TSXs) and is described in “Using TSXs and TCP/IP SMTP for E-mail” on page 33.

Notifying Users

As system administrator, you need to decide if the standard Tivoli Information Management for z/OS notification function as previously provided in earlier releases is adequate for your needs, or if you need to take advantage of new capabilities associated with the use of TSXs. Both methods of notifying users are supported by Tivoli Information Management for z/OS; however, the setup steps to notify users are different as described in this chapter.

This is how you define people to receive notifications.

Type **13** on the command line and press Enter to update users to notify.

```
BTNOENSY          SYSTEM ADMINISTRATOR PRIMARY OPTIONS          INTEGRAT

Select option by entering number on command line.  Enter Q to quit the session.

SPECIFIC SEARCHES:          GENERAL SEARCHES:
 1. Problems assigned to me.    21. Quick problem search.
 2. Changes for my review.     22. Quick change search.
 3. Changes for my approval.   23. Quick config search.
 4. Changes to be implemented  24. Search.
    by me.

ENTRY:          REPORTS:
 5. Enter a problem record.    31. Create a report.
 6. Enter a change request.
 7. Enter configuration data.
11. Enter a record.
12. Update privilege class.
13. Update users to notify.

ADMINISTRATIVE:
91. Change my privilege class.
92. Status and available commands.
93. Change applications.
94. Load priv. class records.
95. List my available priv. classes.
96. Initialize my profile.
97. Bypass proprietary statement.

17. Display record #.... _____
18. Update record #..... _____
19. Print record #..... _____

===> 13
```

The first time you select this option, each of the Integration Facility privilege class names is filled in automatically.

Enter additional names and user IDs of the people who may be assigned problem or change records on the lines provided. These names must exactly match the assignee name field value of the persons to be notified.

(If you decided on using TSXs rather than the standard TSPs, skip this step of entering names and type **61** instead and press Enter. Option 61 displays the BLGLUSER panel where you supply data required by the notification TSXs.) Refer to “Using TSXs and TCP/IP SMTP for E-mail” on page 33 for further instructions.)

After you enter your user names and IDs, type **end** on the command line and press Enter to save your entries and return to panel BTNOENSY, the System Administrator Primary Options panel.

```

BLG0B901                USERS TO NOTIFY                1 OF 3

   Assignee Name      ID/Class      Assignee Name      ID/Class
1. SYSADMIN_____  2. SYSADMIN      31. _____  32. _____
3. NPDA_____      4. NPDA_____   33. _____  34. _____
5. SAMID_____     6. SAMID_____  35. _____  36. _____
7. HELPDESK_____  8. HELPDESK_____ 37. _____  38. _____
9. SUPPNET_____   10. SUPPNET_____ 39. _____  40. _____
11. OPERMGR_____ 12. OPERMGR_____ 41. _____  42. _____
13. PROBCONT_____ 14. PROBCONT_____ 43. _____  44. _____
15. CHNGCONT_____ 16. CHNGCONT_____ 45. _____  46. _____
17. CNFGCONT_____ 18. CNFGCONT_____ 47. _____  48. _____
19. SUPPAPPL_____ 20. SUPPAPPL_____ 49. _____  50. _____
21. SUPPDOC_____  22. SUPPDOC_____ 51. _____  52. _____
23. SUPPENV_____ 24. SUPPENV_____ 53. _____  54. _____
25. SUPPHDW_____ 26. SUPPHDW_____ 55. _____  56. _____
27. SUPPPROC_____ 28. SUPPPROC_____ 57. _____  58. _____
29. SUPPSYSS_____ 30. SUPPSYSS_____ 59. _____  60. _____

        61. Enter list of assignees and addresses.
            Press Enter for more entries.
    When you finish, type END to save or CANCEL to discard any changes.

====> end
    
```

If you fill this screen, press Enter, and you have 30 additional spaces for entries. The Integration Facility provides space for 90 users through the Users to Notify panel. If you require more panels, use the Panel Modification Facility to create more panels.

Note: An easier way to create one or more new panels is to copy panel BLG0B902 and insert the new panels after the original BLG0B902 panel rather than adding them after panel BLG0B903.

For additional information about how notification works, refer to the *Tivoli Information Management for z/OS Program Administration Guide and Reference*.

For more information on notification messages, see Integration Facility Notification Messages.

Using TSXs and TCP/IP SMTP for E-mail

Tivoli Information Management for z/OS provides a set of TSXs which you can use or modify to:

- Provide more detailed or different data in the notification messages.
- Use a mail vehicle other than TCP/IP SMTP.

To use TSXs, set up user or privilege classes to be notified on the BLGLUSER panel as described in this section.

When you select option 61 from the BLG0B901 panel, the Mail Information panel displays.

Enter the privilege class names you have loaded and the mail address for each member of the privilege class whom you want notified. When users are added to these privilege classes, and you want them to receive notification messages, you must also update the USERS

Notifying Users

record and add their mail addresses to this panel. Unlike the Users to Notify panel, the Mail Information panel is not pre-populated with privilege class names.

Enter any other names and userids or e-mail addresses of the people who may be assigned problem or change records. These names must match the assignee name field value of the persons to be notified.

```
BLGLUSER                                MAIL INFORMATION ENTRY                                LINE 1 OF 10
USE....Enter names and addresses for use by Notification and/or Escalation.
                                           RECORD: USERS

      Assignee/
      Alias                                Address
''   CHNGCONT_____ gene@sample.com_____
''   CHNGCONT_____ debbie@sample.com_____
''   JohnSmith_____ johnsmith@sample.com_____
''   SarahWood_____ srwood@sample.com_____
''   SallyWhite_____ swhite_____
''   Helpdesk_____ Operations_____
''   _____
''   _____
''   _____
''   _____

Line Cmds: A=After B=Before C=Copy D=Delete E=Erace I=Insert
           L=Line Entry M=Move R=Repeat
Type DOWN, UP, LEFT, or RIGHT to scroll the panel, or type END to exit.

====> end
```

The assignee or alias names can be 1 to 40 alphanumeric positions (blank characters are also accepted). The mail address can be 1 to 60 characters. You can use the L1 line command to display the assisted-entry panel for the assignee/alias column so that you can enter long names. Likewise, you can use the L2 line command to display the assisted-entry panel for the address column so that you can enter long addresses.

After you enter the data, type **end** and press Enter to return to the Users to Notify panel. Type **end** again on the Users to Notify panel to file your entries and return to panel BTNOENSY, the System Administrator Primary Options panel.

The TSXs provided with Tivoli Information Management for z/OS extract the mail addresses you supply to do notification processing. Therefore, privilege class names you select should be defined on the BLGLUSER panel along with the mail address for all users in those privilege classes who should be sent notification messages. For instance, the problem controller (PROBCONT), change controller (CHNGCONT), approver and receiver privilege classes must be defined on the BLGLUSER panel with mail addresses for each user in those privilege classes.

You can modify TSX processing to use a different method to extract the address for each person in a privilege class to get the list of addresses to notify (e.g., from a file).

For problem notifications, a simple message is sent (with no record data included) for all cases, except when the Assignee is notified.

For change notifications, a simple message is sent to the CHNGCONT privilege class group when a change needs to be locked and when the change is resolved. In other change status cases, a more detailed message including record data is sent.

You can also queue mail messages, if desired, to the BLX-SP for later processing. The default is to send the message when the record is filed and not queue messages. Refer to the *Tivoli Information Management for z/OS Program Administration Guide and Reference* for more information on queuing.

Integration Facility Notification TSP to TSX Equivalent

The TSXs shipped with Tivoli Information Management for z/OS to perform notification processing are alternatives to the TSPs provided. If you decide to use TSXs with the Integration Facility, you will need to perform the following tasks as part of your overall setup of notification management, specifically for the Integration Facility. Refer to the *Tivoli Information Management for z/OS Program Administration Guide and Reference* for general concepts of the notification facility (“Using Notification Management”) and for overall set up procedures (“Enabling Immediate Notification with TSXs Using TCP/IP and SMTP”). You should review that material first before completing the following tasks which are specific to the use of the Integration Facility and notification TSXs.

- For messages associated with problem records, determine the default mail address to use when no PROBCONT or assignee addresses are found in the USERS record and modify TSX BTNXPN03 to define the default addresses.
If PROBCONT is not defined with addresses in the USERS record, no addresses will be found for people with the problem controller privilege class, and the default problem controller address is used. When messages are sent to the problem assignees, the BTNXPN03 TSX looks in the USERS record for addresses defined for the assignee. If no addresses are found, the default assignee address is used.
- For messages associated with change records, determine the default mail address to use when no CHNGCONT, assignee, or approver addresses are found in the USERS record.
If CHNGCONT is not defined with addresses in the USERS record, no addresses will be found for people with the change controller privilege class and the default change controller address is used. When messages are sent to the change approvers or reviewers, the BTNXCN07 TSX looks in the USERS record for addresses defined to all approver or reviewer privilege classes. If no addresses are found, the default approver address is used. When messages are sent to the change assignees, the BTNXCN07 TSX looks in the USERS record for addresses defined for the assignee. If no addresses are found, the default assignee address is used.
- Using the Panel Modification Facility, change the following control panels to invoke the appropriate TSX (rather than TSP) for use with the Integration Facility:
BTN1A141 Problem records
BTN1A121 Change records

To determine which TSX to invoke, refer to Table 5 on page 36. For a more detailed description of each TSX, refer to “Terminal Simulator Panels and EXECs” on page 177.

If no changes are made to these panels, the existing method of performing notification management with TSPs is used.

Table 5. Tivoli Information Management for z/OS Integration Facility TSP and TSX Equivalents

| TSP name | TSX name | Invoked by |
|----------|----------|--|
| BTNTPN01 | BTNXPN01 | BTN1A141 |
| BTNTPN02 | BTNXPN02 | BTN1A141 |
| BTNTPN03 | BTNXPN03 | TSX BTNXPN03 is invoked by TSXs BTNXPN01, BTNXPN02, BTNXPN04, BTNXPN05. |
| BTNTPN04 | BTNXPN04 | BTN1A141 |
| BTNTPN05 | BTNXPN05 | BTN1A141 |
| BTNTCN01 | BTNXCN01 | BTN1A121 |
| BTNTCN02 | BTNXCN02 | BTN1A121 |
| BTNTCN03 | BTNXCN03 | BTN1A121 |
| BTNTCN04 | BTNXCN04 | BTN1A121 |
| BTNTCN05 | BTNXCN05 | BTN1A121 |
| BTNTCN06 | BTNXCN06 | BTN1A121 |
| BTNTCN07 | BTNXCN07 | TSX BTNXCN07 is invoked by TSXs BTNXCN01 through BTNXCN06, and BTNXCN09. |
| BTNTCN09 | BTNXCN09 | BTN1A121 |

Note: Be sure to perform the actions listed in “Enabling Immediate Notification with TSXs Using TCP/IP and SMTP” as described in the *Tivoli Information Management for z/OS Program Administration Guide and Reference*.

Defining a Method of Identifying Help Desk Callers

The Integration Facility allows an installation to use a caller’s identifier or a cross-reference ID for its help desk personnel to identify a caller:

- A caller’s identifier can be up to 8 characters long, and the first character must be alphabetic. If you can uniquely identify people by using an identifier with no more than 8 characters (for example, an employee serial number or a user’s logon ID), then use caller’s identifiers.
- If your organization cannot or does not want to use caller’s identifiers, it can use cross-reference IDs instead. A cross-reference ID can be up to 15 characters long, and the first character can be either alphanumeric or alphabetic. For example, you could use a person’s social security number as the cross-reference ID.

Be careful to choose a method of identification that uniquely identifies each person and that probably will not change. For example, don’t use a person’s initials; they are not unique. Also, don’t use a person’s last name; names can change.

You should decide which identification method to use and tell the help desk personnel to use that method. Tell your help desk personnel to do the following when answering a call and creating a problem record:

- Ask the caller for the caller’s identifier or cross-reference ID.
- Enter that information in the appropriate field on panel BTN0B101, Initial Problem Data.

If the caller is new to the Integration Facility, the help desk operation must create a person record for the caller. The Integration Facility leads the help desk person through the required actions.

Adding New Users

As the system administrator, you are responsible for maintaining privilege class records. This means that you must ensure that all the Integration Facility users are assigned to one or more privilege classes. Using the following panels, you can add users to privilege classes or delete them. This is done by updating the appropriate privilege class.

Type **12** on the command line and press Enter to update the privilege classes.

```

BTN0ENSY          SYSTEM ADMINISTRATOR PRIMARY OPTIONS          INTEGRAT
Select option by entering number on command line.  Enter Q to quit the session.

SPECIFIC SEARCHES:          GENERAL SEARCHES:
 1. Problems assigned to me.    21. Quick problem search.
 2. Changes for my review.     22. Quick change search.
 3. Changes for my approval.   23. Quick config search.
 4. Changes to be implemented  24. Search.
    by me.

ENTRY:          REPORTS:
 5. Enter a problem record.    31. Create a report.
 6. Enter a change request.
 7. Enter configuration data.
11. Enter a record.
12. Update privilege class.
13. Update users to notify.

ADMINISTRATIVE:
17. Display record #.... _____
18. Update record #..... _____
19. Print record #..... _____
91. Change my privilege class.
92. Status and available commands.
93. Change applications.
94. Load priv. class records.
95. List my available priv. classes.
96. Initialize my profile.
97. Bypass proprietary statement.

===> 12
    
```

The Search Results List panel lists all the available privilege classes. Type a **U** in the line command area next to the privilege class that you want to update and press Enter.

For this example, type a **U** beside 7. **PROBCONT Problem controller privilege class** and press Enter.

```
BLG1TSRL                SEARCH RESULTS LIST                LINE 1 OF 15

DATABASE: 5

      RECORD ID      DESCRIPTION ABSTRACT
*** TOP OF DATA ***
  1. SYSADMIN  SYSTEMS ADMINISTRATOR PRIVILEGE CLASS
  2. NPDA      NETVIEW PROBLEM ENTRY PRIVILEGE CLASS
  3. SAMID     SAM PROBLEM ENTRY PRIVILEGE CLASS
  4. HELPDESK  HELP DESK PRIVILEGE CLASS
  5. SUPPNET   NETWORK SUPPORT PRIVILEGE CLASS
  6. OPERMGR   OPERATIONS MANAGER PRIVILEGE CLASS
u  7. PROBCONT  PROBLEM CONTROLLER PRIVILEGE CLASS
  8. CHNGCONT  CHANGE CONTROLLER PRIVILEGE CLASS
  9. CNFGCONT  CONFIGURATION CONTROLLER PRIVILEGE CLASS
 10. SUPPAPPL  APPLICATIONS SUPPORT PRIVILEGE CLASS
 11. SUPPDOCS  DOCUMENTATION SUPPORT PRIVILEGE CLASS
 12. SUPPENVS  ENVIRONMENT SUPPORT PRIVILEGE CLASS
 13. SUPPHDW   HARDWARE SUPPORT PRIVILEGE CLASS

Line Cmds: C=Copy D=Delete P=Print S=Select U=Update
Type DOWN or UP to scroll the panel, or type END to exit the panel.

====>
```

You can select what you want to update on the Class Summary panel.

Type **3** on the command line and press Enter to display all the users in the problem controller privilege class.

```
BTN0JU00                CLASS SUMMARY                CLASS: PROBCONT

User ID 1..... Z85BES                Owing priv. class.... _____
Transfer-to class..... _____      Entry priv. class.... SYSADMIN
Contact name..... RYAN                 Date entered..... 06/16/1999
Contact phone..... 555-6304            Time entered..... 16:49
Contact dept..... T41                 Date last altered.... 06/26/1999
Location code..... _____          Primary partition..... _____

Description..... PROBLEM CONTROLLER PRIVILEGE CLASS

Select one of the following, type END to file your changes, or type CANCEL
to discard your changes.
  1. Class description.                8. Freeform text and notes.
  2. Class authority.                  9. File record.
  3. Eligible users.
  4. Secondary partition list.
  5. Sharing partition list.

====> 3
```

The Class Summary panel shows a summary of your privilege class record. Do one of the following:

- Select 1 to alter the class description.
- Select 2 to alter privilege class authorities.
- Select 3 to alter the user IDs in the privilege class.

- Select 4 to enter additional logical database partitions a user of the privilege class can access.
- Select 5 to enter the logical database partition identifiers that the record is to be shared with.
- Select 8 to enter additional text about the privilege class.
- Select 9 to file the privilege class record.

After SMITH, type a **blank** and then **JONES1**. Keep adding privilege class user IDs until you have entered all the IDs you want this privilege class to have.

Type **end** on the command line and press Enter when you have finished updating the privilege class.

```

BTN0J300                CLASS USER ENTRY                CLASS: PROBCONT
Enter eligible user IDs; cursor placement or input line entry allowed.

1. User IDs..<R> SMITH JONES1 _____
2. User IDs..... _____
3. User IDs..... _____
4. User IDs..... _____
5. User IDs..... _____
6. User IDs..... _____
7. User IDs..... _____
8. User IDs..... _____
9. User IDs..... _____
10. User IDs..... _____
11. User IDs..... _____
12. User IDs..... _____
13. User IDs..... _____
14. User IDs..... _____
15. User IDs..... _____

    When you finish, type END to save or CANCEL to discard any changes.

====> end
    
```

The Class User Entry panel shows you all the users that are included in the problem controller privilege class. You can add or delete users on the Class User Entry panel.

Type **9** (for File record) and press Enter to file your changes.

```
BTN0JU00                CLASS SUMMARY                CLASS: PROBCONT

User ID 1..... Z85BES                Owing priv. class.... _____
Transfer-to class..... _____    Entry priv. class.... SYSADMIN
Contact name..... RYAN                Date entered..... 06/16/1999
Contact phone..... 555-6304           Time entered..... 16:49
Contact dept..... T41                 Date last altered.... 06/26/1999
Location code..... _____         Primary partition..... _____

Description..... PROBLEM CONTROLLER PRIVILEGE CLASS

Select one of the following, type END to file your changes, or type CANCEL
to discard your changes.
  1. Class description.                8. Freeform text and notes.
  2. Class authority.                 9. File record.
  3. Eligible users.
  4. Secondary partition list.
  5. Sharing partition list.

====> 9
```

The Class Summary panel shows a summary of your privilege class record. Do one of the following:

- Select 1 to alter the class description.
- Select 2 to alter privilege class authorities.
- Select 3 to alter the user IDs in the privilege class.
- Select 4 to enter additional logical database partitions a user of the privilege class can access.
- Select 5 to enter the logical database partition identifiers that the record is to be shared with.
- Select 8 to enter additional text about the privilege class.
- Select 9 to file the privilege class record.

Additional Primary Options Selections

The Proprietary panel (see Figure 2 on page 22) appears every time you log on to Tivoli Information Management for z/OS unless you change your profile to bypass this panel.

Type **97** on the command line and press Enter to stop the Proprietary panel from appearing when you log on to Tivoli Information Management for z/OS.

```
BTNOENSY          SYSTEM ADMINISTRATOR PRIMARY OPTIONS          INTEGRAT

Select option by entering number on command line.  Enter Q to quit the session.

SPECIFIC SEARCHES:          GENERAL SEARCHES:
  1. Problems assigned to me.    21. Quick problem search.
  2. Changes for my review.     22. Quick change search.
  3. Changes for my approval.   23. Quick config search.
  4. Changes to be implemented by me. 24. Search.

ENTRY:          REPORTS:
  5. Enter a problem record.      31. Create a report.

  6. Enter a change request.

  7. Enter configuration data.

 11. Enter a record.

 12. Update privilege class.

 13. Update users to notify.

 17. Display record #.... _____
 18. Update record #..... _____
 19. Print record #..... _____

ADMINISTRATIVE:
 91. Change my privilege class.
 92. Status and available commands.
 93. Change applications.
 94. Load priv. class records.
 95. List my available priv. classes.
 96. Initialize my profile.
 97. Bypass proprietary statement.

===> 97
```

For further information about panel selections you can make from the Integration Facility Primary Options menu, see Primary Options Menu Selections.

6

Help Desk Operator Tasks

As the help desk operator, you respond to callers reporting problems and requesting changes. To respond, you can make specific searches by:

- Component or application name
- Configuration path
- NetView resource name
- Down components
- Location

You can also:

- Enter problems and change requests
- Make general searches on problem, change, and configuration data
- Produce reports about problem, change, and configuration data
- Display, update, and print records

Getting Started

If you are using the Integration Facility for the first time, you must:

1. Select your Integration Facility privilege class.
2. Change your current application to the Integration Facility.
3. Initialize your profile.

After you perform these tasks, you do not have to repeat them. The information that you enter is saved until you decide to change it. You automatically start the Integration Facility each time you begin a Tivoli Information Management for z/OS session. The first panel that you see each time you start is BTN0ENHD, the Help Desk Primary Options panel.

For information on the commands that you use most often see, “Using the Integration Facility Commands” on page 19.

Selecting Your Privilege Class

You do not automatically start the Integration Facility the first time that you use Tivoli Information Management for z/OS.

This is the Tivoli Information Management for z/OS Proprietary panel.

Selecting Your Privilege Class

Press Enter to view the Primary Options Menu.

```
+ BLG00002 TIVOLI INFORMATION MANAGEMENT for z/OS VERSION 7.1 -----+
|
|           Licensed Materials - Property of IBM.
|
|           Program Number: 5697-SD9
|           (C) Copyright IBM Corp., 1981, 2001.
|           All Rights Reserved
|
| US Government Users Restricted Rights - Use, duplication or dis-
| closure restricted by GSA ADP Schedule Contract with IBM Corp.
|
|           (Profile can be set to bypass this panel in the future.)
|
+-----+-----+-----+-----+-----+-----+-----+-----+-----+
|
|                                     PRESS ENTER TO CONTINUE
|
+-----+-----+-----+-----+-----+-----+-----+-----+-----+
```

Figure 3. Proprietary Panel

This is the Primary Options Menu for the Management application.

Type **4** on the command line and press Enter to see the list of the privilege classes for which you are authorized.

```

BLG0EN20          --- PRIMARY OPTIONS MENU ---      APPLICATION: MANAGEMENT

OPTIONS:

  1. OVERVIEW.....Display general information and product enhancements.
  2. PROFILE.....Display or alter invocation or session defaults.
  3. APPLICATION...Change application, list available applications.
  4. CLASS.....Change current class, list available classes.
  5. ENTRY.....Create a record.
  6. INQUIRY.....Search for records.
  7. UTILITY.....Copy, display, print, delete, and update records.
  8. GLOSSARY.....Display a list of searchable words in the database.
  9. PMF.....Modify or create panels.

          Select an option, enter a command, or type QUIT to exit.

          Tivoli Information Management for z/OS Version 7 Release 1
          5697-SD9 (C) Copyright IBM Corp., 1981, 2001.

====> 4
    
```

If you receive a message that you are not authorized for any privilege classes, notify your program administrator.

You can select a Tivoli Information Management for z/OS privilege class in two ways. Either type **E** in the line command area next to the privilege class or type the selection number of the privilege class on the command line, and press Enter.

```

BLG1TPCL          PRIVILEGE CLASS LIST              LINE 1 OF 1

          CLASS      DESCRIPTION ABSTRACT

          1.  HELPDESK  HELP DESK PRIVILEGE CLASS
          *** BOTTOM OF DATA ***

          Line Cmds:  E=Execute  S=Select
          Type DOWN or UP to scroll the panel, or type END to exit the panel.

          ====> 1
    
```

The selections that you see are determined by the privilege classes that contain your user ID; you see only the privilege classes that you are authorized to use.

Accessing the Integration Facility

Now that you are a member of a privilege class, you must select the Integration Facility. The following panels illustrate this procedure:

Type **3** on the command line and press Enter to see the applications available to choose from.

```
BLG0EN20          --- PRIMARY OPTIONS MENU ---      APPLICATION: MANAGEMENT

OPTIONS:

  1. OVERVIEW.....Display general information and product enhancements.
  2. PROFILE.....Display or alter invocation or session defaults.
  3. APPLICATION...Change application, list available applications.
  4. CLASS.....Change current class, list available classes.
  5. ENTRY.....Create a record.
  6. INQUIRY.....Search for records.
  7. UTILITY.....Copy, display, print, delete, and update records.
  8. GLOSSARY.....Display a list of searchable words in the database.
  9. PMF.....Modify or create panels.

      Select an option, enter a command, or type QUIT to exit.

      Tivoli Information Management for z/OS Version 7 Release 1
      5697-SD9 (C) Copyright IBM Corp., 1981, 2001.

====> 3
```

Type **4** on the command line and press Enter to start the Integration Facility.

```
+ BLG00030 ----- APPLICATION SELECTION ----- 1 OF 1-+
|
|          IDENTIFY THE APPLICATION FOR THIS SESSION
|
|  OPTIONS:
|
|    1. SYSTEM.....Use System dialogs for entry/inquiry.
|    2. MANAGEMENT...Use Management dialogs for entry/inquiry.
|
|    4. INTEGRAT.....Use Integration Facility dialogs.
|
|    9. SERVICDESK...Use Consolidated Service Desk.
|
|----- SELECT APPLICATION -----+

====> 4
```

Initializing Your Profile

The Integration Facility uses the information you enter in your profile to fill in panels with your name, department, and phone number. You can change your profile at any time; however, you must initialize it before you can use the Integration Facility.

Type **96** on the command line and press Enter to initialize your user profile.

```

BTN0ENHD                HELP DESK PRIMARY OPTIONS                INTEGRAT

Select option by entering number on command line.  Enter Q to quit the session.

SPECIFIC SEARCHES:
  1. History by comp/appl name.
  2. A path starting at _____
  3. By NetView resource name.
  4. Down components.
  5. Problems by location.

ENTRY:
  6. Enter a problem.
  7. Enter a change request.
  8. Enter a person record.
 11. Enter a record.

17. Display record #... _____
18. Update record #.... _____
19. Print record #..... _____

GENERAL SEARCHES:
 21. Quick problem search.
 22. Quick change search.
 23. Quick config search.
 24. Search.

REPORTS:
 31. Create a report.

ADMINISTRATIVE:
 91. Change my privilege class.
 92. Status and available commands.
 93. Change products.

 95. List my available priv. classes.
 96. Initialize my profile.
 97. Bypass logon proprietary panel.

====> 96
    
```

Type your name, department, and phone number on the appropriate fields.

Now, when you type an equal sign (=) in a similar entry field on any other of the Integration Facility panels, data from these fields fill in the corresponding fields.

Type **end,end** on the command line and press Enter to return to the primary options menu.

```
BLG0P700                DATA DEFINITION DEFAULTS                USER ID: E12345

Enter data definition data; cursor placement or input line entry allowed.

      1. User's name..... E12345_____
      2. User's department..... T48_____
      3. User's telephone..... 555-1688____
      4. Database.....<R> 5
      5. Logical files..... _____

When you finish, type END to save or CANCEL to discard any changes.

+BTN16019I Enter the appropriate values and then enter 'END,END' to sav+
===> end,end
```

Searching for a Problem

A customer calls the help desk to report that the terminal the customer is using, ATERM, is not responding.

One of the specific search options on the Help Desk Primary Options panel checks to see if a problem has been reported previously. The following panels illustrate how to determine that the problem was the customer's terminal and not one of the other components in the system.

Type **1** on the command line and press Enter to see if the terminal has a history of reported problems.

```

BTNOENHD                HELP DESK PRIMARY OPTIONS                INTEGRAT

Select option by entering number on command line.  Enter Q to quit the session.

SPECIFIC SEARCHES:
  1. History by comp/appl name.
  2. A path starting at _____
  3. By NetView resource name.
  4. Down components.
  5. Problems by location.

ENTRY:
  6. Enter a problem.
  7. Enter a change request.
  8. Enter a person record.
 11. Enter a record.

17. Display record #... _____
18. Update record #.... _____
19. Print record #..... _____

GENERAL SEARCHES:
 21. Quick problem search.
 22. Quick change search.
 23. Quick config search.
 24. Search.

REPORTS:
 31. Create a report.

ADMINISTRATIVE:
 91. Change my privilege class.
 92. Status and available commands.
 93. Change products.

 95. List my available priv. classes.
 96. Initialize my profile.
 97. Bypass logon proprietary panel.

===> 1
    
```

Type the name of the component or application on the command line and press Enter.

For this example, type **aterm** on the command line and press Enter.

```

+ BTN6DEVN ----- COMPONENT/APPLICATION NAME ----- COMD/ ---+
|
| USE...Enter symbolic name of the component/device/application.
|
| FORM...AAAAAAA - 1 to 8 alphanumeric positions.
|
|
| EXAMPLES: - PRINTER 1.....REPLY.....printer1
|            DISK 03A.....REPLY.....disk03a
|            TEST MVS.....REPLY.....testmvs
|            PROD CICS.....REPLY.....cics2
|
+----- REPLY AS ILLUSTRATED -----+

===> aterm
    
```

In this example, the customer supplied the ATERM entry as a terminal identifier to the help desk operator. Your configuration controller set up configuration records for the systems you are supporting. A record ATERM has been defined to identify the particular terminal, and, in this example, the caller knew that the terminal is identified by ATERM.

Searching for a Problem

Type **init** on the command line and press Enter to return to the Primary Options panel.

```
BTN1TSST PROBLEMS: STATUS/DATE ENTERED/COMP/DESCRIPTION          LINE 1 OF 3
DATABASE: 5

      RNID      STATUS      DATE          COMP          DESCRIPTION
      1. 00000061 OPEN      06/30/1999  ATERM        TERMINAL NOT RESPONDING
      2. 00000060 CLOSED   07/12/1999  ATERM        SLOW RESPONSE TIME
      3. 00000059 CLOSED   07/14/1999  ATERM        CANNOT LOG ON
*** BOTTOM OF DATA ***

Line Cmds: C=Copy D=Delete P=Print S=Select U=Update
Type DOWN or UP to scroll the panel. Type TABLE to see alternate formats.
Type RES to end this suspension level.
==> init
```

In this case, a problem is already open for ATERM, so you can report to the caller that a problem has already been opened for this terminal. Depending on your installation's standards, you can enter another problem report or incident to indicate that another caller reported a problem with that terminal. If there are no previous problems with this terminal, or all the listed problems are closed, you have to create a problem record.

Reporting a Problem

In the previous example, the customer called to report a problem with a terminal, ATERM. When the customer calls, the help desk operator creates a problem record. The following panels illustrate the problem reporting procedure.

Type **6** on the command line and press Enter to enter a problem.


```

BTNOENHD                HELP DESK PRIMARY OPTIONS                INTEGRAT

Select option by entering number on command line.  Enter Q to quit the session.

SPECIFIC SEARCHES:
  1. History by comp/appl name.
  2. A path starting at _____
  3. By NetView resource name.
  4. Down components.
  5. Problems by location.

ENTRY:
  6. Enter a problem.
  7. Enter a change request.
  8. Enter a person record.
 11. Enter a record.

17. Display record #... _____
18. Update record #.... _____
19. Print record #..... _____

GENERAL SEARCHES:
 21. Quick problem search.
 22. Quick change search.
 23. Quick config search.
 24. Search.

REPORTS:
 31. Create a report.

ADMINISTRATIVE:
 91. Change my privilege class.
 92. Status and available commands.

 95. List my available priv. classes.
 96. Initialize my profile.
 97. Bypass logon proprietary panel.

====> 6

```

When you press Enter, the Initial Problem Data panel, BTNOB101, appears.

Your program administrator should have told you how your installation defines a caller. Ask the caller for this information and type it into the **Caller's identifier** field or **Cross-reference ID** field.

```

BTNOB101                INITIAL PROBLEM DATA                PROBLEM: 00001214

Fill in one of the fields below and then verify the information.

                ENTRY DATA

  1. Caller's identifier<R> E12345__
      or
  2. Cross-reference ID.... _____
  3. Cancel entry.

*****

                VERIFICATION DATA

Name..... _____
Department..... _____
Phone number.... _____

Press Enter, verify the data, and press Enter again.

====>

```

For this example, your installation has a system in which the employee number is 5 digits. Your program administrator instructed you to ask for the caller's employee number and then put an E in front of that number.

Reporting a Problem

In this case, the caller's employee number is 12345, so type **E12345** into the **Caller's identifier** field and press Enter.

While you wait for the system to look up the caller, you can tell the caller that the problem number is 1214, which appears in the upper right corner of the BTN0B101 panel.

If this is a new caller, the **Verification Data** fields remain empty. Press Enter to move to panel BTN0D500 and create a person record for this caller.

If the caller is known to the Integration Facility, information about the caller appears on the bottom half of the panel BTN0B101. You do not have to create a person record.

If this is a new caller, you must create a record for the caller from the Person Record panel which follows this panel. The step-through process is the same as for a caller known to the Integration Facility, only the Integration Facility provides the new person ID number.

Question the caller and fill in the information about the caller in the appropriate fields. Type **end** on the command line and press Enter.

```
BTN0D500                PERSON RECORD                PERSON ID: _____
Enter person information; cursor placement or input line entry allowed.
1. Person Identifier..<R> _____
2. Person Name.....<R> _____
3. Person Dept.....<R> _____
4. Person Phone.....<R> _____
5. Cross-reference ID.... _____
6. Company name.....<R> _____
7. Dept/Bldg/Loc..... _____
8. Street Address..... _____
9. City/Prov/State..... _____
10. Country..... _____
11. Postal Code/ZIP..... _____
12. Freeform Text
      When you are finished, type END and press Enter.
===> end
```

If the database contains no previous information about the caller, Person Record panel BTN0D500 appears with a message requesting that you enter information about the person reporting the problem.

You are creating a person record for the caller. When you first see panel BTN0DU08, only the **Caller's Identifier** is filled in. For this example, the help desk operator manually enters the **Name, Department, Phone, and Company Name**, after requesting this information from the caller.

For this example, type **9** on the command line and press Enter to return to the panel where you initially entered the caller's identifier.

```

BTN0DU08                PERSON RECORD                PERSON ID: E12345

Person information record.

Caller's identifier E12345                Date entered..... _____
Cross-reference ID. _____          Time entered..... _____
Name..... SMITHJ                        Date last altered _____
Dept..... T48                            Time last altered _____
Phone..... 555-1688                      User last altered _____

Company name..... ACME
Dept/Bldg/Loc..... _____
Street address..... _____
City/Prov/State.... _____
Country..... _____
Postal Code/ZIP.... _____

1. Person data
8. Freeform text

9. File

====> 9
    
```

Person Record panel BTN0DU08 allows you to review what you have just entered. You can:

- Select 1 to modify the data.
- Select 8 to add a freeform description of this person to the record.
- Select 9 to file the record.

Verify the data on the bottom half of the panel, and press Enter to continue.

```

BTN0B101                INITIAL PROBLEM DATA                PROBLEM: 00001214

Fill in one of the fields below and then verify the information.

ENTRY DATA

1. Caller's identifier<R> E12345__
   or
2. Cross-reference ID.... _____
3. Cancel entry.

*****

VERIFICATION DATA

Name..... SMITHJ
Department..... T48
Phone number.... 555-1688

Press Enter, verify the data, and press Enter again.

====>
    
```

Reporting a Problem

The Initial Problem Data panel serves to verify the information that you entered about the caller. Notice that the information you entered in the Person Record panel now appears on the bottom half of the panel.

The next time the customer calls, this information will be filled in as soon as you press Enter after filling in the caller's identifier. You should always verify the person record information with the caller to ensure that the problem controller knows who to notify of the problem's resolution.

If the caller gives you new information, you can update the person record by typing **update r e12345** on the command line and pressing Enter.

The caller experienced the problem on a terminal, ATERM.

Enter the preliminary information about the problem on the Initial Problem Data panel.

Type **aterm** in the first field to indicate the problem component.

```
BTN0B102                INITIAL PROBLEM DATA                PROBLEM: 00001214

Fill in the fields below. Select a problem type to continue.

ENTRY DATA

  1. Comp/App1 name....<R> ATERM__
  2. Original problem #.... 00000061
  3. Desc. of problem...<R> NOT WORKING_____

PROBLEM TYPES **** Select From List ****

  6. Reset                10. Software
  7. Information          11. Network
  8. Hardware             12. Documentation
  9. Application          13. Environment

MISC  20. Detailed text   21. Cancel entry

      Enter the necessary data, then select a problem type.

====> 8
```

If the problem has been previously reported, type the problem number in field 2. For this example, the previously reported problem number is 00000061. (See panel BTN1TSST on page 50.)

Briefly describe the problem in field 3.

This is a hardware problem. After you enter information in the Entry Data fields, type **8** on the command line and press Enter to specify that the problem is related to hardware.

When you enter a problem number in field 2, the Integration Facility increments the duplicate count field in that record (for this example, record 00000061). In addition, the Integration Facility closes the record you are currently creating as a duplicate record of record 00000061.

Entering a Change Request

As the help desk operator, you receive requests for changes to your installation. The requests require some background information to be entered to provide the change approvers with a better understanding of the change and what is required to implement it. You enter each step that is required to complete the change as a separate activity record in the database.

The following scenario illustrates how you enter change requests.

Type **7** on the command line and press Enter to enter a change request and its associated activities.

```

BTNOENHD                HELP DESK PRIMARY OPTIONS                INTEGRAT

Select option by entering number on command line.  Enter Q to quit the session.

SPECIFIC SEARCHES:                GENERAL SEARCHES:
 1. History by comp/appl name.    21. Quick problem search.
 2. A path starting at _____ 22. Quick change search.
 3. By NetView resource name.    23. Quick config search.
 4. Down components.            24. Search.
 5. Problems by location.

ENTRY:                             REPORTS:
 6. Enter a problem.              31. Create a report.
 7. Enter a change request.
 8. Enter a person record.
11. Enter a record.

17. Display record #... _____  ADMINISTRATIVE:
18. Update record #.... _____  91. Change my privilege class.
19. Print record #..... _____  92. Status and available commands.
                                     93. Change products.
                                     95. List my available priv. classes.
                                     96. Initialize my profile.
                                     97. Bypass logon proprietary panel.

====> 7
    
```

For this example, the requested change is for a new host control unit (CPU).

Type the information in the required fields, designated by <R>, and type the option from the bottom half of the panel that applies to the change on the command line and press Enter.

You can tell the caller that the change record number is 142.

For this example, type **7** on the command line and press Enter to designate that the change involves hardware.

Entering a Change Request

```
BTN0C101                INITIAL CHANGE DATA                CHANGE: 00000142

Fill in the fields below. Select a change type to continue.

ENTRY DATA
 1. Comp/App1 name....<R> CPU002__
 2. Desc. of change....<R> NEW CPU_____
 3. Change category....<R> 2 (1, 2, 3, 4, or E)

CHANGE TYPES  **** Select From List ****

 7. Hardware                10. Network
 8. Application             11. Documentation
 9. Software                12. Process

MISC
20. Detailed text
21. Cancel entry

                Enter the necessary data, then select a problem type.

====> 7
```

The CPU002 entry is specific to the installation used for the example. If you need assistance about required information particular to your installation, see your system administrator or configuration controller.

If you do not know what field 3. **Change category**, is for, type **3** on the command line and press Enter. Next type **;help** on the command line and press Enter again to get a scrollable list of change category examples.

Type **25** on the command line and press Enter to file the record when you have entered all the information that you require.

```

BTN0C100                CHANGE REQUESTER ENTRY                CHANGE: 00000142

Enter change requester data; cursor placement or input line entry allowed.

 1. Requested by.....<R> SMITH _____    13. Change type.....<R> HDW
 2. Requester dept..... T48_____            Change status..... OPEN
 3. Requester phone.... 555-1688_____        15. Initial category.<R> 2
 4. Date required....<R> 08/01/1999_____      16. Network name..... _____
 5. Program name..... _____              17. System name..... _____
 6. Comp/Appl name...<R> CPU002_____         18. Location code..... _____
 7. Description.....<R> NEW CPU_____

 8. Assignee name..... _____            19. Completion code..... _____
 9. Assignee dept..... _____            20. Completion date..... _____
10. Assignee phone..... _____           21. Problem # fixed..... _____
11. Date assigned..... _____           Approval status..... _____

22. Co-requisites..... _____
23. Pre-requisites..... _____

    24. Add text to the record.           26. Return to summary panel.
    25. File the record.

====> 25
    
```

Notice that the **Name**, **Department**, and **Phone Number** fields are filled in. The status is automatically set to OPEN, and the date required is also filled in, based on the minimum suggested lead time to implement a change. The lead time varies depending on the initial category. However, you can change any of this information.

You must also enter a justification for the change, and specify a backup resource. If your change causes problems for the system, the backup resource replaces the original one.

For this example, suppose that you needed a host control unit because one that you have is not operating. You have to rely on the existing controllers until installation of a new host control unit.

Entering a Change Request

```
BTN0CETX          CHANGE TEXT ENTRY PANEL          RECORD: 00000142

Add change description. If more space is required use the continue option.

1. Change desc<RS> NEW CPU NEEDED FOR INSTALLATION. _____
2. _____
3. Desc Cont.

4. Justify....<RS> CURRENT CPU DROPS CONNECTIONS. _____
5. _____
6. Justify Cont.

7. Backout....<RS> LINK TO CPU001. _____
8. _____
9. Backout Cont.

Fill in the field. <RS> Fields are required and they are searchable.

BTN03013I Enter the appropriate data before filing the record.
===> end
```

Type this information on the lines provided. If you need more space, you can type 3, 6, or 9 on the command line and press Enter to add more text.

When you are finished, type END on the command line to save your information.

The Change Text Entry panel requires you to enter descriptive information about the change request, because a change cannot be reviewed without detailed information.

From the Change Request Summary panel, type **7** on the command line and press Enter to add activity records for each task that must be done before the change implementation can be considered complete.

For this example the activities include: ordering the CPU, installing it, reconnecting it, and testing it. You must create an activity record for each of these tasks.

Type **7** on the command line and press Enter to begin creating the activity records that are associated with this change.


```

BTN0CU01          CHANGE REQUEST SUMMARY          CHANGE: 00000142

Assignee name..... _____          Change status..... OPEN
Assignee phone..... _____          Approval status..... _____
Coordinator name..... CNGFCNT          Current category..... 2
Device name..... CPU002          Date required..... 08/01/1999
                                   Planned start date..... _____
                                   Completion date..... _____

Description..... NEW CPU_

Select one of the following, type END to save your changes, or type CANCEL
to discard your changes.
    1. Requester data.              6. Reviewer data.
    2. Status data.                7. Activity entry (and file change).
    3. Close data.                 8. Freeform text.
    4. Detail data.                9. File record.
    5. Approver data.

====> 7
    
```

You can also:

- Select option 1 to update requester data.
- Select option 2 to update the status data in the change record.
- Select option 3 to supply information to close the change record.
- Select option 4 to enter detail data in the change record.
- Select option 5 to change the approvers.
- Select option 6 to change the reviewers.
- Select option 7 to enter activity information after filing the change.
- Select option 8 to add comments about the change.
- Select option 9 to file the change record.

The first activity associated with this change is ordering the CPU.

Type the information about the activity and its requester in the appropriate fields on the Activity Requester Entry panel.

Type **end** on the command line and press Enter after you have completed all the required fields, indicated by <R>.

Entering a Change Request

```
BLG0C600                ACTIVITY REQUESTER ENTRY                ACTIVITY: _____

Enter change activity data; cursor placement or input line entry allowed.

 1. Requested by....<R> CNFGCONT_____ 11. Activity type.... ORDER__
 2. Requester dept..... _____      12. Activity stat.<R> OPEN__
 3. Requester phone.... _____      13. Activity reason.. _____
 4. Network name..... _____       14. User activity no. _____
 5. System name..... _____        15. Initial priority.  _
 6. Program name..... _____       16. Assignee name.... _____
 7. Device name..... CPU002__         17. Assignee dept.... _____
 8. Key item affected.. _____     18. Assignee phone... _____
 9. Date required..... _____      19. Date assigned... _____
10. Time required..... _____       20. Location code.... _____
                                     21. Activity name.<R> ORDER__

22. Description.....<R> ORDER NEW CPU _____

                                When you are finished, type END and press Enter.

BTN03006I Parent change number 00000142 has been auto saved.
====> end
```

You have now entered the first task that is associated with the change.

Type **9** on the command line and press Enter to file the record.

```
BLG0CU21                ACTIVITY SUMMARY                ACTIVITY: _____

Activity name..... _____      Parent change number.... 00000142
Assignee name..... _____      Activity type..... ORDER
Assignee dept..... _____      Activity status..... OPEN
Assignee phone..... _____      Current phase..... _____
Program name..... _____        Owinging priv. class..... _____
Device name..... CPU002__          Entry priv. class..... _____
Key item affected..... _____    Date entered..... _____
Date required..... _____        Time entered..... _____
Planned start date..... _____    Date last altered..... _____
Description..... ORDER NEW CPU

Select one of the following, type END to save your changes, or type CANCEL
to discard your changes.
 1. Requester data.                4. Detail data.
 2. Status data.                  8. Freeform text and notes.
 3. Close data.                   9. File record.

====> 9
```

You can also:

- Select option 1 to update requester data.
- Select option 2 to add the status data in the activity record.
- Select option 3 to add information to close the activity record.
- Select option 4 to add detailed information about the activity record.

- Select option 8 to add comments about the activity record.
- Select option 9 to file the activity record.

In the line command area next to the activity listed, type an **a** and press Enter to add another activity record.

```

BLG1TCAC                ACTIVITY RECORD LIST                LINE 1 OF 1

      RECORD ID   NAME   DESCRIPTION ABSTRACT
a 1. 00000143   ORDER   ORDER NEW CPU
*** BOTTOM OF DATA ***

Line Cmds: A=Add C=Copy D=Delete P=Print S=Select U=Update
Type DOWN or UP to scroll the panel, or type END to exit the panel.

BLG03058I Record 00000143 was stored successfully.
===>
    
```

The Activity Record List panel displays the list of all the activities related to change record 00000142.

Now that you have entered the first activity record, you can enter additional records.

After you order and receive the CPU, you have to install it. Type the activity and requester information in the appropriate fields.

Type **end** on the command line and press Enter when you have completed all the required fields, indicated by <R>.

Entering a Change Request

```
BLG0C600          ACTIVITY REQUESTER ENTRY          ACTIVITY: _____

Enter change activity data; cursor placement or input line entry allowed.

 1. Requested by....<R> CNFGCONT _____    11. Activity type.... INSTALL_
 2. Requester dept..... _____            12. Activity stat.<R> OPEN__
 3. Requester phone.... _____            13. Activity reason.. _____
 4. Network name..... _____             14. User activity no. _____
 5. System name..... _____              15. Initial priority.  _
 6. Program name..... _____             16. Assignee name.... _____
 7. Device name..... CPU002_                17. Assignee dept.... _____
 8. Key item affected.. _____           18. Assignee phone... _____
 9. Date required..... _____            19. Date assigned...  _____
10. Time required..... _____            20. Location code.... _____
                                           21. Activity name.<R> INSTALL_

22. Description.....<R> RECEIVE AND INSTALL CPU _____

      When you finish, type END to save or CANCEL to discard any changes.

====> end
```

Type **9** on the command line and press Enter to file this record.

```
BLG0CU21          ACTIVITY SUMMARY          ACTIVITY: _____

Activity name..... INSTALL                Parent change number.... 00000142
Assignee name..... _____              Activity type..... INSTALL
Assignee dept..... _____              Activity status..... OPEN
Assignee phone..... _____             Current phase..... _____
Program name..... _____               Owing priv. class..... _____
Device name..... CPU002_                  Entry priv. class..... _____
Key item affected..... _____           Date entered..... _____
Date required..... _____              Time entered..... _____
Planned start date..... _____          Date last altered..... _____
Description..... RECEIVE AND INSTALL CPU

Select one of the following, type END to save your changes, or type CANCEL
to discard your changes.
    1. Requester data.                    4. Detail data.
    2. Status data.                       8. Freeform text and notes.
    3. Close data.                        9. File record.

====> 9
```

You can also:

- Select option 1 to update requester data.
- Select option 2 to add the status data the activity record.
- Select option 3 to add information to close the activity record.
- Select option 4 to add detailed information about the activity record.
- Select option 8 to add comments about the activity record.
- Select option 9 to file the activity record.

To add another activity, type an **a** in the line command area next to the last record in the list and press Enter.

```

BLG1TCAC                ACTIVITY RECORD LIST                LINE 1 OF 2

      RECORD ID   NAME      DESCRIPTION ABSTRACT
1. 00000143     ORDER    ORDER NEW CPU
a 2. 00000177     INSTALL   RECEIVE AND INSTALL CPU
*** BOTTOM OF DATA ***

Line Cmds: A=Add C=Copy D=Delete P=Print S=Select U=Update
Type DOWN or UP to scroll the panel, or type END to exit the panel.

====>
    
```

After you install the new CPU, you must connect the users to it. Type the activity and requester information in the appropriate fields.

Enter data in the required fields, marked by <R>, then type **end** on the command line and press Enter to save the record.

```

BLG0C600                ACTIVITY REQUESTER ENTRY                ACTIVITY: _____

Enter change activity data; cursor placement or input line entry allowed.

1. Requested by....<R> CNFGCONT_____ 11. Activity type.... RECONN__
2. Requester dept.... _____ 12. Activity stat.<R> OPEN__
3. Requester phone.... _____ 13. Activity reason.. _____
4. Network name..... _____ 14. User activity no. _____
5. System name..... _____ 15. Initial priority. _
6. Program name..... _____ 16. Assignee name.... _____
7. Device name..... CPU002_ 17. Assignee dept.... _____
8. Key item affected.. _____ 18. Assignee phone... _____
9. Date required..... _____ 19. Date assigned.... _____
10. Time required..... _____ 20. Location code.... _____
21. Activity name.<R> TEST__

22. Description.....<R> RECONNECT ALL USERS TO NEW CPU AND TEST CPU__

When you finish, type END to save or CANCEL to discard any changes.

====> end
    
```

Entering a Change Request

Type **9** on the command line and press Enter to file the record.

```
BLG0CU21                ACTIVITY SUMMARY                ACTIVITY: _____
Activity name..... TEST                Parent change number... 00000142
Assignee name..... _____          Activity type..... RECONN__
Assignee dept..... _____          Activity status..... OPEN
Assignee phone..... _____        Current phase..... _____
Program name..... _____          Owing priv. class..... _____
Device name..... CPU002__            Entry priv. class..... _____
Key item affected..... _____     Date entered..... _____
Date required..... _____         Time entered..... _____
Planned start date..... _____    Date last altered..... _____
Description..... RECONNECT ALL USERS TO NEW CPU AND TEST CPU

Select one of the following, type END to save your changes, or type CANCEL
to discard your changes.
    1. Requester data.                4. Detail data.
    2. Status data.                  8. Freeform text and notes.
    3. Close data.                   9. File record.

====> 9
```

You can also:

- Select option 1 to update requester data.
- Select option 2 to add the status data to the activity record.
- Select option 3 to supply information to close the activity record.
- Select option 4 to add detailed information about the activity record.
- Select option 8 to add comments about the activity record.
- Select option 9 to file the activity record.

You can continue to create additional activity records if necessary.

Because the parent change record is automatically filed whenever you file an activity, you can type **init** on the command line and press Enter to return to the Help Desk Primary Options Menu.

```

BLG1TCAC                ACTIVITY RECORD LIST                LINE 1 OF 3

      RECORD ID   NAME      DESCRIPTION ABSTRACT
1.  00000143    ORDER    ORDER NEW CPU
2.  00000177    INSTALL  RECEIVE AND INSTALL CPU
3.  00000178    TEST     RECONNECT ALL USERS TO NEW CPU AND TEST CPU
*** BOTTOM OF DATA ***

Line Cmds: A=Add C=Copy D=Delete P=Print S=Select U=Update
Type DOWN or UP to scroll the panel, or type END to exit the panel.

BLG03058I Record 00000178 was stored successfully.
====> init
    
```

Additional Primary Options Selections

You will view the Proprietary panel (see Figure 3 on page 44) every time you log on to Tivoli Information Management for z/OS unless you change your profile to bypass this panel.

Type **97** (for Bypass logon proprietary panel) and press Enter to stop the Proprietary panel from appearing when you log on to Tivoli Information Management for z/OS.

```

BTNOENHD                HELP DESK PRIMARY OPTIONS                INTEGRAT

Select option by entering number on command line.  Enter Q to quit the session.

SPECIFIC SEARCHES:
1. History by comp/appl name.
2. A path starting at _____
3. By NetView resource name.
4. Down components.
5. Problems by location.

GENERAL SEARCHES:
21. Quick problem search.
22. Quick change search.
23. Quick config search.
24. Search.

ENTRY:
6. Enter a problem.
7. Enter a change request.
8. Enter a person record.
11. Enter a record.

REPORTS:
31. Create a report.

ADMINISTRATIVE:
91. Change my privilege class.
92. Status and available commands.
93. Change products.

17. Display record #... _____
18. Update record #.... _____
19. Print record #..... _____

95. List my available priv. classes.
96. Initialize my profile.
97. Bypass logon proprietary panel.

====> 97
    
```

Additional Primary Options Selections

For further information about panel selections you can make from the Integration Facility Primary Options menu, see “Primary Options Menu Selections” on page 169.

7

Problem Controller Tasks

You, as the problem controller, are responsible for:

- Assigning problems to a problem resolver
- Tracking the status of problems
- Closing problems.

Getting Started

If you are using the Integration Facility for the first time, you must:

1. Select your Integration Facility privilege class.
2. Change your current application to the Integration Facility.
3. Initialize your profile.

After you perform these tasks, you do not have to repeat them. The information that you enter is saved until you decide to change it. You automatically start the Integration Facility each time you begin a Tivoli Information Management for z/OS session. The first panel that you see each time you start is BTN0ENPC, the Problem Controller Primary Options panel.

For information on the commands that you will use most often, see “Using the Integration Facility Commands” on page 19.

Selecting Your Privilege Class

Perform the following procedure to select the Integration Facility as your startup privilege class each time you use Tivoli Information Management for z/OS.

This is the Tivoli Information Management for z/OS proprietary panel.

Press Enter to view the Primary Options Menu.

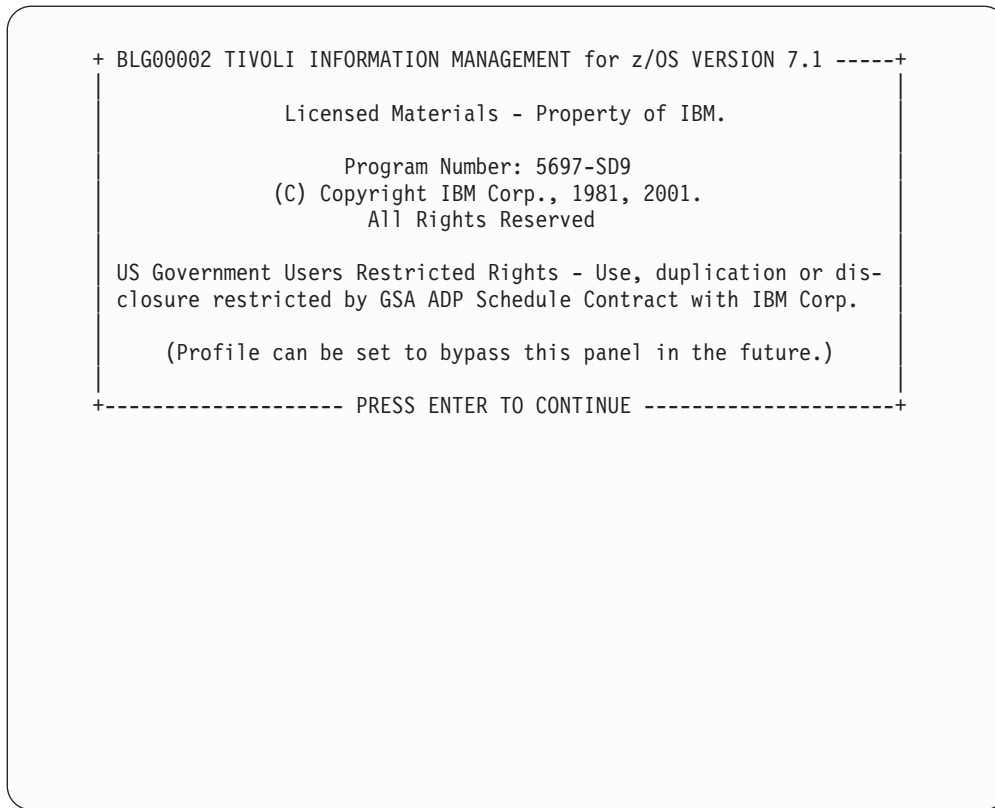


Figure 4. Proprietary Panel

This is the Primary Options Menu for the Management application.

Type **4** on the command line and press Enter to see the list of the privilege classes for which you are authorized.

```

BLGOEN20          --- PRIMARY OPTIONS MENU ---      APPLICATION: MANAGEMENT

OPTIONS:

  1. OVERVIEW.....Display general information and product enhancements.
  2. PROFILE.....Display or alter invocation or session defaults.
  3. APPLICATION...Change application, list available applications.
  4. CLASS.....Change current class, list available classes.
  5. ENTRY.....Create a record.
  6. INQUIRY.....Search for records.
  7. UTILITY.....Copy, display, print, delete, and update records.
  8. GLOSSARY.....Display a list of searchable words in the database.
  9. PMF.....Modify or create panels.

          Select an option, enter a command, or type QUIT to exit.

          Tivoli Information Management for z/OS Version 7 Release 1
          5697-SD9 (C) Copyright IBM Corp., 1981, 2001.

====> 4
    
```

You can select a Tivoli Information Management for z/OS privilege class in two ways. Either type **e** in the line command area next to the privilege class or type the selection number of the privilege class on the command line, and press Enter.

```

BLG1TPCL          PRIVILEGE CLASS LIST              LINE 1 OF 1

          CLASS      DESCRIPTION ABSTRACT

  1.  PROBCONT  PROBLEM CONTROLLER PRIVILEGE CLASS
***  BOTTOM OF DATA ***

Line Cnds: E=Execute S=Select
Type DOWN or UP to scroll the panel, or type END to exit the panel.

====> 1
    
```

The selections that you see are determined by the privilege classes that contain your user ID. You see only the classes that contain your user ID. If you receive a message that you are not authorized for privilege classes, notify your Tivoli Information Management for z/OS administrator.

Initializing Your Profile

The Integration Facility uses the information you enter in your profile to fill in panels with your name, department, and phone number. You can change your profile at any time; however, you must initialize it before you can use the Integration Facility.

Type **96** (for Initialize my profile) and press Enter to initialize your user profile.

```

BTN0ENPC          PROBLEM CONTROLLER PRIMARY OPTIONS          INTEGRAT

Select option by entering number on command line.  Enter Q to quit the session.

SPECIFIC SEARCHES:
  1. Problems by status.
  2. Problems by type.
  3. Problems by assignee name.
  4. Problems by assignee department.
  5. Changes for my review.
  6. Changes for my approval.
ENTRY:
  7. Enter problem record.
 11. Enter a record.
 12. Assign record # _____
 13. Close record # _____

 17. Display record #... _____
 18. Update record #.... _____
 19. Print record #..... _____

GENERAL SEARCHES:
 21. Quick problem search.
 22. Quick change search.
 23. Quick config search.
 24. Search.

REPORTS:
 31. Create a report.

ADMINISTRATIVE:
 91. Change my privilege class.
 92. Status and available commands.
 93. Change products.

 95. List my available priv. classes.
 96. Initialize my profile.
 97. Bypass logon proprietary panel.

====> 96
    
```

Type your name, department, and phone number in the appropriate fields.

Now when you type an equal sign (=) in a like entry on any other of the Integration Facility panels, data from this profile fill the corresponding fields.

Type **end,end** on the command line and press Enter to return to the Primary Options panel.

Assigning a Problem

```
BLG0P700                DATA DEFINITION DEFAULTS                USER ID: SMITH

Enter data definition data; cursor placement or input line entry allowed.

      1. User's name..... SMITH_____
      2. User's department..... T48_____
      3. User's telephone..... 555-1688____
      4. Database.....<R> 5
      5. Logical files..... _____

When you finish, type END to save or CANCEL to discard any changes.

+BTN16019I Enter the appropriate values and then enter 'END,END' to sav+
===> end,end
```

Assigning a Problem

Problem 886 has been created and you, the problem controller, received notification that the problem record must be assigned.

The following panels illustrate what you can do to route a problem to the resolver and then close it once it has been resolved.

Type the record ID, **886**, in field 12, **Assign record #**, and press Enter.

```
BTN0ENPC                PROBLEM CONTROLLER PRIMARY OPTIONS                INTEGRAT

Select option by entering number on command line.  Enter Q to quit the session.

SPECIFIC SEARCHES:                GENERAL SEARCHES:
  1. Problems by status.                21. Quick problem search.
  2. Problems by type.                  22. Quick change search.
  3. Problems by assignee name.          23. Quick config search.
  4. Problems by assignee department.     24. Search.
  5. Changes for my review.
  6. Changes for my approval.

ENTRY:                REPORTS:
  7. Enter problem record.                31. Create a report.

 11. Enter a record.                ADMINISTRATIVE:
 12. Assign record # 886_____          91. Change my privilege class.
 13. Close record # _____          92. Status and available commands.
                                        93. Change products.

 17. Display record #... _____          95. List my available priv. classes.
 18. Update record #.... _____          96. Initialize my profile.
 19. Print record #..... _____          97. Bypass logon proprietary panel.

===>
```

To assign a resolver to a problem, type either: the name of the assignee, the assignee's privilege class, or the caller's identifier on the command line and press Enter.

For this example, type **jones** on the command line and press Enter.

```

+ BTN600PA ----- ASSIGNEE NAME ----- PERA/++
USE....Enter name of the problem, change, or activity assignee.
FORM...AAAAAAAAAAAAAA - 1 to 15 alphanumeric positions.

EXAMPLES: Smith.....Reply....smith
          J.R. Jones....Reply....jonesjr
          IBM CE.....Reply....ibmce
          Default.....Reply....=

+----- REPLY AS ILLUSTRATED -----+

===> jones
    
```

Verify that the information is correct, then type **end** on the command line and press Enter to save the information.

```

BTN0B200                PROBLEM STATUS ENTRY                PROBLEM: 00000886

Enter problem status data; cursor placement or input line entry allowed.

1. Assignee name..... JONES_____ 14. Problem status.....<R> ASSIGNED_
2. Assignee dept..... _____ 15. Current severity..... _
3. Assignee phone..... _____ 16. Current priority..... 04
4. Transfer-to class.. _____ 17. Target date..... _____
5. Date opened..... _____ 18. Date started..... _____
6. Time opened..... _____ 19. Time started..... _____
7. Date assigned..... 06/28/1999 20. Date finished..... _____
8. Time assigned..... 15:23 21. Time finished..... _____
9. Tracked by..... BELL/MM _____ 22. Fix available..... _____
10. Tracker dept..... ZGPRC _____ 23. Bypass available..... _____
11. Tracker phone..... 6365 _____ 24. Repair time..... _____
12. Date fix required.. _____ 25. Response/travel time.. _____
13. Time fix required.. _____ 26. Customer PD time..... _____

When you finish, type END to save or CANCEL to discard any changes.

===> end
    
```

The **Date** and **Time** fields are filled in automatically. The **Assignee's name**, **Department**, and **Phone number** fields are also filled in automatically if the name entered is a Caller's

Assigning a Problem

identifier, Cross-reference ID, or a privilege class name. If the name entered is none of these, then you have to enter the assignee department and phone number information.

If your site has modified TSP BTNT00P1 to enable it to automatically fill in the transfer-to class based on the problem type, the message BTN03014I is displayed at the bottom of the panel. This message tells you to verify the transfer-to class. For this example, you would verify that JONES is an eligible user of that class.

The problem status changes to ASSIGNED.

Type **8** on the command line and press Enter to view the text or enter additional text.

```
BTN0BU00                PROBLEM SUMMARY                PROBLEM: 00000886

Caller/Reporter..... MILLER/J/E      Problem status..... ASSIGNED
Assignee name..... JONES              Severity..... 4
Tracked by..... BELL/MM              Current priority..... 04
Network name..... _____          Transfer-to class..... _____
System name..... _____           Owning priv. class..... _____
Program name..... _____           Date entered..... 06/16/1999
Dev/Comp name..... ATERM              Time entered..... 11:16
Component model..... _____        Date last altered..... 06/20/1999
                                      Original problem #..... _____

Description..... NOT WORKING
NPDA Comp affected..... _____

Select one of the following, type END to file your changes, or type CANCEL
to discard your changes.
  1. Problem data.          6. Supplemental data.      11. Previous Problems.
  2. Status data.          7. Synopsis data.
  3. Resolve/close data.   8. Freeform text? YES
  4. Symptom data.         9. File record.
  5. Resolution data.      10. File record and Update Config Record Status.

====> 8
```

You have several options for the problem record. You can:

- Select options 1 through 7 to alter data in the record.
- Select option 8 to enter additional information about the record. YES beside this option indicates that there is already text in the record.
- Select 9 to file the record if the record has been updated without changing any configuration records.
- Select 10 to file the record if updating the record changes the status of one or more configuration records.
- Select option 11 to review problems similar to this one.

The Problem Text Entry panel allows you to enter additional text about a problem. Type the number of the option that you want to access on the command line and press Enter.

For this example, type **1** on the command line and press Enter to add to the description of the problem.


```

+ BTN0B010 ----- PROBLEM TEXT ENTRY ----- 1 OF 1--+
|
|          PROBLEM TEXT DIALOG ENTERED, SELECT OPTION
|
|  OPTIONS:
|
|      1. DESCRIPTION...Enter freeform description of problem.
|      2. STATUS.....Enter status, running commentary, etc.
|      3. END.....Return to entry panel
|
+----- SELECT OPTION -----+

```

==> 1

Type your comments on the text editing panel.

When you have completed your comments, type **end** on the command line and press Enter.

```

EDIT ---- SYS99171.T103418.RA000.SMITH.T3418.H01----- COLUMNS 001 072
COMMAND ==> end                                SCROLL ==> PAGE
-RECORD-   -----DESCRIPTION-----          --TEXT TYPE--
00000886   NOT WORKING                        DESCRIPTION
***** ***** TOP OF DATA *****
000100 THIS IS A SAMPLE OF THE FREEFORM TEXT ENTRY PANEL.  TYPE ADDITIONAL
000200 COMMENTS ABOUT A PROBLEM ON THIS PANEL.
***** ***** BOTTOM OF DATA *****

```

Note: Depending on how your installation is configured, this may not be the panel you see.

For more information about freeform text and text audit trail, refer to the *Tivoli Information Management for z/OS User's Guide*.

Assigning a Problem

Type **3** on the command line and press Enter to return to the Problem Summary panel.

```
+ BTN0B010 ----- PROBLEM TEXT ENTRY ----- 1 OF 1-+
|
|          PROBLEM TEXT DIALOG ENTERED, SELECT OPTION
|
|  OPTIONS:
|
|      1. DESCRIPTION....Enter freeform description of problem.
|      2. STATUS.....Enter status, running commentary, etc.
|      3. END.....Return to entry panel
|
+----- SELECT OPTION -----+

====> 3
```

Review and confirm that the information is correct.

For this example, type **9** on the command line and press Enter to file the record.

```
BTN0BU00          PROBLEM SUMMARY          PROBLEM: 0000886

Caller/Reporter..... MILLER/J/E          Problem status..... ASSIGNED
Assignee name..... JONES                  Severity..... 4
Tracked by..... BELL/MM                  Current priority..... 04
Network name..... _____            Transfer-to class..... _____
System name..... _____            Owing priv. class..... PROBCONT
Program name..... _____            Date entered..... 06/16/1999
Dev/Comp name..... ATERM                 Time entered..... 11:16
Component model..... _____          Date last altered..... 06/20/1999
                                         Original problem #..... _____

Description..... NOT WORKING
NPDA Comp affected..... _____

Select one of the following, type END to file your changes, or type CANCEL
to discard your changes.
  1. Problem data.           6. Supplemental data.       11. Previous Problems.
  2. Status data.           7. Synopsis data.
  3. Resolve/close data.    8. Freeform text? YES
  4. Symptom data.          9. File record.
  5. Resolution data.      10. File record and Update Config Record Status.

====> 9
```

You have several options for the problem record. You can:

- Select options 1 through 7 to alter data in the record.
- Select option 8 for additional information about the description or status of the problem.

- Select 9 to file the record if the record has been updated without changing any configuration records.
- Select 10 to file the record if updating the record changes the status of one or more configuration records.
- Select option 11 to review problems similar to this one.

When the record is filed, the assignee, Jones, is automatically notified that the problem controller has assigned the problem to him.

Note: If you are using notification TSPs with TSO Send, you might occasionally receive a message saying that there is a notification problem with a record. The record can be one that you updated or one that another person or group updated. The message was sent for one of two reasons:

- No assignee name was in the record.
- The assignee name was missing from the USERS record (a record that identifies users' names and their user IDs).

To resolve this problem, at a minimum, you must update the problem record.

- If the problem record does not have an assignee name in it, add the appropriate assignee name and file the record. The message is sent to the assignee.

Note: If the problem record already has an assignee name in it, then add that assignee to the USERS record by doing the following:

1. Type:
update r users
2. Fill in the assignee's name and user ID.
3. File the USERS record.

Now update the problem record. Type over any information that is in any field, and then file the record. The message is sent to the assignee.

If you do not add the assignee name to the USERS record, you will continue to receive error messages.

When the support personnel implement the resolution and test it, the assignee changes the problem status to FIXED, and the record is automatically transferred to the problem controller to verify the resolution with the requester.

Closing a Problem

You, the problem controller, have just received notification that problem record 886 has been fixed. You can now close the record, but first you must verify that the problem has been fixed. To verify the fix, you contact the requester and determine whether the problem is actually fixed. If it is, close the problem record using the procedure outlined in the following panels.

Type the record ID, **886**, in field 13, **Close record #**, and press Enter.

Closing a Problem

```
BTN0ENPC                PROBLEM CONTROLLER PRIMARY OPTIONS                INTEGRAT

Select option by entering number on command line.  Enter Q to quit the session.

SPECIFIC SEARCHES:                GENERAL SEARCHES:
 1. Problems by status.                21. Quick problem search.
 2. Problems by type.                  22. Quick change search.
 3. Problems by assignee name.         23. Quick config search.
 4. Problems by assignee department.   24. Search.
 5. Changes for my review.
 6. Changes for my approval.

ENTRY:                REPORTS:
 7. Enter problem record.                31. Create a report.

11. Enter a record.                ADMINISTRATIVE:
12. Assign record # _____         91. Change my privilege class.
13. Close record # 886 _____      92. Status and available commands.
                                       93. Change products.

17. Display record #... _____    95. List my available priv. classes.
18. Update record #.... _____    96. Initialize my profile.
19. Print record #..... _____    97. Bypass logon proprietary panel.

====>
```

The Integration Facility automatically records the date and time entries; it also calculates and records the outage.

The problem status is changed automatically to **CLOSED**, and the date the reporter was notified is automatically filled in with today's date.

After you have verified all the data, type **end** on the command line and press Enter to save it.

```
BTN0B300                PROBLEM CLOSE ENTRY                PROBLEM: 00000886

Enter problem closing data; cursor placement or input line entry allowed.

 1. Resolved by.....<R> JONES _____    10. Problem status.....<R> CLOSED___
 2. Resolver dept..... T62 _____         11. Cause code.....<R> HARDWARE
 3. Resolver phone.... 555-3421 _____    12. Program name..... _____
 4. Resolver class.... SUPPHDW_ _____    13. Device name..... ATERM___
 5. Date resolved..... 06/29/1999           14. Original prob. number.. _____
 6. Time resolved..... 09:57                15. Cause change number.... _____
 7. Total time..... _____              16. Fix change number..... _____
 8. Duplicate count.... _____           17. Date rep. notified.... 6/30/1999
 9. Outage..... 12:22:44                    18. Rerun time..... _____
                                       19. Vendor PD time..... _____

When you finish, type END to save or CANCEL to discard any changes.

====> end
```

If you do not want to see any additional data about this problem, type **9** on the command line and press Enter to file the record.

```

BTN0BU00          PROBLEM SUMMARY          PROBLEM: 00000886

Caller/Reporter..... MILLER/J/E__   Problem status..... CLOSED__
Assignee name..... JONES              Severity..... 4
Tracked by..... BELL/MM_____      Current priority..... 04
Network name..... _____         Transfer-to class..... _____
System name..... _____          Owing priv. class..... PROBCONT
Program name..... _____         Date entered..... 06/16/1999
Dev/Comp name..... ATERM__           Time entered..... 11:16
Component model..... _____      Date last altered..... 06/20/1999
                                      Original problem #..... _____

Description..... NOT WORKING
NPDA Comp affected..... _____

Select one of the following, type END to file your changes, or type CANCEL
to discard your changes.
  1. Problem data.          6. Supplemental data.          11. Previous Problems.
  2. Status data.          7. Synopsis data.
  3. Resolve/close data.  8. Freeform text? YES
  4. Symptom data.        9. File record.
  5. Resolution data.     10. File record and Update Config Record Status.

====> 9

```

You have several options for the problem record. You can:

- Select options 1 through 7 to alter data in the record.
- Select option 8 to view or add descriptive text about the problem.
- Select 9 to file the record if the record has been updated without changing any configuration records.
- Select 10 to file the record if updating the record changes the status of one or more configuration records.
- Select option 11 to review problems similar to this one.

Resolving a Problem

If the problem reporter is not satisfied with the resolution of a problem, change the status to ASSIGNED and repeat the procedure for assigning a problem on “Assigning a Problem” on page 72. The new assignees are notified of the reassignment.

Additional Primary Options Selections

The Proprietary panel (see Figure 4 on page 68) appears every time you log on to Tivoli Information Management for z/OS unless you change your profile to bypass this panel.

Type **97** on the command line and press Enter to stop the Proprietary panel from appearing when you log on to Tivoli Information Management for z/OS.

Additional Primary Options Selections

```
BTN0ENPC          PROBLEM CONTROLLER PRIMARY OPTIONS          INTEGRAT

Select option by entering number on command line.  Enter Q to quit the session.

SPECIFIC SEARCHES:
 1. Problems by status.
 2. Problems by type.
 3. Problems by assignee name.
 4. Problems by assignee department.
 5. Changes for my review.
 6. Changes for my approval.
ENTRY:
 7. Enter problem record.
11. Enter a record.
12. Assign record # _____
13. Close record # _____

17. Display record #... _____
18. Update record #.... _____
19. Print record #..... _____

GENERAL SEARCHES:
21. Quick problem search.
22. Quick change search.
23. Quick config search.
24. Search.

REPORTS:
31. Create a report.

ADMINISTRATIVE:
91. Change my privilege class.
92. Status and available commands.
93. Change products.

95. List my available priv. classes.
96. Initialize my profile.
97. Bypass logon proprietary panel.

====> 97
```

For further information about panel selections you can make from the Integration Facility Primary Options menu, see Primary Options Menu Selections.

8

Support Personnel Tasks

If you are one of the support personnel, you are responsible for:

- Diagnosing and fixing problems
- Analyzing and implementing changes

This group is further divided by the kind of support provided. The divisions are as follows:

- Hardware support
- System software support
- Applications support
- Documentation support
- Environment support
- Network support
- Procedures support
- SAM support
- NetView support

The panels and tasks for each of these support groups are similar. For this example, the privilege class is Applications support.

Getting Started

If you are using the Integration Facility for the first time, you must:

1. Select your Integration Facility privilege class.
2. Change your current application to the Integration Facility.
3. Initialize your profile.

Once you have performed these tasks, you do not have to repeat them. The information that you enter is saved until you decide to change it. You automatically start the Integration Facility each time you begin a Tivoli Information Management for z/OS session. The first panel that you see each time you start is BTN0ENSU, the Support Personnel Primary Options panel. However, if you are in the network support privilege class, you see BTN0ENNO, the Network Support Primary Options panel.

For reference, a table of commands that you will use most often appears in “Using the Integration Facility Commands” on page 19.

Selecting Your Privilege Class

You do not automatically start the Integration Facility the first time that you use Tivoli Information Management for z/OS.

This is the Tivoli Information Management for z/OS Proprietary panel.

Press Enter to view the Primary Options Menu.

```
+ BLG00002 TIVOLI INFORMATION MANAGEMENT for z/OS VERSION 7.1 -----+
|
|          Licensed Materials - Property of IBM.
|
|          Program Number: 5697-SD9
|          (C) Copyright IBM Corp., 1981, 2001.
|          All Rights Reserved
|
|          US Government Users Restricted Rights - Use, duplication or dis-
|          closure restricted by GSA ADP Schedule Contract with IBM Corp.
|
|          (Profile can be set to bypass this panel in the future.)
|
|-----+-----+-----+-----+-----+-----+-----+-----+-----+
|          PRESS ENTER TO CONTINUE -----+-----+-----+-----+-----+
|
```

This is the Primary Options Menu for the Management application that appears when you start Tivoli Information Management for z/OS for the first time.

Type **4** (for Class) and press Enter to see the list of the privilege classes for which you are authorized.


```

BLGOEN20          --- PRIMARY OPTIONS MENU ---      APPLICATION: MANAGEMENT

OPTIONS:

  1. OVERVIEW.....Display general information and product enhancements.
  2. PROFILE.....Display or alter invocation or session defaults.
  3. APPLICATION...Change application, list available applications.
  4. CLASS.....Change current class, list available classes.
  5. ENTRY.....Create a record.
  6. INQUIRY.....Search for records.
  7. UTILITY.....Copy, display, print, delete, and update records.
  8. GLOSSARY.....Display a list of searchable words in the database.
  9. PMF.....Modify or create panels.

          Select an option, enter a command, or type QUIT to exit.

          Tivoli Information Management for z/OS Version 7 Release 1
          5697-SD9 (C) Copyright IBM Corp., 1981, 2001.

====> 4
    
```

You can select a Tivoli Information Management for z/OS privilege class in two ways. Either type **e** in the line command area next to the privilege class or type the selection number of the privilege class on the command line, and press Enter.

```

BLG1TPCL          PRIVILEGE CLASS LIST              LINE 1 OF 1

          CLASS      DESCRIPTION ABSTRACT

          1. SUPPAPPL  APPLICATIONS SUPPORT PRIVILEGE CLASS
          *** BOTTOM OF DATA ***

          Line Cmds: E=Execute S=Select
          Type DOWN or UP to scroll the panel, or type END to exit the panel.

          ====> 1
    
```

The selection you see is determined by the privilege classes that contain your user ID. You do not see all the privilege classes, only those classes that contain your user ID. If you receive a message that you are not authorized for any privilege class, notify your system administrator.

Accessing the Integration Facility

Now that you are a member of a privilege class, you must select the Integration Facility. The following panels illustrate this procedure.

Type **3** (for Application) and press Enter to view the applications available to choose from.

```
BLG0EN20          --- PRIMARY OPTIONS MENU ---      APPLICATION: MANAGEMENT

OPTIONS:

  1. OVERVIEW.....Display general information and product enhancements.
  2. PROFILE.....Display or alter invocation or session defaults.
  3. APPLICATION...Change application, list available applications.
  4. CLASS.....Change current class, list available classes.
  5. ENTRY.....Create a record.
  6. INQUIRY.....Search for records.
  7. UTILITY.....Copy, display, print, delete, and update records.
  8. GLOSSARY.....Display a list of searchable words in the database.
  9. PMF.....Modify or create panels.

      Select an option, enter a command, or type QUIT to exit.

      Tivoli Information Management for z/OS Version 7 Release 1
      5697-SD9 (C) Copyright IBM Corp., 1981, 2001.

BLG10014I Your current privilege class is SUPPAPPL.
====> 3
```

Type **4** (for INTEGRAT) and press Enter to start the Integration Facility.

```
+ BLG00030 ----- APPLICATION SELECTION ----- 1 OF 1+
|
|          IDENTIFY THE APPLICATION FOR THIS SESSION
|
| OPTIONS:
|
|   1. SYSTEM.....Use System dialogs for entry/inquiry.
|   2. MANAGEMENT...Use Management dialogs for entry/inquiry.
|
|   4. INTEGRAT.....Use Integration Facility dialogs.
|
|   9. SERVICDESK...Use Consolidated Service Desk.
|
+----- SELECT APPLICATION -----+

====> 4
```

Initializing Your Profile

The Integration Facility uses the information you enter in your profile to fill in panels with your name, department, and phone number. You can change your profile at any time; however, you must initialize it before you can use the Integration Facility.

Type **96** (for Initialize my profile) and press Enter to initialize your user profile.

```

BTNØENSU                SUPPORT PRIMARY OPTIONS                INTEGRAT

Select option by entering number on command line.  Enter Q to quit the session.

SPECIFIC SEARCHES:
  1. Problems assigned to me.
  2. Problems assigned to my dept.
  3. Changes to be reviewed by me.
  4. Changes to be approved by me.
  5. Changes to be implemented by me.
  6. Changes for today.
  7. Completed changes.
  8. Reassign record # _____
  9. Approve/reject change # _____
 10. Resolve record # _____
ENTRY:
 11. Enter a record.
 12. Enter a problem record.
 13. Enter a change request.
 17. Display record # _____

GENERAL SEARCHES:
 21. Quick problem search.
 22. Quick change search.
 23. Quick config search.
 24. Search.

REPORTS:
 31. Create a report.

ADMINISTRATIVE:
 91. Change my privilege class.
 92. Status and available commands.
 93. Change products.

 95. List my available priv. classes.
 96. Initialize my profile.
 97. Bypass logon proprietary panel.

====> 96
    
```

Type your name, department, and phone number in the appropriate fields.

Now when you type an equal sign (=) for like information on other Integration Facility panels, data from this profile automatically fill in the corresponding fields.

Type **end,end** on the command line and press Enter to return to the Primary Options panel.

Determining Assigned Changes

```
BLG0P700          DATA DEFINITION DEFAULTS          USER ID: SMITH

Enter data definition data; cursor placement or input line entry allowed.

      1. User's name..... SMITH_____
      2. User's department..... T48_____
      3. User's telephone..... 555-1688____
      4. Database.....<R> 5
      5. Logical files..... _____

When you finish, type END to save or CANCEL to discard any changes.

+BTN16019I Enter the appropriate values and then enter 'END,END' to sav+
===> end,end
```

Determining Assigned Changes

The following panels illustrate how you manage the changes that have been assigned to you. The procedure for implementing a change will be determined by members of your organization, such as the change controller and operations manager.

You were just assigned a change, but cannot remember its number.

Type **5** (for Changes to be implemented by me) and press Enter to see all the changes that are assigned to you.

```

BTNOENSU                SUPPORT PRIMARY OPTIONS                INTEGRAT
Select option by entering number on command line.  Enter Q to quit the session.

SPECIFIC SEARCHES:
  1. Problems assigned to me.
  2. Problems assigned to my dept.
  3. Changes to be reviewed by me.
  4. Changes to be approved by me.
  5. Changes to be implemented by me.
  6. Changes for today.
  7. Completed changes.
  8. Reassign a problem or change.
  9. Approve/reject a change.
 10. Resolve a problem or change.
ENTRY:
 11. Enter a record.
 12. Enter a problem record.
 13. Enter a change request.
 17. Display record #... _____

GENERAL SEARCHES:
 21. Quick problem search.
 22. Quick change search.
 23. Quick config search.
 24. Search.

REPORTS:
 31. Create a report.

ADMINISTRATIVE:
 91. Change my privilege class.
 92. Status and available commands.
 95. List my available priv. classes.
 96. Initialize my profile.
 97. Bypass logon proprietary panel.

====> 5
    
```

Type **1** on the command line and press Enter to see the only record assigned to you.

```

BTN1TSC4 CHANGES: CATEGORY/STATUS/COMP DATA/DESCRIPTION                LINE 1 OF 1
DATABASE: 5
      RNID  CAT  STATUS  COMP  COMP  DESCRIPTION
              CODE  DATE
  1. 00000077 1  ASSIGNED                CHANGE REQUEST FOR LOCKING
*** BOTTOM OF DATA ***

Line Cnds: C=Copy D=Delete P=Print S>Select U=Update
Type DOWN or UP to scroll the panel. Type TABLE to see alternate formats.
Or type END to continue your search.

====> 1
    
```

If one or more records are listed as assigned to you, you can either type the change record number on the command line, or type an S in the line command area beside the record you want to view.

Note: The search is done using the name in your profile, so if you don't find the record you are looking for, try locating the record with selection 2, **Problems assigned to my**

Determining Assigned Changes

dept., and then display the record to determine if you should consider changing the name in your profile to match the one in the record.

Type the option that you want to perform for this record.

For this example, type **init** on the command line and press Enter to return to the Primary Options panel.

```
BTN0S020                CHANGE SUMMARY DISPLAY                CHANGE: 00000077

Assignee name.....<H> CHNGCONT                Change type.....<H> HDW
Assignee phone..... 555-6304                Change status.....<H> ASSIGNED
Coordinator name...<H> CHNGCONT                Approval status.....<H> PENDING
Program name.....                Owing priv. class..... CHNGCONT
Comp/applic. name..... NEWTEST                Entry priv. class..... CHNGCONT
Date required.....<H> 08/05/1998                Date entered..... 07/06/1998
Completion date....<H>                Time entered..... 14:04
Current category...<H> 1                Date last altered...<H> 07/06/1998
Estimated duration..<H>                Time last altered...<H> 14:46
User last altered...<H> SMITH

Description..... CHANGE REQUEST FOR LOCKING

        Select one of the following, or type END or CANCEL to return.

1. Requester display.    5. Approver display.    8. Freeform text.
2. Status display.      6. Reviewer display.   9. History display.
3. Close display.       7. Activity list display. 10. Record utilities.
4. Detail display.

===> init
```

You can also:

- Select options 1 through 7 to display specific data about the record.
- Select option 8 to display additional notes about the record.
- Select option 9 to display history data of the record.
- Select option 10 to enter data or change data as well as print, delete, or copy the record.

Reassigning a Problem

After investigating a problem assigned to you, you determine that problem 77 should be assigned to another person or group. The following panels illustrate how you can reassign this problem.

Type the record ID, **77** in field 8, **Reassign record #**, and press Enter.

```

BTNOENSU                SUPPORT PRIMARY OPTIONS                INTEGRAT

Select option by entering number on command line.  Enter Q to quit the session.

SPECIFIC SEARCHES:
  1. Problems assigned to me.
  2. Problems assigned to my dept.
  3. Changes to be reviewed by me.
  4. Changes to be approved by me.
  5. Changes to be implemented by me.
  6. Changes for today.
  7. Completed changes.
  8. Reassign record # 77_____
  9. Approve/reject change # _____
 10. Resolve record # _____
ENTRY:
 11. Enter a record.
 12. Enter a problem record.
 13. Enter a change request.
 17. Display record # _____

GENERAL SEARCHES:
 21. Quick problem search.
 22. Quick change search.
 23. Quick config search.
 24. Search.

REPORTS:
 31. Create a report.

ADMINISTRATIVE:
 91. Change my privilege class.
 92. Status and available commands.
 93. Change products.
 95. List my available priv. classes.
 96. Initialize my profile.
 97. Bypass logon proprietary panel.

====>
    
```

Type either the privilege class name, caller's ID, cross-reference ID, or name of the person you want to reassign the problem to on the command line and press Enter.

For this example, type **suppsoft** on the command line and press Enter.

```

+ BTN600PA ----- ASSIGNEE NAME OR CLASS ----- PERA/++
|
| USE....Enter name of the problem assignee person or class.
|
| FORM...AAAAAAAAAAAAAAAA - 1 to 15 alphanumeric positions.
|
|
| EXAMPLES: Smith.....Reply....smith
|           Network support...Reply....suppnet
|           Hardware support..Reply....supphdw
|           Your profile name.Reply.....=
|
|----- REPLY AS ILLUSTRATED -----+

====> suppsoft
    
```

Type **end** on the command line and press Enter.

Reassigning a Problem

```
BTN0B200                PROBLEM STATUS ENTRY                PROBLEM: 00000077

Enter problem status data; cursor placement or input line entry allowed.

 1. Assignee name..... SUPPSOFT_____ 14. Problem status.....<R> ASSIGNED_
 2. Assignee dept..... T45_____        15. Current severity..... 4
 3. Assignee phone..... 555-1688_____ 16. Current priority..... 04
 4. Transfer-to class.. SUPPSOFT_____ 17. Target date..... _____
 5. Date opened..... 07/12/1998         18. Date started..... _____
 6. Time opened..... 08:00              19. Time started..... _____
 7. Date assigned..... 07/13/1998      20. Date finished..... _____
 8. Time assigned..... 18:51            21. Time finished..... _____
 9. Tracked by..... JIM_____          22. Fix available..... _____
10. Tracker dept..... T41_____        23. Bypass available..... _____
11. Tracker phone..... 555-3245_____ 24. Repair time..... _____
12. Date fix required.. _____      25. Response/travel time.. _____
13. Time fix required.. _____      26. Customer PD time..... _____

When you finish, type END to save or CANCEL to discard any changes.

====> end
```

Because you entered a privilege class name, the department and phone number of that privilege class contact person are entered automatically into the corresponding fields. A new date and time assigned are also entered.

You might need to change the transfer-to class to enable the new group to update the record. If the new group is not the owning or transfer-to class for the record, they cannot update the record.

Type **9** (for File record) and press Enter to file the record.

You will return to the Primary Options panel, BTN0ENSU (or BTN0ENNO, if you are in the Network Support privilege class).

| BTNOBU00 | PROBLEM SUMMARY | PROBLEM: 0000077 |
|---|--|-----------------------------------|
| Caller/Reporter..... JIM | | Problem status..... ASSIGNED |
| Assignee name..... SUPPSOFT | | Severity..... 4 |
| Tracked by..... JIM | | Current priority..... 04 |
| Network name..... _____ | | Transfer-to class..... SUPPSOFT |
| System name..... _____ | | Owning priv. class..... SUPPAPPL |
| Program name..... _____ | | Date entered..... 07/12/1998 |
| Dev/Comp name..... TESTJOB | | Time entered..... 08:00 |
| Component model..... FFF | | Date last altered..... 07/13/1998 |
| | | Original problem #..... _____ |
| Description..... TEST | | |
| NPDA Comp affected..... _____ | | |
| Select one of the following, type END to file your changes, or type CANCEL to discard your changes. | | |
| 1. Problem data. | 6. Supplemental data. | 11. Previous Problems. |
| 2. Status data. | 7. Synopsis data. | |
| 3. Resolve/close data. | 8. Freeform text? YES | |
| 4. Symptom data. | 9. File record. | |
| 5. Resolution data. | 10. File record and Update Config Record Status. | |
| ====> 9 | | |

You have several options for the problem record. You can:

- Select options 1 through 7 to alter data in the record.
- Select option 8 to view and add descriptive text about the problem.
- Select 9 to file the record if the record has been updated without changing any configuration records.
- Select 10 to file the record if updating the record changes the status of one or more configuration records.
- Select option 11 to review problems similar to this one.

Resolving a Problem

The problem is now assigned to the appropriate person. The assignee receives notification that a problem has been assigned. The new assignee fixes the problem and must update record 77 to indicate that it has been fixed.

Type the problem record number, **77**, in field 10, **Resolve record #**, and press Enter.

```
BTN0ENSU                SUPPORT PRIMARY OPTIONS                INTEGRAT

Select option by entering number on command line.  Enter Q to quit the session.

SPECIFIC SEARCHES:                GENERAL SEARCHES:
 1. Problems assigned to me.        21. Quick problem search.
 2. Problems assigned to my dept.   22. Quick change search.
 3. Changes to be reviewed by me.   23. Quick config search.
 4. Changes to be approved by me.   24. Search.
 5. Changes to be implemented by me.
 6. Changes for today.
 7. Completed changes.
 8. Reassign record # _____
 9. Approve/reject change # _____
10. Resolve record # 77_____
ENTRY:
11. Enter a record.
12. Enter a problem record.
13. Enter a change request.
17. Display record # _____

REPORTS:
31. Create a report.

ADMINISTRATIVE:
91. Change my privilege class.
92. Status and available commands.
93. Change products.
95. List my available priv. classes.
96. Initialize my profile.
97. Bypass logon proprietary panel.

====>
```

Type **fixed** in field 10, **Problem status**, and type the cause code in field 11, **Cause code**.

Type **end** on the command line and press Enter to save the changes.

```
BTN0B300                PROBLEM CLOSE ENTRY                PROBLEM: 00000077

Enter problem closing data; cursor placement or input line entry allowed.

 1. Resolved by.....<R> JIM_____ 10. Problem status.....<R> FIXED___
 2. Resolver dept..... T62_____    11. Cause code.....<R> SOFTWARE___
 3. Resolver phone..... 555-7889_____ 12. Program name..... _____
 4. Resolver class..... SUPPSOFT_____ 13. Device name..... TESTJOB_
 5. Date resolved..... 07/14/1998_____ 14. Original prob. number.. _____
 6. Time resolved..... 10:43_____     15. Cause change number.... _____
 7. Total time..... 00:17:42_____     16. Fix change number..... _____
 8. Duplicate count.... _____     17. Date rep. notified.... _____
 9. Outage..... _____             18. Rerun time..... _____
                                     19. Vendor PD time..... _____

When you finish, type END to save or CANCEL to discard any changes.

====> end
```

The date and time the problem was resolved, resolver class and either outage (for a hardware problem) or total time (for all other problems) are automatically calculated and entered. Since the date and time resolved are filled in with the current date and time, the assignee might need to update these values. If so, the total time or outage are recalculated automatically.

If your installation tracks repair time, you want to track all the starting and ending dates and times for problem records.

Type **2** (for Status data) and press Enter to enter the dates and times.

| BTN0BU00 | PROBLEM SUMMARY | PROBLEM: 00000077 | |
|---|--|-------------------------|------------|
| Caller/Reporter..... | JIM_____ | Problem status..... | FIXED____ |
| Assignee name..... | SUPPSOFT_____ | Severity..... | 4 |
| Tracked by..... | JIM_____ | Current priority..... | 04 |
| Network name..... | _____ | Transfer-to class..... | _____ |
| System name..... | _____ | Owning priv. class..... | SUPPSOFT |
| Program name..... | _____ | Date entered..... | 07/12/1998 |
| Dev/Comp name..... | TESTJOB_ | Time entered..... | 08:00 |
| Component model..... | FFF_____ | Date last altered..... | 07/13/1998 |
| | | Original problem #..... | _____ |
| Description..... | TEST_____ | | |
| NPDA Comp affected..... | _____ | | |
| Select one of the following, type END to file your changes, or type CANCEL to discard your changes. | | | |
| 1. Problem data. | 6. Supplemental data. | 11. Previous Problems. | |
| 2. Status data. | 7. Synopsis data. | | |
| 3. Resolve/close data. | 8. Freeform text? | | |
| 4. Symptom data. | 9. File record. | | |
| 5. Resolution data. | 10. File record and Update Config Record Status. | | |
| ====> 2 | | | |

You have several options for the problem record. You can:

- Select options 1 through 7 to alter data in the record.
- Select option 8 to view and add descriptive text about the problem.
- Select 9 to file the record if the record has been updated without changing any configuration records.
- Select 10 to file the record if updating the record changes the status of one or more configuration records.
- Select option 11 to review problems similar to this one.

If the start date and time are already in the record, the Integration Facility automatically calculates and fills in the repair time when you enter the date and time when you finished resolving the problem.

Type **end** on the command line and press Enter to save the changes.

```

BTN0B200                PROBLEM STATUS ENTRY                PROBLEM: 00000077

Enter problem status data; cursor placement or input line entry allowed.
1. Assignee name..... SUPPSOFT_____ 14. Problem status.....<R> FIXED
2. Assignee dept..... T45_____ 15. Current severity..... 4
3. Assignee phone..... 555-1688_____ 16. Current priority..... 04
4. Transfer-to class.. _____ 17. Target date..... _____
5. Date opened..... 07/12/1998 18. Date started..... 07/12/1998
6. Time opened..... 08:00 19. Time started..... 01:00
7. Date assigned..... 07/13/1998 20. Date finished..... 07/13/1998
8. Time assigned..... 18:51 21. Time finished..... 03:00
9. Tracked by..... JIM_____ 22. Fix available..... ____
10. Tracker dept..... T41_____ 23. Bypass available..... ____
11. Tracker phone..... 555-3245_____ 24. Repair time..... 00:02:00
12. Date fix required.. _____ 25. Response/travel time.. _____
13. Time fix required.. _____ 26. Customer PD time..... _____

When you finish, type END to save or CANCEL to discard any changes.

====> end

```

Type **9** (for File Record) and press Enter to file the record.

```

BTN0BU00                PROBLEM SUMMARY                PROBLEM: 00000077

Caller/Reporter..... JIM                Problem status..... FIXED
Assignee name..... SUPPSOFT                Severity..... 4
Tracked by..... JIM                Current priority..... 04
Network name..... _____                Transfer-to class..... _____
System name..... _____                Owing priv. class..... SUPPAPPL
Program name..... _____                Date entered..... 07/12/1998
Dev/Comp name..... TESTJOB                Time entered..... 08:00
Component model..... FFF                Date last altered..... 07/13/1998
Original problem #..... _____

Description..... TEST
NPDA Comp affected..... _____

Select one of the following, type END to file your changes, or type CANCEL
to discard your changes.
1. Problem data.          6. Supplemental data.          11. Previous Problems.
2. Status data.          7. Synopsis data.
3. Resolve/close data.  8. Freeform text? YES
4. Symptom data.        9. File record.
5. Resolution data.    10. File record and Update Config Record Status.

====> 9

```

You have several options for the problem record. You can:

- Select options 1 through 7 to alter data in the record.
- Select option 8 to view and add descriptive text about the problem.
- Select 9 to file the record if the record has been updated without changing any configuration records.
- Select 10 to file the record if updating the record changes the status of one or more configuration records.
- Select option 11 to review problems similar to this one.

Performing a Quick Problem Search

If you are trying to find a particular record that you know has not yet been closed, you can view all the open problems by performing a quick problem search using the problem status.

Type **21** (for Quick problem search) and press Enter to do a quick problem search.

```

BTNOENSU                SUPPORT PRIMARY OPTIONS                INTEGRAT
Select option by entering number on command line.  Enter Q to quit the session.

SPECIFIC SEARCHES:
  1. Problems assigned to me.
  2. Problems assigned to my dept.
  3. Changes to be reviewed by me.
  4. Changes to be approved by me.
  5. Changes to be implemented by me.
  6. Changes for today.
  7. Completed changes.
  8. Reassign record # _____
  9. Approve/reject change # _____
10. Resolve record # _____
ENTRY:
11. Enter a record.
12. Enter a problem record.
13. Enter a change request.
17. Display record # _____

GENERAL SEARCHES:
 21. Quick problem search.
 22. Quick change search.
 23. Quick config search.
 24. Search.

REPORTS:
 31. Create a report.

ADMINISTRATIVE:
 91. Change my privilege class.
 92. Status and available commands.
 93. Change products.
 95. List my available priv. classes.
 96. Initialize my profile.
 97. Bypass logon proprietary panel.

====> 21

```

For this example, type the problem status, **open**, in field 14, **Problem status**.

Then type **23** (for COMP) and press Enter to see a list of records that are currently open.

Performing a Quick Problem Search

```
BTN0E000          QUICK PROBLEM SEARCH PANEL

Filled in fields will be 'anded' together for the search. Select a SRL format.
REPORTER DATA
 1. Reported by.... _____      13. Problem type..... ____
 2. Reporter dept.. _____      14. Problem status... open____
 3. Device name.... _____      ASSIGNEE DATA
 4. Program name... _____      15. Assignee name.... _____
 5. Network name... _____      16. Assignee dept.... _____
 6. System name.... _____      17. Target date..... _____
 7. NetView name... _____      RESOLVER DATA
 8. Date occurred.. _____      18. Cause code..... _____
 9. Location code.. _____      19. Resolved by..... _____
10. Severity..... _ _____      20. Resolver dept.... _____

SE/SRL SELECTIONS (select one)
21. RNID Status Date Entered Comp Name Desc
22. RNID Sev Last Update Assgn Name Assgn Phone Comp Name Desc
23. COMP Rnid Date Entered Last Update Desc
24. RNID Status Assgn Name Assgn Phone Cause Code Desc
25. Prompted status search.
99. Reset current search argument *** INIT Main Panel *** HELP HELP

====> 23
```

There are several search selections from which you can choose. Selections 21 through 24 define how the results of your search are displayed. Depending on your selection, the same records are displayed, but different fields appear on the search results list.

The search results list displays all records that meet the search criteria.

If the problem you were expecting doesn't appear on the list, type **end** on the command line and press Enter to return to the Quick Problem Search panel.

```
BTN1TSRN PROBLEMS: COMP/RNID/DATE ENTERED & UPDATED/DESC          LINE 1 OF 2
DATABASE: 5
  COMPONENT RNID      DATE      LAST      DESCRIPTION
           ENTERED   UPDATE
 1. JS1      00000349  07/28/1998  07/28/1998  TEST
 2. JS1      00000343  07/28/1998  07/28/1998  TEST

Line Cmds: C=Copy D=Delete P=Print S=Select U=Update
Type DOWN or UP to scroll the panel. Type TABLE to see alternate formats.
Or type RES to end this suspension level.

====> end
```

Type **closed** in field 14, **Problem status**, and then type **23** (for COMP) and press Enter to search for records that are not closed.

```

BTN0E000                QUICK PROBLEM SEARCH PANEL

Filled in fields will be 'anded' together for the search. Select a SRL format.
REPORTER DATA
 1. Reported by.... _____
 2. Reporter dept.. _____
 3. Device name.... _____
 4. Program name... _____
 5. Network name... _____
 6. System name.... _____
 7. NetView name... _____
 8. Date occurred.. _____
 9. Location code.. _____
10. Severity..... _

13. Problem type..... ____
14. Problem status... ^CLOSED__
ASSIGNEE DATA
15. Assignee name.... _____
16. Assignee dept.... _____
17. Target date..... _____
RESOLVER DATA
18. Cause code..... _____
19. Resolved by..... _____
20. Resolver dept.... _____

SE/SRL SELECTIONS (select one)
21. RNID Status Date Entered Comp Name Desc
22. RNID Sev Last Update Assgn Name Assgn Phone Comp Name Desc
23. COMP Rnid Date Entered Last Update Desc
24. RNID Status Assgn Name Assgn Phone Cause Code Desc
25. Prompted status search.
99. Reset current search argument *** INIT Main Panel *** HELP HELP

====> 23
    
```

Type **end** on the command line and press Enter to return to the Quick Problem Search panel.

```

BTNITSRN PROBLEMS: COMP/RNID/DATE ENTERED & UPDATED/DESC                LINE 1 OF 60
DATABASE: 5
  COMPONENT RNID      DATE      LAST      DESCRIPTION
                   ENTERED  UPDATE
 1. JHA1      00000322  07/27/1998  07/27/1998  TESTY
 2. CONTR    00000302  07/27/1998  07/27/1998  LOKJHN;;LKH;UAGY
 3. 110      00000301  07/27/1998  07/27/1998  TEST
 4. JHA1      00000278  07/25/1998  07/25/1998  TEST
 5. JHA1      00000277  07/25/1998  07/25/1998  TEST
 6. JS1      00000272  07/25/1998  07/25/1998  TEST
 7. JS1      00000268  07/25/1998  07/26/1998  TEST
 8. JS1      00000263  07/25/1998  07/25/1998  TEST
 9. JS1      00000258  07/25/1998  07/25/1998  TEST
10. JS1      00000257  07/25/1998  07/25/1998  TEST
11. JS1      00000256  07/25/1998  07/25/1998  TEST
12. JS1      00000255  07/25/1998  07/25/1998  TEST
13. JS1      00000254  07/25/1998  07/25/1998  TEST
14. JS1      00000253  07/25/1998  07/26/1998  TEST

Line Cmds: C=Copy D=Delete P=Print S=Select U=Update
Type DOWN or UP to scroll the panel. Type TABLE to see alternate formats.
Or type RES to end this suspension level.

====> end
    
```

If your search results list contains more records than you want to look at, refine the search.

For this example, search for all records that are fixed or assigned.

Performing a Quick Problem Search

Type **14** (for Problem status) and press Enter to see the assisted-entry panel for the problem status (not shown).

Type **Fixed | Assigned** in the **Problem Status** field and press Enter to return to the Quick Problem Search panel.

If the data you see in field 14 is cut off, type **view arg** on the command line and press Enter to view the entire field's data.

Type **23** (for COMP) and press Enter.

```
BTN0E000                QUICK PROBLEM SEARCH PANEL

Filled in fields will be 'anded' together for the search. Select a SRL format.
REPORTER DATA
 1. Reported by.... _____ 13. Problem type.... _____
 2. Reporter dept.. _____ 14. Problem status... FIXED | ASSI
 3. Device name.... _____
 4. Program name... _____
 5. Network name... _____
 6. System name.... _____
 7. NetView name... _____
 8. Date occurred.. _____
 9. Location code.. _____
10. Severity..... _
ASSIGNEE DATA
15. Assignee name.... _____
16. Assignee dept.... _____
17. Target date..... _____
RESOLVER DATA
18. Cause code..... _____
19. Resolved by..... _____
20. Resolver dept.... _____

SE/SRL SELECTIONS (select one)
21. RNID Status Date Entered Comp Name Desc
22. RNID Sev Last Update Assgn Name Assgn Phone Comp Name Desc
23. COMP Rnid Date Entered Last Update Desc
24. RNID Status Assgn Name Assgn Phone Cause Code Desc
25. Prompted status search.
99. Reset current search argument *** INIT Main Panell *** HELP HELP

==> 23
```

If you are satisfied with the results of your search, type **init** on the command line and press Enter to return to the Support Primary Options panel.


```

BTN1TSRN  PROBLEMS: COMP/RNID/DATE ENTERED & UPDATED/DESC          LINE 1 OF 9
DATABASE: 5
  COMPONENT RNID      DATE      LAST      DESCRIPTION
                ENTERED  UPDATE
1. CONT    00000302   07/27/1998  07/27/1998  LOKJHN;;LKH;UAGY
2. JHA1    00000278   07/25/1998  07/25/1998  TEST
3. JHA1    00000277   07/25/1998  07/25/1998  TEST
4. JCOMP   00000117   07/17/1998  07/26/1998  TEST
5. BOB     00000077   07/12/1998  07/13/1998  TEST
6. JJ      00000070   07/11/1998  07/11/1998  TEST
7. JOE     00000067   07/11/1998  07/11/1998  REST
8. JJ      00000064   07/10/1998  07/13/1998  TEST
9. SDLF    00000009   07/06/1998  07/07/1998  SADFL
*** BOTTOM OF DATA ***

Line Cnds: C=Copy D=Delete P=Print S=Select U=Update
Type DOWN or UP to scroll the panel. Type TABLE to see alternate formats.
Or type RES to end this suspension level.

====> init
    
```

The search found fewer records this time. You now have a shorter list of problem records.

Additional Primary Options Selections

You will view the Proprietary panel (see Figure 2 on page 22) every time you log on to Tivoli Information Management for z/OS unless you change your profile to bypass this panel.

Type **97** (for Bypass logon proprietary panel) and press Enter to stop the Proprietary panel from appearing when you log on to Tivoli Information Management for z/OS.

Additional Primary Options Selections

```
BTNØENSU                SUPPORT PRIMARY OPTIONS                INTEGRAT

Select option by entering number on command line.  Enter Q to quit the session.

SPECIFIC SEARCHES:
 1. Problems assigned to me.
 2. Problems assigned to my dept.
 3. Changes to be reviewed by me.
 4. Changes to be approved by me.
 5. Changes to be implemented by me.
 6. Changes for today.
 7. Completed changes.
 8. Reassign record # _____
 9. Approve/reject change # _____
10. Resolve record # _____
ENTRY:
11. Enter a record.
12. Enter a problem record.
13. Enter a change request.
17. Display record # _____

GENERAL SEARCHES:
21. Quick problem search.
22. Quick change search.
23. Quick config search.
24. Search.

REPORTS:
31. Create a report.

ADMINISTRATIVE:
91. Change my privilege class.
92. Status and available commands.
93. Change products.

95. List my available priv. classes.
96. Initialize my profile.
97. Bypass logon proprietary panel.

====> 97
```

For further information about panel selections you can make from the Integration Facility Primary Options menu, see Primary Options Menu Selections.

9

Change Controller Tasks

You, the change controller, are responsible for:

- Monitoring changes
- Determining and assigning the appropriate people to approve changes
- Determining and entering the appropriate assignees to implement changes
- Closing changes.

Getting Started

If you are using the Integration Facility for the first time, you must:

1. Select your Integration Facility privilege class.
2. Change your current application to the Integration Facility.
3. Initialize your profile.

After you perform these tasks, you do not have to repeat them. The information you enter is saved until you decide to change it. You automatically start the Integration Facility each time you begin a Tivoli Information Management for z/OS session. The first panel that you see each time you start is BTN0ENCC, the Change Controller Primary Options panel.

For information on the commands that you will use most often, see “Using the Integration Facility Commands” on page 19.

Selecting Your Privilege Class

You do not automatically start the Integration Facility the first time that you use Tivoli Information Management for z/OS.

This is the Tivoli Information Management for z/OS Proprietary panel.

Press Enter to view the Primary Options Menu.

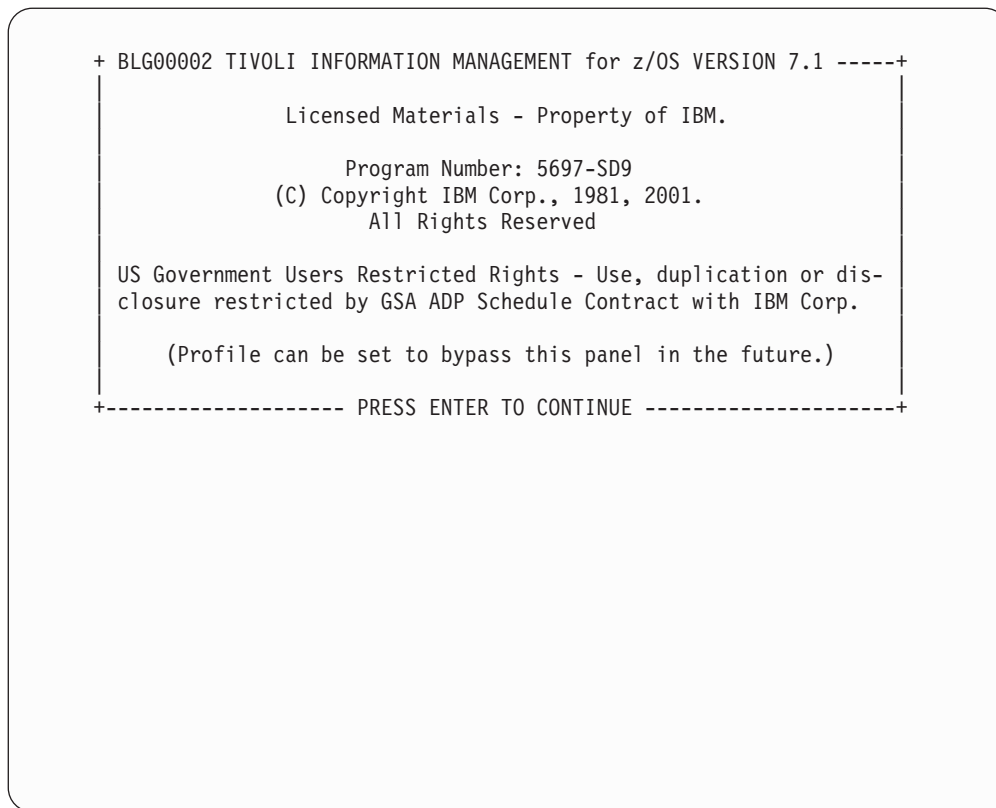


Figure 5. Proprietary Panel

This is the Primary Options Menu for the Management application that appears when you start Tivoli Information Management for z/OS.

Type **4** (for Class) and press Enter to see a list of the privilege classes for which you are authorized.

```

BLG0EN20          --- PRIMARY OPTIONS MENU ---      APPLICATION: MANAGEMENT

OPTIONS:

  1. OVERVIEW.....Display general information and product enhancements.
  2. PROFILE.....Display or alter invocation or session defaults.
  3. APPLICATION...Change application, list available applications.
  4. CLASS.....Change current class, list available classes.
  5. ENTRY.....Create a record.
  6. INQUIRY.....Search for records.
  7. UTILITY.....Copy, display, print, delete, and update records.
  8. GLOSSARY.....Display a list of searchable words in the database.
  9. PMF.....Modify or create panels.

          Select an option, enter a command, or type QUIT to exit.

          Tivoli Information Management for z/OS Version 7 Release 1
          5697-SD9 (C) Copyright IBM Corp., 1981, 2001.

====> 4
    
```

You can select a Tivoli Information Management for z/OS privilege class in two ways. Either type **e** in the line command area next to the privilege class or type the selection number of the privilege class on the command line, and press Enter.

```

BLG1TPCL          PRIVILEGE CLASS LIST              LINE 1 OF 1

          CLASS      DESCRIPTION ABSTRACT

          1. CHNGCONT CHANGE CONTROLLER PRIVILEGE CLASS
          *** BOTTOM OF DATA ***

          Line Cmds: E=Execute S=Select
          Type DOWN or UP to scroll the panel, or type END to exit the panel.

          ====> 1
    
```

The selections you see are determined by the privilege classes that contain your user ID. You do not see all the privilege classes. You see only the classes that contain your user ID. If you receive a message that you are not authorized for a privilege class, contact your program administrator.

Accessing the Integration Facility

Now that you are a member of a privilege class, you must select the Integration Facility. The following panels illustrate this procedure.

Type **3** (for Application) and press Enter to see the applications available to choose from.

```
BLG0EN20          --- PRIMARY OPTIONS MENU ---      APPLICATION: MANAGEMENT

OPTIONS:

  1. OVERVIEW.....Display general information and product enhancements.
  2. PROFILE.....Display or alter invocation or session defaults.
  3. APPLICATION...Change application, list available applications.
  4. CLASS.....Change current class, list available classes.
  5. ENTRY.....Create a record.
  6. INQUIRY.....Search for records.
  7. UTILITY.....Copy, display, print, delete, and update records.
  8. GLOSSARY.....Display a list of searchable words in the database.
  9. PMF.....Modify or create panels.

      Select an option, enter a command, or type QUIT to exit.

      Tivoli Information Management for z/OS Version 7 Release 1
      5697-SD9 (C) Copyright IBM Corp., 1981, 2001.

BLG10014I Your current privilege class is CHNGCONT.
====> 3
```

Type **4** (for INTEGRAT) and press Enter to start the Integration Facility.

```
+ BLG00030 ----- APPLICATION SELECTION ----- 1 OF 1+
|
|          IDENTIFY THE APPLICATION FOR THIS SESSION
|
| OPTIONS:
|
|   1. SYSTEM.....Use System dialogs for entry/inquiry.
|   2. MANAGEMENT...Use Management dialogs for entry/inquiry.
|
|   4. INTEGRAT.....Use Integration Facility dialogs.
|
|   9. SERVICDESK...Use Consolidated Service Desk.
|
+----- SELECT APPLICATION -----+

====> 4
```

Initializing Your Profile

The Integration Facility uses the information you enter in your profile to prime panels with your name, department, and phone number. You can change your profile at any time; however, you must initialize it before you can use the Integration Facility.

Type **96** (for Initialize my profile) and press Enter to initialize your user profile.

```

BTN0ENCC          CHANGE CONTROLLER PRIMARY OPTIONS          INTEGRAT
Select option by entering number on command line.  Enter Q to quit the session.

SPECIFIC SEARCHES:
  1. Changes for my review.
  2. Changes for my approval.
  3. Changes to be implemented by me.
  4. Completed changes (by date).
  5. Lock record _____ for approval.
  6. Approve/reject change # _____
  7. Assign record # _____
  8. Close record # _____

ENTRY:
  9. Enter a change request.
 11. Enter a record.

17. Display record #... _____
18. Update record #.... _____
19. Print record #..... _____

GENERAL SEARCHES:
 21. Quick problem search.
 22. Quick change search.
 23. Quick config search.
 24. Search.

REPORTS:
 31. Create a report.

ADMINISTRATIVE:
 91. Change my privilege class.
 92. Status and available commands.
 93. Change products.

 95. List my available priv. classes.
 96. Initialize my profile.
 97. Bypass logon proprietary panel.

====> 96
    
```

Type your name, department, and phone number in the appropriate fields.

Now when you type an equal sign (=) in a like entry on any other of the Integration Facility panels, data from this profile will automatically fill in the corresponding fields.

Type **end,end** on the command line and press Enter to return to the Primary Options panel.

```
BLG0P700          DATA DEFINITION DEFAULTS          USER ID: SMITH

Enter data definition data; cursor placement or input line entry allowed.

      1. User's name..... SMITH_____
      2. User's department..... T48_____
      3. User's telephone..... 555-6789____
      4. Database.....<R> 5
      5. Logical files..... _____

When you finish, type END to save or CANCEL to discard any changes.

+BTN16019I Enter the appropriate values and then enter 'END,END' to sav+
===> end,end
```

Verifying Change Approvers and Reviewers

Change request 7 has been entered, and you, the change controller, received notification that the change must be reviewed.

The following panels illustrate the steps to prepare the change request for review.

First you verify that the record is complete enough to be reviewed.

Type the change request record ID, **7**, in field 18, **Update record #**, and press Enter.


```

BTN0ENCC          CHANGE CONTROLLER PRIMARY OPTIONS          INTEGRAT

Select option by entering number on command line.  Enter Q to quit the session.

SPECIFIC SEARCHES:
  1. Changes for my review.
  2. Changes for my approval.
  3. Changes to be implemented by me.
  4. Completed changes (by date).
  5. Lock record _____ for approval.
  6. Approve/reject change # _____
  7. Assign record # _____
  8. Close record # _____
ENTRY:
  9. Enter a change request.
 11. Enter a record.

17. Display record #... _____
18. Update record #.... 7 _____
19. Print record #..... _____

GENERAL SEARCHES:
 21. Quick problem search.
 22. Quick change search.
 23. Quick config search.
 24. Search.

REPORTS:
 31. Create a report.

ADMINISTRATIVE:
 91. Change my privilege class.
 92. Status and available commands.
 93. Change products.

 95. List my available priv. classes.
 96. Initialize my profile.
 97. Bypass logon proprietary panel.

===>
    
```

View the list of approvers to ensure that the correct approvers are in the record.

Type **5** (for Approver Data) and press Enter.

```

BTN0CU00          CHANGE REQUEST SUMMARY          CHANGE: 00000007

Assignee name..... CHNGCONT          Change status..... ASSIGNED
Assignee phone..... 555-6304          Approval status..... ASSIGNED
Coordinator name..... CHNGCONT          Date entered..... 07/30/1999
Comp/App1 name..... NEWTEST_          Time entered..... 22:48
Current category..... 1                Transfer-to class..... _____
Date required..... 08/05/1999          Owing class..... _____
Planned start date.... _____      Date last altered..... _____
Completion date..... _____

Description..... CHANGE REQUEST FOR LOCKING

Select one of the following, type END to save your changes, or type CANCEL
to discard your changes.
  1. Requester data.                    6. Reviewer data.
  2. Status data.                       7. Activity entry.
  3. Close data.                         8. Freeform text.
  4. Detail data.                        9. File record.
  5. Approver data.

===> 5
    
```

You can also:

- Select options 1-6 to add or change data for the change record.
- Select option 7 to add activities to the change record.

Verifying Change Approvers and Reviewers

- Select option 8 to add or update comments for the change record.
- Select option 9 to file the record.

Add, delete, or change any of the approvers if necessary.

Type **end** on the command line and press Enter to return to the Change Request Summary panel.

```
BLG0C500                CHANGE APPROVER ENTRY                CHANGE: 00000007

Enter names of privilege classes that must approve this change request.

1. Approver priv. class... CHNGCONT          10. Approver priv. class... _____
2. Approver priv. class... CNFGCONT          11. Approver priv. class... _____
3. Approver priv. class... SUPPHDW_         12. Approver priv. class... _____
4. Approver priv. class... OPERMGR_         13. Approver priv. class... _____
5. Approver priv. class... _____        14. Approver priv. class... _____
6. Approver priv. class... _____        15. Approver priv. class... _____
7. Approver priv. class... _____        16. Approver priv. class... _____
8. Approver priv. class... _____        17. Approver priv. class... _____
9. Approver priv. class... _____        18. Approver priv. class... _____

When you finish, type END to save or CANCEL to discard any changes.

====> end
```

Type **9** (for File record) and press Enter to file the record and return to the Primary Options panel.

```

BTN0CU00          CHANGE REQUEST SUMMARY          CHANGE: 00000007

Assignee name..... CHNGCONT          Change status..... ASSIGNED
Assignee phone..... 555-6304          Approval status..... PENDING
Coordinator name.... CHNGCONT          Date entered..... 07/30/1999
Comp/App1 name..... NEWTEST_          Time entered..... 22:48
Current category.... 1                 Transfer-to class..... _____
Date required..... 08/05/1999          Owing class..... _____
Planned start date.... _____      Date last altered..... _____
Completion date..... _____

Description..... CHANGE REQUEST FOR LOCKING

Select one of the following, type END to save your changes, or type CANCEL
to discard your changes.
    1. Requester data.          6. Reviewer data.
    2. Status data.            7. Activity entry.
    3. Close data.             8. Freeform text.
    4. Detail data.            9. File record.
    5. Approver data.

====> 9
    
```

You can also:

- Select options 1-6 to add or change data for the change record.
- Select option 7 to add activities to the change record.
- Select option 8 to add or update comments for the change record.
- Select option 9 to file the record.

The record is ready for you to lock it. Locking the record prevents anyone from changing the record before any of the approvers have approved or rejected the change.

Locking a Record for Approval

Locking the record before it is reviewed prevents anyone from changing the record before the approvers have approved or rejected the change.

Lock the change record after you:

- Verify that the record is complete
- View the list of approvers to ensure that the correct approvers are in the record
- Change any of the approvers if necessary
- Review the list of activities. See “Entering a Change Request” on page 55 for additional information on activities.

Type the change request record ID, **7**, in field 5, **Lock record for approval**, and press Enter.

```
BTNØENCC          CHANGE CONTROLLER PRIMARY OPTIONS          INTEGRAT

Select option by entering number on command line.  Enter Q to quit the session.

SPECIFIC SEARCHES:          GENERAL SEARCHES:
 1. Changes for my review.    21. Quick problem search.
 2. Changes for my approval.  22. Quick change search.
 3. Changes to be implemented 23. Quick config search.
 4. Completed changes (by date) 24. Search.
 5. Lock record 7_____ for approval.
 6. Approve/reject change # _____
 7. Assign record # _____
 8. Close record # _____

ENTRY:          REPORTS:
 9. Enter a change request.    31. Create a report.

11. Enter a record.          ADMINISTRATIVE:
                              91. Change my privilege class.
                              92. Status and available commands.
                              93. Change products.

17. Display record #... _____
18. Update record #.... _____
19. Print record #..... _____

                              95. List my available priv. classes.
                              96. Initialize my profile.
                              97. Bypass logon proprietary panel.

====>
```

The record is now locked and ready for the approvers to review. All the approvers listed on the Change Approver Entry panel automatically receive notice that the record is ready for them to review.

Approving or Rejecting a Change

You receive notification that change request 7 is locked and ready for review. The following panels illustrate how to approve or reject the change request.

Before you approve or reject the change request, review the request.

Type **7**, the change request ID, in field 17, **Display Record #**, and press Enter.

```

BTN0ENCC                CHANGE CONTROLLER PRIMARY OPTIONS                INTEGRAT
Select option by entering number on command line.  Enter Q to quit the session.

SPECIFIC SEARCHES:
  1. Changes for my review.
  2. Changes for my approval.
  3. Changes to be implemented by me.
  4. Completed changes (by date).
  5. Lock record _____ for approval.
  6. Approve/reject change # _____
  7. Assign record # _____
  8. Close record # _____
ENTRY:
  9. Enter a change request.
 11. Enter a record.

17. Display record #... 7 _____
18. Update record #.... _____
19. Print record #..... _____

GENERAL SEARCHES:
 21. Quick problem search.
 22. Quick change search.
 23. Quick config search.
 24. Search.

REPORTS:
 31. Create a report.

ADMINISTRATIVE:
 91. Change my privilege class.
 92. Status and available commands.
 93. Change products.

 95. List my available priv. classes.
 96. Initialize my profile.
 97. Bypass logon proprietary panel.

===>
    
```

From this panel you can view the change request data and other associated activity records.

Type **cancel** or **end** on the command line and press Enter to return to the Change Controller Primary Options menu.

```

BTN0S020                CHANGE SUMMARY DISPLAY                CHANGE: 00000007

Assignee name.....<H> CHNGCONT                Change type.....<H> HDW
Assignee phone..... 555-6304                Change status..... <H> ASSIGNED
Coordinator name...<H> CHNGCONT                Approval status.....<H> PENDING
Program name..... _____                Transfer-to class...<H> _____
Comp/applic. name..... NEWTEST                Owning priv. class...<H> _____
Date required.....<H> 08/05/1999                Entry priv. class..... SYSADMIN
Completion date....<H> _____                Date entered..... 08/26/1999
Current category...<H> 1                Time entered..... 22:48
Estimated duration..<H> _____                Date last altered...<H> 08/26/1999
                                                Time last altered...<H> 22:50
                                                User last altered...<H> FLAHERT

Description..... NOT WORKING

Select one of the following, or type END or CANCEL to return.

  1. Requester display.    5. Approver display.    8. Freeform text.
  2. Status display.      6. Reviewer display.   9. History display.
  3. Close display.       7. Activity list display. 10. Record utilities.
  4. Detail display.

===> end
    
```

Proceed through the following steps to approve or reject the change.

Type **7** in field 6, **Approve/reject change #**, and press Enter.

Approving or Rejecting a Change

```

BTN0ENCC                CHANGE CONTROLLER PRIMARY OPTIONS                INTEGRAT
Select option by entering number on command line.  Enter Q to quit the session.

SPECIFIC SEARCHES:
1. Changes for my review.
2. Changes for my approval.
3. Changes to be implemented by me.
4. Completed changes (by date).
5. Lock record _____ for approval.
6. Approve/reject change # 7 _____
7. Assign record # _____
8. Close record # _____

ENTRY:
9. Enter a change request.
11. Enter a record.

17. Display record #... _____
18. Update record #.... _____
19. Print record #..... _____

GENERAL SEARCHES:
21. Quick problem search.
22. Quick change search.
23. Quick config search.
24. Search.

REPORTS:
31. Create a report.

ADMINISTRATIVE:
91. Change my privilege class.
92. Status and available commands.
93. Change products.

95. List my available priv. classes.
96. Initialize my profile.
97. Bypass logon proprietary panel.

====>

```

For this example, type **1** on the command line and press Enter to accept this change request.

```

BLG0M500                CHANGE APPROVER DISPLAY                CHANGE: 00000007

APPROVAL PENDING        APPROVAL PROVIDED        APPROVAL REJECTED

CHNGCONT                _____                _____                _____
CNFGCONT                _____                _____                _____
SUPPHDW                 _____                _____                _____
OPERMGR                 _____                _____                _____
_____                 _____                _____                _____
_____                 _____                _____                _____
_____                 _____                _____                _____
_____                 _____                _____                _____

Select one of the following, or type END or CANCEL to return to the
Summary Display panel.
    1. Accept change for privilege class.
    2. Reject change for privilege class.

====> 1

```

For this record, the change controller, configuration controller, hardware support, and operations manager privilege classes are authorized to approve this change.

Your privilege class name moves from the APPROVAL PENDING column to the APPROVAL PROVIDED column.

Type **init** on the command line and press Enter to return to the Primary Options panel.

```

BLG0M500                CHANGE APPROVER DISPLAY                CHANGE: 00000007

  APPROVAL PENDING      APPROVAL PROVIDED      APPROVAL REJECTED

  _____            _____            _____
CNFGCONT                CHNGCONT                _____
SUPPHDW                 _____            _____
OPERMGR                 _____            _____
_____                 _____            _____
_____                 _____            _____
_____                 _____            _____
_____                 _____            _____

Select one of the following, or type END or CANCEL to return to the
Summary Display panel.
    1. Accept change for privilege class.
    2. Reject change for privilege class.

====> init
    
```

After all the approvers have entered their responses, each approver automatically receives notice that the change has been reviewed. For this example, all the approvers accepted the change. This is the indication to you, the change controller, that the change is ready to be implemented.

If one or more of these groups rejects the change request, it is rejected. If the change was rejected, all the approvers receive notification of this as well.

Now that the review is completed, you, the change controller, have to notify the requester and resolve the issues, implement the change, or close the change.

Assigning a Change

Change request 7 was entered, and you, the change controller, received notification that change request 7 is approved. You must now assign it to the appropriate person or group to be implemented.

The following panels illustrate what to do to route a change to a resolver and then close it after the change is resolved.

Type **7** in field 7, **Assign record #**, and press Enter.

Assigning a Change

```
BTNØENCC          CHANGE CONTROLLER PRIMARY OPTIONS          INTEGRAT

Select option by entering number on command line.  Enter Q to quit the session.

SPECIFIC SEARCHES:          GENERAL SEARCHES:
 1. Changes for my review.    21. Quick problem search.
 2. Changes for my approval.  22. Quick change search.
 3. Changes to be implemented by me.  23. Quick config search.
 4. Completed changes (by date).    24. Search.
 5. Lock record _____ for approval.
 6. Approve/reject change # _____
 7. Assign record # 7 _____
 8. Close record # _____

ENTRY:          REPORTS:
 9. Enter a change request.    31. Create a report.

11. Enter a record.          ADMINISTRATIVE:
                              91. Change my privilege class.
                              92. Status and available commands.
                              93. Change products.

17. Display record #... _____
18. Update record #.... _____
19. Print record #..... _____

                              95. List my available priv. classes.
                              96. Initialize my profile.
                              97. Bypass logon proprietary panel.

====>
```

To assign a resolver to a change, type the name of the assignee, the assignee's privilege class, or the caller's identifier on the command line and press Enter.

For this example, type **jones** on the command line and press Enter.

```
+ BTN600PA ----- ASSIGNEE NAME ----- PERA/-+
|
| USE...Enter name of the problem, change, or activity assignee.
|
| FORM...AAAAAAAAAAAAA - 1 to 15 alphanumeric positions.
|
|   EXAMPLES: Smith.....Reply.....smith
|             J.R. Jones....Reply.....jonesjr
|             IBM CE.....Reply.....ibmce
|             Default.....Reply.....=
|
|----- REPLY AS ILLUSTRATED -----+

====> jones
```

Verify that the information is correct, then type **end** on the command line and press Enter to save the information.


```

BTN0C200                CHANGE STATUS ENTRY                CHANGE: 00001219

Enter change status data; cursor placement or input line entry allowed.

 1. Assignee name..... JONES_____      12. Change status...<R> OPEN___
 2. Assignee dept..... _____        13. Planned start date.. _____
 3. Assignee phone..... _____        14. Planned start time.. _____
 4. Date assigned..... 03/29/1999        15. Actual start date... _____
 5. Time assigned..... 13:50             16. Actual start time... _____
 6. Transfer-to class... SUPPHDW_        17. Planned end date.... _____
 7. Current category.... 4               18. Planned end time.... _____
 8. Coordinator name.... CHNGCONT_____ 19. Estimated effort.... _____
 9. Coordinator dept.... _____       20. Estimated duration.. _____
10. Coordinator phone... _____
11. Risk assessment..... _____

22. Co-requisites..... _____
23. Pre-requisites..... _____

      When you finish, type END to save or CANCEL to discard any changes.

BTN03014I Verify that the assignee is a member of the transfer-to class.
===> end
    
```

The **Date** and **Time** fields are filled in automatically. The **Assignee's name**, **Department**, and **Phone number** fields are also filled in automatically if the name entered is a Caller's identifier, Cross-reference ID, or a privilege class name. If the name entered is none of these, then you must enter the assignee department and phone number information.

The Integration Facility automatically fills in the **Transfer-to class** field based on the change type. A message at the bottom of the panel tells you to verify the transfer-to class. Verify that JONES is an eligible user of SUPPHDW.

If the person to fix the problem is not a member of that transfer-to class, type over the existing transfer-to class value with the correct one.

The change status changes to ASSIGNED.

Type **8** (for Freeform text) and press Enter to view the text or enter additional text.

```
BTN0CU00                CHANGE REQUEST SUMMARY                CHANGE: 00001680

Assignee name..... JONES                Change status..... ASSIGNED
Assignee phone..... 7702                Approval status..... APPROVED
Coordinator name..... CHNGCONT          Date entered..... 07/14/1999
Comp/App1 name..... CPU002             Time entered..... 11:41
Current category..... 2                Transfer-to class..... SUPPHDW
Date required..... 07/28/1999          Owing class..... CHNGCONT
Planned start date..... _____     Date last altered..... 07/15/1999
Completion date..... _____

Description..... NEW CPU

Select one of the following, type END to save your changes, or type CANCEL
to discard your changes.
    1. Requester data.                6. Reviewer data.
    2. Status data.                  7. Activity entry.
    3. Close data.                   8. Freeform text.
    4. Detail data.                  9. File record.
    5. Approver data.

====> 8
```

You have several options for the change record. You can:

- Select options 1 through 7 to alter data in the record.
- Select option 8 to enter additional information about the record. YES beside this option indicates that there is already text in the record.
- Select 9 to file the record if the record has been updated without changing any configuration records.
- Select 10 to file the record if updating the record changes the status of one or more configuration records.
- Select option 11 to review changes similar to this one.

Additional Primary Options Selections

The Proprietary panel (see Figure 5 on page 102) appears every time you log on to Tivoli Information Management for z/OS unless you change your profile to bypass this panel.

Type **97** (for Bypass logon proprietary panel) and press Enter to stop the proprietary panel from appearing when you log on to Tivoli Information Management for z/OS.

```

BTNOENCC          CHANGE CONTROLLER PRIMARY OPTIONS          INTEGRAT

Select option by entering number on command line.  Enter Q to quit the session.

SPECIFIC SEARCHES:
  1. Changes for my review.
  2. Changes for my approval.
  3. Changes to be implemented by me.
  4. Completed changes (by date).
  5. Lock record _____ for approval.
  6. Approve/reject change # _____
  7. Assign record # _____
  8. Close record # _____

ENTRY:
  9. Enter a change request.
 11. Enter a record.

17. Display record #... _____
18. Update record #.... _____
19. Print record #..... _____

GENERAL SEARCHES:
 21. Quick problem search.
 22. Quick change search.
 23. Quick config search.
 24. Search.

REPORTS:
 31. Create a report.

ADMINISTRATIVE:
 91. Change my privilege class.
 92. Status and available commands.
 93. Change products.

 95. List my available priv. classes.
 96. Initialize my profile.
 97. Bypass logon proprietary panel.

====> 97
    
```

For further information about panel selections you can make from the Integration Facility Primary Options menu, see Primary Options Menu Selections.

10

Configuration Controller Tasks

You, the configuration controller, are responsible for maintaining configuration records.

Getting Started

If you are using the Integration Facility for the first time, you must:

1. Select your Integration Facility privilege class.
2. Change your current application to the Integration Facility.
3. Initialize your profile.
4. Create a dummy configuration record.

After you perform these tasks, you do not have to repeat them. The information that you enter is saved until you decide to change it. You automatically start the Integration Facility each time you begin a Tivoli Information Management for z/OS session. The first panel that you see each time you start is BTN0ENCF, the Configuration Controller Primary Options panel.

For information on the commands that you will use most often see “Using the Integration Facility Commands” on page 19.

Selecting Your Privilege Class

You do not automatically start the Integration Facility the first time that you use Tivoli Information Management for z/OS.

The following panel is the Tivoli Information Management for z/OS proprietary panel.

Press Enter to view the Primary Options Menu.

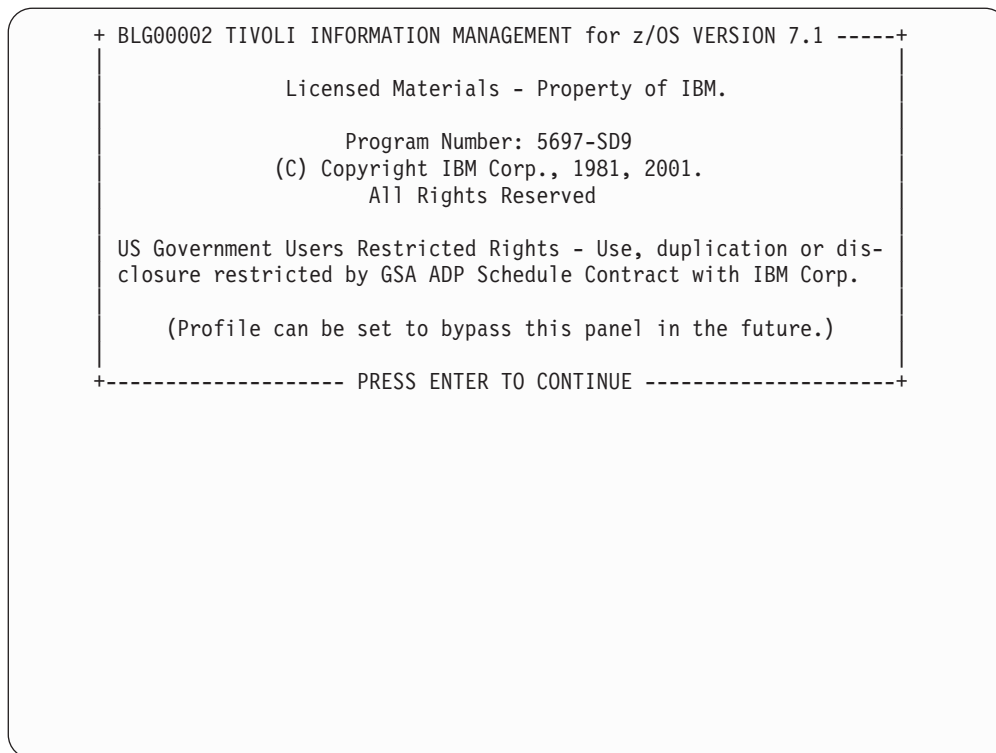


Figure 6. Proprietary Panel

This is the Primary Options Menu for the Management application that appears when you start Tivoli Information Management for z/OS.

Type **4** (for Class) and press Enter to see the list of the privilege classes for which you are authorized.

```

BLG0EN20          --- PRIMARY OPTIONS MENU ---      APPLICATION: MANAGEMENT

OPTIONS:

  1. OVERVIEW.....Display general information and product enhancements.
  2. PROFILE.....Display or alter invocation or session defaults.
  3. APPLICATION....Change application, list available applications.
  4. CLASS.....Change current class, list available classes.
  5. ENTRY.....Create a record.
  6. INQUIRY.....Search for records.
  7. UTILITY.....Copy, display, print, delete, and update records.
  8. GLOSSARY.....Display a list of searchable words in the database.
  9. PMF.....Modify or create panels.

          Select an option, enter a command, or type QUIT to exit.

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====> 4
    
```

You can select a Tivoli Information Management for z/OS privilege class in two ways. Either type **e** in the line command area next to the privilege class or type the selection number of the privilege class on the command line, and press Enter.

```

BLG1TPCL          PRIVILEGE CLASS LIST              LINE 1 OF 1

          CLASS      DESCRIPTION ABSTRACT

          1. CNFGCONT CONFIGURATION CONTROLLER PRIVILEGE CLASS
          *** BOTTOM OF DATA ***

          Line Cmds: E=Execute S=Select
          Type DOWN or UP to scroll the panel, or type END to exit the panel.

          ====> 1
    
```

The selections that you see are determined by the privilege classes that contain your user ID. You do not see all the privilege classes. You see only the classes that contain your user ID. If you receive a message that you are not authorized for privilege classes, contact your program administrator.

Accessing the Integration Facility

Now that you are a member of a privilege class, you must select the Integration Facility. The following panels illustrate this procedure:

Type **3** (for Application) and press Enter to see the applications available to choose from.

```
BLG0EN20          --- PRIMARY OPTIONS MENU ---      APPLICATION: MANAGEMENT

OPTIONS:

  1. OVERVIEW.....Display general information and product enhancements.
  2. PROFILE.....Display or alter invocation or session defaults.
  3. APPLICATION...Change application, list available applications.
  4. CLASS.....Change current class, list available classes.
  5. ENTRY.....Create a record.
  6. INQUIRY.....Search for records.
  7. UTILITY.....Copy, display, print, delete, and update records.
  8. GLOSSARY.....Display a list of searchable words in the database.
  9. PMF.....Modify or create panels.

          Select an option, enter a command, or type QUIT to exit.

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BLG10014I Your current privilege class is CNFGCONT.
====> 3
```

Type **4** (for INTEGRAT) and press Enter to start the Integration Facility.

```
+ BLG00030 ----- APPLICATION SELECTION ----- 1 OF 1+
|
|          IDENTIFY THE APPLICATION FOR THIS SESSION
|
| OPTIONS:
|
|   1. SYSTEM.....Use System dialogs for entry/inquiry.
|   2. MANAGEMENT...Use Management dialogs for entry/inquiry.
|
|   4. INTEGRAT.....Use Integration Facility dialogs.
|
|   9. SERVICDESK...Use Consolidated Service Desk
|
+----- SELECT APPLICATION -----+

====> 4
```


Initializing Your Profile

The Integration Facility uses the information in your profile to fill in panels with your name, department, and phone number. You can change your profile at any time; however, you must initialize it before you can use the Integration Facility.

Type **96** (for List my available priv. classes) and press Enter to initialize your user profile.

```

BTN0ENCF          CONFIGURATION CONTROLLER PRIMARY OPTIONS          INTEGRAT
Select option by entering number on command line.  Enter Q to quit the session.

SPECIFIC SEARCHES:          GENERAL SEARCHES:
 1. By location.            21. Quick problem search.
 2. By status.              22. Quick change search.
 3. By generic type.        23. Quick config search.
 4. Devices connected to a component.  24. Search.
 5. Open/approved changes.
 6. Problem recs with no config data.
 7. A path starting at _____

ENTRY:                      REPORTS:
 8. Enter Configuration data.      31. Create a report.
11. Enter a record.

12. Configuration diagram data.    ADMINISTRATIVE:
15. Display record # _____    91. Change my privilege class.
16. Update record # _____      92. Status and available commands.
                                     93. Change products.
                                     95. List my available priv. classes.
                                     96. Initialize my profile.
                                     97. Bypass logon proprietary panel.

====> 96
    
```

Type your name, department, and phone number in the appropriate fields.

Now when you type an equal sign (=) in a like entry on any other of the Integration Facility panels, the fields are completed with data from the corresponding fields in this profile.

Type **end,end** on the command line and press Enter to return to the Primary Options panel.

Creating the X Configuration Record

```
BLG0P700          DATA DEFINITION DEFAULTS          USER ID: SMITH

Enter data definition data; cursor placement or input line entry allowed.

      1. User's name..... SMITH_____
      2. User's department..... T48_____
      3. User's telephone..... 555-6789____
      4. Database.....<R> 5
      5. Logical files..... _____

When you finish, type END to save or CANCEL to discard any changes.

+BTN16019I Enter the appropriate values and then enter 'END,END' to sav+
===> end,end
```

Creating the X Configuration Record

Your hardware and software configuration determines the Integration Facility's processing. You have to define these components in configuration records and establish the connections between them.

The Integration Facility allows you to view paths from a base host controller (CPU) record X, which is the highest level component in your configuration, to other components in the path. You must create the dummy record, X, and connect all CPU records to it. When you view a component path, it starts at the component that you specify and ends at X. For details on how to build an entire configuration, see the *Tivoli Information Management for z/OS Problem, Change, and Configuration Management*.

The following section illustrates how to build the X record for your configuration.

Entering Configuration Data

The following panels illustrate how to add a configuration record to the Integration Facility database. You are creating the dummy record X to which all the host controllers are connected.

Type **8** (for Enter Configuration data) and press Enter to enter configuration data.

```

BTN0ENCF          CONFIGURATION CONTROLLER PRIMARY OPTIONS          INTEGRAT
Select option by entering number on command line.  Enter Q to quit the session.

SPECIFIC SEARCHES:          GENERAL SEARCHES:
 1. By location.            21. Quick problem search.
 2. By status.              22. Quick change search.
 3. By generic type.        23. Quick config search.
 4. Devices connected to a component.  24. Search.
 5. Open/approved changes.
 6. Problem recs with no config data.
 7. A path starting at _____

ENTRY:                      REPORTS:
 8. Enter Configuration data.      31. Create a report.
11. Enter a record.

12. Configuration diagram data.
15. Display record # _____
16. Update record # _____

ADMINISTRATIVE:
91. Change my privilege class.
92. Status and available commands.
93. Change products.
95. List my available priv. classes.
96. Initialize my profile.
97. Bypass logon proprietary panel.

====> 8
    
```

Type **3** (for Hardware) and press Enter to define a hardware configuration component.

```

+ BTN0D000 ----- CONFIGURATION ENTRY ----- 1 OF 1+
|
| USE....Identify the type of configuration record to be entered.
|
| 1. DATA CENTER.....Define data processing system center.
| 2. SYSTEM.....Define system administrative data.
| 3. HARDWARE.....Define hardware configuration component.
| 4. SOFTWARE.....Define software configuration component.
| 5. FINANCIAL.....Define component(s) financial record.
| 6. SERVICE.....Define component(s) service record.
| 7. MODEL.....Define component model record.
|
+----- SELECT ITEM -----+

====> 3
    
```

Type **1** (for Hardware component direct) and press Enter to enter information about the component.

Entering Configuration Data

```
+ BTN0D104 ----- HARDWARE COMPONENT ENTRY ----- 1 OF 1-+
|
| USE....Identify the type and method of hardware record entry.
|
| 1.HARDWARE COMPONENT DIRECT....data entry of hardware component.
| 2.HARDWARE COMPONENT MODEL.....copy model hardware record.
| 3.HARDWARE SUBCOMPONENT.....data entry of subcomponent.
|
+----- SELECT ITEM -----+

```

====> 1

Type the component ID, generic device, component status, a description about the hardware, and the severity in the required fields designated by <R> in the appropriate fields.

Type **end** on the command line and press Enter to save the data.

```
BTN0D100                HARDWARE COMPONENT ENTRY                COMPONENT: X
Enter hardware component data; cursor placement or input line entry allowed.

```

| | |
|--|------------------------------------|
| 1. Component ID.....<R> X | 10. Component status...<R> INSTALL |
| 2. Generic device.....<R> CPU | 11. Date of status..... |
| 3. Device type & model... _____ | 12. Network name..... |
| 4. Serial number..... _____ | 13. Node name..... |
| 5. Order number..... _____ | 14. Program name..... |
| 6. Microcode EC level.... _____ | 15. LTERM ID (IMS)..... |
| 7. Date shipped..... _____ | 16. CICS ID..... |
| 8. Lease begin date..... _____ | 17. Location code..... |
| 9. Lease end date..... _____ | 18. Display class..... |
| 19. Description.....<R> DUMMY CPU RECORD _____ | |
| 20. Severity.....<R> 1 | 24. Down/up status date... _____ |
| 21. NetView name..... _____ | 25. Down/up status time... _____ |
| 22. Contact name..... _____ | 26. Last problem record #. _____ |
| 23. Contact phone _____ | |

When you finish, type END to save or CANCEL to discard any changes.

====> end

Whenever you create a problem record for this component, information from the severity field in the configuration record is entered into the problem record. Crucial components in your installation should have a higher severity than ones that are used infrequently or by few people.

For this example, type **9** (for File record) and press Enter to file the record.

When you file the component record, the ID for this record is the component ID that you entered in the Hardware Component Entry panel. Future references to the record can be made through this ID.

```

BTN0DU30          HARDWARE COMPONENT SUMMARY          COMPONENT: X

Generic device..... CPU          Display class..... _
Device type & model.... _____ Location code..... _____
Serial number..... _____ Entry priv. class..... _____
Microcode EC level..... _____ Owing priv. class..... _____
Model link ID..... _____ Date entered..... _____
Contact name..... _____ Time entered..... _____
Component owner..... _____ Date last altered..... _____
Date of status..... _____ Time last altered..... _____
Component status..... INSTALL User last altered..... _____

Description..... DUMMY CPU RECORD

Select one of the following, type END to save your changes, or type CANCEL
to discard your changes.
    1. Primary description.          7. Feature entry (file record).
    2. Primary support data.        8. Freeform text and notes.
    3. Connections (file record).   9. File record.
    4. EC Levels (file record).    10. Secondary support data.
    5. Secondary description.      11. Maps data.
    6. Financial.                  12. Source definition.

===> 9
    
```

The Hardware Component Summary panel allows you to verify the information you just entered.

You can also:

- Select option 1 to change the data for the component, except in the Generic device field, which is protected. To add features, you must file and then update the component record, or select option 7 which files the record and then begins a dialog to guide you through adding features.
- Select option 2 to enter information about the support and maintenance of the component.
- Select option 5 to update or add more information about the generic device type.
- Select option 6 to enter information that describes financial details specific to the single component.
- Select option 8 to enter additional descriptions.
- Select option 10 to enter additional support groups for the component.
- Select option 11 to enter the information that determines the location of the component in a configuration diagram.
- Select option 12 to enter information like network, node, or program name.

Connecting Configuration Records

You have to connect the X record to your existing CPU records. The following panels illustrate this procedure for a single CPU record.

Type the record ID, x, in field 16, **Update record #**, and press Enter.

```
BTNØENCF          CONFIGURATION CONTROLLER PRIMARY OPTIONS          INTEGRAT
Select option by entering number on command line.  Enter Q to quit the session.

SPECIFIC SEARCHES:          GENERAL SEARCHES:
 1. By location.            21. Quick problem search.
 2. By status.              22. Quick change search.
 3. By generic type.        23. Quick config search.
 4. Devices connected to a  24. Search.
   component.
 5. Open/approved changes.
 6. Problem recs with no    REPORTS:
   config data.             31. Create a report.
 7. A path starting at _____

ENTRY:                      ADMINISTRATIVE:
 8. Enter Configuration data. 91. Change my privilege class.
11. Enter a record.           92. Status and available commands.
                               93. Change products.
12. Configuration diagram data.
15. Display record # _____ 95. List my available priv. classes.
16. Update record # x _____ 96. Initialize my profile.
                               97. Bypass logon proprietary panel.

====>
```

Type **3** (for Connections) and press Enter to make the connection between record X and one of your CPU records.

```

BTN0DU01          HARDWARE COMPONENT SUMMARY          COMPONENT: X

Generic device..... CPU                               Display class..... _
Device type & model.... _____                    Location code..... _____
Serial number..... _____                        Entry priv. class..... CNFGCONT
Microcode EC level..... _____                  Owing priv. class..... _____
Model link ID..... _____                       Date entered..... 07/12/1999
Contact name..... _____                        Time entered..... 10:16
Component owner..... _____                     Date last altered..... 07/14/1999
Date of status..... _____                      Time last altered..... 15:06
Component status..... INSTALL                       User last altered..... M10JER
NetView name..... _____
Description..... DUMMY CPU RECORD

Select one of the following, type END to save your changes, or type CANCEL
to discard your changes.
    1. Primary description.                          7. Feature entry.
    2. Primary support data.                         8. Freeform text and notes.
    3. Connections.                                 9. File record.
    4. EC Levels.                                   10. Secondary support data.
    5. Secondary description.                       11. Maps data.
    6. Financial.                                  12. Source definition.

====> 3

```

You can also:

- Select option 1 to change the data for the component, except in the Generic device field, which is protected.
- Select option 2 to enter information about the support and maintenance of this component.
- Select option 3 to create or update connection records for this hardware component.
- Select option 4 to add, change, or delete information about the EC levels for this hardware component.
- Select option 5 to update or add more information about the generic device type.
- Select option 6 to enter information that describes financial details specific to this single component.
- Select option 7 to create or update feature records for this hardware component.
- Select option 8 to enter textual information about the component. You are prompted for the type of text you want to enter, such as description, notes, or address text. When you finish entering all text information, type END and press Enter to exit the Text Entry panel and to return to the Hardware Component Summary panel.
- Select option 9 to file the record and return to the Primary Options Menu for the System application.
- Select option 10 to enter multiple support groups for this component.
- Select option 11 to enter information that determines the location of the component within a configuration diagram.
- Select option 12 to enter information that identifies the data and system the component uses.

Type the name of the component that you want to connect to X in field 1, **Component to**.

Connecting Configuration Records

For this example, type **cpu002** in field 1. Then type the remaining required information, designated by <R>.

Type **end** on the command line and press Enter.

```
BLG0D130          HARDWARE CONNECTION ENTRY          CONNECTION: _____

Enter component connection data, cursor placement or input line allowed.

1. Component to.....<R> CPU002_          9. Path ID..... _____
2. Date from..... _____          10. Channel number..... _____
3. Date to..... _____          11. Cable number..... _____
4. Device address..... _____          12. Cable length..... _____
5. Connection type...<R> PHYSICAL          13. Port number..... _____
6. Connection status..... _____          14. Port ID..... _____
7. Connection record ID.. _____          15. Transfer-to class..... _____
8. Shift number..... _____

16. Description.....<R> SAMPLE CONNECTION RECORD _____

      When you finish, type END to save or CANCEL to discard any changes.

====> end
```

Type **9** (for File record) and press Enter to file this record.

```
BLG0DU32          HARDWARE CONNECTION SUMMARY          CONNECTION: _____

Connection type..... PHYSICAL          Shift number..... _____
Connection status..... _____          Entry priv. class..... _____
Component from..... X          Owning priv. class..... _____
Component to..... CPU002          Date entered..... _____
Date from..... _____          Time entered..... _____
Date to..... _____          Date last altered..... _____
Generic device..... CPU          Time last altered..... _____
Device address..... _____          User last altered..... _____

Description..... SAMPLE CONNECTION RECORD

Select one of the following, type END to save your changes, or type CANCEL
to discard your changes.

      1. Description.

      8. Freeform text and notes.
      9. File record.

====> 9
```

You can also:

- Select option 1 to change the data for the connection, except the Generic device field, which is protected. To add features, you must file and then update the connection record.
- Select option 8 to enter textual information about the connection. You are prompted for the type of text you want to enter, such as description, notes, or address text.
When you finish entering all textual information, type END on the command line and press Enter to exit the Text Entry panel and to return to the Hardware Connection Summary panel.
- Select option 9 to file the record.

On the Hardware Connection Record List panel you can add more connections, if necessary, by typing an **a** in the area beside the connection record.

Continue this procedure to connect all your CPU records to X. However, for this example, you have established a connection from X to CPU002 and your task is complete.

Type **init** on the command line and press Enter to return to the Configuration Controller Primary Options panel, BTN0ENCF.

```

BLG1TCON                HARDWARE CONNECTION RECORD LIST                LINE 1 OF 1

      RECORD ID  COMPONENT  GENERIC  CONNECTION  DEVICE  DATE
                TO        DEV/TYPE  TYPE      ADDRESS  FROM

      1. 00000066 CPU002   CPU      PHYSICAL

*** BOTTOM OF DATA ***

Line Cmds: A=Add C=Copy D=Delete P=Print S=Select U=Update
Type DOWN or UP to scroll the panel, or type END to exit the panel.

BLG03058I Record 00000066 was stored successfully.
====> init

```

Viewing a Configuration

If your installation does not have its configuration entered in your Tivoli Information Management for z/OS database, you will not be able to perform the following example, or any searches similar to it.

You want to view a path from a caller's terminal, ATERM, to the CPU record X.

Type the component name, **aterm**, in field 7, **A path starting at**, and press Enter.

Viewing a Configuration

```
BTNOENCF          CONFIGURATION CONTROLLER PRIMARY OPTIONS          INTEGRAT

Select option by entering number on command line.  Enter Q to quit the session.

SPECIFIC SEARCHES:          GENERAL SEARCHES:
 1. By location.            21. Quick problem search.
 2. By status.             22. Quick change search.
 3. By generic type.       23. Quick config search.
 4. Devices connected to a component.  24. Search.
 5. Open/approved changes.
 6. Problem recs with no config data.
 7. A path starting at aterm____

ENTRY:                      REPORTS:
 8. Enter Configuration data.      31. Create a report.
11. Enter a record.

12. Configuration diagram data.
15. Display record # _____
16. Update record # _____

ADMINISTRATIVE:
91. Change my privilege class.
92. Status and available commands.
93. Change products.
95. List my available priv. classes.
96. Initialize my profile.
97. Bypass logon proprietary panel.

====>
```

Type **init** on the command line and press Enter to return to the Configuration Controller Primary Options Menu, BTNOENCF.

```
BLG1TPTH          COMPONENT PATH DISPLAY          LINE 1 OF 5

FROM COMPONENT: ATERM          TO COMPONENT: X

COMPONENT   GENERIC   NETWORK   LOCATION   COMPONENT   NODE
NAME        DEV/TYPE  NAME      CODE        STATUS      NAME

ATERM       VID              LOCATION   INSTALL
CONTROL     CTL              LOCATION   INSTALL
COMPONT     CHN              LOCATION   INSTALL
ENDUNIT     CPU              DOWN
X           CPU              INSTALL

Type DOWN or UP to scroll the panel, or type END to exit the panel.

BTN08008I Enter ;INIT to return to the primary options menu.
====> init
```

The Component Path Display panel shows the path from the reported component (ATERM) to the host controller, X. The problem is with the ENDUNIT CPU, the first component with a status of DOWN. Inform the caller that ENDUNIT is down.

Additional Primary Options Selections

You will view the Proprietary panel (see Figure 6 on page 120) every time you log on to Tivoli Information Management for z/OS unless you change your profile to bypass this panel.

Type **97** (for Bypass logon proprietary panel) and press Enter to stop the Proprietary panel from appearing when you log on to Tivoli Information Management for z/OS.

```

BTNØENCF          CONFIGURATION CONTROLLER PRIMARY OPTIONS          INTEGRAT
Select option by entering number on command line.  Enter Q to quit the session.

SPECIFIC SEARCHES:          GENERAL SEARCHES:
 1. By location.            21. Quick problem search.
 2. By status.              22. Quick change search.
 3. By generic type.        23. Quick config search.
 4. Devices connected to a component.  24. Search.
 5. Open/approved changes.
 6. Problem recs with no config data.
 7. A path starting at _____

ENTRY:                      REPORTS:
 8. Enter Configuration data.      31. Create a report.
11. Enter a record.

12. Configuration diagram data.
15. Display record # _____
16. Update record # _____

ADMINISTRATIVE:
91. Change my privilege class.
92. Status and available commands.
93. Change products.

95. List my available priv. classes.
96. Initialize my profile.
97. Bypass logon proprietary panel.

====> 97

```

For further information about panel selections you can make from the Integration Facility Primary Options menu, see Primary Options Menu Selections.

11

Operations Manager Tasks

You, the operations manager, are responsible for:

- Monitoring operations
- Reviewing and tracking problems
- Analyzing problem and change trends

Getting Started

If you are using the Integration Facility for the first time, you must:

1. Select your Integration Facility privilege class.
2. Change your current application to the Integration Facility.
3. Initialize your profile.

Once you have performed these tasks, you do not have to repeat them. The information that you enter is saved until you decide to change it. You automatically start the Integration Facility each time you begin a Tivoli Information Management for z/OS session. The first panel that you see each time you start is BTN0ENOM, the Operations Manager Primary Options panel.

For information on the commands that you will use most often see “Using the Integration Facility Commands” on page 19.

Selecting Your Privilege Class

You do not automatically start the Integration Facility the first time that you use Tivoli Information Management for z/OS.

The following panel is the Tivoli Information Management for z/OS Proprietary panel.

Press Enter to view the Primary Options Menu.

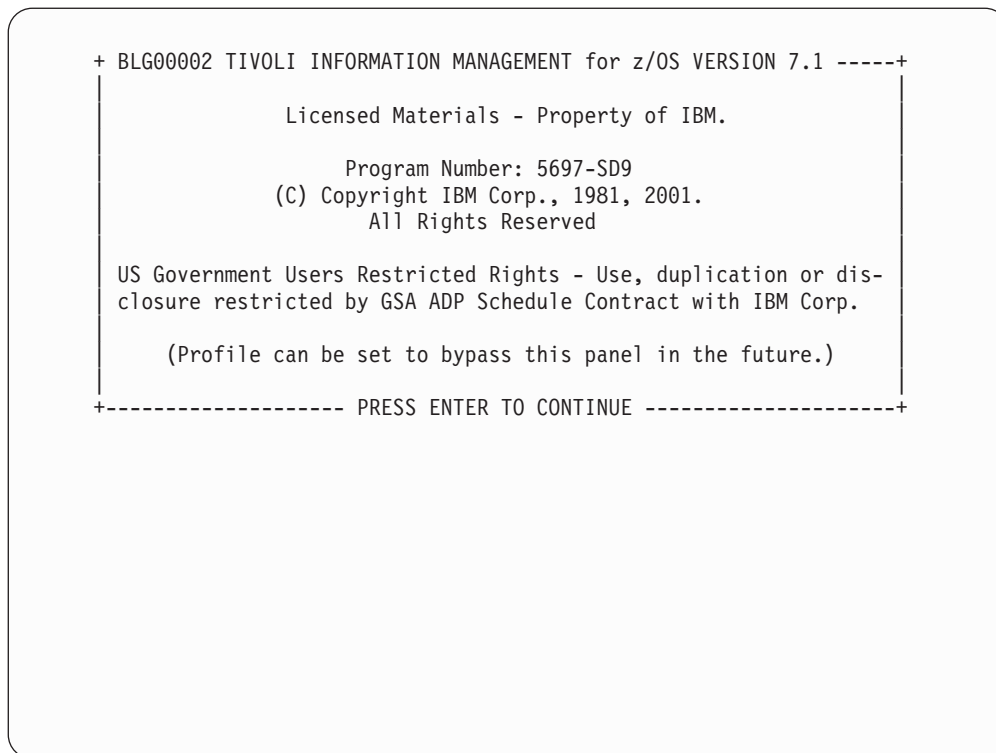


Figure 7. Proprietary Panel

This is the Primary Options Menu for the Management application that appears when you start Tivoli Information Management for z/OS.

Type **4** (for Class) and press Enter to see the list of the privilege classes for which you are authorized.

```

BLGOEN20          --- PRIMARY OPTIONS MENU ---      APPLICATION: MANAGEMENT

OPTIONS:

  1. OVERVIEW.....Display general information and product enhancements.
  2. PROFILE.....Display or alter invocation or session defaults.
  3. APPLICATION...Change application, list available applications.
  4. CLASS.....Change current class, list available classes.
  5. ENTRY.....Create a record.
  6. INQUIRY.....Search for records.
  7. UTILITY.....Copy, display, print, delete, and update records.
  8. GLOSSARY.....Display a list of searchable words in the database.
  9. PMF.....Modify or create panels.

      Select an option, enter a command, or type QUIT to exit.

      Tivoli Information Management for z/OS Version 7 Release 1
      5697-SD9 (C) Copyright IBM Corp., 1981, 2001.

====> 4
    
```

For this example, your user ID is in only one privilege class, OPERMGR.

You can select a Tivoli Information Management for z/OS privilege class in two ways. Either type an **e** in the line command area next to the privilege class or type the selection number of the privilege class on the command line, and press Enter.

```

BLGITPCL          PRIVILEGE CLASS LIST              LINE 1 OF 1

      CLASS      DESCRIPTION ABSTRACT
  1. OPERMGR    OPERATIONS MANAGER PRIVILEGE CLASS
*** BOTTOM OF DATA ***

Line Cnds: E=Execute S=Select
Type DOWN or UP to scroll the panel, or type END to exit the panel.

====> 1
    
```

Selecting Your Privilege Class

The selections you see are determined by the privilege classes that contain your user ID. You do not see all the privilege classes. You see only the privilege classes that contain your user ID. If you receive a message that you are not authorized for any privilege class, notify your system administrator.

Accessing the Integration Facility

You do not automatically start the Integration Facility the first time you use Tivoli Information Management for z/OS. You have to select it from the following panel:

Type **3** (for Application) and press Enter to see the applications available to choose from.

```
BLG0EN20          --- PRIMARY OPTIONS MENU ---      APPLICATION: MANAGEMENT
OPTIONS:
  1. OVERVIEW.....Display general information and product enhancements.
  2. PROFILE.....Display or alter invocation or session defaults.
  3. APPLICATION...Change application, list available applications.
  4. CLASS.....Change current class, list available classes.
  5. ENTRY.....Create a record.
  6. INQUIRY.....Search for records.
  7. UTILITY.....Copy, display, print, delete, and update records.
  8. GLOSSARY.....Display a list of searchable words in the database.
  9. PMF.....Modify or create panels.

      Select an option, enter a command, or type QUIT to exit.

      Tivoli Information Management for z/OS Version 7 Release 1
      5697-SD9 (C) Copyright IBM Corp., 1981, 2001.

BLG10014I YOUR CURRENT PRIVILEGE CLASS IS OPERMGR
====> 3
```

Type **4** (for INTEGRAT) and press Enter to start the Integration Facility.


```

+ BLG00030 ----- APPLICATION SELECTION ----- 1 OF 1--+
|
|               IDENTIFY THE APPLICATION FOR THIS SESSION
|
|  OPTIONS:
|
|      1. SYSTEM.....Use System dialogs for entry/inquiry.
|      2. MANAGEMENT...Use Management dialogs for entry/inquiry.
|
|      4. INTEGRAT.....Use Integration Facility dialogs.
|
|      9. SERVICDESK...Use Consolidated Service Desk.
|
+----- SELECT APPLICATION -----+

```

====> 4

Initializing Your Profile

The Integration Facility uses the information you enter in your profile to prime panels with your name, department, and phone number. You can change your profile at any time; however, you must initialize it before you can use the Integration Facility.

Type **96** (for Bypass logon proprietary panel) and press Enter to initialize your user profile.

```

BTNOENOM          OPERATIONS MANAGER PRIMARY OPTIONS          INTEGRAT

```

Select option by entering number on command line. Enter Q to quit the session.

| | |
|---|--|
| <p>SPECIFIC SEARCHES</p> <ol style="list-style-type: none"> 1. Open problems (sev 1 or 2). 2. Open problems (any severity). 3. Down components. 4. History by comp/appl name. 5. Changes for my review. 6. Changes for my approval. 7. Completed changes (by date). <p>SPECIFIC REPORTS:</p> <ol style="list-style-type: none"> 11. Recent changes. 12. Scheduled changes. 13. Open problems. 14. Down components. <p>17. Display record #... _____</p> <p>19. Print record #..... _____</p> | <p>GENERAL SEARCHES:</p> <ol style="list-style-type: none"> 21. Quick problem search. 22. Quick change search. 23. Quick config search. 24. Search. <p>REPORTS:</p> <ol style="list-style-type: none"> 31. Create a report. <p>ADMINISTRATIVE:</p> <ol style="list-style-type: none"> 91. Change my privilege class. 92. Status and available commands. 93. Change applications. 95. List my available priv. classes. 96. Initialize my profile. 97. Bypass proprietary statement. |
|---|--|

====> 96

Type your name, department, and phone number in the appropriate fields.

Initializing Your Profile

Now when you type an equal sign (=) in a like entry on any other of the Integration Facility panels, the fields are completed with data from the corresponding fields in this profile.

Type **end,end** on the command line and press Enter to return to the Primary Options panel.

```
BLG0P700          DATA DEFINITION DEFAULTS          USER ID: SMITH

Enter data definition data; cursor placement or input line entry allowed.

      1. User's name..... SMITH _____
      2. User's department..... T48 _____
      3. User's telephone..... 555-6789 _____
      4. Database.....<R> 5
      5. Logical files..... _____

When you finish, type END to save or CANCEL to discard any changes.

+BTN16019I Enter the appropriate values and then enter 'END,END' to sav+
===> end,end
```

Reviewing Changes

One of the most common tasks for the operations manager is reviewing proposed changes to your data processing system. These changes could be for software, hardware, applications, or any other component in your system.

The Integration Facility automatically notifies you that you have a change request to review. The following panels illustrate how you can review changes.

Type **5** (for Changes for my review) and press Enter to look at the changes that you can review.

```

BTN0ENOM                OPERATIONS MANAGER PRIMARY OPTIONS                INTEGRAT

Select option by entering number on command line.  Enter Q to quit the session.

SPECIFIC SEARCHES                GENERAL SEARCHES:
 1. Open problems (sev 1 or 2).    21. Quick problem search.
 2. Open problems (any severity).  22. Quick change search.
 3. Down components.              23. Quick config search.
 4. History by comp/appl name.     24. Search.
 5. Changes for my review.
 6. Changes for my approval.
 7. Completed changes (by date).

SPECIFIC REPORTS:                REPORTS:
11. Recent changes.              31. Create a report.
12. Scheduled changes.
13. Open problems.
14. Down Components.

17. Display record #... _____
19. Print record #..... _____

====> 5
    
```

The Changes: Type/Status/Assignee Data/Description panel lists all the changes that are still pending your review.

Type the selection number of the change that you want to review on the command line and press Enter.

For this example, type **1** on the command line and press Enter.

```

BTN1TSC3  CHANGES: TYPE/STATUS/ASSIGNEE DATA/DESCRIPTION                LINE 1 OF 2
DATABASE: 5
      RNID      CHANGE  STATUS  ASSIGNEE  ASSIGNEE  DESCRIPTION
          TYPE          NAME      TELEPHONE
 1. 00000007 HDW     LOCKED  CHNGCONT  555-6304  CHANGE REQUEST FOR L
 2. 00000004 HDW     ASSIGNE CHNGCONT  555-6304  TEST NEW COMPONENT
*** BOTTOM OF DATA ***

Line Cmds: C=Copy D=Delete P=Print S=Select U=Update
Type DOWN or UP to scroll the panel. Type TABLE to see alternate formats.
Or type END to continue your search.

BTN03015I Enter an S next to the change to be approved.
====> 1
    
```

Reviewing Changes

The Change Summary Display panel displays a summary of the change you selected.

Type **8** (for Freeform text) and press Enter to view the details of this proposed change.

```
BTN0S020                CHANGE SUMMARY DISPLAY                CHANGE: 00000007

Assignee name.....<H> CHNGCONT                Change type.....<H> HDW
Assignee phone..... 555-6304                Change status.....<H> LOCKED
Coordinator name...<H> CHNGCONT                Approval status.....<H> PENDING
Program name.....                Owing priv. class..... CHNGCONT
Comp/applic. name..... NEWTEST                Entry priv. class..... CHNGCONT
Date required.....<H> 08/05/1999                Date entered..... 07/06/1999
Completion date.....<H>                Time entered..... 14:04
Current category...<H> 1                Date last altered...<H> 07/06/1999
Estimated duration..<H>                Time last altered...<H> 14:46
                                           User last altered...<H> SMITH

Description..... CHANGE REQUEST FOR LOCKING

Select one of the following, or type END or CANCEL to return.

1. Requester display.    5. Approver display.        8. Freeform text.
2. Status display.      6. Reviewer display.       9. History display.
3. Close display.      7. Activity list display.  10. Record utilities.
4. Detail display.

====> 8
```

You can also:

- Select options 1 through 4 and 6 and 9 to display specific data about the record.
- Select 7 to display a list of activity records for the change.
- Select option 8 to display additional notes about the record.
- Select option 10 to enter data or change data as well as print, delete, or copy the record.

After you have reviewed the text on the Change Text Display panel, type **end** on the command line and press Enter.

```

BTN0M010          CHANGE TEXT DISPLAY          RECORD: 00000007

Change desc.... INSTALL NEW HARD DRIVE_____
3. Desc Cont.
Justify..... OLD HARD DRIVE HAD SOME PROBLEMS_____
6. Justify Cont.
Backout..... NONE_____
9. Backout Cont.

Type END or CANCEL to return to the Summary Display panel.

====> end
    
```

Type **5** (for Approver display) and press Enter to see if you are on the list of approvers.

```

BTN0S020          CHANGE SUMMARY DISPLAY          CHANGE: 00000007

Assignee name.....<H> CHNGCONT          Change type.....<H> HDW
Assignee phone..... 555-6304          Change status.....<H> LOCKED
Coordinator name...<H> CHNGCONT          Approval status.....<H> PENDING
Program name.....          Owing priv. class..... CHNGCONT
Comp/applic. name..... NEWTEST          Entry priv. class..... CHNGCONT
Date required.....<H> 08/05/1999          Date entered..... 07/06/1999
Completion date....<H>          Time entered..... 14:04
Current category...<H> 1          Date last altered...<H> 07/06/1999
Estimated duration..<H>          Time last altered...<H> 14:46
User last altered...<H> SMITH

Description..... CHANGE REQUEST FOR LOCKING

Select one of the following, or type END or CANCEL to return.

1. Requester display.    5. Approver display.    8. Freeform text.
2. Status display.      6. Reviewer display.   9. History display.
3. Close display.       7. Activity list display. 10. Record utilities.
4. Detail display.

====> 5
    
```

If you are not on the list and disagree with the implementation of this change, contact the change controller or one of the members of the other listed approvers to express your concerns.

You can also:

- Select options 1 through 4 and 6 and 9 to display specific data about the record.
- Select option 7 to display a list of activity records for the change.

Reviewing Changes

- Select option 8 to display additional notes about the record.
- Select option 10 to enter data or change data as well as print, delete, or copy the record.

The Change Approver Display panel displays all the approvers whose approval is necessary to implement the change.

Type **end** on the command line and press Enter to return to the Change Summary Display panel.

| BLGOM500 | CHANGE APPROVER DISPLAY | | | | CHANGE: 00000007 |
|----------|-------------------------|-------------------|-------|-------------------|------------------|
| | APPROVAL PENDING | APPROVAL PROVIDED | | APPROVAL REJECTED | |
| CHNGCONT | _____ | _____ | _____ | _____ | _____ |
| CNFGCONT | _____ | _____ | _____ | _____ | _____ |
| SUPPHDW | _____ | _____ | _____ | _____ | _____ |
| OPERMGR | _____ | _____ | _____ | _____ | _____ |
| _____ | _____ | _____ | _____ | _____ | _____ |
| _____ | _____ | _____ | _____ | _____ | _____ |
| _____ | _____ | _____ | _____ | _____ | _____ |
| _____ | _____ | _____ | _____ | _____ | _____ |

Select one of the following, or type END or CANCEL to return to the Summary Display panel.

1. Accept change for privilege class.
2. Reject change for privilege class.

====> end

Type **init** on the command line and press Enter to return to the Operations Manager Primary Options panel.

```

BTN0S020                CHANGE SUMMARY DISPLAY                CHANGE: 00000007

Assignee name.....<H> CHNGCONT                Change type.....<H> HDW
Assignee phone..... 555-6304                Change status.....<H> LOCKED
Coordinator name...<H> CHNGCONT                Approval status.....<H> PENDING
Program name.....                Owing priv. class..... CHNGCONT
Comp/applic. name..... NEWTEST                Entry priv. class..... CHNGCONT
Date required.....<H> 08/05/1999                Date entered..... 07/06/1999
Completion date....<H>                Time entered..... 14:04
Current category...<H> 1                Date last altered...<H> 07/06/1999
Estimated duration..<H>                Time last altered...<H> 14:46
User last altered....<H> SMITH

Description..... CHANGE REQUEST FOR LOCKING

Select one of the following, or type END or CANCEL to return.

1. Requester display.    5. Approver display.    8. Freeform text.
2. Status display.      6. Reviewer display.   9. History display.
3. Close display.       7. Activity list display. 10. Record utilities.
4. Detail display.

===> init
    
```

You can view the activities associated with this change. You should verify that all the steps required to implement a change are listed.

You can also:

- Select options 1 through 4 and 6 and 9 to display specific data about the record.
- Select option 7 to display a list of activity records for the change.
- Select option 8 to display additional notes about the record.
- Select option 10 to enter data or change data as well as print, delete, or copy the record.

Additional Primary Options Selections

You will view the Proprietary panel (see Figure 7 on page 136) every time you log on to Tivoli Information Management for z/OS unless you change your profile to bypass this panel.

Type **97** (for Bypass proprietary statement) and press Enter to stop the Proprietary panel from appearing when you log on to Tivoli Information Management for z/OS.

Additional Primary Options Selections

```
BTNOENOM          OPERATIONS MANAGER PRIMARY OPTIONS          INTEGRAT

Select option by entering number on command line.  Enter Q to quit the session.

SPECIFIC SEARCHES          GENERAL SEARCHES:
 1. Open problems (sev 1 or 2).      21. Quick problem search.
 2. Open problems (any severity).     22. Quick change search.
 3. Down components.                 23. Quick config search.
 4. History by comp/appl name.        24. Search.
 5. Changes for my review.
 6. Changes for my approval.
 7. Completed changes (by date).

SPECIFIC REPORTS:          REPORTS:
11. Recent changes.              31. Create a report.
12. Scheduled changes.
13. Open problems.
14. Down components.

ADMINISTRATIVE:
91. Change my privilege class.
92. Status and available commands.
93. Change applications.

17. Display record #... _____  95. List my available priv. classes.
19. Print record #..... _____  96. Initialize my profile.
                                     97. Bypass proprietary statement.

====> 97
```

For further information about panel selections and commands that you can issue from the Integration Facility Primary Options menu, see Primary Options Menu Selections.

12

The Integration Facility Reports

A number of Report Format Tables (RFTs) are supplied for you to use to create standard reports as part of Tivoli Information Management for z/OS. You can present information in the following formats:

- Search results list report
- Line summary report
- Page summary report
- Detail report
- Summary or detail data

Reports can be displayed on your terminal as formatted tables.

Creating the Integration Facility Reports

For reports, you can use the Tivoli-supplied RFTs or you can customize them to fit your organization's needs. Refer to the *Tivoli Information Management for z/OS Data Reporting User's Guide* for additional information about creating reports.

The following panels illustrate how to run the Integration Facility reports. If your privilege class has the authority to create reports, the selection on your primary options panel is always 31. This example uses the System Administrator Primary Options panel. Whether you create problem or change reports, the procedure for creating reports is the same. The panels show the types of reports you can run, followed by a table that lists the panel selection numbers, the names of the supplied reports, and report descriptions.

Problem Reports

These panels illustrate how to run a problem report.

Type **31** (for Create a report) and press Enter to create a report.

```
BTN0ENSY                SYSTEM ADMINISTRATOR PRIMARY OPTIONS                INTEGRAT

Select option by entering number on command line.  Enter Q to quit the session.

SPECIFIC SEARCHES:                GENERAL SEARCHES:
 1. Problems assigned to me.        21. Quick problem search.
 2. Changes for my review.          22. Quick change search.
 3. Changes for my approval.        23. Quick config search.
 4. Changes to be implemented by me. 24. Search.

ENTRY:                REPORTS:
 5. Enter a problem record.          31. Create a report.

 6. Enter a change request.

 7. Enter configuration data.

 11. Enter a record.

 12. Update privilege class.

 13. Update users to notify.

 17. Display record #.... _____
 18. Update record #..... _____
 19. Print record #..... _____

ADMINISTRATIVE:
 91. Change my privilege class.
 92. Status and available commands.
 93. Change applications.
 94. Load priv. class records.
 95. List my available priv. classes.
 96. Initialize my profile.
 97. Bypass proprietary statement.

===> 31
```

Type the number of the kind of report that you want to run on the command line and press Enter.

For this example, type **2** (for Problem) and press Enter to run a problem management report.

```
BLG0W500                REPORT ENTRY

Identify the type of report to be created.

 1. GENERAL.....Summary reports for all applications.
 2. PROBLEM.....Problem management reports.
 3. CHANGE.....Change management reports.
 4. CONFIG.....Configuration management reports.

 8. USER RFT.....Specify user report format table name.
 9. CUSTOMIZED.....Specify customized report member name.
10. BROWSE/PRINT.....Browse or print existing report data set.

                Select item.

===> 2
```

Use the Problem Report Entry panel to select the type of problem report you want to run.

For this example, type **8** (for Sorted by severity and priority) and press Enter to create a report of problems sorted by severity and priority.

```

BTN0W020                PROBLEM REPORT ENTRY

Identify the type of problem report to be created.

GRAPHIC OVERVIEW STATISTICS      FORMATTED OVERVIEW STATISTICS
 1. Active problems.              7. Active problems.
 2. Active problems by type.      8. Sorted by severity and priority.
 3. Active problems by status.    9. Summary of active problems by dept.
 4. Active problems by severity   10. Sorted by severity and priority.
    and priority.                 11. Sorted by type, date, and severity.
 5. Closed problems by type.      12. Sorted by date, severity, and time
                                  occurred.
OTHER REPORTS                    13. Sorted by assignee dept., date and
 6. For SLR.                      time occurred.

                                  FORMATTED REPORTS
                                  14. Occurred yesterday or today.
                                  15. Closed in the last 28 days.
                                  16. Active problems by record ID.

                                  Select the number of the report you want to produce.

===> 8
    
```

If you have specified a report output destination in your profile, you do not have to enter the destination each time you run a report, and you do not see panels BLG0P501 and BLG0P520.

Refer to the *Tivoli Information Management for z/OS User's Guide* for more information on output destinations and how to direct your output to them.

The Standard Report Output Destination panel allows you to specify the destination of your report.

For this example, type **2** (for DSNAME) and press Enter to add or modify data set name information.

```

+ BLG0P501 ----- STANDARD REPORT OUTPUT DESTINATION ----- REPORT-+
|
| USE...Identify output destination to use for standard reports.
|
| NOTE: Output destination data for each selection is defaulted
|       based on the current profile values.
|
| 1.SYSOUT.....Add or modify sysout information.
| 2.DSNAME.....Add or modify data set name information.
| 3.DDNAME.....Add or modify ddname information.
|
+----- SELECT ITEM -----+

```

===> 2

The required fields indicated by <R>, other than the data set name, are filled in automatically.

You must type in the fully qualified name of the output data set for your report.

Type the data set name in field 1, type **yes** in field 14, and press Enter to browse the data set.

Type **end** on the command line and press Enter to view your report.

```

BLG0P520      STANDARD REPORT DATA SET DESTINATION ENTRY      USER ID: HERTZ
Enter allocation parameters; cursor placement or input line entry allowed.

 1. Data set name.....<R> HERTZ.PROBLEM.XX_____
 2. Disposition..... _____

Space allocation (NEW data sets):      Data set characteristics (NEW data sets)
 3. Space units.....<R> BLK             10. Logical record length..<R> 00137
 4. Primary quantity....<R> 0130       11. Block size.....<R> 03155
 5. Secondary quantity...<R> 0130      12. Record format.....<R> VBA
 6. Allocation block size<R> 03155

Data set location:
 7. Volume serial number.... _____
 8. Unit type..... _____

Output processing:                      13. Output in uppercase....<R> NO_
 9. Lines per page.....<R> 00000060    14. Browse the data set....YES

===>end

```

This panel displays the report that you created. After you review it, type **end** on the command line and press Enter to return to the Primary Options panel.

```

BROWSE -- HERTZ.PROBLEM.XX ----- LINE 00000000 COL 001 080
COMMAND ==> end                               SCROLL ==> PAGE
***** TOP OF DATA *****
                OVERVIEW OF ACTIVE PROBLEMS - 07/22/1999 - BTNRPR20

                SEVERITY 1  SEVERITY 2  SEVERITY 3  SEVERITY 4
                -----  -----  -----  -----
PRIORITY 1      0           0           0           0
PRIORITY 2      0           1           0           0
PRIORITY 3      0           0           0           0
PRIORITY 4      0           0           0           1
***** BOTTOM OF DATA *****
    
```

You can also print this report using your installation’s method for printing data sets.

Integration Facility Reports

The following Report Format Tables (RFTs) are provided with the Integration Facility and create standard reports based on the information in your database. The format and content of each standard report is described in Table 6 and Table 7 on page 158.

You can tailor these RFTs or create your own to meet your requirements using the Report Format Facility of Tivoli Information Management for z/OS. For further details, refer to the *Tivoli Information Management for z/OS Data Reporting User’s Guide*.

The Integration Facility Problem Reports

This table lists the selections on the problem report panel and their corresponding report names and descriptions.

Table 6. Problem Reports

| Selection Number | Report Name | Description |
|------------------|-------------|--|
| 6 | BTNRSLR | An RFT to generate input for Service Level Reporter for problem management. |
| 7 | BTNRPR10 | Produces overview statistics on active problems. |
| 8 | BTNRPR20 | Produces overview statistics on active problems sorted by severity and priority. |
| 9 | BTNRGROA | Produces a review report on problems by department assigned. |

The Integration Facility Problem Reports

Table 6. Problem Reports (continued)

| Selection Number | Report Name | Description |
|------------------|-------------|---|
| 10 | BTNRZZ2B | Produces a Tivoli Information Management for z/OS line summary problem status report sorted by severity and priority. |
| 11 | BTNRZZ2C | Produces a Tivoli Information Management for z/OS line summary problem status report sorted by type of problem. |
| 12 | BTNRZZ21 | Produces a Tivoli Information Management for z/OS line summary problem status report sorted by date, severity, and time occurred. |
| 13 | BTNRZZ2A | Produces a Tivoli Information Management for z/OS line summary problem status report sorted by assignee groups, date, and time occurred. |
| 14 | BTNRZZ16 | Produces a detail report of the active problems entered yesterday or today. |
| 15 | BTNRZZ14 | Produces a detail report based on a search results list of closed problems in the last 28 days. |
| 16 | BTNRZZ10 | Produces a detail report of active problems. |
| Not Applicable | BTNRPRPR | Prints a problem record. To print either, type: <ul style="list-style-type: none">■ PRINT R XXX on any panel where XXX is the record ID of the problem record■ P in the line command area on the search results list next to the record you want to print and press Enter to print the problem record. |

Change Reports

These panels illustrate how to create a change report.

Type **31** (for Create a report) and press Enter to create a report.

```

BTNOENSY                SYSTEM ADMINISTRATOR PRIMARY OPTIONS                INTEGRAT

Select option by entering number on command line.  Enter Q to quit the session.

SPECIFIC SEARCHES:                GENERAL SEARCHES:
  1. Problems assigned to me.      21. Quick problem search.
  2. Changes for my review.       22. Quick change search.
  3. Changes for my approval.     23. Quick config search.
  4. Changes to be implemented by 24. Search.

ENTRY:                            REPORTS:
  5. Enter a problem record.      31. Create a report.

  6. Enter a change request.
  7. Enter configuration data.
 11. Enter a record.
 12. Update privilege class.
 13. Update users to notify.

 17. Display record #.... _____
 18. Update record #..... _____
 19. Print record #..... _____

ADMINISTRATIVE:
 91. Change my privilege class.
 92. Status and available commands.
 93. Change applications.
 94. Load priv. class records.
 95. List my available priv. classes.
 96. Initialize my profile.
 97. Bypass proprietary statement.

===> 31

```

Type the number corresponding to the kind of report you want to run on the command line and press Enter.

For this example, type **3** (for Change) and press Enter to create a change report.

```

BLG0W500                REPORT ENTRY

Identify the type of report to be created.

  1. GENERAL.....Summary reports for all applications.
  2. PROBLEM.....Problem management reports.
  3. CHANGE.....Change management reports.
  4. CONFIG.....Configuration management reports.

  8. USER RFT.....Specify user report format table name.
  9. CUSTOMIZED.....Specify customized report member name.
 10. BROWSE/PRINT.....Browse or print existing report data set.

                                Select item.

===> 3

```

Use the Change Report Entry panel to select the report format and the data you want to use to create your report.

If you have specified a report output destination in your profile, you do not have to enter the destination each time you run a report, and you do not see panels BLG0P501 and BLG0P520.

Refer to the *Tivoli Information Management for z/OS User's Guide* for more information on output destinations and how to direct your output to them.

Most of the required fields, indicated by <R>, are filled in automatically. Type in the fully qualified name of the output data set name for your report in field 1 and press Enter.

Type **end** on the command line and press Enter.

```

BLG0P520      STANDARD REPORT DATA SET DESTINATION ENTRY      USER ID: HERTZ

Enter allocation parameters; cursor placement or input line entry allowed.

  1. Data set name.....<R> HERTZ.CHANGE.XX_____
  2. Disposition..... _____

Space allocation (NEW data sets):      Data set characteristics (NEW data sets)
  3. Space units.....<R> BLK           10. Logical record length..<R> 00137
  4. Primary quantity.....<R> 0130     11. Block size.....<R> 03155
  5. Secondary quantity...<R> 0130     12. Record format.....<R> VBA
  6. Allocation block size<R> 03155

Data set location:
  7. Volume serial number.... _____
  8. Unit type..... _____

Output processing:
  9. Lines per page.....<R> 00000060   13. Output in uppercase....<R> NO_
  14. Browse the data set.... _____

===>end

```

Type **31** (for Create a report) and press Enter to access the Report Entry panel.

```
BTN0ENSY                SYSTEM ADMINISTRATOR PRIMARY OPTIONS                INTEGRAT

Select option by entering number on command line.  Enter Q to quit the session.

SPECIFIC SEARCHES:                GENERAL SEARCHES:
 1. Problems assigned to me.        21. Quick problem search.
 2. Changes for my review.          22. Quick change search.
 3. Changes for my approval.        23. Quick config search.
 4. Changes to be implemented by me. 24. Search.

ENTRY:                REPORTS:
 5. Enter a problem record.          31. Create a report.

 6. Enter a change request.

 7. Enter configuration data.        ADMINISTRATIVE:
11. Enter a record.                91. Change my privilege class.
12. Update privilege class.          92. Status and available commands.
13. Update users to notify.          93. Change applications.
                                     94. Load priv. class records.
17. Display record #.... _____ 95. List my available priv. classes.
18. Update record #..... _____ 96. Initialize my profile.
19. Print record #..... _____ 97. Bypass proprietary statement.

BLG15004I The STANDARD output was successfully written to HERTZ.CHANGE.XX.
====> 31
```

Type **10** (for Browse/Print) and press Enter to browse or print the report.

```
BLG0W500                REPORT ENTRY

Identify the type of report to be created.

 1. GENERAL.....Summary reports for all applications.
 2. PROBLEM.....Problem management reports.
 3. CHANGE.....Change management reports.
 4. CONFIG.....Configuration management reports.

 8. USER RFT.....Specify user report format table name.
 9. CUSTOMIZED.....Specify customized report member name.
10. BROWSE/PRINT.....Browse or print existing report data set.

                                Select item.

====> 10
```

Type the data set name that contains the output of the report in field 1. Type **browse** in field 2 (Browse or print report), and type **no** in field 3.

Note: With Tivoli Information Management for z/OS's predecessor product, Tivoli Service Desk for OS/390 Version 1.2, support for the host graphics function of the Report Format Facility, which uses the Graphical Data Display Manager (GDDM[®]), is no longer included.

Press Enter after you have filled in all your information.

```

BLG0W510                                BROWSE/PRINT

Enter the browse/print options.

1. Data set name of report..<R> HERTZ.CHANGE.XX_____
2. Browse or print report..... BROWSE
3. Use graphics processor..... NO_
4. Color graphics printer name. _____

To begin function, press Enter without field modifications.

====>

```

You must type the name of your report data set in field 1. Field 2 allows you to browse the report, and in this example, the report is browsed.

For this example, the report is formatted. Field 3 contains NO, and field 4 is blank.

After you review the report, type **end** on the command line and press Enter to return to the Primary Options panel.

```

BROWSE -- HERTZ.CHANGE.XX ----- LINE 00000000 COL 001 080
COMMAND ==>                               SCROLL ==> PAGE
***** TOP OF DATA *****
DATE 07/22/1999

TIME 15:32:35   *** INFORMATION/INTEGRATION CHANGE STATUS REPORT SORTED BY DEPT
-----
                                CHANGES ACTIVE ON : '07/22/1999'
-----

ASSIGNEE   CHANGE   APPROVAL I  COMP/APPL  PLANNED   ASSIGNEE   DATE       CH
DEPT.      STATUS   STATUS   C ID       START     NAME        REQUIRED     ID
-----
T29        OPEN     PENDING  3  PAYROLL                CH
T48        LOCKED   PENDING  1  NEWTEST   08/06/1999 SMITH      08/05/1999 00
A32        ASSIGNED APPROVED 2  CPU002   07/01/1999 JONES      07/28/1999 00
K01        INITIAL                1                                00
C23        OPEN     PENDING  3  CICS     10/01/1999 BAKER     10/05/1999 00
***** BOTTOM OF DATA *****

```

This panel displays the report that you created. If the report is wider than 80 characters, you have to scroll the screen left or right to browse the entire report. For example, to move right five columns, type RIGHT 5 on the command line and press Enter.

To print this report, use the procedure that is standard for your installation.

The Integration Facility Change Reports

This table lists the selections on the change report panel and their corresponding report names and descriptions.

Table 7. Change Reports

| Selection Number | Report Name | Description |
|------------------|-------------|--|
| 4 | BTNRCH30 | Produces a report for changes by category, planned to be started over the next 28 days. |
| 5 | BTNRZZ3A | Produces a Tivoli Information Management for z/OS line summary change status report sorted by department assigned. |
| 6 | BTNRZZ3B | Produces a Tivoli Information Management for z/OS line summary change status report sorted by approval status and department assigned. |
| 7 | BTNRZZ31 | Produces a Tivoli Information Management for z/OS line summary change status report sorted by planned start date. |
| 8 | BTNRCH10 | Produces a report for change control creating a line summary report for all changes planned to be started during the next 28 days. |
| 9 | BTNRCH20 | Produces a report for change control creating a line summary report for all changes installed during the last 28 days. |
| 10 | BTNRZZ24 | Produces a detail report of changes sorted by planned start date. |
| 11 | BTNRZZ25 | Produces a detail report of changes sorted by date required. |
| 12 | BTNCHSLR | A Report Format Table (RFT) to generate output for Service Level Reporter for change management |

Table 7. Change Reports (continued)

| Selection Number | Report Name | Description |
|------------------|-------------|---|
| Not Applicable | BTNRPRCR | <p>Prints a detail change record.</p> <p>To print a change record, type either:</p> <ul style="list-style-type: none"> ■ PRINT R XXX on any panel where XXX is the record ID the change record ■ P in the line command area on the search results list next to the record you want to print and press Enter to print the change record. |

Configuration and Person Reports

This table lists the report names for configuration and person reports. You can run them using the commands that appear in the descriptions for each report.

Table 8. Configuration and Person Reports

| Selection Number | Report Name | Description |
|------------------|-------------|--|
| Not Applicable | BTNPRCH | <p>Prints an Integration Facility hardware configuration record.</p> <p>To print this record, type either:</p> <ul style="list-style-type: none"> ■ PRINT R XXX on any panel where XXX is the record ID of the hardware configuration record. ■ P in the line command area on the search results list next to the record you want to print and press Enter to print the hardware configuration record. |
| Not Applicable | BTNPRSC | <p>Prints an Integration Facility software configuration record.</p> <p>To print this record, type either:</p> <ul style="list-style-type: none"> ■ PRINT R XXX on any panel where XXX is the record ID of the software configuration record. ■ P in the line command area on the search results list next to the record you want to print and press Enter to print the software configuration record. |
| Not Applicable | BTNRPERS | <p>Prints an Integration Facility person record.</p> <p>To print this record, type either:</p> <ul style="list-style-type: none"> ■ PRINT R XXX on any panel where XXX is the record ID of the person record. ■ P in the line command area on the search results list next to the record you want to print and press Enter to print the person record. |



Tracing Problems and Changes

This chapter explains how both problem and change requests can be traced from the time they are reported until they are closed.

Tracing a Problem

The following figure depicts checkpoints for the status of a problem. It traces the problem from the time the requester reports it until resolution and closure.

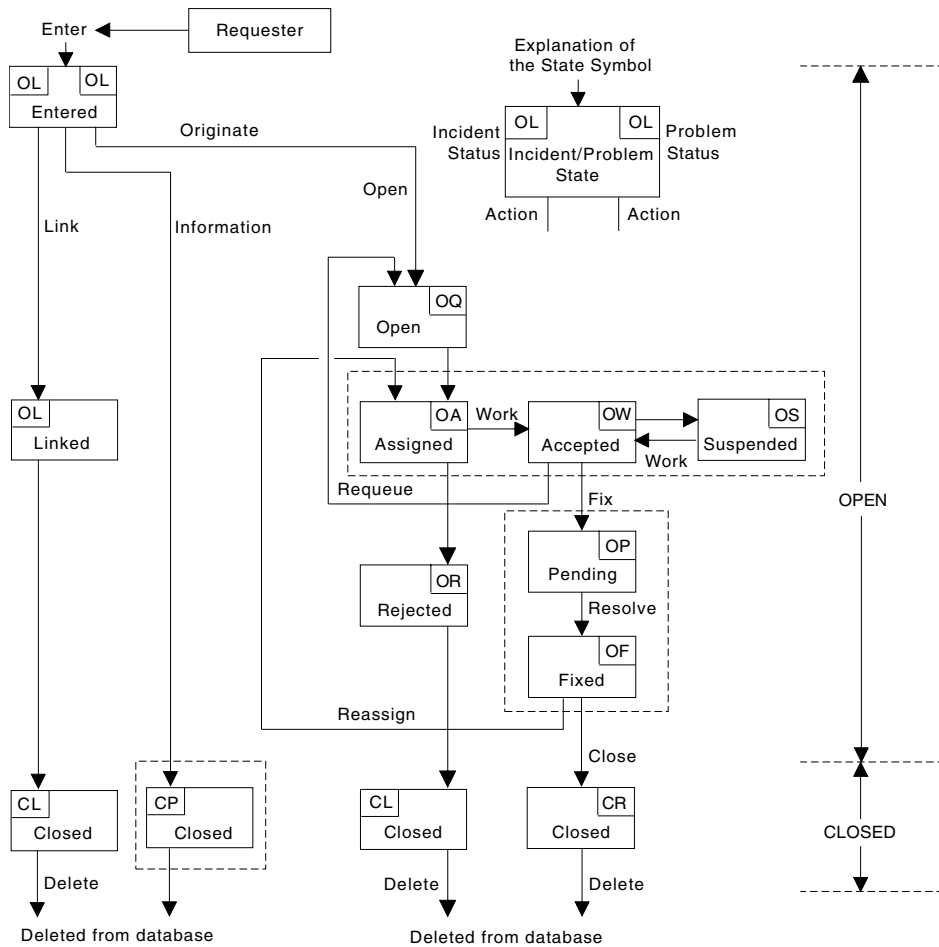


Figure 8. Tracing a Problem

The codes listed in the upper corners of the boxes in the Figure 8 correspond to the codes in this table.

Tracing a Problem

Table 9. Problem Status

| Code | Problem Status | Meaning | Permitted from |
|------|----------------|---|---|
| CL | CLOSED-INVALID | Problem is closed as not valid. | Help Desk Operator, Problem Controller, Support Personnel |
| CP | CLOSED- INFO | Problem is closed as an informational call. | Help Desk Operator |
| CR | CLOSED | Reporters agree that the problem is resolved. | Problem Controller |
| OA | ASSIGNED | Assigned to a specified group or person for resolution. | Problem Controller |
| OF | FIXED | Problem appears to be solved, for example by an implemented change. | Problem Controller, Support Personnel |
| OL | ENTERED | New problem is being entered, but is not yet opened as a problem. | Help Desk Operator |
| OP | PENDING | Possible solution is determined, and awaiting change implementation to confirm this. Solution is pending. | Problem Controller, Support Personnel |
| OQ | OPEN | New problem is created, but not yet assigned to a specific group for resolution. | Help Desk Operator |
| OR | REJECTED | Problem is not valid. | Problem Controller, Support Personnel |
| OS | SUSPENDED | Temporarily put aside. | Problem Controller, Support Personnel |
| OW | ACCEPTED | Work in progress by a person in a group to which the problem is assigned. | Problem Controller, Support Personnel |

Tracing a Change

A change request goes through different checkpoints for status from the time the request is made until the change is implemented and closed.

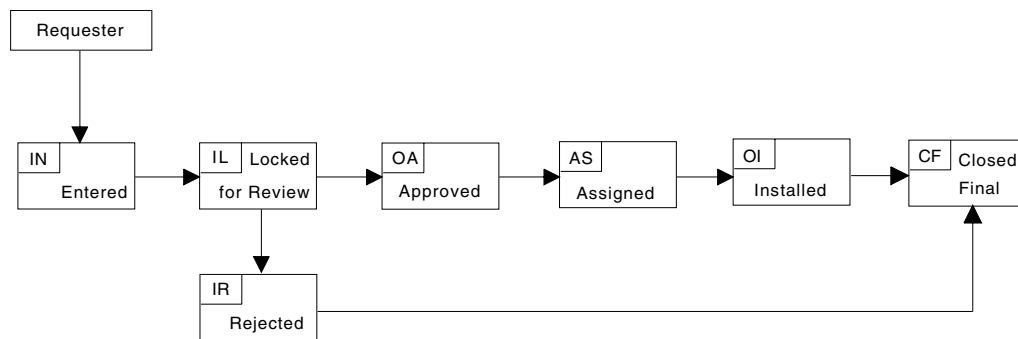


Figure 9. Tracing a Change

The codes in the upper left corners of the boxes in Figure 9 correspond to the codes in the table. The table indicates the meaning of the codes and who can issue the change request.

Table 10. Change Status

| Code | Change Status | Meaning of Status | Permitted from |
|------|---------------|---|--|
| IN | OPEN | Change request has been submitted by the requester, but not yet reviewed. | Requester |
| IL | LOCKED | Change request is locked during the approval process to prevent record updates. | Change Controller |
| OA | APPROVED | Change request has been reviewed and accepted. | Change Controller, Support Personnel, Operations Manager |
| AS | ASSIGNED | Change has been assigned to the appropriate person or group to be implemented. | Change Controller, Support Personnel |
| OI | INSTALL | Change has been installed on the system. | Support Personnel |
| CF | CLOSED | Change request satisfied by one or more changes. Requester should be notified. | Change Controller |
| IR | REJECTED | Change request has been reviewed and rejected. | Change Controller, Support Personnel |

B

Integration Facility Notification Messages

The notification facility of the Integration Facility issues messages to users whenever problem and change records are entered or when an update should be addressed. Notification messages inform the recipients that some kind of action must be taken with the record referenced in the message. Each notification message, its purpose, and the action to be taken as a result of the message are explained in this section.

The online informational messages issued by the Integration Facility are explained in *Tivoli Information Management for z/OS Messages and Codes*.

Notification Messages about Problem Records

PROBLEM RECORD-*rnid* NEEDS TO BE ASSIGNED

This message is sent to the problem controller whenever a problem record is created. The problem controller must determine who is the person or group best able to resolve the problem, and assign the record to them. This message is sent in both a TSP and TSX environment.

PROBLEM RECORD-*rnid* IS ASSIGNED TO YOU

This message is sent to the person or group whose name is in the Assignee Name field when the status of the record is changed to ASSIGNED. This message is issued when the problem controller initially assigns the problem, or when an assignee reassigns the problem to somebody else.

This message is sent in both a TSP and TSX environment.

THERE IS A NOTIFICATION PROBLEM WITH RECORD-*rnid*

This message is sent to the problem controller whenever a problem record is filed with a status of ASSIGNED and one of the following conditions exists:

1. There is no Assignee Name in the record
2. The Assignee Name is not in the USERS record.

This message is sent in a TSP environment only.

The problem controller should correct the problem and then re-file the problem record. When the problem record is re-filed, the notification message is sent to the assignee.

PROBLEM RECORD-*rnid* HAS BEEN FIXED

Notification Messages about Problem Records

This message is sent to the problem controller whenever a problem record is filed with a status of FIXED. The problem controller should inform the problem reporter that the problem has been fixed and ask the problem reporter to verify that the problem is fixed.

This message is sent in both a TSP and TSX environment.

If the problem has not been fixed, the problem controller should change the status of the record back to ASSIGNED and ensure that the proper assignee's name or group is in the Assignee Name field.

PROBLEM RECORD-*rmid* HAS BEEN REJECTED

This message is sent to the problem controller whenever a problem record is filed with a status of REJECTED. The problem controller should inform the problem reporter why the problem was rejected.

This message is sent in both a TSP and TSX environment.

Notification Messages about Change Records

CHANGE RECORD-*rmid* NEEDS TO BE LOCKED

This message is sent to the change controller whenever a change record is created. The change controller must read the text of the change record, the list of approvers and reviewers, and the list of activities to ensure that the change is ready to go through the approval process. If the change request is incomplete, the change controller should ask the appropriate person to fill in the missing information.

Once the record is complete, the change controller should lock the record. Locking the record ensures that no one can update it while the change is in the approval process.

This message is sent in both a TSP and TSX environment.

CHANGE RECORD-*rmid* IS READY FOR REVIEW

This message is sent to each user ID in each of the privilege classes in the reviewer list when a change record is locked. It is the responsibility of the reviewers to verify that they agree with the change. If the reviewers are also approvers, they should approve or reject the change at this time.

This message is sent in both a TSP and TSX environment.

CHANGE RECORD-*rmid* HAS BEEN APPROVED

This message is sent to each user ID in each of the privilege classes in the approver list when the last approver in the list marks the record approved (assuming that no other approvers have rejected the change).

The change controller must then assign the change to the person or group best qualified to implement the change.

This message is sent in both a TSP and TSX environment.

CHANGE RECORD-*rnid* HAS BEEN REJECTED

This message is sent to each user ID in each of the privilege classes in the approver list when an approver in the list marks the record rejected. Any approvers who have not yet approved the change need not do so, since a single rejection means that the change is rejected.

The change controller must notify the requester, and then either close the change request or have the appropriate person add more information to the record so that it can be reviewed again.

This message is sent in both a TSP and TSX environment.

CHANGE RECORD-*rnid* IS NO LONGER REJECTED

This message is sent to each user ID in each of the privilege classes in the approver list when an approver who had previously rejected the change approves it. This message notifies approvers who have not yet approved the change that they can do so now.

This message is sent in both a TSP and TSX environment.

CHANGE RECORD-*rnid* IS ASSIGNED TO YOU

This message is sent to the person or group whose name is in the Assignee Name field when the status of the record is ASSIGNED. This message is sent when the change controller initially assigns the record, or when an assignee reassigns the change to someone else.

This message is sent in both a TSP and TSX environment.

THERE IS A NOTIFICATION PROBLEM WITH RECORD- *rnid*

This message is sent to the change controller whenever a change record is filed with a status of ASSIGNED and one of the following conditions exists:

1. There is no Assignee Name in the record
2. The Assignee Name is not in the USERS record.

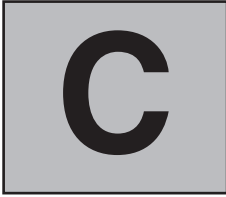
The change controller should correct the problem and then re-file the change record. When the change record is re-filed, the notification message is sent to the assignee.

This message is sent in a TSP environment only.

CHANGE RECORD-*rnid* HAS BEEN INSTALLED

This message is sent to the change controller whenever a change record is filed with a status of INSTALL. The change controller should inform the change requester that the change has been installed and ask the requester to verify that it actually is installed.

This message is sent in both a TSP and TSX environment.



Primary Options Menu Selections

Fields

The Integration Facility allows you to enter information in various ways. You can do any of the following:

- If the field is a selection field, type the field number on the command line and then press Enter.
- If the field contains a blank line to be filled in, type the field number followed by a comma and the data for that field on the command line and then press Enter.
- If the field contains a blank line to be filled in, move your cursor to the field on the panel and type the data to be entered and then press Enter.
- If you are unsure of the format or type of response for a field, type the field number and press Enter. An assisted-entry panel appears to help you determine the correct response.

The following table lists in alphabetical order the selections that appear on the Integration Facility primary options menus. It also describes the information that appears if you select that field, or, if it is a data-entry field, it describes the type of information required to complete the field. Included in the table are the names of the privilege classes on whose primary options menu the field appears.

Not all of these fields are on each privilege class' primary options menu. Even though a selection does not appear on your primary options menu, you are able to access that information. You can enter an immediate response chain (IRC) to access a panel selection that does not appear on your primary options menu. The IRCs are shown as the last line in the description section of the table.

Table 11. Primary Options Menu Fields

| Panel Selection | Description | Privilege Class |
|-------------------------------|---|--|
| A path starting at _____. | Displays all the components and applications from the component that you specify to x, the host processor (CPU) farthest from it. DIS r comp,3,4,1,comp,2,x, , | Configuration Controller, Help Desk, Network Support Personnel |
| Approve/reject change #_____. | Permits you to approve or reject a change request if your current privilege class is on the list of approvers. DIS r record ID,5 | Change Controller, Support Personnel |

Table 11. Primary Options Menus Fields (continued)

| Panel Selection | Description | Privilege Class |
|-------------------------------|---|--|
| Assign record # _____. | Allows you to assign a record to the person or privilege class that can resolve the problem or implement the change as long as one of the following conditions are true: Your current privilege class is the record's owning class. Your current privilege class is the record's transfer-to class. The record has no owning class. UPD r record ID,2,1 | Change Controller, Problem Controller |
| By NetView resource name. | Displays a list of all the problems with a NetView resource name you specify. If you want to specify more than one resource name, use the appropriate search under General Searches. 24,1,8,name,,TABLE BTN1TSST,SE | Help Desk |
| Bypass proprietary statement. | Allows you to bypass the Tivoli Information Management for z/OS proprietary statement. PROFILE,1,4,YES,END,10 | All privilege classes |
| Components by generic type. | Lists all the components by type, such as CPU, chn (channel) or lin (line). You are prompted to make a single entry. If you want to search for two or more components, use the Quick Config Search or Search. 23,5,type,21 | Configuration Controller |
| Components by location. | Displays all the components at a particular location. You are prompted for one entry. If you want to specify more than one location, use the Quick Config Search or Search. 23,7,location,21 | Configuration Controller |
| Components by status. | Displays a list of components that have the status you indicate; for example, INSTALL. If you want to specify more than one status, use the Quick Config Search or Search. 24,7,3,status,21 | Configuration Controller |
| Change my privilege class. | Allows you to use a different privilege class, provided that the system administrator put your name in that class. | All privilege classes. |
| Change applications. | Permits you to select the application you want to use. | All privilege classes. |
| Changes for my approval. | Displays a list of all the change requests that you can approve or reject. The changes that you see are based on your privilege class. For example, if you are in the Change Controller privilege class, you see all the changes that the Change Controller privilege class is to approve. 24,2,1,14,-closed,, 5,1,=,TABLE BTN1TSC3,SE | Change Controller, Problem Controller, Support Personnel, System Administrator, Operations Manager |
| Changes for my review. | Displays a list of the changes that you can review. This is based on your privilege class. For example, if you are in the Change Controller privilege class, you will see all the changes that the Change Controller privilege class is to review. 24,2,1,14,-closed,, 6,12,=,TABLE BTN1TSC3,SE | Change Controller, Problem Controller, Support Personnel, System Administrator, Operations Manager |
| Changes for today. | Displays a list of all the changes that are to be completed on the current day. 22,6,=,TA BTN1TSC3,SE | Support Personnel |

Table 11. Primary Options Menu Fields (continued)

| Panel Selection | Description | Privilege Class |
|-----------------------------------|--|---|
| Changes to be implemented by me. | Displays a list of changes that are assigned to you, based on the name entered in your profile. 22,8,=,14,-closed,24 | Change Controller, System Administrator, Support Personnel |
| Close record #_____. | Allows you to close a change or problem record, if you are authorized to do so. UPD r record ID,3 | Change Controller, Problem Controller |
| Completed changes (by date). | Displays a list of the changes that have been closed, based on a date or a range of dates that you specify. 22,14,closed,19,date,24 | Operations Manager, Support Personnel, Change Controller |
| Configuration diagram data. | Allows you to create a report that describes the configuration at your installation. You can then illustrate the configuration using the DRAW command. REP =5,4,6 | Configuration Controller, Network Support Personnel |
| Create a report. | Enables you to create reports about problem, change, and configuration records. | All privilege classes |
| Devices connected to a component. | Displays all the applications and components that are connected to the component that you specify. DIS r comp,3,3 | Configuration Controller |
| Display record #_____. | Displays the details about the record that you specify. DIS r record ID | Change Controller, Configuration Controller, Problem Controller, Support Personnel, System Administrator, Help Desk, Operations Manager |
| Down components. | Displays all records of the components that are not working (down). 23,3,down,TABLE BTN1TSF6,SE | Help Desk, Network Support Personnel, Operations Manager |
| Enter a change request. | Permits you to make a change request. type the selection number for enter a record,2 | Change Controller, System Administrator, Help Desk, Support Personnel |
| Enter a person record. | Permits you to enter a person record. type the selection number for enter a record,4 | Help Desk |
| Enter a problem record. | Permits you to enter a problem record. type the selection number for enter a record,1 | Support Personnel, Problem Controller, System Administrator, Help Desk |
| Enter a record. | Allows you to enter problem, change, config, person, financial, users and rules records, if you are authorized to do so. Note: If you do not have this selection, you cannot create records. | System Administrator, Help Desk, Support Personnel, Problem Controller, Change Controller, Configuration Controller |
| Enter configuration data. | Permits you to enter information about your data processing installation. type the selection number for enter a record,3 | Configuration Controller, System Administrator |

Table 11. Primary Options Menus Fields (continued)

| Panel Selection | Description | Privilege Class |
|--------------------------------------|--|--|
| Initialize my profile. | Allows you to enter your name, department, and phone number in your profile. This information is used to fill in the corresponding fields in the Integration Facility panels. | All privilege classes |
| List my available privilege classes. | Displays a list of all the privilege classes for which you are authorized. | All privilege classes |
| Load privilege class records. | Allows you to establish the Integration Facility privilege classes for your installation. Note: Only the System Administrator can do this task. | System Administrator |
| Lock record _____ for approval. | Permits you to lock a record that you specify. No one can alter a record that is locked, until it is either approved or rejected. Note: Only the Change Controller can lock a record. | Change Controller |
| Open problems (any severity). | Displays a list of all the problems that are still active. 21,14,-closed,22 | Operations Manager |
| Open problems (sev 1 or 2). | Displays a list of only the active problems that have a severity code of 1 or 2. Severity code 1 means that the problem has a major impact on a large number of users. Severity code 2 is less critical, but of considerable impact on a large number of users. 21,10,1 2,14,-closed,22 | Operations Manager |
| Open problems tracked by me. | Displays a list of all the problems that are still active and that are assigned to you. The search is based on the name in your profile. 24,1,14,-closed,, 2,9,=,TABLE BTN1TSAN,SE | Network Support Personnel |
| Open/approved changes. | Displays a list of all the changes that are not closed. 22,14,-closed,23 | Configuration Controller |
| Problem by NetView resource type. | Displays a list of problems based on the NetView resource type that you specify. If you want to enter more than one resource type, then use Search. 24,1,,6,13,type,,TABLE BTN1TSRN,SE | Network Support Personnel |
| Problem history by comp/appl name. | Displays a summary of all the changes that have been made to a problem record. The search is based on the component or application name that you specify. If you want to enter more than one component or application, use the Quick Problem Search. 21,3,name,TABLE BTN1TSST,SE | Operations Manager, Help Desk, Network Support Personnel |
| Problem recs with no config data. | Displays a list of all the records that do not have configuration data associated with them. This enables you to track problems on components that are not in the configuration. 24,1,SE =5 + typd/na,TABLE BTN1TSST | Configuration Controller |
| Problems assigned to me. | Displays a list of all the problems that are assigned to you, based on the name in your profile. 21,15,=,14,-closed,TABLE BTN1TSST,SE | System Administrator, Support Personnel |
| Problems assigned to my dept. | Displays a list of all the problems that your department is responsible to resolve. The search is based on the department identified in your profile. 21,16,=,14,-closed,TABLE BTN1TSST,SE | Support Personnel |

Table 11. Primary Options Menus Fields (continued)

| Panel Selection | Description | Privilege Class |
|------------------------------------|---|--|
| Problems by assignee department. | Displays a list of the problems assigned to a department that you specify. If you want to specify more than one department, use the Problem Quick Search selection. <i>21,16,dept.,TABLE BTN1TSAD,SE</i> | Problem Controller |
| Problems by assignee name. | Displays a list of the problems assigned to a person or privilege class that you specify. If you want to specify more than one person or department, use the Problem Quick Search selection. <i>21,15,name,22</i> | Problem Controller |
| Problems by circuit number. | Displays a list of problems based on a communication line that you specify. If you want to specify more than one circuit number, use the selections under General Searches. To find a specific circuit name type: 1. <i>23,1,circuit #,21</i> This tells you the name of the component that has this circuit number. Use this component name for step 2. 2. <i>INIT,21,3,comp,TABLE BTN1TSST,SE</i> | Network Support |
| Problems by location. | Displays a list of the problems at a location that you specify. If you want to specify more than one location, use the Quick problem search or Search. <i>21,9,location,21</i> | Help Desk |
| Problems by NetView resource name. | Displays a list of the problems based on the NetView resource name that you specify. If you want to specify more than one resource name, use the Quick problem search or Search. <i>21,7,name,21</i> | Network Support |
| Problems by status. | Displays a list of all problems based on the statuses you specify. <i>21,25,status</i> | Problem Controller |
| Problems by type. | Displays a list of all problems based on the type you specify. If you want to specify more than one type, use the Quick Problem Search or Search. <i>21,13,type,TABLE BTN1TPS1,SE</i> | Problem Controller |
| Print record #_____. | Enables you to print a change, problem, or config record that you specify. <i>PRINT r record ID</i> | Change Controller, Problem Controller, System Administrator, Help Desk, Operations Manager |
| Quick change search. | Enables you to create a specialized search for change records. You can specify the criteria to be used for the search and the format of the list on which the search results will be displayed. | All privilege classes |
| Quick config search. | Enables you to create a specialized search for configuration records. You can specify the criteria to be used for the search and the format of the list on which the search results will be displayed. | All privilege classes |

Table 11. Primary Options Menus Fields (continued)

| Panel Selection | Description | Privilege Class |
|--------------------------------|---|--|
| Quick problem search. | Enables you to create a specialized search for problem records. You can specify the criteria to be used for the search and the format of the list on which the search results will be displayed. | All privilege classes |
| Reassign record #_____. | Permits you to assign a record to another person or privilege class, if you or your privilege class are not the appropriate assignees. UPD r record ID,2,1 | Support Personnel |
| Recent changes. | Enables you to create a report of the changes that have been completed within 28 days of the date that you specify. REP =5,3,9 | Operations Manager |
| Resolve record #_____. | Enables you to change the status of a problem or change to be resolved, once you have completed the change and it has been installed. UPD r record ID,3 | Support Personnel |
| Scheduled changes. | Enables you to create a report listing all the changes that have a planned start date and have yet to be implemented. REP =5 datp/. -stac/closed,3,7 | Operations Manager |
| Search. | Enables you to create a specialized search for any records. This path is more comprehensive than the Quick Search paths because it includes all the fields the user may have entered. | All privilege classes |
| Status and available commands. | Displays your record ID, privilege class, the suspension level, the mode that you are running, your database, logical files, session member, and ISPF window name and level. It also displays the commands that you can use. Note: HELP STATUS can be issued from any panel in the Integration Facility | All privilege classes |
| Update privilege class. | Enables you to add or delete users in privilege classes. Note: Only the System Administrator can perform this task. | System Administrator |
| Update record #_____. | Enables you to change the information in an existing record, provided that you are authorized to do so. UPD r record ID | System Administrator, Help Desk, Change Controller, Problem Controller |
| Update users to notify. | Enables you to specify which users can have problem or change records assigned to them. Enter the name and user IDs of assignees who should receive notification when a change is made to one of their records. UPD r users | System Administrator |



The Integration Facility Naming Conventions

This chapter discusses the components of the Integration Facility's naming conventions—its panels and dictionary entries.

Panel Name Prefixes

The panel name prefixes used in the Integration Facility indicate the panel type. For example, BTN0ENSY is an Integration Facility display panel that allows you to enter information.

Prefix Panel Type

BLG A base Tivoli Information Management for z/OS panel

BTNM

An Integration Facility Terminal Simulator Panel (TSP) for use with the SAM or NetView interfaces

BTNT An Integration Facility TSP

BTNX

An Integration Facility TSX

BTN1 An Integration Facility control panel

BTN6 or BTN7

An Integration Facility assisted-entry panel

BTN0 An Integration Facility data-entry, selection, or option panel.

The Integration Facility is designed to collect as much information as possible about a problem or change on a single panel, and many of the fields on the Integration Facility panels are filled in for you. If the Integration Facility panels do not specifically fit your organization, you can tailor the panels using the Panel Modification Facility of Tivoli Information Management for z/OS. For information about tailoring panels, refer to the *Tivoli Information Management for z/OS Panel Modification Facility Guide*.

Dictionary Entries

The following are the dictionary entries for the Integration Facility:

7D2E - 7D8A

The s-word indexes for the Integration Facility

7D06 - 7F94

The p-word indexes for the Integration Facility.



Terminal Simulator Panels and EXECs

This chapter contains the terminal simulator panels (TSPs) and terminal simulator EXECs (TSXs) that are specific to the Integration Facility. You can modify these TSPs and TSXs to satisfy the needs of your installation. Be aware that if you modify any of the Integration Facility panels, or add additional TSPs or TSXs to the flow, you may have to modify TSPs preceding your change.

Before you modify any TSPs or TSXs, be sure to understand that changes can cause unpredictable results if made incorrectly. For information on TSP modification, refer to the *Tivoli Information Management for z/OS Terminal Simulator Guide and Reference*.

TSXs that are specific to the Integration Facility are listed separately in this appendix. Where a TSX can be substituted for a TSP, it is duly noted.

Panels

Table 12. The Integration Facility Terminal Simulator Panels

| TSP Name | When Called | TSP Description |
|----------|--|--|
| BTNMIGD1 | When CLIST BTNNPDA is issued to show the NetView Alert Screen and you issue the END command. | This TSP searches for all NetView records that have not yet been updated. It updates each record and calls TSP BTNMIGD2 for further processing on the records. |
| BTNMIGD2 | From TSPs BTNMIGD1 and BTNTNPDA. | This TSP processes NPDA and SAM records the first time they are updated. It re-enters data in the Date Entered and Date Occurred fields to force these dates through the date conversion routines. If the Problem Type field is empty, it is filled in. Then TSP BTNMIGD2 calls TSP BTNMIGNW for NetView, or TSP BTNMIGSA for SAM, for further processing. |
| BTNMIGNW | From TSP BTNMIGD2. | This TSP fills in any component-related data that is not already in the record. These fields are: Component ID, Device Type, Device Model, System ID, Network Name, Location, and Serial Number. |
| BTNMIGSA | From TSP BTNMIGD2. | This TSP fills in any component-related data that is not already in the record. These fields are: Component ID, Program Name, and System ID. |

Table 12. The Integration Facility Terminal Simulator Panels (continued)

| TSP Name | When Called | TSP Description |
|----------|--|---|
| BTNTACLS | When a problem record is filed. | This is a duplicate (DUP) of an existing problem. It fills in the resolver information from the user profile, changes the Cause Code field to DUP, and changes the Status field to CLOSED (if possible), or REJECTED (if the current class does not have close authority), or the Status field remains unchanged. |
| BTNTAC1R | From panel BTN0DU31. | This TSP creates a connection for a software record which has not been filed yet. It files the software record and then updates it and takes the selection for adding connection records. |
| BTNTAC1S | From panel BTN0DU31. | This TSP creates a feature record for a software record which has not been filed yet. It files the software record and then updates it and takes the selection for adding feature records. |
| BTNTAC1U | From panel BTN0DU30. | This TSP creates a connection for a hardware record which has not been filed yet. It files the hardware record and then updates it and takes the selection for adding connection records. |
| BTNTAC1V | From panel BTN0DU30. | This TSP adds EC levels for a hardware record which has not been filed yet. It files the hardware record and then updates it and takes the selection for adding EC levels. |
| BTNTAC1W | From panel BTN0DU30. | This TSP creates a feature record for a hardware record which has not been filed yet. It files the hardware record and then updates it and takes the selection for adding feature records. |
| BTNTAM01 | When a selection is made from the Operations Manager's Primary Options menu. | This TSP is used to build a search argument that searches for all open problems that have a severity of 1 or 2 and issues a message if there are no open problems. |
| BTNTAM02 | When a selection is made from the Operations Manager's Primary Options menu. | This TSP is used to build a search argument that searches for all open problems and issues a message if there are no open problems. |
| BTNTAPRV | When you select Approve record # from a Primary Options menu. | This TSP loads the keystrokes that cause a record to be displayed and display the approver panel. An error message is issued if the record does not exist or is not a change record. |
| BTNTARPP | When you select Create a report from a Primary Options menu. | This TSP issues the REPORT command. |
| BTNTARUP | When you select Add users to notify from a Primary Options menu. | This TSP attempts to update the USERS record. If the record does not exist, an IRC (immediate response chain) is added to create it. |
| BTNTASAD | When you select Problems by assignee department from a Primary Options menu. | This TSP builds the search argument for problems by the assignee department you specified before calling this TSP. If no records match the criteria, a message is issued. Otherwise, the list is displayed on panel BTNITSAD. |
| BTNTASAN | When you select Problems by assignee name from a Primary Options menu. | This TSP builds the search argument for problems by the assignee name you specified before this TSP is called. If no records match the criteria, a message is issued. Otherwise, the list is displayed on panel BTNITSAD. |

Table 12. The Integration Facility Terminal Simulator Panels (continued)

| TSP Name | When Called | TSP Description |
|----------|--|--|
| BTNTASCI | When you select Changes to be implemented by me from a Primary Options menu. | This TSP is used to build a search argument that searches for changes that have a Status field other than CLOSED with an assignee name that matches the name in your profile. If no records match the criteria, a message is issued. Otherwise, the list is displayed on panel BTNITSC4. |
| BTNTASCP | When you select Changes for my approval from a Primary Options menu. | This TSP is used to build a search argument that searches for change records that have a Status field other than CLOSED and have your current privilege class in the list of approvers. If no records match the criteria, a message is issued. Otherwise, the list is displayed on panel BTNITSC3. |
| BTNTASCR | When you select Recent changes from the Operations Manager Primary Options menu. | This TSP is used to build a report for the changes implemented in the last 28 days. |
| BTNTASCS | When you select Scheduled changes from the Operations Manager Primary Options menu. | This TSP is used to build a report for change records that have a planned start date. |
| BTNTASGP | When you select Problems assigned to my dept from a Primary Options menu. | This TSP is used to build a search argument that searches for problems with an assignee department that matches the one in your profile. If no records match the criteria, a message is issued. Otherwise, the list is displayed on panel BTNITSST. |
| BTNTASPN | When you select Open problems from the Operations Manager Primary Options menu. | This TSP is used to create a report for all open problems. |
| BTNTASPT | When you select Problems by type from a Primary Options menu. | This TSP builds the search argument for problems by the type you specified before this TSP is called. If no records match the criteria, a message is issued. Otherwise, the list is displayed on panel BTN1TPS1. |
| BTNTASRP | When you select Problems assigned to me from a Primary Options menu. | This TSP is used to build a search argument that searches for problems with a Status field other than CLOSED that have an assignee name that matches the one in your profile. |
| BTNTASUP | When you select Update privilege class from the System Administrator Primary Options menu. | This TSP builds the search argument for privilege class records and displays them on panel BLG1TSRL. |
| BTNTA112 | When you select Update privilege class from a Primary Options menu. | This TSP determines whether normal authority checking for problem record update should be bypassed. If TSP BTNTTOTT is running (TSCAUFLD=BTNTTOTT), then the authority checking can be bypassed because the intent is to increment the Total Count field of the record by 1. If BTNTTOTT is not running, then it makes the selection that will take you through normal authority checking. |
| BTNTA121 | When a change record is filed. | If there is no assignee in the Change field, this TSP enters Change Controller. If there is no date assigned, it enters the current date. If there is no time assigned, it enters the current time. If there are no approvers in the record, it links to TSP BTNTCA21 to add them. It then files the record. |

Table 12. The Integration Facility Terminal Simulator Panels (continued)

| TSP Name | When Called | TSP Description |
|----------|---|--|
| BTNTBPPP | When you select Bypass logon proprietary panel from a Primary Options menu. | This TSP is used to let the user bypass seeing the proprietary panel each time they use the Integration Facility. |
| BTNTCAAP | When an application change request does not have any approvers assigned. This can be when the record is created or when it is filed. | This TSP enters the Change Controller, Application Support, and Operations Manager as reviewers and approvers for an application change. If TSCAUFLD is not equal to 9999, this TSP attempts to file the change record. |
| BTNTCADC | When a documentation change request does not have any approvers assigned. This can be when the record is created or when it is filed. | This TSP enters the Change Controller, Documentation Support, and Operations Manager as reviewers and approvers for a documentation change. If TSCAUFLD is not equal to 9999, this TSP attempts to file the change record. |
| BTNTCAHW | When a hardware change request does not have any approvers assigned. This can be when the record is created or when it is filed. | This TSP enters the Change Controller, Hardware Support, and Operations Manager as reviewers and approvers for a hardware change. If TSCAUFLD is not equal to 9999, this TSP attempts to file the change record. |
| BTNTCANW | When a network change request does not have any approvers assigned. This can be when the record is created or when it is filed. | This TSP enters the Change Controller, Network Support, and Operations Manager as reviewers and approvers for a network change. If TSCAUFLD is not equal to 9999, this TSP attempts to file the change record. |
| BTNTCAPC | When a process change request does not have any approvers assigned. This can be when the record is created or when it is filed. | This TSP enters the Change Controller, Process Support, and Operations Manager as reviewers and approvers for a process change. If TSCAUFLD is not equal to 9999, this TSP attempts to file the change record. |
| BTNTCASW | When a software change request does not have any approvers assigned. This can be when the record is created or when it is filed. | This TSP enters the Change Controller, Software Support, and Operations Manager as reviewers and approvers for a software change. If TSCAUFLD is not equal to 9999, this TSP attempts to file the change record. |
| BTNTCA21 | When an attempt is made to file a change record that does not have any approvers assigned. | Depending upon the change record type, this TSP calls the appropriate TSP to add the approvers and reviewers for it. |
| BTNTCEAE | When you select 7 from the Change Summary panel, BTN0CU01 to file the change record and create an activity. | This TSP tests to ensure that this is the first time this TSP has been called. If so, the TSP exits to prevent looping. Otherwise, the TSP sets TSCAUFLD to inform notification processing that the processing is complete. The TSP issues the END command to determine if it is in record-create status. If so, it files the record and permits TSP BTNTCEA2 to continue processing when it gets control. |
| BTNTCEAP | When a change type of Application is selected from Change panel, BTN0C101. | This TSP adds the default data for an application change. It adds requester name, department, and phone number from the current user's profile, and adds the change type. |

Table 12. The Integration Facility Terminal Simulator Panels (continued)

| TSP Name | When Called | TSP Description |
|----------|--|---|
| BTNTCEA2 | Initially, you selected 7 from the Change Summary panel, BTN0CU01, to file the change record and create an activity. Since notification has problems if TSP BTNTCEAP attempts to update the record, and puts a 7 in the reply buffer to add the activity, notification calls this TSP to finish the process. | This TSP updates the last filed record and puts a 7 in the reply buffer to add an activity to a now-filed change record. A message is issued to inform you that this has happened. |
| BTNTCEDC | When a change type of Document is selected from Change panel, BTN0C101. | This TSP adds the default data for a document change. It adds requester name, department, and phone number from the current user's profile, and adds the change type. |
| BTNTCEF1 | When an attempt is made to file a change record that has no text in it. | This TSP puts an 8 in the reply buffer to force you to enter freeform text, and issues a message that text is required. |
| BTNTCEF2 | When a change record is being filed. | This TSP checks the first status in the record. If it was OPEN, the transfer-to class, if present, is changed to Change Controller so the record can be locked. |
| BTNTCEHW | When a change type of Hardware is selected from Change panel, BTN0C101. | This TSP adds the default data for a hardware change. It adds requester name, department, and phone number from the current user's profile, and adds the change type. |
| BTNTCENW | When a change type of Network is selected from Change panel, BTN0C101. | This TSP adds the default data for a network change. It adds requester name, department, and phone number from the current user's profile, and adds the change type. |
| BTNTCEPC | When a change type of Process is selected from Change panel, BTN0C101. | This TSP adds the default data for a process change. It adds requester name, department, and phone number from the current user's profile, and adds the change type. |
| BTNTCESW | When a change type of Software is selected from Change panel, BTN0C101. | This TSP adds the default data for a software change. It adds requester name, department, and phone number from the current user's profile, and adds the change type. |
| BTNTCE10 | When a null reply is taken from Change Requester panel, BTN0C100. | If the Status field of the record is CLOSED and there is no data in the Completion Code field, a message is issued and the close panel appears. |
| BTNTCE11 | When a null reply is taken from Change Requester panel, BTN0C100 and there is no coordinator name in the record. | This TSP adds the Change Controller's name to the Coordinator field and, if there are no approvers in the record, calls TSP BTNTCA21 to add them. |
| BTNTCN01 | When the change record is to be filed and has not yet been filed. | This TSP sends a notification message to every user ID in the Change Controller's privilege class. The message says that this record is ready to be locked. If TSCAUFLD=9999, then TSP BTNTCEA2 is called to allow you to add an activity record. Note: Invoked by panel BTN1A121. See TSX BTNXCN01 for similar function. |

Table 12. The Integration Facility Terminal Simulator Panels (continued)

| TSP Name | When Called | TSP Description |
|----------|--|--|
| BTNTCN02 | When a change record is to be filed and the Status field of the record is LOCKED. | This TSP sends a notification message to every user ID in each privilege class in the reviewer list. This message says that the change record is ready to be reviewed. It keeps track of how many users are in the list, so that when the TSO SEND restriction of 20 is reached, that message is sent and a new one is started. Note: Invoked by panel BTN1A121. See TSX BTNXCN02 for similar function. |
| BTNTCN03 | When the change record is to be filed, the approval status of the record is APPROVED, and the Change Status field of the record is LOCKED. | This TSP sends a notification message to every user ID in each privilege class in the approver list. This message says that the change record has been approved. It keeps track of how many users are in the list, so that when the TSO SEND restriction of 20 is reached, that message is sent and a new one is started. Note: Invoked by panel BTN1A121. See TSX BTNXCN03 for similar function. |
| BTNTCN04 | When the change record is to be filed, the approval Status of the record is REJECTED, and the Change Status field of the record is LOCKED. | This TSP sends a notification message to every user ID in each privilege class in the approver list. This message says that the change record has been rejected. It keeps track of how many users are in the list, so that when the TSO SEND restriction of 20 is reached, that message is sent and a new one is started. Note: Invoked by panel BTN1A121. See TSX BTNXCN04 for similar function. |
| BTNTCN05 | When the change record to be filed has been fixed. | This TSP sends a notification message to every user ID in the Change Controller's privilege class. The message says that this change has been installed. Note: Invoked by panel BTN1A121. See TSX BTNXCN05 for similar function. |
| BTNTCN06 | When the change record is to be filed and the Status field of the record is ASSIGNED. | This TSP sends a message to the person whose name is identified in the Assignee Name field of the record. It looks in the USERS record to find the user ID or privilege class to send the message to. If there is no USERS record or the assignee name is not in the USERS record, every user in the Change Controller's privilege class is sent a message that there is a notification problem with the record. If the assignee is a privilege class, TSP BTNTCN07 is called to send a message to all the users in that class. Otherwise, the message is sent to the individual user. Note: Invoked by panel BTN1A121. See TSX BTNXCN06 for similar function. |
| BTNTCN07 | When a change record is to be filed and the record has been assigned to a privilege class. | This TSP checks the list of eligible users in the specified privilege class and puts them on the list to receive a message that the record has been assigned to them. If the TSO SEND restriction of 20 is reached, that message is sent and a new message is started. Note: See TSX BTNXCN07 for similar function. |
| BTNTCN08 | When a change record is to be filed and the person to notify cannot be determined. | This TSP sends a notification message to every user ID in the Change Controller's privilege class. The message says that there is a problem with notifying the user for this record. |

Table 12. The Integration Facility Terminal Simulator Panels (continued)

| TSP Name | When Called | TSP Description |
|----------|---|--|
| BTNTCN09 | When a change record is to be filed, the Approval Status field of the record is PENDING, and the Change Status field of the record is REJECTED. This means that the record had been marked rejected, but one of the Approval Status fields changed from REJECTED to APPROVED. | This TSP sends a notification message to every user ID in each privilege class in the approver list. This message says that the change record is no longer rejected. It keeps track of how many users are in the list, so when the TSO SEND restriction of 20 is reached, that message is sent and a new one is started. Note: Invoked by panel BTN1A121. See TSX BTNXCN09 for similar function. |
| BTNTCONT | When a problem or change record is to be filed and the person to notify cannot be determined. | This TSP sends a notification message to every user ID in the Change Controller's privilege class for change records or every user ID in the Problem Controller's privilege class when the user to notify cannot be determined. |
| BTNTCSLK | When a selection is made from the Change Controller's Primary Options menu selection for locking a record. | This TSP updates the record that the Change Controller specifies, changes the Status field to LOCKED, and files the record. A message is issued when there is a problem with locking the record. |
| BTNTCSTT | When the Status of a change record is changed on panel BTNOC200. | If the new Status field is LOCKED, this TSP verifies that the current user is the Change Controller. If not, a message is issued and processing is stopped. If the new Status field is ASSIGNED, a transfer-to class is determined based upon the change type. A message is issued to remind you to verify that the transfer-to class is valid for that assignee name. |
| BTNTCST1 | When the status of a change record is changed on panel BTNOC300. | If the new Status field is INSTALL, date and time resolved are added to the record from the current date and time. Transfer-to and owning classes are changed to the Change Controller. If the new Status field is CLOSED, the date the requester was notified is filled in with the current date. |
| BTNTCS01 | When you select Changes for today from a Primary Options menu. | This TSP builds the search argument for changes that are required today. If no records match the criteria, a message is issued. Otherwise, the list is displayed on panel BTNITSC3. |
| BTNTCS02 | When you select Changes for my review from a Primary Options menu. | This TSP is used to build a search argument that searches for change records that have a Status other than CLOSED and have your current privilege class in the list of reviewers. If no records match the criteria, a message is issued. Otherwise, the list is displayed on panel BTNITSC3. |
| BTNTCS03 | When you select Completed changes from a Primary Options menu. | This TSP is used to build a search argument that searches for change records that have a Status of CLOSED and were CLOSED on a date (or in a date range) that you previously specified. |
| BTNTCS04 | When you select Reset current search argument from the Quick Search Change panel. | This TSP issues the INITIALIZE command and brings you back to the Quick Search Change panel, BTNOF000. |
| BTNTCS07 | When you select Quick change search from a Primary Options menu. | This TSP performs the keystrokes to bring you to the Quick Search Change panel, BTNOF000. |

Table 12. The Integration Facility Terminal Simulator Panels (continued)

| TSP Name | When Called | TSP Description |
|----------|---|--|
| BTNTC125 | When a selection is made from the Change Requester panel, BTNOC100. | This TSP performs the keystrokes to file the record from the Change Requester panel. |
| BTNTDRAW | When you make the selection for configuration diagram data from a Primary Options menu. | This TSP performs the keystrokes to start the report that is the input for the DRAW command. |
| BTNTDU08 | When an attempt is made to file a person record that is missing required data. | This TSP brings you back to the entry panel for a person record with a message to fill in the required data. |
| BTNTENAS | When you try to change privilege classes to the Application Support class. | This TSP searches the list of privilege classes for which this user is authorized and processes that class, if possible. Otherwise, a message is issued. |
| BTNTENCC | When you try to change privilege classes to the Change Controller privilege class. | This TSP searches the list of privilege classes for which this user is authorized and processes that class, if possible. Otherwise, a message is issued. |
| BTNTENCF | When you try to change privilege classes to the Configuration Controller privilege class. | This TSP searches the list of privilege classes for this user is authorized and processes that class, if possible. Otherwise, a message is issued. |
| BTNTENDS | When you try to change privilege classes to the Document Support privilege class. | This TSP searches the list of privilege classes for which this user is authorized and processes that class, if possible. Otherwise, a message is issued. |
| BTNTENES | When you try to change privilege classes to the Environment Support privilege class. | This TSP searches the list of privilege classes for which this user is authorized and processes that class, if possible. Otherwise, a message is issued. |
| BTNTENHD | When you try to change privilege classes to the Help Desk privilege class. | This TSP searches the list of privilege classes for which this user is authorized and processes that class, if possible. Otherwise, a message is issued. |
| BTNTENHS | When you try to change privilege classes to the Hardware Support privilege class. | This TSP searches the list of privilege classes for which this user is authorized and processes that class, if possible. Otherwise, a message is issued. |
| BTNTENNS | When you try to change privilege classes to the Network Support privilege class. | This TSP searches the list of privilege classes for which this user is authorized and processes that class, if possible. Otherwise, a message is issued. |
| BTNTENNV | When you try to change privilege classes to the NetView Support privilege class. | This TSP searches the list of privilege classes for which this user is authorized and processes that class, if possible. Otherwise, a message is issued. |
| BTNTENOM | When you try to change privilege classes to the Operations Manager privilege class. | This TSP searches the list of privilege classes for which this user is authorized and processes that class, if possible. Otherwise, a message is issued. |
| BTNTENPC | When you try to change privilege classes to the Problem Controller privilege class. | This TSP searches the list of privilege classes for which this user is authorized and processes that class, if possible. Otherwise, a message is issued. |
| BTNTENPS | When you try to change privilege classes to the Process Support privilege class. | This TSP searches the list of privilege classes for which this user is authorized and processes that class, if possible. Otherwise, a message is issued. |
| BTNTENSA | When you try to change privilege classes to the SAM Support privilege class. | This TSP searches the list of privilege classes for which this user is authorized and processes that class, if possible. Otherwise, a message is issued. |

Table 12. The Integration Facility Terminal Simulator Panels (continued)

| TSP Name | When Called | TSP Description |
|----------|---|--|
| BTNTENSS | When you try to change privilege classes to the Software Support privilege class. | This TSP searches the list of privilege classes for which this user is authorized and processes that class, if possible. Otherwise, a message is issued. |
| BTNTENSY | When you try to change privilege classes to the System Administrator privilege class. | This TSP searches the list of privilege classes for which this user is authorized and processes that class, if possible. Otherwise, a message is issued. |
| BTNTENTR | When you select "Initialize my profile" from a Primary Options menu. | This TSP requests that you fill in the profile defaults for name, department, and phone number. Then this TSP sets these values in the profile fields: Invocation Class, Invocation Product, Command Detection, Recall Command Operation, Recall Stack Depth, Quick Search Panels, Back Command Operation, and Report Periods. |
| BTNTEN20 | When you change classes to a privilege class that does not have an Integration Facility Primary Options menu. | This TSP brings you into Tivoli Information Management for z/OS. |
| BTNTFS01 | When you select Components by location from a Primary Options menu. | This TSP builds the search argument for components by the Location you specified before this TSP is called. If no records match the criteria, a message is issued. Otherwise, the list is displayed on panel BTN1TSF1. |
| BTNTFS02 | When you select Components by status from a Primary Options menu. | This TSP builds the search argument for components by the Status you specified before this TSP is called. If no records match the criteria, a message is issued. Otherwise, the list is displayed on panel BTN1TSF1. |
| BTNTFS03 | When you select Components by type from a Primary Options menu. | This TSP builds the search argument for components by the Type you specified before this TSP is called. If no records match the criteria, a message is issued. Otherwise, the list is displayed on panel BTN1TSF1. |
| BTNTFS04 | When you select Devices connected to a component from a Primary Options menu. | This TSP reads the component you specified before this TSP is called and then does a search for the connections the component has. |
| BTNTFS05 | When you select Open/approved changes from a Primary Options menu. | Builds the search argument for change records with a Status other than CLOSED. If no records match the criteria, a message is issued. Otherwise, the list is displayed on panel BTN1TSC3. |
| BTNTFS06 | When you select Problem records with no configuration data from a Primary Options menu. | Builds the search argument for problem records with a Generic Device Type field of NA. If no records match the criteria, a message is issued. Otherwise, the list is displayed on panel BTN1TSST. |
| BTNTFS07 | When you select Quick configuration search from a Primary Options menu. | Builds the IRC necessary to call the Configuration Quick Search panel, BTN0G000. |
| BTNTFS08 | When a selection is made from the Configuration Quick Search panel, BTN0G000. | Builds an IRC to do an INIT and returns you to the Configuration Quick Search panel, BTN0G000. |
| BTNTG001 | When you select Status and available commands from a Primary Options menu. | This TSP issues the HELP STATUS command. |

Table 12. The Integration Facility Terminal Simulator Panels (continued)

| TSP Name | When Called | TSP Description |
|----------|--|---|
| BTNTG002 | When a selection is made from the Primary Options menu selection for displaying, printing, or updating a record. | You were already prompted for a record ID. Based upon which of the s-words has been collected (print, display, or update), the appropriate record function is performed. An error message is issued if a problem is found. |
| BTNTHS01 | When you select History by component/application name from a Primary Options menu. | You were already prompted for a component/application name. This TSP builds a search argument for problem records that contain that name. If no records match the criteria, a message is issued. Otherwise, the list is displayed on panel BTNITSST. |
| BTNTHS02 | When you select Problems tracked by me from a Primary Options menu. | This TSP builds a search argument for all problem records that have a status other than CLOSED with a tracker name that matches the one in the current user profile. If no records match the criteria, a message is issued. Otherwise, the list is displayed on panel BTNITSAN. |
| BTNTHS03 | When you select 'A path starting at' from a Primary Options menu. | You have been prompted for a configuration record name. This TSP displays the record and builds an IRC to get the path display for that record. An error message is issued if there is a problem. |
| BTNTHS05 | When you select By NetView resource name from a Primary Options menu. | You were already prompted for a resource name. A search argument is built for problem records that contain that resource name. If no records match the criteria, a message is issued. Otherwise, the list is displayed on panel BTNITSST. |
| BTNTHS06 | When you select Down components from a Primary Options menu. | This TSP builds a search argument for all components with a Status of DOWN. If no records match the criteria, a message is issued. Otherwise, the list is displayed on panel BTNITSF6. |
| BTNTHS07 | When you select Down components from the Operations Manager Primary Options menu report selection. | This TSP builds a search argument for all components with a Status of DOWN and issues the REPORT command. |
| BTNTLA01 | When the System Administrator loads the System Administrator privilege class. | This TSP fills in the record with the default authorities for the Systems Administrator privilege class record. |
| BTNTLA02 | When the System Administrator loads the NetView privilege class. | This TSP fills in the record with the default authorities for the NetView Entry privilege class record. |
| BTNTLA03 | When the System Administrator loads the SAM privilege class. | This TSP fills in the record with the default authorities for the SAM Entry privilege class record. |
| BTNTLA04 | When the System Administrator loads the Help Desk privilege class. | This TSP fills in the record with the default authorities for the Help Desk privilege class record. |
| BTNTLA05 | When the System Administrator loads the Network Support privilege class. | This TSP fills in the record with the default authorities for the Network Support privilege class record. |
| BTNTLA06 | When the System Administrator loads the Operations Manager privilege class. | This TSP fills in the record with the default authorities for the Operator Manager privilege class record. |

Table 12. The Integration Facility Terminal Simulator Panels (continued)

| TSP Name | When Called | TSP Description |
|----------|---|---|
| BTNTLA07 | When the System Administrator loads the Problem Controller privilege class. | This TSP fills in the record with the default authorities for the Problem Controller privilege class record. |
| BTNTLA08 | When the System Administrator loads the Change Controller privilege class. | This TSP fills in the record with the default authorities for the Change Controller privilege class record. |
| BTNTLA09 | When the System Administrator loads the Configuration Controller privilege class. | This TSP fills in the record with the default authorities for the Configuration Controller privilege class record. |
| BTNTLA10 | When the System Administrator loads the Application Support privilege class. | This TSP fills in the record with the default authorities for the Applications Support privilege class record. |
| BTNTLA11 | When the System Administrator loads the Documentation Support privilege class. | This TSP fills in the record with the default authorities for the Documentation Support privilege class record. |
| BTNTLA12 | When the System Administrator loads the Environment Support privilege class. | This TSP fills in the record with the default authorities for the Environment Support privilege class record. |
| BTNTLA13 | When the System Administrator loads the Hardware Support privilege class. | This TSP fills in the record with the default authorities for the Hardware Support privilege class record. |
| BTNTLA14 | When the System Administrator loads the Procedure Support privilege class. | This TSP fills in the record with the default authorities for the Procedure Support privilege class record. |
| BTNTLA15 | When the System Administrator loads the System Software Support privilege class. | This TSP fills in the record with the default authorities for the Systems Software Support privilege class record. |
| BTNTNPDA | When a NetView or SAM record is updated for the first time. | This TSP is used to load data from the NPDA Component Affected data field into the Device Name field. Loading data into the Device Name field causes data to be taken from the configuration record if one exists and entered into the NetView or SAM record. TSP BTNMIGD2 is then called for further processing. |
| BTNTNRES | When a person record is filed. | This TSP checks the current suspension level. If the level is 0, then the TSP exits. Otherwise it does a RESUME, and if it is not on panel BTNOB101, it exits. At this point, the TSP assumes that the person record was filed because an unknown person's name was added to a problem record (because of BTNTNS01), so it re-enters the caller's identifier to have the fields on the bottom of the panel filled in. |

Table 12. The Integration Facility Terminal Simulator Panels (continued)

| TSP Name | When Called | TSP Description |
|----------|--|---|
| BTNTNS01 | When a null reply is taken from Problem Caller Information panel, BTN0B101. | This TSP checks for the existence of a reporter name (that could only be present if a valid caller's identifier or cross-reference ID is present). If there is a reporter name, it exits. If there is a caller's identifier but no cross-reference ID, the TSP adds an IRC to create a person record with this caller's identifier. If the cross-reference ID is also present, it fills in that field as well. In either case, it exits. If a cross-reference ID alone is present, the TSP performs a search for person records that contain it. If none are present, it builds an IRC to create a person record with this caller's identifier. If more than one are present, it issues an error message. Otherwise, it fills in the required data from the single person record with the specified cross-reference ID. |
| BTNTPC01 | When the System Administrator is creating the System Administrator privilege class record. | This TSP fills in the data on the Class Description panel for creating a Systems Administrator privilege class record. |
| BTNTPC02 | When the System Administrator is creating the NetView privilege class record. | This TSP fills in the data on the Class Description panel for creating a NetView Problem Entry privilege class record. |
| BTNTPC03 | When the System Administrator is creating the SAM privilege class record. | This TSP fills in the data on the Class Description panel for creating a SAM Problem Entry privilege class record. |
| BTNTPC04 | When the System Administrator is creating the Help Desk privilege class record. | This TSP fills in the data on the Class Description panel for creating a Help Desk privilege class record. |
| BTNTPC05 | When the System Administrator is creating the Network Support privilege class record. | This TSP fills in the data on the Class Description panel for creating a Network Support privilege class record. |
| BTNTPC06 | When the System Administrator is creating the Operations Manager privilege class record. | This TSP fills in the data on the Class Description panel for creating an Operations Manager privilege class record. |
| BTNTPC07 | When the System Administrator is creating the Problem Controller privilege class record. | This TSP fills in the data on the Class Description panel for creating a Problem Controller privilege class record. |
| BTNTPC08 | When the System Administrator is creating the Change Controller privilege class record. | This TSP fills in the data on the Class Description panel for creating a Change Controller privilege class record. |
| BTNTPC09 | When the System Administrator is creating the Configuration Controller privilege class record. | This TSP fills in the data on the Class Description panel for creating a Configuration Controller privilege class record. |
| BTNTPC10 | When the System Administrator is creating the Applications Support privilege class record. | This TSP fills in the data on the Class Description panel for creating a Applications Support privilege class record. |
| BTNTPC11 | When the System Administrator is creating the Documentation Support privilege class record. | This TSP fills in the data on the Class Description panel for creating a Documentation Support privilege class record. |

Table 12. The Integration Facility Terminal Simulator Panels (continued)

| TSP Name | When Called | TSP Description |
|----------|---|--|
| BTNTPC12 | When the System Administrator is creating the Environment Support privilege class record. | This TSP fills in the data on the Class Description panel for creating a Environment Support privilege class record. |
| BTNTPC13 | When the System Administrator is creating the Hardware Support privilege class record. | This TSP fills in the data on the Class Description panel for creating a Hardware Support privilege class record. |
| BTNTPC14 | When the System Administrator is creating the Procedure Support privilege class record. | This TSP fills in the data on the Class Description panel for creating a Procedure Support privilege class record. |
| BTNTPC15 | When the System Administrator is creating the System Software Support privilege class record. | This TSP fills in the data on the Class Description panel for creating a Systems Software Support privilege class record. |
| BTNTPE02 | When you select Reset for a problem type from Initial Problem panel, BTN0B102. | Cause Code is set to RESET. Problem type is set to RST. Default date and time are taken from the current date and time. Name, department, and phone number are taken from the current user's profile, and the status is changed to CLOSED. |
| BTNTPE03 | When you select Information for a problem type from Initial Problem panel, BTN0B102. | Cause Code field is set to INFO or DUP, depending on whether there is a related problem number. Problem type is set to INF. Default date and time are taken from the current date and time. Name, department, and phone number are taken from the current user's profile, and the status is changed to CLOSED. |
| BTNTPE04 | When you select Hardware for a problem type from Initial Problem panel, BTN0B102. | Problem type is set to HDW. Tracker's name, department, and phone number are taken from the current user's profile. If there is no generic type in the record (it was not brought over from the component name), a generic type of NA is added to the record. If the hardware component did not have a severity in it, the problem record's severity and priority are set to 4. If the current privilege class is HELPDESK, the TSP files record. |
| BTNTPE05 | When you select Application for a problem type from Initial Problem panel, BTN0B102. | Problem type is set to APP. Tracker's name, department, and phone number are taken from the current user's profile. If there is no generic type in the record (it was not brought over from a component name), and no program type in the record (it was not brought over from a software application record), a generic type of NA is added to the record. If no severity is in the record, severity and priority are set to 4. If the current privilege class is HELPDESK, the TSP files record. |
| BTNTPE06 | When you select Software for a problem type from Initial Problem panel, BTN0B102. | Problem type is set to SFW. Tracker's name, department, and phone number are taken from the current user's profile. If there is no generic type in the record (it was not brought over from the application name), a generic type of NA is added to the record. If the software component did not have a severity in it, the problem record's severity and priority are set to 4. If the current privilege class is HELPDESK, the TSP files record. |

Table 12. The Integration Facility Terminal Simulator Panels (continued)

| TSP Name | When Called | TSP Description |
|----------|---|--|
| BTNTPE07 | When you select Network for a problem type from Initial Problem panel, BTN0B102. | Problem type is set to NET. Tracker's name, department, and phone number are taken from the current user's profile. If there is no generic type in the record (it was not brought over from a component or application), a generic type of NA is added to the record. If there is no severity in the record, priority and severity are set to 4. If the current privilege class is HELPDESK, the TSP files record. |
| BTNTPE08 | When you select Documentation for a problem type from Initial Problem panel, BTN0B102. | Problem type is set to DOC. Tracker's name, department, and phone number are taken from the current user's profile. If there is no generic type in the record (it was not brought over from a component or application), a generic type of NA is added to the record. If there is no severity in the record, priority and severity are set to 4. If the current privilege class is HELPDESK, the TSP files record. |
| BTNTPE09 | When you select Environment for a problem type from Initial Problem panel, BTN0B102. | Problem type is set to ENV. Tracker's name, department, and phone number are taken from the current user's profile. If there is no generic type in the record (it was not brought over from a component or application), a generic type of NA is added to the record. If there is no severity in the record, priority and severity are set to 4. If the current privilege class is HELPDESK, the TSP files record. |
| BTNTPE30 | When the selection for Previous Changes is taken from the Problem Reporter panel, BTN0B100. | This TSP builds a search argument for change records that have the same device name as the problem currently being created or updated. If no records match the criteria, a message is issued. Otherwise, the results are displayed on panel BTN1TSC1. |
| BTNTPF03 | When an attempt is made to file a problem record from the Problem Reporter panel, BTN0B100. | If you have erased the status of the record, the TSP puts out a message and the record is not filed. If the Status field is FIXED, REJECTED, or CLOSED, you are brought to the resolver panel with a message for you to fill in the required fields. |
| BTNTPF04 | When an attempt is made to file a problem record using the option to update the Configuration Status. | If the record in the Component/Application Name field of the problem record is not in the database or is not a component, this TSP issues a message and continues filing the record. If the component is a software record, it calls TSP BTNTPF08 for the rest of the processing. If the Status of the problem record is not CLOSED, it updates the component record with the current date and time. If the severity of the problem record is 1, 2, or 3, the Status field of the component record is also changed to DOWN. If the Status field of the problem record is CLOSED, the current date and time are added to the component record and the Status field is changed to INSTALL. |
| BTNTPF05 | When an attempt is made to file a problem record with a status of CLOSED and resolver information is missing. | This TSP brings you to the Problem Close Entry panel and issues a message that the required date is missing from the panel. |

Table 12. The Integration Facility Terminal Simulator Panels (continued)

| TSP Name | When Called | TSP Description |
|----------|---|--|
| BTNTPF08 | When an attempt is made to file a problem record using the option to update the configuration Status when the configuration record in question is a software record. | If the status of the problem record is not CLOSED, the TSP updates the component record with the current date and time. If the severity of the problem record is 1, 2, or 3, the Status field of the component record is also changed to DOWN. If the status of the problem record is CLOSED, the current date and time are added to the component record and the Status field is changed to INSTALL. |
| BTNTPF09 | When an attempt is made to file a problem record with the option to update the configuration status. If the component name has changed, the original config record is updated to change its Status field back to INSTALL, if appropriate. | This TSP checks to see if the component name in the problem record has changed from what it started out to be. If so, it checks the first severity in the record. If it is 4, then this record did not cause the status of the component record to be DOWN, so no further processing is needed. If the severity is something other than 4, a search is done for all problem records with a status other than CLOSED that mention this component name. If there are more than one, then no further processing is done. If this record was the only one reporting a problem with that component, the component's Status field is updated to INSTALL since this problem is no longer related to that component. |
| BTNTPN01 | When a problem record is to be filed and the record has not yet been filed. | This TSP sends a notification message to every user ID in the Problem Controller's privilege class. The message says that this record is ready to be assigned. Note: Invoked by panel BTN1A141. See TSX BTNXPN01 for similar function. |
| BTNTPN02 | When a problem record is to be filed and the status of a record is ASSIGNED. | This TSP sends a message to the person whose name is identified in the Assignee name field of the record. It looks in the USERS record to find the user ID or privilege class to send the message to. If there is no USERS record or the assignee name is not in the USERS record, every user in the Problem Controller's privilege class is sent a message that there is a notification problem with the record. If the assignee is a privilege class, TSP BTNTPN03 is called to send a message to all the users in that class. Otherwise, the message is sent to the single user. Note: Invoked by panel BTN1A141. See TSX BTNXPN02 for similar function. |
| BTNTPN03 | When a problem record is to be filed and the record has been assigned to a privilege class. | This TSP loops through the list of eligible users in the specified privilege class and puts them on the list to receive a message that the record has been assigned to them. If the TSO SEND restriction of 20 is reached, that message is sent and a new message is started. Note: See TSX BTNXPN03 for similar function. |
| BTNTPN04 | When a problem record is to be filed and the record has been rejected. | This TSP sends a notification message to every user ID in the Problem Controller's privilege class. The message says that this record has been rejected. Note: Invoked by panel BTN1A141. See TSX BTNXPN04 for similar function. |

Table 12. The Integration Facility Terminal Simulator Panels (continued)

| TSP Name | When Called | TSP Description |
|----------|--|---|
| BTNTPN05 | When a problem record is to be filed and the record has been fixed. | This TSP sends a notification message to every user ID in the Problem Controller's privilege class. The message says that this record has been fixed. Note: Invoked by panel BTN1A141. See TSX BTNXPN05 for similar function. |
| BTNTPRI1 | When the initial priority of a problem record is changed. | If the record has not been filed yet and the initial priority is changed, the current priority is updated as well. |
| BTNTPSNV | When you select Problems by NetView Resource type from a Primary Options menu. | You have been prompted for the resource type. This TSP builds the search argument to find that resource type. If no records match the criteria, a message is issued. Otherwise, the results are displayed on panel BTN1TSRN. |
| BTNTPSTT | When you select Problems by Status from a Primary Options menu. | This TSP builds an IRC to prompt the user for the statuses on which to perform the search. After a selection is made, TSP BTNTPST1 is in control. |
| BTNTPST1 | When you select Problems by Status from a Primary Options menu. | You have been prompted for the statuses. This TSP builds the search argument to find problem records that have those statuses. If no records match the criteria, a message is issued. Otherwise, the results are displayed on panel BTN1TSST. |
| BTNTPS01 | When you select Problems by location from a Primary Options menu. | You have been prompted for the location. This TSP builds the search argument to find problem records having that location. If no records match the criteria, a message is issued. Otherwise, the results are displayed on panel BTN1TSST. |
| BTNTPS04 | From Problem Quick Search panel, BTN0E000. | The TSP issues an INIT and then brings you back to the Problem Quick Search panel, BTN0E000. |
| BTNTPS05 | When you select Previous Problems from the Problem Summary panel, BTN0BU00. | This TSP builds a search argument for problem records that have the same device name as the problem currently being created or updated. If no records match the criteria, a message is issued. Otherwise, the results are displayed on panel BTN1TSST. |
| BTNTPS07 | When you select Quick problem search from the Primary Options menu. | The TSP issues the IRC to bring you to the Problem Quick Search panel, BTN0E000. |
| BTNTRC7 | When you select Problems by circuit number from a Primary Options menu. | This TSP builds the keystrokes to find which component has the specified circuit number, and then does a search for problems with that component. |
| BTNTR13 | When you select assigning, resolving, or closing a problem or change record from a Primary Options menu. | You have already been prompted for a record number. This TSP determines which of the functions has been requested by the s-word that exists in the current record. If the request is to assign a record, the record is updated and you are prompted for the name of the person to whom the record should be assigned. If the request is to resolve a record, the current user's name, department, and phone number are filled into the record (you must change the status since the TSP cannot determine whether the record is being fixed or rejected). If the request is to close a record, the Status of the record is changed to CLOSED. Appropriate error messages are issued when needed. |

Table 12. The Integration Facility Terminal Simulator Panels (continued)

| TSP Name | When Called | TSP Description |
|----------|--|---|
| BTNTSTA1 | When the Status field on the Problem Resolver panel is changed. | If the status of the record is changed to FIXED or REJECTED, this TSP assigns the problem back to the Problem Controller and fills in the date and time resolved with the current date and time. If the Status field is CLOSED, the date the requester was notified is filled in with the current time. |
| BTNTS027 | When you are on the Problem Data panel, BTNOB100 and select 27 to return to the summary panel. | This TSP loads an END to process the normal null reply response for this panel. |
| BTNTS028 | When you are on the Problem Data panel, BTNOB100 and select 28 to file the record. | If the generic device type is not NA, this TSP loads an END,10 to take you to the summary panel to file the record and update the Hardware Component Status field. If there is a program type in the record, this TSP loads an END,10 to update the Software Component Status field. Otherwise, END,9 is loaded to do a normal file. |
| BTNTTOTT | When a related problem number is added to the current record. | This TSP updates the related problem and increments the Total Count field in the record by 1. If there is not a related problem number, the Total Count field is set to 1. In either case, the record is filed. |
| BTNT00C1 | When an assignee name is added to a change record from the Change status panel, BTNOC200. | This TSP checks the current status. If it is not APPROVED, the date and time assigned are added to the record but the Status field is left alone (so that a status of ASSIGNED will always mean that the change is ready to be worked on). If the Status field is APPROVED, it changes the Status field to ASSIGNED as well as adding the date and time assigned. |
| BTNT00C2 | When an assignee name is added to a change record from the Change Requester panel, BTNOC100. | If the current Status field is not OPEN and it is not assigned to the Change Controller, the TSP changes the Status field to ASSIGNED and adds the date and time assigned from the current date and time. |
| BTNT00C3 | When a resolver name is added to a change record. | This TSP changes the status of the record to INSTALL, adds the resolver privilege class from the current class, and fills in completion date and time from the current date and time. |
| BTNT00P1 | When an assignee name is added to a problem record. | If the current Status field is OPEN, this TSP changes the Status field to ASSIGNED and fills in the date and time assigned from the current date and time. Optionally, if the BRANCH SKIPTTCS control line is removed, fill in the Transfer-to class based on the problem type. |

EXECs

The following table lists the TSXs available in Tivoli Information Management for z/OS for notification processing with the Integration Facility. They can be substituted for various TSPs as indicated.

All mail addresses for individuals and privilege class members must be defined in the USERS record.

Table 13. The Integration Facility Terminal Simulator EXECs

| TSX Name | When Called | TSX Description |
|----------|---|---|
| BTNXC01 | When the change record is to be filed and has not yet been filed (panel BTN1A121). | If the DATE is found and the status is not LOCKED, this TSX is called to send a notification message to the Change Controller class indicating the record is ready to be locked. It invokes TSX BTNXC07 to send a 'Change record needs to be locked' message to all members of the Change Controller class defined in the USERS record. Note: See also TSP BTNTCN01. |
| BTNXC02 | When a change record is to be filed and the Status field of the record is LOCKED (panel BTN1A121). | If the status is LOCKED and there are no approvers or rejecters, this TSX is called to notify all reviewers (all userids in each reviewer class that are defined in the USERS record) that the change is ready to be reviewed. It invokes TSX BTNXC07 to send a 'Change record is ready for review' message to all reviewers. Note: See also TSP BTNTCN02. |
| BTNXC03 | When the change record is to be filed, the approval status of the record is APPROVED, and the Change Status field of the record is LOCKED (panel BTN1A121). | If the status is LOCKED and the approval status is APPROVED, the status is changed to APPROVED and this TSX is invoked to tell all approvers (all userids in each approver class that are defined in the USERS record) that the change has been approved. It invokes TSX BTNXC07 to send a 'Change record has been approved' message to all approvers. Note: See also TSP BTNTCN03. |
| BTNXC04 | When the change record is to be filed, the approval status of the record is REJECTED, and the Change Status field of the record is LOCKED (panel BTN1A121). | If the status is LOCKED and the approval status is REJECTED, the status is changed to REJECTED and this TSX is invoked to tell all approvers (all userids in each approver class that are defined in the USERS record) that the change has been rejected. It invokes TSX BTNXC07 to send a 'Change record has been rejected' message to all approvers. Note: See also TSP BTNTCN04. |
| BTNXC05 | When the change record to be filed has been fixed (panel BTN1A121). | If the status is INSTALL, this TSX is invoked to notify the Change Controller that the record has been resolved. It invokes TSX BTNXC07 to send a 'Change record has been installed' message to all members of the Change Controller privilege class defined in the USERS record. Note: See also TSP BTNTCN05. |
| BTNXC06 | When the change record is to be filed and the Status field of the record is ASSIGNED (panel BTN1A121). | If the status is ASSIGNED this TSX is invoked to notify the assignee that the change is ready to implement. It invokes TSX BTNXC07 to send a 'Change record is assigned to you' message to the assignee(s). Note: See also TSP BTNTCN06. |

Table 13. The Integration Facility Terminal Simulator EXECs (continued)

| TSX Name | When Called | TSX Description |
|----------|---|--|
| BTNXCN07 | TSXs BTNXCN01, BTNXCN02, BTNXCN03, BTNXCN04, BTNXCN05, BTNXCN06, BTNXCN09 | <p>Based on the passed value, this TSX sends a notification message to the appropriate addresses for the change record TSXs listed.</p> <p>This TSX performs most of the notification processing for Integration Facility change records:</p> <ul style="list-style-type: none"> ■ Allows definition of the TCP/IP SMTP mail header and trailer lines. ■ Does nothing if Escalation is active. ■ Sets up default messages and determines if a simple or detailed message should be sent for each type of notification to perform. If a detailed, verbose message should be sent, it extracts data from the change record. ■ Looks in the USERS record for all addresses defined for the target of the notification (or uses a default if no address is found). ■ Builds the mail message including the TCP/IP SMTP header and trailer information. ■ Queues the message to the BLX-SP if queuing was selected. If queuing was not selected, it allocates a data set, writes the message to it, and frees it which sends the mail to the SMTP server. |
| BTNXCN09 | When a change record is to be filed, the Approval Status field of the record is PENDING, and the Change Status field of the record is REJECTED. This means that the record has been marked rejected, but one of the Approval Status fields changed from REJECTED to APPROVED. (panel BTN1A121). | <p>If the approval status is PENDING and the status is REJECTED, the status is changed to LOCKED and this TSX is invoked to tell the approvers that the change is no longer rejected. It invokes TSX BTNXCN07 to send a 'Change record is no longer rejected' message to all members of all approver classes that are defined in the USERS record.</p> <p>Note: See also TSP BTNTCN09.</p> |
| BTNXPN01 | When a problem record is to be filed and the record has not yet been filed (panel BTN1A141). | <p>This TSX sends a notification message to the Problem Controller class indicating the record is ready to be assigned. It calls TSX BTNXPN03 to send a 'Problem record needs to be assigned' message to all members of the Problem Controller group in the USERS record.</p> <p>Note: See also TSP BTNTPN01.</p> |
| BTNXPN02 | When a problem record is to be filed and the status of a record is ASSIGNED (panel BTN1A141). | <p>This TSX sends a notification message to the assignee of the problem record. It calls TSX BTNXPN03 to send a 'Problem record is assigned to you' message to all assignees (assignee addresses are defined in the USERS record).</p> <p>Note: See also TSP BTNTPN02.</p> |

Table 13. The Integration Facility Terminal Simulator EXECs (continued)

| TSX Name | When Called | TSX Description |
|----------|---|---|
| BTNXPN03 | TSXs BTNXPN01, BTNXPN02, BTNXPN04, BTNXPN05 | <p>This TSX sends a notification message for the TSX BTNXPN01, BTNXPN02, BTNXPN04, and BTNXPN05. Based on what the caller specified, it sends the appropriate message to the appropriate addresses. It performs most of the notification processing for Integration Facility problem records:</p> <ul style="list-style-type: none"> ■ Allows definition of the TCP/IP SMTP mail header and trailer lines. ■ Does nothing if Escalation is active. ■ Sets up default messages for each type of notification to perform. ■ Reads the record just filed and extracts the assignee and data to include in the mail message. ■ Looks in the USERS record for all addresses defined for the target of the notification (or uses a default if no address is found). ■ Extracts information from the record and builds the mail message including the TCP/IP SMTP header and trailer information. ■ Queues the message to the BLX-SP if queuing was selected. If queuing was not selected, it allocates a data set, writes the message to it, and frees it which sends the mail to the SMTP server. |
| BTNXPN04 | When a problem record is to be filed and the record has been rejected (panel BTN1A141). | <p>This TSX tells the Problem Controller that the problem has been rejected. It calls TSX BTNXPN03 to send a 'Problem record has been rejected' message to all members of the Problem Controller group in the USERS record.</p> <p>Note: See also TSP BTNTPN04.</p> |
| BTNXPN05 | When a problem record is to be filed and the record has been fixed (panel BTN1A141). | <p>This TSX tells the Problem Controller that the problem has been fixed. It calls TSX BTNXPN03 to send a 'Problem record has been fixed' message to all members of the Problem Controller group in the USERS record.</p> <p>Note: See also TSP BTNTPN05.</p> |



Relating Publications to Specific Tasks

Your data processing organization can have many different users performing many different tasks. The books in the Tivoli Information Management for z/OS library contain task-oriented scenarios to teach users how to perform the duties specific to their jobs.

The following table describes the typical tasks in a data processing organization and identifies the Tivoli Information Management for z/OS publication that supports those tasks. See “The Tivoli Information Management for z/OS Library” on page 203 for more information about each book.

Typical Tasks

Table 14. Relating Publications to Specific Tasks

| If You Are: | And You Do This: | Read This: |
|--|--|---|
| Planning to Use Tivoli Information Management for z/OS | Identify the hardware and software requirements of Tivoli Information Management for z/OS. Identify the prerequisite and corequisite products. Plan and implement a test system. | <i>Tivoli Information Management for z/OS Planning and Installation Guide and Reference</i> |
| Installing Tivoli Information Management for z/OS | Install Tivoli Information Management for z/OS. Define and initialize data sets. Create session-parameters members. | <i>Tivoli Information Management for z/OS Planning and Installation Guide and Reference</i> <i>Tivoli Information Management for z/OS Integration Facility Guide</i> |
| | Define and create multiple Tivoli Information Management for z/OS BLX-SPs. | <i>Tivoli Information Management for z/OS Planning and Installation Guide and Reference</i> |
| | Define and create APPC transaction programs for clients. | <i>Tivoli Information Management for z/OS Client Installation and User's Guide</i> |
| | Define coupling facility structures for sysplex data sharing. | <i>Tivoli Information Management for z/OS Planning and Installation Guide and Reference</i> |
| Diagnosing problems | Diagnose problems encountered while using Tivoli Information Management for z/OS | <i>Tivoli Information Management for z/OS Diagnosis Guide</i> |

Table 14. Relating Publications to Specific Tasks (continued)

| If You Are: | And You Do This: | Read This: |
|--|---|---|
| Administering Tivoli Information Management for z/OS | Manage user profiles and passwords. Define and maintain privilege class records. Define and maintain rules records. | <i>Tivoli Information Management for z/OS Program Administration Guide and Reference</i> <i>Tivoli Information Management for z/OS Integration Facility Guide</i> |
| | Define and maintain USERS record. Define and maintain ALIAS record. Implement GUI interface. Define and maintain command aliases and authorizations. | <i>Tivoli Information Management for z/OS Program Administration Guide and Reference</i> |
| | Implement and administer Notification Management. Create user-defined line commands. Define logical database partitioning. | <i>Tivoli Information Management for z/OS Program Administration Guide and Reference</i> |
| | Create or modify GUI workstation applications that can interact with Tivoli Information Management for z/OS. Install the Tivoli Information Management for z/OS Desktop on user workstations. | <i>Tivoli Information Management for z/OS Desktop User's Guide</i> |
| Maintaining Tivoli Information Management for z/OS | Set up access to the data sets. Maintain the databases. Define and maintain privilege class records. | <i>Tivoli Information Management for z/OS Planning and Installation Guide and Reference</i> <i>Tivoli Information Management for z/OS Program Administration Guide and Reference</i> |
| | Define and maintain the BLX-SP. Run the utility programs. | <i>Tivoli Information Management for z/OS Operation and Maintenance Reference</i> |
| Programming applications | Use the application program interfaces. | <i>Tivoli Information Management for z/OS Application Program Interface Guide</i> |
| | Use the application program interfaces for Tivoli Information Management for z/OS clients. | <i>Tivoli Information Management for z/OS Client Installation and User's Guide</i> |
| | Create Web applications using or accessing Tivoli Information Management for z/OS data. | <i>Tivoli Information Management for z/OS World Wide Web Interface Guide</i> |

Table 14. Relating Publications to Specific Tasks (continued)

| If You Are: | And You Do This: | Read This: |
|--|---|---|
| Customizing Tivoli Information Management for z/OS | Design and implement a Change Management system. Design and implement a Configuration Management system. Design and implement a Problem Management system. | <i>Tivoli Information Management for z/OS Problem, Change, and Configuration Management</i> |
| | Design, create, and test terminal simulator panels or terminal simulator EXECs. Customize panels and panel flow. | <i>Tivoli Information Management for z/OS Terminal Simulator Guide and Reference</i> <i>Tivoli Information Management for z/OS Panel Modification Facility Guide</i> |
| | Design, create, and test Tivoli Information Management for z/OS formatted reports. | <i>Tivoli Information Management for z/OS Data Reporting User's Guide</i> |
| | Create a bridge between NetView and Tivoli Information Management for z/OS applications. Integrate Tivoli Information Management for z/OS with Tivoli distributed products. | <i>Tivoli Information Management for z/OS Guide to Integrating with Tivoli Applications</i> |
| Assisting Users | Create, search, update, and close change, configuration, or problem records. Browse or print Change, Configuration, or Problem Management reports. | <i>Tivoli Information Management for z/OS Problem, Change, and Configuration Management</i> |
| | Use the Tivoli Information Management for z/OS Integration Facility. | <i>Tivoli Information Management for z/OS Integration Facility Guide</i> |
| Using Tivoli Information Management for z/OS | Learn about the Tivoli Information Management for z/OS panel types, record types, and commands. Change a user profile. | <i>Tivoli Information Management for z/OS User's Guide</i> |
| | Learn about Problem, Change, and Configuration Management records. | <i>Tivoli Information Management for z/OS Problem, Change, and Configuration Management</i> |
| | Receive and respond to Tivoli Information Management for z/OS messages. | <i>Tivoli Information Management for z/OS Messages and Codes</i> |
| | Design and create reports. | <i>Tivoli Information Management for z/OS Data Reporting User's Guide</i> |



Tivoli Information Management for z/OS Courses

Education Offerings

Tivoli Information Management for z/OS classes are available in the United States and in the United Kingdom. For information about classes outside the U.S. and U.K., contact your local IBM® representative or visit <http://www.training.ibm.com> on the World Wide Web.

United States

IBM Education classes can help your users and administrators learn how to get the most out of Tivoli Information Management for z/OS. IBM Education classes are offered in many locations in the United States and at your own company location.

For a current schedule of available classes or to enroll, call 1-800-IBM TEACH (1-800-426-8322). On the World Wide Web, visit:

<http://www.training.ibm.com>

to see the latest course offerings.

United Kingdom

In Europe, the following public courses are held in IBM's central London education centre at the South Bank at regular intervals. On-site courses can also be arranged.

For course schedules and to enroll, call Enrollments Administration on 0345 581329, or send an e-mail note to:

contact_educ_uk@vnet.ibm.com

On the World Wide Web, visit:

<http://www.europe.ibm.com/education-uk>

to see the latest course offerings.



Where to Find More Information

The Tivoli Information Management for z/OS library is an integral part of Tivoli Information Management for z/OS. The books are written with particular audiences in mind. Each book covers specific tasks.

The Tivoli Information Management for z/OS Library

The publications shipped automatically with each Tivoli Information Management for z/OS Version 7.1 licensed program are:

- *Tivoli Information Management for z/OS Application Program Interface Guide*
- *Tivoli Information Management for z/OS Client Installation and User's Guide **
- *Tivoli Information Management for z/OS Data Reporting User's Guide **
- *Tivoli Information Management for z/OS Desktop User's Guide*
- *Tivoli Information Management for z/OS Diagnosis Guide **
- *Tivoli Information Management for z/OS Guide to Integrating with Tivoli Applications **
- *Tivoli Information Management for z/OS Integration Facility Guide **
- *Tivoli Information Management for z/OS Licensed Program Specification*
- *Tivoli Information Management for z/OS Master Index, Glossary, and Bibliography*
- *Tivoli Information Management for z/OS Messages and Codes*
- *Tivoli Information Management for z/OS Operation and Maintenance Reference*
- *Tivoli Information Management for z/OS Panel Modification Facility Guide*
- *Tivoli Information Management for z/OS Planning and Installation Guide and Reference*
- *Tivoli Information Management for z/OS Program Administration Guide and Reference*
- *Tivoli Information Management for z/OS Problem, Change, and Configuration Management**
- *Tivoli Information Management for z/OS Reference Summary*
- *Tivoli Information Management for z/OS Terminal Simulator Guide and Reference*
- *Tivoli Information Management for z/OS User's Guide*
- *Tivoli Information Management for z/OS World Wide Web Interface Guide*

Note: Publications marked with an asterisk (*) are shipped in softcopy format only.

Also included is the Product Kit, which includes the complete online library on CD-ROM.

To order a set of publications, specify order number SBOF-7028-00.

Additional copies of these items are available for a fee.

Publications can be requested from your Tivoli or IBM representative or the branch office serving your location. Or, in the U.S., you can call the IBM Publications order line directly by dialing 1-800-879-2755.

The following descriptions summarize all the books in the Tivoli Information Management for z/OS library.

Tivoli Information Management for z/OS Application Program Interface Guide, SC31-8737-00, explains how to use the low-level API, the high-level API, and the REXX interface to the high-level API. This book is written for application and system programmers who write applications that use these program interfaces.

Tivoli Information Management for z/OS Client Installation and User's Guide, SC31-8738-00, describes and illustrates the setup and use of Tivoli Information Management for z/OS's remote clients. This book shows you how to use Tivoli Information Management for z/OS functions in the AIX[®], CICS[®], HP-UX, OS/2[®], Sun Solaris, Windows NT[®], and OS/390 UNIX[®] System Services environments. Also included in this book is complete information about using the Tivoli Information Management for z/OS servers.

Tivoli Information Management for z/OS Data Reporting User's Guide, SC31-8739-00, describes various methods available to produce reports using Tivoli Information Management for z/OS data. It describes Tivoli Decision Support for Information Management (a Discovery Guide for Tivoli Decision Support), the Open Database Connectivity (ODBC) Driver for Tivoli Information Management for z/OS, and the Report Format Facility. A description of how to use the Report Format Facility to modify the standard reports provided with Tivoli Information Management for z/OS is provided. The book also illustrates the syntax of report format tables (RFTs) used to define the output from the Tivoli Information Management for z/OS REPORT and PRINT commands. It also includes several examples of modified RFTs.

Tivoli Information Management for z/OS Desktop User's Guide, SC31-8740-00, describes how to install and use the sample application provided with the Tivoli Information Management for z/OS Desktop. The Tivoli Information Management for z/OS Desktop is a Java-based graphical user interface for Tivoli Information Management for z/OS. Information on how to set up data model records to support the interface and instructions on using the Desktop Toolkit to develop your own Desktop application are also provided.

Tivoli Information Management for z/OS Diagnosis Guide, GC31-8741-00, explains how to identify a problem, analyze its symptoms, and resolve it. This book includes tools and information that are helpful in solving problems you might encounter when you use Tivoli Information Management for z/OS.

Tivoli Information Management for z/OS Guide to Integrating with Tivoli Applications, SC31-8744-00, describes the steps to follow to make an automatic connection between NetView and Tivoli Information Management for z/OS applications. It also explains how to customize the application interface which serves as an application enabler for the NetView Bridge and discusses the Tivoli Information Management for z/OS NetView AutoBridge. Information on interfacing Tivoli Information Management for z/OS with other Tivoli management software products or components is provided for Tivoli Enterprise Console, Tivoli Global Enterprise Manager, Tivoli Inventory, Tivoli Problem Management, Tivoli Software Distribution, and Problem Service.

Tivoli Information Management for z/OS Integration Facility Guide, SC31-8745-00, explains the concepts and structure of the Integration Facility. The Integration Facility provides a task-oriented interface to Tivoli Information Management for z/OS that makes the

Tivoli Information Management for z/OS applications easier to use. This book also explains how to use the panels and panel flows in your change and problem management system.

Tivoli Information Management for z/OS Master Index, Glossary, and Bibliography, SC31-8747-00, combines the indexes from each hardcopy book in the Tivoli Information Management for z/OS library for Version 7.1. Also included is a complete glossary and bibliography for the product.

Tivoli Information Management for z/OS Messages and Codes, GC31-8748-00, contains the messages and completion codes issued by the various Tivoli Information Management for z/OS applications. Each entry includes an explanation of the message or code and recommends actions for users and system programmers.

Tivoli Information Management for z/OS Operation and Maintenance Reference, SC31-8749-00, describes and illustrates the BLX-SP commands for use by the operator. It describes the utilities for defining and maintaining data sets required for using the Tivoli Information Management for z/OS licensed program, Version 7.1.

Tivoli Information Management for z/OS Panel Modification Facility Guide, SC31-8750-00, gives detailed instructions for creating and modifying Tivoli Information Management for z/OS panels. It provides detailed checklists for the common panel modification tasks, and it provides reference information useful to those who design and modify panels.

Tivoli Information Management for z/OS Planning and Installation Guide and Reference, GC31-8751-00, describes the tasks required for installing Tivoli Information Management for z/OS. This book provides an overview of the functions and optional features of Tivoli Information Management for z/OS to help you plan for installation. It also describes the tasks necessary to install, migrate, tailor, and start Tivoli Information Management for z/OS.

Tivoli Information Management for z/OS Problem, Change, and Configuration Management, SC31-8752-00, helps you learn how to use Problem, Change, and Configuration Management through a series of training exercises. After you finish the exercises in this book, you should be ready to use other books in the library that apply more directly to the programs you use and the tasks you perform every day.

Tivoli Information Management for z/OS Program Administration Guide and Reference, SC31-8753-00, provides detailed information about Tivoli Information Management for z/OS program administration tasks, such as defining user profiles and privilege classes and enabling the GUI user interface.

Tivoli Information Management for z/OS Reference Summary, SC31-8754-00, is a reference booklet containing Tivoli Information Management for z/OS commands, a list of p-words and s-words, summary information for PMF, and other information you need when you use Tivoli Information Management for z/OS.

Tivoli Information Management for z/OS Terminal Simulator Guide and Reference, SC31-8755-00, explains how to use terminal simulator panels (TSPs) and EXECs (TSXs) that let you simulate an entire interactive session with a Tivoli Information Management for z/OS program. This book gives instructions for designing, building, and testing TSPs and TSXs, followed by information on the different ways you can use TSPs and TSXs.

Tivoli Information Management for z/OS User's Guide, SC31-8756-00, provides a general introduction to Tivoli Information Management for z/OS and databases. This book has a series of step-by-step exercises to show beginning users how to copy, update, print, create, and delete records, and how to search a database. It also contains Tivoli Information Management for z/OS command syntax and descriptions and other reference information.

Tivoli Information Management for z/OS World Wide Web Interface Guide, SC31-8757-00, explains how to install and operate the features available with Tivoli Information Management for z/OS that enable you to access a Tivoli Information Management for z/OS database using a Web browser as a client.

Other related publications include the following:

Tivoli Decision Support: Using the Information Management Guide is an online book (in portable document format) that can be viewed with the Adobe Acrobat Reader. This book is provided with Tivoli Decision Support for Information Management (5697-IMG), which is a product that enables you to use Tivoli Information Management for z/OS data with Tivoli Decision Support. This book describes the views and reports provided with the Information Management Guide.

IBM Redbooks™ published by IBM's International Technical Support Organization are also available. For a list of redbooks related to Tivoli Information Management for z/OS and access to online redbooks, visit Web site <http://www.redbooks.ibm.com> or <http://www.support.tivoli.com>

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