

Mean Time to Recovery Survey

This survey is to help me (and the IBM Redbook residency team) collect information from a variety of sites about their MTTR (Mean Time to Recovery). Your information will be kept confidential, and (if you prefer) can be sent in anonymously. (See the end of the survey for instructions on returning this.) I'd like to get feedback before the residency starts on May 4. Many thanks.... Cheryl Watson.

1. How long is a typical IPL for a planned outage?
2. How do you define the start of an IPL and the completion of an IPL?
3. How long is a typical shutdown for a planned outage?
4. How do you define the start of the shutdown and the end (the point at which you are able to IPL)?
5. Do you have any subsystems that take a long time to initialize? How long? Can you explain why?
6. How do you define the start of subsystem initialization and its completion? Specific messages?

7. Do you have startup or shutdown problems you frequently observe?

8. What is the worst recovery time problem you face on an ongoing basis?

9. Which typically takes longer: the recovery processing itself, or determining what recovery process to initiate?

10. Briefly describe your environment (e.g. large system environment, 4-way SYSPLEX with DB2 Data Sharing and JES2 MAS, Automation Product XYZ, CICS and WebSphere, OLTP workload, etc.).

In addition, we'd love to have any logs that you're willing to share, such as syslog at start up or shut down, or joblogs from subsystems, such as CICS, IMS, etc.

Optional:

Name: _____

eMail: _____

Company: _____

Please fax to 941-827-9493, scan and email to technical@watsonwalker.com, or mail to Watson & Walker, Inc., 7618 Sandalwood Way, Sarasota, FL 34231.

Many Thanks! Cheryl Watson