

IBM Sterling Order
Management

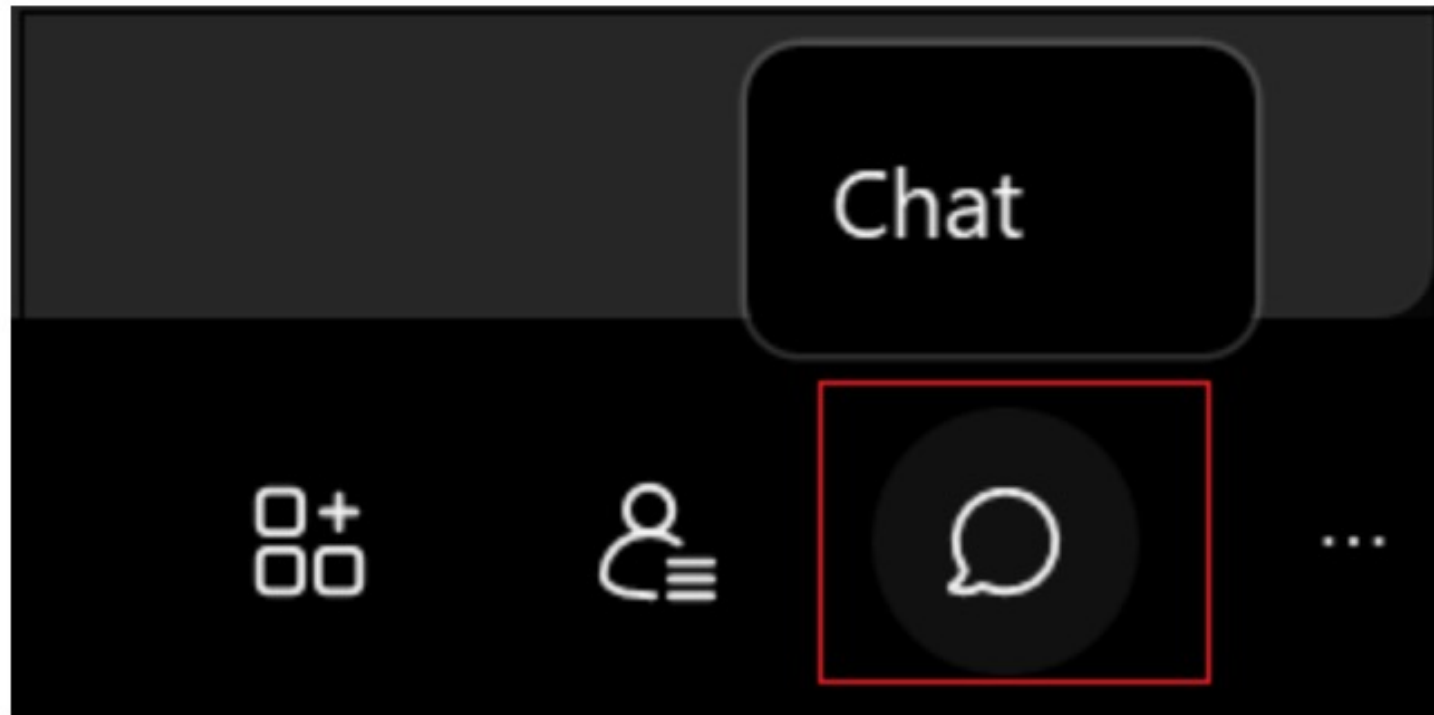
Holiday Readiness 2023

2022
Peak
Retrospect



Have a Question(s)?

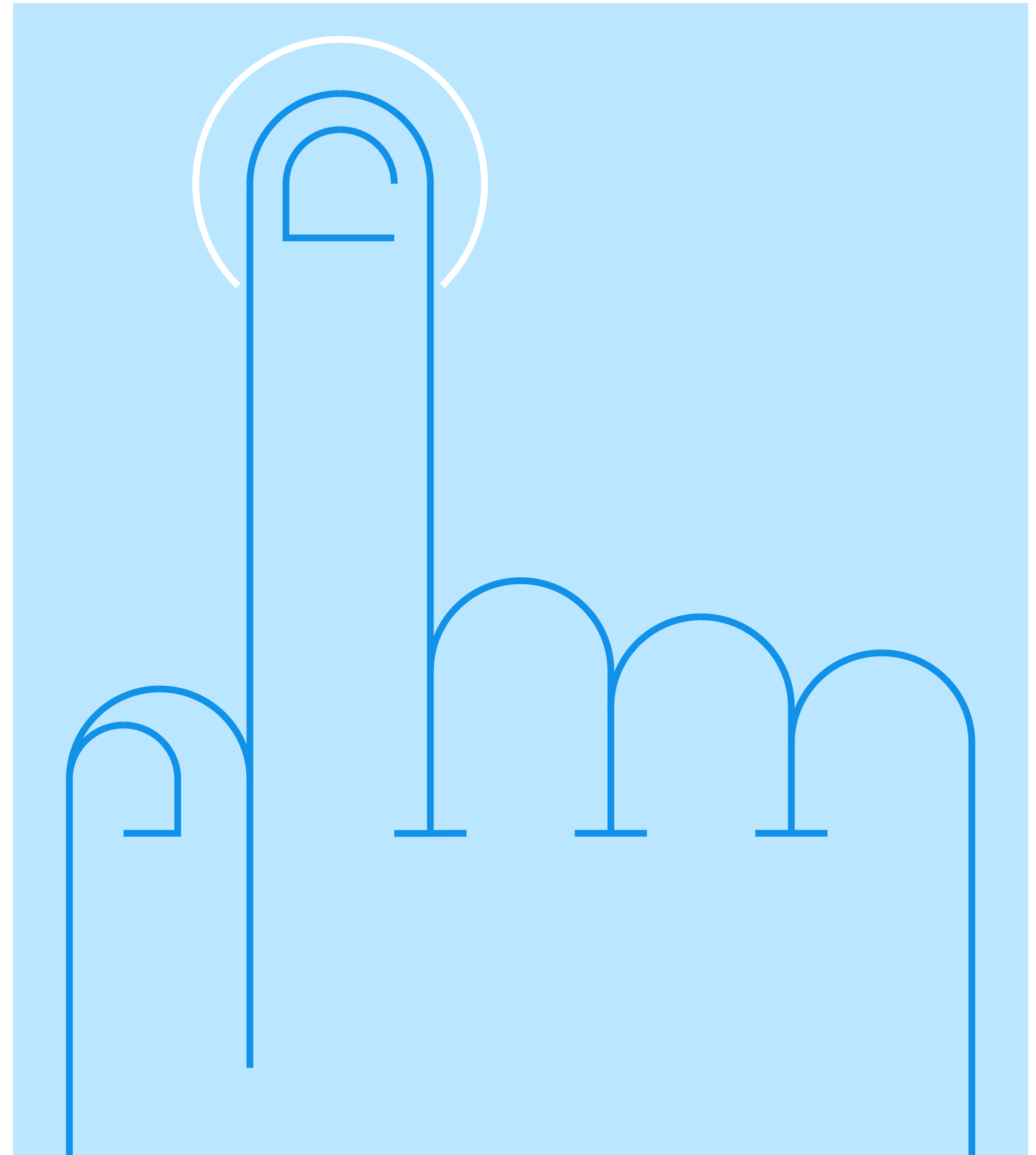
- 1 Open the Chat panel from the link in the lower right of the meeting window:



- 2 In the **To** drop-down list, select the recipient of the message.



- 3 Enter your message in the chat text box, then press **Enter** on your keyboard.



Your Holiday Readiness Team

... and today's speakers



Chris Burgess
Manager –
Americas & AP Support Experience Team



Mike Callaghan
Program Director –
WW Supply Chain Support



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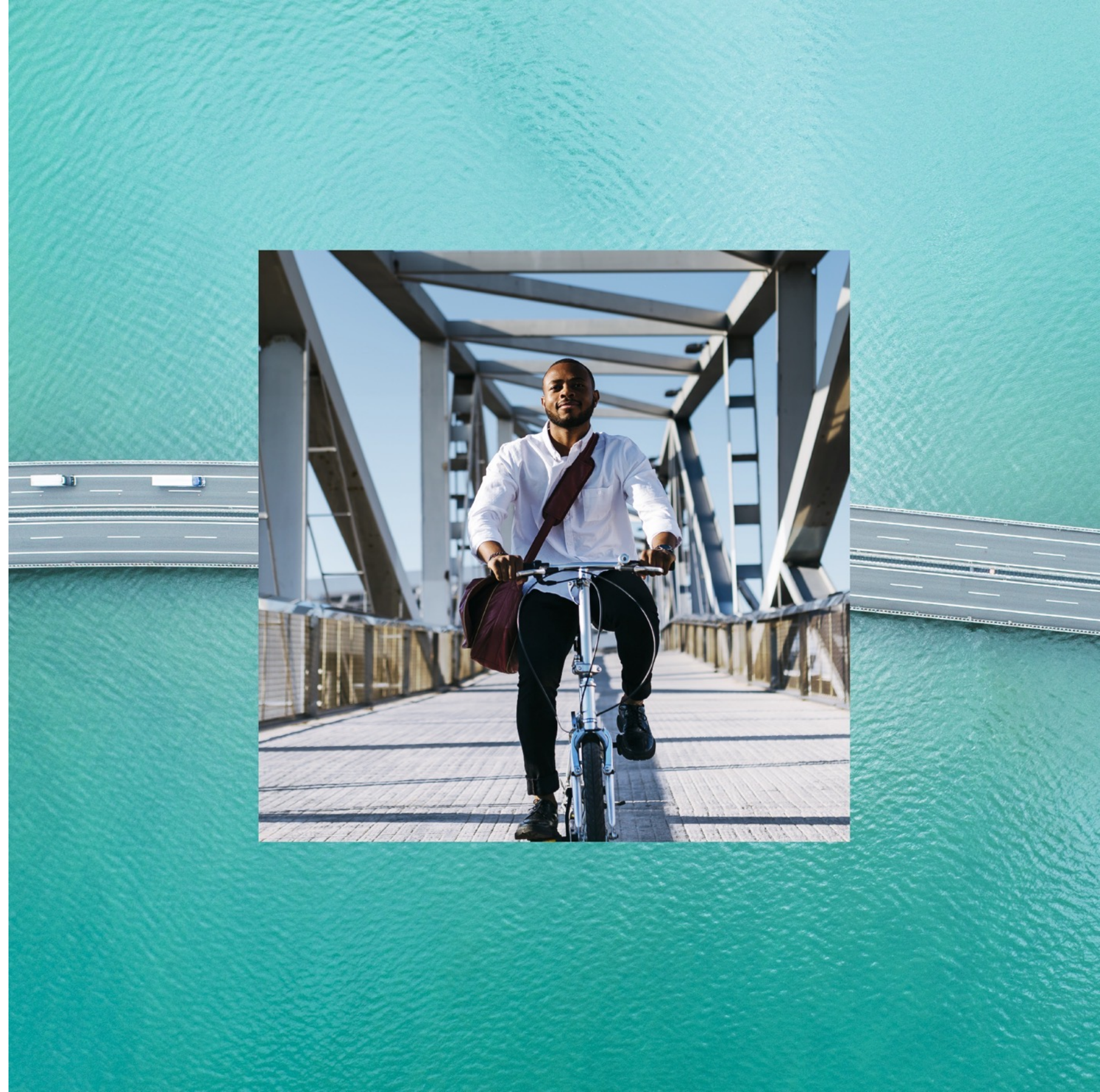


Jelena Markovic
Technical Support Analyst
Order Management Support



Abdul Shad
Technical Lead –
Order Management Support

Agenda



Our Journey to peak success

Key Metrics

Common issues

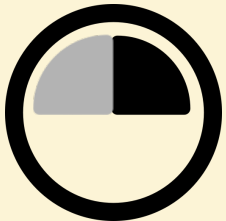
Enhancements

Recommendations

Alerts & Monitoring overview

What Not to Do

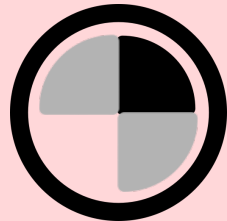
Plan



- Aggressive rollout plans
- Outdated product, stack
- Narrow test coverage
- Unclear peak workloads



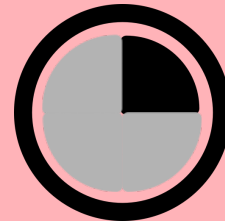
Prepare



- Poor DB hygiene
- Major DG changes
- Defer Q3 push
- Last-minute fix, deploy
- Open recommendations



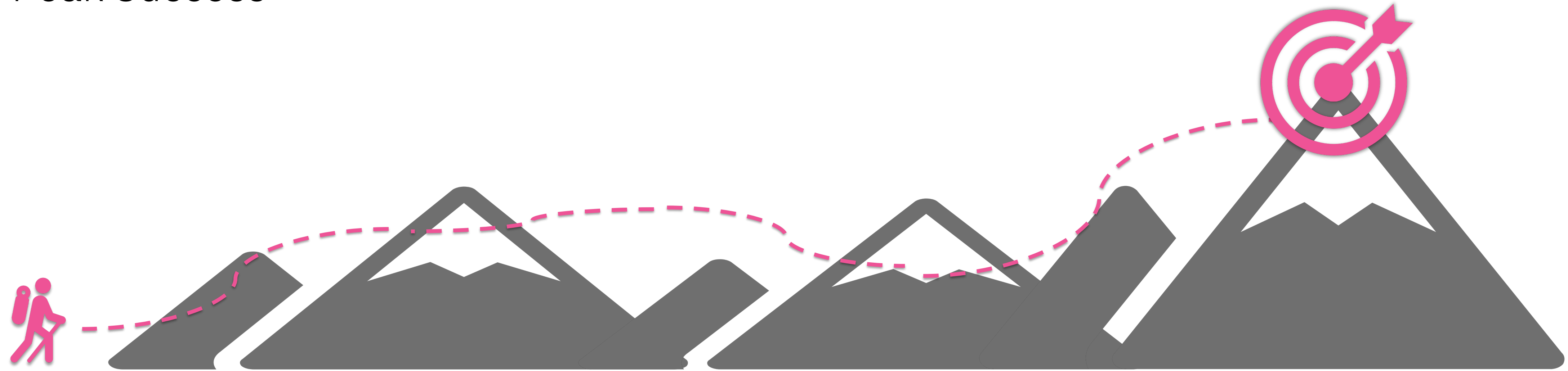
Execute



- Oversell detected
- BOPIS orders delayed
- Major Escalation
- Chaotic War-room
- Tedious triage
- Tune on the fly



Journey to Peak Success



Plan

- Retrospective
- Align Business and IT
- Platform Enhancements
- Align Schedules
- Know the Best practices
- Identify Risks

Prepare

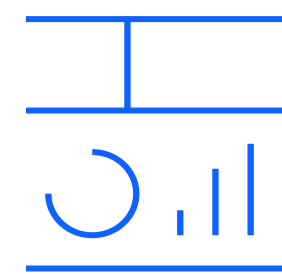
- Implement Best Practices
- Ongoing housekeeping
- Performance test, tune
- Know, test Breaking points
- Failover, DR scenarios
- Monitoring & Alerting

Execute

- Roles & responsibilities
- Escalation paths
- Critical Workloads
- Triage Runbooks
- Mitigation Techniques
- Communication Plan

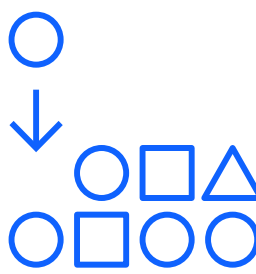
IBM OMS Holiday Readiness

Our Mission Statement



Stable Platform

Continuous improvement of platform and monitoring, with focus on performance, stability, reliability



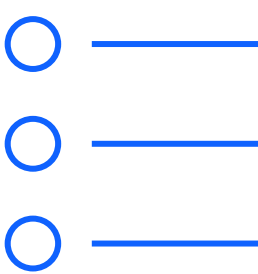
Best Practices

Establish, expand and apply a robust collection of proven self-help best practices focused on peak season success



Proactive Engagement

Early and regular identification, communication, and mitigation of potential risks

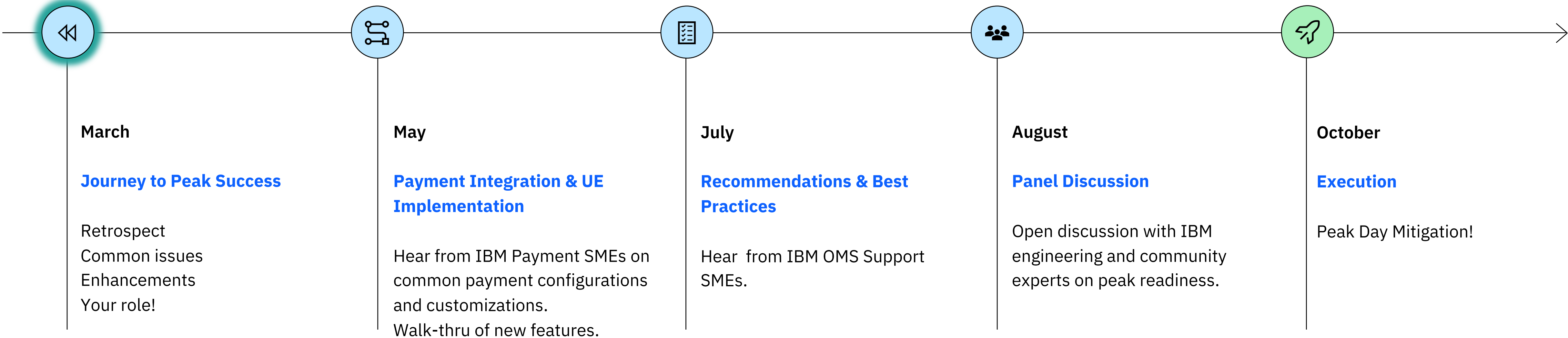


Prescriptive Guidance

Deeper partnership with specific clients in need of direct analysis and prescriptive guidance via our Enhanced Event Readiness offering

Journey to Peak Success

The IBM OMS Support team are continuously expanding our technical best practices based on the observations and learnings over our supported launches and peak events!



Burst volume handled flawlessly across the Sterling OMS SaaS platform

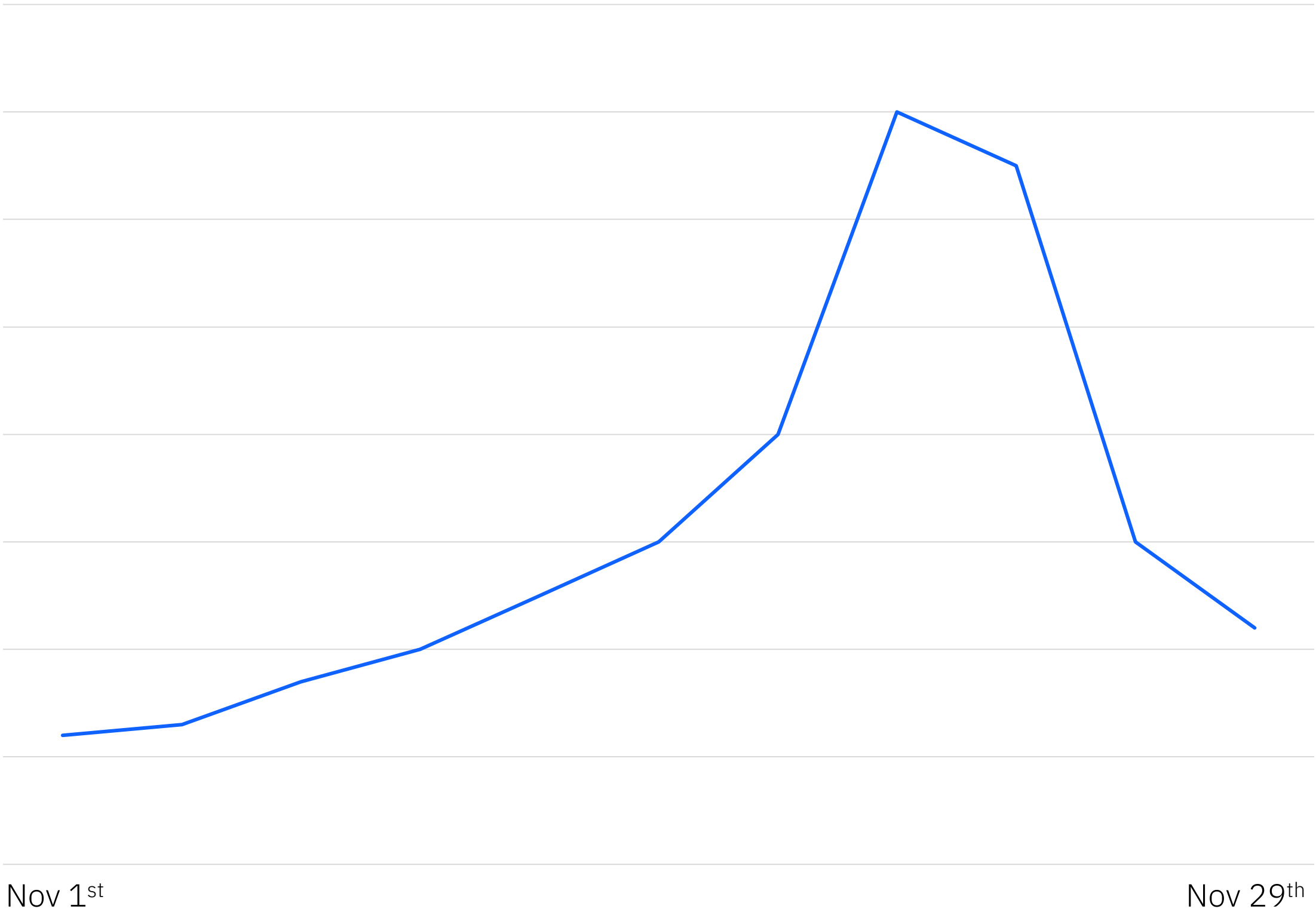
Peak 2022 Retrospective

0 0 ↑ 247%

Duty Manager Escalations

Incidents

Millions Order Lines Processed



↑ 78%



Billions Order APIs executed

↑ 13%

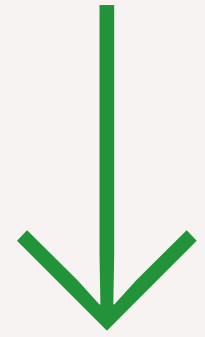


Billions Inventory APIs executed

■ Peak week ■ Regular Week

Top 5

Common issues



can be easily

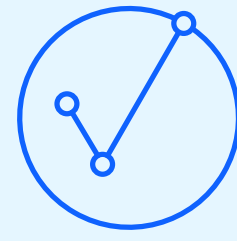
avoided

Case Study

Payment Processing Issue

Payment collection agents not working as expected

- Infinite Loop
- Multiple open authorizations
- Settlement delay
- Partial cancellation throwing Insufficient funds
- Orders with too many charges transaction records



Challenge

Payment collection agent not processing new orders / Payment processing Slow

Database contention having cascading impact on other components such as Order Monitor, Store server, etc.

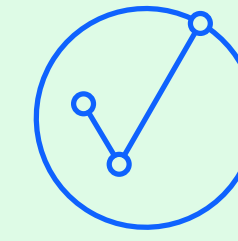
Impact to order fulfilment NFRs.



Solution

Applied hold on the old orders which was continually getting processed due to to which new orders not processing.

Refactored the UE implementation to address reprocessing of invoiced order with authorization expiry in past.



Recommendation

- Keep a check on old orders with high number of charge transaction records and put them on hold to avoid repeated processing

- Sample query

```
SELECT ORDER_HEADER_KEY,  
COUNT(*)  
FROM YFS_CHARGE_TRANSACTION  
GROUP BY ORDER_HEADER_KEY  
HAVING COUNT(*) > 200  
ORDER BY ORDER_HEADER_KEY
```

- Check if there are invoiced orders which are having expiration date in the past, review and correct your UE implementation.
- Forthcoming enhancements

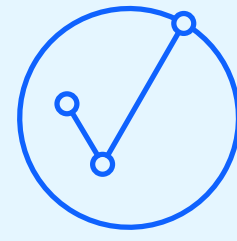
Case Study

Issue with sourcing

Promising and Sourcing APIs are performing slow

- Inventory lookup timeouts
- Delay in capturing demand
- Reprocessing overhead
- Unable to meet NFRs for targeted Order Types (BOPIS, Curb-Side Pickup, etc.)

[Use IBM Order Management for complex sourcing →](#)



Challenge

Slow `findInventory` and reservation real-time calls

Schedule order taking time.

As number of eligible nodes and number of order lines per order increases, the solver can take time to perform the evaluation



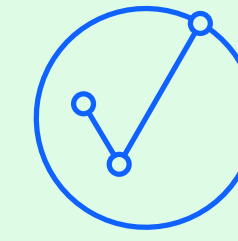
Solution

Refactored sourcing configuration

Enabled sourcing optimization configurations

Tuned `YFS_Calendar_ShiftDBCACHEHOME`, `YFS_Calendar_Shift_Eff_PerDBCACHEHOME` cache size.

Refactored `AvailabilityCorrectionForItemListUE` to 0 quantity supply records for the item. This reduced assignment evaluation time by 70-80% resulting significant improvement.



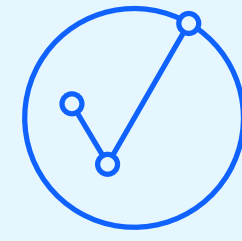
Recommendation

- Enable Smart Sourcing
- Configure multiple DG in sourcing sequence with maximum of 25 to 30 ship nodes.
- Evaluate and use `getSourcingCorrectionUE`
- Exclude items with 0 supply quantity when using `AvailabilityCorrectionForItemListUE`.
- Use optimal inventory/promising API

Case Study

Entity Cache Management

Effective use of Cache, for better performance



Challenge

IBM Sterling OMS database was consistently running with high CPU and impacting overall database transactions response time.

The CPU consuming SQL queries were fired against a custom table which already have cache enabled.

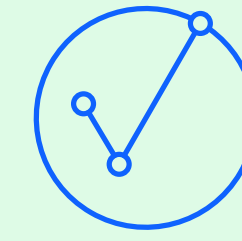
This presented an opportunity to check how efficiently cache is being reused.



Solution

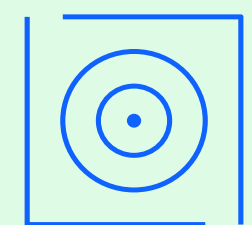
Although table level cache was enabled, it wasn't effectively used for better performance because every SQL queries had unique values(timestamp) in them, which resulted in unique cache key for every SQL call and cache didn't get reused.

We had to update the SQL queries to make it non unique in every single query for efficient use of cache.



Recommendation

- Analyze cache utilization metrics from System Management Console (SMC) periodically.
- Review cache clearing statements from logs to understand how frequently cache is cleared.
- Tune the default cache size if the frequent invalidation is happening because cache getting filled up quickly.
- Turn off the cache if the invalidation overhead due to frequent changes outweighs the benefit of having cache enabled.
- When caching custom tables, ensure SQL query parameters are not unique in each execution

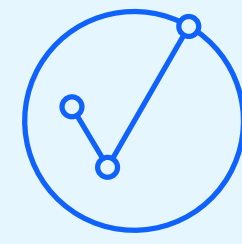
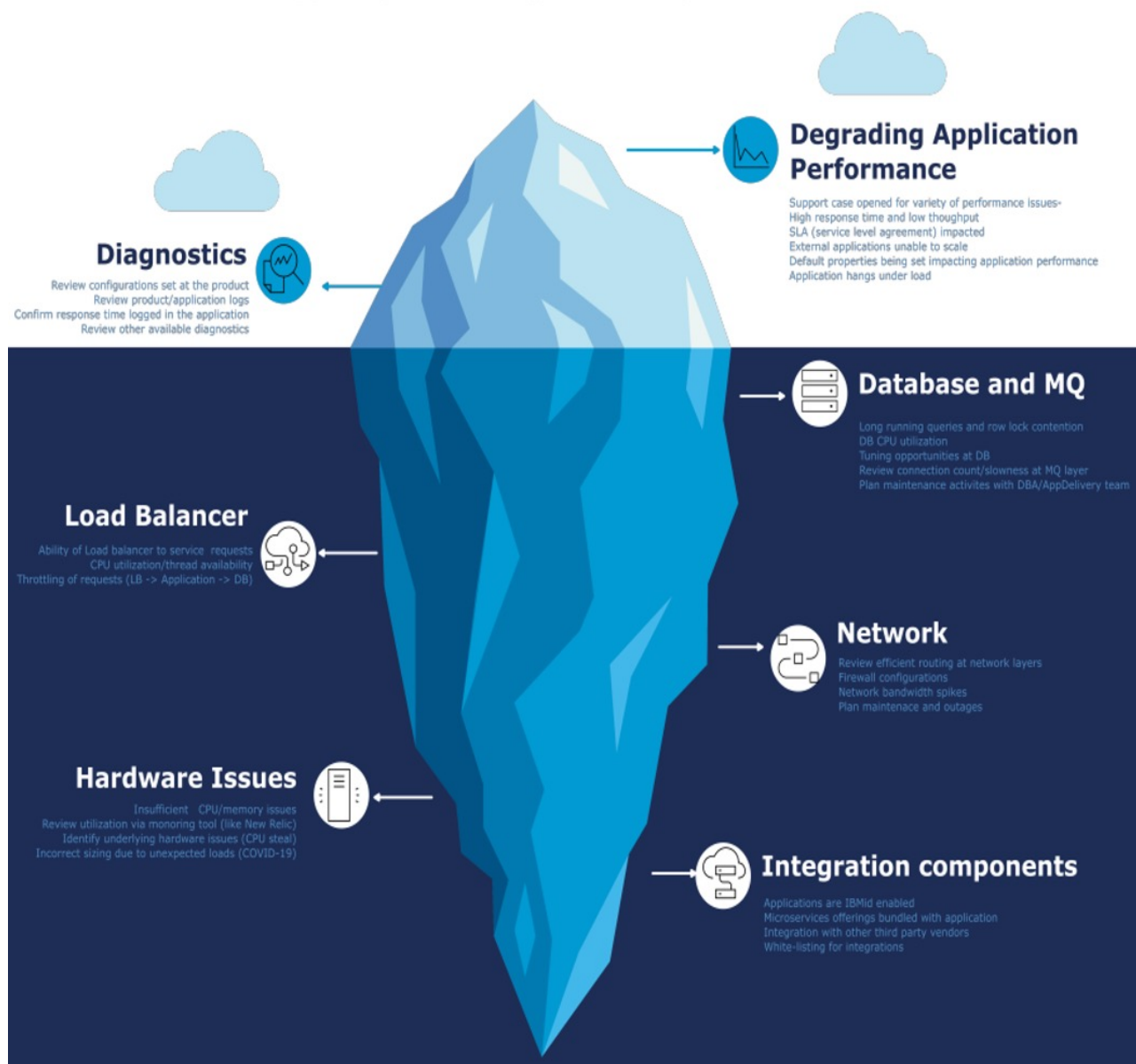


Entity cache drop statistics
(YFS_STATISTIC_DETAIL)

Case Study

Lack of common data

Always-on diagnostic data collection, quicker troubleshooting



Challenge

During critical production issue situations, we are unable to collect the required data to debug before mitigating the issue with the temporary solution or workaround.

Lack of data prevents us from doing detailed root cause analysis and push a fix for this issue.

This is one of the common symptoms we see with on-premise customers.

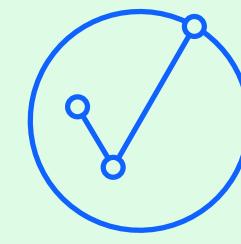


Solution

Have always on diagnostic data collection tools enabled in production environments.

Have monitoring systems in place on each layer of environment setup.

Have predefined runbook steps to collect details on demand if needed.



Recommendation

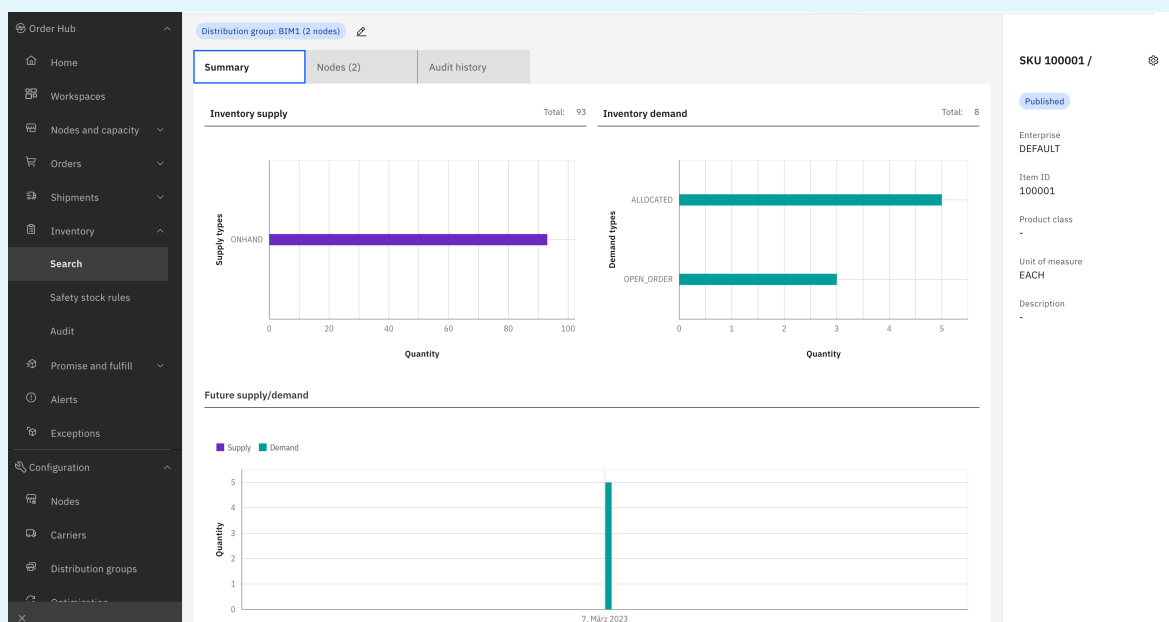
- [DB2 Collect](#) or Oracle AWR report
 - To identify any lock wait, long running, CPU or IO intensive queries
- Host level metrics
 - CPU, Memory, IO, Network, etc.,
- OMS [mustgather](#) documents.
 - Must gathers specific to individual components.
- Java [Health Center](#)
- MQ Gauges
- Monitoring tool

Best Practices Sterling Inventory Visibility (IV)

These best practices can help you achieve your NFRs.

Common issues - 2022

1. Incorrect availability during internal event-based audit.
2. Slow API response due to excessive token generation.
3. Synchronize inventory for entire catalog



Token Management

Reuse IV token as much as possible

Generating token instead of reusing can negatively affects performance.

Automatically regenerate a token before the expiration time or as part of error handling on 401 Unauthorized or 403 Forbidden response. [Read more →](#)

Use Optimal Payload

Adhere to best practice when invoking IV APIs. [Read more →](#)

IBM recommends no more than 100 items per payload when invoking IV APIs with multiple lines.

- Availability lookup
- Supply adjustment / sync
- Reservations

Event Management

Do not miss failed events; implement a process to retrieve failed events. [Read more →](#)

Supply/Demand audit looks correct; however, cached inventory picture does not match availability in IV.

Avoid redundant Snapshot calls

Only publishes the current inventory picture

Space out the sync supply and snapshot calls

If possible, sync only items for which inventory picture changed

Avoid redundant Network availability recomputes

Recompute Network Availability API recomputes availability for existing DG.

Update DG API will recompute availability for newly created or modified DGs but not for existing DG.

Use enhanced APIs

Do not use depreciated APIs, instead use updated APIs.

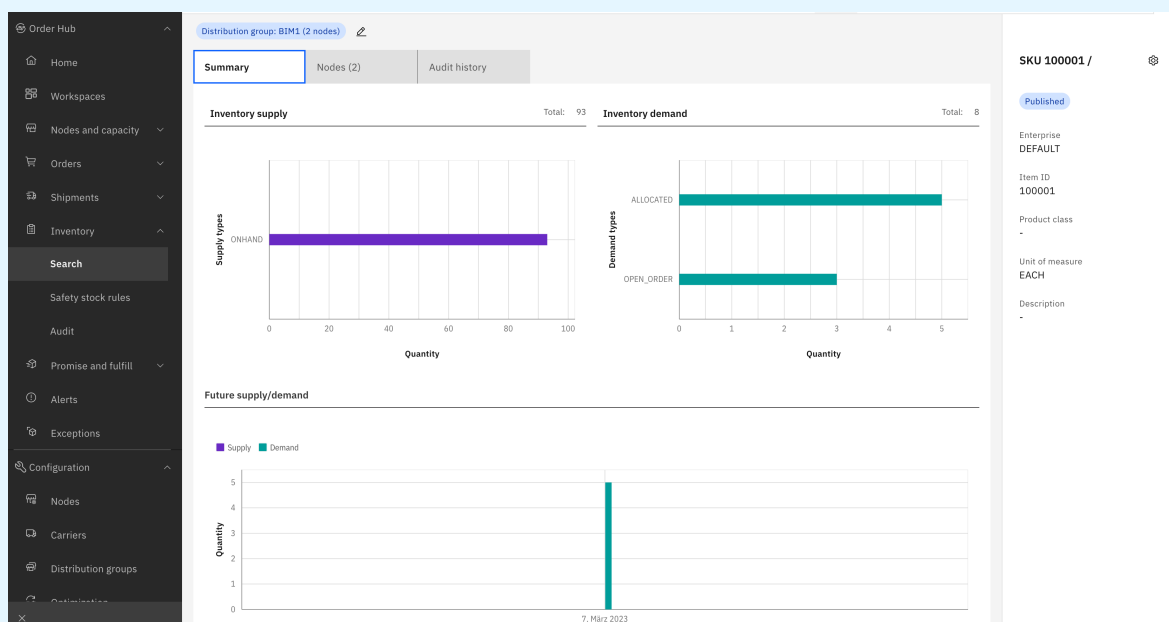
- Item FO/Threshold APIs
- Safety stock APIs
- Event Threshold APIs
- Ship node and DG management APIs are moved under Sterling Intelligent Promising. [Read more →](#)

Best Practices Sterling Inventory Visibility (IV)

Transparent Supply and Demand update.

Common issues - 2022

1. Incorrect availability during internal event-based audit.
2. Slow API response due to excessive token generation.
3. Synchronize inventory for entire catalog



Supply Sync Transparency

Supply Sync transparency shows progress of supply sync

Gives ability to reprocess any failed items, no longer a "black box"

New [records](#), [status](#), [history](#) APIs

– status: [QUEUED, IN_PROGRESS, COMPLETED, EXCEPTION, DELAYED]

[Read more](#) →

Supply & Demand Audits

Retrieve up to 7 days of supply or demand change audit for an item.

Audit can be used to trace order release status (YFS_ORDER_RELEASE_STATUS) change.

[Read more](#) →

POST →

https://api.watsoncommerce.ibm.com/inventory/{tenant_id}/v1/supplies/transaction/status

Input → {"batchId": ["6230af14-a180-4966-9512-e6eafb7cd9d4"]}

Response →

```
{
  "data": [
    {
      "lastModifiedTs": "2023-03-07T23:15:10.917Z",
      "submittedTs": "2023-03-07T23:15:10.865Z",
      "supplySyncTransactionId": "d4974c1b-5f8f-4fba-99e4-6edb218dcead",
      "batchId": "6230af14-a180-4966-9512-e6eafb7cd9d4",
      "status": "QUEUED",
      "method": "PUT",
      "path": "/v1/supplies",
      "parent": false,
      "estimatedCompletionTime": "3.99s",
      "details": {
        "submitted": 9
      }
    }
  ]
}
```

The screenshot shows the Sterling Inventory Search results interface. On the left is a sidebar with navigation options: Home, Workspaces, Nodes and capacity, Orders, Outbound, Inbound, Returns, Work orders, Shipments, Inventory, Search, Safety stock rules, and Audit. The main content area displays search criteria and a table of results. The search criteria include: Search for: Inventory demand audit, Demand type: OPEN_ORDER, Enterprise (required): Hub Org..., Item ID or SKU (required): 100..., Unit of measure: Each, Include unpublished items: fa..., Date range: Feb. 28, 2023 13..., Node (required): DC1, Location: Node, Segmentation: Unsegmented inve... The table has columns: Date, Name, UOM, Product class, Node, Quantity change, and On hand quantity. The table contains 8 rows of data.

Date	Name	UOM	Product class	Node	Quantity change	On hand quantity
07.03.2023 13:12	[100001]100001	EACH		DC1	1	5
07.03.2023 13:11	[100001]100001	EACH		DC1	1	4
07.03.2023 13:10	[100001]100001	EACH		DC1	-2	3
07.03.2023 13:00	[100001]100001	EACH		DC1	1	5
07.03.2023 12:57	[100001]100001	EACH		DC1	-1	4
07.03.2023 12:52	[100001]100001	EACH		DC1	1	5
07.03.2023 12:50	[100001]100001	EACH		DC1	1	4
07.03.2023 12:49	[100001]100001	EACH		DC1	2	3
07.03.2023 12:49	[100001]100001	EACH		DC1	1	1

Continuous Improvement

OMS Version: 23.1.3.0 (10.0.2303.0)+

[#OMSDemoDays](#)

The IBM Order Management

Continuous improvement into our core platform to promote performance, stability, resiliency, self-service, security

Challenges:

1. Performance implication due to large transaction database tables.
2. Heavy traces left running on production and lower environment causing performance issues.
3. Delay in order flow impacting BOPIS, CURB Side SLAs.
4. Unintentional changes getting promoted to higher environments via CDT.
5. Redundant cache drops flooding application logs and impacting performance.

New Product Features

1. Entity level database compression to reduce the CLOB storage footprint.
2. New `IgnoreStatus` parameter for YFS_EXPORT purge.
3. New Order Audit purge agent, along with ability to push audits to external system using `YFSBeforeOrderAuditPurgeUE`.
4. Enhanced `modifyTrace` API to allow for trace expiry by setting `TraceTTL` attribute
5. Workload segregation for task queue agents, and Order size and Segregation filter indicators
6. New entity cache drop statistics (`YFS_STATISTIC_DETAIL`)
7. Environment-specific values can now be deployed or ignored in tables such as when using CDT.
8. New IV utility service is created to integrate with Sterling Inventory Visibility outside of Order Management Software - Sterling Inventory Visibility adapter.
9. Enhanced Inventory purge

New Platform Feature → OMoC (Release: 23.1.3.0)

1. Longer retention with log compression,, and faster export logs self-service process.
2. OIDC configuration support for alternative authentication provider from a list of approved providers that are compliant with OpenID Connect (OIDC)
3. Viewing Inbox notifications & Banner for critical updates in Self-Service Tool
4. New event calendar for environment upgrade and maintenance events
5. Database metric dashboard has been enhanced to include BACKUP, RUNSTATS, REORG maintenance job history

Stack Upgrade

1. IBM JDK – 8.0.7.20 (1.8.0_351)
2. IBM WebSphere Liberty application server – 22.0.0.13
3. IBM DB2 – 11.5 Fix Pack 7
4. Third-party library upgrades

On the horizon...

1. Threshold based properties to gracefully terminate the long running promising API execution when using complex sourcing.
2. Payment serviceability enhancement to track payment reason and mapping with additional metadata.
3. Alert & Monitoring enhancement, queue depth alerts will be sent via Self-Service tool for better visibility.
4. Alert for long running Self-Service processes such as customization deployments, CDT import/export, major/minor upgrades, and more.

OMS API Enhancements

IBM recommends you review our critical API enhancements and implement the changes needed to enable performance optimization. Be sure to understand behavior and ensure no impact to order flow!

reserveAvailableInventory

With [Inventory Visibility Integration \(phase 2\)](#) and later, the **reserveAvailableInventory** API is enhanced to combine reservation calls to Inventory Visibility, whenever applicable.

- ✓ Therefore, you must set **yfs.UseAggregatedReservationsForIV** property to **"Y"**.

Note: For OMoC 22.2 this aggregation property has been enabled by default.

The smart sourcing logic of IBM Sterling Inventory Visibility (phase 2) is disabled.

createOrder & changeOrder

The SQL query to fetch records from YFS_REGION_DETAIL and YFS_ITEM in the **createOrder/changeOrder** API is optimized to improve performance when creating or changing large orders.

manageCapacityReservation

The **manageCapacityReservation** API enhanced to support locking for capacity availability for Service resource pools (PS/DS), Locking happens depending on parameters passed in **yfs.properties**

- New attribute **LockCapacity** has been introduced: To avoid locking for capacity availability, set **LockCapacity = "N"** in **manageCapacityReservation** input.

The **manageCapacityReservation** API enhanced to update capacity during transaction commit, like order and inventory reservation APIs.

- If **yfs.yfs.persistCapacityAdjustments** is set to true, pass **PersistCapacityAdjustments="Y"** in **manageCapacityReservation** API so that capacity is updated only when a transaction is committed

getResourcePoolCapacity

The **getResourcePoolCapacity** API enhanced to read capacity availability from Capacity Cache.

Plan and take necessary action to position y(our) solution for peak success, it is critical to *TAKE ACTION NOW!*



01

Database Hygiene

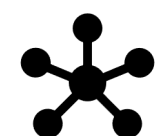


- Maintaining healthy database can prevent disruption in production.
- Reduce the IBM Sterling Order Management database size with entity level compression and enhanced purges.

[More details →](#)

02

Slow Transactions



- Long running transaction can lead to DB contention, and resource problem on JMS (MQ Server).
- Limits your ability to (auto) scale based on KPIs.
- Achieve scalability with smaller lightweight transactions boundaries.

Y(our) actions

- Ensure all necessary **purges** are running to maintain healthy & lightweight database, which in-turn minimizes performance issues.
- Disable** unnecessary transaction **audits** (Order Audits, General Audits, etc.)
- Implement **entity level database compression** for custom and OOB CLOB column types.
- Leverage Self-Service database dashboards; continuously review **top tables optimization opportunities**.
- Review and **consolidate agent and integration workload** to optimize resource allocation.
- Select **correct JVM profile (*OMoC NextGen)** based on analysis from verbose GC logs or your -Xmx/-Xms parameters (Legacy/On-Premise)
- Review and optimize long running transactions; average async transaction response time should be below 1 seconds.
- Review common configuration (RTAM, HotSku, JMS), based on the prior recommendations.
- Reduce message payload by optimizing API, event templates, pull only required data.
 - Restrict output by setting the **MaximumRecords** in the inputs to any list API calls; use pagination ([link](#))
- Review reference data cache; catch redundancy by analyzing application logs for frequent cache drops (i.e., 'Clearing cache'). Frequent refreshes of MCF reference data cache can lead to performance issues. ([link](#))
- Review errors and ensure errors are addressed to avoid noise, if not address it could mislead during crunch time, also it could cost performance during elevated load, impacts our ability to monitor the system effectively.

Robust Monitoring & Runbooks

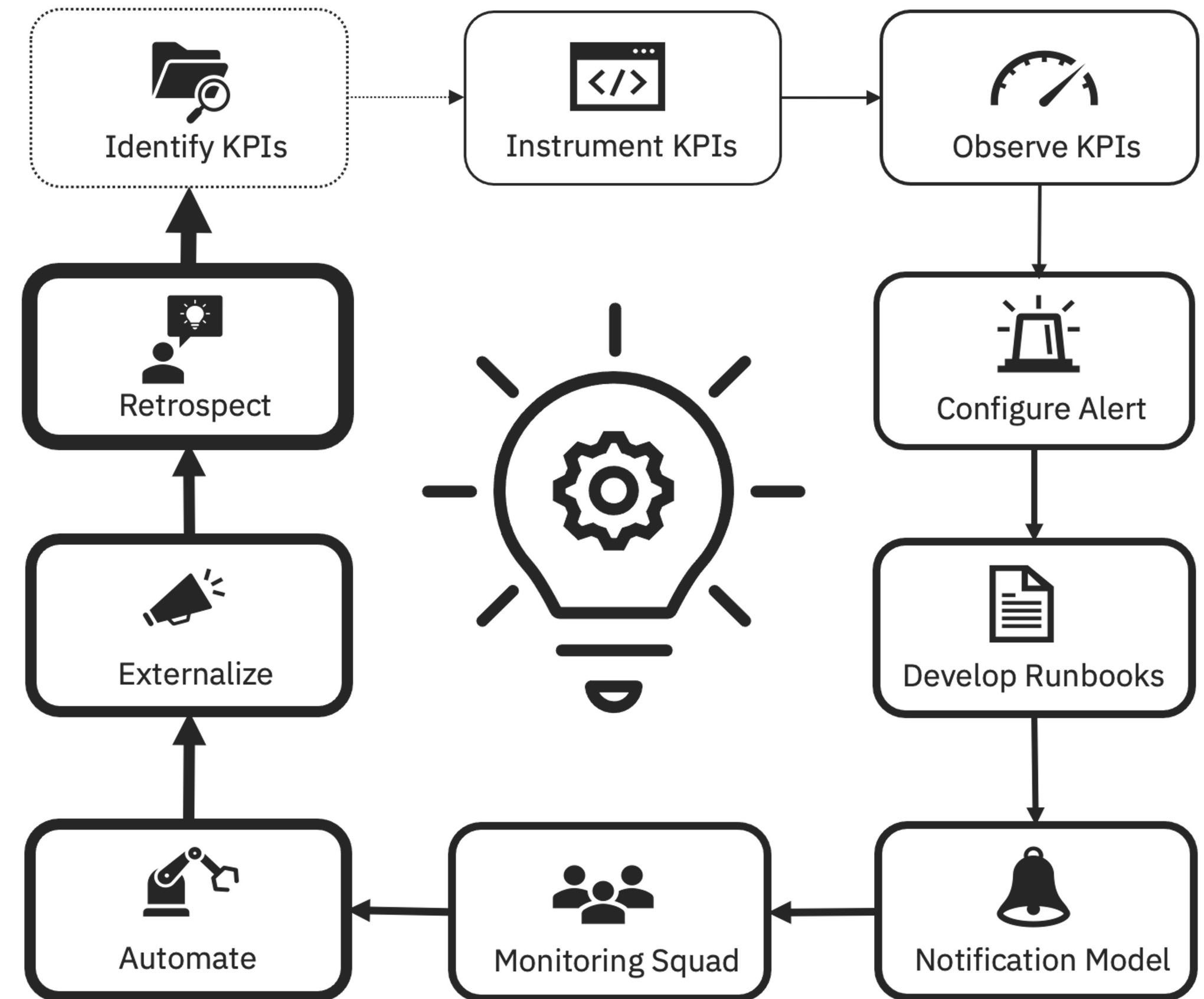
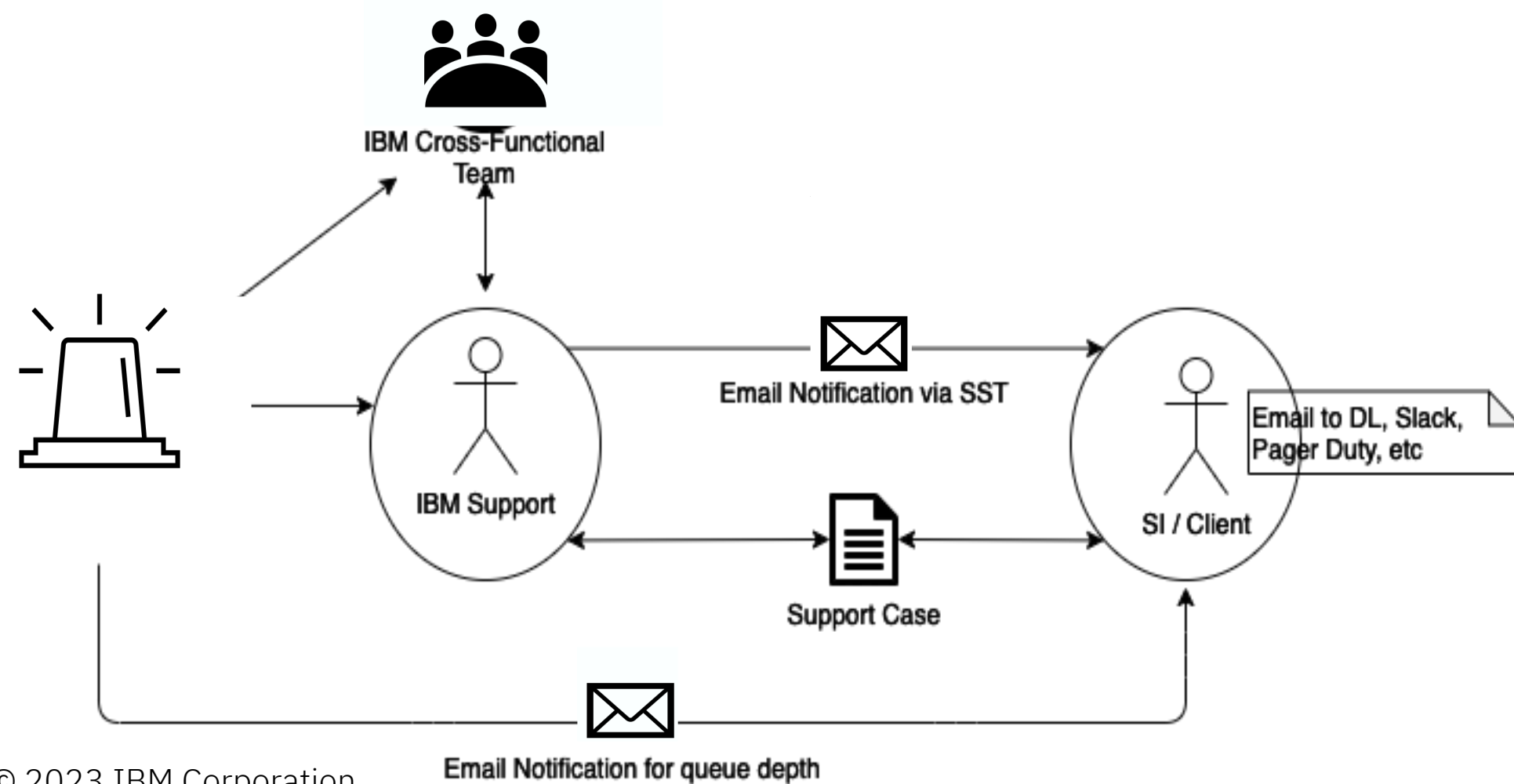
The OMS Proactive Support & Notification Model aims to quickly detect and mitigate issues before they become impactful

✓ IBM performs the following types of monitoring for assessing the health of your production site and its services:

- System and infrastructure
- Application
- Synthetic
- Business KPIs

✓ If a potentially impactful condition is detected, IBM Support will proactively notify you, and inform if your action is required to mitigate.

- EMAIL (✉) for issue with Multi-tenant shared infrastructure
- SUPPORT CASE (📄) via IBM Support Portal for client-specific component



Production Alert Handling

IBM are continuously improving monitoring, alerting and runbooks to allow quick handling of production issues:

1. **Proactive case** will be opened by IBM Support to inform client/SI of triggered alert, and that investigation is underway
2. IBM capture **diagnostics**, review, determine source of alert
3. IBM act to, **mitigate**, if possible, inform / get consent from client/SI as needed (such as restarting an agent/integration server)
4. In event client/partner need to **take action**, the proactive case will be used to convey this information

Application

MQ Connectivity issue (JMS Metrics Dashboard) (Max connections, JMS Transaction Failures)

- ✓ Critical MQ connection issue
- ✓ Excessive MQ Connection Reset
- ✓ MQ - Invalid Message → 2 in 10 min.

Database Connectivity Issue (Database Metrics Dashboard)

- ✓ Excessive Database Query Timeouts (YFC0006)
- ✓ Critical DB connection issue (YFC0003 - Database Error)
- ✓ Max connections, DB Transaction Failures)

Application Server (Application Server Performance & JVM Metrics Dashboard) (Real Time Failure / Sync Calls)

- ✓ GC (Global) Overhead (High) → 5% for 10 min.
- ✓ Heap memory usage (High) → 80% for 15 min.
- ✓ Server Hung/Unresponsive → 90% threads used for 5 min.
- ✓ Excessive Errors by JVM - critical
- ✓ Server Startup Failure (YIC10004) – Cache Initialization
- ✓ Excessive REST:HTTP 401
- ✓ Process DOWN (Health Check , Missing POD)
- ✓ Response time alerts for web requests

Stale Agent/Integration Server (Agent, Integration Server Performance & JVM Metrics Dashboard) (Stale Agents)

- ✓ Heap memory usage (High) → 80% for 60 min.
- ✓ GC (Global) Overhead (High) → 5% for 10 min.
- ✓ Custom Queue Depth Alert
- ✓ Agent & Integration Process DOWN

Stale/Stuck Query (Database Metrics Dashboard)

- ✓ DB: Lock-Wait
- ✓ DB: Long Running Query
- ✓ DB: Not enough storage is available, SQLCODE=-973
DB: Too many open statements, SQLCODE=-805

Network/Connectivity Failures

- ✓ Connectivity Issue (ConnectException, SocketException)
- ✓ Data Extract Failure - YFS: SFTP server is not reachable

OOB Integration (Application Server Performance Dashboard)

- ✓ IV Integration Failures (Connectivity issue & Error Response)
- ✓ SIM Integration Failures (Connectivity issue & Error Response)

MQ Server (JMS Metrics Dashboard)

- ✓ MQ Listener Down: No listener running for (OM_QMGR)
- ✓ MQ Server Down
- ✓ Generic Queue depth alert 50%
- ✓ MQ failover alert

Low Severity alerts (Error count widget – App, Agent & Int Performance Dashboard)

(Based on Exceptions)

- ✓ Data Extract Failures, monitored for ErrorCode: CDE100005, CDE100014, CDE100016, CDE100019, CDE100020
- ✓ JMS: Queue not created Error: javax.naming.NameNotFoundException
- ✓ JMS: Queue connection configuration Error: javax.naming.NoInitialContextException
- ✓ DB: Inserted Column Data > Column Size, Error: YDB92_001 (10+)
- ✓ DB: Failed Update due to concurrent modification, Error: YFC0009 (100+)
- ✓ Search index size alerts

Infrastructure

Database Server (Database Metrics Dashboard)

- ✓ Database CPU, Disk Utilization
- ✓ Host is not responding for 5 minutes.
- ✓ Transaction logs size
- ✓ HADR/TSA connection
- ✓ DB Read/Write/Disk Utilization

Other VM Host (Server Resource Utilization)

- ✓ Local , NFS Disk Utilization
- ✓ VM (host) is not responding
- ✓ CPU, Memory , Disk Usage
- ✓ CPU Steal
- ✓ Cluster Health

Synthetics

Order Management Components

- ✓ Availability Check

Sterling Intelligent Promising APIs Self-Serve Tooling

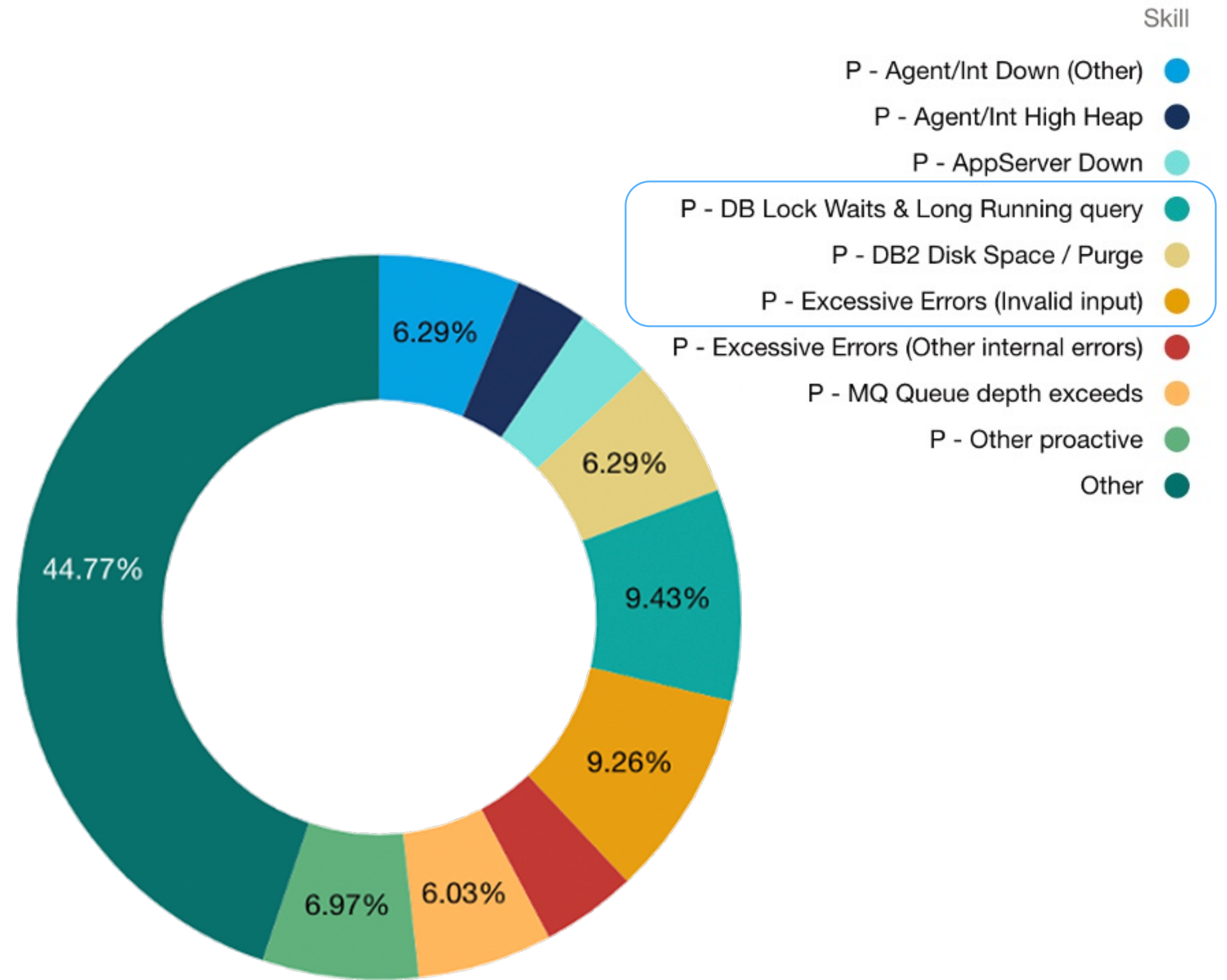
Order Hub

Store Inventory Management APIs

Retrospective - OMoC Application Monitoring Alerts

The following are the top buckets of OMoC production alerts which led to critical issues before or during peak,

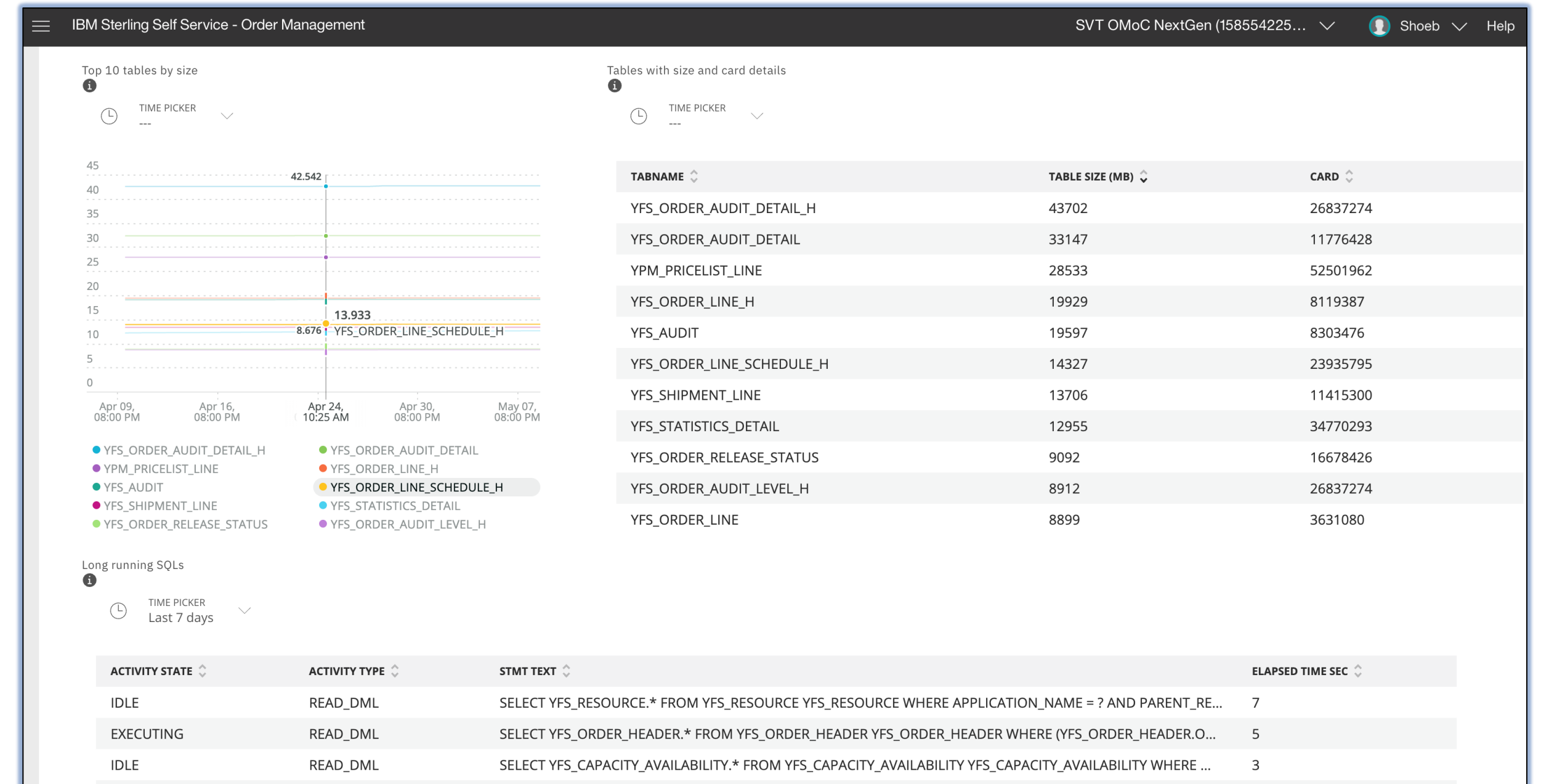
- ✓ Addressing them on ongoing basis using the SST dashboards would prevent any potential issues later.
- ✓ Active engagements through proactive support cases would help to identify and address the root of the issue.



Leverage Self Service Tool Proactively - Database Size

Ongoing House Keeping is Critical!

- ✓ Database dashboards are available to help you proactively monitor database size and table growth ([Read more →](#))
- ✓ Ensure adequate purges are enabled and running
- ✓ Periodically review YFS_STATISTICS_DETAIL table data to make purge agents are purging expected number of records and catching up with data growth.



Leverage Self Service Tool Proactively – Long Running & Lock Wait Queries

Ongoing House Keeping is Critical!

- ✓ Database dashboards are available to help you monitor long running and lock wait queries ([Read more →](#))
- ✓ Proactively review the most expensive and long running queries in production AND during load tests
- ✓ Optimize queries to avoid contention which will increase further under heavy peak load (rework, add index, RUNSTATS)

IBM Sterling Self Service - Order Management | SVT OMoC NextGen | 12:44 UTC

Current queries waiting for lock

TIME PICKER Last 7 days

TIMESTAMP	LOCK WAIT TIME SEC	REQ APP HANDLE	REQ CLIENT APP NAME	REQ CLIENT ACCTNG
February 26, 2023 20:47:...	0	64451	INT&RequestSOPaymentCollectionServer&AgentServer	AGT&DefaultAdapter&RequestCollectionRETAIL&RequestSOPaymentColle
February 26, 2023 20:37:...	0	21804	INT&ConsolidateShipmentServer&AgentServer	AGT&DefaultAdapter&ConsolidateShipmentRETAIL&ConsolidateShipmen
February 26, 2023 20:37:...	0	22382	INT&ConsolidateShipmentServer&AgentServer	AGT&DefaultAdapter&ConsolidateShipmentRETAIL&ConsolidateShipmen
February 26, 2023 20:37:...	0	27427	INT&ConsolidateShipmentServer&AgentServer	AGT&DefaultAdapter&ConsolidateShipmentRETAIL&ConsolidateShipmen
February 26, 2023 20:37:...	0	26716	INT&ConsolidateShipmentServer&AgentServer	AGT&DefaultAdapter&ConsolidateShipmentRETAIL&ConsolidateShipmen
February 26, 2023 20:07:...	0	45809	INT&RequestSOPaymentCollectionServer&AgentServer	AGT&DefaultAdapter&RequestCollectionRETAIL&RequestSOPaymentColle
February 26, 2023 20:07:...	0	63893	INT&RequestSOPaymentCollectionServer&AgentServer	AGT&DefaultAdapter&RequestCollectionRETAIL&RequestSOPaymentColle
February 26, 2023 20:07:...	0	59944	INT&RequestSOPaymentCollectionServer&AgentServer	AGT&DefaultAdapter&RequestCollectionRETAIL&RequestSOPaymentColle
February 26, 2023 20:07:...	0	60299	INT&RequestSOPaymentCollectionServer&AgentServer	AGT&DefaultAdapter&RequestCollectionRETAIL&RequestSOPaymentColle
February 26, 2023 20:07:...	0	64409	INT&RequestSOPaymentCollectionServer&AgentServer	AGT&DefaultAdapter&RequestCollectionRETAIL&RequestSOPaymentColle

IBM Sterling Self Service - Order Management | SVT OMoC NextGen | 12:43 UTC

Current queries running long

TIME PICKER Last 12 hrs

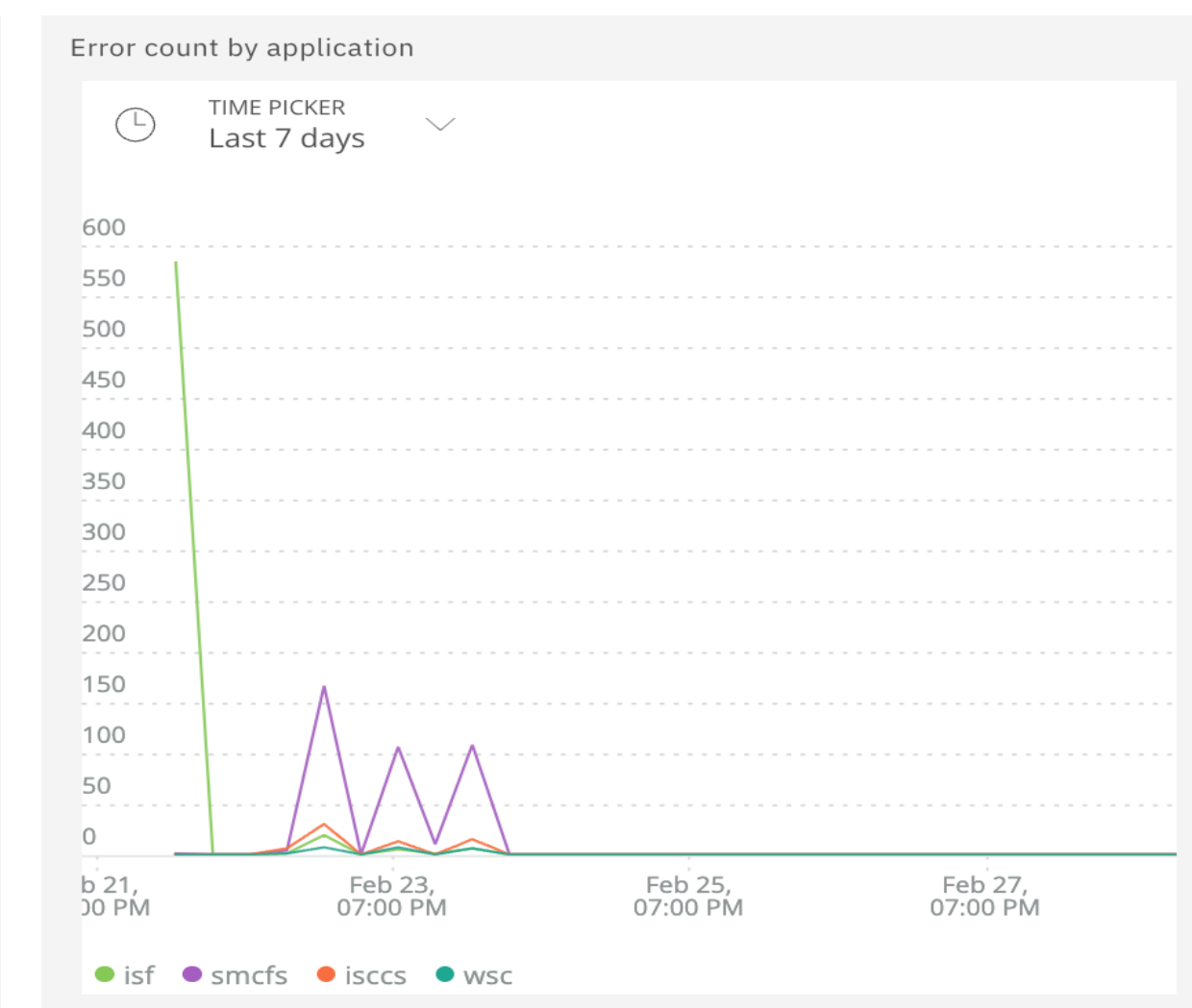
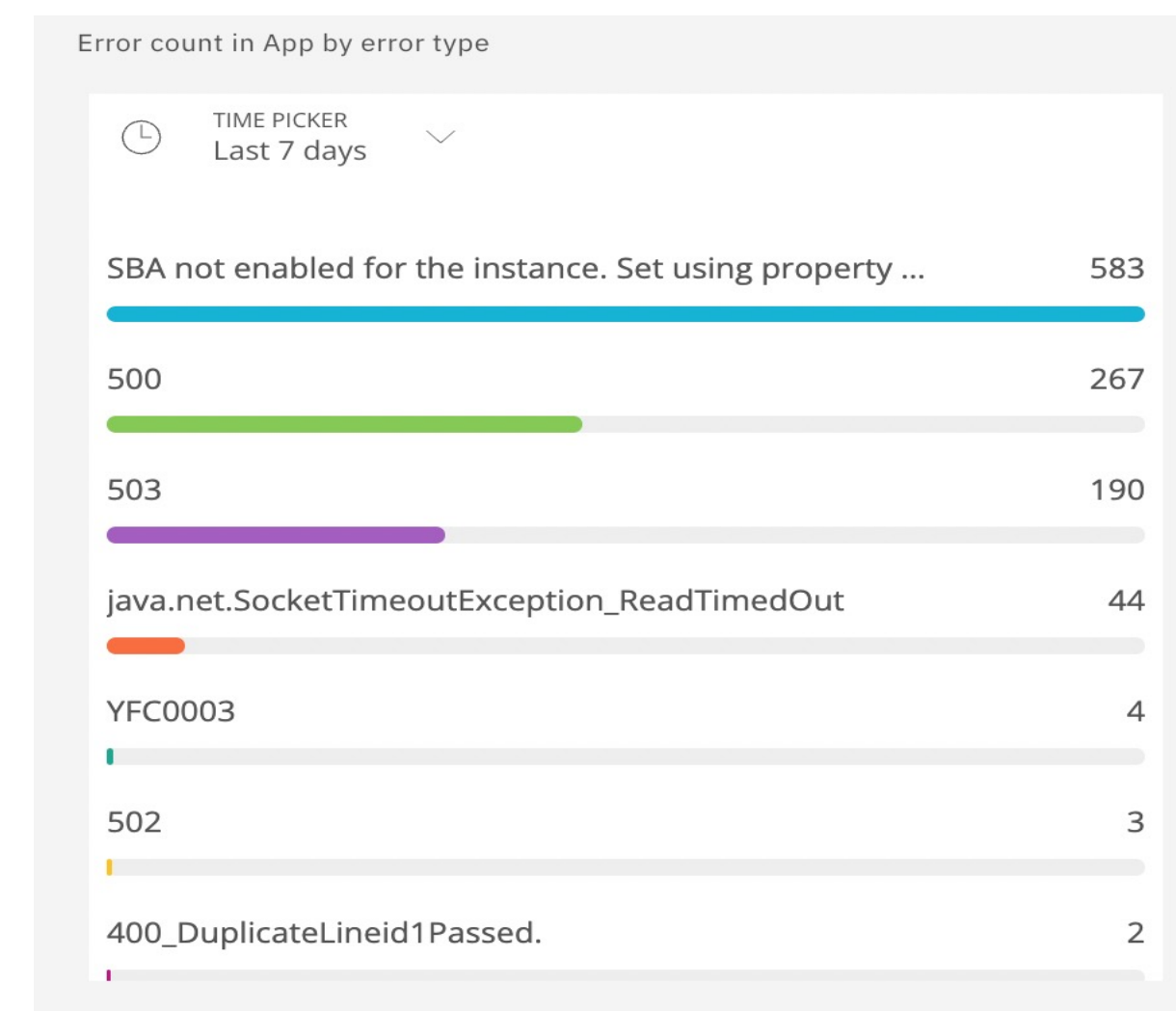
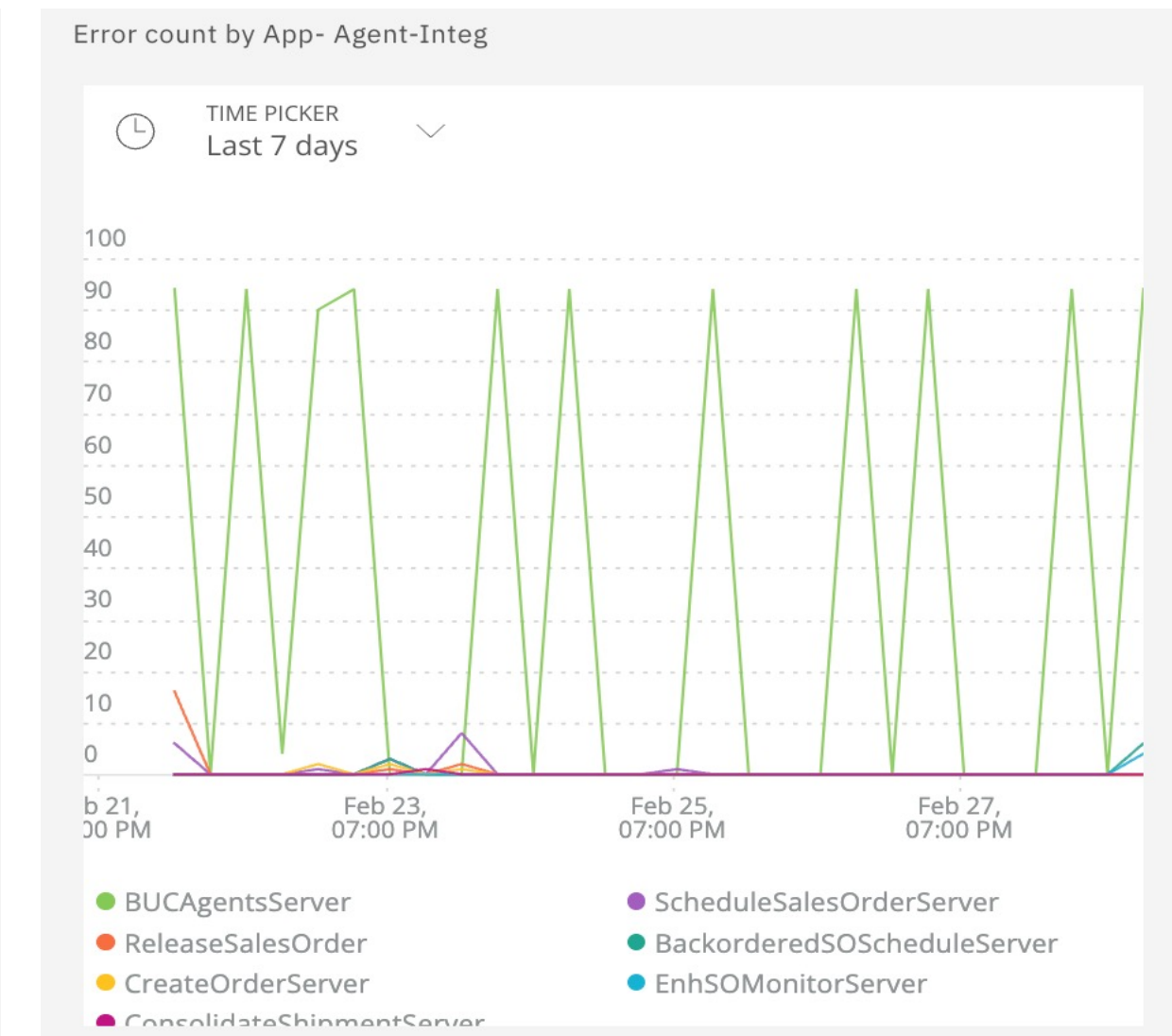
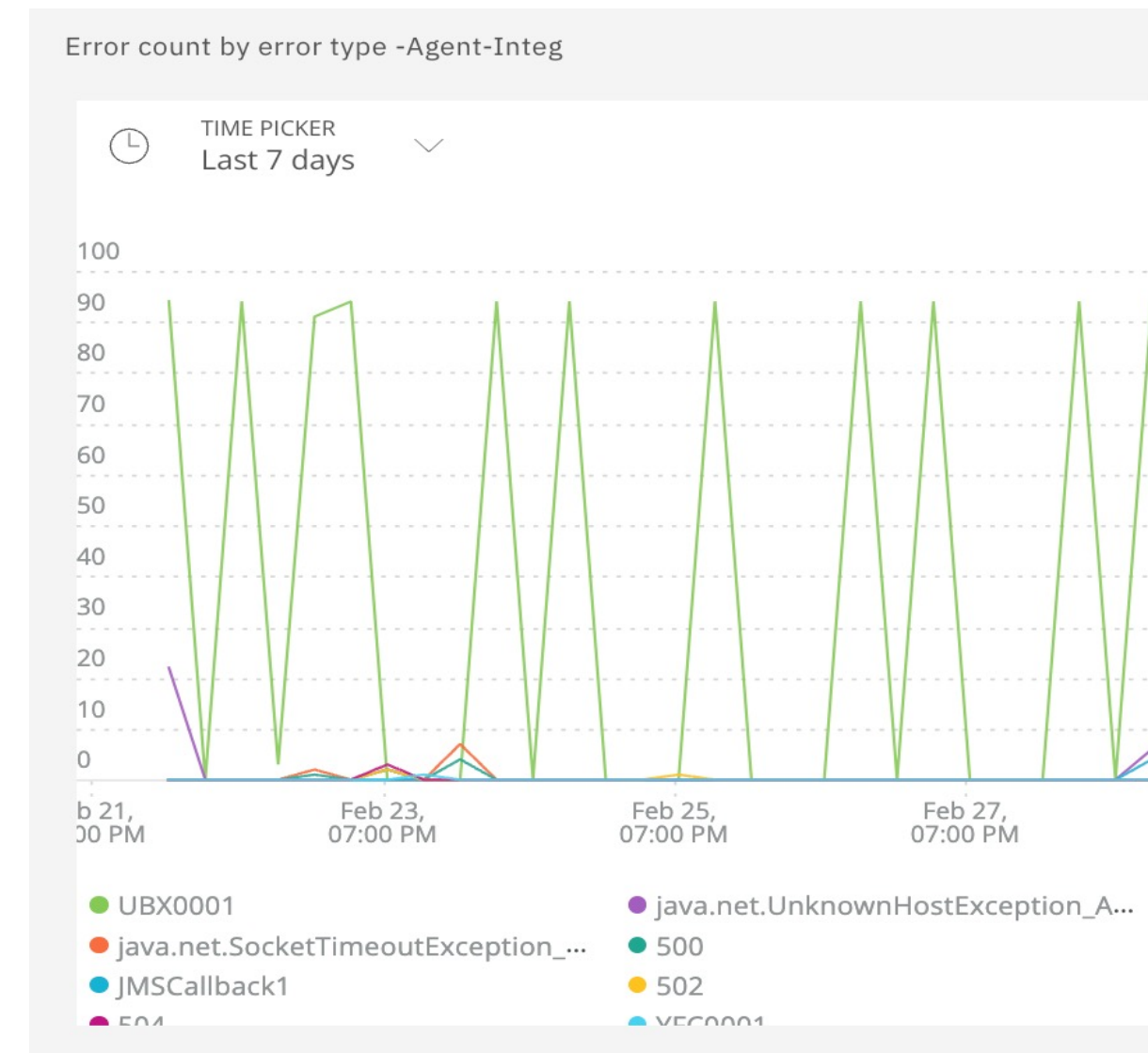
TIMESTAMP	ELAPSED TIME SEC	APP HANDLE	CLIENT APP NAME	STMT TEXT
March 01, 2023 06:49:04	1	57421	INT&EnhSOMonitorServer&	SELECT YFS_CAPACITY_AVAILABILITY.* FROM YFS_CAPACITY_AVAILABILITY YFS_CAPACITY_AVAILABIL
March 01, 2023 05:30:13	2	55582	INT&EnhSOMonitorServer&	SELECT YFS_CAPACITY_AVAILABILITY.* FROM YFS_CAPACITY_AVAILABILITY YFS_CAPACITY_AVAILABIL
March 01, 2023 03:07:53	1	48157		SELECT PLT_PROPERTY.* FROM PLT_PROPERTY PLT_PROPERTY WHERE CATEGORY = ? ORDER BY PR
March 01, 2023 02:02:20	3	53679	INT&EnhSOMonitorServer&	SELECT YFS_CAPACITY_AVAILABILITY.* FROM YFS_CAPACITY_AVAILABILITY YFS_CAPACITY_AVAILABIL
February 28, 2023 19:56:...	1	22191	INT&SBAMetricsServer&AgentServer	SELECT YFS_SBA_ORDER_UPD.SBA_ORDER_UPD_KEY,YFS_SBA_ORDER_UPD.LOCKID FROM YFS_SBA_

Your role in being proactive

Leverage Self Service Tool Proactively – Excessive Errors

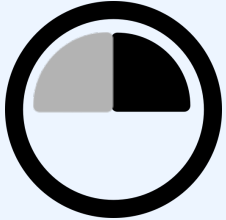
Ongoing House Keeping is Critical!

- ✓ Agent and Integration Server & Application Server Performance dashboards are available to help you proactively monitor the error rate ([Read more →](#))
- ✓ Review the most frequent errors in production and address it on ongoing basis.
- ✓ Invalid input to the API is one of the most common errors, have ongoing review to detect it earlier and work with the external system making these calls to address it.



How to Succeed

Plan



- ✓ Retrospective
- ✓ Latest product levels
- ✓ Detailed projections
- ✓ Catch prior webcasts
- ✓ Engage help as needed

Prepare



- ✓ Align to IBM schedule
- ✓ Representative testing
- ✓ Proactive housekeeping
- ✓ Clean up the noise
- ✓ Track risks

Execute



- ✓ Clear runbooks, RACI
- ✓ Quickly detect issues
- ✓ Throttle as necessary
- ✓ Quick mitigation



Enhanced Event Readiness Offering

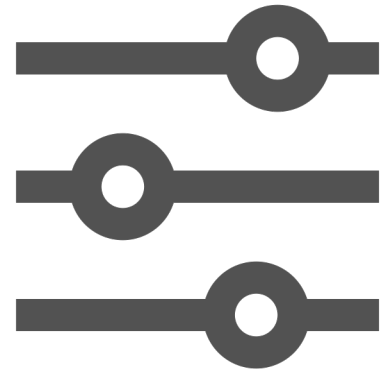
A proactive engagement leveraging a methodical approach to provide targeted, prescriptive guidance toward stability and success on IBM Order Management



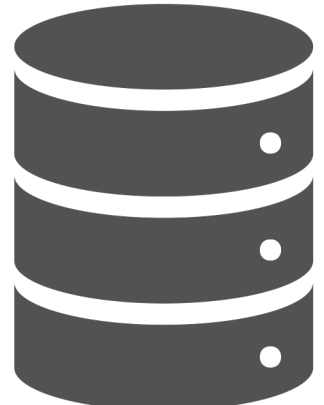
Support Backlog Reviews, Prioritization



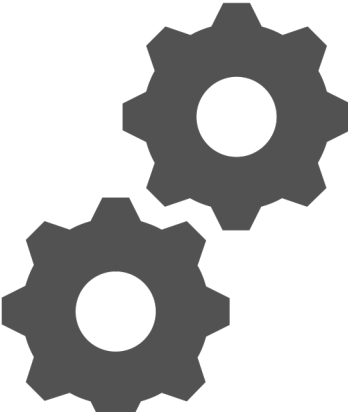
Best Practice Enablement, Consultation



Application Configuration Audit



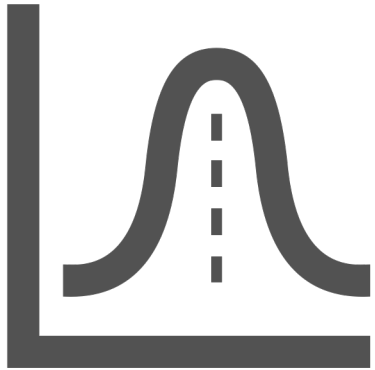
Database workload review



Application workload review



Production performance review



Peak Projection and Capacity validation



Peak Day Readiness Checklist



SWAT Peak Day Standby

IBM Event Readiness Team

OMS Performance Experts apply years of proactive preparation and support of worldwide clients for successful go-lives and peak events

- ✓ Identify, mitigate potential risks
- ✓ Align to proven best practices
- ✓ Peak day mitigation techniques

Support Experience Team prioritize Support workload, augment communication and escalation to help avoid blockers

Expert Labs (optional) available to perform comprehensive reviews and health checks

*Event Readiness is modelled as 80-120 hour engagement over 4 months – partnering as you prepare, test, and execute go-live or peak event; **For November peak, our Engagement must begin no later than September 1, ensuring ample time to proactively review, implement, and validate recommendations***

Are you ready?

Technical Best Practices

