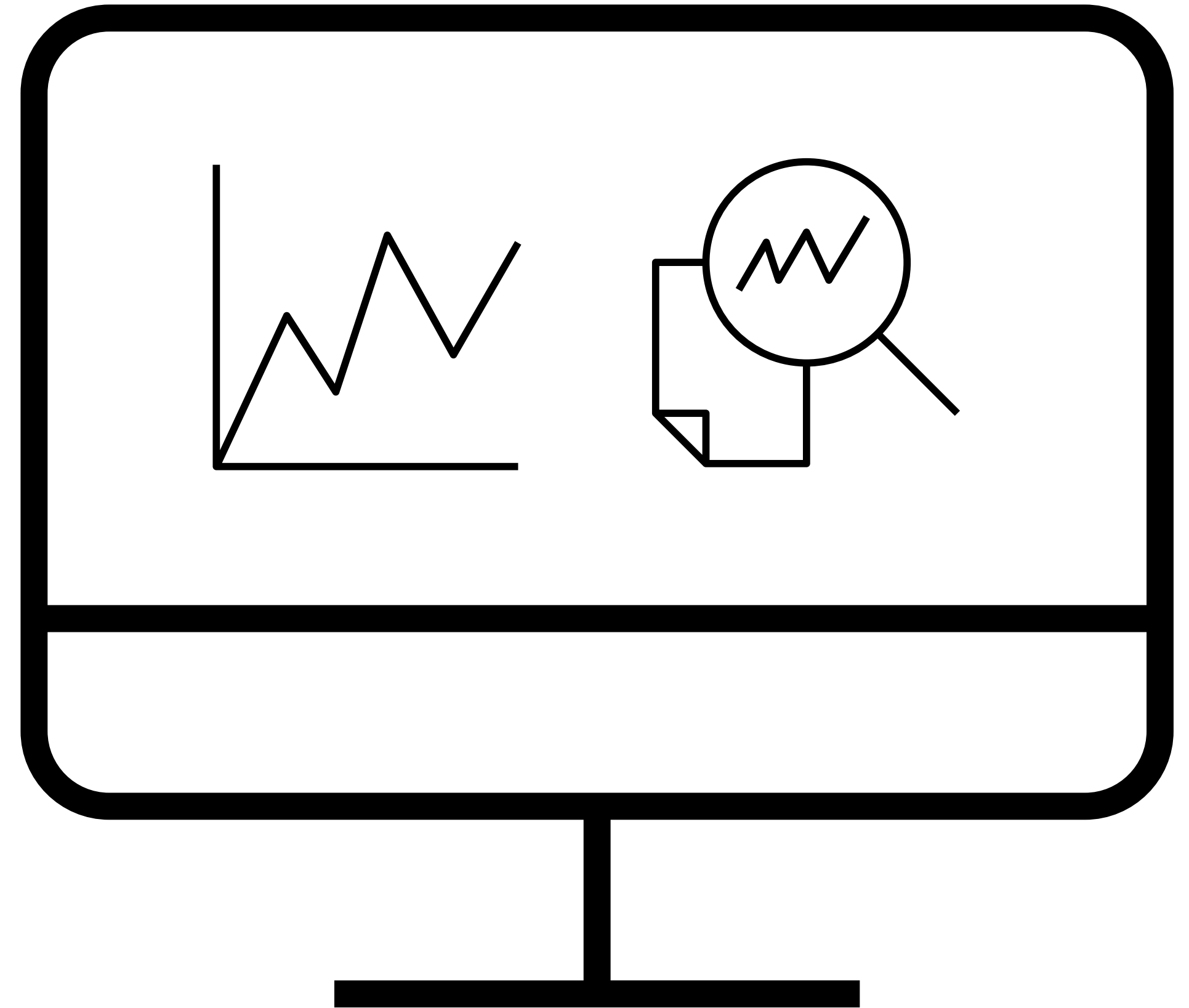IBM Sterling Order Management
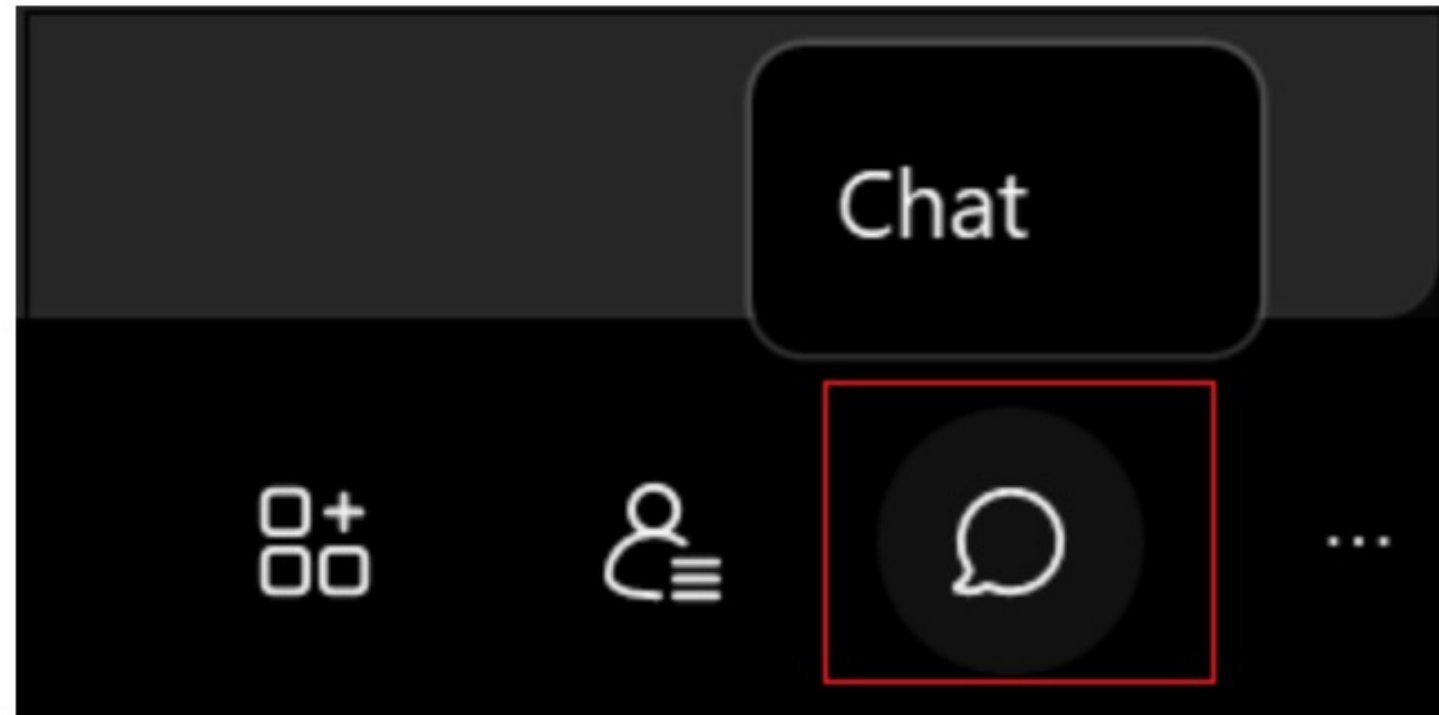
Event Readiness 2024

Self Service Dashboard Demo
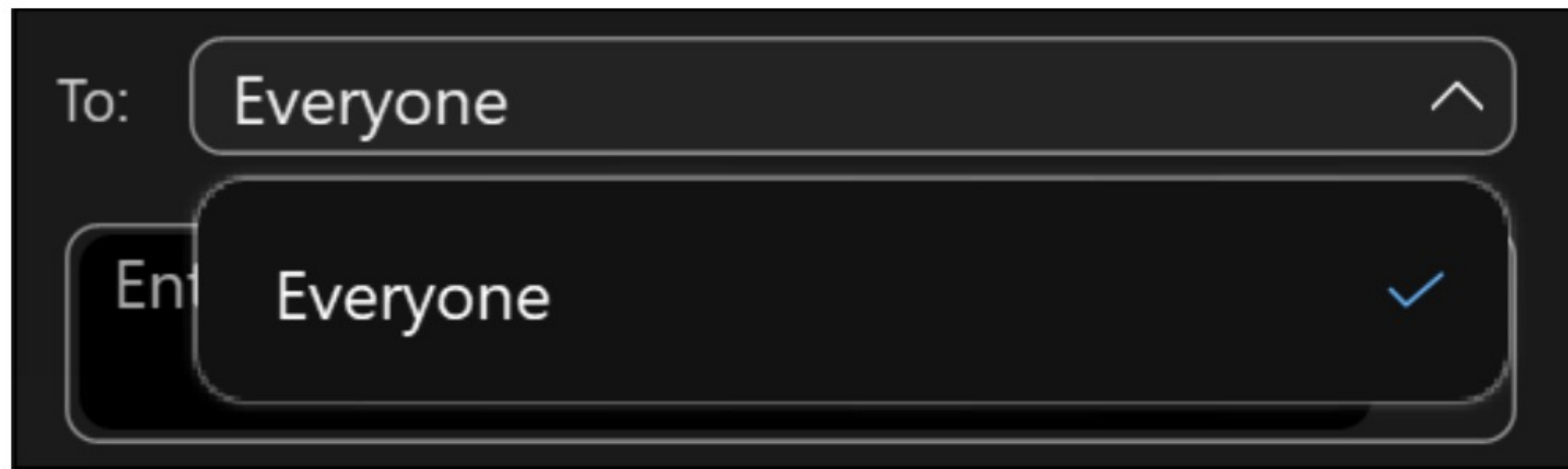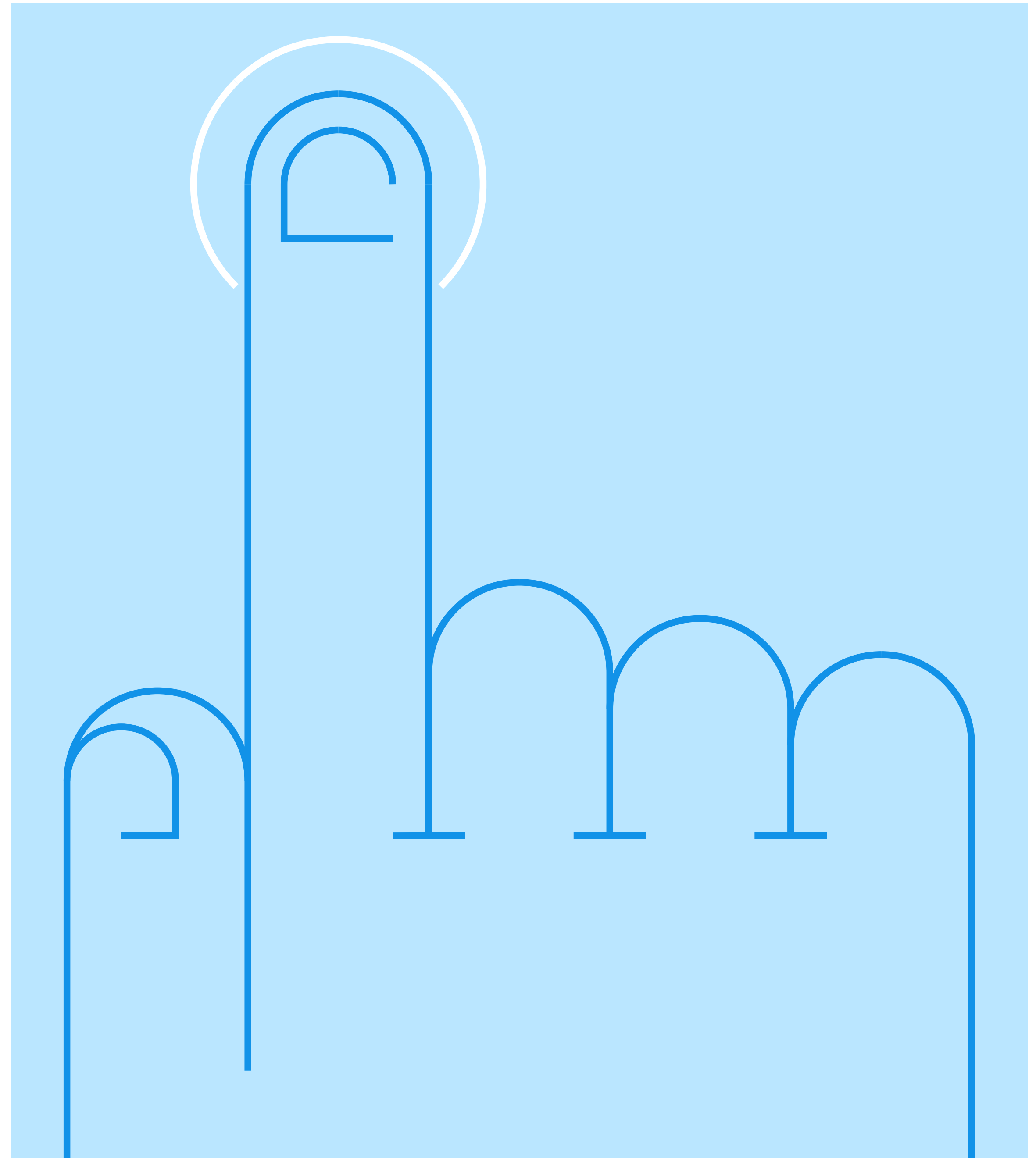
IBM

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.

IBM

Your Event Readiness Team
... and today's speakers

Chris Burgess
Manager –
WW Support Experience Team

Mike Callaghan
Program Director –
WW Supply Chain Support

Shoeb Bihari
Executive IT Specialist | SRE
Architect | SWAT –
Order Management Support

Senthil Ponnusamy
Technical Lead / SRE Advisor –
Order Management Support

Jitendra Buge
Technical lead -
Order Management Support

Abdul Shad
Technical Lead –
Order Management Support

Bobby Thomas
Performance Architect, SRE –
Sterling Order Management

Shravan Varanasi
Performance Engineer, SRE –
Sterling Order Management

CB   3

Agenda

SST Monitoring Dashboard Overview

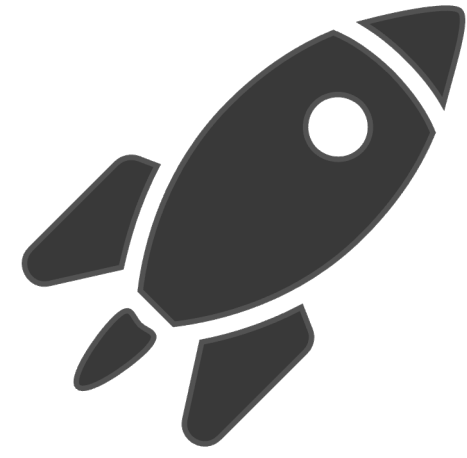Key Widgets & Metrics
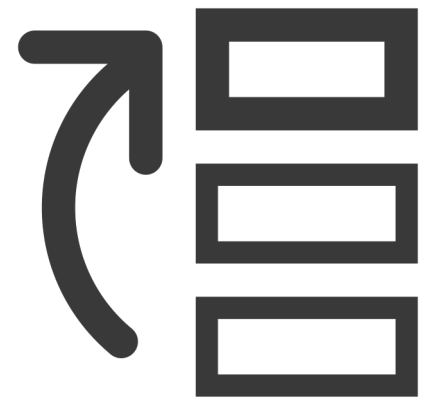
Enhancements

Common Use Cases →

  – Timeouts for synchronous calls

  – High Error rate/count

  – Queue Depth Alert

  – Orders not flowing into OMS

  – Not getting desired throughput (Agent/Int servers)

  – Store or Call Center slowness

Alert Configuration – upcoming feature*
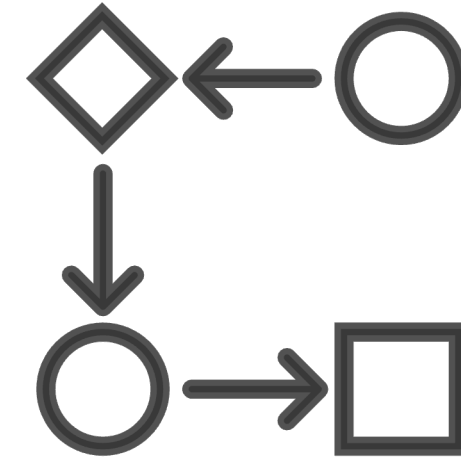
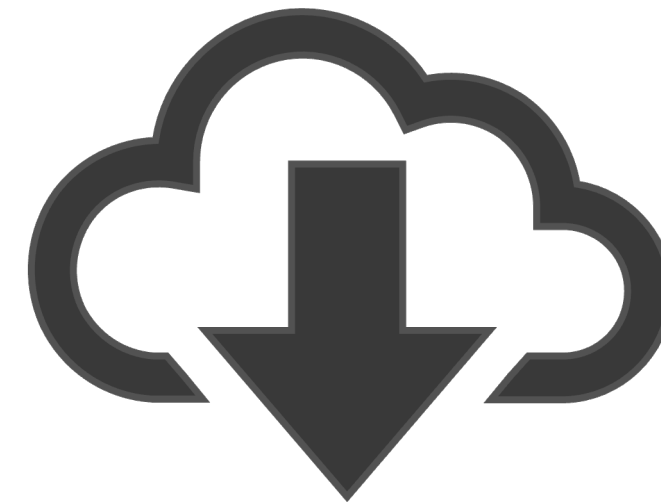# What are *your* plans in 2024 for IBM Order Management?
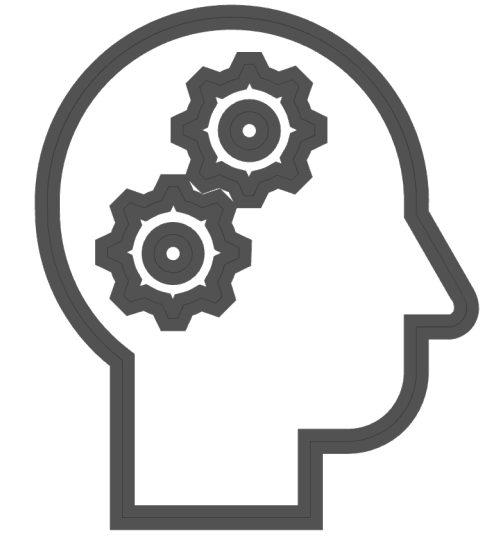

First Go-live

OMoC migration

Sterling Intelligent Promising

Stack upgrades

On-Prem to Cloud

Call Center, Store, Order Hub

Container deployment

Expansion

Holiday Peak Season

MC

IBM OMS Holiday Readiness
Our Mission Statement
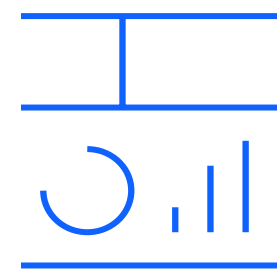
Stable Platform

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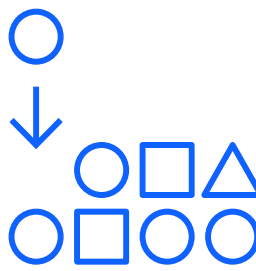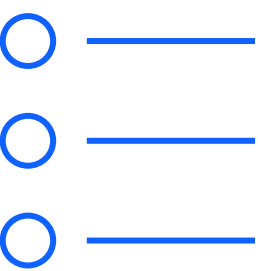
Best Practices

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 Advanced Support and Expertise Connect

IBM Sterling Self Service – Order Management
Full Stack Observability

The charts in the different dashboards provide information about the metrics, usage and performance of the application giving you complete visibility into performance of your production and preproduction environment.
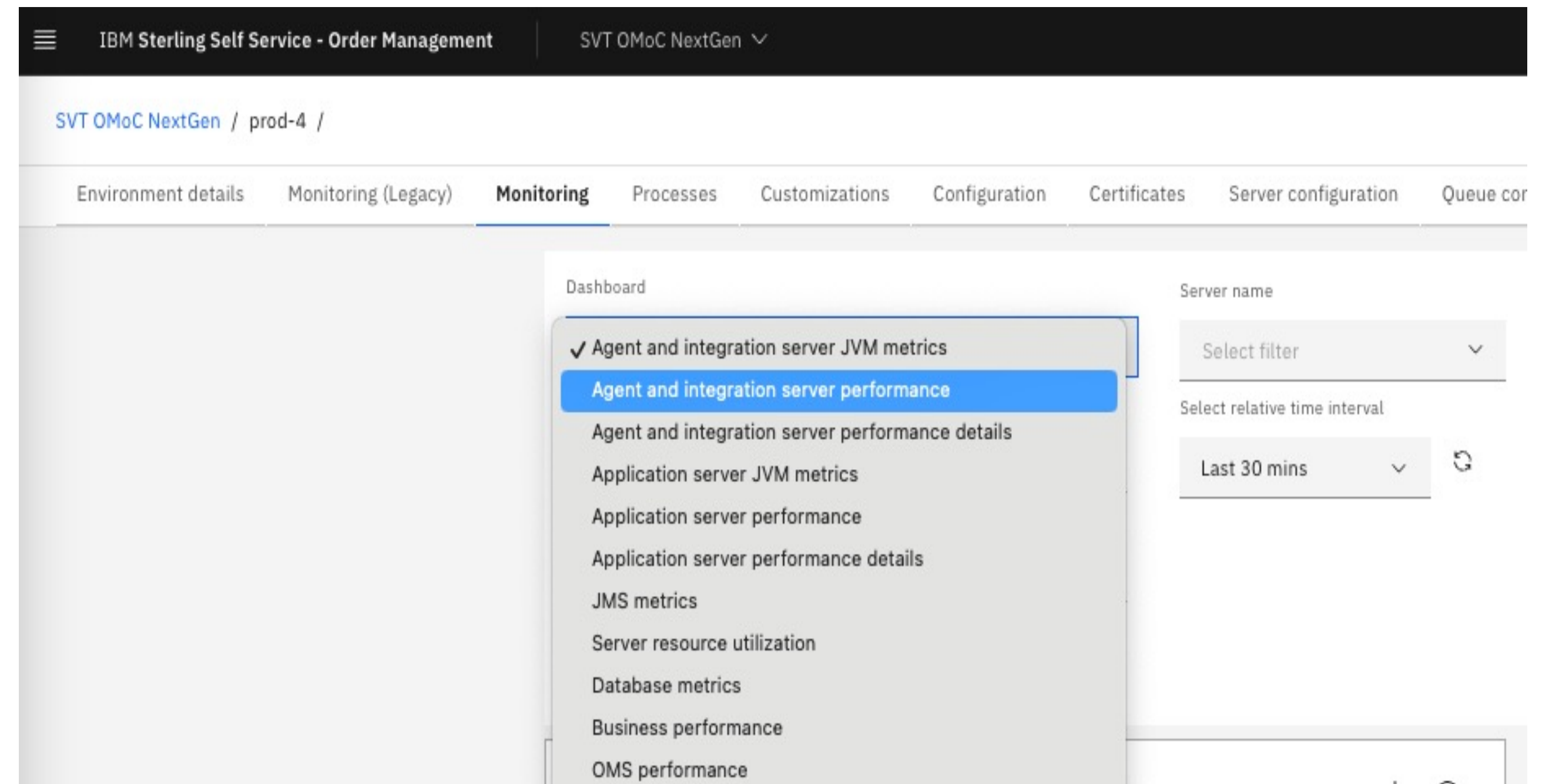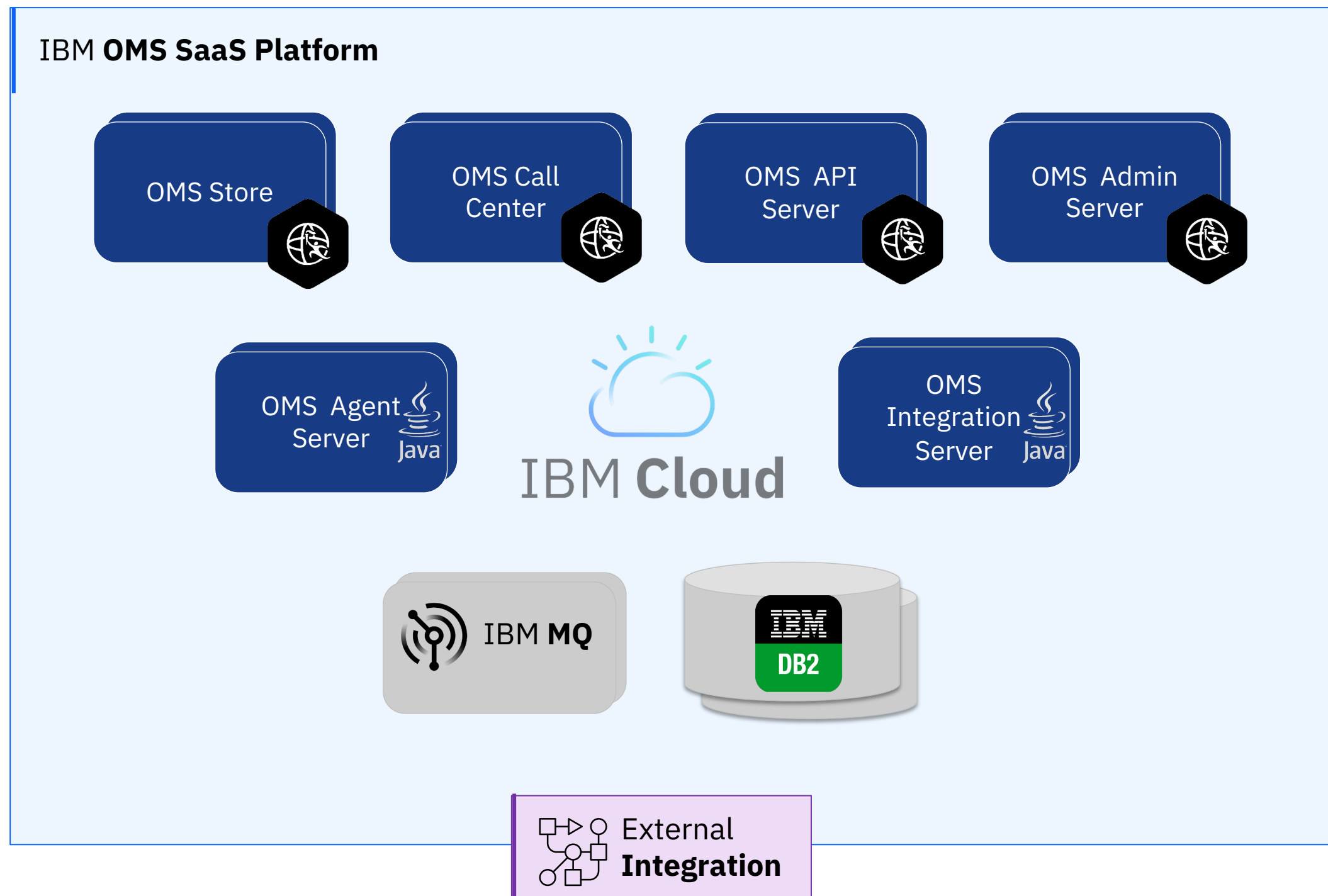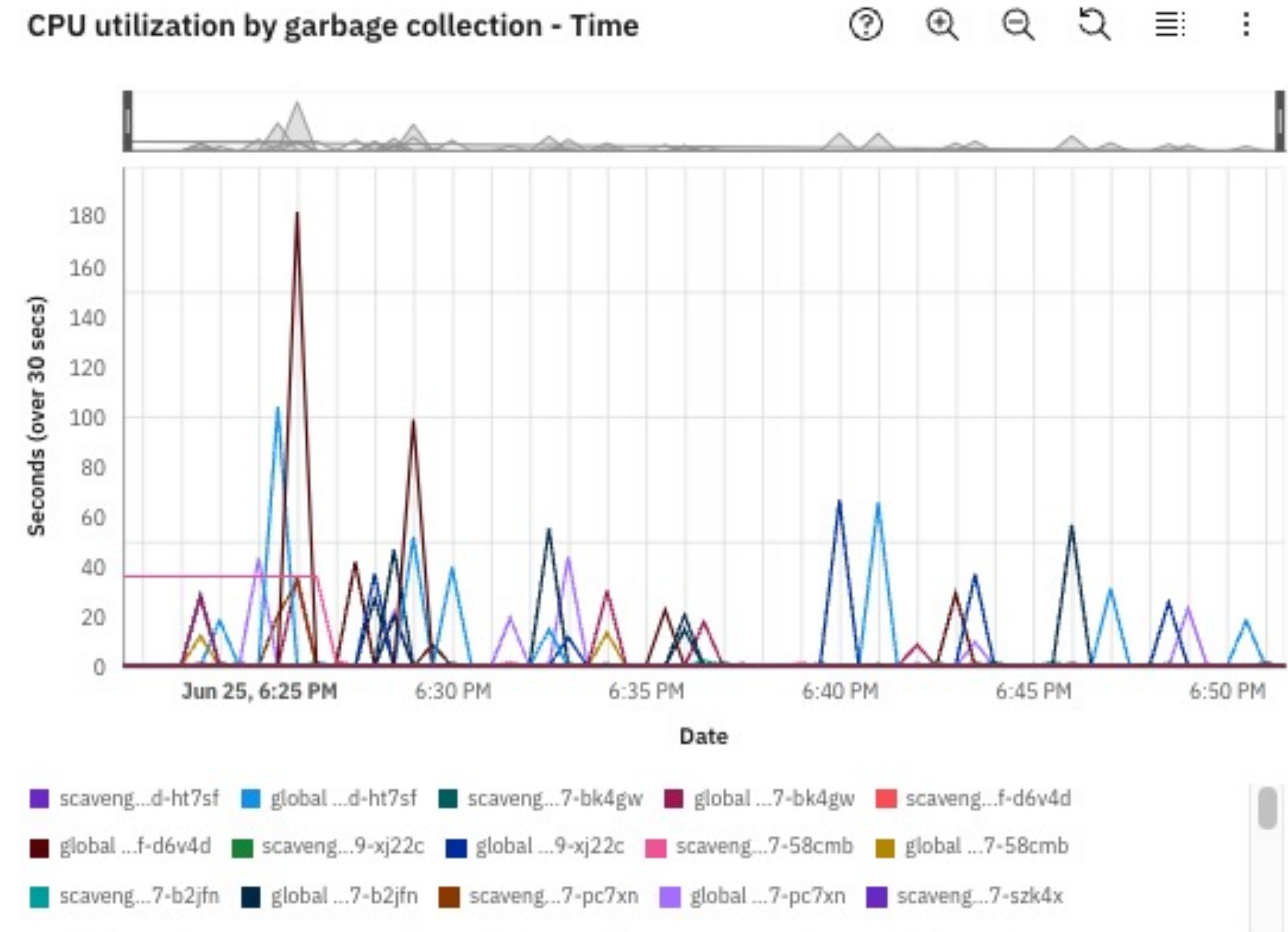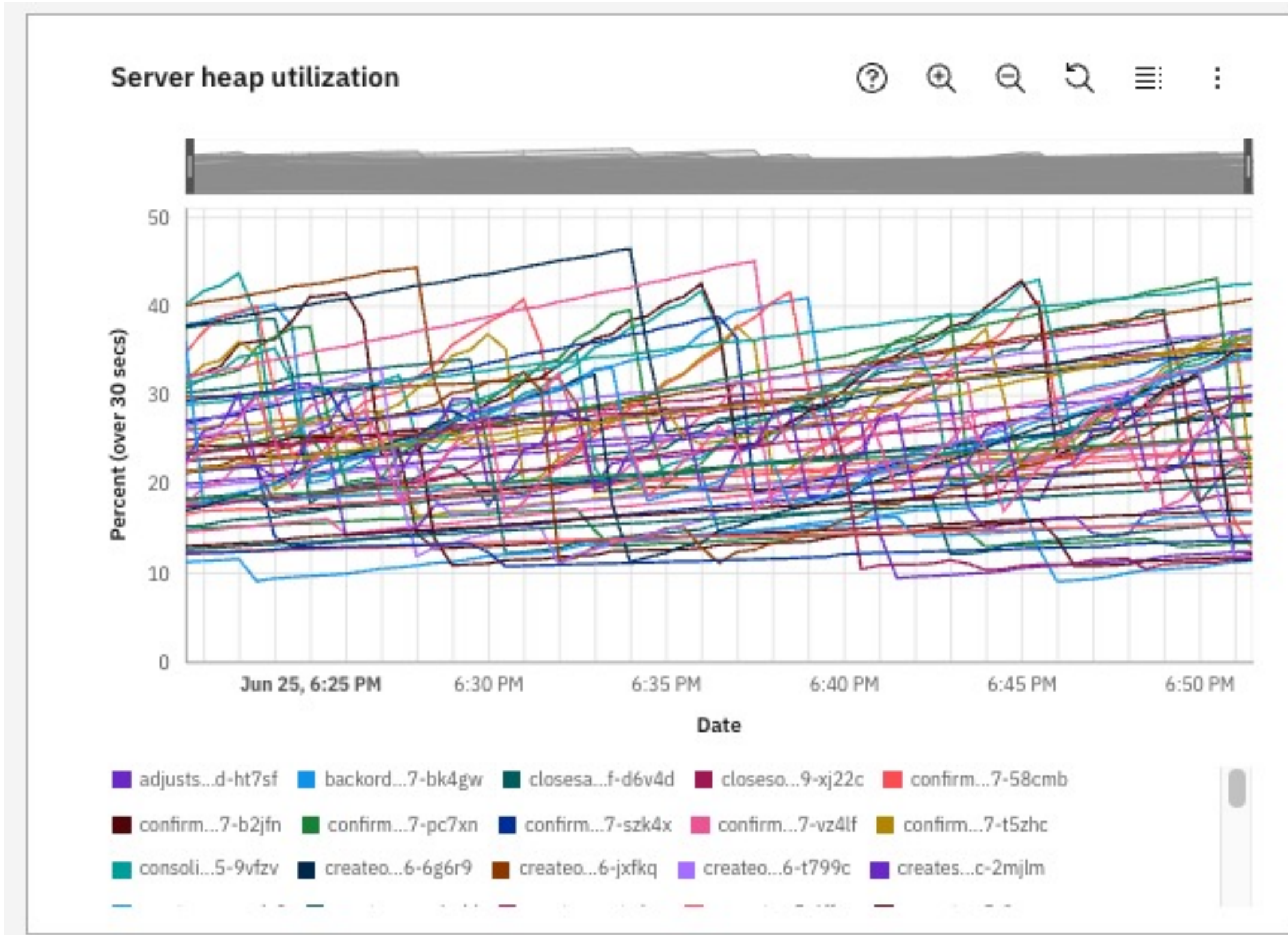

Learn more about Self Service Dashboards here

Key Widgets & KPIs

The charts in the different dashboards provide information about the metrics, usage and performance of the application.

App, Agent & Integration Server

Key Widgets & KPIs

The charts in the different dashboards provide information about the metrics, usage and performance of the application.
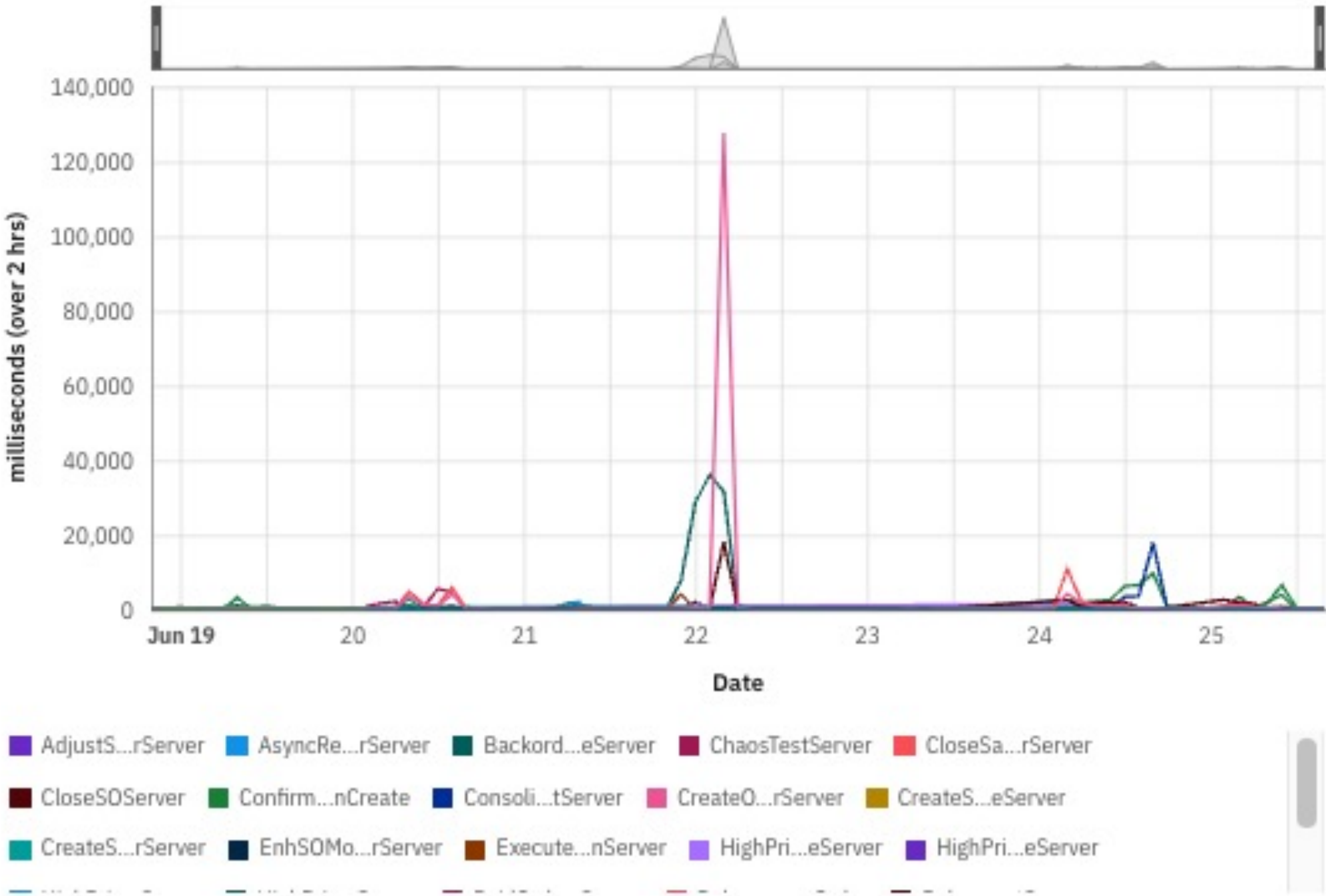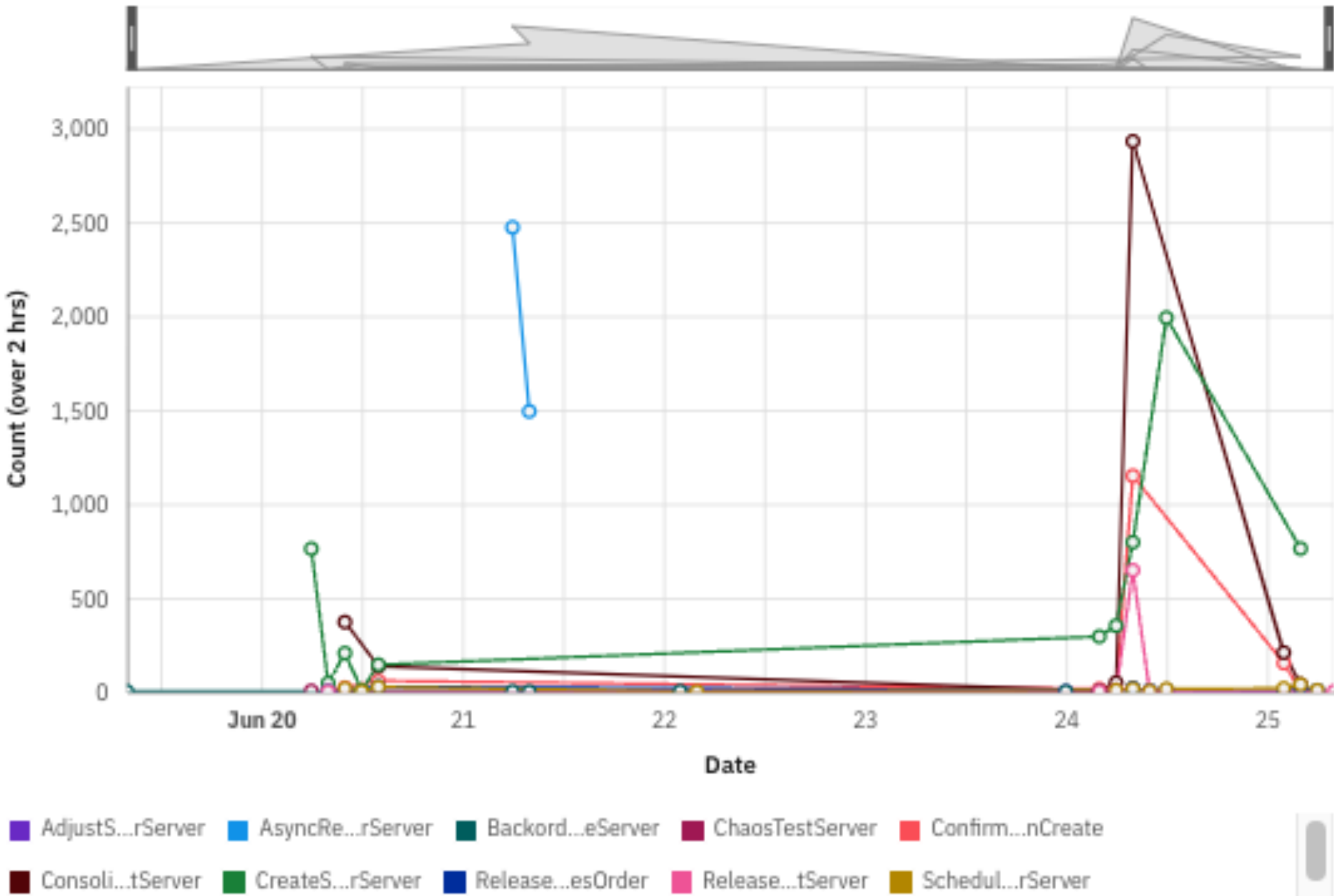
App, Agent & Integration Server

SP   9

Key Widgets & KPIs

The charts in the different dashboards provide information about the metrics, usage and performance of the application.
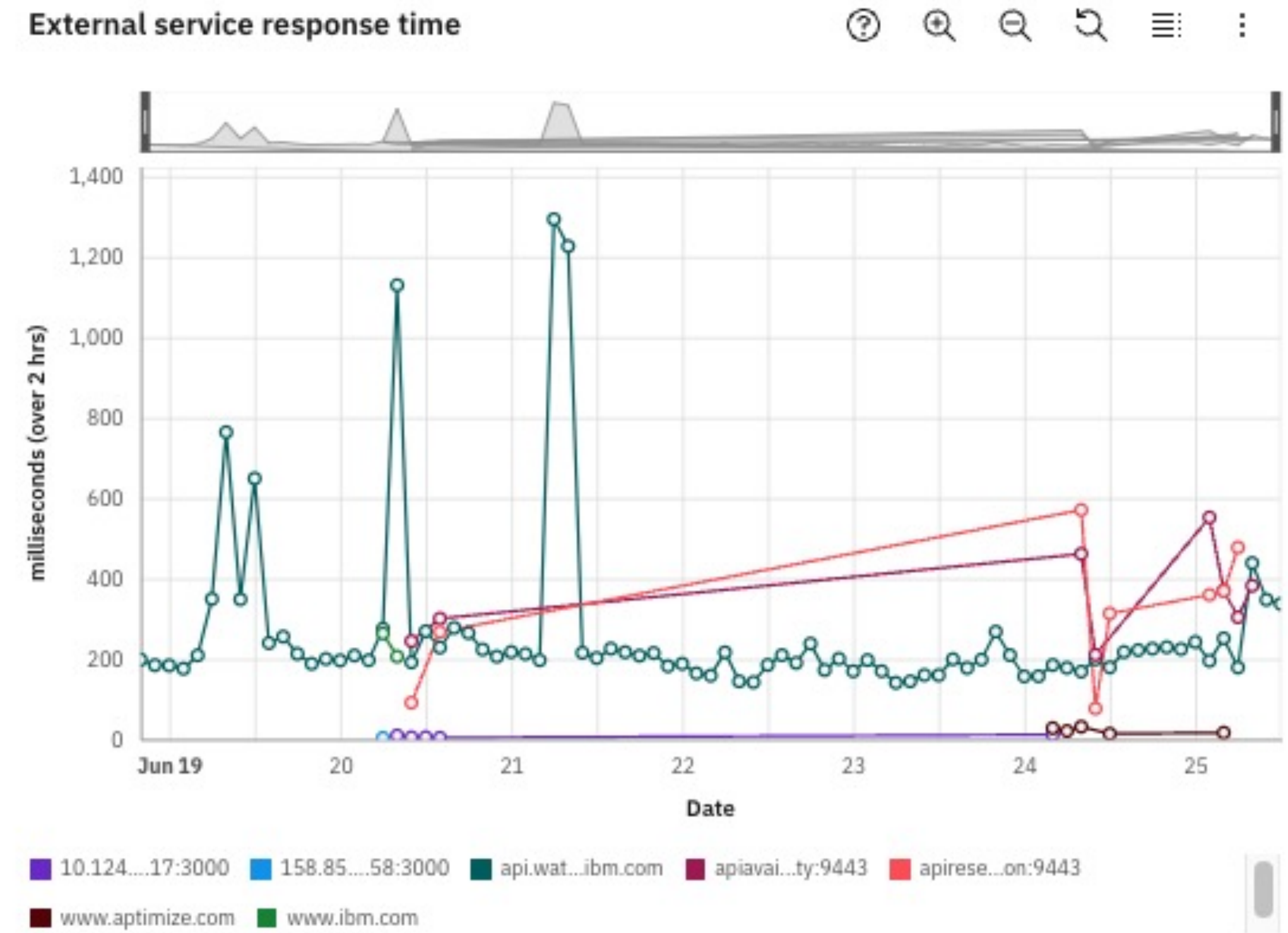
App, Agent & Integration Server

Key Widgets & KPIs

The charts in the different dashboards provide information about the metrics, usage and performance of the application.

Agent & Integration Server
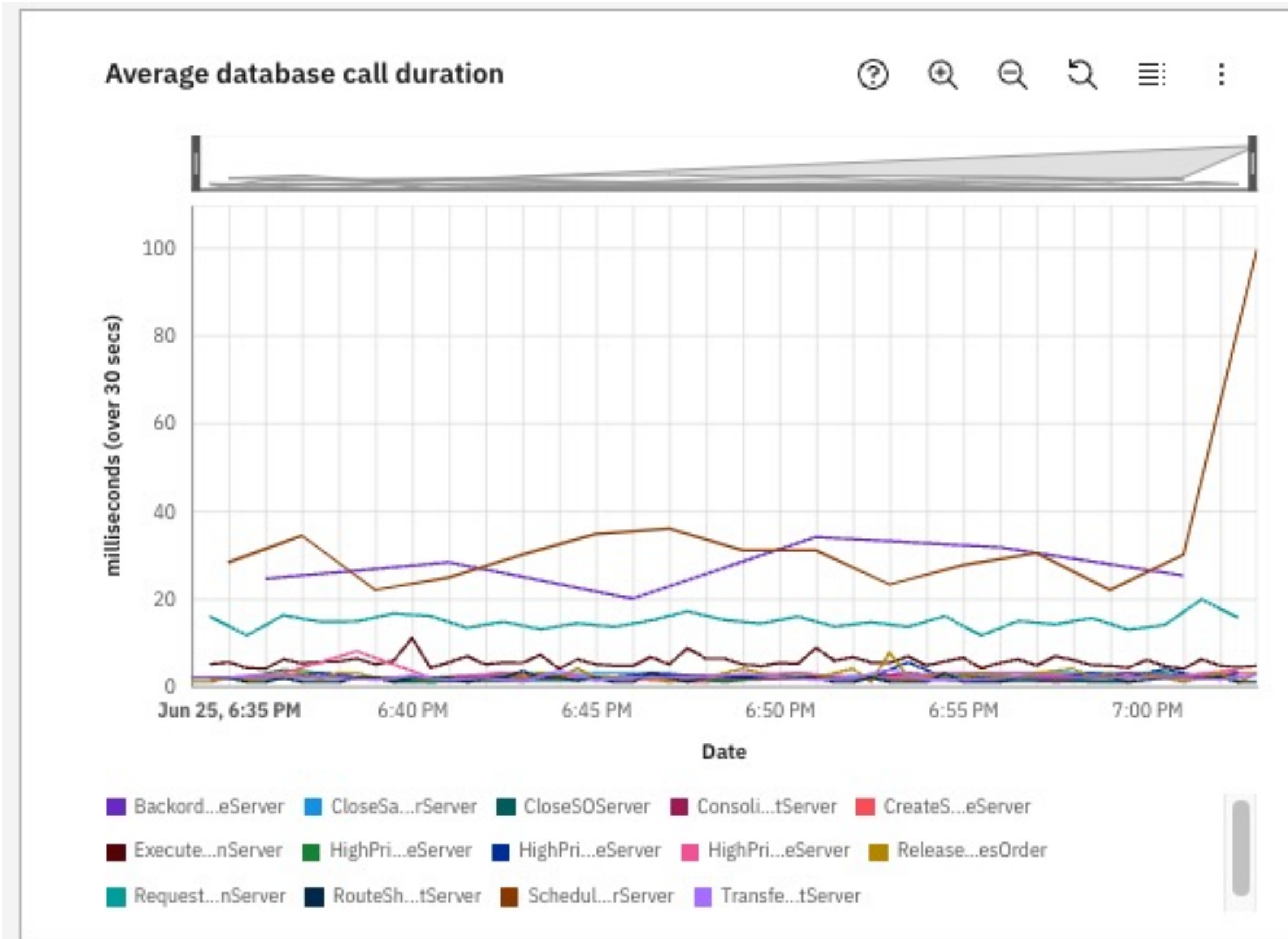
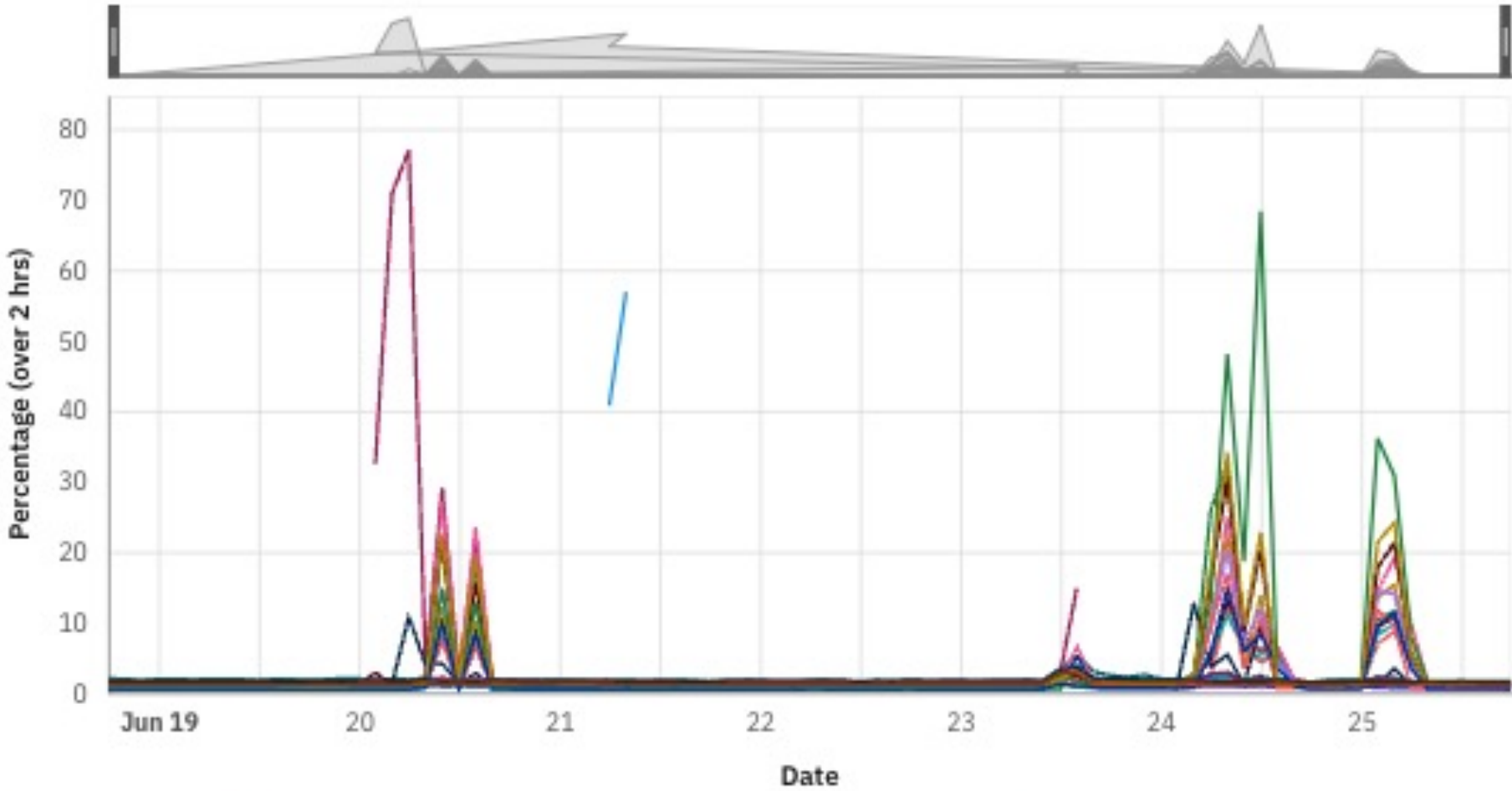# Key Widgets & KPIs

The charts in the different dashboards provide information about the metrics, usage and performance of the application.
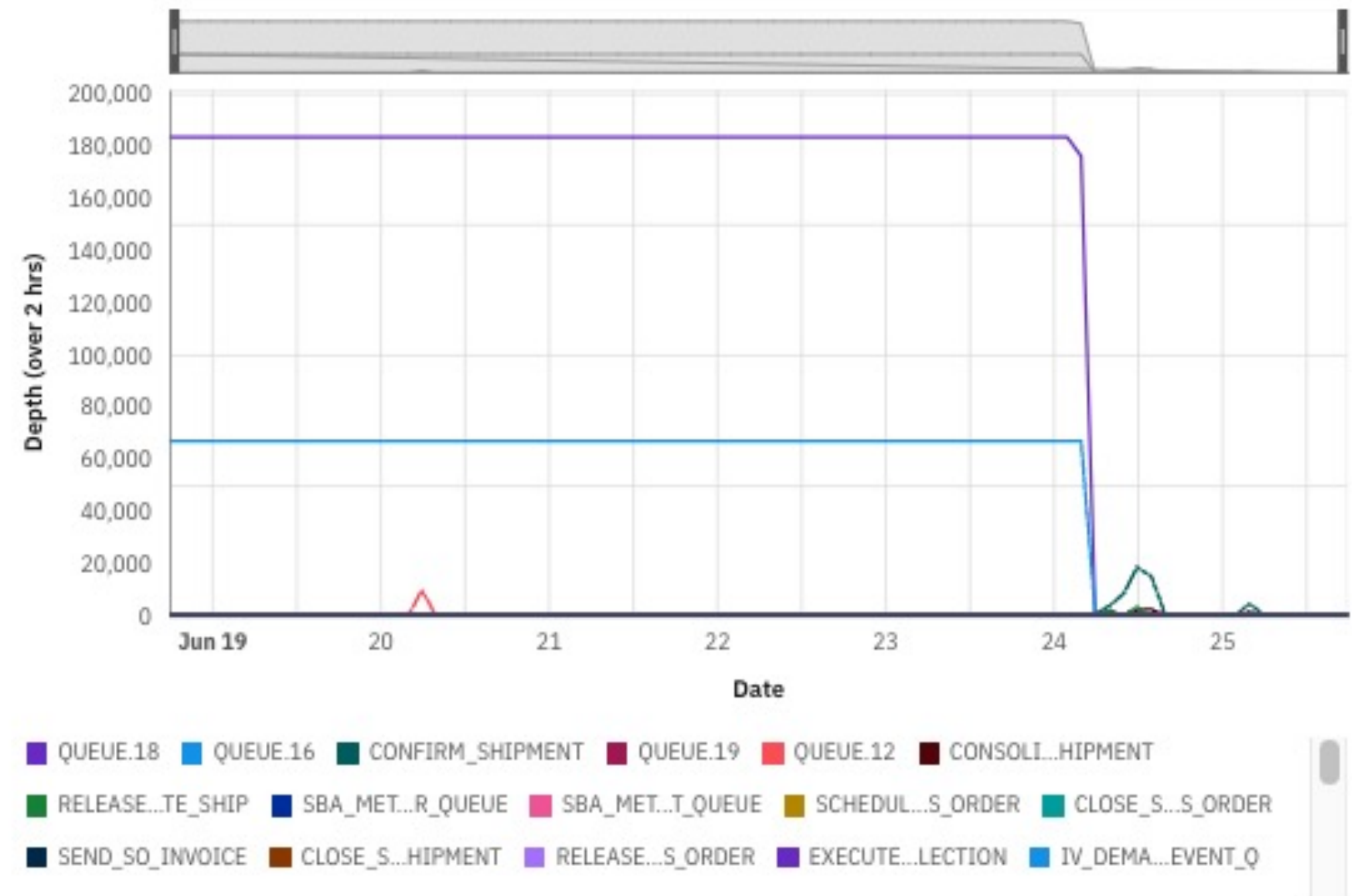
IBM MQ (JMS Metrics)
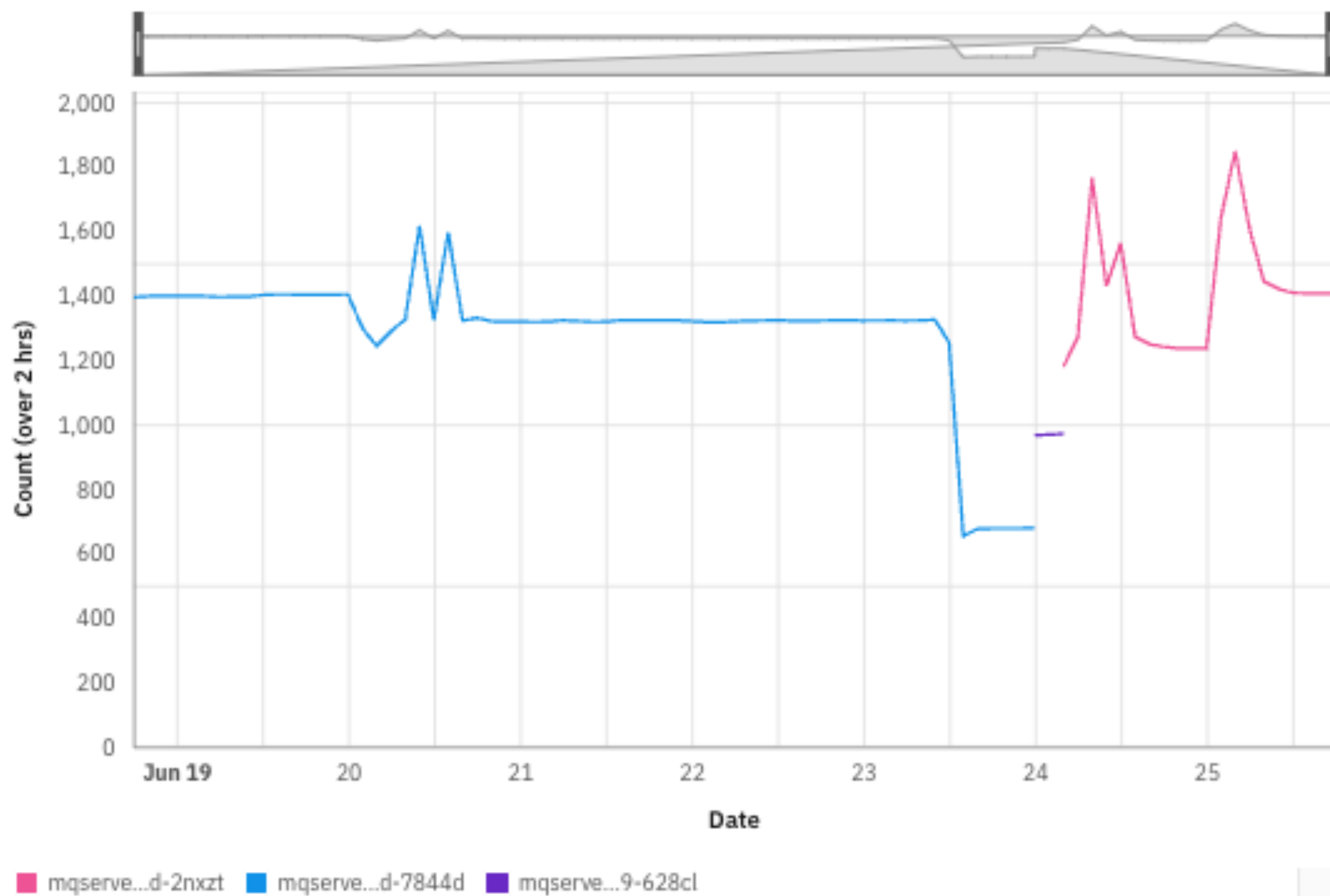
Key Widgets & KPIs

The charts in the different dashboards provide information about the metrics, usage and performance of the application.

Database Metrics

Queries with high elapsed time

| Elapsed Time	Statement	Client Application Name	Activity Type	Activity State
24 sec	SELECT YFS_ORDER_HEADER.* FROM YFS_ORDER_HEADER YFS_ORDER_HEADER WHERE (YFS_ORDER_HEADER.ORDER_HEADER_KEY = ?) FOR UPDATE	INT&ConsolidateShipmentServer&AgentServer	IDLE	READ_DML
15.36 sec	SELECT YFS_ORDER_HEADER.* FROM YFS_ORDER_HEADER YFS_ORDER_HEADER WHERE (YFS_ORDER_HEADER.ORDER_HEADER_KEY = ?) FOR UPDATE	INT&ExecuteSOCollectionServer&AgentServer	EXECUTING	READ_DML
15 sec	SELECT * FROM SYSCAT.INDEXES WHERE INDSCHEMA = ? AND INDNAME = ? WITH UR	DBeaver 23.3.1 - Metadata	IDLE	READ_DML
14.2 sec	SELECT YFS_ORDER_HEADER.* FROM YFS_ORDER_HEADER YFS_ORDER_HEADER WHERE (YFS_ORDER_HEADER.ORDER_HEADER_KEY = ?) FOR UPDATE	INT&RequestSOPaymentCollectionServer&AgentServer	EXECUTING	READ_DML
13.48 sec	SELECT YFS_ORDER_HEADER.* FROM YFS_ORDER_HEADER YFS_ORDER_HEADER WHERE (YFS_ORDER_HEADER.ORDER_HEADER_KEY = ?) FOR UPDATE	INT&ConsolidateShipmentServer&AgentServer	EXECUTING	READ_DML

Queries with high lock wait

Elapsed Time	Req. Client Statement	Req. Client Account	Req. Appl Handle	Hold Client Account	Hold Client Statement
56 sec	SELECT YFS_ORDER_HEADER.* FROM YFS_ORDER_HEADER YFS_ORDER_HEADER WHERE (YFS_ORDER_HEADER.ORDER_HEADER_KEY = ?) FOR UPDATE	AGT&DefaultAdapter&ConsolidateShipmentRETAIL&ConsolidateShipmentServer&ConsolidateShipmentRETAIL Thread 73 PID 27@oms-svtom-prod-4-consolidateshipmentserver-7795858cc5-9vfzv	27752	API&confirmShipment&--&ConfirmShipmentOnCreate&ConfirmShipmentOnCreate Thread 72 PID 85@oms-svtom-prod-4-confirmshipmentoncreate-c48b7cf7-pc7xn	-
55 sec	SELECT YFS_ORDER_HEADER.* FROM YFS_ORDER_HEADER YFS_ORDER_HEADER WHERE (YFS_ORDER_HEADER.ORDER_HEADER_KEY = ?) FOR UPDATE	AGT&DefaultAdapter&ConsolidateShipmentRETAIL&ConsolidateShipmentServer&ConsolidateShipmentRETAIL Thread 77 PID 27@oms-svtom-prod-4-consolidateshipmentserver-7795858cc5-9vfzv	27931	API&confirmShipment&--&ConfirmShipmentOnCreate&ConfirmShipmentOnCreate Thread 73 PID 27@oms-svtom-prod-4-confirmshipmentoncreate-c48b7cf7-b2jfn	-

SP

Key Widgets & KPIs

The charts in the different dashboards provide information about the metrics, usage and performance of the application.

Database Metrics

Connections available and used
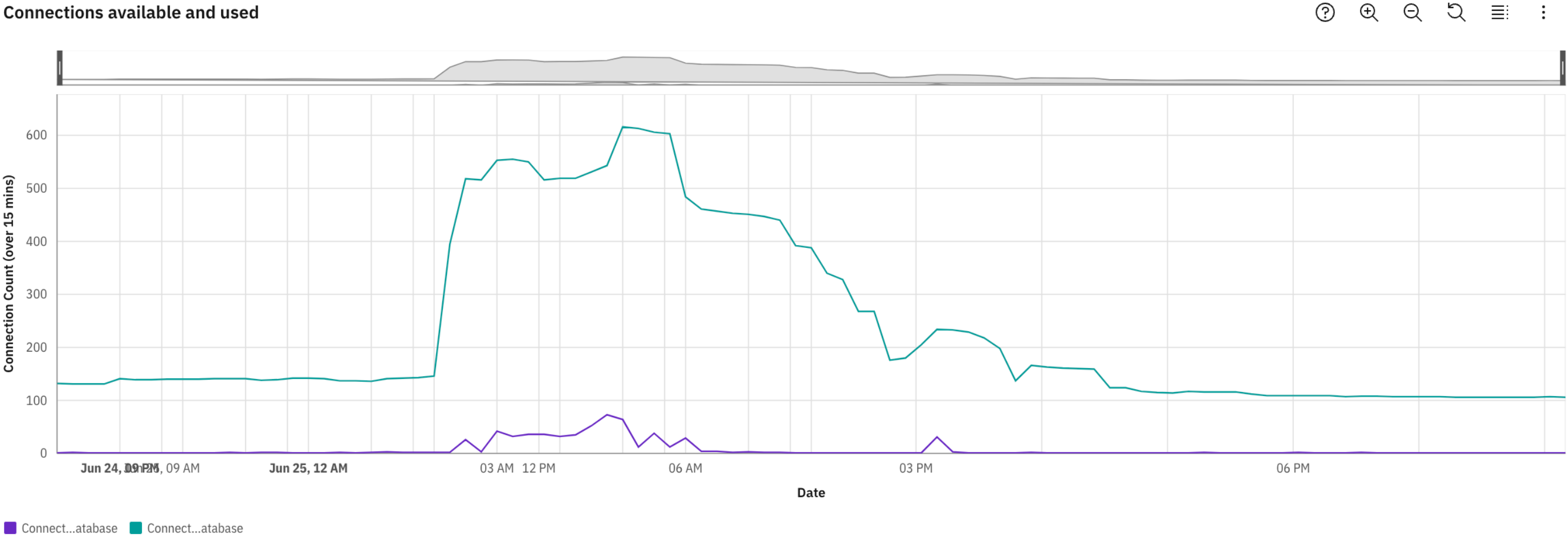
Tables with high size and cardinality

Statement	Table Size	Card
YFS_ORDER_AUDIT_DETAIL	219,337,000 KB	-
YFS_ASYNC_REQ	150,934,000 KB	-
YFS_ORDER_RELEASE_STATUS	108,337,000 KB	-
YFS_AUDIT	107,712,000 KB	-
YFS_ORDER_LINE	89,310,200 KB	-
YFS_ORDER_LINE_SCHEDULE	68,199,300 KB	-
YFS_CHARGE_TRANSACTION	54,497,300 KB	-
YFS_SHIPMENT_LINE	44,904,700 KB	-
YFS_ORDER_AUDIT_LEVEL	42,247,200 KB	-
YPM_PRICELIST_LINE	29,218,400 KB	-

Recent Enhancements

The charts in the different dashboards provide information about the metrics, usage and performance of the application.

1. Ability to filter dashboard using one or more facets

2. Predefined / custom time picker across all widgets in the dashboard.

3. Granular zoom in, view specific points on a mouse over and make the widgets full screen.

4. Download raw metric data in CSV format

5. Additional dashboards with logically grouped widgets for ease of navigation and correlation.

6. Sort the metrics table on any column

7. Ordered result set for timeseries chart (JMS, Server Resource Utilization)
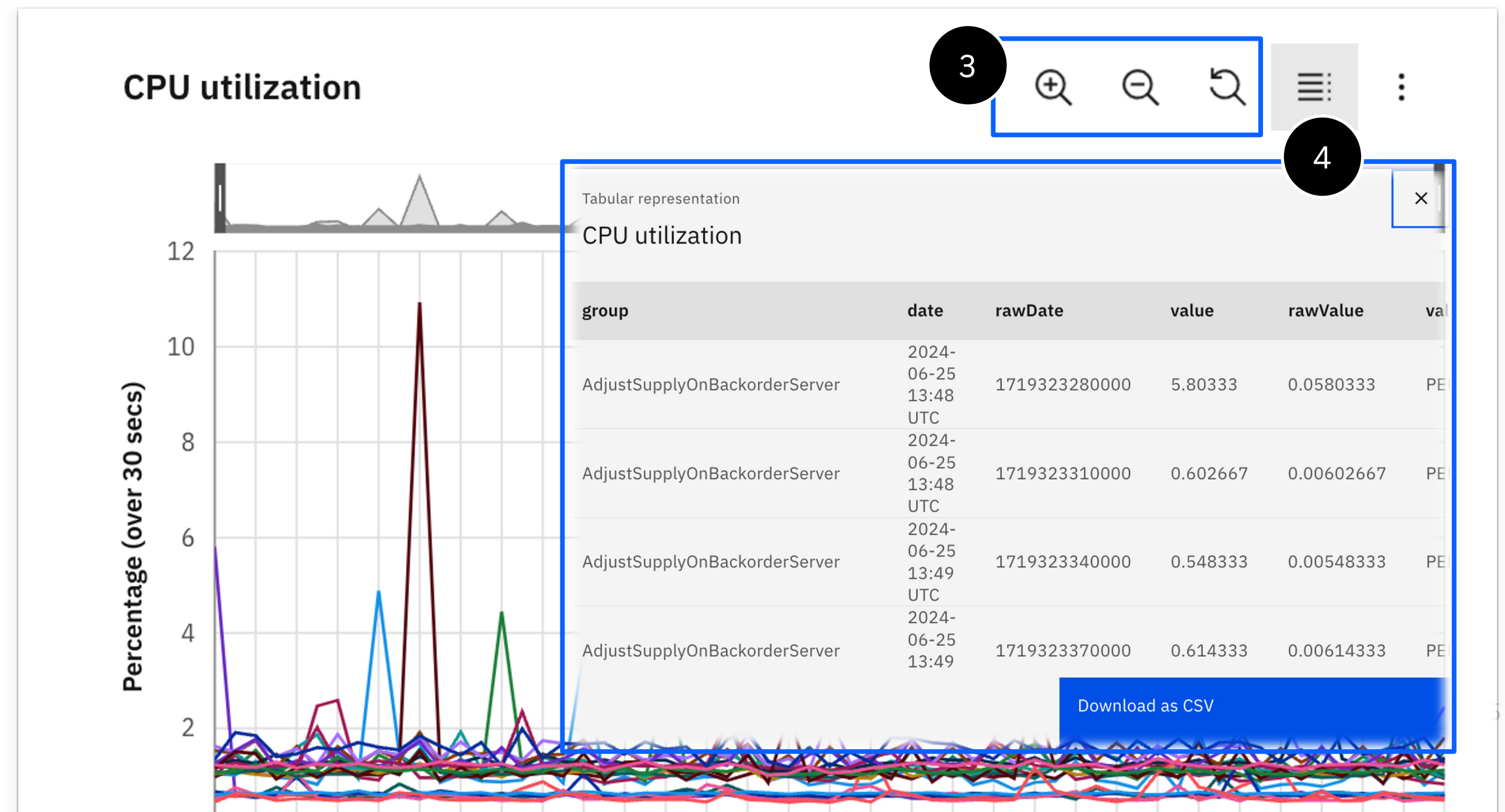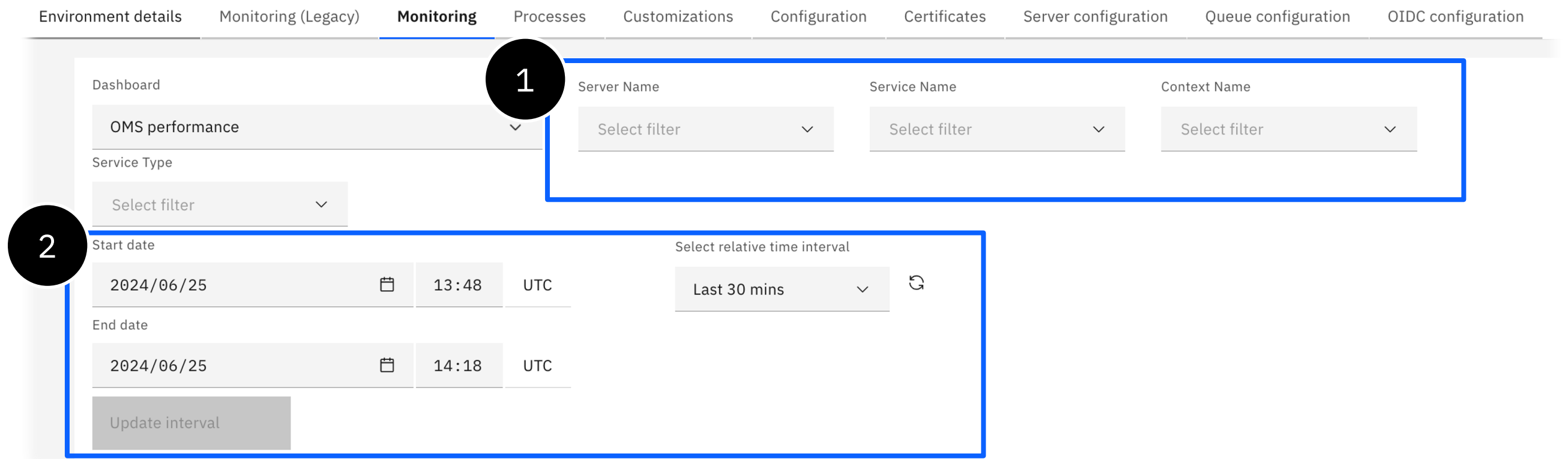
Learn more about Self Service Dashboards here

Self Service Dashboard Demo – Use Cases
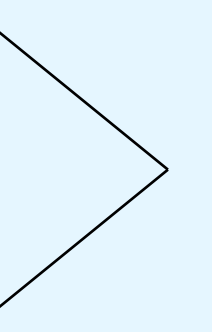
Time-out exceptions on the frontend

eCommerce frontend system product browsing/checkout pages are having extreme slowness

↓

Frontend system calls to OMS are failing

↓

OMS internal calls are noticing 'read timeout' error.

↓

OMS apiserver response time is degraded causing further impact on other parts of system

Issue symptoms and related SST dashboard widgets:

Root cause:

High error rate for integration server

Application performance is slowed down

↓

Error rate is high for one of the create store order integ server
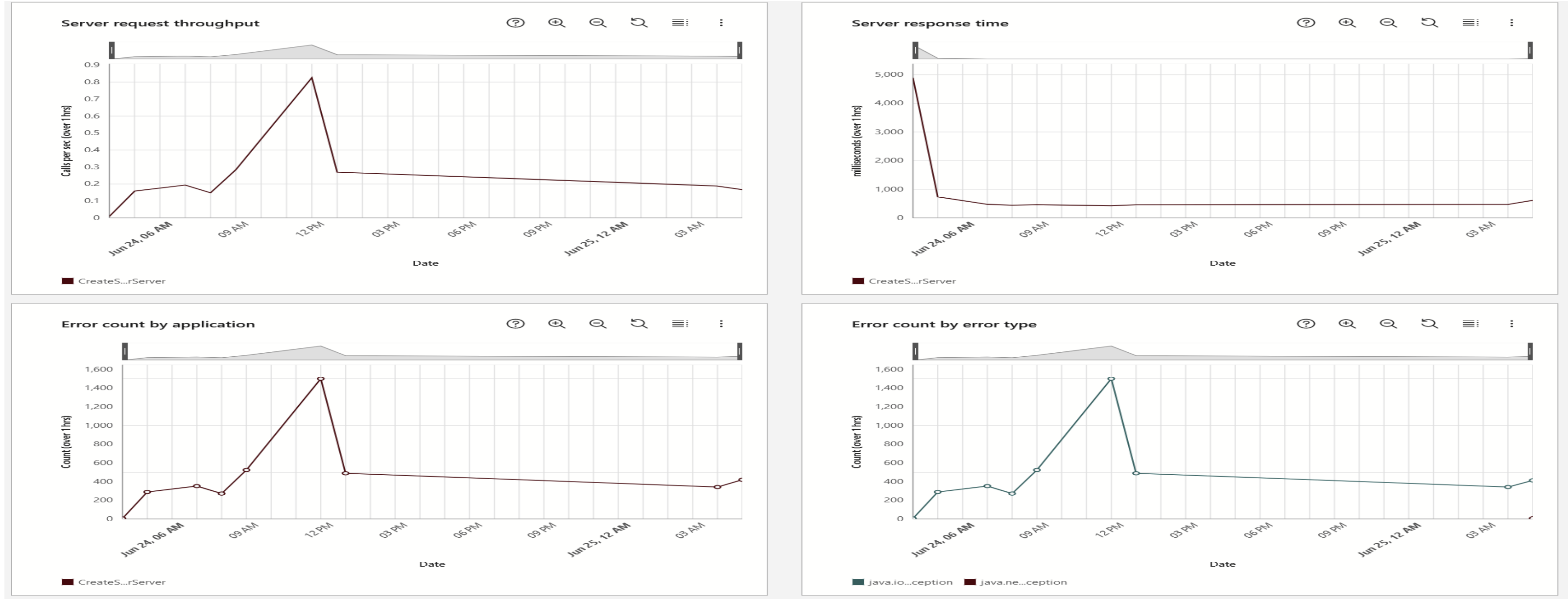
↓

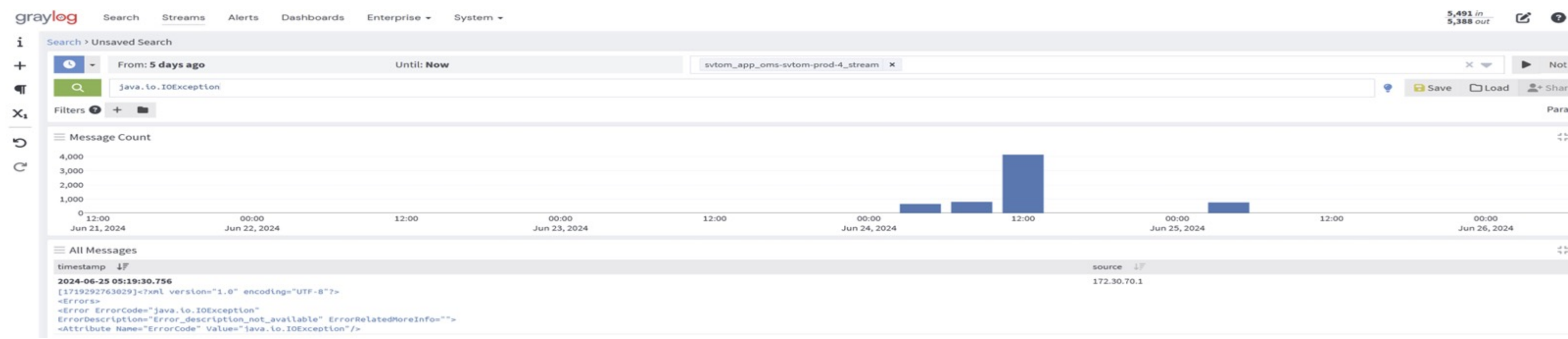Calls to external system is failing with IOException

↓

External calls need to be fixed to mitigate the situation

App/Agent-Integ server performance dashboard showing error count details:

Graylog error search linked to SST:

Recommendations:
➢ Keep a close watch on error count widgets in performance dashboards
➢ Ensure to run inbox purge and reprocess error purge timely

Queue Depth High Alert

You received a proactive case notification from IBM that some of the queue/s are having high queue depth
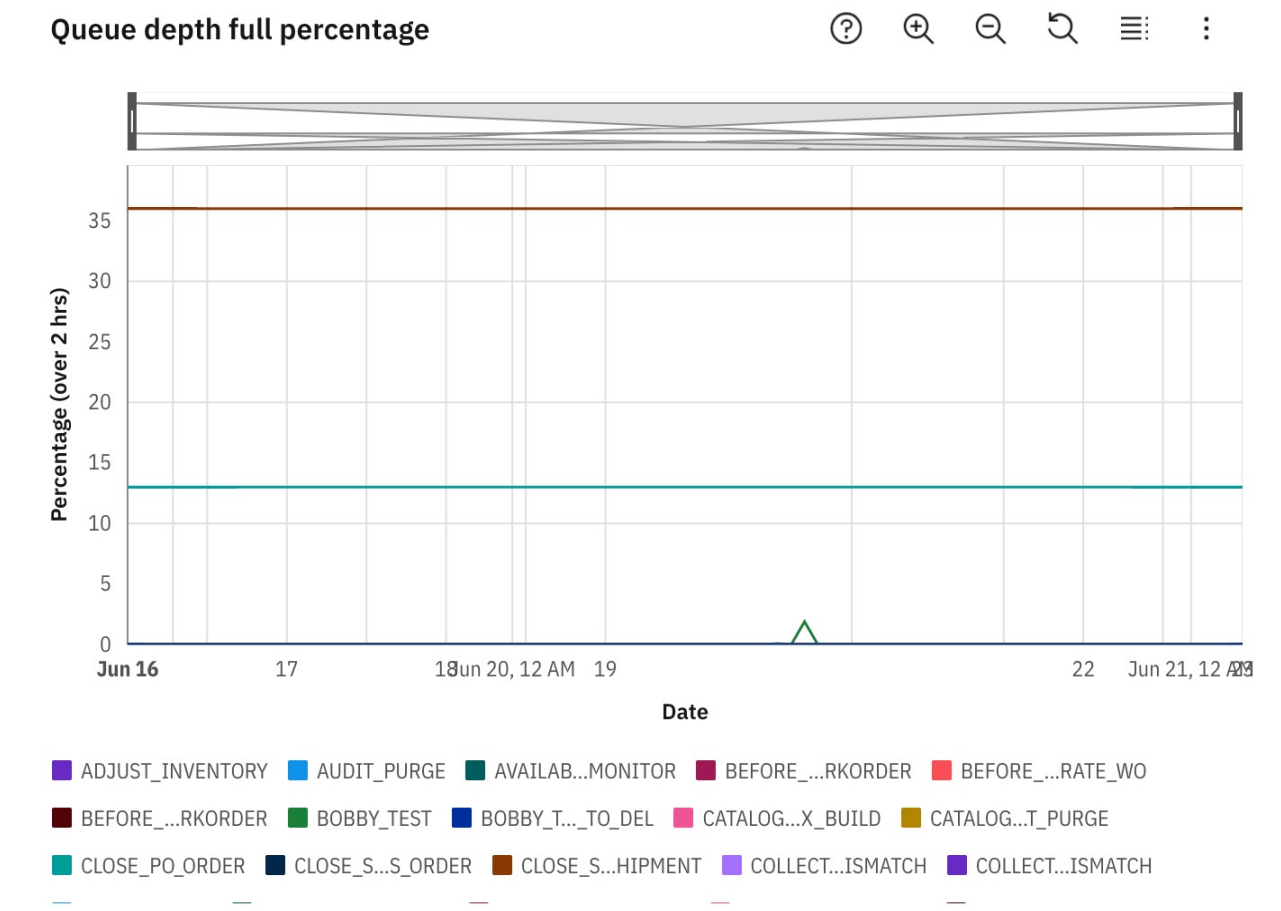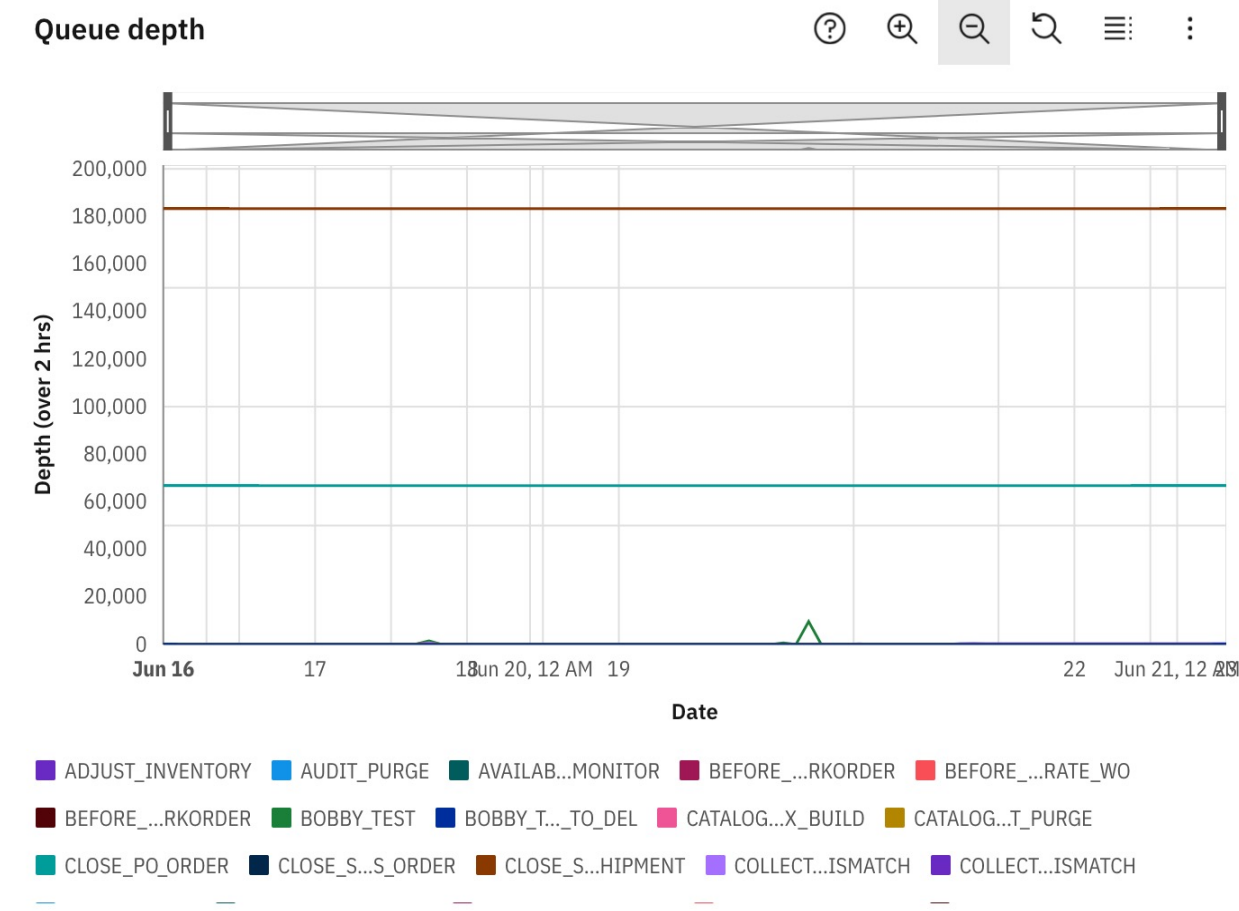
You got custom queue depth alert that the queue has breached the threshold

During your monitoring you found that some of the queues are having high queue depth
.

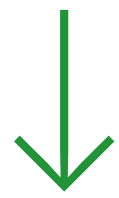Queue Depth Metrics in JMS Dashboards

Orders not flowing into OMS

Third-party application team complaining that they are not able to post message to queue

↓

Application team complaining that orders are not getting created in OMS

.

Queue connection count
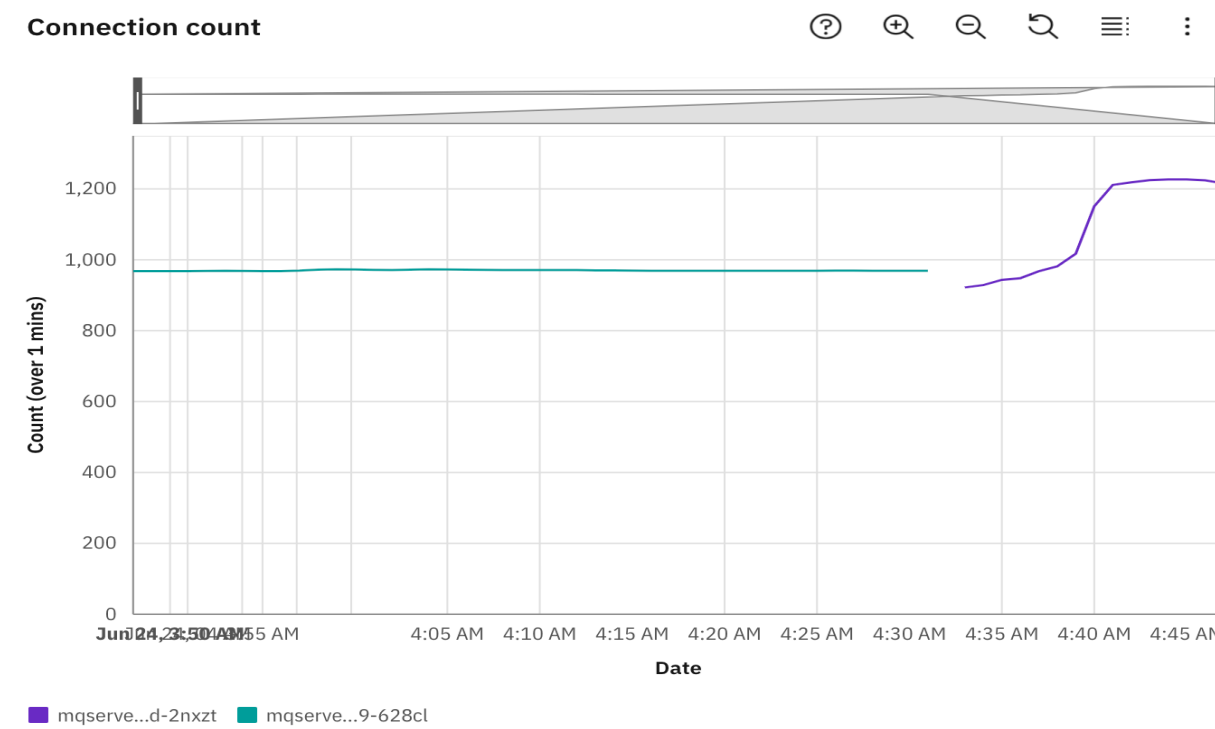
Queue depth chart for specific queue

JMS consumers and producers for specific queue

Queue	Queue depth ↑	Oldest message	Queue full percentage	Open input count	Open output count	Max queue depth
QUEUE.12	123	-	0.02%	4	0	500,000

AS 20

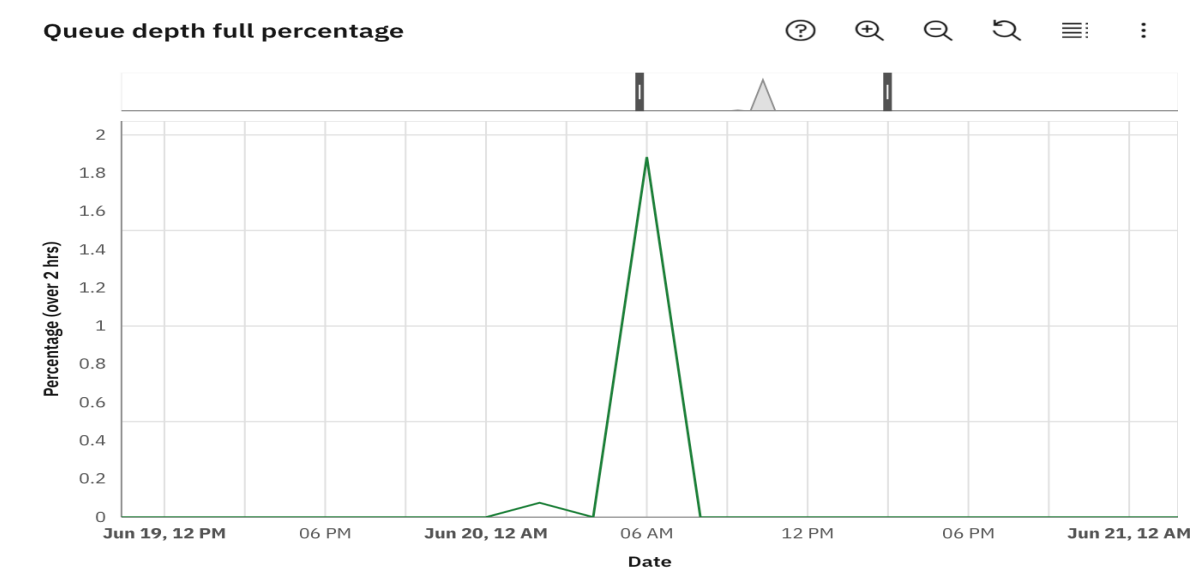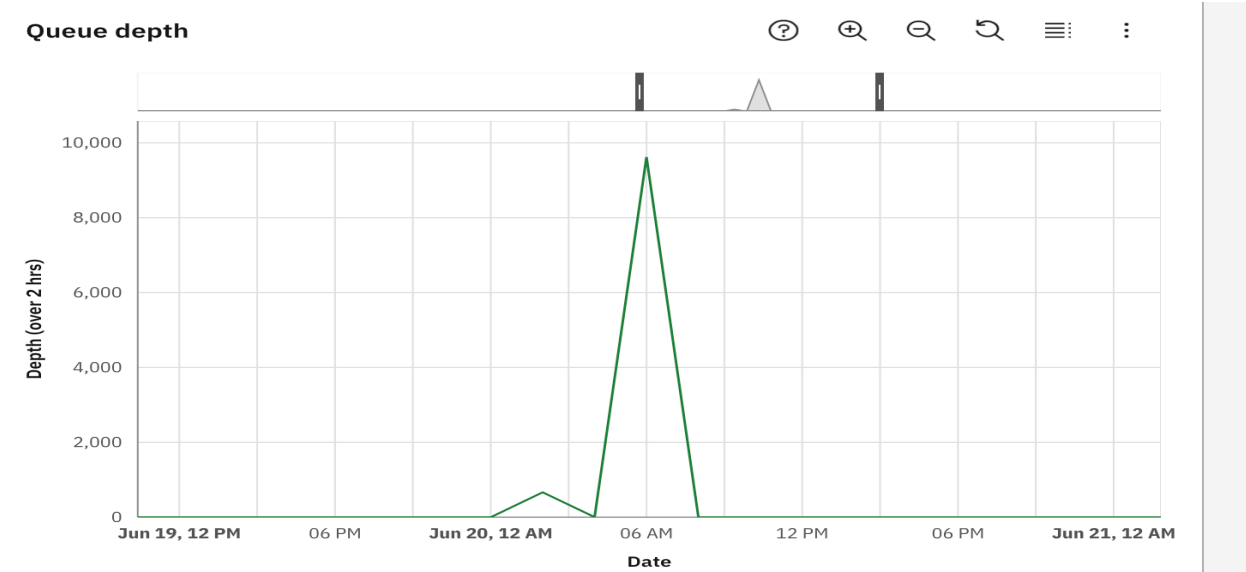# Not getting desired throughput

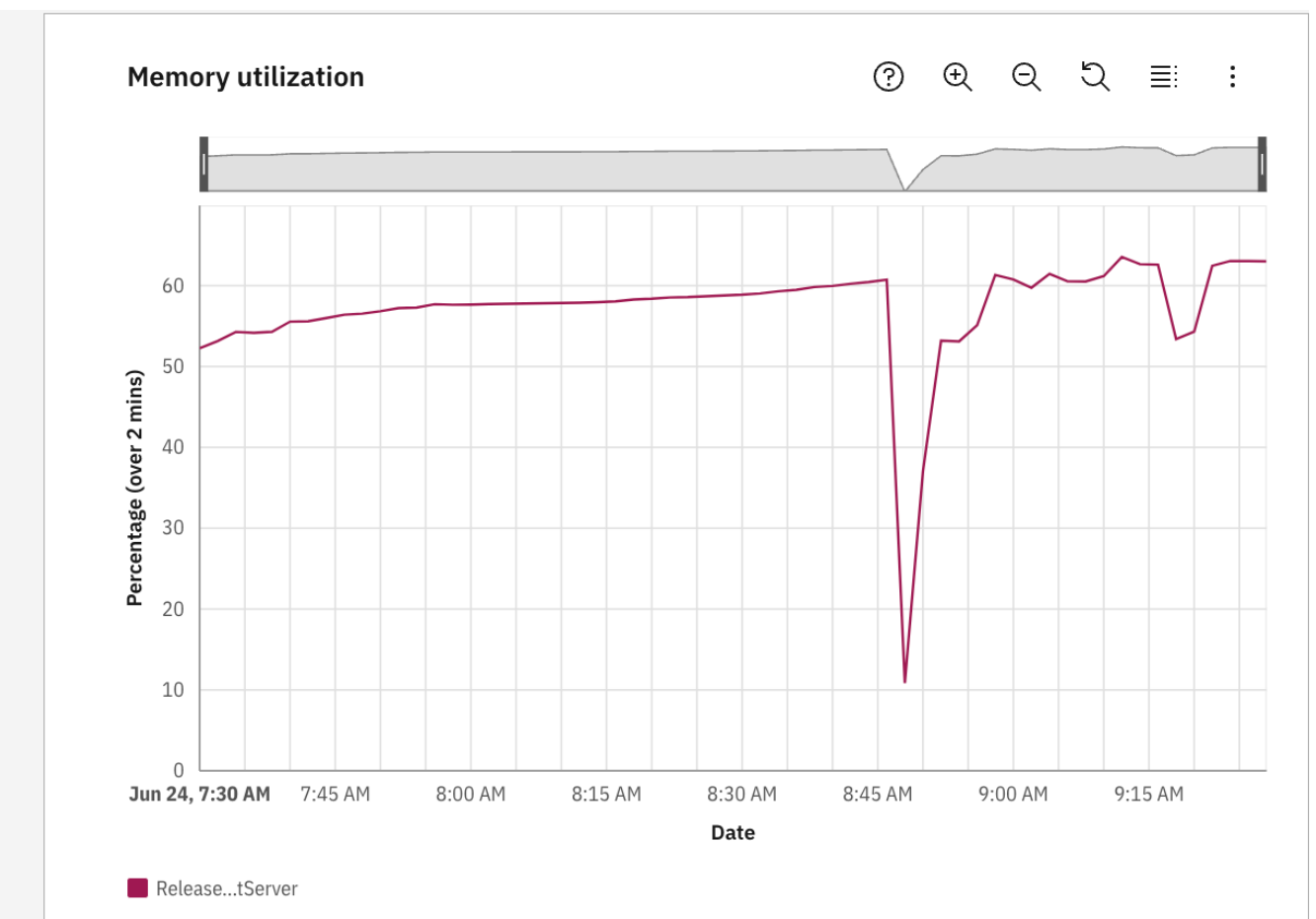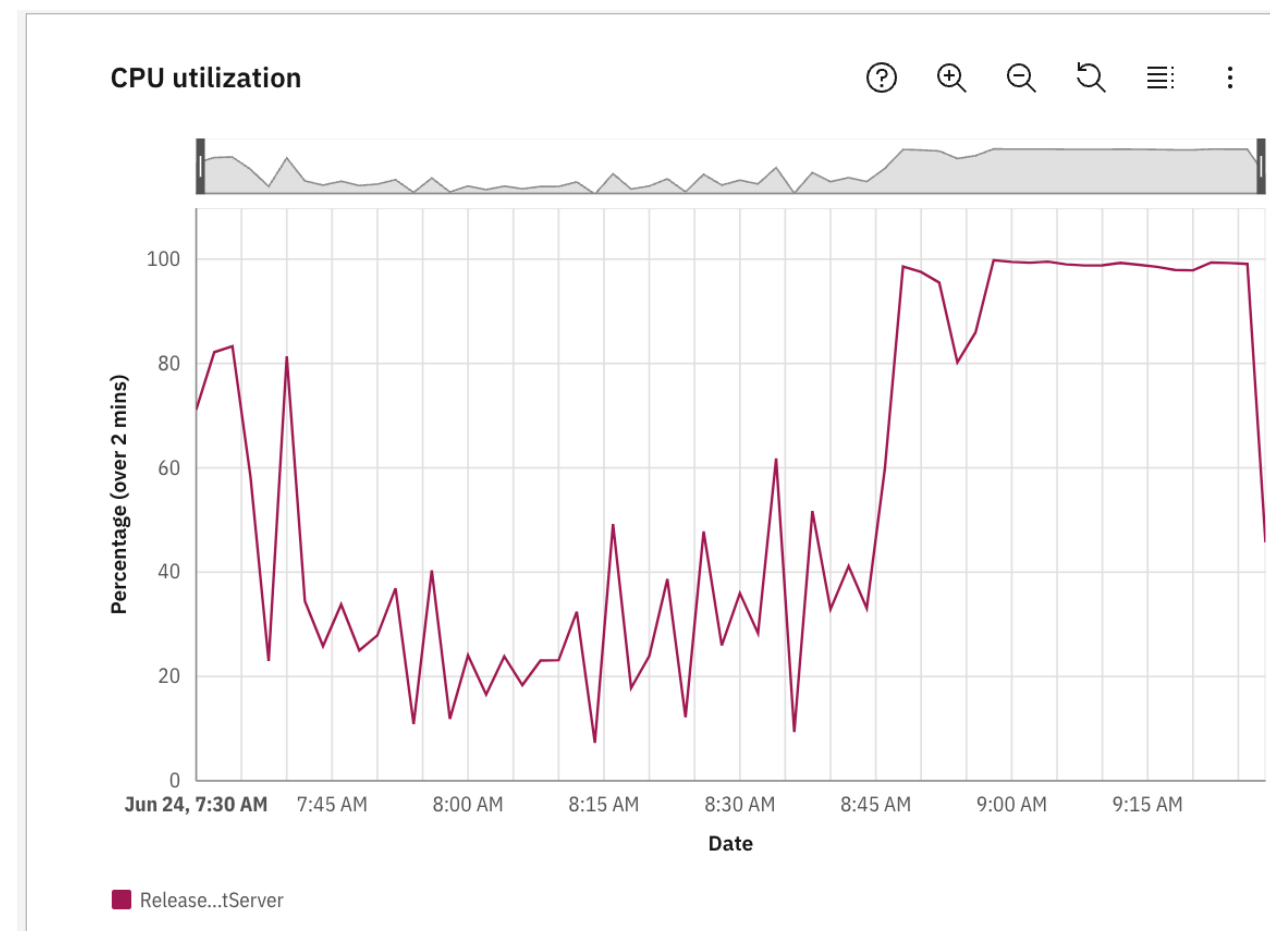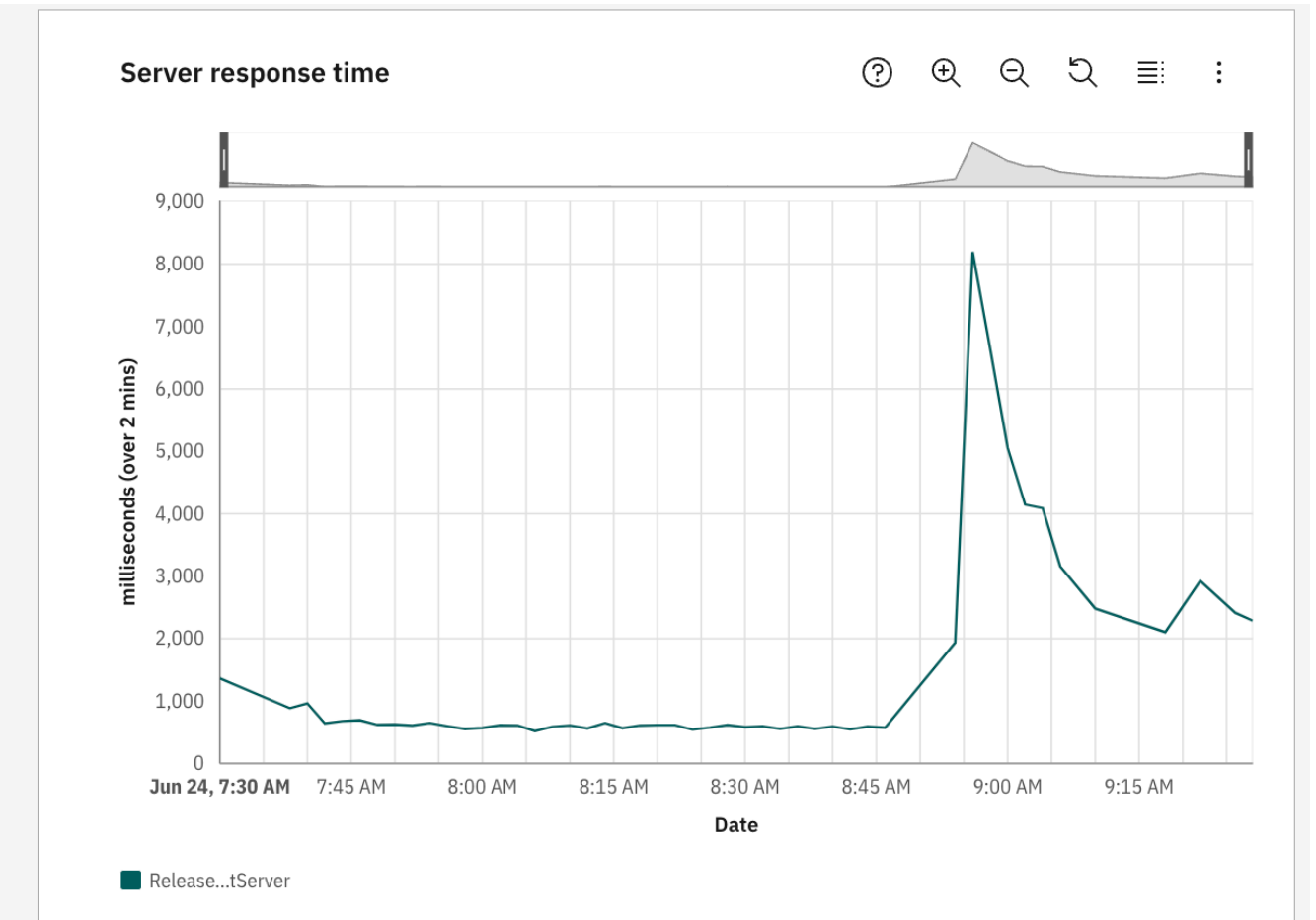Shoppers not able to pick up their orders in store on time.

Store pickup (click to collect) orders are not getting processed by OMS within the expected time window.

Orders are not moving fast enough during release phase in OMS

Release server is noticing a performance and throughput degradation.
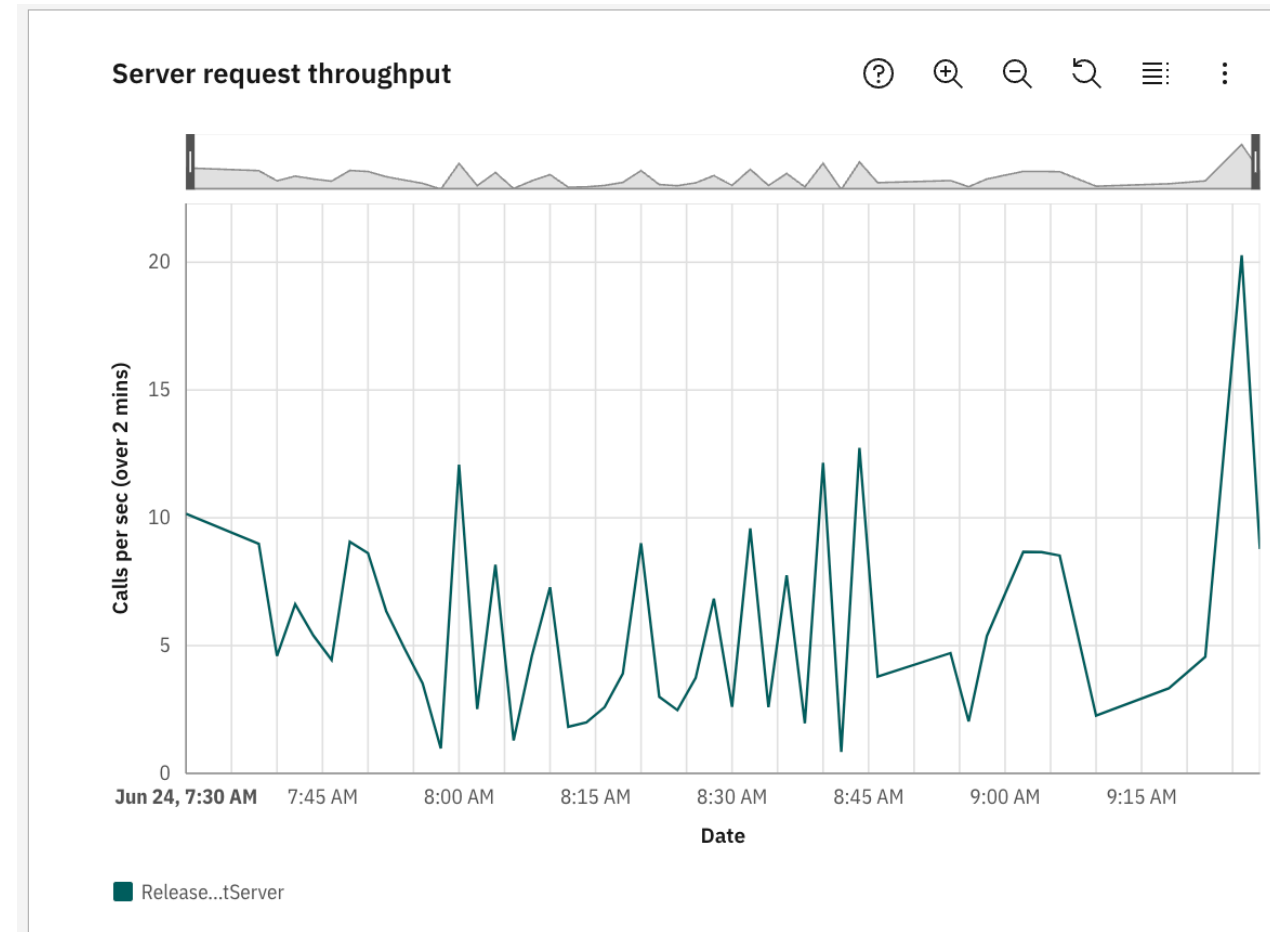
Store or Call Center slowness

Store home page is loading very slow or not loading at all sometimes

↓

Home screen widgets like shipment counts, Order / Customer search screens are not loading quickly

↓

And, backend calls are timing out intermittently

↓

OMS store server response time degraded and couldn't handle the load.

Server response time

Default executor threads

Alert Configuration*

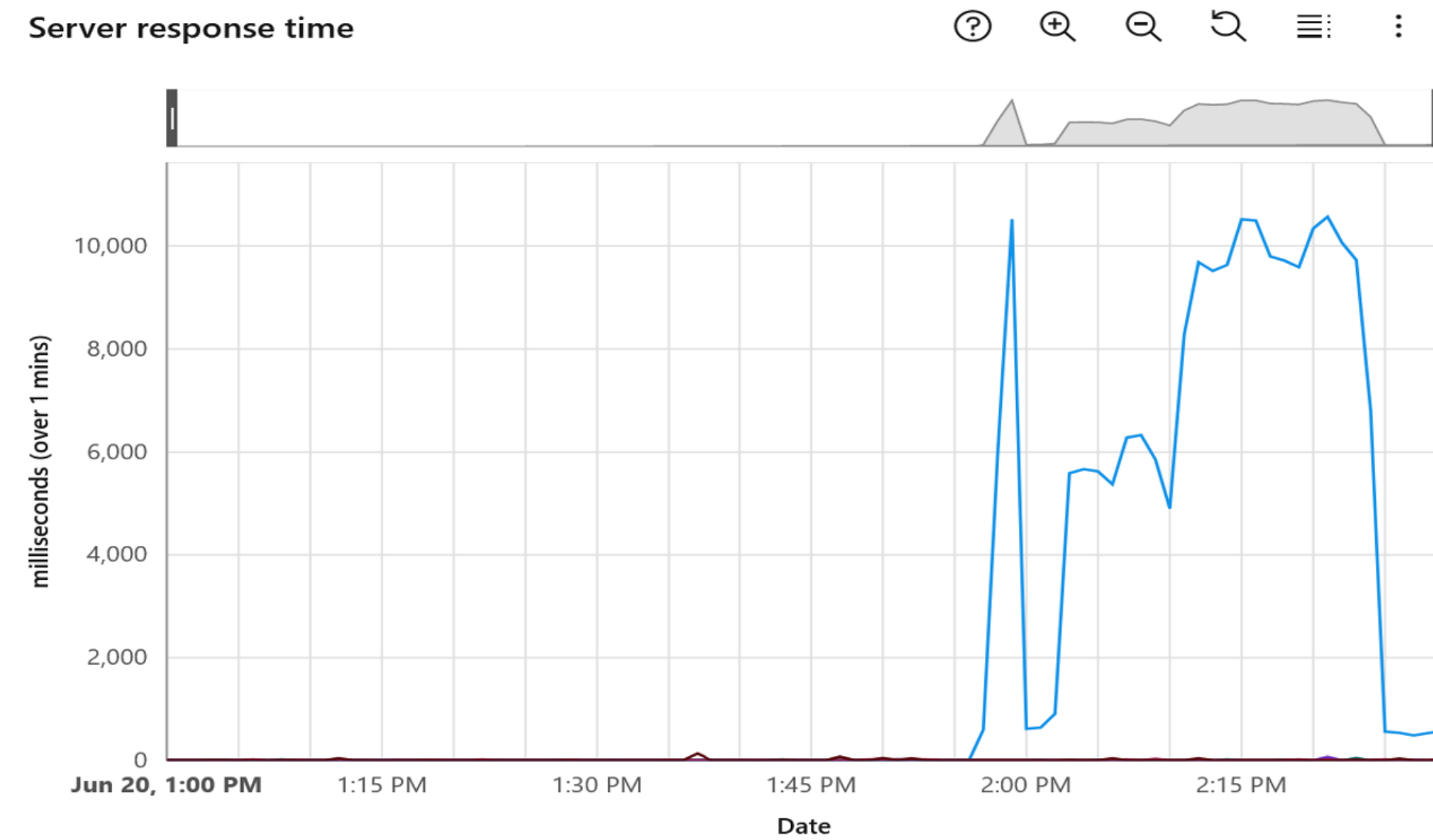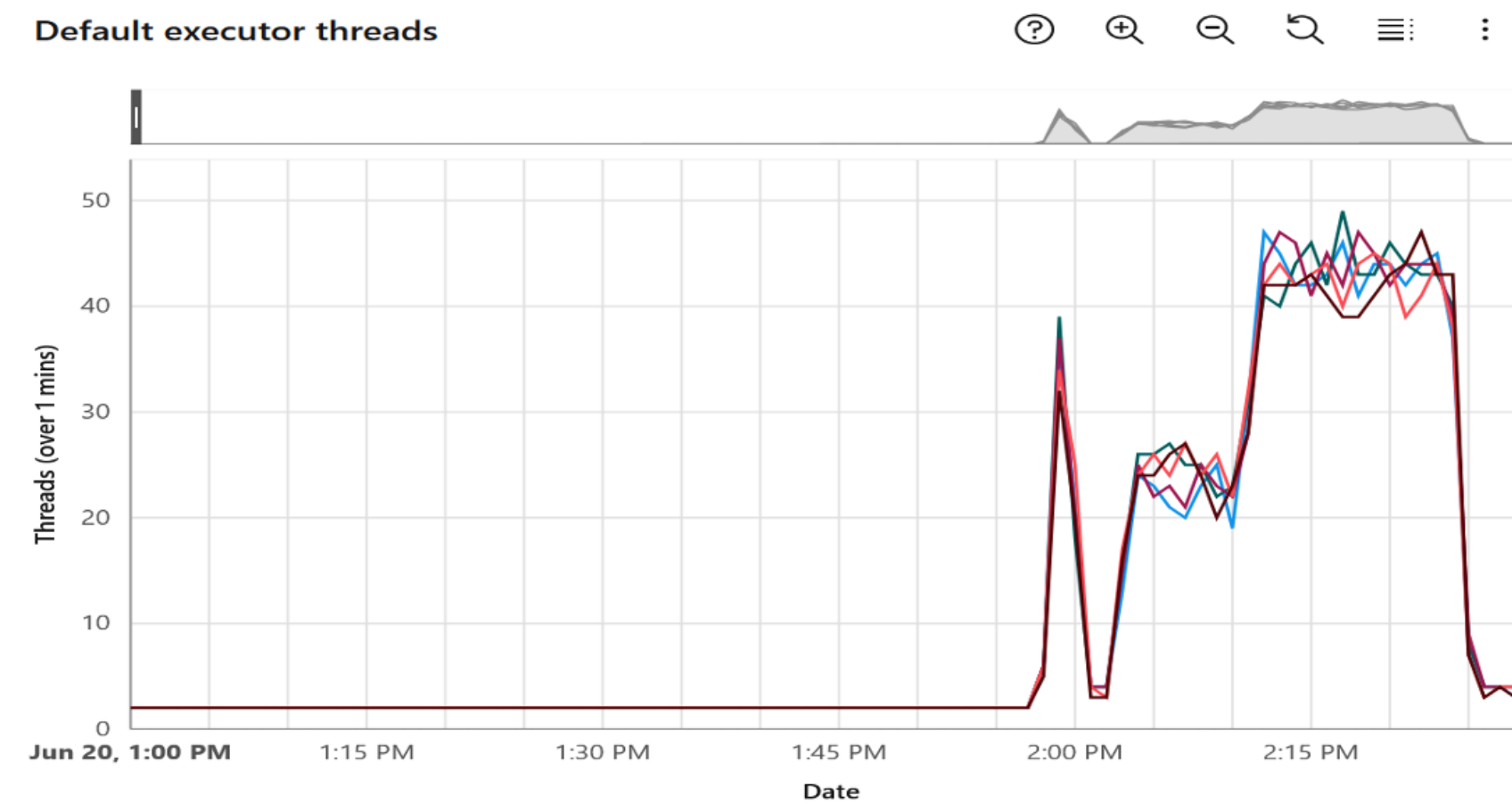1. The alert configuration feature will allow users to create and manage alerts.

2. Users can define standalone alert email recipients that's separate from users in SST

3. Users can add custom label to each alerts that will be included in the notification.

4. Alerts can be duplicated to allow easy creation of similar alerts.

5. Robust search option to filter based on different alert attributes.

6. Ability to multiselect the alerts and manage them.

7. Auto merges similar type of alerts to avoid duplicates

Learn more about this feature from recent OMS demo days recordings here

Environment details	Processes	Customizations	Configuration	Certificates	Server configuration	Queue configuration	OIDC configuration	Log configuration	**Alerts configuration**

Search for alert by name, metric or notification email

Create alert +

	Name	Alert type	Threshold	Time threshold	Resource	State
☐	Q depth alert	MQ Current queue depth	Average > 100	5 min	TEST_QUEUE_1, TEST_QUEUE_2	Disabled
☐	Q depth percentage alert	MQ Queue full percentage	Average >= 65%	30 min	TEST_QUEUE_1, TEST_QUEUE_2	Disabled
☐	Q message in alert	MQ Queue messages in	Sum <= 5	90 min	111, newQ, test3, TEST_QUEUE_1, TEST_QUEUE_2	Disabled

Items per page: 10 v   1-3 of 3 items   1 v of 1 page

Create alert ×

Alert type
Select type ⌄

Name
Alert name

Description

Threshold: When is the condition violated?

Aggregation ⓘ

Threshold operator ⓘ

Threshold value ⓘ
− | +

Time Threshold: When do you want to be alerted?

Evaluation granularity ⓘ
○ 5 min
○ 10 min
● 15 min
○ 20 min
○ 30 min

Consecutive violations ⓘ
● 1
○ 2
○ 3
○ 4
○ 8

Queue names
Filter... ⌄

Notification emails ⓘ

Create
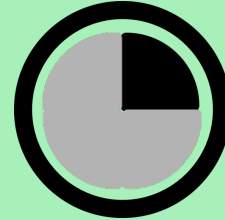
Cancel

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
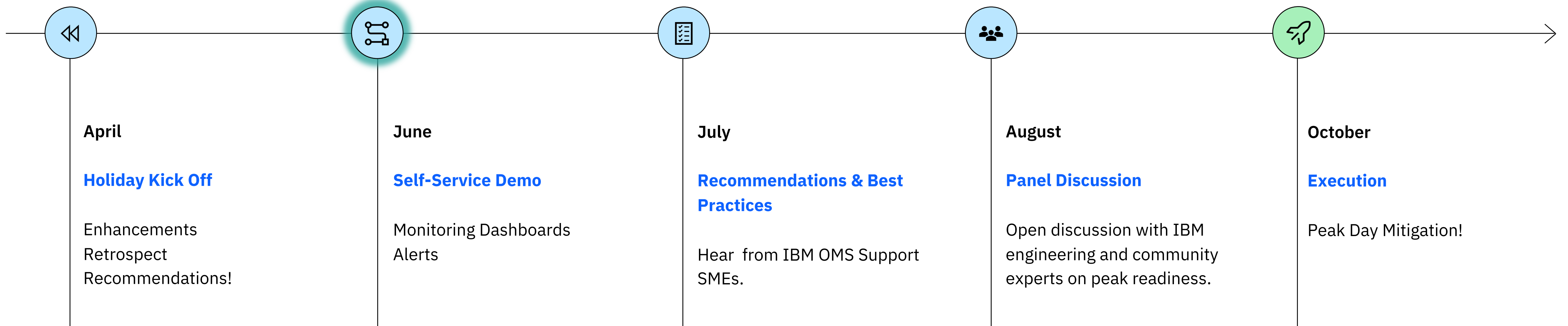- ☑ Track risks

Execute

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

MC

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!

April	**June**	**July**	**August**	**October**
Holiday Kick Off	**Self-Service Demo**	**Recommendations & Best Practices**	**Panel Discussion**	**Execution**
Enhancements Retrospect Recommendations!	Monitoring Dashboards Alerts	Hear from IBM OMS Support SMEs.	Open discussion with IBM engineering and community experts on peak readiness.	Peak Day Mitigation!

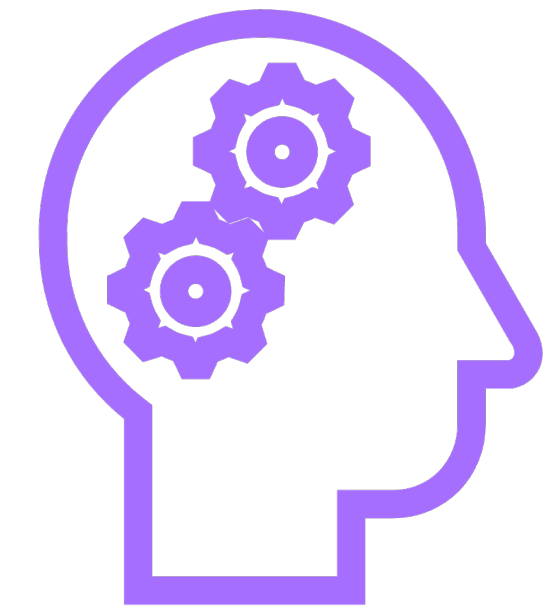MC

IBM Support Offering –
Advanced Support

NEW in 2Q23!

An enhanced support experience on top of your active IBM support subscription, providing prioritized case handling and shorter response time objectives

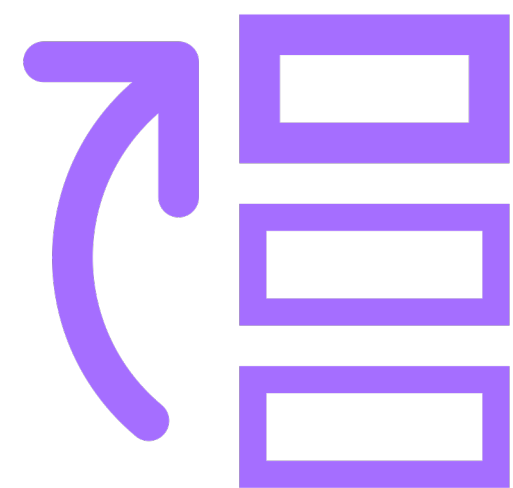www.ibm.com/support/pages/ibm-advanced-support-offering
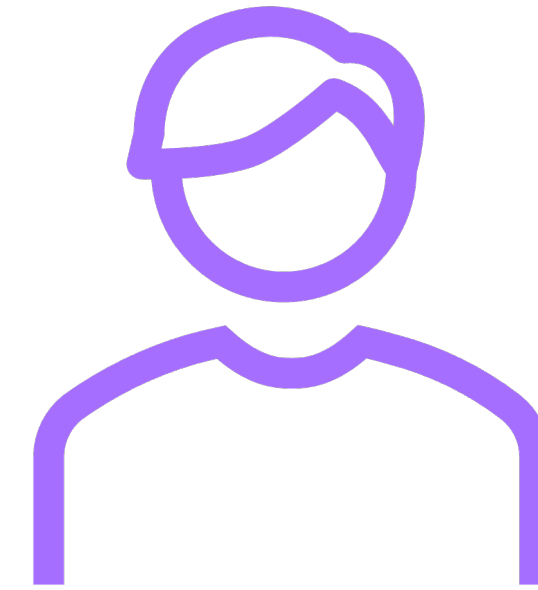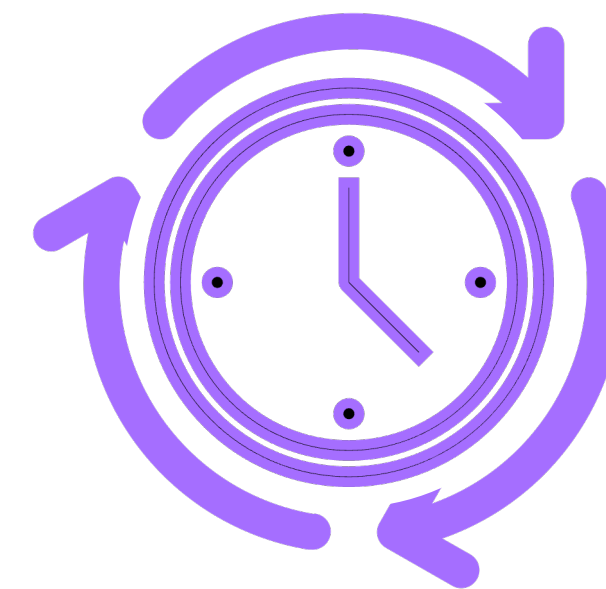
Named IBM Advanced Support Focal (ASF)

Priority access to Senior Technical Support Squad

Enhanced initial, ongoing response SLOs

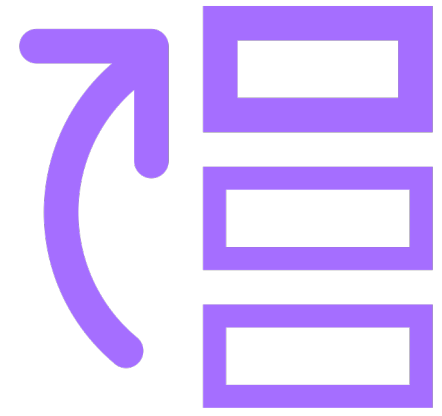Higher ongoing case prioritization

24x7 coverage for priority Sev-2

Manage, escalate backlog via cadence, reporting

Next Steps

IBM Advanced Support

www.ibm.com/support/pages/ibm-advanced-support-offering

Contact your IBM Client Success Manager, Account representative, or Mike Callaghan(mcallagh@ca.ibm.com)

Sterling OMS Support 101

www.ibm.com/community/101/sterling/oms/

Technical Best Practices

Start with the new Performance Guide

MC

Are *you* ready?
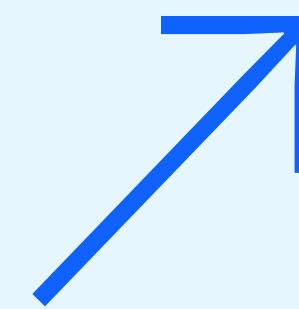
Follow the Guide

Thank you