

TITLE: CICS Events for WBE SupportPac

HOST: Hi, and welcome to the "Did you say Mainframe?" podcast series. This is where we regularly interview IBM technical experts who can help you to understand important IBM mainframe hardware and software issues. I'm your host Sherrie Abshire.

Today we're going to talk about CICS and Event processing.

Our guest today is Catherine Moxey from CICS Development. Catherine, it's great to have you here.

SME: Hello Sherrie It's very nice of you to invite me

HOST: Before we begin, I'd like to mention to our listeners that there is a WebSphere Business Events SupportPac that is available for download. I'll be giving out more information at the end of this podcast.

HOST [QUESTION 1]: So Catherine, the CICS Events for WebSphere Business Events SupportPac has just been released, tell me a bit about it.

SME [ANSWER 1]: Well, firstly, back in October there was a Statement of Direction issued by IBM about our intention to enable CICS as a source of business events in a future delivery of CICS Transaction Server in 2009. We also announced that CICS would release a SupportPac to allow events from CICS to be consumed by an event processor such as WebSphere Business Events. So this is that SupportPac.

The SupportPac provides a programmatic interface for CICS applications to allow the creation and emission of business events in the format consumable by WebSphere Business Events. As far as the value goes, our CICS customers have identified a growing need for more immediate decision making around processing that takes place within CICS, and also to make changes and extensions to line of business processes and applications in a more responsive way. IBM recognizes the significance of events and event processing in enabling this. The SupportPac starts this journey by opening up the opportunity to include CICS applications in event scenarios.

HOST [Question 2]: Is there a charge for this SupportPac?

SME [Answer 2]: The SupportPac is available at no extra charge to licensed CICS Transaction Server users, as downloadable technology for customers to explore the use of CICS and WebSphere Business Events together.

HOST [Question 3]: Its title, CICS Events for WebSphere Business Events implies this is something more than just CICS - what is WebSphere Business Events?

SME [Answer 3]: Well there is a separate product, IBM WebSphere Business Events, or WBE for short, which can take the events produced by CICS (or indeed other event sources) and apply logic to make sense of these events. CICS is likely to be the place where many events of interest to a business occur, but there could be a considerable number of events generated every day, and not all events or event occurrences are of equal importance. Providing insight into the nature and context of these events requires the ability to determine when a pattern of related or seemingly unrelated events from one or more sources has occurred. WBE provides this ability to identify and recognize the interesting patterns of events. WBE can then coordinate the appropriate execution of responses to that pattern of events by driving specified actions. The actions could be as simple as sending an email, or could drive a web service request back into CICS. Furthermore, WBE, can also pass the event information on to WebSphere Business Monitor to instrument for use by Business Analysts. So, taking business events produced from CICS that are consumable by WBE can enable an enterprise to react swiftly to changes that occur so that they may more effectively manage their business.

HOST [Question 4]: So, clearly WebSphere Business Events is a pre-requisite for making full use of this SupportPac. Are there any other prerequisites? And what version of CICS do I need?

SME [Answer 4]: The pre-reqs are that you must have a license of record for CICS Transaction server version 3.1 or version 3.2 ; you need IBM WebSphere Business Events to really make use of the events, and also WebSphere MQ on z/OS is required to emit the events from CICS.

HOST [Question 5]: How would you use this? Could you give me an example or two?

SME [Answer 5]: Well, let me give you just a couple of scenarios.

- a) Firstly, suppose you wish to send a customer an offer if the value of an order exceeds a certain threshold. When this situation is identified in your application code, a call to the supplied SupportPac can be added to cause an event to be raised to WBE which could then send out the offer. Or, you could add a call to the SupportPac *whenever* an order is placed, and use WBE to detect when a particular customer places a particular combination of orders.
- b) For my second scenario, suppose there is a situation where a series of events will identify a potentially fraudulent transaction. For example, transactions being made against the same credit card in several different geographies within a short period of time. A call to the SupportPac could be added to the credit card processing application to raise an event for every

credit card transaction. The external business event processing engine (WBE) could then be used to correlate these events and highlight this as a potential fraud situation.

I could give you many more examples, ranging from observing processing and measuring key performance indicators, through responding to new business opportunities, to detecting fraudulent situations in near real-time.

**HOST [Question 6]: So it sounds as if I have to update my applications in order to emit events from CICS using the SupportPac.**

**SME [Answer 6]:** Yes, that's right. You need a small code change to provide information about the event and how it is to be emitted. To be a bit more specific, there is a program provided by the SupportPac, which is linked to using the channel interface on EXEC CICS LINK, and containers within the channel are used to provide relevant data for the event, such as the order item and amount and the customer details in my earlier example. This is all fully explained in the SupportPac documentation. I mentioned a statement of direction earlier, and that is around future capability which will actually allow you to emit CICS events without having to change the application code where those events occur. If anyone is interested in finding out more on this, they could apply to participate in a Beta program by sending an email to [CICSEP@uk.ibm.com](mailto:CICSEP@uk.ibm.com).

**HOST [Question 7]: So when and how can I get the CICS Events for WBE SupportPac? And how do I use it?**

**SME [Answer 7]:** The SupportPac CB11 is available from the SupportPac site as well as from the CICS event processing web site. The URL will be given at the end of this podcast, and is also accessible from the CICS TS v3.2 web page ([ibm.com/software/htp/cics/tserver/v32/](http://ibm.com/software/htp/cics/tserver/v32/)). This SupportPac is available for download now, for use with your CICS TS version 3 system. It contains full documentation on how to install and use the SupportPac, and includes example code to show you how to link to the SupportPac program.

CICS continues to deliver enhancements via both the service channel and SupportPacs such as this one, and a valuable resource for keeping up to date with what has been delivered is the CICS Newsletter which comes out around once a month.

You can find out about what events (in the other sense of the word!) are coming soon, latest development news from the CICS Director and also details of how to obtain the latest technology drops we have made for CICS. To register for the CICS Newsletter, please go to [www.ibm.com/cics/enews/register](http://www.ibm.com/cics/enews/register). To get full and detailed information about CICS TS and the CICS Tools and connectors you can also request a CICS On Demand Seminar from your local account representative, or by sending an email to

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[CICSSEM@uk.ibm.com](mailto:CICSSEM@uk.ibm.com) (this seminar is an all day customised agenda of CICS technical content delivered by a CICS technical specialist at your company location).

There are a lot of exciting things happening in CICS at the moment, and introducing support for event emission is just one of them.

HOST: Thank you Catherine. That was very interesting.

SME: Thanks for giving me the opportunity to talk about CICS events and the CICS Events for WBE SupportPac.

HOST: Well, that wraps up this podcast discussion. To find out more about the [CICS Events for WBE SupportPac] we mentioned earlier, please go to the description for this podcast at:  
<http://www.ibm.com/software/os/systemz/podcasts/websphereonz>

Join us next time as we talk about another important mainframe topic. For now, this is Sherrie Abshire saying "Thanks for listening".