Nebraska Office of CIO achieves reliable on-time performance

Department expedites 40,000 jobs monthly with IBM Tivoli Workload Scheduler software

Overview

The need
The Nebraska Office of the CIO must ensure the timely completion of over 40,000 jobs per month on the state's mainframe environment, many of those jobs critical to state agencies delivering services to citizens.

The solution
The department utilizes IBM® Tivoli® Workload Scheduler to accelerate batch processing and, by interfacing it with the state's automation platform, expedite job monitoring and scheduling with minimal human interaction.

The benefit
The Office of the CIO achieves reliable on-time performance, ensuring quicker service delivery to citizens while enabling the department to manage an increasing number of jobs with fewer resources.

The CIO office for the state of Nebraska plays the role of IT department for all agencies statewide. The office supports the mainframe environments, scheduling and running approximately 40,000 batch jobs monthly.

Timely transaction processing

"Ultimately, our customers are the citizens of Nebraska," says Sue Volkmer operations analyst for the CIO office. "We are responsible for getting the different agencies' jobs done on time, and if we don't it can impact delivery of unemployment payments, child support, you name it." The department's goal, according to Volkmer, is to run the batch schedule and run it in the right order, so state employees can begin processing transactions at 7 a.m. the next day. "Our biggest challenge is just workflow; getting work completed in a timely fashion."

Nebraska's CIO office continually focuses on extending automation throughout its mainframe environment. "With IBM Workload Scheduler we're exploring every possibility. As a result, our scheduling workload had been greatly reduced because of the increased efficiency of our batch schedule," says Sue Volkmer, operations analyst for the CIO office.

End-to-end job scheduling environment

More than 15 years after the IBM Tivoli Workload Scheduler software deployment, the solution is fully assimilated into the CIO office's operations. The solution is the backbone of an end-to-end job scheduling environment, providing Volkmer and her team a single point of control to view and manage diverse workloads and fine-tune performance. "For the Department of Health and Human Services, we're not only running their production schedule on the IBM workload scheduler, we're running three levels of test schedules as well—unit testing, string testing and client acceptance testing" says Volkmer. "That allows us to help them deliver service quicker."

Doing more with less

Scheduling automation and increased batch schedule efficiencies have enabled Nebraska's CIO office to reduce the scheduling staff by 25 percent, according to Volkmer. "We used to have a full-time scheduler who worked only on the daily schedule, updating the job control language on our two IBM z196 model 602 mainframes with new data, for instance. Now, that's all automated. That's just one example of how everything's simplified."

"Though it's impossible to quantify exactly, that same efficiency has resulted in lower costs to Nebraska taxpayers," says Volkmer. "I know we've lowered our job scheduling rates over the years, and I believe that has a lot to do with the fact that we're able to manage more jobs with fewer resources."

Solution components

Software
• IBM® Tivoli® Workload Scheduler for z/OS®

Servers
• IBM z196 model 602

For more information

To learn more about Tivoli Workload Scheduler please contact your IBM marketing representative or IBM Business Partner, or visit the following website:
ibm.com/software/products/en/tivoliworksche

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