

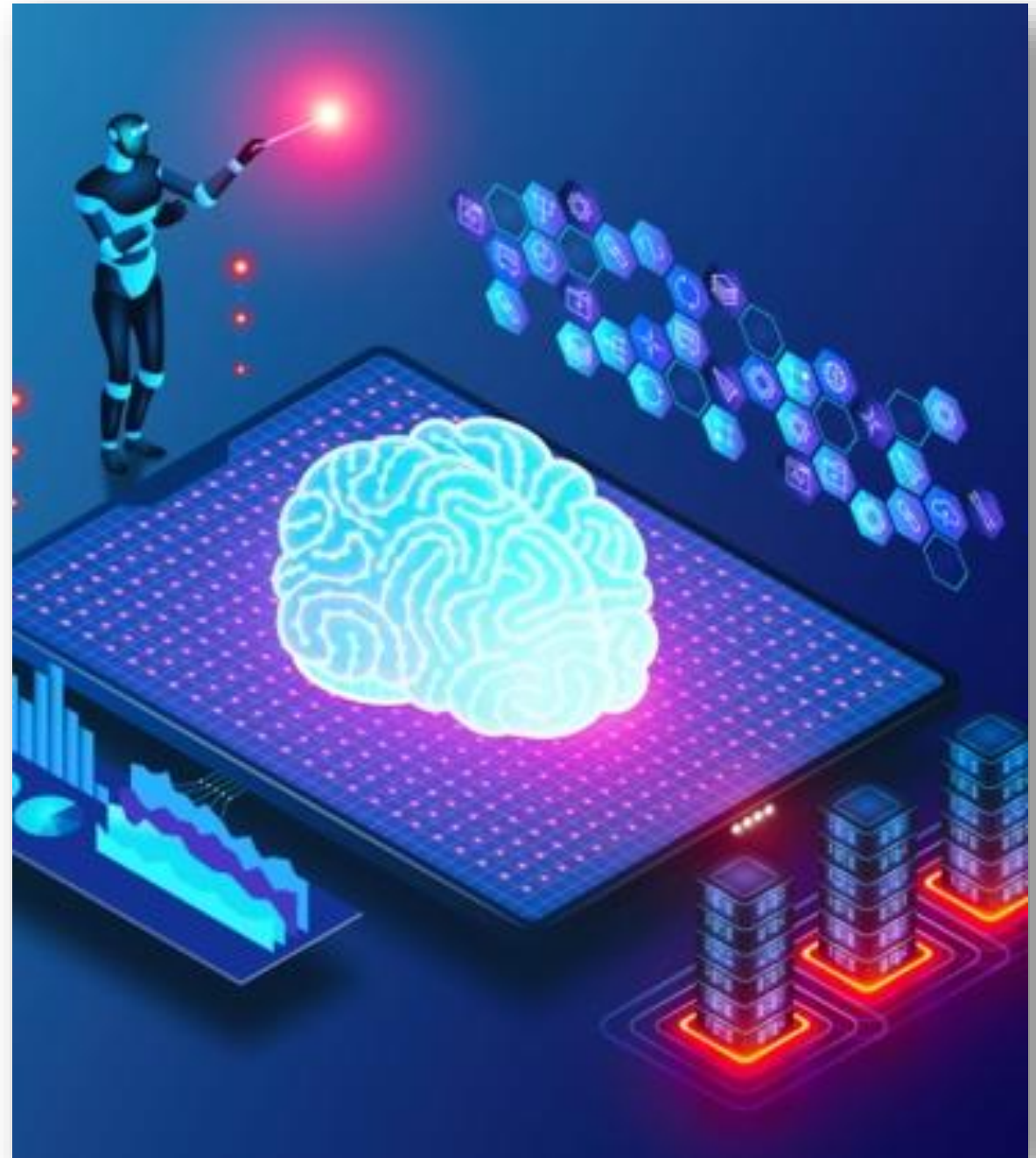
IBM Concert for Z, an AI-Powered Mainframe Resilience Platform: Solutions vs. Alerts

Domenico D'Alterio
Principal Product Manager,
AIOps for IBM Z
ddalteri@it.ibm.com

Fabricio Miatto
Forward Deployed Engineer,
IBM
fmiatto@br.ibm.com

AIOps for IBM Z is a powerful technology approach that combines **automation** with **artificial intelligence** (AI) and **machine learning** algorithms.

Improve your **systems management**, **IT operations**, **application performance** and **operational resiliency** on the mainframe.



Core Operational and Resiliency Challenges

1

Data



Too many events/alerts overwhelm analysts and prevent them from prioritizing efforts

Inability to analyze, correlate, prioritize, and respond to all the coming alerts at necessary speed

2

Visibility



Fragmented visibility & context gaps from siloed tools and data

Inability to correlate, relate and prioritize events which slows down root cause analysis

3

Risk



Difficulty predicting and identifying risks

Slow & reactive risk mitigation due to lack of insight and recommended corrective actions

4

Skills



Loss of expertise and difficulty in on boarding new talent quickly

Lack of confidence in corrective actions due to complexity and lack of supporting automation

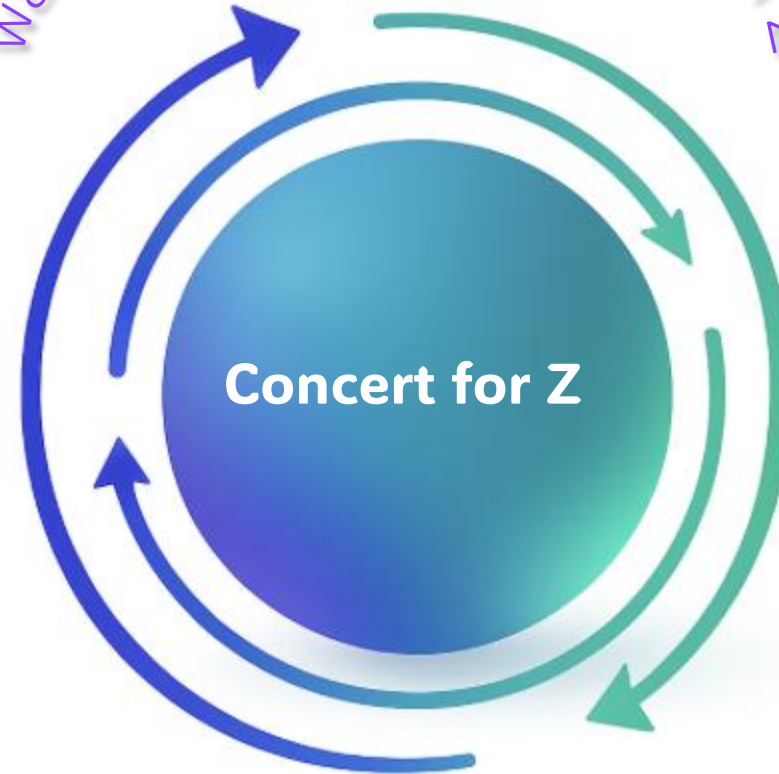
IBM Z AIOPs Framework

Observe

Accelerate detection of anomalies in infrastructure and applications using AI and environment modeling to reduce dependence on institutional knowledge

- *Full-stack Monitoring*
- *Enterprise APM/Observability*
- *Anomaly Detection and Predictive analytics*

Watsonx Assistant Platform for Z



Optimize

Leverage domain knowledge with contextualize AI insights and correlations to rapidly determine root cause and optimize ZOS environment

- *Performance Optimization and Capacity Planning*
- *Log and Data Analytics*

Automate

Restore service as soon as possible and avoid problem proliferation with intelligent automation and collaborative incident management

- *System Automation*
- *Workload Scheduling*
- *Back-up Resiliency*

IBM Concert for Z



*is an AI-powered mainframe resilience platform
that helps organizations simplify operations & proactively manage risks
by unifying siloed data into actionable insights
thereby ensuring uptime, trust, and customer confidence.*

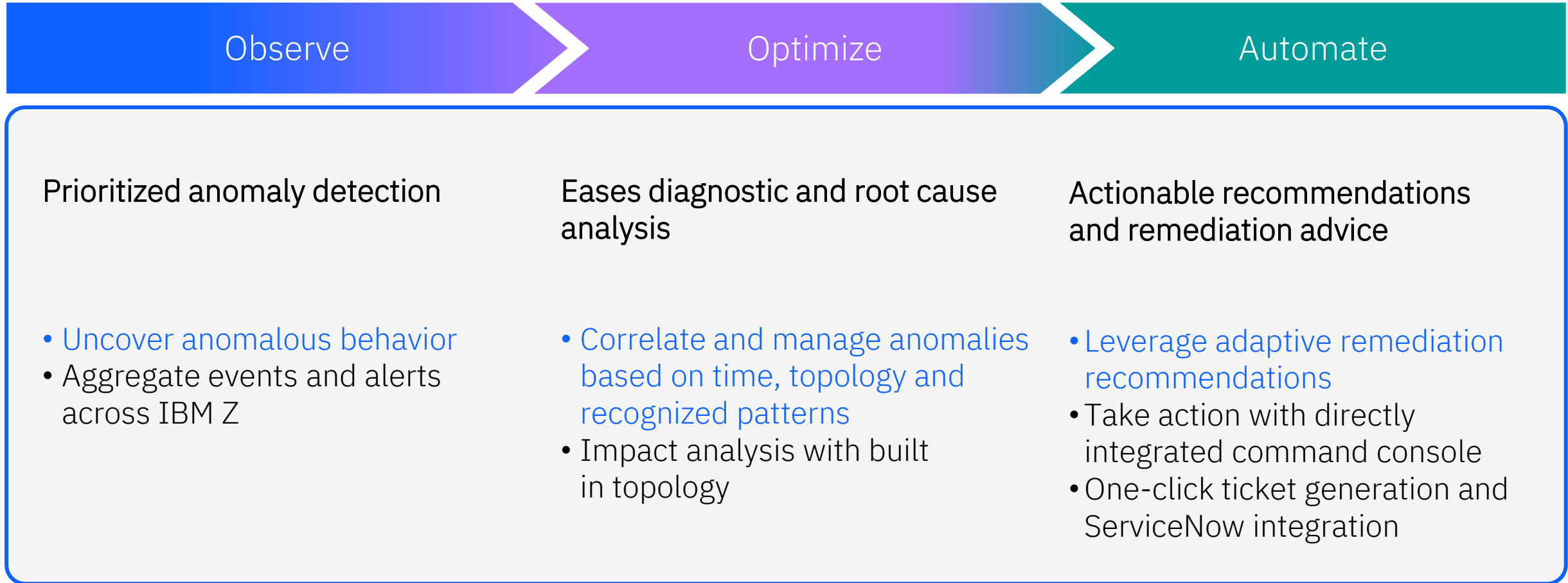
Operations Management

*Detect anomalies in real time, correlate events
across domains, helps in resolving them quickly
through actionable insight recommendations to
minimize business applications downtime*

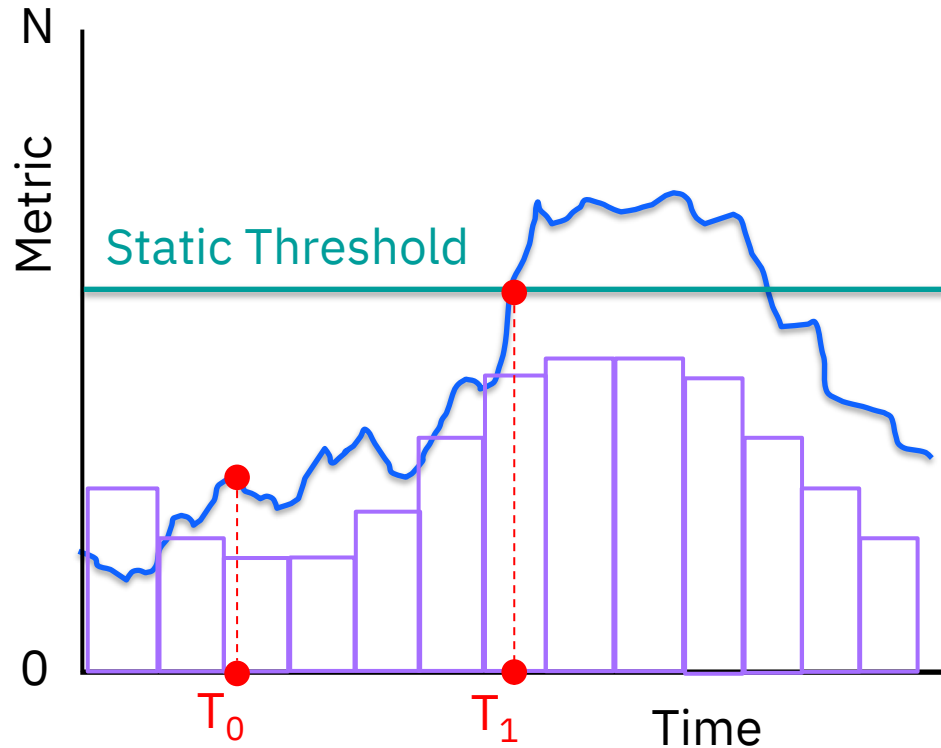
Resilience & Risk Management

*Anticipate risks, define patching priorities with
clarity, enhance efficiency with intelligent tracking
and manage certificate health to strengthen
resiliency and reduce the likelihood of outages*

IBM Concert for Z – AI infusion in Operations Management



Anomaly Detection



● Alerts Generated

Static Threshold
Real Time Monitoring
Issue First Detected – T_1

Machine Learning Baseline Model
Real Time Anomaly Detection
Issue First Detected – T_0

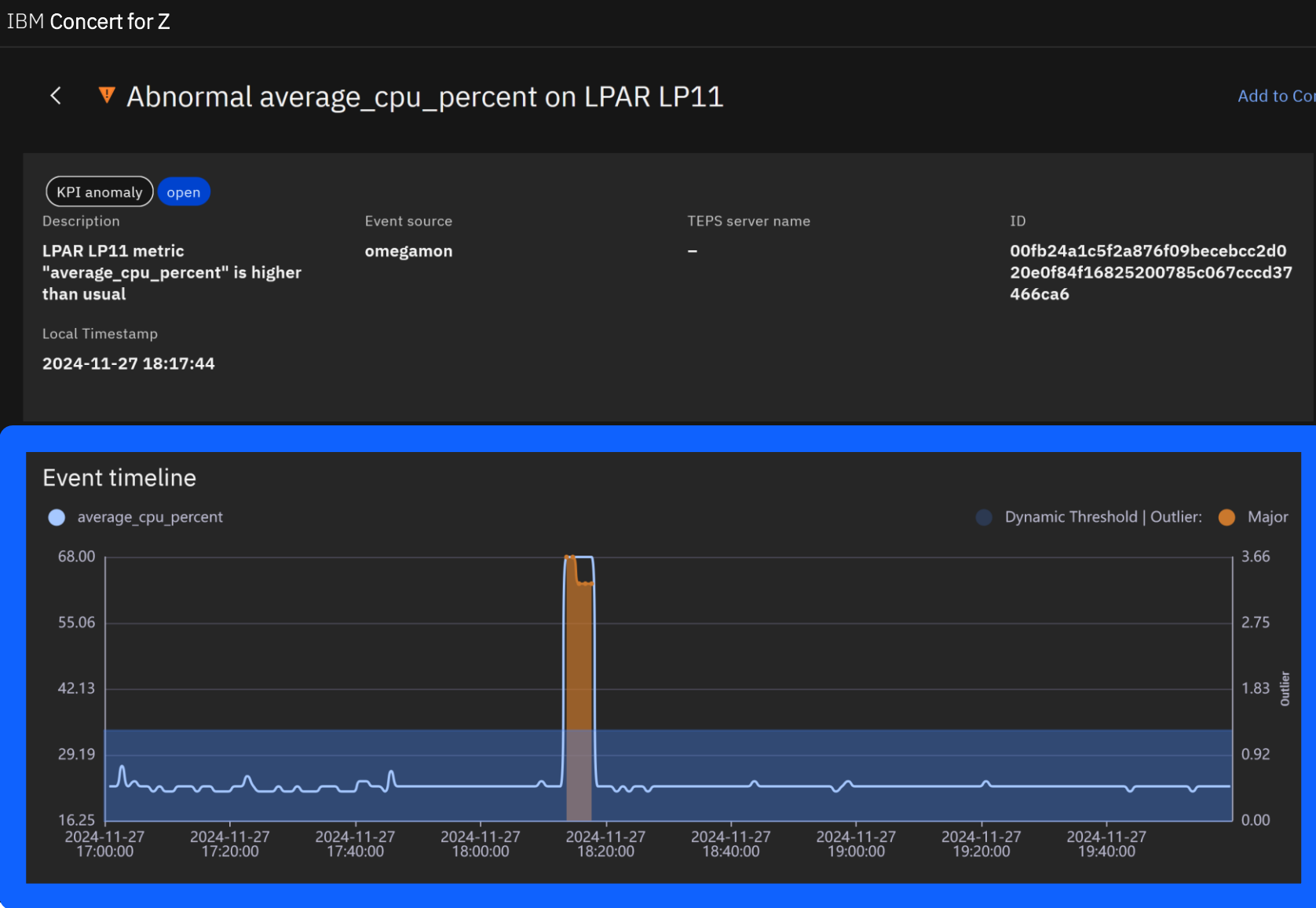
Proactively identify hidden operational issues

Proactively highlight operational issues with built-in **Machine Learning** and **anomaly detection**

Environment Modeling:
Understand normal behavior for subsystems and messages

Metric Anomaly Detection:
Detect anomalies in **subsystem specific KPIs** for Db2®, CICS®, MQ®, IMS® and z/OS® based on SMF data and performance metrics coming from OMEGAMON

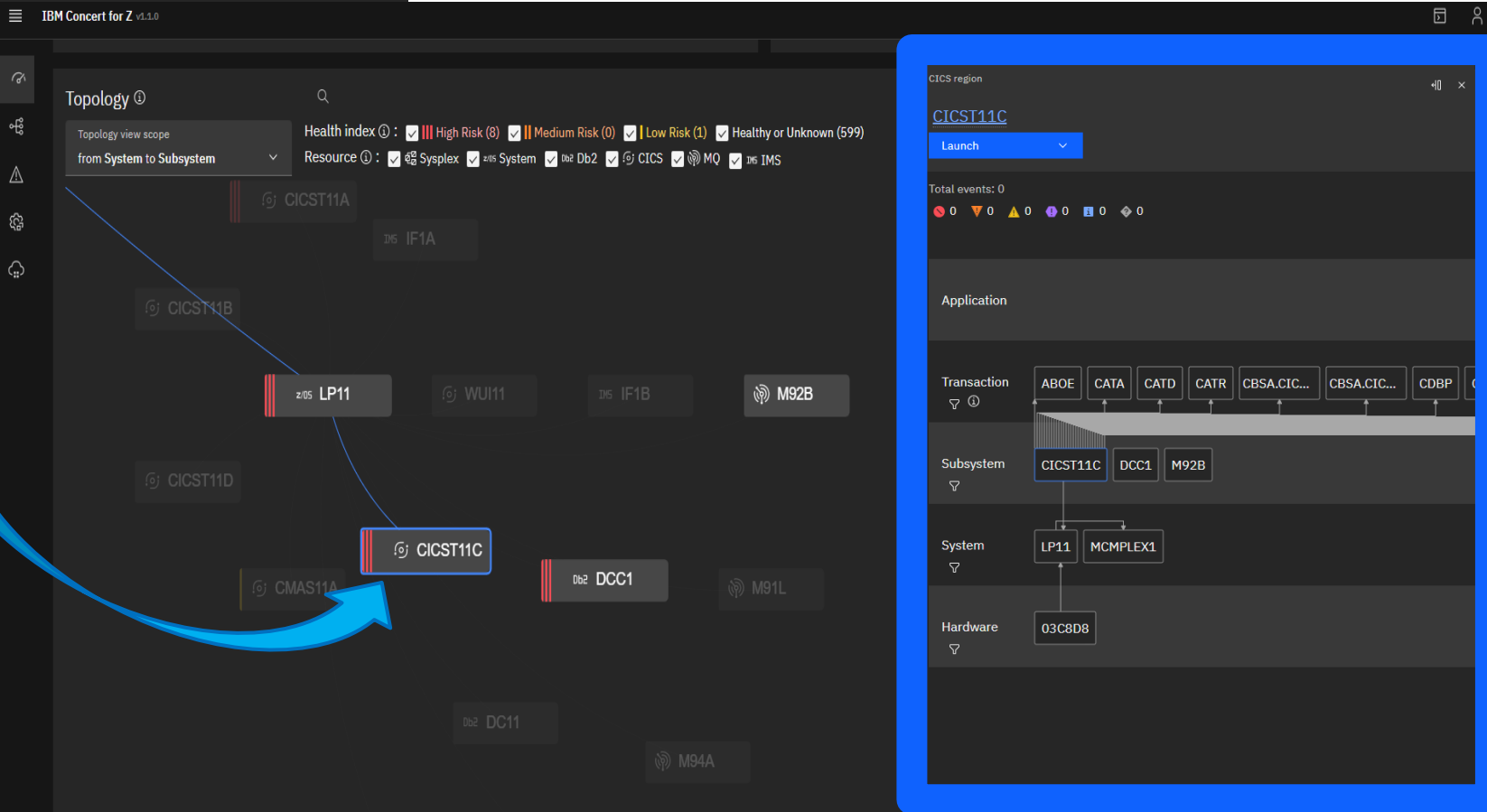
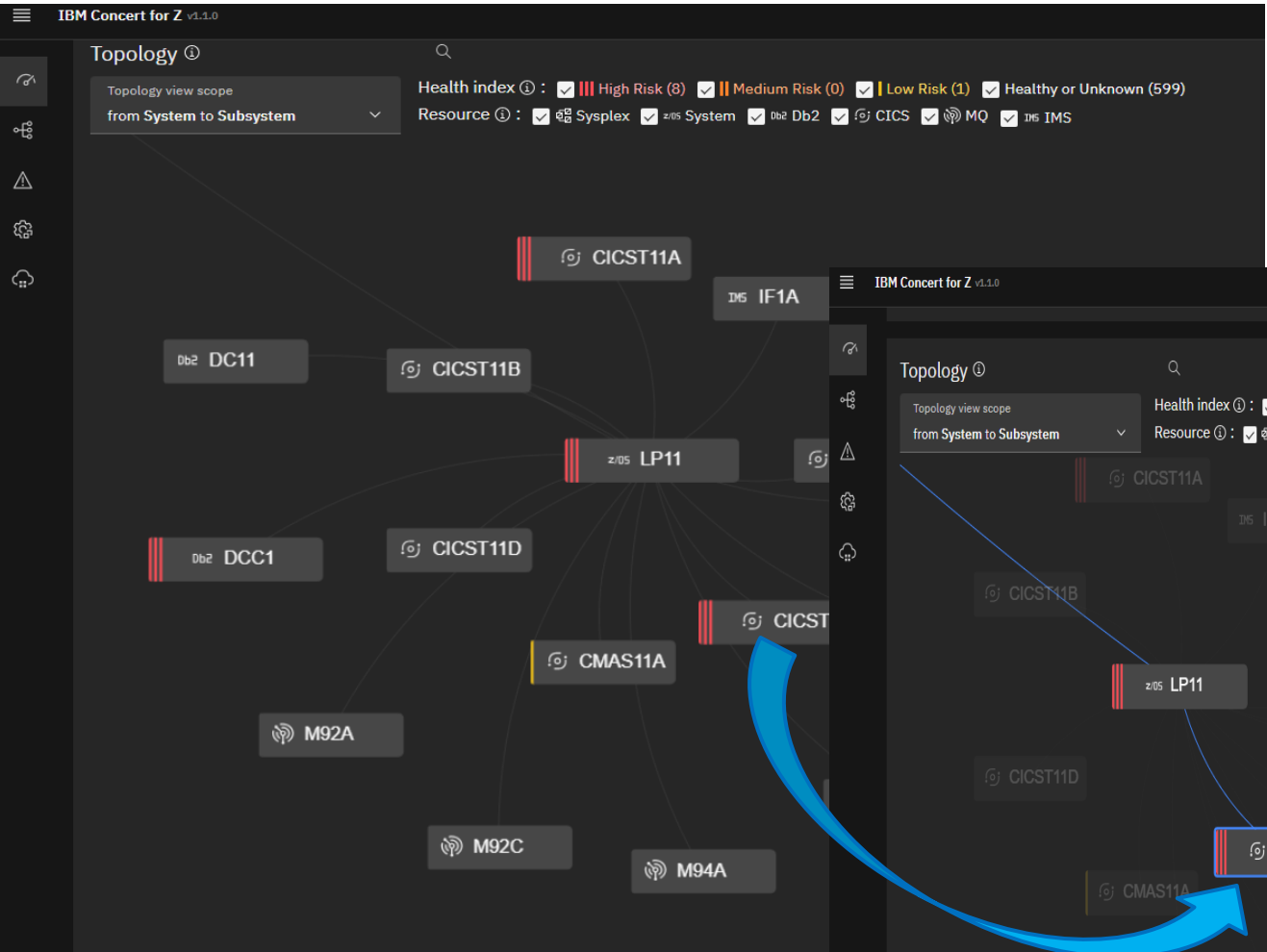
Message Anomaly Detection:
Detect anomalies in **occurrence, frequency, or sequence** of system messages



Critical connections visible at a glance

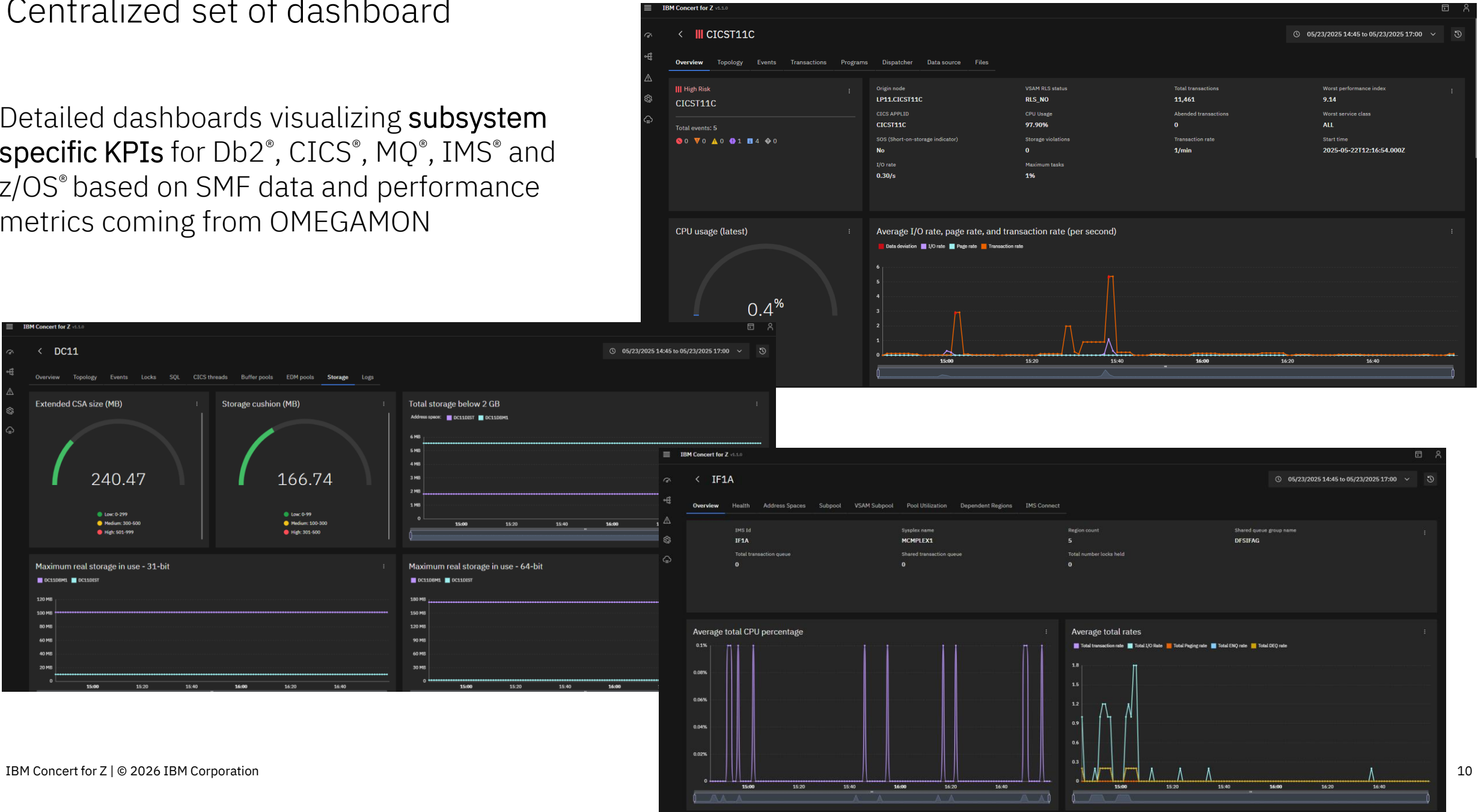
The **graphical topology viewer** makes connections between **business applications** and **mainframe resources** immediately clear

Risks are **spotlighted** and can be drilled down into for further analysis



Centralized set of dashboard

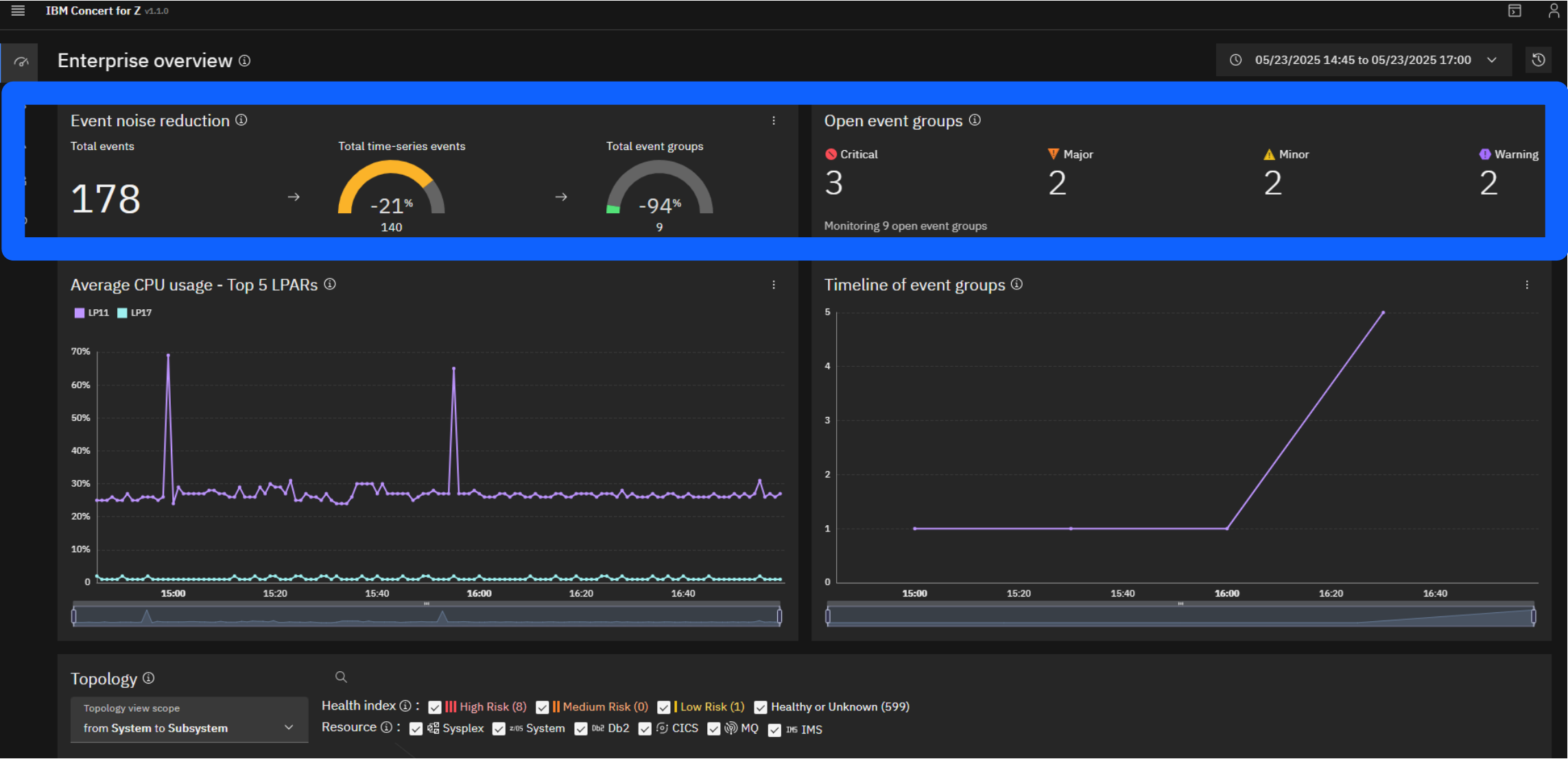
Detailed dashboards visualizing **subsystem specific KPIs** for Db2®, CICS®, MQ®, IMS® and z/OS® based on SMF data and performance metrics coming from OMEGAMON





Built-in event grouping for noise-reduction

Issues, events, and alerts across IBM Z are aggregated, correlated, grouped, and prioritized by risk level to help identify critical risks



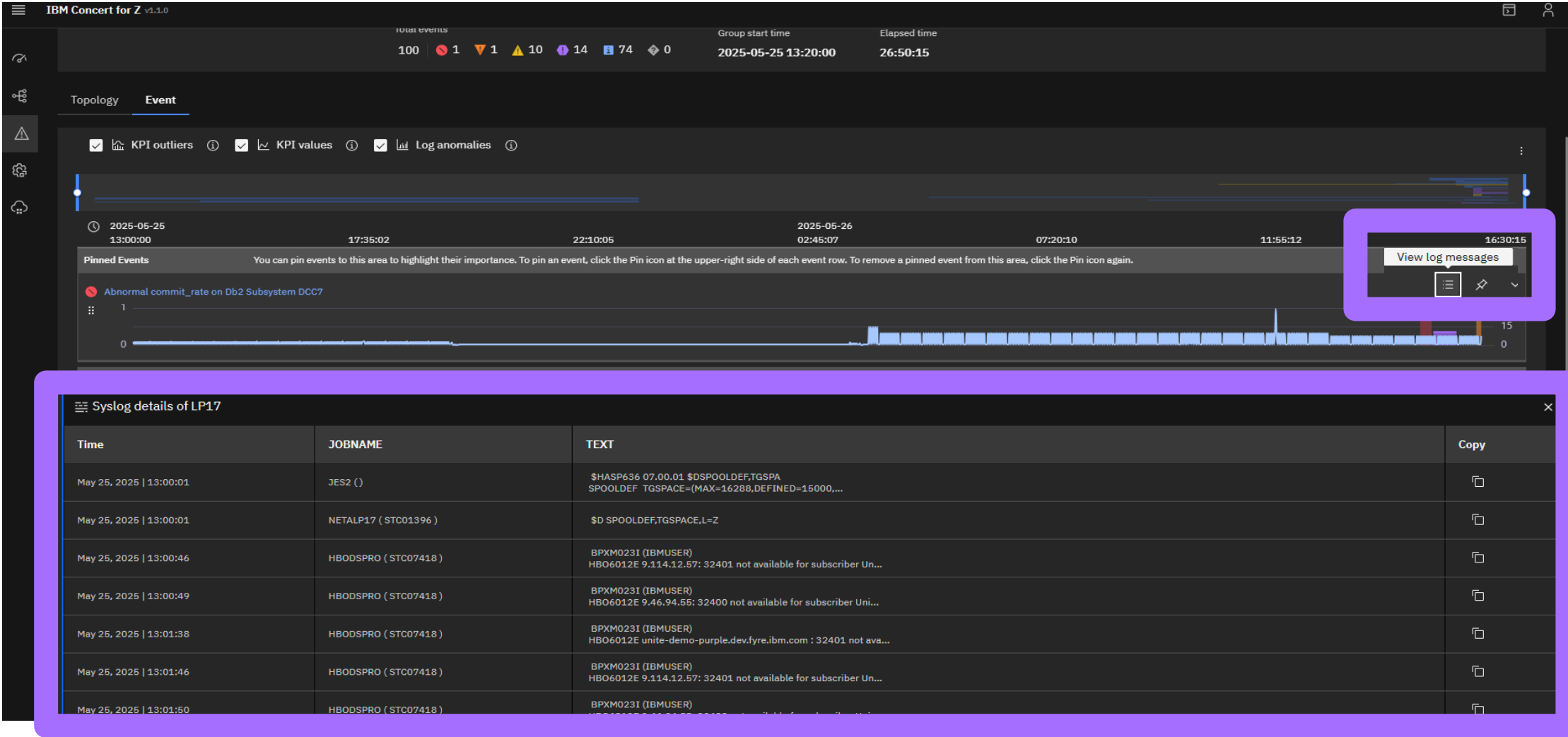
Event group analysis

Anomalies on metrics and messages coming from **different subsystem** visualized over a **timeline** for quick comparison and analysis



In context view of log messages

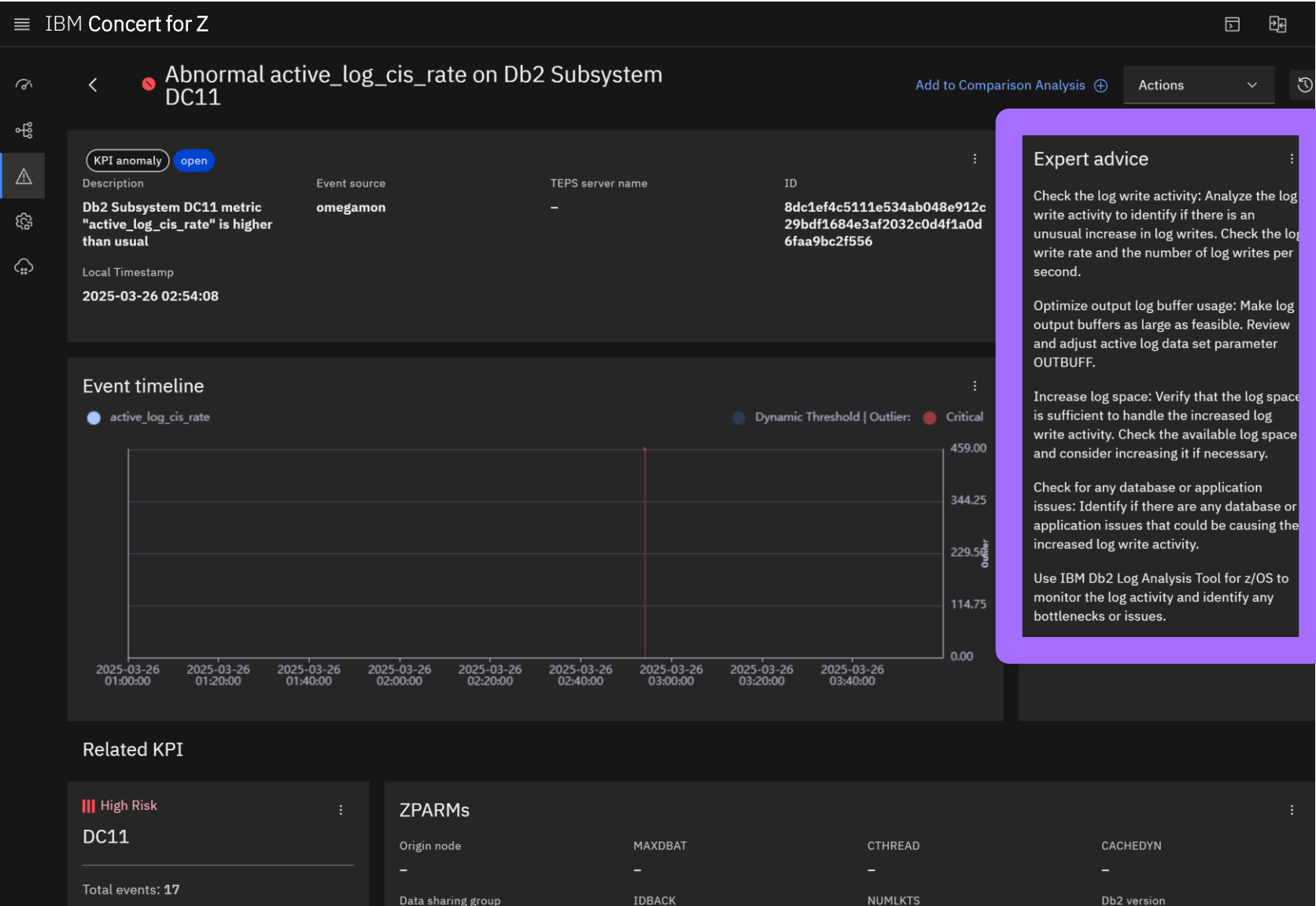
In context visualization of log messages speed-up the problem determination phase and root cause analysis

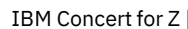


Built-in expert advice for every issue

Expert advice, supported by **generative AI** and **built-in IBM Z expertise**, provide critical insights into issues and actionable remediation advice

Resolve issues faster and facilitate faster new skills acquisition and knowledge transfer

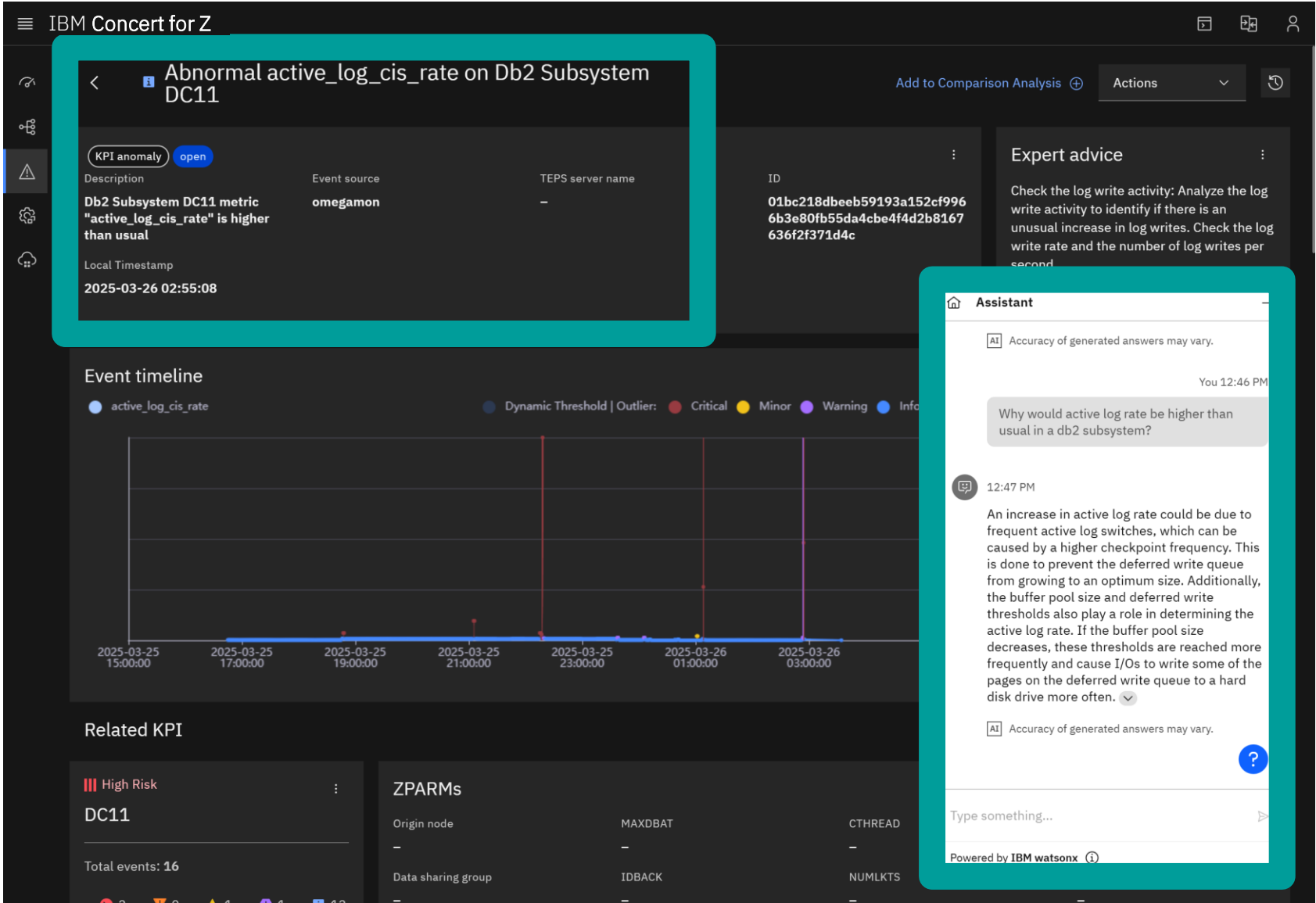




Gather insights from watsonx Assistant for Z

The integration with **watsonx Assistant for Z** identifies the next steps and **actions** to solve issues

Access to expert advice and recommendations for issue resolutions is **at your fingertips**



ServiceNow integration

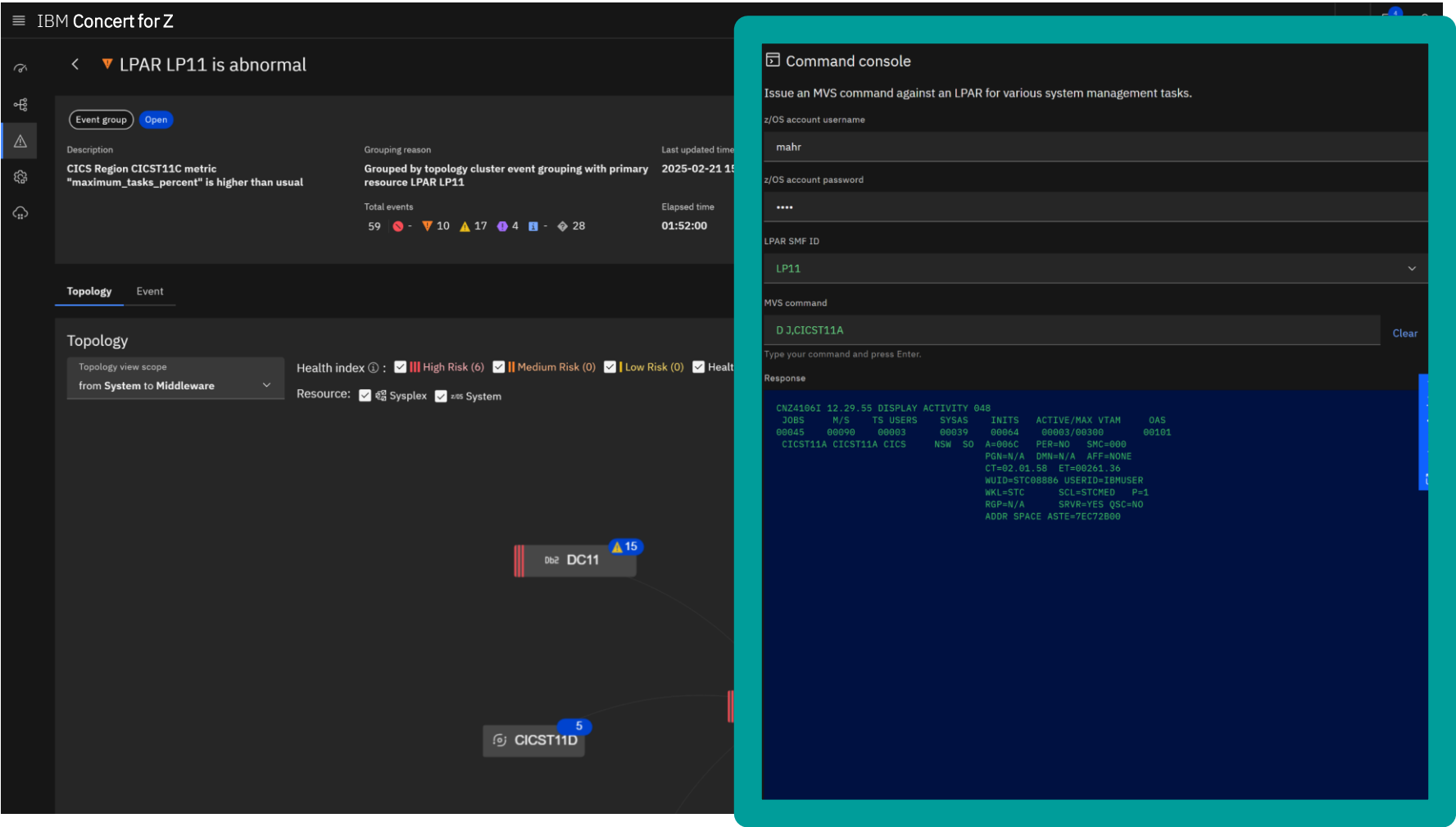
In context ServiceNow ticket creation

The screenshot displays the IBM Concert for Z v1.1.0 interface. The main view shows an event group titled "Event group: zOS LP11 is abnormal". The description indicates a "Db2 Subsystem DCC1 metric 'single_phase_commit_rate' is higher than usual". The event group is grouped by topology resource zOS LP11. The total events are 100, with 1 event highlighted in red. A blue arrow points from the "Create as ticket" button in the top right of the event group view to a modal dialog titled "Create zOS LP11 is abnormal as ticket". The modal dialog contains fields for "Short Description", "Urgency" (set to High), and "Impact" (set to High). It also includes a "Comments" section with a text area and a "Create as Ticket" button. The background shows a topology view with a search bar and a list of resources, including "CICST11C" and "z/OS LP11".

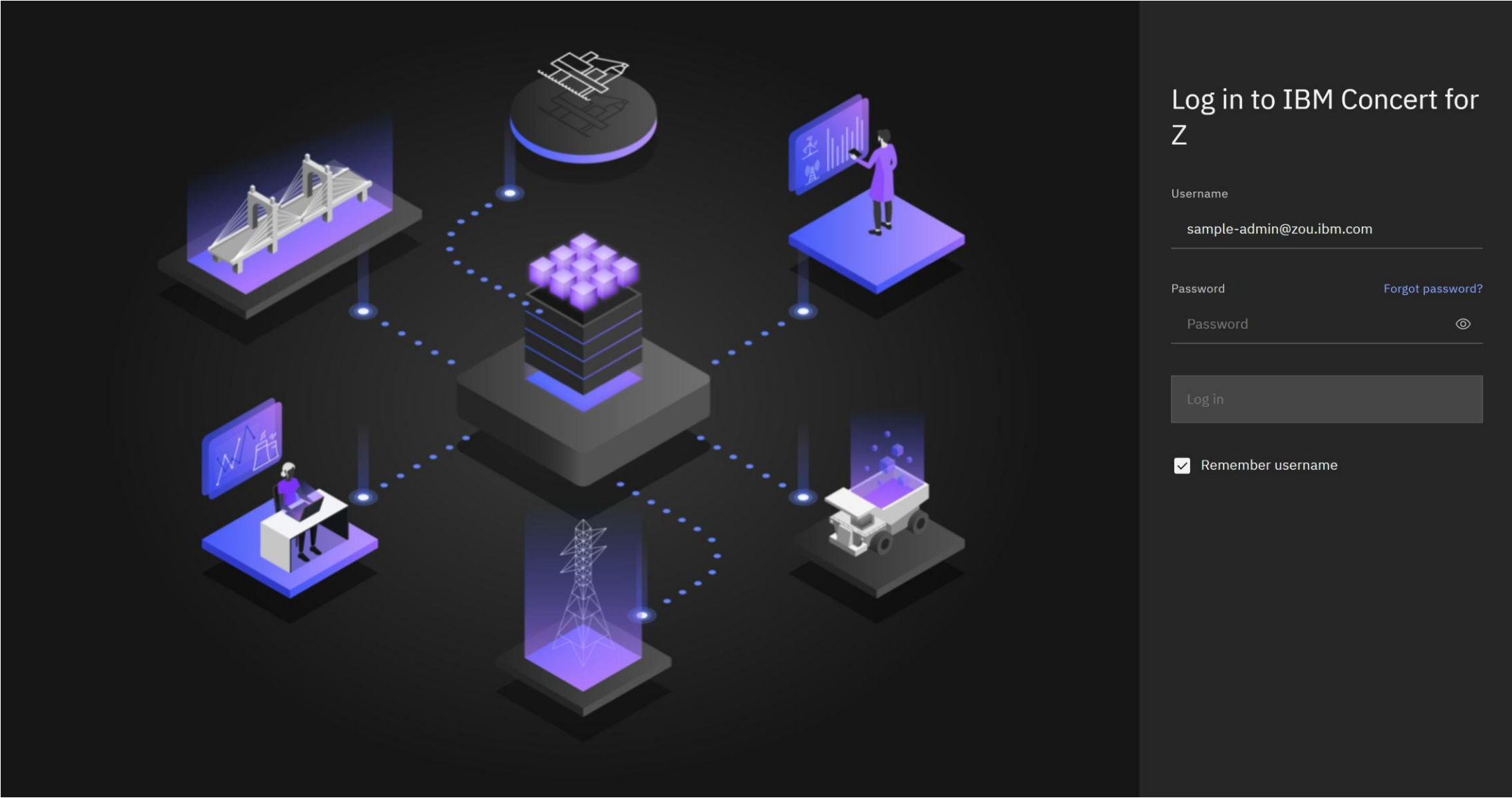
Issue commands directly from the UI

Built-in **Integrated Command Console** allows authorized users to issue commands directly from the UI

Submit commands to MVS and NetView to take actions and restore service



Demo



Concert for Z: Operations Management

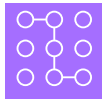
Key capabilities & differentiators

Observe | Optimize | Automate



Observe

Simplify mainframe operations by grouping all your disparate events & alerts into a single interface, showing important connections and anomalies



Optimize

Bring clarity to root cause analysis across the IBM Z stack with built-in expert advice and actionable recommendations to identified issues



Automate

Act swiftly on recommendations and remediation steps, issuing commands and opening service tickets directly from the UI

Key Features

Intelligent anomaly detection

applies ML to determine normal behaviors and detect anomalies early before they impact services

AI-powered expert advice

Built-in Expert Advice is provided for every issue and provides relevant background of the issue as well as recommended remediation actions

Automated event correlation

Issues, events, and alerts are aggregated, correlated, grouped, rated by severity, and prioritized across Z

Transaction-level topology mapping

a graphical view of the relationships between business applications and infrastructure resources

Unified centralized dashboard

A single-pane-of-glass consolidates KPIs and metrics across Z, enabling seamless drill-down analysis

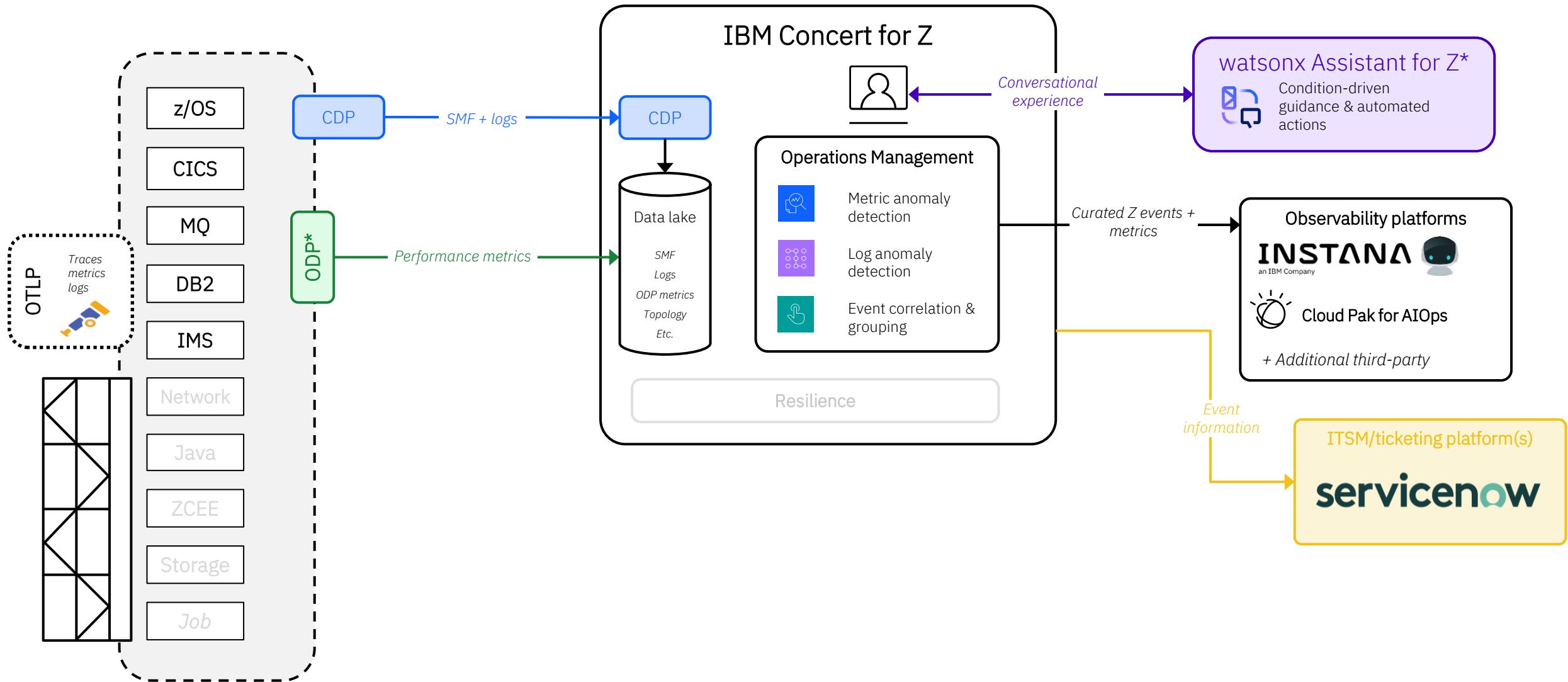
Integrated command console

Issue commands directly from the UI with a built-in command console to resolve identified problems efficiently

IBM Concert for Z High level architecture

Operations Management

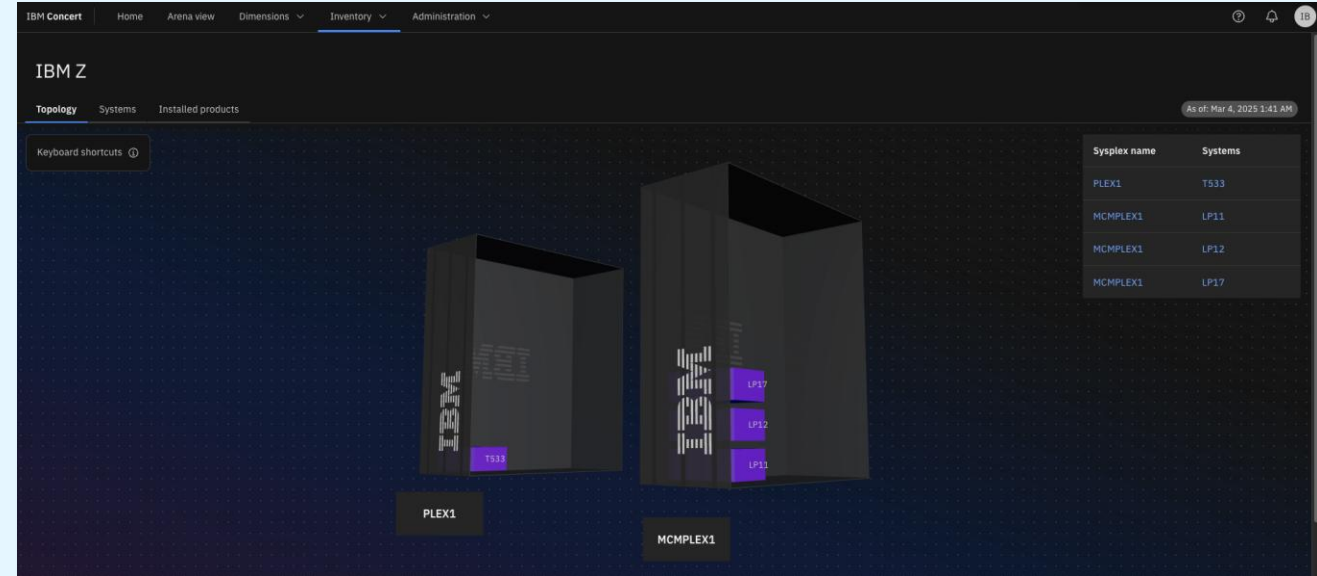
*Not included with IBM Concert for Z. Required software to enable specified use case.



Visualize and manage IBM Z

Maintenance Risk

Assess enterprise posture regarding APAR status and form plans to remain resilient and avoid outages



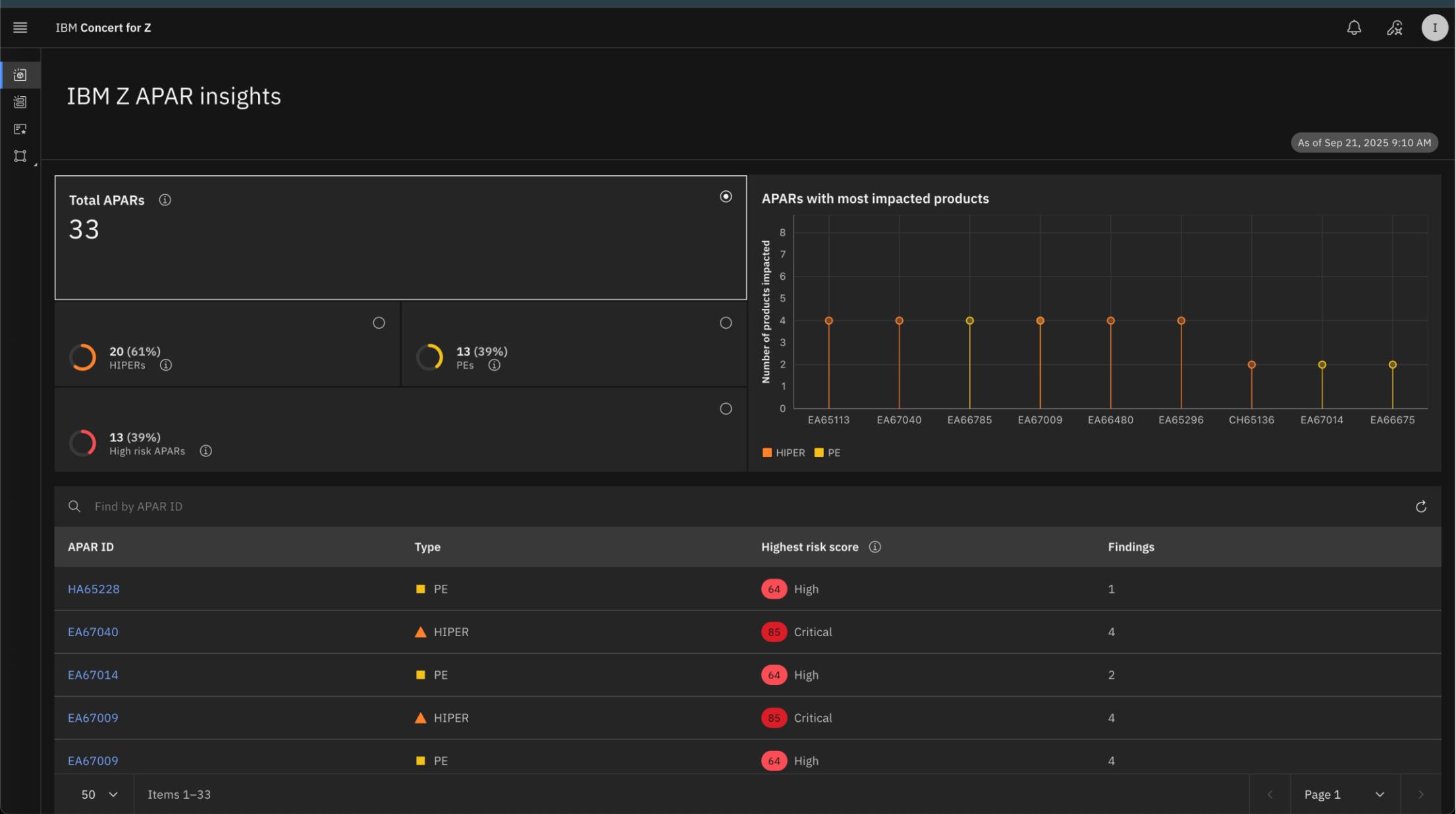
Never suffer an outage due to unapplied maintenance again

Track maintenance drift across all z/OS environments

Visualize APAR and/or HiPER risks, prerequisites, and relationships to clearly define your software upgrade roadmap

Auto-initiate risk-based change tickets to kickoff installation with the proper IBM Z focal or through automation Agents

Missing critical updates overview



Details on the specific Z APAR

IBM Concert

Home

Arena view

Dimensions

Inventory

Administration

← Back

Ask watsonx

EA67040

Type: ⬆ HIPER • FMID: HDZ3310 • Function: Data Facility System Managed Storage Base & ENU • Risk: 85 Critical ? • [Launch APAR URL](#)

Overview

Blast radius

zOSMF libraries

Unmanage

Additional

Description: Error condition: After OA64784 and a failure to migrate a data set, calling the program as well as ABENDs in other modules/functions. ADDITIONAL SYMPTOMS: ABEND378 RSN14 ARCPDO TASK AN table contains an invalid pointer. KNOWN IMPACT: HSM encountered an error on where the overlay occurs.

Problem summary: *USERS AFFECTED:* All DFSMSHsm users on the system. *DESCRIPTION:* DFSMSHsm may experience various types of ABENDs if certain error conditions are met during a relative overlay if certain error conditions are met during a relative overlay.

Problem conclusion: DFSMSHsm has been modified to correct the error.

APAR information:
APAR number: OA67040
Reported component name: DFSMSHSM, ISMF
Reported component ID: 5695DF170
Reported release: 310
Status: CLOSED
PE: YesPE
HIPER: YesHIPER
Special Attention: Not a z/OS product / Xsystem
Submitted date: 2024-11-04
Closed date: 2024-11-04
Last modified date: 2025-02-13
APAR is sysrouted FROM: None specified
APAR is sysrouted TO: UJ96255 UJ96257 UJ96262
Modules/Macros: ARCCLSRV
Applicable component levels: R240 PSY UJ96255 UP24/11/19 UJ96257 UP24/11/19 P F411

IBM Concert

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Arena view

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EA67040

Type: ⬆ HIPER • Risk: 22 Low ? • [Launch APAR URL](#)

Overview

Blast radius

APAR

EA67040

Product

z/OS 3

Feature

4

Function

4

z/OS 3 DFSMS dsshsm

z/OS V3 Base

z/OS 3 DFSMS rmm

z/OS 3 DFSMS dss

Data Facility System Ma...

IBM Concert for Z | © 2026 IBM Corporation

25

Missing critical updates by System

IBM Z

Topology

Systems

Installed products

Keyboard shortcuts ⓘ

As of May 15, 2025 4:44 AM

Sysplex na...

Systems

PLEX1

T533

IBM Z

Topology

Systems

Installed products

Find by system name

System	Sysplex	Product usage count	MCUs ⓘ
T533	PLEX1	2	0 / 294
LP17	MCMPLEX1	6	18 / 2086
LP12	MCMPLEX1	2	16 / 652
LP11	MCMPLEX1	12	19 / 2652

Items per page: 50 ▾

Items 1–4

Topology view of the systems in the environment, with the number of Missing Critical Updates missing

Missing critical updates by Product

IBM Z

TopologySystemsInstalled products

As of May 15, 2025 4:44 AM

Product name	Product ID	Product family	Release	SEC/INTs ?	HIPERs ?	PEs ?
unknown_name_1	unknown_1	Db2_V12R1M0	unknown_release_1	0 / 0	0 / 2	0 / 10
IBM Z Distribution for Zowe 2.0	5698-ZWG	ZOWE_V2R0M0	02.00.00	0 / 0	0 / 0	0 / 1
IBM Unified Management Server for z/OS	5698-UM1	Db2_V13R1M0	01.02.00	0 / 0	0 / 0	0 / 0
IBM Z Workload Scheduler	5698-T09	Workload_Scheduler_V10R1M0	10.01.00	0 / 0	1 / 37	0 / 0
IBM Z System Automation	5698-SA4	SA_V4R3M0	04.03.00	0 / 0	0 / 1	0 / 4
IBM Workload Query Workload Tuner for z/OS 6.1	5698					
IBM z/OS Utilities Suite for z/OS	5698					

IBM Z Workload Scheduler

Product ID: 5698-T09 • Product release: 10.01.00 • Product family: Workload_Scheduler_V10R1M0

FeatureszOSMF librariesUnmanaged libraries

As of May 15, 2025 4:44 AM

Associated features	SEC/INTs	HIPERs	PEs
1	0 / 0	1 / 37	0 / 0

Feature name ?

FMID

Function

APAR ID

APAR type

APAR risk score

IBM Z Workload Sched	JWSZA13	IBM Z Workload Scheduler E2E enabler	AH62660	HIPER	22 Low
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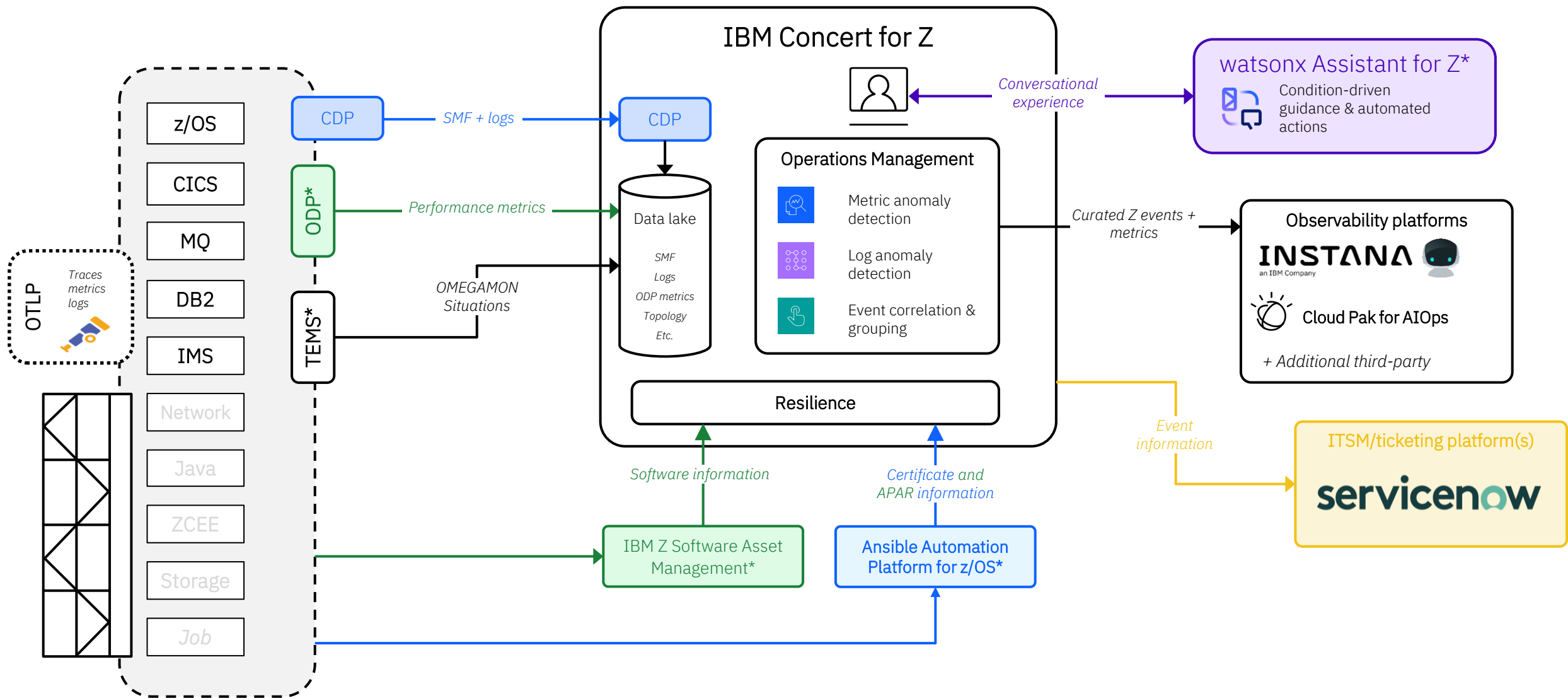
Items per page: 50 Items 1-1

Pag...>

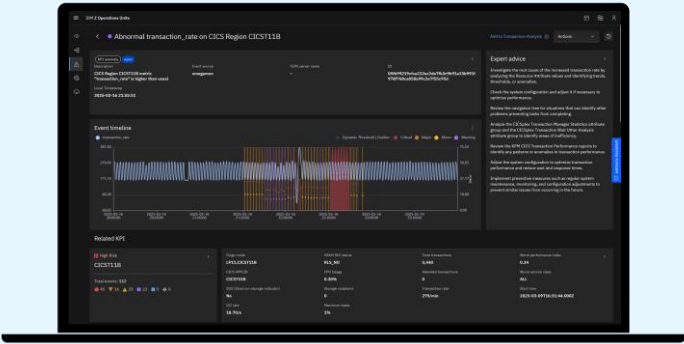
More details on missing critical updates by product

IBM Concert for Z High level architecture

*Not included with IBM Concert for Z. Required software to enable specified use case.



How IBM Concert for Z overcomes challenges



Challenges

 Too many events/alerts overwhelm analysts
Inability to analyze, correlate, prioritize, and respond

 Fragmented visibility & context gaps
Inability to correlate

 Difficulty predicting and identifying risks
Slow & reactive risk mitigation

 Loss of expertise
Lack of confidence in corrective actions

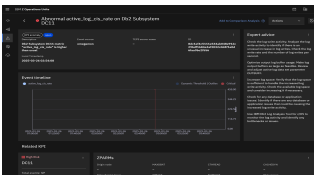
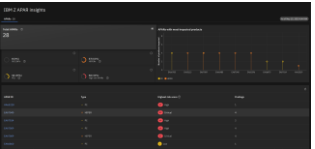
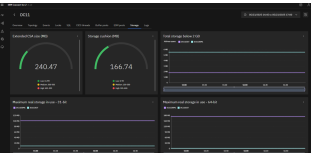
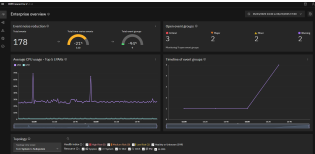
IBM Concert for Z

Automated event correlation
Issues, events, and alerts are aggregated, correlated, grouped, rated by severity, and prioritized across Z

Unified centralized dashboard
A single-pane-of-glass consolidates KPIs and metrics across Z, enabling seamless drill-down analysis

Risk identification through multiple use cases
Intelligent APAR management to prevent Missing Critical Updates risk, Infrastructure Health insights and automated certificate management

AI-powered expert advice
Built-in Expert Advice is provided for every issue and provides relevant background of the issue as well as recommended remediation actions



A Common Workplace Situation: Workers Go to Managers with Problems

Many managers get overwhelmed with employees and collaborators coming to them with problems.

And the more direct-reports, the more problems. (Too many monkeys on the shoulder)

These problems, at face-value often appear:

- Urgent
- Important
- Unique

A single point-of-contact for all of these problems (the manager) cannot reasonably provide solutions to all of these problems.



A Common Workplace Situation: Empowering Decisions with Solutions

A more efficient process is for employees and collaborators to approach the manager not just with **problems**, but also with possible **solutions** to the problem.

- What might be the cause of the issue
- Have we tried talking with another collaborator to see if they have the same problem or if they are related
- How might the problem be resolved
- What process change can we make to avoid the problem in the future?

By sourcing the information with a larger pool of coworkers and providing possible solutions, remediation is usually much faster and easier.



Typical Process:

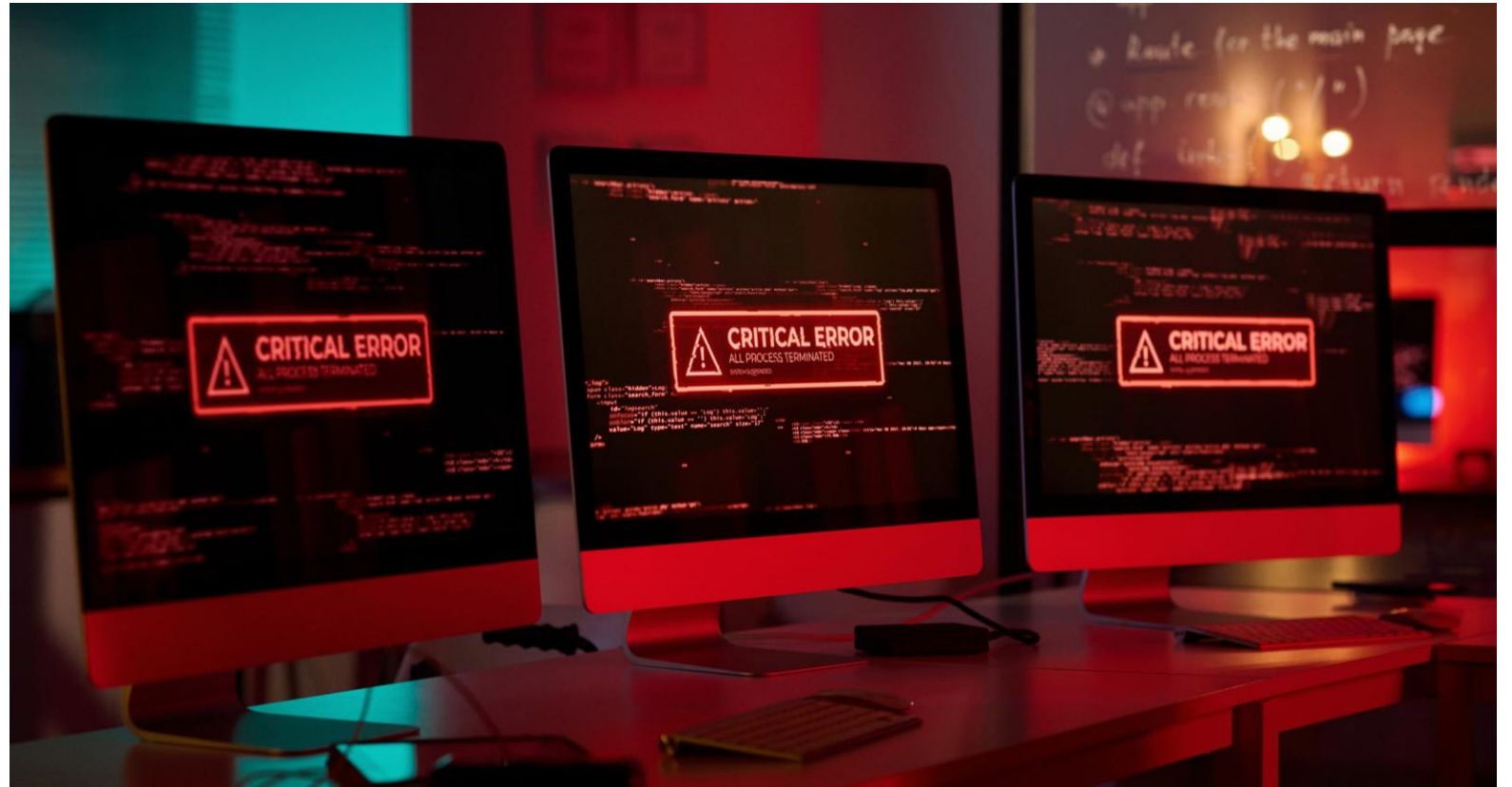
Alerts to Problems without Advice on how to Manage

Similarly, most z/OS solutions **alert** you to problems – more than you can reasonably manage

These alerts often contain **no context** on:

- Severity
- Time-sensitivity
- Relevance to other issues
- Insights on how to solve the issue

Just like employees, an intelligent solution should provide possible **solutions**, not just problems.

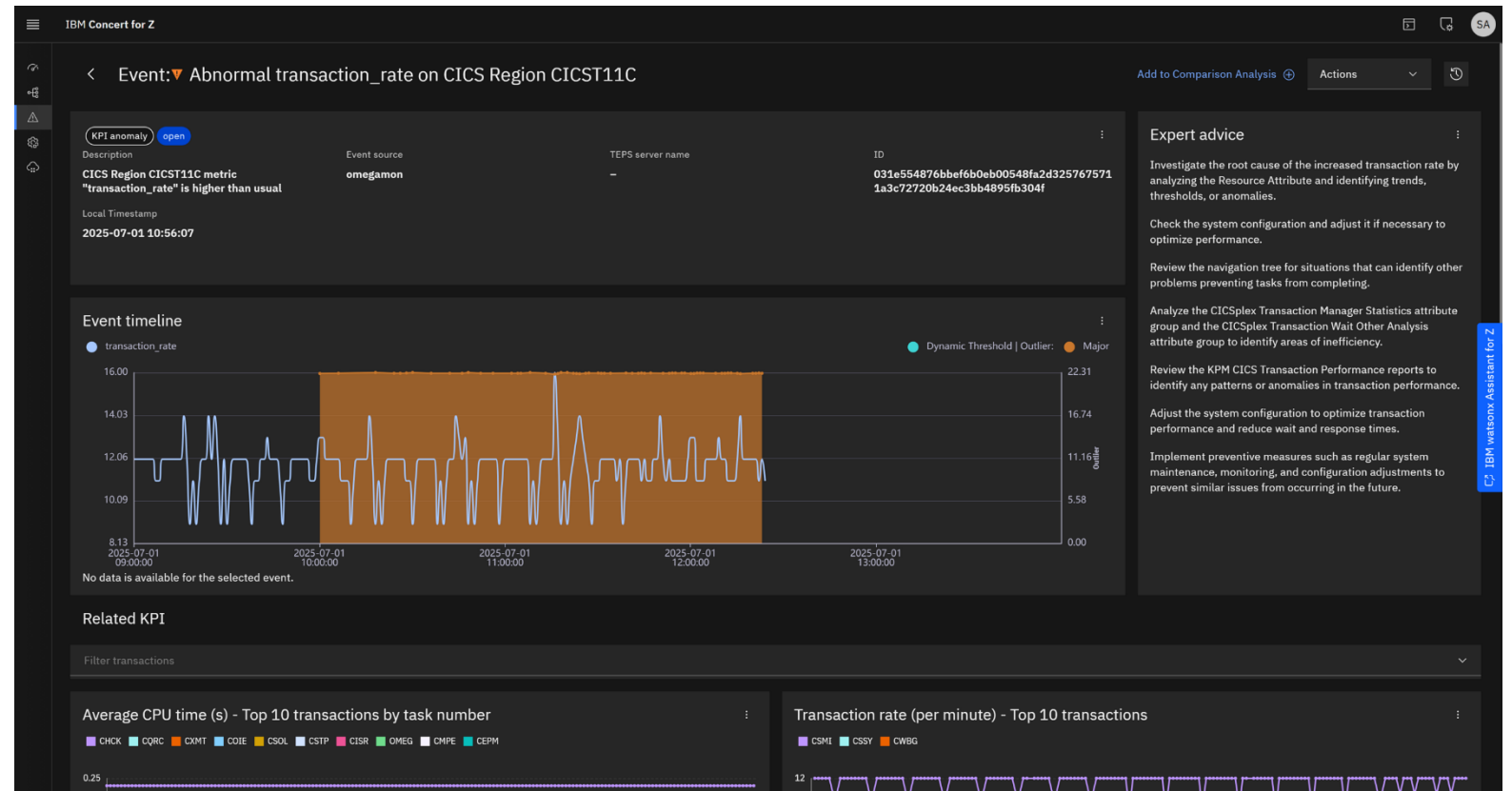


With Concert for Z: Proposals for *Actually Solving* the Problems

Concert for Z solves this common issue:

- Alerts are **logically grouped** and prioritized – **removing noise** that overwhelm operators
- Alerts come with **context** on this issue
- **Built-in expert advice** is provided for the alert on what **remediation steps** can be taken to solve it
- **watsonx Assistant for Z** can be further utilized for help **understanding** and **resolving** the underlying issue

Concert for Z removes the monkey from the operator's shoulder



Simplify Mainframe Operations with IBM Concert for Z

IBM Concert for Z

Streamline mainframe operations with AI-powered efficiency



Focus on what matters

Address issues and warnings across IBM Z that have been grouped, ranked, and prioritized for effectiveness and clarity.



Reduce MTTR of issues

Quickly identify issues root cause and assess the impact through anomaly detection topology and data visualization - all from a unified, centralized platform.



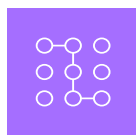
Close your skills gap

Gain complete awareness of operational health, pinpoint problems instantly, and access built-in expert advice and actionable recommendations at your fingertips.

Powered by
AIOps for IBM Z



Observe

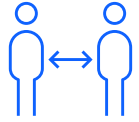


Optimize



Automate

Get started with IBM Concert for Z today



Personalized consultation

Get a customized demonstration to understand the capabilities of IBM Concert for Z and the transformational impact they can have on your business.

[Book an appointment →](#)



Learn more

View the Concert for Z product page to learn more and explore additional content on IBM Concert for Z, including recorded demos that walk you through specific use case.

[Explore resources →](#)



Join our Hands on Lab

Join our 4-hour guided workshop to experience IBM Concert® for Z in action and learn how you can move faster toward operational resilience and accelerate implementation.

Contact [Domenico D'Alterio](#) ->



View more resources

[RFA Announce →](#)

[Blog from IBM's Director, IBM Z AIOps →](#)

[Watch our webinar →](#)

Join Our Hands-On Workshop

Accelerate Your IBM Concert for Z Journey

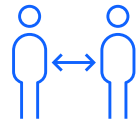
Elevate your path to operational resilience with our immersive half-day hands-on workshop. Experience IBM Concert for Z in action, explore its powerful capabilities, and gain practical skills through real-world scenarios.

Designed for **Operational Leaders, Site Reliability Engineers, and Mainframe System Administrators** driving efficiency and resilience.



Hands-On Learning Experience

Engage in real-world scenarios with guided practice.



Collaborate with IBM Experts

Align your modernization goals through expert-led discussions.



Enhance Mainframe Resilience

Discover how Concert for Z enhances mainframe resilience

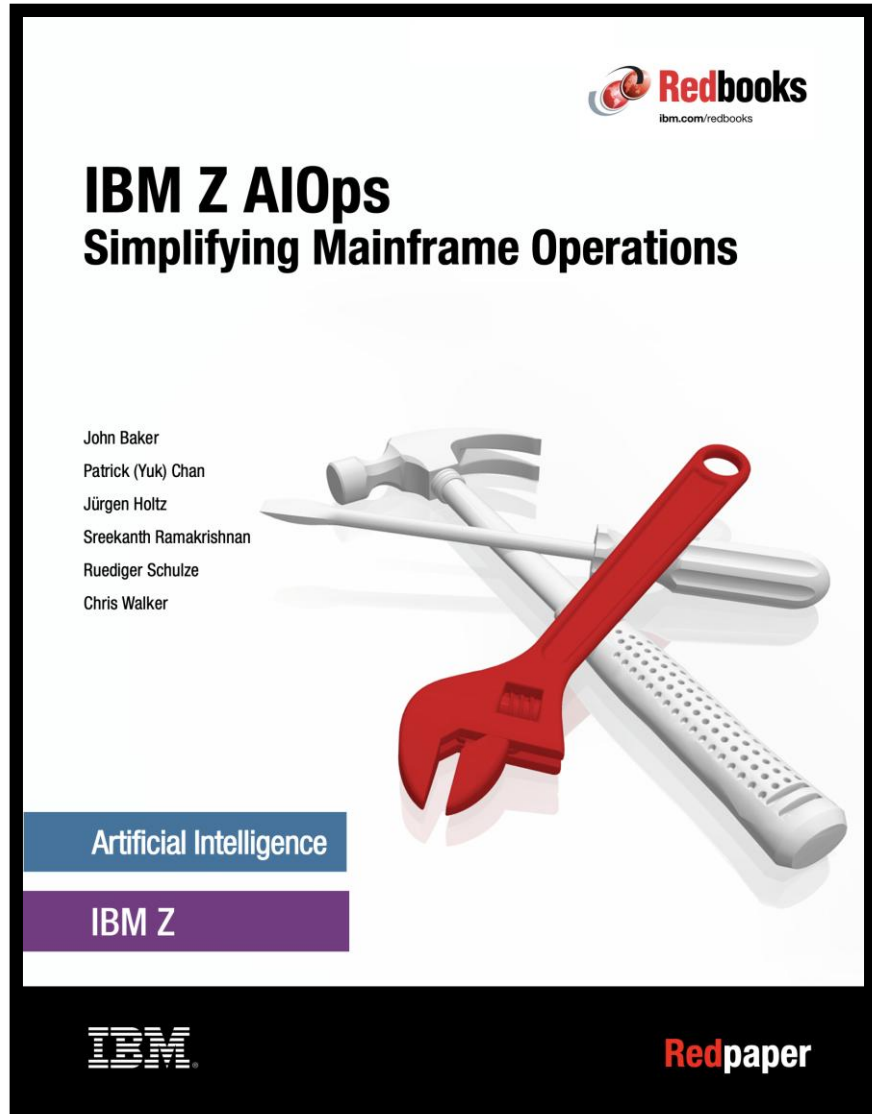
Observability and AIOps for IBM Z sessions at SHARE Orlando

Day	Time	Title	Featured Products
Monday	9:45 am	Data Center Automation - Z System Automation and Agentic AI	Z System Automation
	10:30 am	Using OpenTelemetry to Integrate the Mainframe Into Your Enterprise-Wide Observability Platform	Z Observability Connect, Instana
	1:15 pm	BYOD Lab: WXA4Z Agentic Hands-on Workshop	watsonx Assistant for Z
	1:15 pm	Intelligent Automation of a Hybrid Data Center With Next Generation of Z System Automation	Z System Automation
	2:30 pm	IBM Z NetView Technical Updates	Z NetView
	3:45 pm	Simplify Mainframe Operations with the Latest IBM Z OMEGAMON Enhancements	OMEGAMON
Tuesday	10:30 am	Stronger, Smarter Operations: How BPER Reinvented Data Resiliency Management with IZBR	Z Backup Resiliency
	2:30 pm	What's New in IBM Z Workload Scheduler V.10.2.x and Roadmap	Z Workload Scheduler
Wednesday	9:15 am	IBM Concert for Z, an AI-Powered Mainframe Resilience Platform: Solutions vs. Alerts	Concert for Z
	1:45 pm	BYOD Lab: AI Enabled Proactive Monitoring to Get the Most From Your System With IBM Concert for Z	Concert for Z
	2:30 pm	IBM Z Cyber Vault Explained - Soup to Nuts and Nose to Tail	Z Backup Resileincy
	3:45 pm	Using AI for Capacity Planning and Performance Management in Z	IntelliMagic
Thursday	10:30 am	IBM Z NetView Hints and Tips	Z NetView

Connect with IBM technical leaders and product management team:

Concert for Z	OMEGAMON	Z Observability Connect	NetView	Z System Automation	Z Workload Scheduler	IMS Tools
Domenico D’Alterio	Ash Mahay	Instana	Derrick Washington	Johannes Hausch	Domenico D’Alterio	Tracy Dean
Fabrizio Miatto		Chris Walker			Wolfgang Schaeberle	

New Redpaper



How can you simplify mainframe operations? To answer this question, this IBM Redbooks publication draws on Lean Thinking, which focuses on identifying waste and strain in any process.

By applying AI and machine learning technologies to mainframe operations, you can deliver improved efficiency and effectiveness.

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Download your copy:

<https://ibm.biz/Redpaper-SMO-2025>



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Come back each day for fresh topics and demos at our expert stations.

Think 2026

Join 5000+ senior business and technology leaders who are seizing the AI revolution to unlock unprecedented growth and productivity at **Think 2026**.

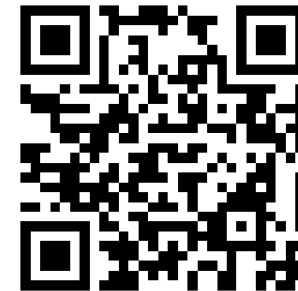
Find out more information using the QR code below.



IBM Digital Asset Haven

IBM Digital Asset Haven is the operational backbone for financial institutions and regulated enterprises entering the digital asset economy.

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