Course Name: Advanced Operations

Course Code: ISOPA

Duration: 3 Days

Price: £ 1,090

Course Outline: This course is intended for experienced operators and support staff who wish to further their knowledge. The course covers in detail the tools available for diagnosing and resolving problems including system logs, job logs, messages, SRCs, Service Tools (SST and DST). Manage problems with jobs, saves, restores, performance etc. Manage system, disk, power failures. Manage and troubleshoot TCP/IP. Use FTP. Set up Virtual Tape Storage. Cover advanced Navigator functions. Use the HMC. Design menus in SDA. Use PDM and SEU and create CL programs.

Prerequisites: Ideally delegates will have attended the Operations course (ISOPS) or have equivalent hands on experience.

Course Content:

- Problem determination methods of approach
- Key information required when reporting problems
- In depth detail on system messages (message IDs, sev. codes etc.)
- Work with the qsysopr message queue, history log, problem log
- Track down, analyse and manage job logs
- Copy screens
- Manage TCP/IP and TCP/IP servers, key TCP/IP commands and menus
- Troubleshoot TCP/IP problems
- Diagnose and manage job problems (runaway jobs, jobs hung or running slowly, looping programs, the WRKSYSACT command etc.)
- How to deal with object locks
- Control the batch job environment
- How to change command defaults

- Diagnose and manage save/restore problems (objects not saved, target release, failed restores, sequence for restoring objects, safe restores etc.)
- Dealing with damaged objects and dumping an object
- How to FTP files and other object types
- How to set up and use Virtual Tape Storage
- Detail Image Catalogues, image catalogue entries, virtual devices
- In depth look at System Service Tools (SST) and Dedicated Service Tools (DST) (Error logs, Hardware Service Manager, traces etc.)
- Create and manage service tools user ids, passwords, audit SST usage
- Manage disk units with SST
- Dealing with and recovering from system failures
- Understanding System Reference Codes (SRCs)
- Detail the Front Control Panel/HMC functions
- Detail the disk storage components
- How to manage and recover from disk failures
- Disk status definitions, different disk configuration options
- Manage power problems
- Use the Database folder in Navigator
- Copy database files to PC files
- Run SQL scripts using SQL Assist
- Work with the IFS (Integrated File System)
- How to create, use and manage directories and objects in directories
- How to create, use and manage file shares and mapped network drives
- Manage Netserver
- How to send data to one or more servers in different ways using Navigator
- Use Navigator to automate the monitoring of system resources
- How to generate graphical performance reports
- Use Navigator to monitor jobs, messages and files
- Introduction to and navigate around the HMC
- Detail the different types of HMC

- HMC user IDs and task roles
- Manage servers and logical partitions from the HMC
- Detail HMC server and logical partition statuses
- Troubleshoot system problems from the HMC
- Create menus using SDA (Screen Design Aid)
- Working in PDM (Program Development Manager)
- Detail source code physical files and source code members
- Use SEU (Source Entry Utility) to display, enter and change source code
- Introduction to CL programming
- Detail the different types of CL programs.
- Detail the structure of a CL program
- Create and modify a basic CL program
- Use variables in a CL program and pass parameters into a CL program

Follow on courses: We recommend that after a suitable period of time of attending this course (e.g. 3 to 6 months hands on experience) then delegates may want to enhance the knowledge they have gained on this course by attending the System Management and Administration course (ISADM).

Schedule:
2017/2018

Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul
		21st		30th			10th	9th		