

How IBM Analytics Can Open a New Universe for your Enterprise Applications

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Agenda

Introduction



- Focus On Analytics & Decision Management
- Focus on IDAA with your IMS Data
- Focus on Hadoop
- Use Cases





Five Business Critical Analytics Use Cases



Big Data Exploration Find, visualize, understand all big data to improve business knowledge



Enhanced 360° View of the Customer

Achieve a true unified view, incorporating internal and external sources



Security/Intelligence Extension

Lower risk, detect fraud and monitor cyber security in real-time



Operations Analysis Analyze a variety of machine data for improved business results



Data Warehouse Augmentation Integrate big data and data warehouse capabilities to increase operational efficiency





The Big Data Starting Point

Which types of big data does your organization currently analyze?

Research Note

Analysis: Big Data







Unfortunately for most of our clients, their data lifecycle is too fragmented to gain advantage from that data

Client key concerns:

- Cannot deliver real-time analytics
- Inadequate performance
- Governance model
- Data latency
- Data completeness
 - · Not all in one source
 - · Lack access to fine-grained data
 - Lack "customer intent" e.g. cancelled transactions
- Multiple platforms, many security boundaries, many points of failure,
- Challenging recovery scenarios
- Multi-day workshop captured the complexity of the current architecture
- The picture does not show all the steps before the data gets to the off-platform warehouse







Real-Time Analytics & Decision Management







Event: Enrich Business Processes with Real Time Analytical Insight : Real-Time Analytics on z Systems



- Join a 2-Day Event in Montpellier Client Center on April 28th-29th
 - Objective
 - Technical enablement on Real Time Analytics applications on z Systems including z13
 - Special focus on the combination and the complementarity of business rules management and predictive scoring to make better decisions
 - Overview of IDAA, CPLEX and Big Data solutions to complement Real Time Analytics applications
 - Contact: Alain Roy A2ROY@fr.ibm.com
- Ask for personalized workshop
 - Involve your IBM sales team





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An enterprise analytics architecture is required to transform systems into Decision Management Systems







First Focus: injecting insights into operational decisions

Operational decision management is a business discipline. supported by operational and analytics software, that enables organizations to automate, optimize and govern repeatable business decisions to improve the value of customer, partner and internal interactions

Real-time analytics

Right-time analytics





- Operational decisions are high volume, low latency, highly repeatable and high value in aggregate
- They require analytics that are closely linked to transactional systems so that decisions can be automated, in real-time
- Key considerations: richness of analysis and ability to maintain SLAs





Operational & Analytical Decision Management







The 4 IBM ODM Business Rules Essentials

Callable operational decision services





- Shared and platform-agnostic services
- Stateless: The calling application passes the context
- Synchronous
- Externalization, consistency and traceability

Express the decision logic with business rules

the product type is car insurance and the client has a car insurance then do not recommend the product;

- Business language
- 1 rule for the business = 1 IBM ODM artifact

if

Transparency, visibility

Externalize & centralize the business logic



Bring the IT and the lines of business together





Rule Designer Decision Ce

Decision Center

- Controlled access
- Decoupled from the application logic
- Externalization and agility

- One single view on rules
- Test, simulation, versioning
- Collaboration and governance



Business Problems & Benefits of ODM

Challenges for most z Systems clients

- 1. Consolidation, isolation, extension of COBOL & PL/I application portfolios
- 2. Ability to react to increasing pace, variety and volume of change requests
- 3. Sharing business rules across platforms & channels
- 4. Ensuring seamless business experience in migration/ application evolution

Benefits of the ODM Approach

✓ Cost savings

- Shorter change cycle, without increased business risk
- Rule engine processing is zIIP eligible

✓ Improved agility

- Improved Time to Market
- Manage business decisions in natural language
- Decouple development and business decision change lifecycles

Single version of the Truth

- Consolidated and shared expression of business policy
- Maintainable with a Center of Competency model

✓ Incremental Adoption

- Deploy decision methodology one decision at a time
- Focus on decisions that need to change often & quickly
- Expand adoption of "market validated" decisions





IBM Operational Decision Manager



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Decision Management on z/OS Comprehensive Flexibility System z CICS Business COBOL & PL/I Rules Applications Service zRES **Rule Designer** Architect, IMS + COBOL & PL/I Management Application COBOL & PL/I Developer Applications **Workstation** Business Deploy Rules Service COBOL & PL/I Applications zRES htb **Decision Center** z/OS Batch + COBOL & PL/I Management **Business Analyst**, Business **Business Manager** Rules **Decision Center** Service Repository **RES on WAS for z/OS** Distributed or z z/OS **System**





Simplified Integration with zRES API

- Connect to Execution Region
 - call 'HBRCONN' using HBRA-CONN-AREA
- Populate Header with parameter data

Connect to Execution Server

. . .

- call 'HBRRULE' using HBRA-CONN-AREA
- IF HBRA-CONN-COMPLETION-CODE = HBR-CC-OK THEN
- 01 HBRA-CONN-AREA 10 HBRA-CONN-EYE PIC X(4) VALUE 'HBRC'. 10 HBRA-CONN-LENTH PIC S9(8) COMP. 10 HBRA-CONN-VERSION PIC S9(8) COMP VALUE +2. 10 HBRA-CONN-RETURN-CODES. 15 HBRA-CONN-COMPLETION-CODE PIC \$9(8) COMP. 15 HBRA-CONN-REASON-CODE PIC S9(8) COMP. 10 HBRA-CONN-FLAGS PIC S9(8) COMP VALUE +1. 10 HBRA-CONN-INSTANCE PIC X(24). 10 HBRA-CONN-RULE-COUNT PIC S9(8) COMP. 10 HBRA-CONN-RULE-MAJOR-VERSION PIC \$9(8) COMP. 10 HBRA-CONN-RULE-MINOR-VERSION PIC \$9(8) COMP. 10 HBRA-CONN-RULEAPP-NAME PIC X(256). 10 HBRA-RESPONSE-AREA. 15 HBRA-RESPONSE-MESSAGE PIC X(512). 10 HBRA-RA-PARMETERS. 15 HBRA-RA-PARMS OCCURS 32. 20 HBRA-RA-PARAMETER-NAME PIC X(48). 20 HBRA-RA-DATA-ADDRESS USAGE POINTER. 20 HBRA-RA-DATA-LENGTH PIC 9(8) BINARY. 10 HBRA-RESERVED. 15 HBRA-RESERVED02 PIC X(12). 15 HBRA-RESERVED03 PIC X(64). 15 HBRA-RESERVED04 PIC X(64). PIC X(128).

PIC X(128).

15 HBRA-RESERVED05 15 HBRA-RESERVED06

- Disconnect from Execution Region
 - call 'HBRDISC' using HBRA-CONN-AREA

Analytical Decision Management – Predictive Scoring *A key-element of the real-time decisioning strategy*

Predictive models detect patterns

- Deviation from expected behavior can isolate bad (or good) behavior, trigger additional actions or new targeted marketing and up-sell / cross-sell offers
 - Like the real world, predictive models are not binary
 Understanding how closely a pattern of behavior material
 - Understanding how closely a pattern of behavior matches a known pattern of bad (or good) behavior can help uncover crimes or non-obvious opportunities

Predictive models can have many variations

- Can be built to assess only specific transactions or more generically for all transactions
- Multiple layers of models can be invoked for increasing sophistication of analysis, triage leading to further inspection of contributing factors and weights











Analytical Decision Management – Predictive Scoring A 2 steps approach







Real time scoring of the transactional data in DB2 for z/OS SPSS & DB2 for z/OS

- IBM SPSS Real-Time Scoring Adapter for DB2 on z/OS
 - Enables customers to score predictive models built by IBM SPSS Modeler directly within a specific online transaction processing transaction that is running with DB2 for z/OS.

Business Value

- Delivers better, more profitable decisions, using the latest data, at the point of customer impact
- Enables more informed customer interaction
 - Improves customer service
 - · Increases revenue per customer ratio
 - · Heightens customer retention
- Improves fraud identification and prevention
 - · Reduces risk and exposure



Consolidated Resources





Real time scoring - What has changed?



<u>Assumption</u> : customer data needed to obtain scoring from model are located in operational database. If historical data are needed, process will vary.





Core software for Real-Time Decision solutions on z Systems



Predictive Analytics

- Product: IBM SPSS Modeler with Scoring Adapter for z
- Delivers better, more profitable decisions, at the point of customer impact
- Improves accuracy by scoring directly within the transactional application against the latest committed data
- Delivers the performance needed to meet operations SLAs
- Avoid data governance and security issues, save network bandwidth, data copying latency, disk storage
- Same high qualities of service as operational systems
- Easier to incorporate scoring into applications



- Business Rules
 - Product: IBM Operational Decision Manager for z/OS
 - Automate and manage frequently occurring, repeatable business decisions
 - Codifies business policies, practices and regulations
 - Enables changes to be easily made by business people
 - Automates decision making with the fidelity of an expert
 - Centralized, externalized decisions enable consistency and reuse
 - Manage business decisions in a natural language
 - Decouple development and decision change lifecycle





Demo from IBM Client Center Montpellier - The Loan application

- Video available: <u>http://www.youtube.com/watch?v=F2p4_GbOXEs</u>
- The Loan application
 - A customer is eligible for a loan according to several criteria such as the amount of the loan, the yearly income of the borrower, and the duration of the loan.
 - The decision logic is embedded in multiple loan approval applications
 - The branch application running on z/OS (Cobol/CICS)
 - •The Internet application running on Java EE server



Decision logic

- Rules written in software code cannot be read by business people
- Hard coded rules are difficult to change
- Rules intertwined within applications cannot be reused by other systems

Demo from IBM Client Center Montpellier - The Loan application ...

- The new Loan application
 - The new Loan application illustrates how decision management helps lenders to make an online decision for loans approval.
 - Functional Description
 - •Manage loan approval through
 - a set of Business Rules

An in transaction, in database real-time scoring

- Natural language rules can be easily read by business people
- Externalized rules are easy to author, change, simulate and govern
- Centralized rules enable reuse and consistency

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Hybrid Analytics Solution using IBM DB2 Analytics Accelerator for z/OS: http://www.redbooks.ibm.com/redbooks/pdfs/sg248151.pdf

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IBM DB2 Analytics Accelerator

Delivering critical insight at the speed of business

The high performance appliance that integrates Netezza technology with System z technology to deliver dramatically faster business analytics

What's new in Version 4.1?

- Accelerate a broader spectrum of queries including Static SQL and multi-row FFTCH
- Improved Enterprise Robustness & Scalability with enhanced workload balancing, improved incremental update performance and enhanced monitoring
- High Performance Storage Saver improved ease of use with built-in restore, better access control for archived partitions and protection of moved partitions
- And more . . .

What does it do?

- Accelerates complex DB2 for z/OS queries up to 2000x faster
- Lowers the cost of storing, managing and processing historical data
- Minimizes latency
- Reduces System z capacity requirements
- Improves security and reduces risk
- Complements existing investments
- **Reduces** governance efforts

IBM DB2 Analytics Accelerator Query Execution Process Flow

IBM DB2 Analytics Accelerator – Four Usage Scenarios

Understand your workload and data:

On average, 70% of the data that feeds data warehousing and business analytics solutions originates on the System z platform (financial information, customer lists, personal records, manufacturing...)

	Where transaction source data is being analyzed today	Use Case	Benefits
1	If the data is analyzed on the mainframe	Rapid Acceleration of Business Critical Queries	Performance improvements and cost reduction while retaining System z security and reliability
2	If the data is offloaded to a distributed data warehouse or data mart	Reduce IT Sprawl for analytics	Simplify and consolidate complex infrastructures, low latency, reliability, security and TCO
3	If the data is not being analyzed yet	Derive business insight from z/OS transaction systems	One integrated, hybrid platform, optimized to run mixed workload. Simplicity and time to value
4	If the analysis is based on a lot of historical data	Improve access to historical data and lower storage costs	Performance improvements and cost reduction

Fast Evolution of IBM DB2 Analytics Accelerator

Version 1

- IBM Smart Analytics Optimizer
- In-memory, column-store, multi-core and SIMD algorithms
- Discontinued and replaced by IBM DB2 Analytics Accelerator

Version 2

- New name: IBM DB2 Analytics Accelerator
- Incorporates Netezza query engine
- Preserves key V1 value propositions and adds many more

Version 3

- Better performance, more capacity
- Incremental update
- High Performance Storage Server

Version 4

- Much broader acceleration opportunities
- More enterprise features
- Support of static SQL queries

Use case: IMS Data and IDAA

Leveraging your DB2 & IMS information infrastructure

Value

- Bring the analytics to the z enterprise
- Reduction in data movement solutions
- Offer a holistic view of analytics across System z

 Initial Implementation: Routing IMS Queries thru DB2 only with data movement optimization

- http://ibm.biz/accelerate_insights_ims_transactional_data

IBM DB2 Analytics Accelerator Strategy

 Enable DB2 transition into a truly universal DBMS that provides best characteristics for both OLTP and analytical workloads.

- Complement DB2's industry leading transactional processing capabilities
- Provide specialized access path for data intensive queries
- Enable real and near-real time analytics processing
- Execute transparency to the applications
 - Operate as an integral part of DB2 and z/OS
- Extend query acceleration to new, innovative usage cases, such as:
 - in-database transformations
 - advanced analytical capabilities
 - multi-temperature and storage saving solutions
- Ultimately allow consolidation and unification of transactional and analytical data stores

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Use Cases

Integration of Hadoop with zData

- Open source software framework from the Apache Software Foundation that supports data-intensive highly parallel applications
 - High throughput, batch processing
- Designed to run on large clusters of commodity hardware
 - Lots of cores inexpensive cores working all the time
 - •Processors fail that's ok just replace them
 - Lots of redundant disks really inexpensive disks
 - •Disks crash that's ok just replace them
 - But nothing in Hadoop requires commodity cores and disks!
- Two main components
 - Hadoop Distributed File System (HDFS)
 •Self-healing, high-bandwidth clustered storage
 - MapReduce engine

•A simple, powerful framework for parallel computation

Use cases for z System shops

1 - Mainframe clients want to incorporate sensitive mainframe data into exploratory analytic models

What has been holding them back?

There is risk associated with having copies of sensitive data existing outside the mainframe

2 - Mainframe clients want to incorporate into zApps analytics based on non-z data like social media, machine generated data, e-mail

What has been holding them back?

Performance & Integration are key inhibitors for real-time analytics.

Use cases for z System shops ...

Use Case 1: Challenges

- Address governance, security, and other operational practices
- Leverage Big Data without losing control of data

Challenge	How to address?
Clients are worried about data governance as the data moves off of z. Data is considered secure as long as it is on z. How do you secure sensitive data once it has left z?	z needs to be in "control" of the data. How can existing security policies be applied?
The ingestion of data from z into the Hadoop environment is turning into a bottleneck	Need high speed / optimized connectors between traditional z/OS LPARs and a z-controlled-Hadoop environment

Use Case 1: Populating System z Hadoop clusters IBM & Veristorm partnership

• A secure pipe for data

- Data never leaves the box
- RACF integration no need for separate or special credentials
- Data streamed over secure channel using hardware crypto, SSL

Easy to use ingestion engine

- Native data collectors accessed via graphical interface
- Light-weight; no programming required
- Wide variety of data sources supported, including JDBC for non-mainframe data sources
- Automatic code page conversions
- COBOL copybook Parsing and presentation, Metadata translation
- Automated job scheduling
- Fast and low resource utilization
 - HiperSockets and 10 Gbps internal transfer
 - Streaming technology does not load z/OS engines or require DASD for staging

IBN

zData

Use Case 1 - What makes sense when?

Hadoop on the Mainframe

Hadoop off the Mainframe

- Data originates mostly on the mainframe (Log files, database extracts)
- Data security a primary concern
- Clients will not send data across external net
- Relatively small data 100 GB to 10s of TBs
- Hadoop is valued mainly for richness of tools
- Z governance and security models needed

- Data originates mostly from distributed
- Security less of a concern since data is not trusted anyway
- Very large data sets 100s of TB to PBs
- Hadoop is valued for ability to manage large datasets economically
- Desire to leverage cheap processing and potentially cloud elasticity

Use Case 2: "Augmented Analysis"

- Very large amounts of non-relational data originate outside System z
 - e.g. e-mails sent by customers, tweets, posts to company Facebook page
- Analyze sentiments and identify customers who are dissatisfied with company
 - Words 'cancel', 'terminate', 'switch' or synonyms thereof
 - Names of competitors
- Gather names and e-mail addresses of customers at risk
- Join these results with operational data
 - Alert agents of at-risk customers
 - Agents work with customer and offer a promotion to stave off defection

There is also potentially relevant data here

DB2 for z/OS V11 and IBM BigInsights working together

- DB2 submits a job to BigInsights using JSON Query Language (JAQL)
 - Here's a list of customer names, who is at risk of leaving?
- BigInsights job runs successfully, creates a file of results in the Hadoop Distributed File System (HDFS) and terminates.
 - These customers are at risk of leaving
- DB2 executes a table UDF (HDFS_READ) to read the BigInsights result file.
- DB2 joins the result with the relevant tables and completes the analysis – Agent action: contact these customers and make them a pre-emptive offer

Includes Linux on z clusters!

Scenario: Claiming disability allowance

Data from Social

Media sites analyzed

with Text analytics

"Unable to work"

Facebook Post

or

further

OI TAP DBMS

Scenario: Claiming disability allowance Step by Step

- The claimant submit a transactional request to claim for disability.
- Later a batch application identifies all entitled parties for a disability payment.
 This complex query could benefit of the DB2 Analytics Accelerator.
- We add in this batch a "fraud detection" step as a request for information on claimants from an Hadoop cluster or an amalgamator agency.
 - A z/OS based Apps on z/OS kicks off a Hadoop job by using a SQL query.
- Information on claimants is gathered from social media and other sources and the results set fed back into Hadoop or presented in an agreed format by the agency.
 - IBM BigInsights, the IBM Hadoop Solution ingests data that usually is not ingested by established structured data analysis systems like DB2 for z/OS, .e.g. email from all clients sent to an insurance company, facebook, …
 - Analytics can search for family of words, can identify customer sentiment from key words in emails or based on comments in social media.
 - IBM BigInsights job runs successfully and creates a file of results.
- Data is sent back to DB2 for z/OS in a predefined format and can be "joined" to the claimants main record.
 - The z/OS based apps can read thru DB2 the BigInsights result file using a User Defined Function (UDF).
 - Then it can decide what to do as Next Best Action.

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Use Case - Rapid Acceleration of Business Critical Queries

Business Value:

- Dramatically improve query response up to 2000X faster to support time-sensitive decisions
- Empower frontline users with new analytics capabilities
- Rapid delivery of reports to increase end user productivity
- Meet growing business demand for analytical reports based on trusted data

Technical Value:

- Savings for workload that executes on DB2 Analytics Accelerator
- Less time analyzing, tuning and testing queries
- DB2 Analytics Accelerator is non-disruptive and easy to implement

 $\ensuremath{\cdot}\ensuremath{\mathsf{No}}$ application changes required and totally transparent to end users

- Client Example:
 - SwissRe: Insurance provide fast, accurate analysis to set the right premiums (up to 70% faster)
 - Large South American Bank reports that used to run for hours now return in seconds helping to better detect fraud

-QMF, 3rd party

New Business **Opportunities**

Use Case - Derive business insight from z/OS transaction systems

Business Value:

- Derive additional business insight directly from z/OS transaction systems and data
- Deliver new business functions based on near real-time analytics
- Extremely fast ad-hoc reporting against original production data in near real-time
- Cross selling and up selling which drives incremental revenue and profit
- Reduced fraud which drives incremental revenue and profit
- Technical Value:
 - Reduce time-to-market
 - · Leverage existing transactional data
 - Don't have to wait to design and build DWH and/or data mart
 - Improved price/performance for analytic workloads
 - Reduce costs with infrastructure simplification (e.g. eliminate data marts, fewer copies of data, reduce ETL costs)

Customer Examples:

- NLB: Banking Better support for retail ebanking
- Swiss Mobiliar: Insurance Provide timely insight to a growing user community while keeping compute costs flat

Cost Reduction **Productivity** Improvement

Real-time Analytics SPSS In-Database Scoring for DB2 z/OS

operational applications

Example: Fraud Detect & Prevent Scenario for z/OS-based Critical Apps & Data

Example: Fraud Detect & Prevent Scenario - Video For Fun

- Smarter banking featuring Fraud Detection
 - http://www.youtube.com/watch?v=aZbEMIUIFm0

- Decision Management on System z
 - <u>https://www.youtube.com/watch?v=F2p4_GbOXEs</u>

Use Case - Online access to historical data and lower storage costs

Business Value:

- Make more data accessible to end users so decisions can be made from larger samples
- Reduce storage costs while cost-effectively maintaining large amounts of historic information for analytics
- Extremely high performance analysis against online and historical data

Technical Value:

- Reduce the cost of host storage by up to 95%
- Retain same high-speed query access transparently through DB2
- Add more data to the analytic solution mosi System z customers have limited the amount of historical data they save and analyze due to cost
- Cost reductions: less tablespace/indexspace storage and utility processing savings
- Online/Always available archive no delays
- Customer Examples:
 - US Financial Institution: better fraud detection with high-performance analysis against larger data pool
 - European Bank: improved customer satisfaction with account insight available immediately vs. a 1day delay

Active transactio nal data: Frequent data changes, short running queries

Historical Data: Doesn't require updating – move to Accelerator only

z Systems: vision, strategy and technology to fuse transactions and analytics to support enterprise decisions

Best of class integrated data life cycle management for: Generating customer insights, fighting fraud and financial crimes, ...