Learning Pathways – z/OS

Interskill recognizes that today's learners require flexible learning programs to meet the needs of the organizations they work for. This might mean that generic learning plans which incorporate e-Learning and assessments, are sufficient to provide learners with the skills and knowledge they require, with validation of this information being through IBM endorsed badges.

Organizations looking to elevate this learning to the next level, can access Interskill's Enhanced Learning Pathways, which provide coaching/mentoring tools that can be used in-house to bring organizational perspective to Interskill e-Learning content. Interskill labs are also an integral part of these Enhanced Learning Pathways as they provide the learner with hands-on exercises and scenarios in their own sandbox environment.

Interskill Learning Toolkit

e-Learning module
Major Components of the z/OS System
45 mins

Each Learning Pathway consists of several Interskill e-Learning modules, which covers information about a specific aspect of the overall course. In this example, the module discusses the major products and tools found within a z/OS environment.

Assessment
z/OS System Operation
1 hour

While e-Learning modules contain built in quiz and scored questions, these are largely designed for the student so that they can verify their understanding of the content covered in that module. Separate assessments, such as the z/OS System Operation assessment shown here, are introduced at integral stages of the learning, providing more scenario-based questions requiring a greater level of learner interaction. These assessments provide questions from a pool, so that no student will encounter the exact same test.

Badge
Mainframe Specialist – z/OS Experienced

IBM Digital badges are award for successful completion of Interskill e-Learning courses and assessments.

Coaching/Mentoring Session
System Problem Resolution Practices

Interskill provides in-house PowerPoint presentations that can be used to expand on content covered in Interskill modules. These templates allow coaches or mentors to impart specific organizational details relating to Interskill content, to the learner. In the case of z/OS, it takes these learning interventions and wraps standards, procedures and processes around it, creating a more valuable organizational-specific, learning plan for the learner.

These items appear in the Enhanced Learning Pathways.

Mainframe Sandbox Exercises
Lab z/OS Operator (z/OS) - SMF, Dump, and Message Suppression
1 hour

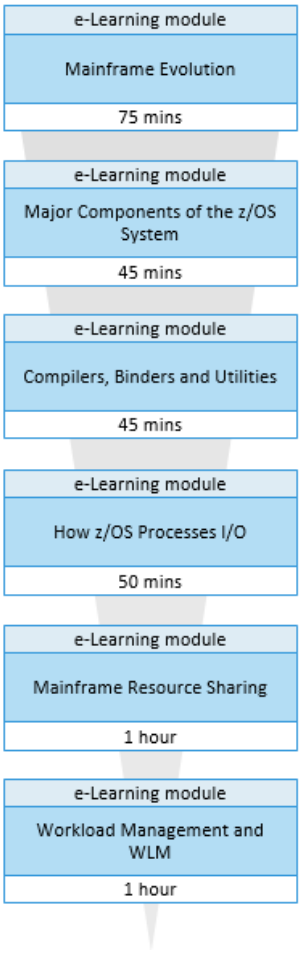
The Interskill Mainframe Sandbox Exercises consist of files that can be downloaded to your own training sandbox, and used by the learner to complete a number of hands-on tasks. The example shown here is aimed at z/OS Operators, and provides exercises that display and switch SMF data sets, invoke a dump, and displaying MPF details. The Sandbox Exercises are designed with hint and solution files so that the learner needs no assistance from other technical experts.

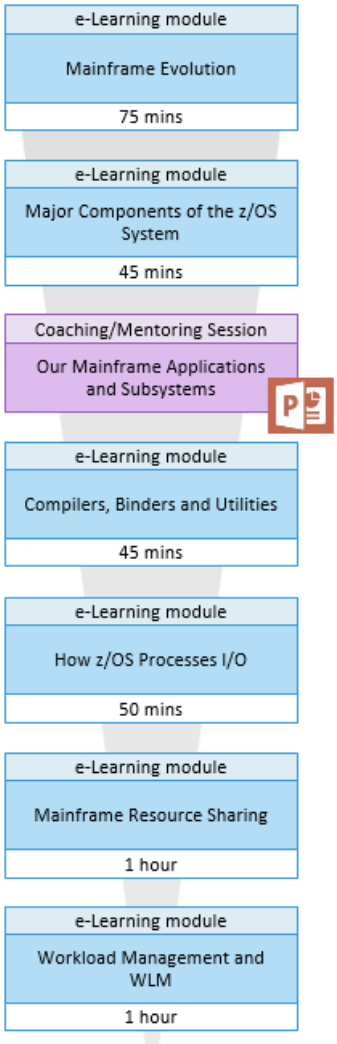
These items appear in the Enhanced Learning Pathways.

Learning Pathway

Enhanced Learning Pathway

z/OS Concepts



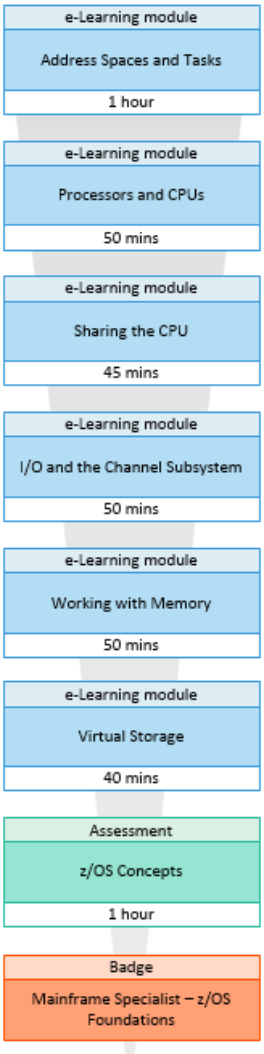


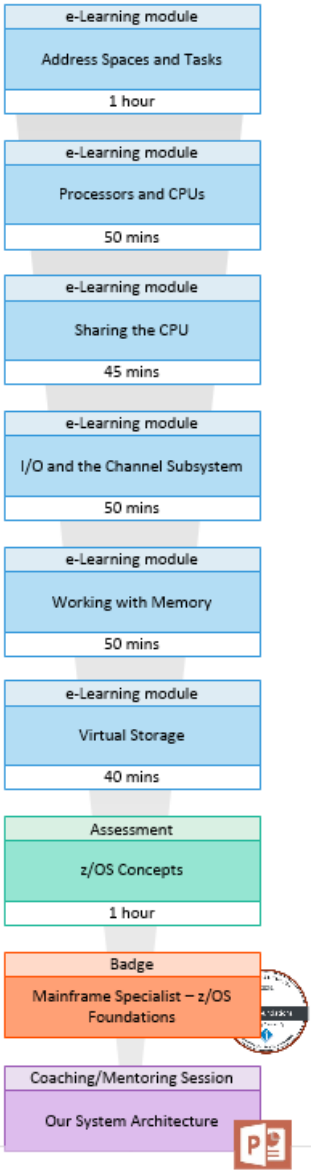
The "**Our Mainframe Applications and Subsystems"** Coaching/Mentoring Session is a PowerPoint module that allows you to provide a description of the purpose of core system software applications installed in your environment, and how they are started and stopped. It also allows you to clearly identify the people responsible for those products, which provides the learner with contact details should there be problems. The resulting presentation is designed to be used in a coaching or mentoring session.

Learning Pathway

Enhanced Learning Pathway

z/Architecture





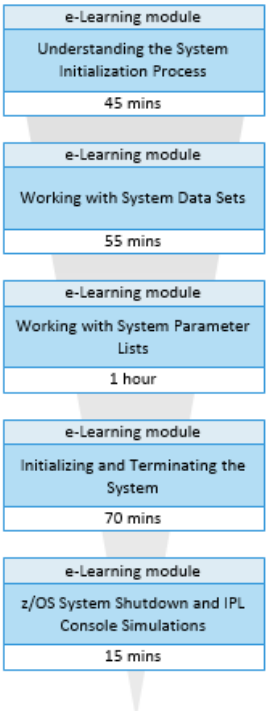
The **"Our System Architecture"** Coaching/Mentoring Session is a PowerPoint module that enables you to describe your organization's hardware configuration and management of address spaces, processors, resource sharing and I/O infrastructure.

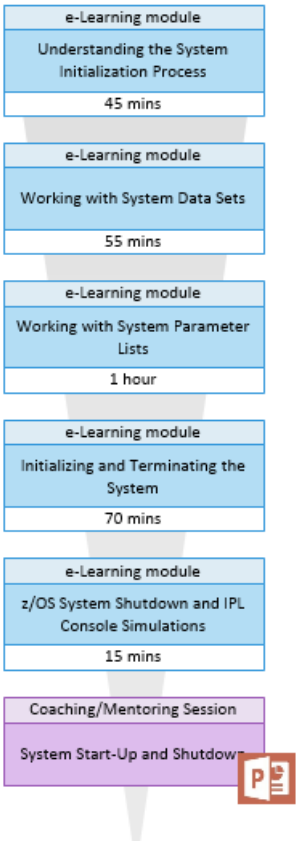
The "**Mainframe Specialist – z/OS Foundations**" badge acknowledges that this person can describe the purpose of major components that comprise a z/OS system and explain in-depth how workloads are processed in this environment.

Learning Pathway

Enhanced Learning Pathway

System Initialization and Shutdown



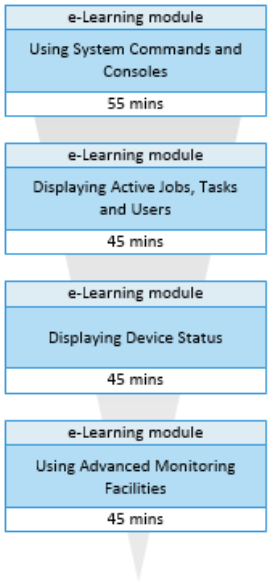


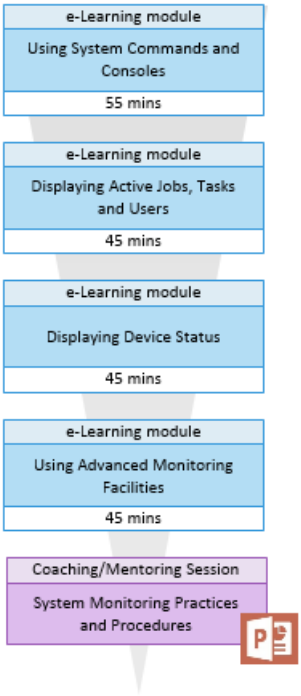
The "**System Start-Up and Shutdown"** Coaching/Mentoring Session is a PowerPoint module that allows you to describe the situations in which system startup and shutdown are required in your environment. It also presents the material so that the learners can appreciate the impact that these events have on the organization as a whole and on individuals using the system.

Learning Pathway

Enhanced Learning Pathway

Monitoring the z/OS System



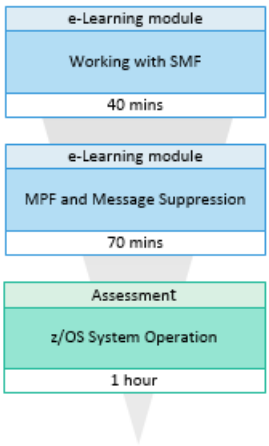


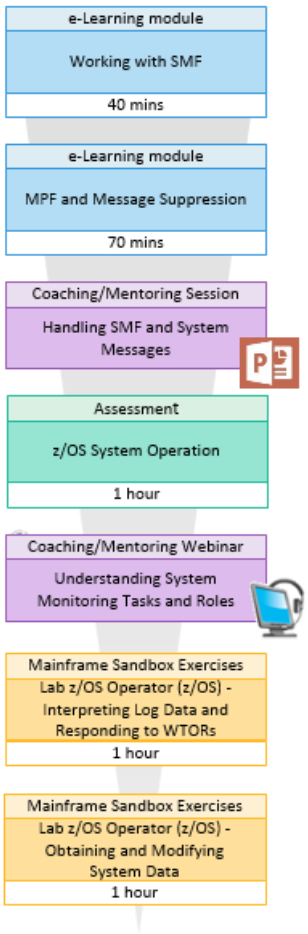
The "**System monitoring Practices and Procedures"** Coaching/Mentoring Session is a PowerPoint module that allows you to describe the type of system monitoring tools and practices that are used by your organization.

Learning Pathway

Enhanced Learning Pathway

Handling SMF and System Messages





The "**Handling SMF and System Messages"** Coaching/Mentoring Session is a PowerPoint module that allows you to specify how SMF is configured and utilized by your organization and describes the people who interact with it. This module is also used to show learners how system message suppression and message flooding is managed in your organization.

The "**Understanding System Monitoring Tasks and Roles"** Coaching/Mentoring Webinar that appears at the end of this pathway utilizes the technical expertise within your own organization, to impart the organization specific z/OS system knowledge required by your learners. Pre-Webinar activities gather information on attendees, their exposure to handling and managing the z/OS system and any questions they may have from previous training. This information is presented and discussed at various stages throughout the Webinar and exercises requiring learners to identify system shutdown and IPL actions, and perform system monitoring tasks (reflecting your organizational processes) are presented and discussed.

The "**Lab z/OS Operator (z/OS) - Interpreting Log Data and Responding to WTORs**" Mainframe Sandbox Exercises are a collection of z/OS Operator tasks that focus on locating log data, and interpreting system messages. It also tests the user's ability to respond correctly to write-to-operator-requests (WTORs).

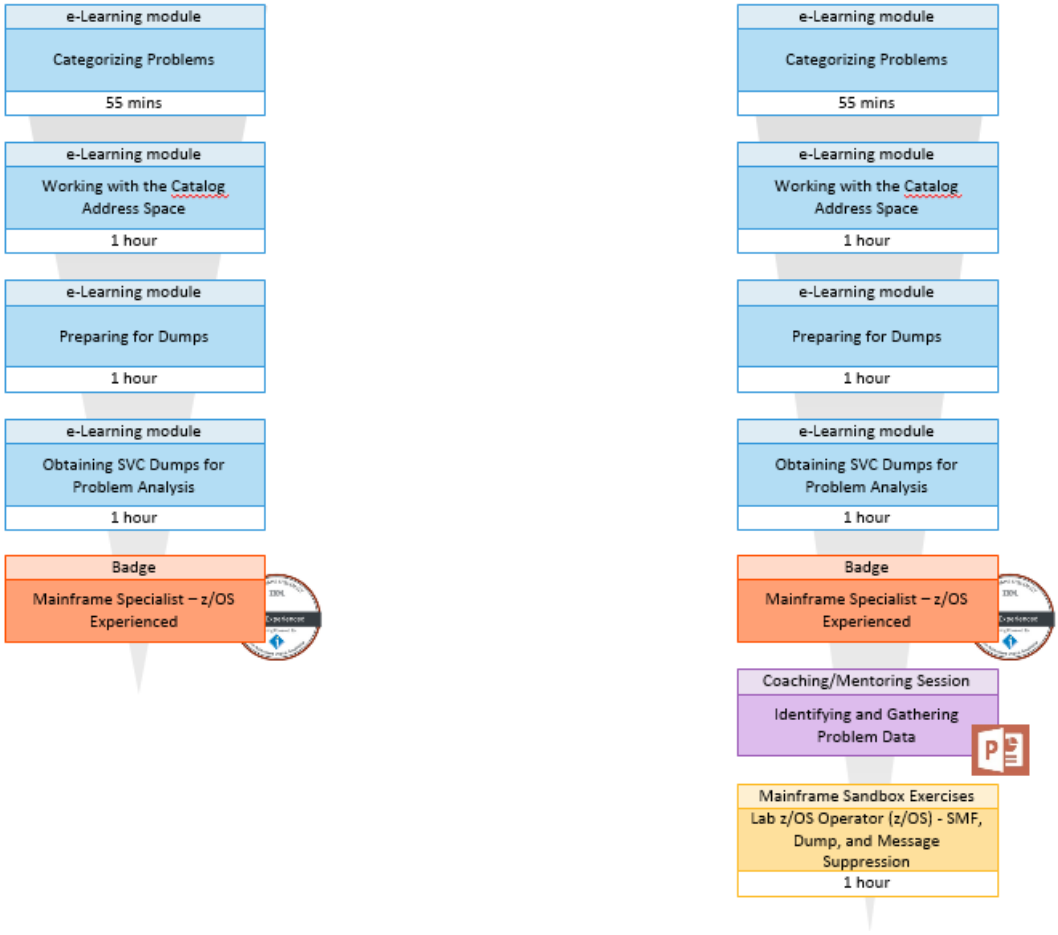
.

The "**Lab z/OS Operator (z/OS) - Obtaining and Modifying System Data**" Mainframe Sandbox Exercises are a collection of z/OS Operator tasks that focus on displaying the status of system hardware and software, modifying some system values, and preparing the system for a general shutdown.

Learning Pathway

Enhanced Learning Pathway

Identifying z/OS System Problems



The "**Mainframe Specialist – z/OS Experienced**" badge acknowledges that this person understands operating systems and workloads running on the z/OS system and can monitor system activity occurring on them. This individual can also identify if there is a z/OS system issue and take steps to obtain information such as dumps, that can be used for later problem resolution.

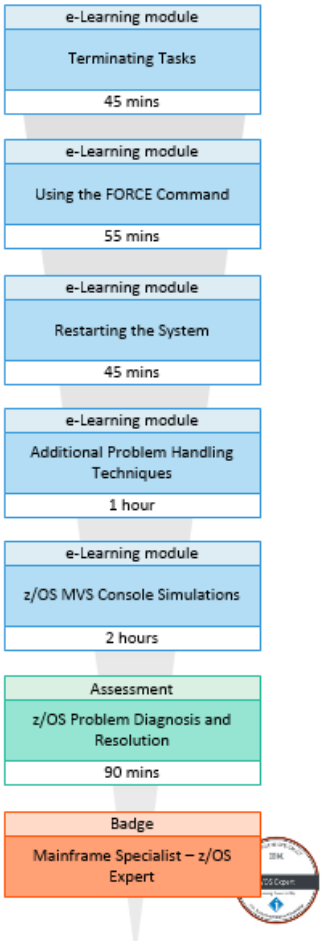
The "**Identifying and Gathering Problem Data"** Coaching/Mentoring Session is a PowerPoint module that allows you to describe the tools and methods used by your organization to identify problems and gather information that will aid in quick recovery. Real-life scenarios are encouraged, to show the consequences of incorrect decisions, and includes problems associated with wait, hangs and loops, master and user catalogs, and dumps.

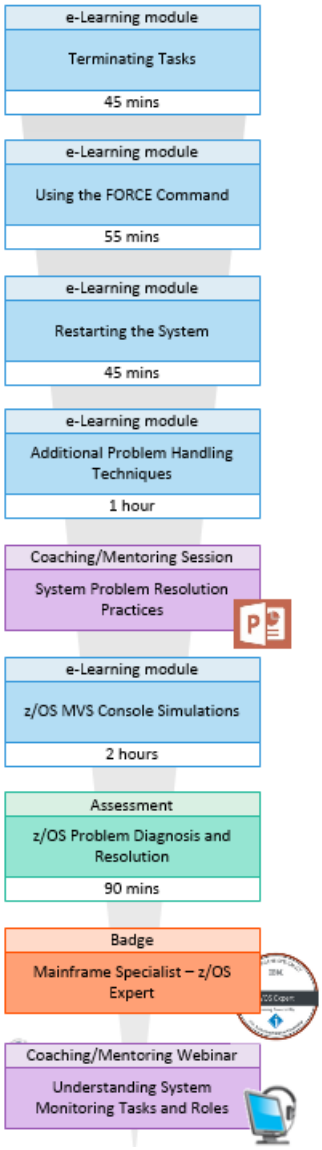
The "**Lab z/OS Operator (z/OS) - SMF, Dump, and Message Suppression**" Mainframe Sandbox Exercises are a collection of z/OS Operator tasks that focus on the management of SMF recording, invoking dumps, and the management of the message suppression facility.

Learning Pathway

Enhanced Learning Pathway

Resolving z/OS System Problems





The "**System Problem Resolution Practices"** Coaching/Mentoring Session is a PowerPoint module that allows you to describe your organization's problem handling practices and the commands and tools used to resolve z/OS system problems.

The "**Mainframe Specialist – z/OS Expert**" badge acknowledges that this person can describe how z/OS is configured using parameter lists and can initialize and shut down this environment as required. This individual can identify z/OS system errors and poor performance, analyze its impact, and resolve issues using a number a resources, including MVS commands.

The "**Understanding System Monitoring Tasks and Roles"** Coaching/Mentoring Webinar that appears at the end of this pathway utilizes the technical expertise within your own organization, to impart the

organization specific z/OS system knowledge required by your learners. Pre-Webinar activities gather information on attendees, their exposure to resolving problems associated with the z/OS system and any questions they may have from previous training. This information is presented and discussed at various stages throughout the Webinar and scenarios requiring learners to take problem resolution action are presented and discussed.

Webinar Basics

Even if you have never run any training, the 7 steps provided below will provide you with the confidence to run a successful Webinar, using your organizations preferred Webinar solution.

Step 1 You need to schedule and promote the Webinar (your HR personnel may be a good resource here). There also needs to be a process in place where learners undertaking the learning pathway, can notify when they have completed the learning pre-requisites, so that you know that they are ready to go.

Step 2 You should become familiar with the Webinar product and the tools used for incorporating PowerPoint presentations, mainframe related JCL sessions or associated screen grabs, and audio and video interactions. If you have not run a Webinar previously, then you should practice talking, recording, switching between slides and browsers and handing control to those attending the seminar.

Step 3 You should send an email to those that are attending the Webinar, firstly to remind them of when it is being run, but also to find out whether they have any questions or specific information they would like covered/clarified throughout the Webinar.

Step 4 Customize the content of the Webinar PowerPoint presentation/s. These have been designed to cover technical points and provide periods of interaction between the presenter and the learner (the length of each Webinar is approximately 60 minutes). The content is also designed to put the presenter in the shoes of the learner.

Step 5 Before the live event you need to rehearse the content.

Step 6 When the Webinar begins, welcome each attendee, just as you would in a classroom environment (if the numbers permit) and remember to be engaging and sound confident. Make sure that you press the Record button before start also!

Step 7 On completion, thank them for attending and describe to them their next step in the learning process. Follow this up the next day with an email link to the recorded Webinar.