Checklist: Determining your own cost of downtime

Use this checklist to start building a customized cost of downtime for your own VSAM-reliant CICS applications. What other issues affect your organization?

If you have this issue:	Ask this question tied to cost:
☐ We license software through variable workload licensing charges (VWLC) and have LPAR spikes from batch workloads that result in excessive costs. We could reduce costs by better balancing the workloads throughout the day.	How much would we save on VWLC if we could prevent LPAR spikes from batch workloads?
☐ We want to make the functionality of our CICS applications available to PCs and mobile devices via a web interface, but the CICS applications would be offline for hours every day while we run batch.	What's the value of the additional business we could capture during normal "nighttime" hours? What's the value in customer satisfaction to have services available 24/7?
☐ Our company could accept new business if we could accommodate the extra CICS transactions or batch workloads. We can't do that now because batch is already cutting into the time that CICS can be online.	What's the value of the business opportunities we're turning away because we can't accommodate their CICS or batch workloads?
☐ Our company could expand into more time zones if CICS were online for more hours of the day.	What's the value of the business in new time zones that we could accept if CICS were online during the hours they need service?
☐ We could increase business and customer satisfaction by processing requests such as retiree payouts sooner, right after we get end-of-day prices.	What's the value of increased customer satisfaction and loyalty when customers receive payments earlier?

If you have this issue:	Ask this question tied to cost:
☐ We could keep customers from taking their business to a competitor because they're unhappy that they often can't access our services. These services are provided through CICS applications, which are unavailable for hours while batch runs, or they don't come up when expected in the morning.	How many customers do we lose because services aren't available 24/7, and what's the lifetime value of each of those customers? What's the cost to acquire new customers to replace those we lose due to lack of service hours?
☐ Processing transactions like invoices faster, and therefore collecting faster, would improve our company's financial position and cash flow.	How much more could we earn on money collected from invoices that were issued sooner and paid earlier?
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☐ We'd benefit financially if we could process batch-related financial transactions in real time, instead of waiting for the nightly batch window.	Which transactions are we losing money on due to batch processing delays, and what's the value of each transaction?
☐ We could more often meet government-mandated service-level agreements (SLAs) and save money if our VSAM-reliant CICS applications experienced less unplanned downtime due to batch abends.	What's the cost when we miss a government-mandated SLA, and how many do we miss?
☐ To prevent excessive usage costs, we've placed a cap on LPARs, but we're missing SLAs, which is also costing us. We could avoid hitting these caps if we could more evenly spread batch workloads throughout the day.	How much could we save if we didn't have overage costs on LPARs, and we didn't miss SLAs due to caps?