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Sustainable Skills – Accelerate into the Future

Sustainable Skills:
Accelerate Into The Future

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Sustainable Skills

What some of our Mainframe customers are saying …

What does paradise look like?
- ✓ Sustainable workforce
- ✓ Agile workforce
- ✓ Transferrable Skills
- ✓ Highly accessible development environment
- ✓ Free up time for developing skills
- ✓ Faster time to market for customers – drive revenue

Needs
- ✓ System programmers
- ✓ Application developers
- ✓ Deep skills
- ✓ Broad skills

Risks
- ✓ Lack of growth
- ✓ Lack of uniform technology
- ✓ Weak onboarding
- ✓ CIO / CEO pressure to move off the mainframe
- ✓ Higher pay in mainframe

What's in our way?
- ✓ Universities don't teach Z
- ✓ Negative perception of the mainframe platform
- ✓ Value unknown
- ✓ Legacy architecture
- ✓ Legacy technology
- ✓ Time to value for mainframe training activities

How do we get their faster?
- ✓ Common tools
- ✓ Think cross-enterprise
- ✓ Modern interfaces
- ✓ Microservices and APIs
- ✓ Simplify the mainframe platform
- ✓ Automation
- ✓ Training
- ✓ Mentoring
- ✓ Career roadmap
- ✓ Higher pay
- ✓ Create community

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Sustainable Skills

External factors that shape how we need to address the skills issue
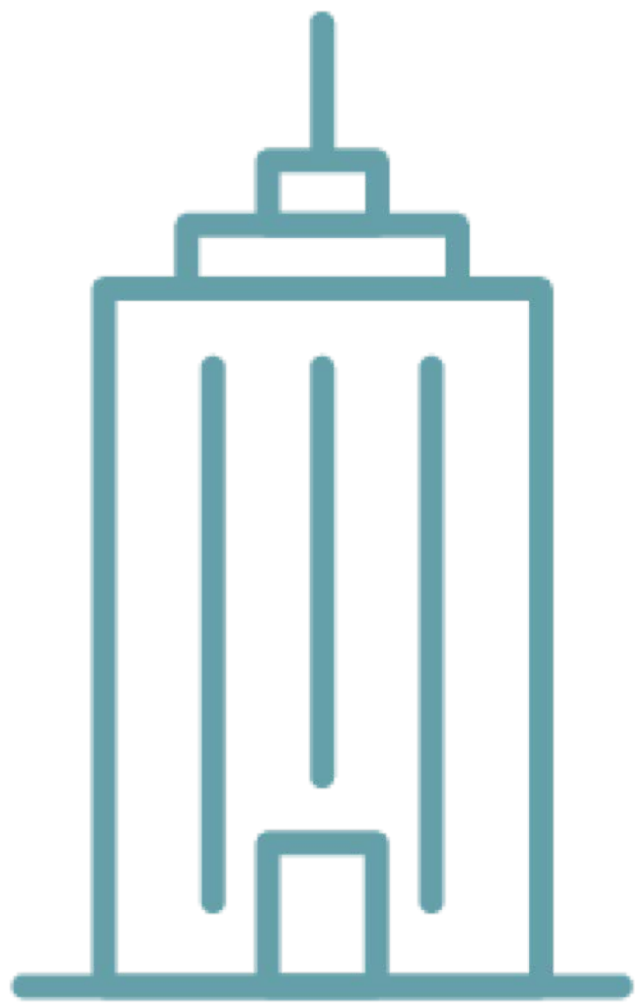
Technology, Tools and Frameworks

User Experience and Personalization

Education and Enablement

Collaboration and Knowledge Transfer

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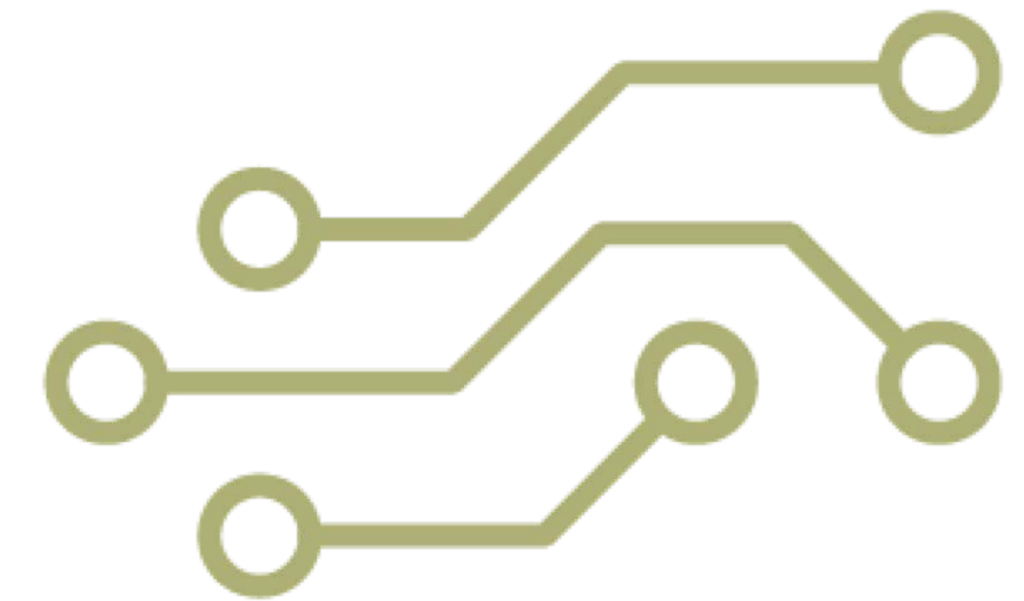
Business Challenge

Customer context
All data, 360º view of the customer

Situational awareness
All processes related to customer engagement

Customer delight
Personalization and value at every touchpoint

70%
of corporate data resides on mainframes[1]

68%
of C-suite executives surveyed expect organizations to emphasize customer experience over products in the future[2]

80%
of consumers surveyed are more likely to do business with a company if it offers personalized experience[3]

1. http://www.ibmsystemsmag.com/mainframe/trends/IBM-Announcements/Analytics-Accelerator-BigInsights/
2. Why CXOs believe customer experience is more important than tech in digital transformation. IBM 2018
3. http://pressroom.epsilon.com/new-epsilon-research-indicates-80-of-consumers-are-more-likely-to-make-a-purchase-when-brands-offer-personalized-experiences/ 2018

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Technology Challenge

Skill enablement imperatives in a hybrid & multi-cloud IT landscape

Inclusive infrastructure

Work across all environments using the latest technologies and architectures

Broadest and best skills

Holistic experience that takes into account their own preferences and needs

Continuous transformation

Innovate with advanced analytics, machine learning, automation, maximize resources

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Skills Continually Evolve

Fast and furious: changing data and technology

Shift influenced by power of data, machine learning, AI

Drive skills and culture for business and personal success

Yesterday's Standard

Hindsight

Reactive Actions

Insights / Reporting

Today's Imperative

Foresight

Proactive Interaction

Automated Remediation

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A Balanced Skills Strategy for Amazing Impact

Eliminate barriers without requiring expert skills

Increase automation to put less burden on your experts

Leverage data-driven solutions that make use of machine learning and AI

Innovate to SUCCEED

Drive OPPORTUNITY

Optimize EFFICIENCY

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Strategic Enablers
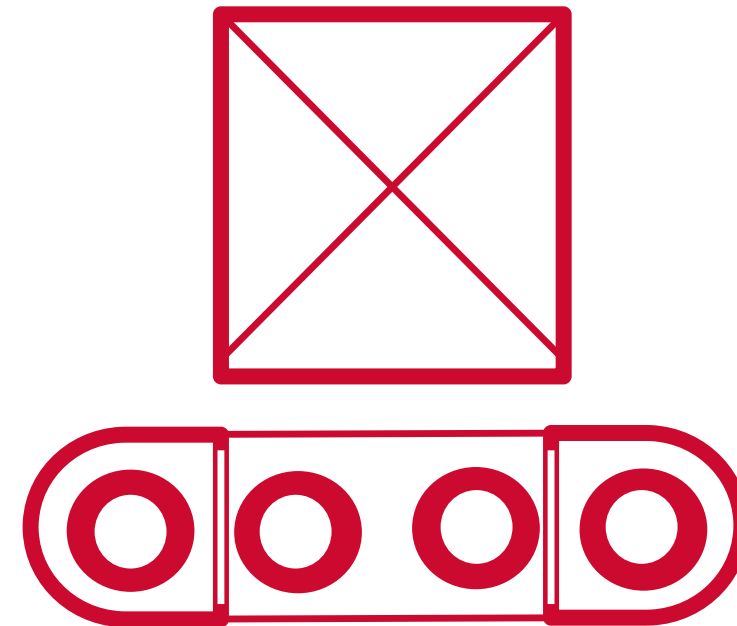

Open Technologies

Customer Insights

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Providing Opportunity for Hybrid IT Skills

Open
work with the latest technologies across all environments

Frictionless
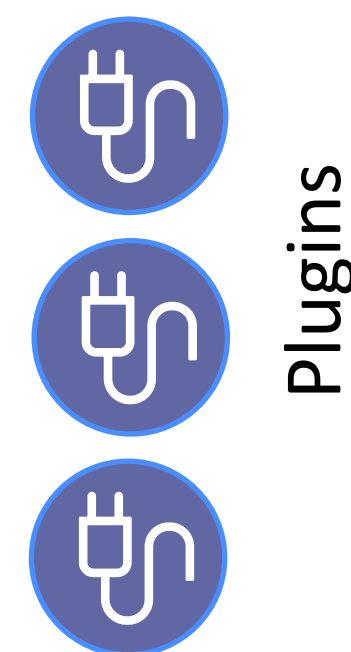**simplified, seamless experiences accelerating time to market**

Optimized
intelligence and automation that maximizes resources

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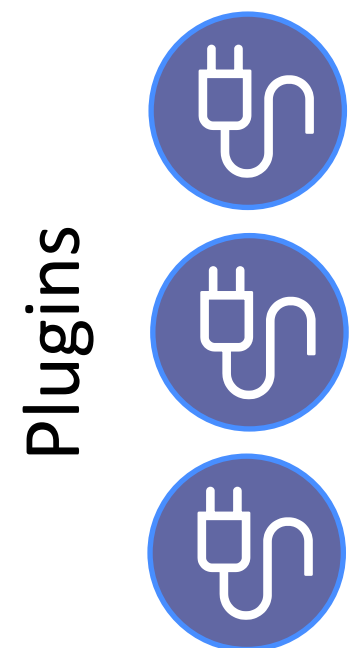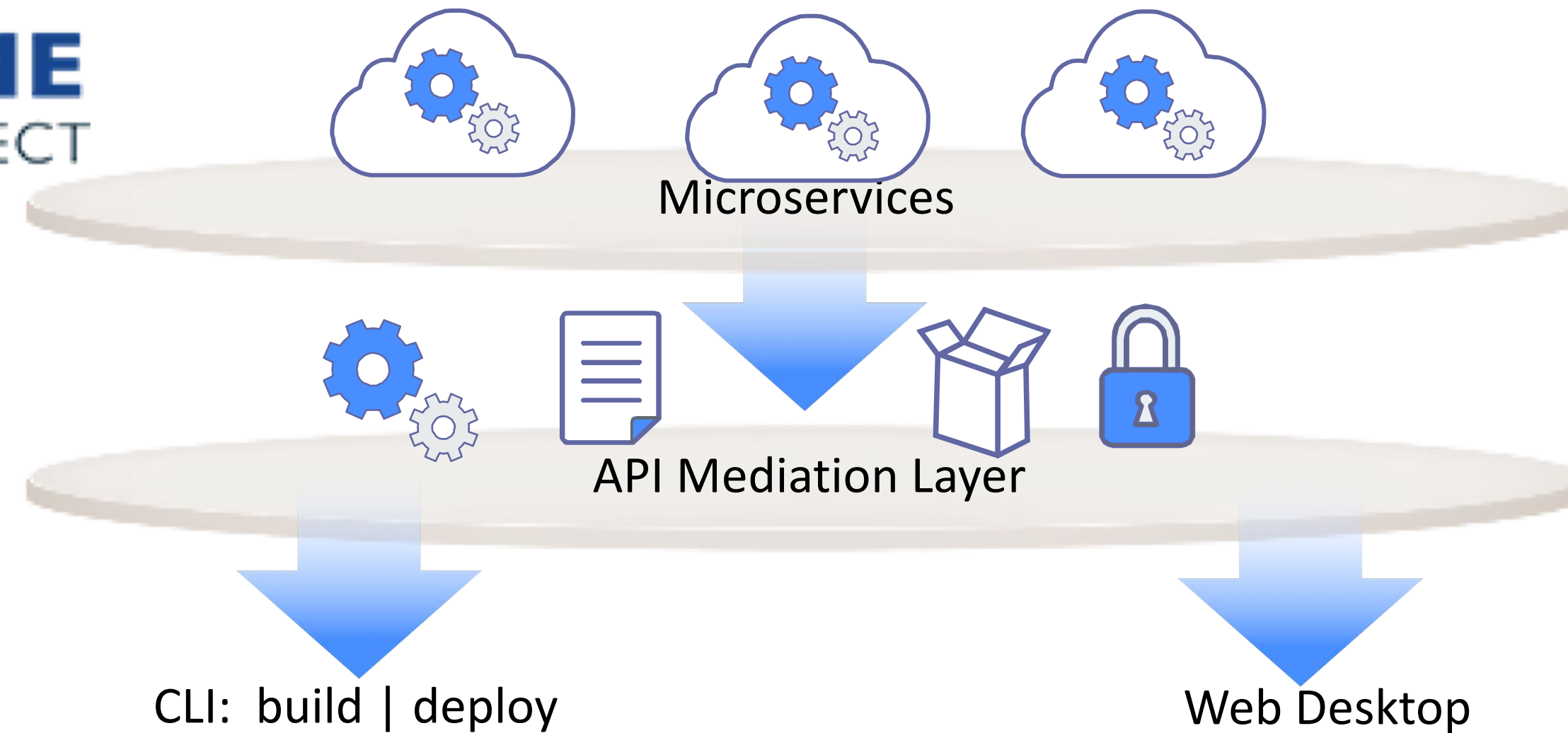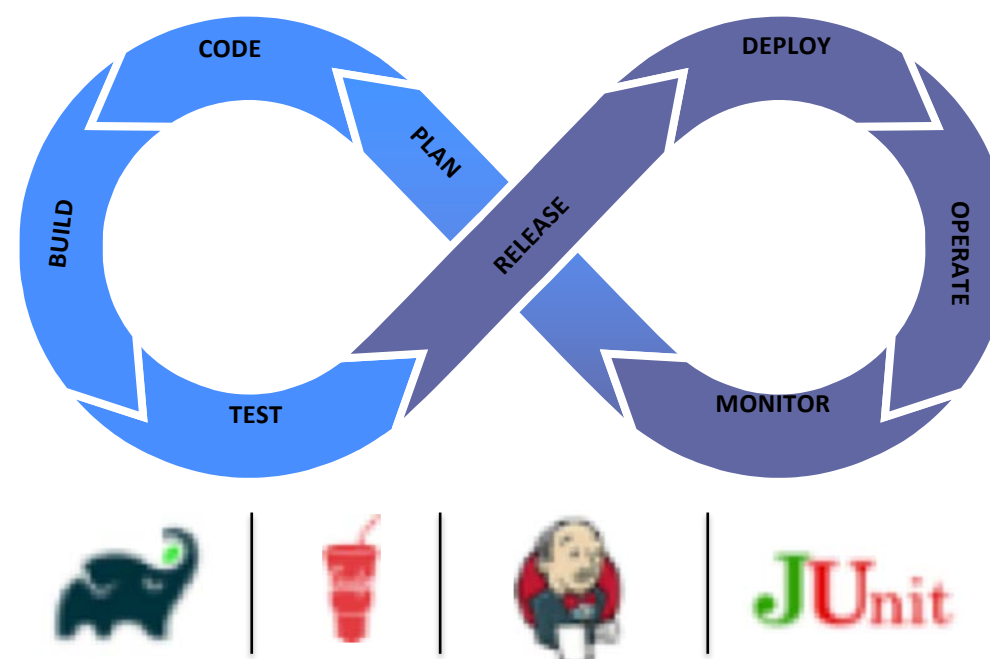# Zowe **Framework and Ecosystem**

OPEN MAINFRAME PROJECT

Open

Core Zowe includes API Mediation Layer, CLI, Web Desktop and z/OS services.

Vendors build 'Zowe Compliant' plugins that leverage the framework.

Microservices

API Mediation Layer

CLI: build | deploy

Web Desktop

Plugins

Plugins

CODE
PLAN
DEPLOY
BUILD
RELEASE
OPERATE
TEST
MONITOR

JUnit

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Visualization: The New UX

Unlikely

Less Likely

Most Likely

Metric

Time

Tasks ready to be dispatched

Typical Volatility

Anomaly

Frictionless

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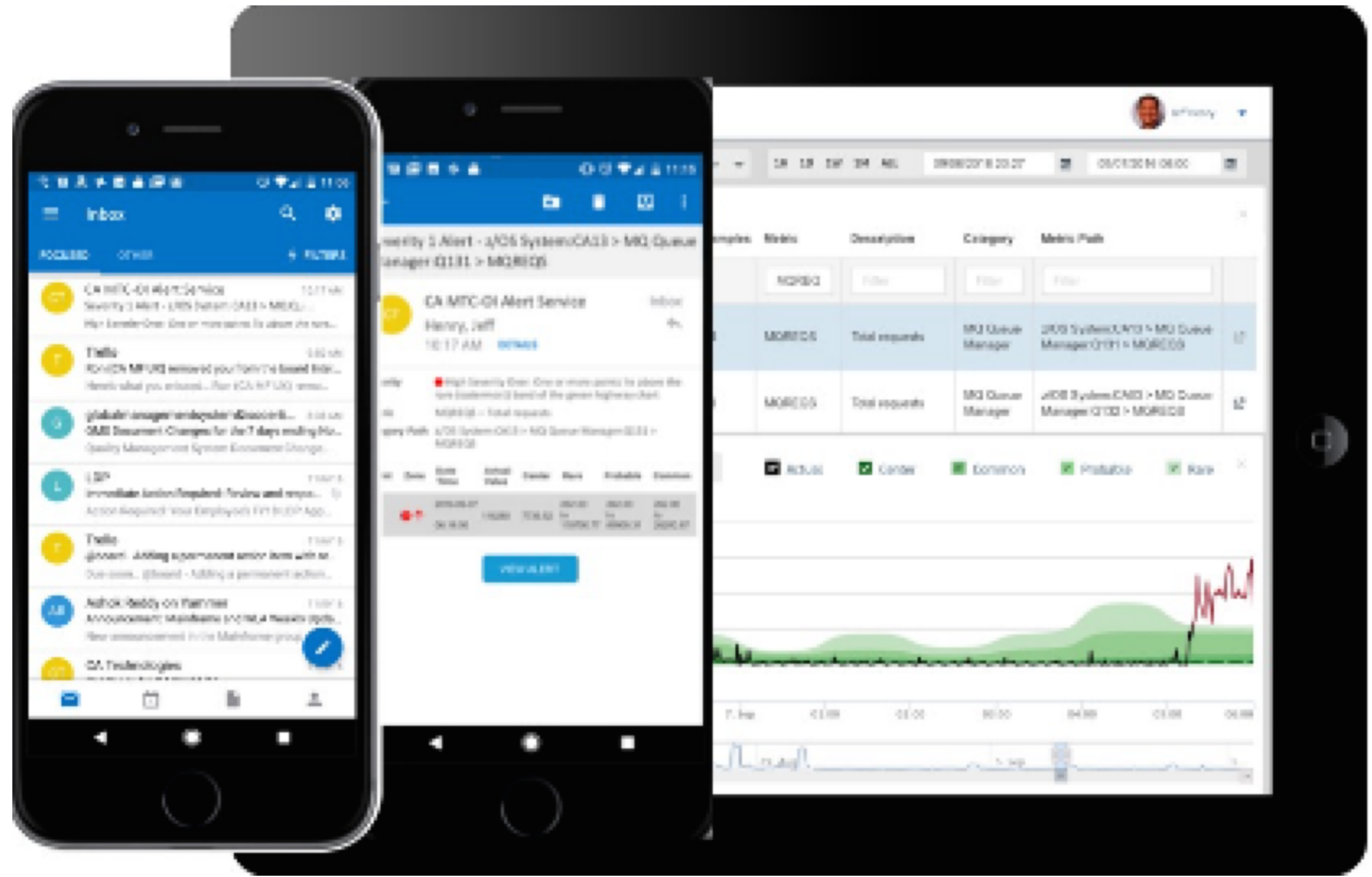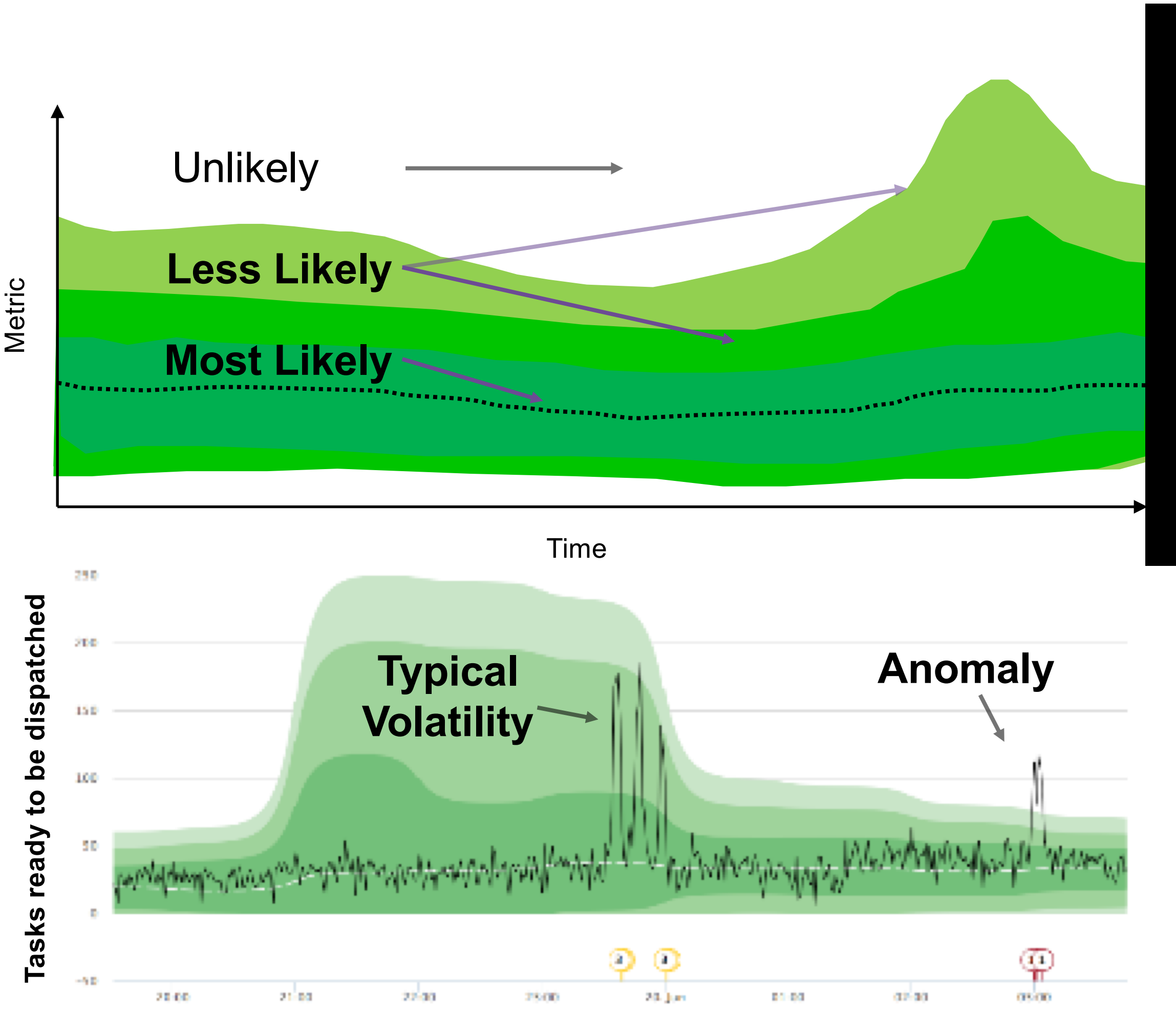
Machine Learning Is The Way Of The Future

Optimized

Proactively Optimize Resources
With Predictive Capacity Insights

Boost Operational Efficiency
With Unified Visualization & Correlation

Reduce False Alerts
Through Algorithmic Noise Reduction

Drive Faster Root Cause Analysis
With Service Analytics

Anticipate Issues Earlier
With Smarter Alarms

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Helping You Create a Sustainable Workforce

Challenge
Growing skills is a huge concern as retirement reduces the available technical workforce

Solution
Broadcom trained and mentored technician augments your IT Staff to manage mainframe systems

Benefits
Simple, no cost solution to augment and enhance your mainframe skills

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Mainframe Vitality Program Pilot

CA Datacom & CA IDMS Pilot 2019 – Future Expansion Sys Prog, Security, DevOps

ATTRACT

Supplement skills in the market
- **Broadcom to HIRE Mainframe Talent; Trained by SME's; Made Available for Hire**
  - Pilot with the Database Administrator Persona - expand later
  - Initial Focus on CA IDMS and CA Datacom Database Management

GROW

Partner with training specialist – THAT'S all of us… customers and vendors !
- **Develop and Deliver Specialized Training** onsite at CA in Plano, TX
  - **Boot Camp** - Mainframe Basic Training & Advanced DBA
  - **Residency:** Assign Rotational field work at customer sites (with mentors)
  - **Make Graduates Available for Hire** - Priority to Residency Host

RETAIN

Supervised learning to 'harvest' institutional knowledge
- **Customers as Training Partners** for engagement / mentorship on site
  - Health Checks, Learn infrastructure/applications
  - Production monitoring, performance and operational reviews
- **SELECT CUSTOMERS:** No or Low Cost for Training and Onsite programs

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Time to Value: Building a Datacom or IDMS DBA

Longest time to value ·· Shortest time to value

Broadcom Hired	Customer Hired	Site Engagements
1. **Broadcom Hires** qualified resources for admin/ops role (Create a bench of skilled DBA's) 2. **Trained by Product Experts** on Mainframe Bootcamp & DBMS in onsite class at Broadcom. 3. **Customer Partnership for Field Residency & Mentorship**: Collocate Broadcom employee at customer site with customer assigned mentor to do unique knowledge transfer. (Note: Requires dedicated commitment by customer to train and hire)	1. **Customer Hires** for admin/ops role. Comply with corp. security, regulatory or salary restrictions. 2. Customer sends this employee to Broadcom Training by Product Experts in North America 3. **Employee returns to Customer** with short term field support assistance & mentorship from Broadcom. 4. Established relationships with product experts; deliver best practice and recommendations.	1. **Leverage Broadcom Database Field team**, support a unique project need; conduct infrastructure health check. 2. **Establish Tighter Relationships;** Direct connection with product experts. Define projects for existing or future personnel. 3. **Customer Benefits directly** from database management best practices, performance tuning, health checks and upgrade support.

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Just a step away from Mainframe talent sourcing and training!

Mainframe Academy

- 6 week curriculum on core systems programming skills (z/OS, TSO, JCL) both Instructor-led and self-paced
- Learning Roadmap and Certification Exams

Associate Software Engineering Program

- 7 weeks of intensive in-person mainframe training
- For recent graduates entering mainframe or experienced professionals seeking a career change

Vitality Program

- 8 – 12 week instructor-led mainframe residency program
- Pilot 2019 (CA Datacom; CA IDMS)
- Training continues onsite at your location, with potential for full-time hiring by you

Web-based & Instructor-Led Training

- Web-based versions for self-paced convenience
- CA product-based courses taught by subject matter experts, upon request

Mainframe eLearning Library

- Product and vendor-agnostic training
- Earn official IBM Skills Credentials

Videos & eBooks

- Quick, targeted, task-focused training on-the-go
- Best practices and "how-to" content optimized for mobile viewing

For more information, please contact Lauren Valenti (*lauren.valenti@broadcom.com*)

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The Future of Innovation Thrives in Community

Make it easier to interact with technology

Apply skills in one area to another

Educate people on the platform

Mentor and cross-train

A Broadcom Company

Thank You