IBM Software Group

CICS - An Introduction

Customer Information Control System – 35 years of reliable transactions

WebSphere software

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What does CICS stand for?

Customer

Information

Control

System

How do I pronounce CICS?

It's really up to you! Here are a few of the pronunciations used around the world, as the home of CICS is Hursley, UK, we like to use the first one

KICKS	in the UK
SEE EYE SEE ESS	in the US
SICKS	in Spain
CHICKS	in Italy
SAY EEE SAY ESS	in France

CICS - overview

What is it?

IBM's leading On-line Transaction Processing Software

Backbone of much of the world's enterprise computing

Emerging as the foundation of today's enterprise-wide mission critical onDemand applications

Latest release is CICS Transaction Server for z/OS V2.3

What does it do?

Instantaneous online transactions

e.g. ATMs, online share dealing, electronic ticketing

Some facts about CICS successes

30 billion+ transactions a day

$1 trillion in transactions each day

30 million users worldwide

900,000 concurrent users supported

Who uses it?

Around 90% of zSeries customers worldwide

90% + of the Fortune 500

Companies in ALL industry categories

What is CICS?

CICS is a transaction management system that can be used on a variety of operating systems – not only OS/390, but MVS. VSE, UNIX, Windows and others too.

CICS can be classed as middleware, or acting as an "application server" to user applications. Providing the customer services to help them implement online business applications.

It is a data (base) communications system that provides the user access to online business systems and data with security.

CICS – What Does It Do?

Transactions Defined - What we do every day

e.g. buy a train ticket

short conversation, hand over money, take ticket

Transaction:

- Handling the user interface
- Data retrieval and modification
- Communications with other applications
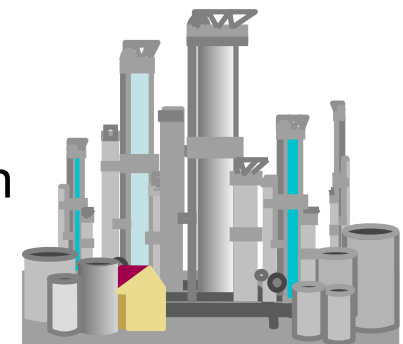- Communications with network attached devices

= Unit of Work

Unit of Work = a Transaction

CREDIT CARD

1234 5678 9012

VALID FROM   GOOD THRU
XX/XX/XX   XX/XX/XX

PAUL FISCHER

TGV

Typical Business Transactions

➔ Retail distribution systems

➔ Finance -- banking, insurance, and stock brokering systems

➔ Order entry and processing systems

➔ General ledger systems

➔ Payroll systems

➔ Cash machines (ATMs)

➔ Airline reservation systems

➔ Process control systems

➔ Information Transaction

- Olympics results collection, processing and distribution

CICS History – 35 year evolution

CICS was first released to the world as a gram Product in 1969 when:

- We had S/360, 64K storage and Rolling Stones were touring

CICS OS V1 released 8th July 1969, 100 KLOC and cost $600/Mth

Continually developed to support the latest industry technologies from then to the current day with:

- Early 3270, virtual storage systems, database and recovery/restart support in the 1970s
- Client/Server support
- Support on multiple platforms z/OS (OS/390), VSE, AIX, AS/400, OS/2, NT
- Exploiting latest mainframe features – high scalability, availability, managability, parallel systems etc.
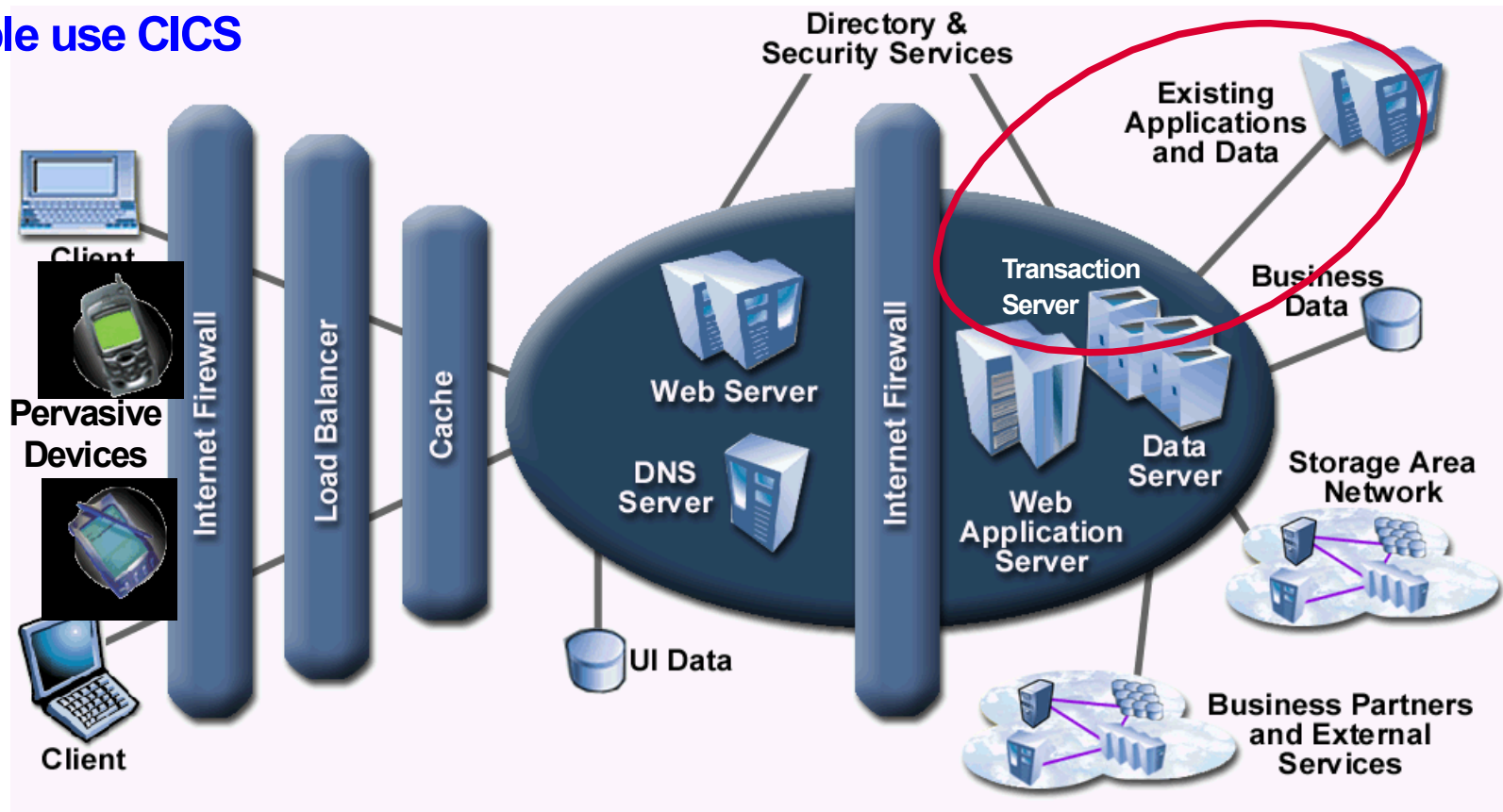
CICS History – 35 year evolution

- Support of the Internet and new web browsers
- Ability for composite CICS and WebSphere transactions
- Support of the Java and EJBs
- Interoperability with WebSphere
- Foundation of today's enterprise-wide onDemand applications

CICS Today ....

✓ **Over 30 years and $1 Trillion invested in Applications ... IDC**

✓ **Over $1 trillion processed/day**

✓ **Over 30 billion transactions/day**

✓ **Most people use CICS**

Among the highest revenue earning software products in the world

and today......

CICS Transaction Server is IBM's premier Enterprise Transaction Processing Server; offering robust, high-volume transaction processing for legacy and new business applications using any programming model.

CICS has emerged as the foundation of today's enterprise-wide mission critical onDemand applications

Who Uses CICS?

Here are just a few of the companies that use CICS:

Industry View (Consultant Quote):

"CICS is probably the most successful piece of software of all time . . . It is the mainstay of business computing throughout the world . . . Millions of users unknowingly activate CICS every day, and if it were to disappear the world economy would grind to a halt."

Phil Manchester,

Personal Computer Magazine, March 1994

....and even more so today!

Summary

CICS is one of the "*35 Technologies that shaped the industry*" (Computerworld, Sept 2002)

26. CICS. IBM's Customer Information Control System, introduced in 1968, is the most important mainframe transaction-processing software in the world. IBM claims that 30 billion CICS transactions (a unit of measure equivalent in scope to Web site hits) are executed worldwide each day. Today more than 30,000 organizations use CICS to serve about 30 million users worldwide.

For more details on CICS family, visit our web site at

ibm.com/cics