IBM

Program Directory for

IBM Storage Administration Workbench

for z/OS and OS/390

Release 01, Modification Level 00

Program Number 5697-H61

FMID H27A110

for Use with
z/OS
OS/390

Document Date: May 2002

┌─ **Note!** ───┐

Before using this information and the product it supports, be sure to read the general information under "Notices" on page v.

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1.0 Introduction

This program directory is intended for the system programmer responsible for program installation and maintenance. It contains information concerning the material and procedures associated with the installation of IBM Storage Administration Workbench for z/OS and OS/390. This publication refers to IBM Storage Administration Workbench for z/OS and OS/390 as Storage Administration Workbench. You should read all of this program directory before installing the program and then keep it for future reference.

The program directory contains the following sections:

- 2.0, "Program Materials" on page 3 identifies the basic and optional program materials and documentation for Storage Administration Workbench.
- 3.0, "Program Support" on page 6 describes the IBM support available for Storage Administration Workbench.
- 4.0, "Program and Service Level Information" on page 7 lists the APARs (program level) and PTFs (service level) incorporated into Storage Administration Workbench.
- 5.0, "Installation Requirements and Considerations" on page 8 identifies the resources and considerations for installing and using Storage Administration Workbench.
- 6.0, "Installation Instructions" on page 13 provides detailed installation instructions for Storage Administration Workbench. It also describes the procedures for activating the functions of Storage Administration Workbench, or refers to appropriate publications.

Before installing Storage Administration Workbench, read 3.2, "Preventive Service Planning" on page 6. This section tells you how to find any updates to the information and procedures in this program directory.

Do not use this program directory if you are installing Storage Administration Workbench with a SystemPac or ServerPac. When using these offerings, use the jobs and documentation supplied with the offering. This documentation may point you to specific sections of the program directory as required.

If you are installing Storage Administration Workbench using the Custom-Built Product Delivery Offering (CBPDO, 5751-CS3), a softcopy program directory is provided on the CBPDO tape which is identical to the printed copy shipped with your order. Your CBPDO contains a softcopy preventive service planning (PSP) upgrade for this product. All service and HOLDDATA for Storage Administration Workbench are included on the CBPDO tape.

1.1 Storage Administration Workbench Description

Storage Administration Workbench heightens administrator awareness, productivity, and effectiveness. This powerful storage management tool provides a single interactive structured programming facility (ISPF) - based focal point for status reporting, trend analysis, setting of alert thresholds, and issuing commands - all across multiple z/OS storage resources in multiple dataplexes and locations.

Storage Administration Workbench acts as a centralized interface between the storage administrator and storage resource devices, including DASD, cache devices, and tape devices, while providing easily accessed views of those devices, their current status, and the historical trends of their usage and performance.

1.2 Storage Administration Workbench FMIDs

Storage Administration Workbench consists of the following FMID:

H27A110

2.0 Program Materials

An IBM program is identified by a program number and a feature number. The program number for Storage Administration Workbench is 5697-H61.

Basic Machine-Readable Materials are materials that are supplied under the base license and feature code, and are required for the use of the product. Optional Machine-Readable Materials are orderable under separate feature codes, and are not required for the product to function.

The program announcement material describes the features supported by Storage Administration Workbench. Ask your IBM representative for this information if you have not already received a copy.

2.1 Basic Machine-Readable Material

The distribution medium for this program is magnetic tape or downloadable files. It is installed using SMP/E, and is in SMP/E RELFILE format. See 6.0, "Installation Instructions" on page 13 for more information about how to install the program.

Figure 1 describes the physical tape. Figure 2 describes the file content.

Notes:

 1. The data set attributes in these tables should be used in the JCL of jobs reading the data sets, but since the data sets are in IEBCOPY unloaded format, their actual attributes may be different.

 2. You are installing Storage Administration Workbench using the Custom-Built Product Delivery Offering (CBPDO) (5751-CS3), information about your tape may be found in the CBPDO documentation that came with your order.

 3. If any RELFILEs are identified as PDSEs, ensure that SMPTLIB data sets are allocated as PDSEs.

Figure 1. Basic Material: Program Tape		
Feature Number	**Description**	**R/M ***
5802	Storage Admin Workbench	N

 * R/M = Restricted Materials of IBM

Figure 2. Program File Content				
Name	**O R G**	**R E C F M**	**L R E C L**	**BLK SIZE**
SMPMCS	SEQ	FB	80	6400
IBM.H27A110.F1	PDS	FB	80	8800
IBM.H27A110.F2	PDS	U	0	6144
IBM.H27A110.F3	PDS	FB	80	8800
IBM.H27A110.F4	PDS	FB	80	8800
IBM.H27A110.F5	PDS	FB	80	8800
IBM.H27A110.F6	PDS	FB	80	8800
IBM.H27A110.F7	PDS	FB	80	8800
IBM.H27A110.F8	PDS	FB	80	8800
IBM.H27A110.F9	PDS	FB	80	8800

2.2 Optional Machine-Readable Material

No optional machine-readable materials are provided for Storage Administration Workbench.

2.3 Program Publications

The following sections identify the basic and optional publications for Storage Administration Workbench.

2.3.1 Basic Program Publications

Figure 3 identifies the basic unlicensed program publications for Storage Administration Workbench. One copy of each of these publications is included when you order the basic materials for Storage Administration Workbench. For additional copies, contact your IBM representative.

Figure 3. Basic Material: Unlicensed Publications	
Publication Title	**Form Number**
Storage Administration Workbench License Information	GC27-1607

2.3.2 Optional Program Publications

No optional publications are provided for Storage Administration Workbench.

2.4 Program Source Materials

No program source materials or viewable program listings are provided for Storage Administration Workbench.

2.5 Publications Useful During Installation

The publications listed in Figure 4 may be useful during the installation of Storage Administration Workbench. To order copies, contact your IBM representative or visit the IBM Publications Center on the world wide web at:

```
http//www.elink.ibmlink.ibm.com/applications/public/applications/
publications/cgibin/pbi.cgi on the Internet.
```

Figure 4. Publications Useful During Installation	
Publication Title	**Form Number**
IBM SMP/E for z/OS and OS/390 User's Guide	SA22-7773
IBM SMP/E for z/OS and OS/390 Commands	SA22-7771
IBM SMP/E for z/OS and OS/390 Reference	SA22-7772
IBM SMP/E for z/OS and OS/390 Messages, Codes, and Diagnosis	GA22-7770

3.0 Program Support

This section describes the IBM support available for Storage Administration Workbench.

3.1 Program Services

Contact your IBM representative for specific information about available program services.

3.2 Preventive Service Planning

Before installing Storage Administration Workbench, you should review the current Preventive Service Planning (PSP) information. If you obtained Storage Administration Workbench as part of a CBPDO, there is HOLDDATA and PSP information included on the CBPDO.

If you obtained Storage Administration Workbench on a product tape, or if the CBPDO is more than two weeks old when you install it, you should contact the IBM Support Center or use S/390 SoftwareXcel to obtain the current "PSP Bucket".

For access to RETAIN, visit http://www.ibmlink.ibm.com/ on the Internet.

PSP Buckets are identified by UPGRADEs, which specify product levels, and SUBSETs, which specify the FMIDs for a product level. The UPGRADE and SUBSET values for Storage Administration Workbench are:

Figure 5. PSP Upgrade and Subset ID		
UPGRADE	**SUBSET**	**Description**
5697H61	H27A110	Storage Administration Workbench

3.3 Statement of Support Procedures

Report any difficulties you have using this program to your IBM Support Center. If an APAR is required, the Support Center will provide the address to which any needed documentation can be sent.

Figure 6 identifies the component IDs (COMPID) for Storage Administration Workbench.

Figure 6. Component IDs			
FMID	**COMPID**	**Component Name**	**RETAIN Release**
H27A110	5697H6100	Strg Admin Workbench	110

4.0 Program and Service Level Information

This section identifies the program and any relevant service levels of Storage Administration Workbench. The program level refers to the APAR fixes incorporated into the program. The service level refers to the PTFs integrated.

4.1 Program Level Information

No APARs have been incorporated into Storage Administration Workbench.

4.2 Service Level Information

No PTFs against this release of Storage Administration Workbench have been incorporated into the product tape.

5.0 Installation Requirements and Considerations

The following sections identify the system requirements for installing and activating Storage Administration Workbench. The following terminology is used:

- *Driving system*: the system used to install the program.

- *Target system*: the system on which the program is installed.

In many cases, the same system can be used as both a driving system and a target system. However, you may want to set up a clone of your system to use as a target system by making a separate IPL-able copy of the running system. The clone should include copies of all system libraries that SMP/E updates, copies of the SMP/E CSI data sets that describe the system libraries, and your PARMLIB and PROCLIB.

Some cases where two systems should be used include the following:

- When installing a new level of a product that is already installed, the new product will delete the old one. By installing onto a separate target system, you can test the new product while still keeping the old one in production.

- When installing a product that shares libraries or load modules with other products, the installation can disrupt the other products. Installing onto a test system or clone will allow you to assess these impacts without disrupting your production system.

5.1 Driving System Requirements

This section describes the environment of the driving system required to install Storage Administration Workbench.

5.1.1 Machine Requirements

The driving system can run in any hardware environment that supports the required software.

5.1.2 Programming Requirements

Figure 7. Driving System Software Requirements	
Program Number	**Product Name and Minimum VRM/Service Level**
Any **one** of the following:	
5647-A01	OS/390 SMP/E Version 2 Release 8 or higher
5694-A01	z/OS Version 1 Release 1 or higher
5655-G44	IBM SMP/E for z/OS and OS/390 Version 3 Release 1 or higher

5.2 Target System Requirements

This section describes the environment of the target system required to install and use Storage Administration Workbench.

Storage Administration Workbench installs in the MVS (Z038) SREL.

5.2.1 Machine Requirements

The target system can run in any hardware environment that supports the required software.

5.2.2 Programming Requirements

5.2.2.1 Mandatory Requisites: A mandatory requisite is defined as a product that is required without exception; this product either **will not install** or **will not function** unless this requisite is met. This includes products that are specified as REQs or PREs.

Storage Administration Workbench can be used on any supported release of z/OS or OS/390. It requires GDDM as a prerequisite.

5.2.2.2 Functional Requisites: A functional requisite is defined as a product that is **not** required for the successful installation of this product or for the basic function of the product, but **is** needed at run time for a specific function of this product to work. This includes products that are specified as IF REQs.

Storage Administration Workbench has no functional requisites.

5.2.2.3 Toleration/Coexistence Requisites: A toleration/coexistence requisite is defined as a product which must be present on a sharing system. These systems can be other systems in a multisystem environment (not necessarily sysplex), a shared DASD environment (such as test and production), or systems that reuse the same DASD at different time intervals.

Storage Administration Workbench has no toleration/coexistence requisites.

5.2.2.4 Incompatibility (Negative) Requisites: A negative requisite identifies products which must *not* be installed on the same system as this product.

Storage Administration Workbench has no negative requisites.

5.2.3 DASD Storage Requirements

Storage Administration Workbench libraries can reside on all supported DASD types.

Figure 8 lists the total space required for each type of library.

Figure 8. Total DASD Space Required by Storage Administration Workbench	
Library Type	**Total Space Required**
Target	3860 Blocks
Distribution	3860 Blocks

Notes:

1. IBM recommends use of system determined block sizes for efficient DASD utilization for all non-RECFM U data sets. For RECFM U data sets, IBM recommends a block size of 32760, which is the most efficient from a performance and DASD utilization perspective.

2. Abbreviations used for the data set type are:

   U   Unique data set, allocated by this product and used only by this product. To determine the correct storage needed for this data set, this table provides all required information; no other tables (or program directories) need to be referenced for the data set size.

   S   Shared data set, allocated by this product and used by this product and others. To determine the correct storage needed for this data set, the storage size given in this table needs to be added to other tables (perhaps in other program directories). If the data set already exists, it must have enough free space to accommodate the storage size given in this table.

   E   Existing shared data set, used by this product and others. This data set is NOT allocated by this product. To determine the correct storage needed for this data set, the storage size given in this table needs to be added to other tables (perhaps in other program directories). This existing data set must have enough free space to accommodate the storage size given in this table.

   If you currently have a previous release of this product installed in these libraries, the installation of this release will delete the old one and reclaim the space used by the old release and any service that had been installed. You can determine whether or not these libraries have enough space by deleting the old release with a dummy function, compressing the libraries, and comparing the space requirements with the free space in the libraries.

   For more information on the names and sizes of the required data sets, please refer to 6.1.7, "Allocate SMP/E Target and Distribution Libraries" on page 15.

3. Abbreviations used for the HFS Path type are:

   N   New path, created by this product.
   X   Path created by this product, but may already exist from a previous release.
   P   Previously existing path, created by another product.

4. All target and distribution libraries listed have the following attributes:

   - The default name of the data set may be changed
   - The default block size of the data set may be changed
   - The data set may be merged with another data set that has equivalent characteristics
   - The data set may be either a PDS or a PDSE

5. All target libraries listed have the following attributes:

- The data set may be SMS managed
- It is not required for the data set to be SMS managed
- It is not required for the data set to reside on the IPL volume
- The values in the "Member Type" column are not necessarily the actual SMP/E element types identified in the SMPMCS.

6. All target libraries listed which contain load modules have the following attributes:

- The data set may be in the LPA
- It is not required for the data set to be in the LPA
- The data set may be in the LNKLST
- It is not required for the data set to be APF authorized

The following figures describe the target and distribution libraries required to install Storage Administration Workbench. The storage requirements of Storage Administration Workbench must be added to the storage required by other programs having data in the same library or path.

Note: The data in these tables should be used when determining which libraries can be merged into common data sets. In addition, since some ALIAS names may not be unique, ensure that no naming conflicts will be introduced before merging libraries.

Figure 9. Storage Requirements for Storage Administration Workbench Target Libraries								
Library DDNAME	Member Type	Target Volume	T Y P E	O R G	R E C F M	L R E C L	No. of 3390 Trks	No. of DIR Blks
SAWBLOAD	LMOD	ANY	U	PDS	U	0	189	40
SAWBSAMP	SAMPLES	ANY	U	PDS	FB	80	9	10
SAWBPENU	PANELS	ANY	U	PDS	FB	80	137	150
SAWBMENU	MESSAGE	ANY	U	PDS	FB	80	18	50
SAWBSLIB	SKELETON	ANY	U	PDS	FB	80	69	100
SAWBEXEC	EXEC	ANY	U	PDS	FB	80	135	50
SAWBPROC	PROCEDURE	ANY	U	PDS	FB	80	34	20
SAWBTLIB	TABLES	ANY	U	PDS	FB	80	2	10

Library DDNAME	T Y P E	O R G	R E C F M	L R E C L	No. of 3390 Trks	No. of DIR Blks
Figure 10. Storage Requirements for Storage Administration Workbench Distribution Libraries						
AAWBLOAD	U	PDS	U	0	189	40
AAWBSAMP	U	PDS	FB	80	9	10
AAWBPENU	U	PDS	FB	80	137	150
AAWBMENU	U	PDS	FB	80	18	50
AAWBSLIB	U	PDS	FB	80	69	100
AAWBEXEC	U	PDS	FB	80	135	50
AAWBPROC	U	PDS	FB	80	34	20
AAWBTLIB	U	PDS	FB	80	2	10

5.3 FMIDs Deleted

Installing Storage Administration Workbench no FMID will be deleted.

5.4 Special Considerations

Storage Administration Workbench has no special considerations for the target system.

6.0 Installation Instructions

This chapter describes the installation method and the step-by-step procedures to install and to activate the functions of Storage Administration Workbench.

Please note the following:

- If you want to install Storage Administration Workbench into its own SMP/E environment, consult the SMP/E manuals for instructions on creating and initializing the SMPCSI and the SMP/E control data sets.

- Sample jobs have been provided to help perform some or all of the installation tasks. The SMP/E jobs assume that all DDDEF entries required for SMP/E execution have been defined in the appropriate zones.

- The SMP/E dialogs may be used instead of the sample jobs to accomplish the SMP/E installation steps.

6.1 Installing Storage Administration Workbench

6.1.1 SMP/E Considerations for Installing Storage Administration Workbench

This release of Storage Administration Workbench is installed using the SMP/E RECEIVE, APPLY, and ACCEPT commands. The SMP/E dialogs may be used to accomplish the SMP/E installation steps.

6.1.2 SMP/E Options Subentry Values

The recommended values for some SMP/E CSI subentries are shown in Figure 11. Use of values lower than these may result in failures in the installation process. DSSPACE is a subentry in the GLOBAL options entry. PEMAX is a subentry of the GENERAL entry in the GLOBAL options entry. Refer to the SMP/E manuals for instructions on updating the global zone.

Figure 11. SMP/E Options Subentry Values		
SUB-ENTRY	**Value**	**Comment**
DSSPACE	(200,200,500)	Primary and Secondary space allocation in tracks.
PEMAX	SMP/E Default	IBM recommends using the SMP/E default for PEMAX.

6.1.3 Sample Jobs

The following sample installation jobs are provided as part of the product to help you install Storage Administration Workbench:

Figure 12. Sample Installation Jobs

Job Name	Job Type	Description	RELFILE
AWBALA	SMP/E	Sample job to allocate and initialize a new SMP/E CSI data set **(Optional)**	IBM.H27A110.F3
AWBALB	SMP/E	Sample job to allocate SMP/E data sets **(Optional)**	IBM.H27A110.F3
AWBRECEV	RECEIVE	Sample RECEIVE job	IBM.H27A110.F3
AWBALOC	ALLOCATE	Sample job to allocate target and distribution libraries	IBM.H27A110.F3
AWBDDDEF	DDDEF	Sample job to define SMP/E DDDEFs	IBM.H27A110.F3
AWBAPPLY	APPLY	Sample APPLY job	IBM.H27A110.F3
AWBACCEP	ACCEPT	Sample ACCEPT job	IBM.H27A110.F3

You may copy the jobs from the tape or product files by submitting the job below. Use either the //TAPEIN or the //FILEIN DD statement, depending on your distribution medium, and comment out or delete the other statement. Add a job card and change the lowercase parameters to uppercase values to meet your site's requirements before submitting.

```
//STEP1    EXEC PGM=IEBCOPY
//SYSPRINT DD SYSOUT=*
//TAPEIN   DD DSN=IBM.H27A110.F3,UNIT=tunit,VOL=SER=AWB110,
//         LABEL=(4,SL),DISP=(OLD,KEEP)
//FILEIN   DD DSN=IBM.H27A110.F3,UNIT=SYSALLDA,DISP=SHR,
//         VOL=SER=filevol
//OUT      DD DSNAME=jcl-library-name,
//         DISP=(NEW,CATLG,DELETE),
//         VOL=SER=dasdvol,UNIT=SYSALLDA,
//         SPACE=(TRK,(10,5,5))
//SYSUT3   DD UNIT=SYSALLDA,SPACE=(CYL,(1,1))
//SYSIN    DD *
   COPY INDD=xxxxIN,OUTDD=OUT
   SELECT MEMBER=(AWBALA,AWBALB,AWBALOC,AWBDDDEF)
   SELECT MEMBER=(AWBRECEV,AWBAPPLY,AWBACCEP)
/*
```

where **tunit** is the unit value matching the product tape, **filevol** is the volume serial of the DASD device where the downloaded files reside, **jcl-library-name** is the name of the output data set where the sample jobs will be stored, **dasdvol** is the volume serial of the DASD device where the output data set will reside and **xxxxIN** on the SYSIN DD to either TAPEIN or FILEIN depending on your input DD statement.

You can also access the sample installation jobs by performing an SMP/E RECEIVE and then copying the jobs from the SMPTLIBs to a work data set for editing and submission. See Figure 12 on page 13 to find the appropriate SMPTLIB data set.

6.1.4 Allocate SMP/E CSI (Optional)

If you are using an existing CSI, do not execute this job.

If you are allocating a new SMP/E data set for this install, edit, and submit sample job AWBALA to allocate the SMP/E data set for Storage Administration Workbench.

Expected Return Codes and Messages: You will receive a return code of 0 if this job runs correctly.

6.1.5 Initialize CSI zones (Optional)

Edit and submit sample job AWBALB to initialize SMP/E zones for Storage Administration Workbench. Consult the instructions in the sample job for more information.

Expected Return Codes and Messages: You will get a condition code of 0 if the job runs correctly.

6.1.6 Perform SMP/E RECEIVE

Edit and submit sample job AWBRECEV to perform the SMP/E RECEIVE for Storage Administration Workbench. Consult the instructions in the sample job for more information.

NOTE: If you obtained Storage Administration Workbench as part of a CBPDO, you can use the RCVPDO job found in the CBPDO RIMLIB data set to RECEIVE the Storage Administration Workbench FMIDs as well as any service, HOLDDATA, or preventive service planning (PSP) information included on the CBPDO tape. For more information, refer to the documentation included with the CBPDO.

Expected Return Codes and Messages: You will receive a return code of 0 if this job runs correctly.

6.1.7 Allocate SMP/E Target and Distribution Libraries

Edit and submit sample job AWBALOC to allocate the SMP/E target and distribution libraries for Storage Administration Workbench. Consult the instructions in the sample job for more information.

Expected Return Codes and Messages: You will receive a return code of 0 if this job runs correctly.

6.1.8 Create DDDEF Entries

Edit and submit sample job AWBDDDEF to create DDDEF entries for the SMP/E target and distribution libraries for Storage Administration Workbench. Consult the instructions in the sample job for more information.

Expected Return Codes and Messages: You will receive a return code of 0 if this job runs correctly.

6.1.9 Perform SMP/E APPLY

Edit and submit sample job AWBAPPLY to perform an SMP/E APPLY CHECK for Storage Administration Workbench. Consult the instructions in the sample job for more information.

To receive the full benefit of the SMP/E Causer SYSMOD Summary Report, do *not* bypass the following on the APPLY CHECK: PRE, ID, REQ, and IFREQ. This is because the SMP/E root cause analysis identifies the cause only of **ERRORS** and not of **WARNINGS** (SYSMODs that are bypassed are treated as warnings, not errors, by SMP/E).

Once you have taken any actions indicated by the APPLY CHECK, remove the CHECK operand and run the job again to perform the APPLY.

Note: The GROUPEXTEND operand indicates that SMP/E apply all requisite SYSMODs. The requisite SYSMODS might be applicable to other functions.

Expected Return Codes and Messages from APPLY CHECK: You will receive a return code of 0 if this job runs correctly.

Expected Return Codes and Messages from APPLY: You will receive a return code of 0 if this job runs correctly.

6.1.10 Perform SMP/E ACCEPT

Edit and submit sample job AWBACCEP to perform an SMP/E ACCEPT CHECK for Storage Administration Workbench. Consult the instructions in the sample job for more information.

To receive the full benefit of the SMP/E Causer SYSMOD Summary Report, do *not* bypass the following on the ACCEPT CHECK: PRE, ID, REQ, and IFREQ. This is because the SMP/E root cause analysis identifies the cause only of **ERRORS** and not of **WARNINGS** (SYSMODs that are bypassed are treated as warnings, not errors, by SMP/E).

Before using SMP/E to load new distribution libraries, it is recommended that you set the ACCJCLIN indicator in the distribution zone. This will cause entries produced from JCLIN to be saved in the distribution zone whenever a SYSMOD containing inline JCLIN is ACCEPTed. For more information on the ACCJCLIN indicator, see the description of inline JCLIN in the SMP/E manuals.

Once you have taken any actions indicated by the ACCEPT CHECK, remove the CHECK operand and run the job again to perform the ACCEPT.

Note: The GROUPEXTEND operand indicates that SMP/E accept all requisite SYSMODs. The requisite SYSMODS might be applicable to other functions.

Expected Return Codes and Messages from ACCEPT CHECK: You will receive a return code of 0 if this job runs correctly.

Expected Return Codes and Messages from ACCEPT: You will receive a return code of 0 if this job runs correctly.

If PTFs containing replacement modules are being ACCEPTed, SMP/E ACCEPT processing will linkedit/bind the modules into the distribution libraries. During this processing, the Linkage Editor or Binder may issue messages documenting unresolved external references, resulting in a return code of 4 from the ACCEPT step. These messages can be ignored, because the distribution libraries are not executable and the unresolved external references will not affect the executable system libraries.

6.2 Activating Storage Administration Workbench

The publication *Storage Administration Workbench User's Guide, SC27-1608* contains the step-by-step procedures to activate the functions of Storage Administration Workbench.

Reader's Comments

Program Directory for IBM Storage Administration Workbench for z/OS and OS/390 May 2002

You may use this form to comment about this document, its organization, or subject matter with the understanding that IBM may use or distribute whatever information you supply in any way it believes appropriate without incurring any obligation to you.

For each of the topics below please indicate your satisfaction level by circling your choice from the rating scale. If a statement does not apply, please circle N.

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┌─ RATING SCALE ─────────────────────────────────────────────────────────────
   very                           very        not
  satisfied  <====================>  dissatisfied  applicable
     1        2        3        4        5              N
└──────────────────────────────────────────────────────────────────────────────
```

	Satisfaction					
Ease of product installation	1	2	3	4	5	N
Contents of program directory	1	2	3	4	5	N
Installation Verification Programs	1	2	3	4	5	N
Time to install the product	1	2	3	4	5	N
Readability and organization of program directory tasks	1	2	3	4	5	N
Necessity of all installation tasks	1	2	3	4	5	N
Accuracy of the definition of the installation tasks	1	2	3	4	5	N
Technical level of the installation tasks	1	2	3	4	5	N
Ease of getting the system into production after installation	1	2	3	4	5	N

How did you order this product?

___   CBPDO
___   CustomPac
___   ServerPac
___   Independent
___   Other

Is this the first time your organization has installed this product?

___   Yes
___   No

Were the people who did the installation experienced with the installation of z/OS products?

___   Yes

___   No

If yes, how many years? ___

If you have any comments to make about your ratings above, or any other aspect of the product installation, please list them below:

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Please provide the following contact information:

_____
Name and Job Title

_____
Organization

_____
Address

_____
Telephone

Thank you for your participation.

Please send the completed form to (or give to your IBM representative who will forward it to the IBM Storage Administration Workbench for z/OS and OS/390 Development group):

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