



AN AGENTIC OPERATIONS PLATFORM

Top **10** Prompts IT Teams Can Ask EVA

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AN AGENTIC OPERATIONS PLATFORM

Every day, IT teams analyze vast amounts of complex data to keep mission-critical systems running. But as environments grow more complex, teams struggle to manually triage alerts, detect cross-department patterns, and resolve performance bottlenecks. Because of this, organizations face delayed reporting, degraded customer experiences, and compliance risks.

Rocket® EVA™ solves these challenges by acting as an agentic platform that delivers precise, end-to-end operational diagnostics across core systems.

This document outlines 10 critical prompts IT teams can ask EVA to automate diagnostics, enforce policy-driven governance, and modernize without disrupting existing systems.

What makes Rocket EVA™ unique?

01

Fully governed Agentic AI

EVA builds on decades of leadership in governed enterprise systems and applies that discipline to agentic AI.

02

Control

Rocket has always operated in environments where nothing runs without control. EVA extends that heritage into the agentic era, bringing enterprise-grade identity, transactionality, audit, and policy enforcement to AI-driven operations.

03

Data movement

Rocket EVA does not require data to be moved off the mainframe to provide answers. EVA can process data on mainframe utilizing zIIP processing, which keeps governance in-place and keeps costs down.

04

Deterministic Execution Core

EVA has a deterministic execution layer which enforces strict rules and validations to ensure accurate actions and prevent hallucinations in responses.





05

Shared Services & Telemetry

Licensing, governance, observability, and AI-ready logs enhance EVA's platform intelligence and operational consistency.



Top **10** Prompts IT Teams Can Ask EVA

  All you have to do is ask.  



01

Nightly batch processing

Problem: Hundreds of ABENDs occur nightly; most are noise and this triage process is typically manual.

Example prompts

Step	User Prompt
1	Show me a summary of last night's batch run.
2	Filter out the known low-value ABEND codes. What remains that needs attention?
3	For the critical ABENDs, show the job name, step, completion code, program name, and start/stop times.
4	Which of these critical failures are recurring – i.e. the same job or program has ABENDED more than once this week?

EVA Value

Automatically classifies ABENDs as critical vs. ignorable and surfaces the ones requiring investigation. Saving the user hours of manual research and investigation.



Mainframe Operator

Show me a summary of last night's batch run



Rocket EVA thinks

What I found (based on available SMF30 data)

The available SMF30 dataset ends at **2026-04-20 13:25:45**, so the requested "last night" window isn't present. For the **most recent available window (2026-04-20 01:25:45 → 13:25:45)**:

- **Total terminations: 64**
- **Normal completions (SMF30SCC=0000): 53**
- **Abends (non-0000): 11**
 - **Critical: 5 (SOC4/SOC7/SOC1)**
 - **Warning: 5 (includes D37 and user abends)**
 - **Ignorable: 1**

Recommended next actions

- **Escalate Critical abends to development (high priority)**
 - **SOC4:** GLPAY001 , PAYDEX1
 - **SOC7:** INVUPDT1 , INVLOAD1
 - **SOC1:** ACCTCLOS

02

Job failure pattern analysis across departments

Problem: Failures are siloed per team; cross-department patterns (e.g., shared resource contention) go undetected.

Example prompts

Step	User Prompt
1	Show job failures by job class and identify cross-department patterns.
2	Are there time-of-day patterns? Show me an hourly distribution of failures across all departments
3	Identify jobs from different departments that failed within the same 15-minute window. Could these be related?

EVA Value

EVA surfaces failure correlations across job classes, departments, and time windows allowing users full visibility to recognize trends and patterns. EVA can show the output in graphs and charts to make it even easier for users to share information.



03

AI-assisted dump root cause analysis

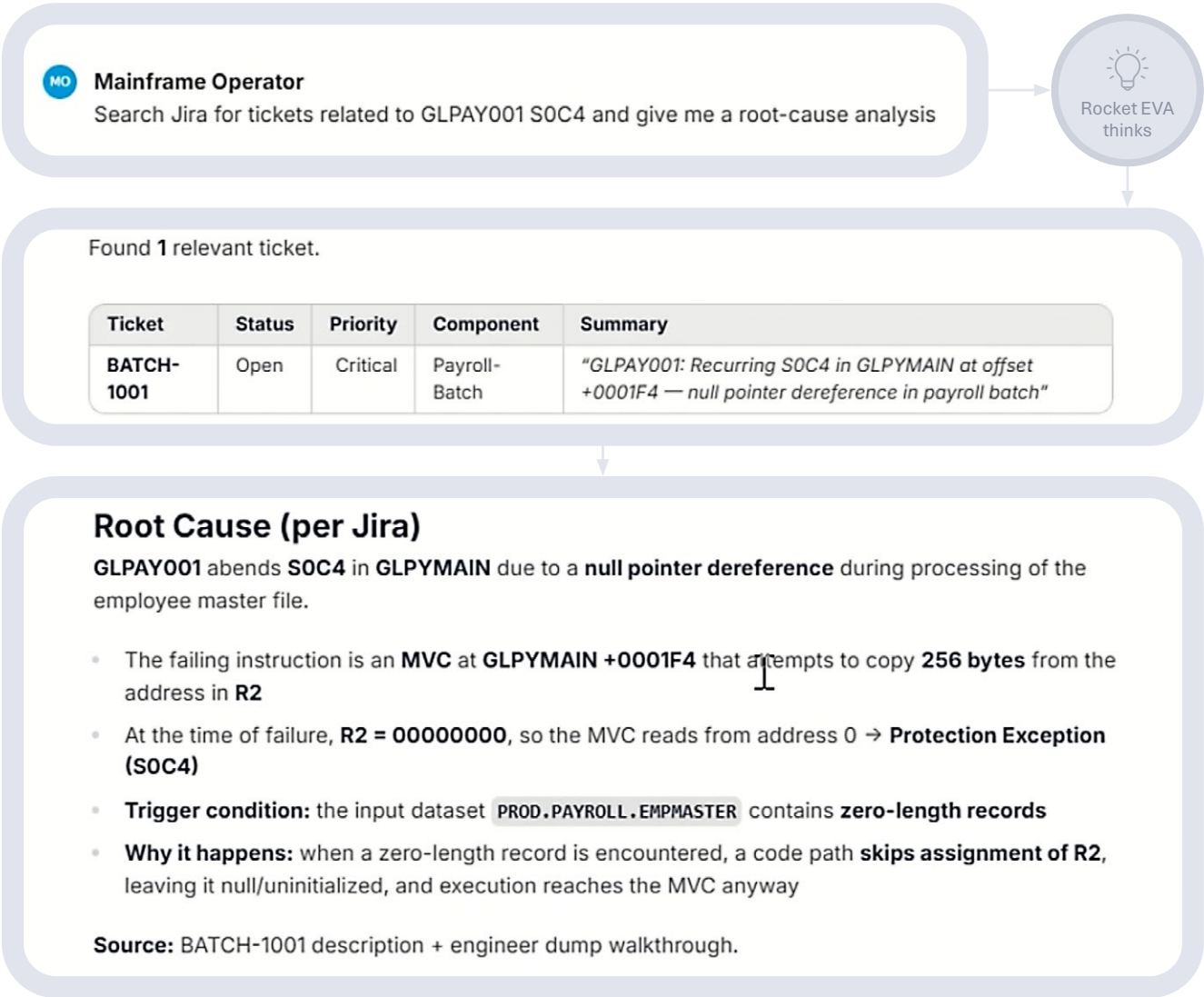
Problem: Analyzing dumps requires deep z/OS® expertise. Experienced "dump readers" are retiring, and knowledge is not being transferred.

Example prompts

Step	User Prompt
1	Search Jira for tickets related to GLPAY001 SOC4 and give me a root-cause analysis.
2	Retrieve the dump data for this ABEND. What program was executing and what was the PSW (Program Status Word) at the point of failure?
3	What remediation steps do you recommend? Generate a summary I can attach to the incident ticket.

EVA Value

EVA extracted structured information from dump data, gave reasons about root cause, and suggested next steps, saving the user time and resources.



04

Operational dashboard & KPI summary

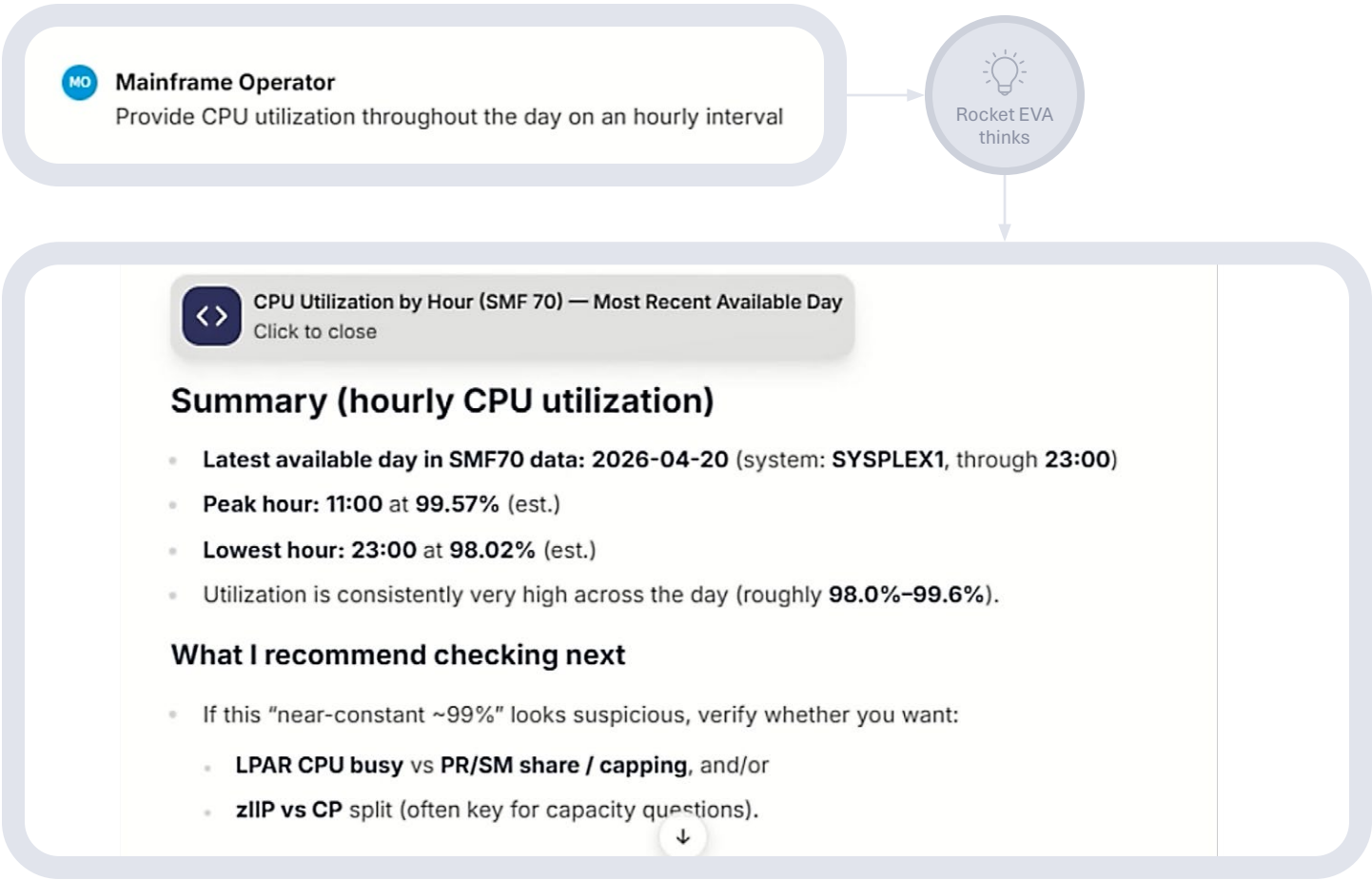
Problem: Generating a meaningful summary from raw SMF data requires deep technical expertise and many hours of manual analysis. This makes performance insight slow, costly, and heavily dependent on a small number of skilled specialists.

Example prompts

Step	User Prompt
1	Provide CPU utilization throughout the day on an hourly interval.
2	Compare today's failure rate against the 30-day rolling average. Are we above or below normal?
3	Show me a breakdown of job completion status by priority class. Are high-priority jobs meeting SLAs?
4	Summarize the top 3 issues I should escalate, with recommended actions for each.

EVA Value

EVA automatically converts raw SMF data into structured, on-demand dashboards with clear counts, trends, distributions, and KPI status. This eliminates hours of manual analysis and reduces reliance on scarce specialists, enabling teams to gain faster, more consistent performance insights.



05

End-to-end agentic workflow

Problem: Current workflows are fragmented — detecting, triage, analyzing, and documenting are all manual steps across multiple tools.

Example prompts

Step	User Prompt
1	Generate fix recommendations for all critical failures using Jira ticket history.
2	For the highest-severity event, perform a root cause analysis. Include any correlated failures from other subsystems.
3	Check if this issue has occurred before. Show me historical occurrences and what was done to resolve them.
4	Generate a complete incident report with: summary, affected systems, root cause, timeline, and recommended resolution. Format it for attachment to our ServiceNow ticket.

EVA Value

EVA automatically detects, filters, analyzes, and produces an actionable summary.

MO Mainframe Operator
 Generate fix recommendations for all critical failures using Jira ticket history

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Fix recommendations from Jira history (Critical only)

Consolidated action table (ticket-backed)

Job	Abend	Jira ticket	Root cause (per Jira)	Immediate fix (restore service)	Permanent fix (prevent recurrence)
GLPAY001	SOC4	BATCH-1001	Null pointer dereference in GLPYMAIN when EMPMAS TER contains zero-length records (R2=0 at MVC at +0001F4)	Apply PTF ZPY0042 to GLPYMAIN (guard/check before MVC; skip/log bad records)	Clean/purge zero-length records from PROD.PAYROLL.EMPMASTER and fix upstream HR feed to stop producing them
INVLOAD1	SOC7	BATCH-1004	Vendor feed changed AMOUNT field format (char/spaces instead of packed), causing AP on AMOUNT to abend in INVMAIN +002340	Add VALIDATE pre-step to run conversion program INVCONVT (NUMVAL-C conversion) producing a reformatted	Update INVMAIN to detect feed version + validate/convert AMOUNT natively (NUMVAL-C + header version check)

06

End-of-month financial reporting

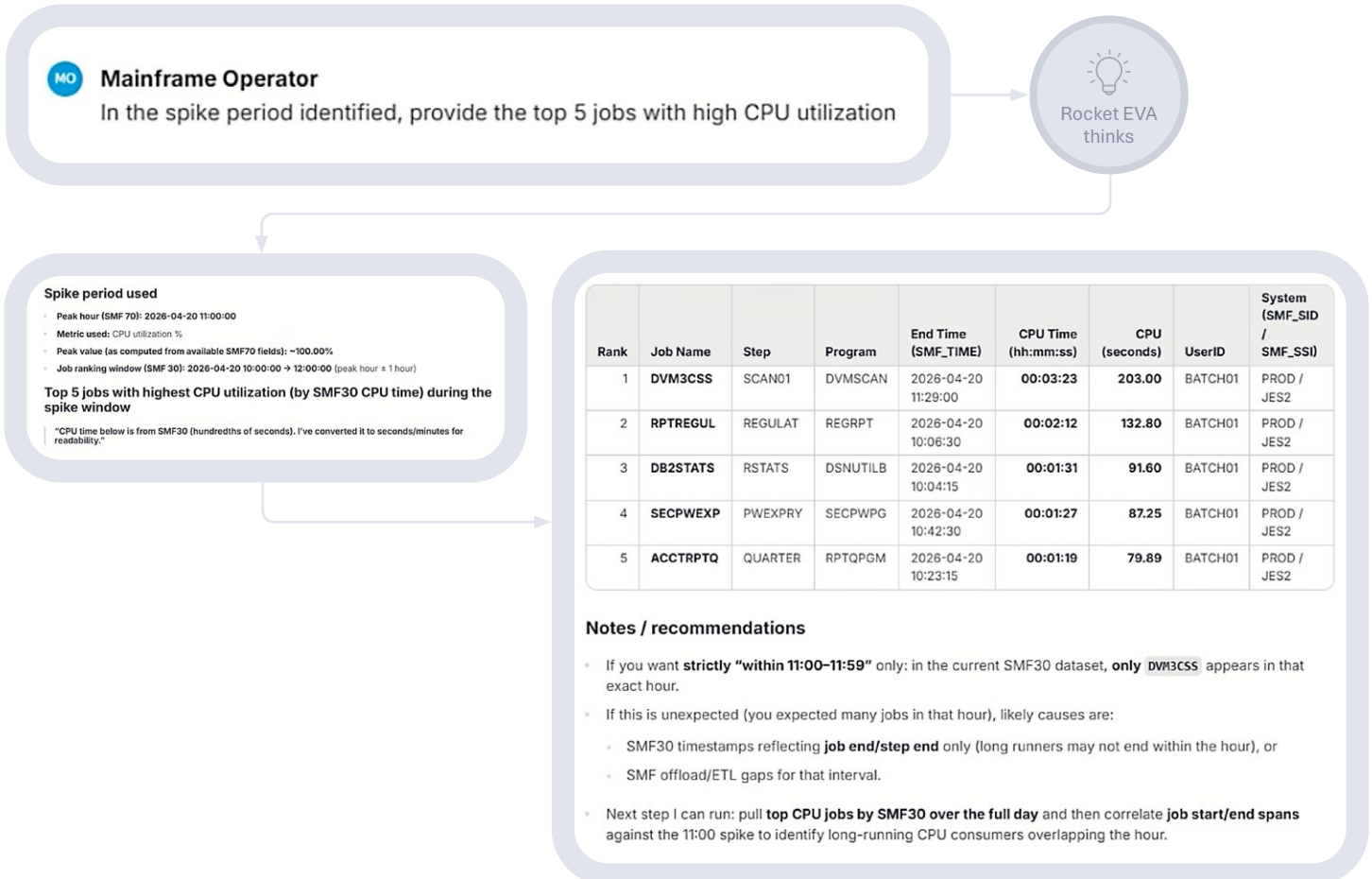
Problem: During end-of-month batch ETL jobs reporting, resource contention causes Db2® query performance to degrade, resulting in slow response times and delayed reports.

Example prompts

Step	User Prompt
1	In the spike period identified, provide the top 5 jobs with high CPU utilization.
2	Provide information about delays, waits, CPU, storage IO & swapping based on Job name.
3	Were the WLM goals defined for Db2 and Batch jobs met?

EVA Value

EVA can identify the causes for the slow response times and delayed reports, allowing the user to answer online queries from analysts and auditors who need real-time access to customer and transaction records.





Improving customer experience in CICS® online banking

Problem: During peak hours (10 AM–12 PM) for a large bank, customers complain about slow response times when performing transactions in the bill payment system.

Example prompts

Step	User Prompt
1	Provide CICS transaction details where response time > 2 seconds between 3 PM and 5 PM.
2	Have you observed a surge in transaction activity during this period?
3	How was the CPU utilization of the affected CICS regions during this period?

EVA Value

EVA identifies where the cause of the slow bill payment system delays and provides recommended next steps to fix the slowness. This saves the bank time and resources to identify where the issue originated.



Mainframe Operator

Provide CICS transaction details where response time > 2 seconds between 3 PM and 5 PM



CICS transactions with response time > 2s (15:00–17:00)

Source: SMF 110 (CICS performance)

Date used (most recent available in SMF): 2026-04-21

Window: 15:00:00 → 16:59:59

Filter: response_time_seconds > 2.0

Transaction details (top results, sorted by response time desc)

Tran	Program	Region (APPLID)	Start Time	End Time	Response (sec)
STMTDL	STMTDLPG	CICSPROD	2026-04-21 15:00:00	2026-04-21 15:00:04	4.000
LOANAP	LOANAPPG	CICSPROD	2026-04-21 16:00:00	2026-04-21 16:00:04	4.000
STMTDL	STMTDLPG	CICSPROD	2026-04-21 16:30:00	2026-04-21 16:30:04	4.000
BALINQ	BALINQPG	CICSPROD	2026-04-21 16:45:00	2026-04-21 16:45:04	4.000
BALINQ	BALINQPG	CICSPROD	2026-04-21 15:15:00	2026-04-21 15:15:03	3.000
FNDRN	FNDRNPG	CICSPROD	2026-04-21 15:15:00	2026-04-21 15:15:03	3.000
LOANAP	LOANAPPG	CICSPROD	2026-04-21 15:15:00	2026-04-21 15:15:03	3.000
BILLPY	BILLPYPG	CICSPROD	2026-04-21 15:15:00	2026-04-21 15:15:03	3.000
STMTDL	STMTDLPG	CICSPROD	2026-04-21 15:15:00	2026-04-21 15:15:03	3.000
BALINQ	BALINQPG	CICSPROD	2026-04-21 16:00:00	2026-04-21 16:00:03	3.000
FNDRN	FNDRNPG	CICSPROD	2026-04-21 16:00:00	2026-04-21 16:00:03	3.000
STMTDL	STMTDLPG	CICSPROD	2026-04-21 16:00:00	2026-04-21 16:00:03	3.000
LOANAP	LOANAPPG	CICSPROD	2026-04-21 16:45:00	2026-04-21 16:45:03	3.000
BILLPY	BILLPYPG	CICSPROD	2026-04-21 16:45:00	2026-04-21 16:45:03	3.000

Message Rocket EVA



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Quick takeaways

- All qualifying slow transactions are in region/APPLID = CICSPROD.
- Slowest observed response times in this window are about 4.0s, seen on STMTDL, LOANAP, and BALINQ.

Recommended next checks (actionable)

- If you want root cause (CPU vs suspend/I/O/DB waits), I'll need the wait time breakdown fields (e.g., DB2 wait, file control, enqueue, MQ, etc.).
- Confirm whether you want:
 - "start-time window" (what I used), or
 - "end-time window" (transactions that ended 15:00–17:00), which can yield different results.

If you tell me the CICS region(s) to focus on (or if CICSPROD is the only one), I can also summarize top slow transaction IDs and counts per 15-minute bucket during 15:00–17:00.



Identifying user setup errors causing high CPU utilization

Problem: For a particular workload, a user notices high CPU consumption in DVM (Data Virtualization Manager). DVM can reduce workload on Db2, where eligible operations are offloaded to zIIP processors.

Example prompts

Step	User Prompt
1	Provide CPU and zIIP service unit utilization for DVM started task DVM1.

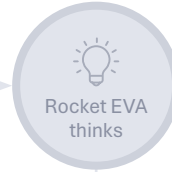
EVA Value

EVA tells the customer which jobs in DVM are using the most CPUs v. zIIP utilization. The user can then use an LLM to analyze and draw insights from the data provided by RDV for a request that didn't execute anything on zIIP.



Mainframe Operator

Provide CPU and zIIP service unit utilization for DVM started task DVM1



CPU and zIIP service unit utilization — DVM started task DVM1

What I found in SMF 30

There are **no SMF30 records with job name = DVM1** in the current dataset.

The matching DVM started task present is **DVM1MSTR** (job names like **DVM1%**).

Service unit utilization (SMF 30) — totals over available window

Available window for this STC in the dataset: 2026-04-20 12:00:45 → 2026-04-20 12:00:45 (single record)

Job Name	System	First SMF Time	Last SMF Time	CPU Service Units (SMF30CSU)	Total Service Units (SMF30SRV)	zIIP metric available (SMF30_TIME_ON_SUP)
DVM1MSTR	PROD	2026-04-20 12:00:45	2026-04-20 12:00:45	12,000	12,800	0



CICS queuing/backlog (region overloaded)

Problem: After a new release, CICS starts building a backlog. Transactions are slow but CPU isn't always pegged.

Example prompts

Step	User Prompt
1	Did the CICS region start queuing tasks during 09:00–10:30?
2	Did throughput change while the queue grew?
3	Was CPU the limiting factor?

EVA Value

EVA quickly identifies the root cause of slow CICS transactions—beyond CPU usage. This enables faster root-cause analysis, reduces mean time to resolution, and allows teams to take targeted corrective action, restoring transaction performance and protecting service levels with less guesswork and downtime.



Mainframe Operator

Did the CICS region start queuing tasks during 09:00–10:30?



Rocket EVA thinks

Yes — the CICS region CICSPROD did start queuing tasks during 09:00–10:30 (2026-04-21)

Queuing summary by CICS region (09:00–10:30)

CICS region	Transactions observed	Transactions with queuing (>0)	Avg queue delay	Max queue delay
CICSPROD	30	30	0.0509 sec	0.0774 sec

Interpretation: queuing was present, but the measured delays were **small** (51 ms average, 77 ms peak).

Largest queue delays seen (examples)

CICS region	Transaction	Start time	End time	Queue delay
CICSPROD	LOANAP	2026-04-21 09:15:00	2026-04-21 09:15:00	0.0774 sec
CICSPROD	FNDTRN	2026-04-21 09:30:00	2026-04-21 09:30:00	0.0757 sec
CICSPROD	LOANAP	2026-04-21 09:00:00	2026-04-21 09:00:00	0.0752 sec
CICSPROD	FNDTRN	2026-04-21 09:45:00	2026-04-21 09:45:00	0.0735 sec
CICSPROD	STMTDL	2026-04-21 10:15:00	2026-04-21 10:15:00	0.0700 sec

10

Db2 data sharing/ buffer pool pressure

Problem: A Db2 production subsystem response worsens intermittently. The user suspects buffer pool or statement cache issues.

Example prompts

Step	User Prompt
1	Show anomalies indicating Db2 buffer pool or cache degradation for Db2P today.
2	Quantify how far from normal these anomalies are.
3	Was Db2 CPU elevated at the same time?

EVA Value

EVA pinpoints the root cause of intermittent Db2 response degradation—such as buffer pool or statement cache issues—so users can resolve problems faster, restore stable performance, and avoid unnecessary tuning guesswork.

MO Mainframe Operator
Show anomalies indicating DB2 buffer pool or cache degradation for DB2P today



DB2P — Buffer Pool / Cache Degradation Anomalies (Today)
Click to close

What looks abnormal for DB2P today (cache/buffer-pool related)
The strongest "cache degradation" signals occurred around 14:00–14:15:

- PT Hit Ratio fell to 98.35% (normally 99.85%) — 12.5 standard deviations below normal
- CT Hit Ratio fell to 99.06% (normally 99.92%) — 10.8 standard deviations below normal
- Statement cache pool failures jumped to 12.66 (normally 0.5) — 15.2 standard deviations above normal

Practical impact to expect

- Lower hit ratios typically mean **more physical reads** and **higher I/O demand**, which can drive up DB2 and transaction response times.
- Statement cache failures typically mean **more prepares/compiles**, which can drive **higher DB2 CPU** and longer elapsed time per request.

If you want, I can also correlate these anomalies with **DB2 response time symptoms** (for example, rising DB2 call response time from CICS/IMS) over the same 14:00–14:30 window.



Summary

What problems does EVA™ solve?

Simplifies Complexity

Operations that once required expertise in multiple tools, special syntax, or system-specific knowledge can now be handled with a single interface.

Saves time and reduces errors

Resolutions in minutes rather than hours. Automates diagnostics, scheduling, data fetches, and troubleshooting, especially during late-night incidents.

Bridges skill gaps

Makes it easier for non-experts (or new staff) to safely interact with the most complex environments.

Centralizes power

Eliminates the need to jump between different UIs or utilities- “one point of control”.

Future-proofs operations

Can evolve with modernization, whether you want to optimize on the existing technologies or migrate off.

If you'd like to try Rocket® EVA™ or see a demo please click on:

[Try Rocket EVA™](#)



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