

IBM watsonx Assistant for Z

Transform engagement and interaction with the mainframe.



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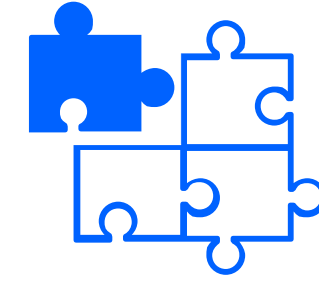


Addressing mainframe skills is a top priority

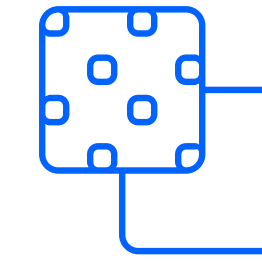
79% of respondents cited their top mainframe-related challenge is acquiring the right resources and skills to get work done*

91% of employer respondents said they are planning to hire talent and replace with new mainframe IT positions in the next 1-2 years, investing in and growing their mainframe IT team**

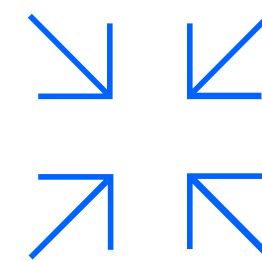
There is a skills mismatch, not a gap



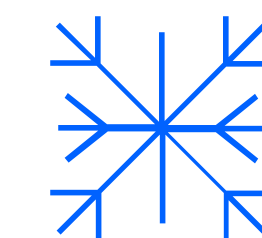
Cultural career patterns have changed



IT departments are getting smaller



Decades of customization and minimal documentation have created the snowflake problem

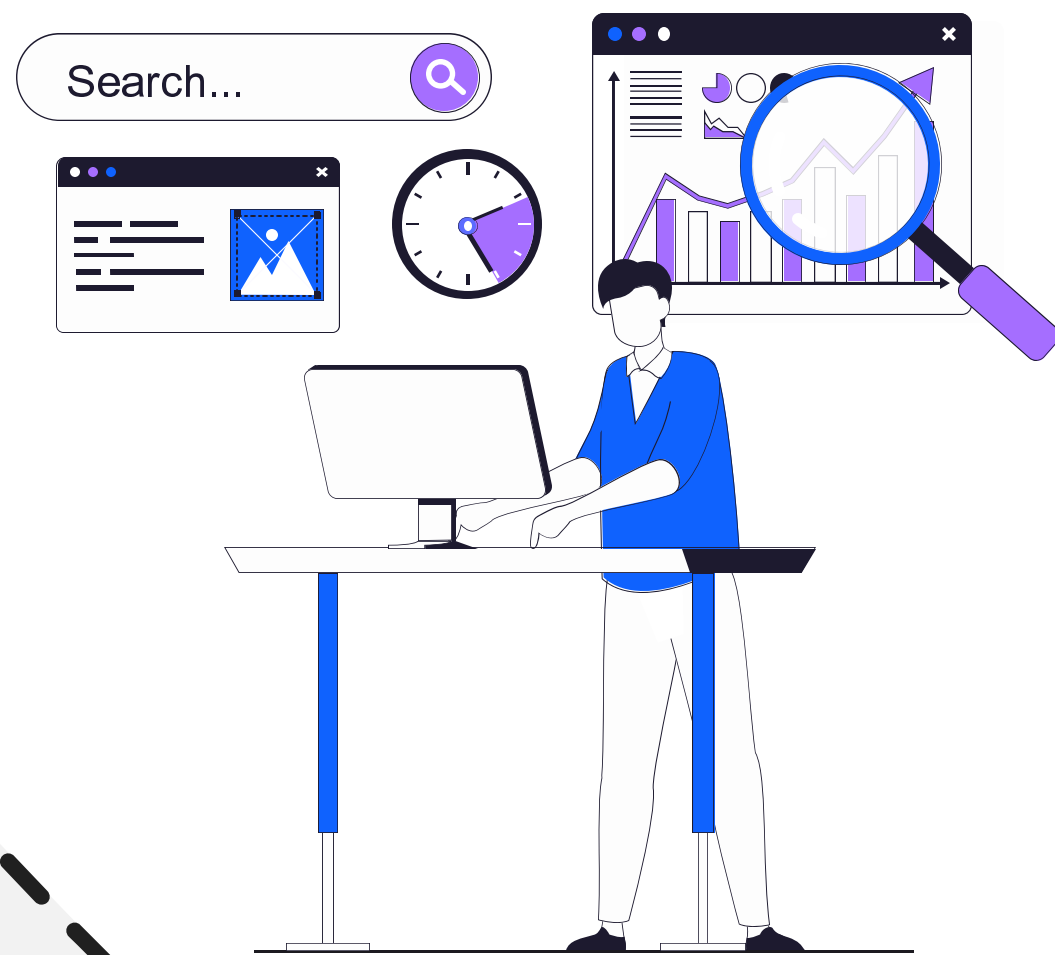


**Footnote 1 -Forrester Consulting [Study conducted by Forrester Consulting on behalf of Deloitte](#)

** Footnote 2 . [Challenging the Negative Narrative of the Mainframe Skills Landscape](#)

Mainframe users need to find the right information and perform tasks confidently

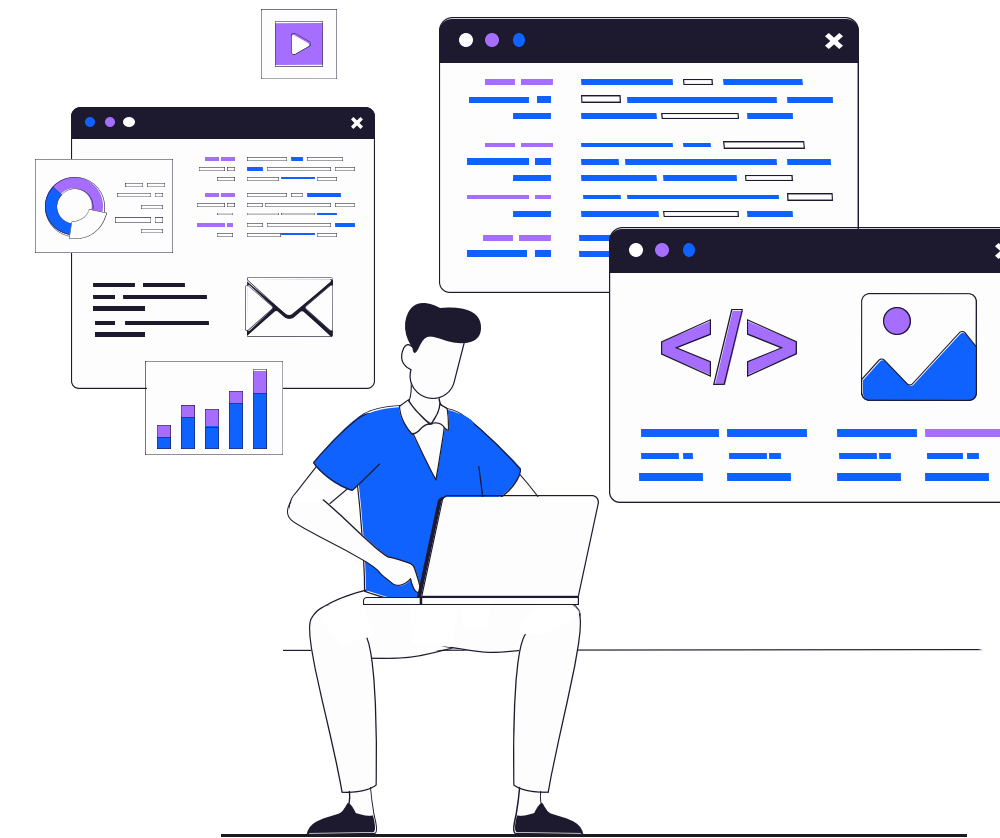
Spend hours trying to find the right information



Need help from experts to interpret and resolve problems



Perform manual tasks that can require switching between tools and screens



Afraid of causing errors with consequences



User journey

AI will drive the next wave of productivity

"Agentic AI's ability to take action autonomously or semi-autonomously has the potential to help CIOs realize their vision for generative AI (GenAI) to increase productivity across the organization"*

Top Types of Business Value From Applying Generative AI

Multiple responses allowed



n = 78 CIOs, excluding "not sure"

Q: What are the top three types of business value your enterprise seeks from applying generative AI?

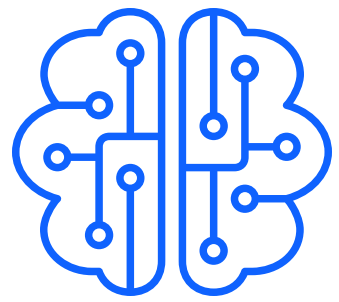
Source: 2024 Gartner CIO Generative AI Survey

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*Gartner Press Release [link](#)

AI capabilities continue to rapidly transform the user experience

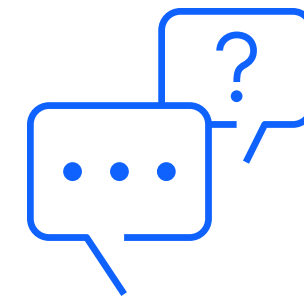
AI that predicts
Machine learning



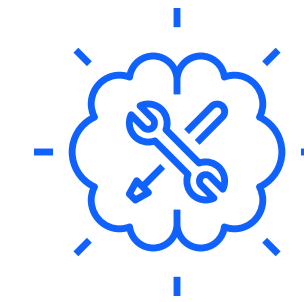
AI that creates
Generative AI



AI that chats
AI assistants



AI that works
AI agents



Agentic AI – the next generation of AI

AI proficient in a domain that can act as part of a virtual workforce.

In Agentic AI:

- Agents use tools and collaborate with other agents to more accurately respond to your question.
- Plan and act on tasks in response to a question to provide deeper insights on your live system.
- Reflect on the results of its actions.
- Learns iteratively, refining its approach to better align with its defined objectives

Can you help me book a flight from Albuquerque to New York City for May 25?

OK, here are the best flight options from your closest airport:

New York (JFK)

1 stop \$320

4 h 40 min

New York (LGA)

1 stop \$370

4 h 32 min

Would you like me to book your flight?

Expert Agents

AI



Flight scheduler agent



Hotel booking agent



Local activities agent

IBM watsonx Assistant for Z

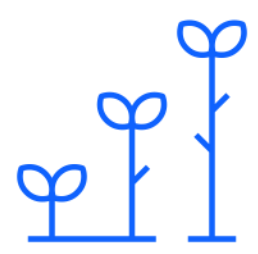
Mainframe experience, reimagined.

AI solution, transforming and simplifying the way Z users of all experience levels engage and interact with the mainframe to be more productive.



Reduce learning curve

Ask anything, any time, as many times as you need.



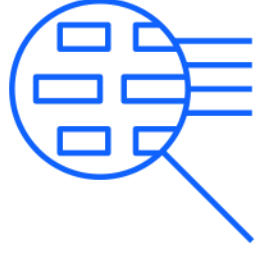
Increase productivity

Let agents to the wok for you, saving time and effort.



Increase efficiency

Save hours looking for answers and completing manual tasks without SME supervision.



Reduce errors

Increase work quality and accuracy with curated content and agentic workflows

IBM watsonx Assistant for Z

Simplifying and transforming the IBM Z experience



Generative AI responses for IBM Z

Provide an intuitive conversational AI experience for any questions on IBM Z and your enterprise knowledge through natural language.

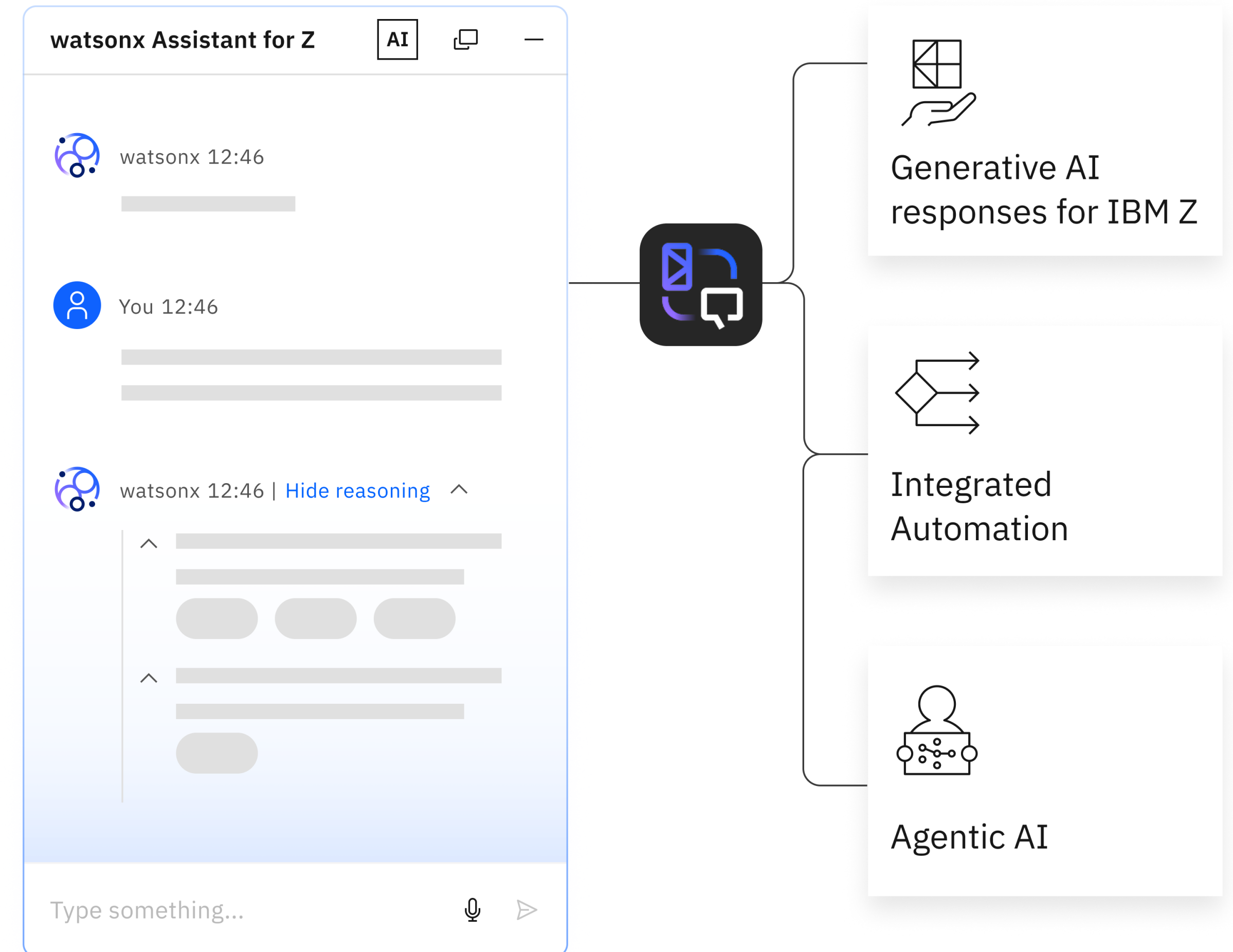
AI-Driven Automation

Execute real-time tasks on your IBM Z systems, directly from an AI-powered conversation.

Foundational Agentic Framework for IBM Z

Agents collaborate, execute the right tools to gather all the necessary information and provide with comprehensive response to any question for better decision-making with minimal human supervision.

Ask any question and let the agents do the work for you



Benefits:

Reduce
learning curve

Increase
productivity

Increase
efficiency

Reduce
errors

Use cases

Ask a question and agents collaborate, perform autonomous actions and respond with accuracy to make better decisions.

*Seamlessly integrate your own documentation, processes and best practices to answer proprietary questions.

**Blue use cases are enhanced with AI Agents

New to Z Users



Early-tenure professional

Trusted companion to provide curated answers to any questions on IBM Z and your business.

Ask anything, any time, without hesitation.

Use cases

- Onboarding
- Q&A on any IBM Z software product
- [Outage error notification**](#)
- [Update a service ticket**](#)
- [Complete an IBM support ticket**](#)

IT Operations



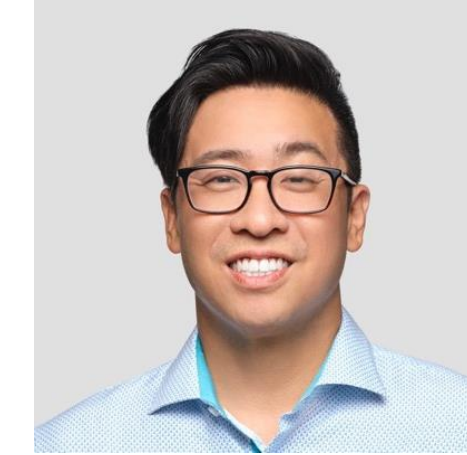
IT Ops

Simplifies access to operational insights and more on IBM Z, eliminating the need for specialized skills and switching between tools.

Use cases

- [Operation Insights**](#)
- [Troubleshooting**](#)
- [Incident analysis**](#)
- Subsystems patching
- [Upgrade z/OS**](#)
- [Complete an IBM support ticket**](#)
- [Create or update a service ticket**](#)

Developers



Developers

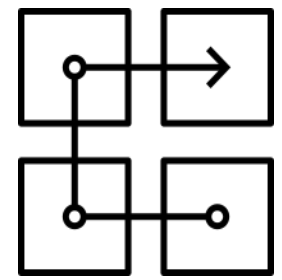
Provide curated answers on proprietary documentation, processes and procedures.*

Use cases

- Learn development processes
- Understand code standards
- [Troubleshoot application environment**](#)
- Understand access control

What makes IBM watsonx Assistant for Z different? ↴

Fast, current, Z context-aware, automated, and secure.

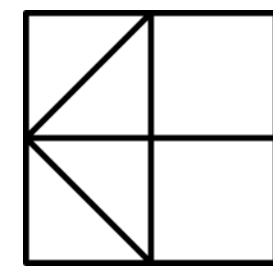


Agents with Built-In Domain Expertise

[Foundational Agentic Framework](#) providing a scalable architecture for building and managing AI agents across the mainframe ecosystem.

[IBM Z AI agents](#) are specialized for mainframe workflows and embeds with decades of expertise.

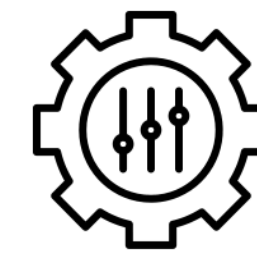
[Out-of-the-box agents](#) helps accelerate time-to-value and simplifying deployment.



Purpose-Built for IBM Z

Uses [RAG*](#) to ground responses with both [IBM Z](#) and [your enterprise knowledge](#) — if we don't know, we don't guess!

Gen AI chat backed by ability to [collaborate with agents](#) across your ecosystem for deeper insights.

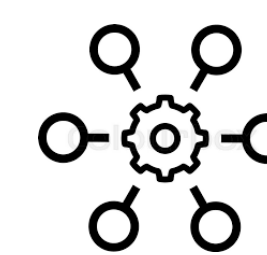


Customizable to Your Environment

[Easily integrate](#) your own documentation, automations, APIs, and tools.

Support and extend your agents with [Model Context Protocol \(MCP\)](#).

Enforce compliance guardrails and ensure [only authorized user](#) can execute automations.



Simplified Agent Management and Flexible Builder Experience

[Single place](#) to manage, deploy, and run all AI agents—IBM-built, third-party, and custom.

Democratizes expert knowledge. [Create no-code agents in minutes](#) or build pro-code agents for advanced, custom workflows.

*Retrieval-augmented generation (RAG) [Link](#)
Pre-ingested documents and Redbooks covering over 200+ IBM Z products

Bring your own documentation

Add documentation for business or 3rd party Apps, processes, best practices, etc.

Supported file types include html, docx, pdf markdown, excel, and csv

Two easy steps:

- Add files to your S3 Bucket
- Ingest your documentation into the IBM Z RAG

ZRAG is ready to provide curated answers, custom tailored for your business!



Summary of available Assistants,
Agents and Services in IBM
watsonx Assistant for Z

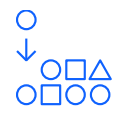
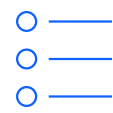

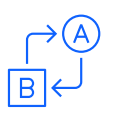


No separate part numbers!

[Agent Deployment Guide](#)




[Internal GitHub Repository](#)

[External GitHub Repository](#)



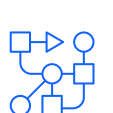

AI agents included with
watsonx Assistant for Z

-  IBM Z Upgrade Agent
-  IBM Z Support Agent
-  IT Services management (e.g. ServiceNow)
-  IBM Z OMEGAMON Insights Agent
-  IBM Z Workload Scheduler Insights Agent
-  IBM Z Automation Insights Agent

Services included with
watsonx Assistant for Z

-  Authentication Service
-  System Topology Service
-  ZRAG Assistant and Service

AI agents that ship with IBM Z
software and run with watsonx
Assistant for Z*

-  IBM Operations agent for Z (Concert for Z)
-  IBM Db2 for z/OS (Agent (Db2 v13 for Z)S)
-  IBM CICS Transaction Server agents for Z (CICS)
-  IBM IntelliMagic agent for Z (IntelliMagic)
-  Functional Testing agent (TAZ)
-  IMS Operations Expert (IMS)

– *included with the IBM Z product in parenthesis)

IBM CIO Office

Boosting mainframe operations experience & productivity for new Z users

Need

The key goal of IBM CIO team office is to reduce the skill level required to run their IBM Z environment

Initial cases

- 1. Patching Db2 subsystems
- 2. ServiceNow incident analysis
- 3. IBM Z Q&A support for operations staff

Solution

Implemented IBM watsonx™ Assistant for Z in production and leveraged pre-built skills including ServiceNow and Ansible integration.

Solution components

- IBM watsonx™ Assistant for Z
- Ansible Automation Platform - RedHat

Concept to value in ~ 4 weeks

50% → 75%

Hours reduction to patch Db2 systems*

10% → 30%

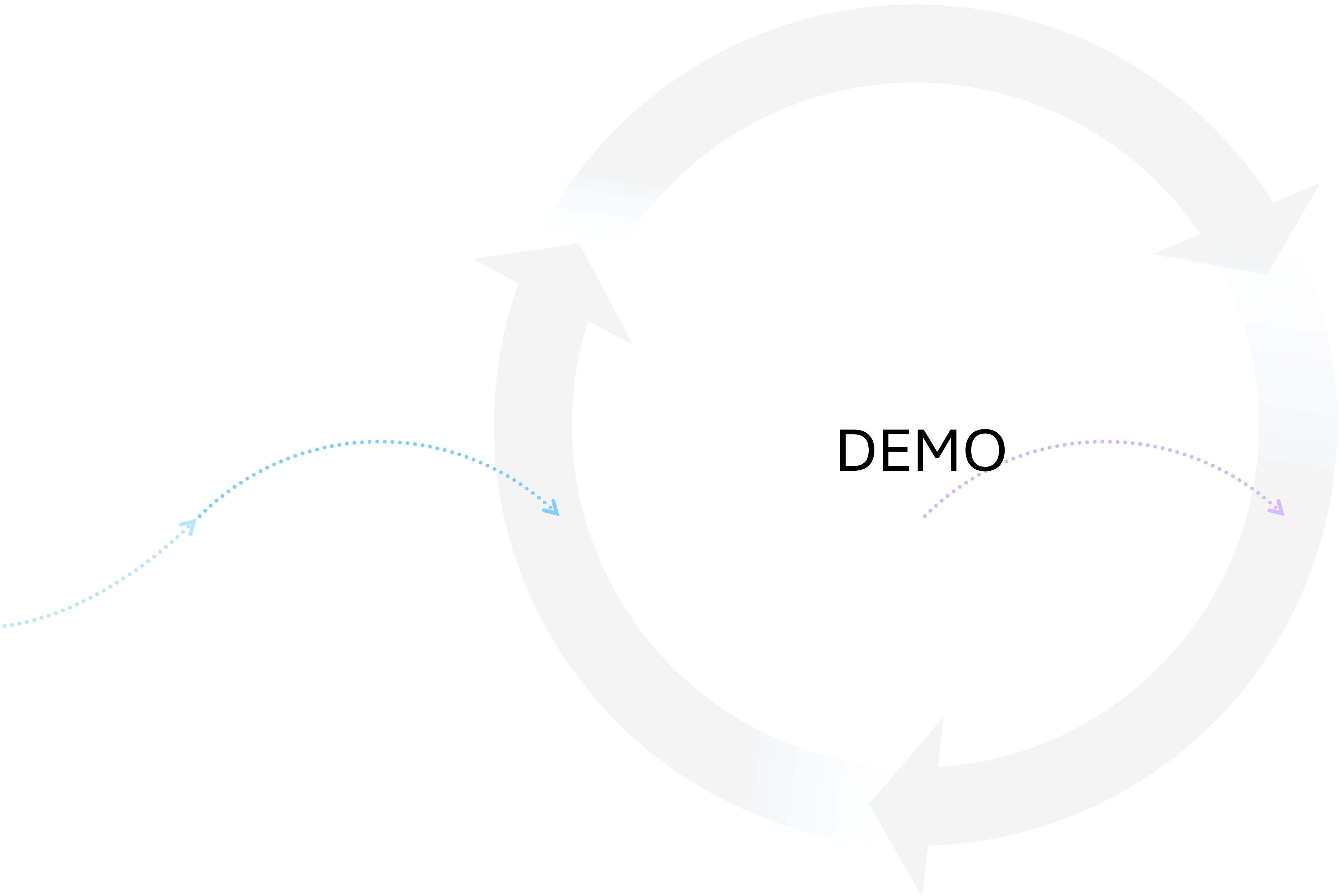
Decrease in time for incident resolution.

8% → 30%

Initial learning time saved, optimizing SME usage.

*Assumes a single patch per year with no rollbacks
*Grey percentage – outcome today; Blue percentage – aspirational outcome by year end (2025)

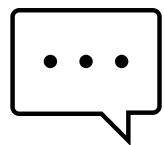
Changing the way you engage and interact with Z using **IBM watsonx Assistant for Z**




IBM Db2 for z/OS Agent

Ask. Know. Act. — simplifying Db2 for z/OS for everyone.


An [intelligent, conversational assistant](#) that unlocks the power of Db2 — not just for DBAs, but for anyone who needs quick, clear answers. It uses live data to translate complex subsystem information into understandable summaries, using natural language instead of technical syntax.



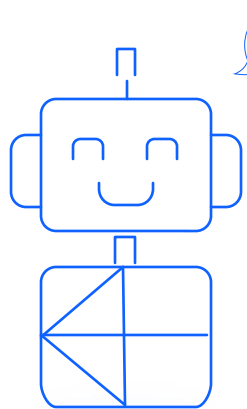
Ask
in plain language—no commands.
Input: Natural language question



Know
what matters—instantly.
Intelligence: AI + live Db2 data



Act
with confidence and speed.
Outcome: Actionable live-insights



v1.1
I'm an [read-only](#) agent.
Included with and entitled through Db2 13 for z/OS.

Before
After

DBA types - *DISPLAY BUFFERPOOL(BP0)* or runs a custom script

Manually parses raw output, cross-checks subsystem configs, and analyzes metrics

Eventually determines buffer pool size and performance manually; may delay action

“ *What is the buffer pool size for BP0 on subsystem DB2A?* ”

AI reasons across subsystems, interprets live data, and outputs: “BP0 is 1,024 MB...”

Consider increasing BP0 to 1,536 MB to reduce I/O waits and improve throughput.

“What used to take hours and an expert now takes seconds and a question.”

Benefits:

- Decision Agility
- Work Optimization
- Trusted Access
- Faster Onboarding
- Simplified Help
- Maximize ROI

Business Impacts:

- Simplifying Db2
- Enhanced Productivity

Demo Scenario

Meet Alex

- Newly hired DBA with limited Db2 for z/OS experience
- Tasked with quickly understanding subsystem configuration
- Needs visibility into memory allocation, buffer pools, etc.

The Challenge

- Traditional process requires:
 - Multiple Db2 commands
 - SQL queries across catalog tables
 - Help from senior DBAs
- Slow onboarding and steep learning curve

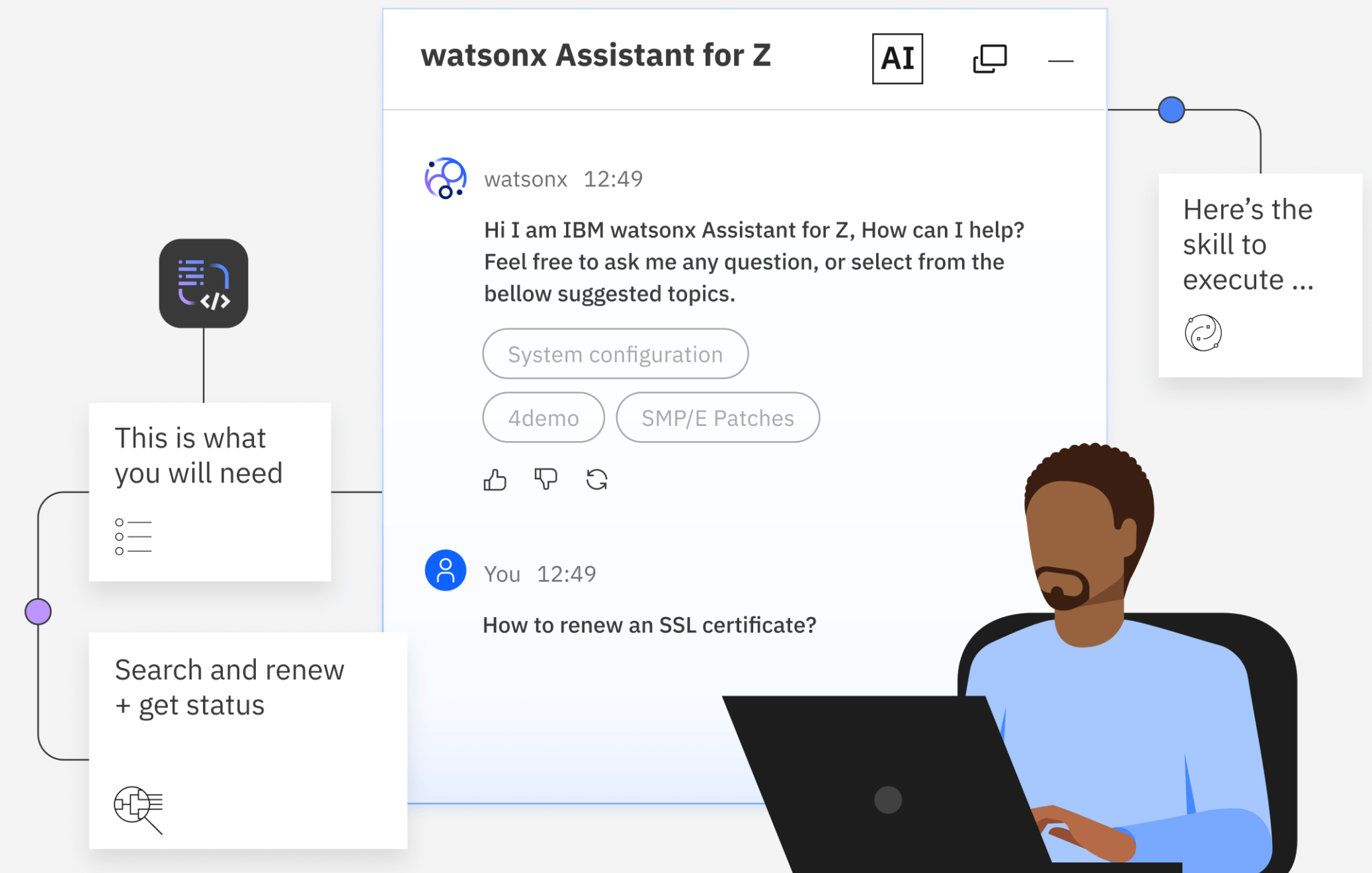
With the Db2 for z/OS Agent, Alex can simply ask natural-language questions to:

- Retrieve subsystem and buffer pool details
- Compare configurations across environments
- Navigate catalog objects end-to-end

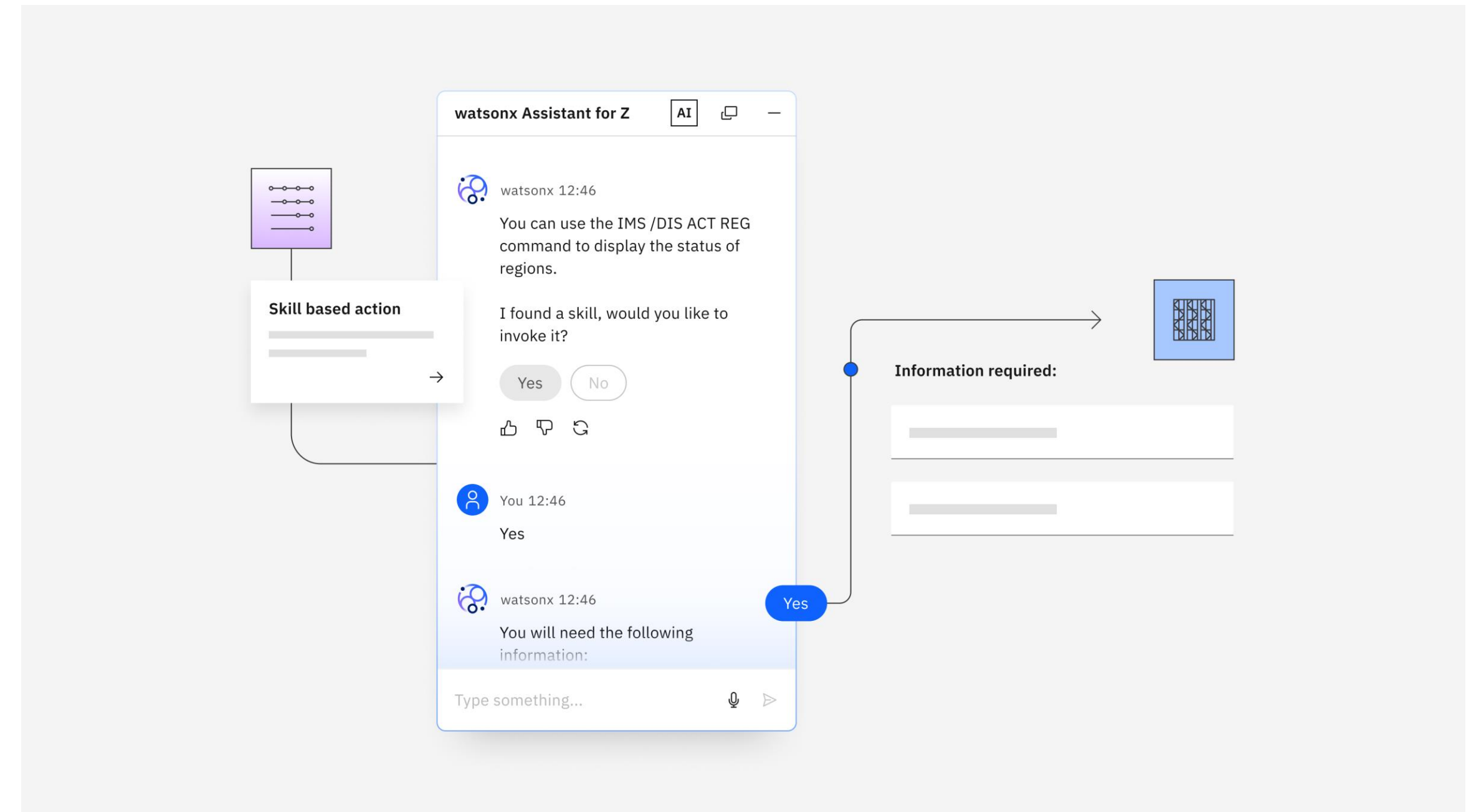
AI assistant

Conversational AI

Automated tasks (Skills)



Learn more about IBM watsonx Assistant for Z



01

Demo

Request a demo and/or pilot.
[Link here.](#)

02

Product Page

Visit the Product Page.
[Link here.](#)

03

Video

Watch the [video](#).

Simplifying the IBM Z
Experience with Agentic AI

