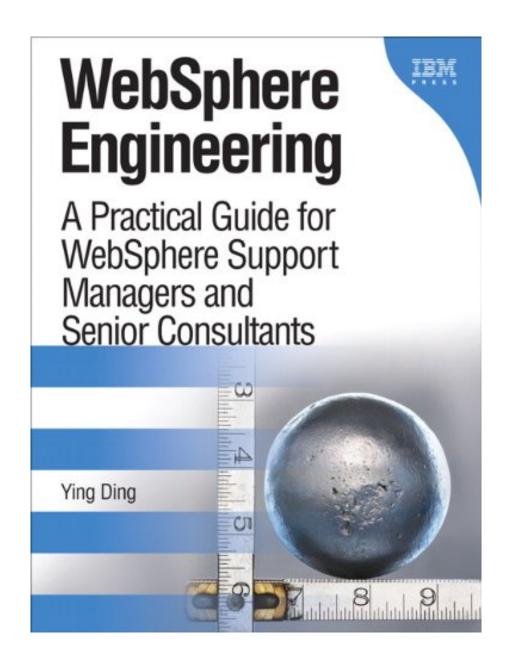


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The Practical, End-to-End Guide to WebSphere(R) Infrastructure Engineering and Technical Management Companies depend on the IBM(R) WebSphere platform to deliver mission-critical Web applications and services and to provide the foundation for Service Oriented Architecture (SOA). To gain maximum value from WebSphere technologies, organizations must implement comprehensive, integrated best practices for managing their WebSphere infrastructures. In this book, one of the most experienced enterprise WebSphere support managers introduces those best practices and explains exactly how to make the most of them. Drawing on his tremendous real-world expertise, Ying Ding shows how to maximize the WebSphere platform's reliability, stability, scalability, and performance for large enterprise systems. You'll find insightful discussions of each option and strategy for managing WebSphere, including practical guidance on making the right tradeoffs for your environment. Whether you're a WebSphere administrator, developer, consultant, support manager, engineer, or architect, this book brings together the information you need to run your WebSphere infrastructure with maximum effectiveness and efficiency. Coverage includes

- Planning, hiring, training, funding, and building a world-class WebSphere engineering support organization
- Implementing tight standards and consistent, comprehensive processes for managing the entire WebSphere engineering life cycle
- Creating optimal testing environments, administering parallel testing pipelines, and managing testing workloads
- Empowering production support teams with knowledge, system privileges, and the right tools
- Managing production emergencies and critical situations: evaluating problem severity, mitigating customer experience, restoring service, performing post-problem resolution, and much more
- Maximizing the stability of large-scale interconnected WebSphere systems for composite applications
- Supporting WebSphere platforms that provide end-to-end SOA infrastructure

Introduction 1 Chapter 1: Organization Models and Choices 7 Chapter 2: Building a World-Class WebSphere Team Through Hiring and Training 41 Chapter 3: WebSphere Operations Framework 75 Chapter 4: Engagement Challenges 93 Chapter 5: Server Build 121 Chapter 6: Functional and Integration Testing Environment Support 139 Chapter 7: Stress-Testing Environment Support 153 Chapter 8: Production Environment Support 171 Chapter 9: Managing a Production Emergency 195 Chapter 10: System Upgrade and Product Maintenance Management 239 Chapter 11: Critical Work Relationships 261 Chapter 12: Managing the Stability of Large Enterprise WebSphere Systems 283 Chapter 13: WebSphere Engineering Going Forward 303 Index 321

About the Author

Ying Ding is an IT veteran who has worked for IBM Global Technology Services as an e-business consultant to several major IBM energy and utilities customers.

Ying holds IBM certifications as a WebSphere System Expert, XML and related technologies expert, and e-business technologist. Ying writes and speaks frequently on WebSphere engineering topics, especially in the area of large system stability.

Ying is a graduate of one of China's largest and best universities, Jilin University at Changchun. Upon graduation, Ying was offered a lecturer position at the Graduate School of Jilin University. He studied at Brigham Young University, Hawaii Campus, as the first exchange student from China, and earned his M.S. in computer science from the engineering college of Lamar University at Texas.

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Introduction 1

Chapter 1: Organization Models and Choices 7

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Chapter 3: WebSphere Operations Framework 75

Chapter 4: Engagement Challenges 93

Chapter 5: Server Build 121

Chapter 6: Functional and Integration Testing Environment Support 139

Chapter 7: Stress-Testing Environment Support 153

Chapter 8: Production Environment Support 171

Chapter 9: Managing a Production Emergency 195

Chapter 10: System Upgrade and Product Maintenance Management 239

Chapter 11: Critical Work Relationships 261

Chapter 12: Managing the Stability of Large Enterprise WebSphere Systems 283

Chapter 13: WebSphere Engineering Going Forward 303

Index 321

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Ying lives with his wife and son in Charlotte, North Carolina. He can be reached at ying.ding@ymail.com.

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Oustanding Guide

By Andrew Hans

Ying has hit a very needed gap in the industry with his publication. Whether you are hoping to join a WebSphere team, growing one, or been on one for years this has a tremendous amount of useful information. Ying's many years of knowledge in this industry are evident with the details and experiences he has documented here. WebSphere customers would be well served to take advantage of his advice. I especially appreciated the attention Ying has put on building the right team and how important this is in the eventual success of a project. His insight on testing and why this is so crucial are extremely valuble.

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A complete enterprise applications (hosted on WAS systems) project management book

By Raghu Mysore

Though for last several years I have been a WebSphere administrator (in multiple industries), after reading this excellent book "WebSphere Engineering" from Ying Ding, I feel it would have been a smoother and a systematic start as an administrator, had I seen this book, just before I embarked on a JEE application administrator role. Ying introduces a new administrator gradually from a high level scenario of organizational models, into operations team items, then into environment management and application build processes; finally emphasizing on the production support best practices and about the upgrading of the environment to be in tune with the current state-of-the-art technology. In all, it is an essential practical guide that a WebSphere administrator will need it handy for frequent reference as the administration tasks build up. The book provides a clear path for a orderly professional growth of an individual into a completely aware

and knowledgable WebSphere professional. I recommend the book to all, in a WebSphere operations management team.

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Always enjoy a good Ying Ding thriller. I laughed, I cried, I was moved in directions I didn't expect. and he signed it for me too...

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