

INTRODUCING CONTROL-M SAAS'S NEW GENAI ADVISOR, JETT



We live in a time where technology advancement occurs at a breakneck pace. With each new technology added to the tech stack, complexity increases and environments evolve. Additionally, IT teams are expected to deliver business services in production faster, with quick and effortless problem remediation or, ideally, proactive problem identification. All this can make it extremely challenging for IT to keep up with the demands of the business while maintaining forward progress. That, in turn, can make it increasingly critical for IT executives to find, train, and retain highly qualified IT staff.

Jett, the newest Control-M SaaS capability, is a generative artificial intelligence (GenAI)-powered advisor that revolutionizes the way users interact with the Control-M SaaS orchestration framework. Control-M SaaS users from across the business can ask a wide range of workflow-related questions **in their own language and in their own words** and **quickly receive easy-to-understand graphical and tabular results with a concise text summary**. **Jett provides the knowledge required to keep business running smoothly**. It is a game changer for IT operations (ITOps) teams, allowing them to accelerate troubleshooting, problem resolution, and compliance verification, proactively optimize their workflows, and much more.

ITOps professionals, data teams, application owners, and business users can easily get answers relevant to their individual roles and use cases. With Jett, users don't need to have in-depth Control-M SaaS knowledge or special training. There's no additional cost, and you can ask up to 50 questions per day.

The tech behind Jett

Jett leverages cutting-edge GenAI technology to deliver accurate, context-aware responses — a capability that reflects BMC's broader investment in [agentic AI orchestration for enterprise IT](#). Amazon Bedrock powers the GenAI capabilities behind Jett — and organizations can go further by using the [Control-M integration to orchestrate Bedrock AI workflows](#) as production steps within enterprise data and application pipelines. Claude Sonnet, a general-purpose AI, pretrained on a vast dataset, has been leveraged as a foundation model (FM) to understand user questions and transform them into SQL queries and then convert query results into meaningful responses, including visual insights and concise summaries of relevant information.

When a user enters an inquiry, Jett utilizes Claude Sonnet to generate SQL queries based on that inquiry and present the results in an intelligent format. It is guided with well-structured prompts to produce the desired results. These prompts instruct Claude Sonnet to:

- Classify questions based on the type of Control-M objects and whether the query requires aggregation or a list.
- Interpret the Control-M SaaS database schema and generate optimized SQL queries.
- Apply guardrails to restrict out-of-scope questions.
- Summarize and present query results in a clear and structured format.

Jett in action

Jett can assist Control-M SaaS users across the organization in finding answers to a multitude of Control-M SaaS workflow questions that speed problem resolution, audit compliance verification, workflow optimization, and anomaly discovery and analysis. While all the information related to these use cases was available before, users would often have to seek it out and compile it manually. With Jett, questions are answered quickly and presented in a usable format.

Here's an example of questions that can be answered by Jett:

- **Resolving problems quickly**

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Clear Chat

List all jobs that failed yesterday, and sort them by failure counter

Failed Jobs Report for 2025-02-26

Job Name	Job Status	Rerun Counter	Order Da
	Ended Not OK	0	2/26/202
KEREN1	Ended Not OK	0	2/26/202
ZJ_2	Ended Not OK	0	2/26/202

Show as Chart

- 3 jobs failed on 2025-02-26
 - All failed jobs had a rerun_counter of 0, indicating they did not retry after the initial failure
 - The job names that failed were: '' (blank name), 'KEREN1', and 'ZJ_2'

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Ask Jett

This feature uses generative-AI and can make mistakes. Check Important info.

- List all jobs that failed yesterday, and sort them by failure count.
 - Has job_1 failed prior to yesterday?
 - Analyze the past 10 runs for job_1.
- **Faster audit compliance**

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Clear Chat

List all updates made to check_pods_status and check_pods_restarts jobs this month and include who made the changes.

Updates to Kubernetes Jobs in February 2025

Timestamp	Username	Operation	Job Name
2/27/2025, 5:46:43 PM	mor_ariel_tp@bmc.c...	UPDATE JOB/FOLDER DEFIN...	check_pods_status
2/27/2025, 5:46:08 PM	mor_ariel_tp@bmc.c...	UPDATE JOB/FOLDER DEFIN...	check_pods_status
2/27/2025, 5:46:08 PM	mor_ariel_tp@bmc.c...	UPDATE JOB/FOLDER DEFIN...	check_pods_restarts
2/11/2025, 12:12:21 PM	admin	ADD JOB/FOLDER DEFINITION	check_pods_restarts
2/11/2025, 12:12:21 PM	admin	ADD JOB/FOLDER DEFINITION	check_pods_status

The results show updates made to the 'check_pods_status' and 'check_pods_restarts' jobs in the 'Kubernetes' folder on the 'IN01' Control-M server.
 User 'mor_ariel_tp@bmc.com' updated the 'check_pods_status' job definition multiple times on 2025-02-27.
 User 'admin' initially added the 'check_pods_status' and 'check_pods_restarts' job definitions on 2025-02-11.

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Ask Jett

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- List all updates made to job_1 this month and include who made the changes.
 - Which users made changes to job_1 and application_1, and when were the changes made?
- **Optimize workflow performance**

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Clear Chat

What were the most recurring user actions last week, and which jobs were impacted?

User Action Report for Last Week

operation	operation_count	jobname	controlserver
HOLD	22	SOAP_Expected_To_Fail_Non...	IN01
HOLD	22	REST_Expected_To_Fail_NonE...	IN01
FREE	21	SOAP_Expected_To_Fail_Non...	IN01
SET TO OK	21	REST_Expected_To_Fail_NonE...	IN01
HOLD	20	Jenkins_Expected_To_Fail_Inc...	IN01
SET TO OK	20	SOAP_Incorrect_GET_Reques...	IN01
FREE	20	REST_Expected_To_Fail_NonE...	IN01

The most frequent user action last week was "SET TO OK", impacting jobs like "expected_to_fail" across multiple folders. "HOLD" and "FREE" actions were also common, applied to jobs in the "AL_Plugins" and "10_jobs_10_cycles" folders. A notable number of "UPDATE WORKLOAD POLICY SETTINGS" operations were performed at the server level.

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Ask Jett

This feature uses generative-AI and can make mistakes. Check Important info.

- **What were the most recurring user actions last week, and which jobs were impacted?**
- Provide all jobs that ran longer than average in the last month.

• **Find and analyze anomalies**

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Clear Chat

List all jobs that completed faster than expected in the last week.

Jobs Completed Faster than Expected Between 2025-02-20 and 2025-02-27

jobname	order_id	orderdate	status
1000_DEO_Between_0130_A...	05cdr	2/23/2025, 1:00:00 AM	Ended
1000_DEO_Between_0130_A...	03vx2	2/20/2025, 1:00:00 AM	Ended
1000_DEO_Between_0130_A...	04uw8	2/22/2025, 1:00:00 AM	Ended
1000_DEO_Between_0130_A...	04dep	2/21/2025, 1:00:00 AM	Ended
1000_DEO_Between_0130_A...	04uw9	2/22/2025, 1:00:00 AM	Ended
1000_DEO_Between_0130_A...	05cdt	2/23/2025, 1:00:00 AM	Ended
1000_DEO_Between_0130_A...	05tvq	2/24/2025, 1:00:00 AM	Ended

The data contains over 500 job records for the application "1000_DEO_Between_0130_And_0145" executed between February 20th and February 27th, 2025. All jobs had a status of "Ended OK" with an elapsed time of 0 seconds, indicating they completed faster than expected. No jobs took longer than expected based on the elapsed time provided.

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Ask Jett

This feature uses generative-AI and can make mistakes. Check Important info.

- **List all jobs that completed faster than expected in the last week.**
- Were there any anomalies in job length over the past month?

Find out how Jett can help you turn valuable time spent on research and internal data collection into time spent on innovation. Contact your Sales or Support rep today!