# MFaaS Customer Meeting chat log and Q&A

## July 7, 2020

Off hours support?

* + - Customers will continue to call WaTech support.
		- Before Aug. 1, 2020, and when the phone tree is activated, callers will choose the mainframe support option and be routed to WaTech on-call support.
		- Beginning Aug. 1, 2020, and when the phone tree is activated, callers will choose the mainframe support option and be routed directly to the Ensono. Monitoring and Management Center (MMC).
		- **Action**: Lance will send a document that outlines this support model.

When the phone tree goes to Ensono, but the user asks for something not in scope, what happens?

* + - Ensono will leverage the RunBook.
		- If not in scope, Ensono will redirect call back to WaTech.

If someone needs their TSO session killed, will that need authorization in the RunBook? Question from Chey Kyarky (DNR).

* + - The authorization forms will take precedence, however, if a request comes to Ensono to terminate a TSO session and there is no authorization form then Ensono will assume the request is authorized.

When are updates to the CA7 Prose due? Question from Jay B.

* + - As soon as possible. Begin with updating critical jobs and continue until complete. If a batch job fails, Ensono will follow the documented job prose.
		- If CA-7 prose is not up to date and Ensono cannot reach the documented resource, then the issue will wait until 6 a.m. next business day.

Do we also want the Authorization forms by July 10? Question from Carolee.

* + - Ideally, yes.

What are the authorization forms?  Question from Chey Kyarky.

* + - They identify who can bring up/down CICS regions, DB, MQ, etc.
		- WaTech Support Center is in the process of updating these with customers.

Services that are currently not on the mainframe, but may want them in the future, how do those requests get processed?

* + - Send your request to the WaTech Support Center and we will create a request ticket with Ensono.

Is it possible to get a report of our related tickets for the past *n* months? This may help us to understand what we should be documenting more clearly. Question from Vicky Kent.

* + - Response from Donna Edwards: Yes, this is possible by agency. She will send to Lance for distribution.
		- Martin Waldron (DNR) would like to receive the report as well.
		- Tim Wilkson (ESD): ESD does not need it.
		- Darrell Davenport (DRS): I think our CAM can get what we need.