**MFaaS Customer Meeting chat log and Q&A**

## June 2020

Q: What would be the process to test/validate DR with Ensono?

[9:45 AM] Jennifer Rosales (Guest)

A: Remote Operation is the point at which Ensono is sitting first-chair for Tier 2 support for the environment.  First-chair for Tier 2 would include facilitating a swing to DR (as a test or in response to an issue).  So, if an issue were to occur on July 14 or after, Ensono would facilitate the swing to DR with support from WaTech and engagement with Agencies.  And for the next DR test (to be scheduled) Ensono would have the primary service role.

*Ensono: Agreed.*

[9:46 AM] Jennifer Rosales (Guest)

Q: What will be the DR site?

A: The physical environment is not changing on July 13, thus Sungard remains the DR environment. We would expect WaTech to be fully engaged if an emergency cut to DR was required, even if it were after official transition to Remote Operation.

*Ensono: Agreed.*

Multiple folks…

Q: How can we be provided more time to test? One month or two weeks might not be long enough?

A: This is currently a licensing constraint. Standing up a Mock Testing environment longer than 30 days may require the procurement of addition licenses. The team will look at options for this. We have already asked for two testing windows, which is more than Ensono typically performs with their customers.

*Ensono: Agreed.*

[9:54 AM] Chey kyarky

Q: One week of testing, not sure that Ensono is going to be able to fix problems in a timely manner.

A: We have been assured that remediation will occur during the testing windows. Ensono is motivated to achieve the December 5-6 cutover date.

*Ensono: Agreed.*

[9:56 AM] David J

Q: Define customers vs business team members.

A: Customers in this context are the eleven agencies (DRS is one of them) that have workloads on the mainframe. Business Team members are agency business-line staff. The MFaaS project team does not anticipate interfacing with Business team members.

[9:56 AM] Ron Newell

Q: I would think we would want customers to test during the mock, do you agree?

A: The project will have an Integrated Test Plan that covers the high-level testing that each agency will perform. The testing and who performs it at the agency level is an agency decision. Testing meetings will be held to assist and provide insight with what your other sister agencies are doing regarding testing.

[9:58 AM] Davenport, Darrell (DRS)

Q: When can we expect a list of what will be changed?  It would help us make a better test plan.  thanks.

[10:16 AM] Steven Zimmerman

Darrell, we have heard from Ensono that they do not anticipate required changes to Independent Software Vendor (ISV) applications. That is based on the fact that the OS will remain the same. There is a hardware upgrade and that is all that is for certain now. More will be known as Ensono develops the Runbooks and starts to install and test the new production environment. Your testing should not wait on that decision point. Build your testing based on criticality of your systems.

*Ensono: Agreed.*

[10:00 AM] Randall, Jon (OFM)

Q: When will there be detailed information for testing around things like IP addresses, how FTP will be handled, how MQ will be handled, email, etc.?

A: We are will work to provide more testing details in our next Customer meeting. These questions will be provided to Ensono and they also can provide an answer now and the testing meetings with your Testing Lead should provide this information back to agencies, specifically OFM in your case.

*Ensono: Agreed.*

[10:04 AM] Randall, Jon (OFM)

Q: During the Mock will the WaTech mainframe and all associated environments and connects remain intact an operative?

A: Yes.

*Ensono: Agreed.*

[10:09 AM] Randall, Jon (OFM)

Q: Do we need to be concerned about production files going back and forth over the testing week/weekend?

A: No, the connectivity will be controlled so there are no impacts to production. This will also involve agency engagement to assist WaTech and Ensono with defining what needs to be connected vs. disconnected.

*Ensono: Agreed.*

[10:14 AM] Chey Kyarky

Q: I still have not seen an email with the info from the last SC meeting.

A: The SC notes will be provided to this group.

[10:15 AM] Art

Q: I am assuming CA7 schedules are not running on the mock environment, correct?

A: The Production Mock Testing environment will be a replica of the current WaTech Production environment.

*Ensono: Agreed.*

[10:17 AM] Cathi

Is there any expectation that production may be affected while the full copy to the mock environment is being performed?

A: No, the connectivity will be controlled so there are no impacts to production. This will also involve agency engagement to assist WaTech and Ensono with defining what needs to be connected vs. disconnected.

*Ensono: Agreed.*

[10:18 AM] Martin, DNR

Q: So, during the Mocks, no SFT or FTP?

A: The answer is Yes if required. Testing interfaces is complex as it requires an external resources and communication. The example provided by Ensono was to test a sample set of interfaces. This should be driven by the criticality of the interface/system as defined by the customer agency.

*Ensono: Agreed.*

[10:21 AM] Randall, Jon (OFM)

Q: How will the MQ environments be differentiated between WaTech and Ensono machines?

A: The Production Mock Testing environment will be a replica of the current WaTech Production environment.

*Ensono: Agreed.*

[10:22 AM] Davenport, Darrell (DRS)

Q: Is VTAPE testing going to be available?

A: Yes.

[10:27 AM] Davenport, Darrell (DRS)

Q: For clarification on VTAPE, I am assuming it will work similar to other concerns like email... if a job in Mock runs a VTAPE it could double-up or go to the real VTAPE outside of the mock. Is that a correct assumption?

*Ensono: Assuming “VTAPE” is Virtual Tape… a job during the Mock that is using Virtual Tape will use the Virtual Tape configuration in the Mock production environment in Ensono Omaha.*

[10:26 AM] Carolee

Q: Will the printers (DES) be available for testing during the mock test?

A: Yes.