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

## May 2020

[9:37 AM] chey kyarky]

Q: How will you communicate the SC info?

A: As has been the case for the last couple months, a majority of the content (project status, deliverables, key messages, etc.) will be covered at both the SC and this customer meeting. Notes from the SC will continue be shared.

Q: What is the sequence of cuts?

A: Functional/system testing internal to WT/Ensono as the environment gets built out. Once that is ready, a Mock cut, then DR cut, a potential for second or additional Mock cut, then the Production cut.

Ensono: As stated on the call today, after a weekend mock the system will remain available for agencies to test applications.

[Martin W – DNR]

Q: Will there be more than one Mock cut?

A: One is the preference, but two have been discussed based on agency needs.

Ensono: We can support additional mocks if needed. But our goal would be to be efficient and successful with one mock cutover.

[Mukesh D - L&I]

Q: Multiple levels/layers of teams may need to test; Will that be an option?

A: The plan is to allow for testing of the Mock environment over a week or longer. The DR testing window will not be the same length of time as Mock testing. The Production cutover is planned over a weekend and the start and end times for that are TBD.

Ensono: Agreed.

Q: Regarding roles/changes with this new support model, what are some changes you see with it?

A: RACF administration is one example of a role that will change. Currently Debbie L. from WaTech performs or assist with RACF administration. The level of RACF administration she currently performs is not all in scope for Ensono. This will need to be defined by agency but Ensono can assist and has staff skilled in RACF administration.

Ensono: Agreed.

Q: Would all customer agencies test together in the Mock(s)?

A: The preference is to do one Mock and make it available for an extended period (a week or two) to allow for testing. If required, Mocks could be split by LPAR, but most of you (less L&I) are on one LPAR, so value of splitting is diminished.

Ensono: Agreed.

[9:50 AM] Don Boogerd

Q: How long is being planned between final mock and prod cutover?

[9:52 AM] Jay Ellsworth of Ensono

A: Time between final mock and cutover is typically 1 week. There are benefits to having this close together, tasks are top of mind, etc., but the project team will work with the Steering Committee to define this window and dates.

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[9:52 AM] David J - DRS

Q: There are not licensing concerns having both environments running (prod and this new site)?

[9:55 AM] Steven Zimmerman

A: The licensing is not a concern and this question has been mentioned before, only one environment is running Production. See the answer on April Customer meeting Q&A on licensing on old box as it also answers this question.

Ensono: Agreed.

[10:10 AM] darrell.davenport@drs.wa.gov

Q: We have similar questions related to administration and support for other products like EOS. I would like to have CICS Admin control for the databases that belong to DRS. And for the CICS regions that belong to DRS.

[10:18 AM] Jennifer Rosales

A: Darrell - This might be better offline, but as a principle, you will still have admin control you have now.  If you are looking to increase admin control beyond what you have now, we should discuss further.

[10:20 AM] darrell.davenport@drs.wa.gov

Sure. We can discuss later. Thank you.

​Ensono: We can discuss what administrative controls are being requested.

[10:13 AM] Vicki Kent/DSHS

Q: What about issues that occur at 3 am?

A: Ensono has 24/7/365 monitoring and support. Regarding specific issues/failures there will be dialogs and documentation that will provide the guidance and process steps for these, as they will not all be similar in response. For some critical jobs, an agency may want to be notified immediately of the issue, for other less critical jobs another notification process can be followed. The Statement of Work (SOW) has 4 Incident Severity Levels that each can have distinct processes. This documentation will be created and vetted with Ensono and WaTech first and then with customer agencies to define their unique needs. Ensono has mentioned that for many of their clients they know of and fix an issue/failure before the customer knows it has even occurred. That is simply the nature of off hours monitoring, automation and the Ensono (ITSM) service model.

Ensono: Agreed.