

Mainframe Services

Last updated: 12-15-22

WaTech offers mainframe customers a [Mainframe as a Service](#) (MFaaS) brokered model. While WaTech continues to be the service provider, the service is brokered with Ensono, Inc. to provide hardware and software support along with daily operational and technical support. This brokered cloud service allows the state to take advantage of economies of scale and expertise in the mainframe technical space.

WaTech manages 21 combined customer service levels (CSL) and key performance indicators (KPI). These contractual requirements are reviewed regularly and reported out to WaTech customers monthly.

A geographically dispersed disaster recovery site is included in this service. Storage from the primary data center is copied continuously to the alternate site, eliminating the need for long recovery in the event of a disaster.

Intended customers

State agencies and their respective customers of Mainframe legacy applications as well as may be able to leverage

| SLA/ KPI | Ensono SLA Metrics | Min. Target |
|----------|--|-------------|
| CSL | Solution Availability | 99.90 |
| CSL | Mainframe Transaction Response Time | 95 |
| CSL | Mainframe Critical Batch Processing | 95.00 |
| CSL | P1 Incident Response | 90 |
| CSL | P1 Incident Resolution | 90 |
| CSL | Back-Up Success | 95 |
| KPI | P2 Incident Response | 90 |
| KPI | P2 Incident Resolution | 90 |
| KPI | P3 Incident Response | 90 |
| KPI | P3 Incident Resolution | 90 |
| KPI | P4 Incident Response | 90 |
| KPI | P4 Incident Resolution | 90 |
| KPI | Change Management Success | 90.00 |
| KPI | CICS Region Availability | 99.50 |
| KPI | DB2 Availability | 99.50 |
| KPI | Non-Prod LPAR Availability | 99.50 |
| KPI | Prod LPAR Availability | 99.50 |
| KPI | MQ Availability | 99.50 |
| KPI | Root Cause Analysis (RCA) Report | 95.00 |
| KPI | Mainframe Recovery Time Objective (RTO) | 4 hrs. |
| KPI | Mainframe Recovery Point Objective (RPO) | 10 min. |

Several agencies maintain all or part of mission-critical applications within WaTech Mainframe Services. Agencies who are dependent on mainframe applications may submit a general inquiry to the customer portal to explore mainframe services offered by WaTech.

Options available with this service

Services include software installation and support, hardware configuration and support, capacity planning, storage management, license key management, job scheduling configuration and monitoring. Additional services may be available upon request.

Customer engagement

- Semi-annual customer Town Hall with all Computing Services teams providing updates and gathering customer feedback.
- Monthly Technology Management Council (TMC) and Business Management Council (BMC) meetings for agency CIOs and IT leaders to inform and sponsor enterprise strategy, policy and investments.

Helpful information

Service category

Hosting

Service availability

24/7/365

Planned maintenance

Planned maintenance is performed after hours and coordinated with agency representatives.

Related services

- [WA State Cloud](#)
- [Colocation Services](#)

How to request service

Submit a request for service through our [Customer Portal](#).

Service owner

Lance Calisch

other Washington government entities this service.

- Regularly scheduled meetings between customers and Business Relationship Managers (BRM) to connect, advise, address concerns and provide solutions.
- Weekly group calls for state CIOs and CISOs to provide updates on important and immediate issues and actions.
- Regular outreach to solicit feedback, provide updates and inform agencies on emerging projects, initiatives, and services.
- Requests for new consultations and modifications to existing applications.

Action plan

Current activity

- Maintain hardware and software currency in support of customer agency applications.
- Perform annual disaster recovery test.
- Partner with Washington State Department of Transportation to migrate to MFaaS.



One- to two-year goals

- Update system software to currently supported levels in preparation for the next operating system upgrade from z/OS 2.3 to z/OS 2.4. Work with agencies on testing and acceptance through these upgrades.
- Continue to partner with interested customer agencies (e.g., DSHS, AOC) in rehosting opportunities.
- Onboard new customers (DSHS, ACES mainframe).

Three- to five-year goals

- Maintain supported hardware and software.
- Monitor for operational efficiencies and cost savings where/when available, e.g., reduced hardware capacity and software elimination if no longer necessary.
- Onboard new customers.



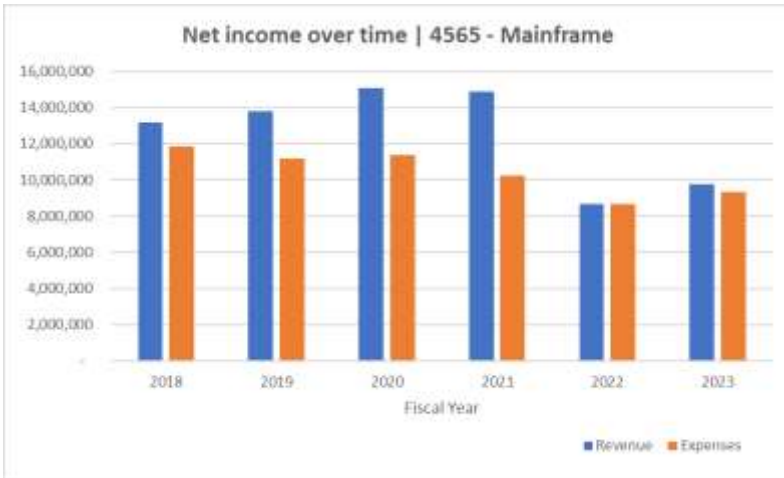
Service review and fully loaded service budget projection

Revenue source:

The mainframe service operates on a pay-per-use rate structure. Revenue received from this rate structure goes directly against the cost incurred to provide the service. The Ensono contract is a seven-year contract with three optional renewal years (10 years total). The Ensono contract is an elastic model; if we use less then we pay less.

Net income over time:

Shifting to a MFaaS model has reduced the expenditures for this service. This decrease in expenditure has resulted in costs savings to our customers (e.g., from \$333 to \$82 per CPU/hour).



Decision packages

Prior to the 21-23 biennium, the service received \$2 million in annual funding via the Enterprise System Rates central service model to subsidize the costs to run this service. With the service delivery shift to MFaaS, we were able to release the subsidized funds.