

Mainframe Service

Last updated: March 2025

WaTech offers mainframe customers a Mainframe as a Service (MFaaS) brokered model. WaTech is the service provider and partners with Ensono for hardware, software, operational and technical support. This brokered 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 applications as well as other Washington government entities.

Agencies that 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, and monitoring of scheduled jobs. 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.
- Technology Management Council (TMC) and Business Management Council (BMC) meetings for agency CIOs and business leaders to inform and sponsor enterprise strategy, policy and investments.
- Regularly scheduled meetings between customers and Business Relationship Managers (BRM) to connect, advise, address concerns and provide solutions.
- Monthly mainframe services customer meeting hosted by the service owner with current customers across multiple agencies using WaTech mainframe services.
- 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.

Action plan

Current activity

- Maintain hardware and software currency in support of customer agency applications.
- Upgrade of SoftwareAG suite of products for Washington State Department of Transportation (WSDOT).
- Partner with Ensono and our mainframe customers to facilitate a rolling six-month Software Roadmap available to customers to keep them updated about upcoming upgrades.
- Coordinate 2 Disaster Recovery key exercises per year with Ensono (an internal (WaTech and Ensono) technical exercise mid-year and a customer-facing tabletop exercise before the end of 2025).

Helpful information

Service availability

24/7/365

Planned maintenance

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

Related services

- [Cloud](#)
- [Data Center](#)

How to request service

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

Service owner

Seenu Kolappan

- Provide MFaaS support to WSDOT and Department of Social and Health Services (DSHS).

One- to two-year goals

- Update system software to currently supported levels in preparation for the next operating system upgrade from z/OS 2.4 to Z/OS 3.1 on the WaTech mainframe. Work with agencies on testing and acceptance through these upgrades.
- Upgrade CICS from v5.5 to v6.1 to maintain vendor supported levels on the WaTech mainframe.
- Upgrade DB2 for Office of Financial Management to maintain vendor supported levels on the WaTech mainframe.
- Upgrade other impacted software as needed to prepare the mainframe environment for the CICS and Z/OS upgrade.
- Drive cost optimization by assessing the need and utilization of the software currently running, identify unused/scarcely used software and coordinate updates to vendor contracts accordingly.
- Review the capacity utilization of the WaTech mainframe with Ensono geared toward bringing down operating costs of the mainframe.
- Upgrade z/OS to v3.1 for the WSDOT mainframe.
- Continue to partner with DSHS/ACES to keep providing them with mainframe services as needed.
- Upgrade SoftwareAG suite of products for all applicable agencies currently on the WaTech 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.
- Partner with interested customer agencies in rehosting opportunities.

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.

The reason for the increase in the revenue versus expenses for 2025 is because of the inclusion of the new DSHS/ACES mainframe under the scope of Mainframe services.

