

MFaaS Semi-Monthly Customer Meeting

July 7, 2020

▶ Agenda

- Welcome
- Ensono Current and Planned Activity
- Migration Milestones & Schedule
- Customer Support Model – update
- CA7 Prose Update Request
- Agency testing plans – update
- Resources
- Q&A

▶ Ensono Current and Planned Activity (as of 7/2)

1. Discovery and Runbook Creation – 99% complete; a living document
2. Shadow Support/Runbook Adjustment – 92% complete
3. Reverse Shadow/Runbook Adjustment – 1% complete

Milestone: Ensono began remote system software support on July 1

2020-PRJ-7518 WATECH – State of Washington – MF Hosting

Tracks	Discovery/Run Book Creation				Shadow Support/Run Book Adjustment			Reverse Shadow/Run Book Adjustment		
	Start Date	Est End date	% Complete	Playa	Est Start Date	Est End date	% Complete	Est Start Date	Est End date	% Complete
zOS	5/4/2020	6/12/2020	100%		6/8/2020	6/26/2020	100%	6/27/2020	7/31/2020	
zVM	5/4/2020	6/12/2020	100%		6/8/2020	6/26/2020	100%	6/27/2020	7/31/2020	
zLinux	5/4/2020	6/12/2020	100%		6/8/2020	6/26/2020	100%	6/27/2020	7/31/2020	
MQ	5/4/2020	6/12/2020	100%		6/8/2020	6/26/2020	100%	6/27/2020	7/31/2020	
CICS	5/4/2020	6/12/2020	100%		6/8/2020	6/26/2020	100%	6/27/2020	7/31/2020	
Console Operations / Batch Monitoring	4/28/2020	6/12/2020	100%		6/10/2020	6/26/2020	100%	6/29/2020	7/31/2020	10%
ADABAS systems Support	5/4/2020	6/12/2020	100%		6/8/2020	6/26/2020	100%	6/27/2020	7/31/2020	
DB2 Systems Support	5/4/2020	6/12/2020	90%		6/8/2020	6/26/2020	100%	6/27/2020	7/31/2020	
Software & Hardware Entitlement (Tracking Only)	5/4/2020	7/1/2020	In Progress							
ISV SW Support (included in AuthCodes RunBook)	5/4/2020	6/12/2020	100%		6/8/2020	6/26/2020	100%	6/27/2020	7/31/2020	
Mainframe Network	5/4/2020	6/12/2020	100%		6/8/2020	6/26/2020	100%	6/27/2020	7/31/2020	
Storage	5/4/2020	6/12/2020	100%		6/8/2020	6/26/2020	100%	6/27/2020	7/31/2020	
Capacity Management / Performance Planning	5/4/2020	6/12/2020	100%		6/8/2020	6/26/2020	100%	6/27/2020	7/31/2020	
Automation	5/4/2020	6/12/2020	100%		6/8/2020	6/26/2020	100%	6/27/2020	7/31/2020	
DR and BCP Management	5/4/2020	6/12/2020	100%							
Authcodes	5/4/2020	6/12/2020	100%		6/8/2020	6/26/2020	50%	6/27/2020	7/31/2020	
Job Scheduling	5/4/2020	6/12/2020	100%		6/8/2020	6/26/2020	75%	6/27/2020	7/31/2020	
Audit	5/4/2020	6/12/2020	100%		6/8/2020	6/26/2020	50%	6/27/2020	7/31/2020	
In Flight Projects (Tracking Only)	5/4/2020	6/30/2020	90%							
Encryption	5/4/2020	6/12/2020	100%		6/8/2020	6/26/2020	100%	6/27/2020	7/31/2020	
Security - Standard	5/4/2020	6/12/2020	100%		6/8/2020	6/26/2020	75%	6/27/2020	7/31/2020	
Mainframe Hardware Configuration	5/4/2020	6/12/2020	100%		6/8/2020	6/26/2020	100%	6/27/2020	7/31/2020	
Total % Complete			99%				92%			1%

• Support Model Discussion (no change)

- WaTech first line of support
- Ensono Support
 - Incident Level 1&2 24x7x365
 - Incident Level 3&4 6am to 6pm

Pacific Time Monday through Friday

CA-7 Prose Update Request

- Ensure important callback or “take action” procedures are updated with **current staff**, removing references to staff who no longer work for your agency.
- Update phone numbers to **include the area code (10 digits)**.

• Agency Testing Plans Discussion

- WaTech asking Ensono for September/October testing window
 - **Dependent on equipment purchase and configuration**
- WaTech asking agencies for:
 - Business and Technical Contacts by June 30 – **thank you**
 - Identify mission critical apps, use cases, Go- No-Go criteria
 - **1st meeting scheduled July 15**

• Resources

- Sample test plan
- FAQ
- Project Plan
- <https://watech.wa.gov/Mainframe-Service-MFaaS-Migration>

Questions/Comments

Steering Committee – July 14
Customer Tester Meeting – July 15
Next Customer Meeting – July 21