

MFaaS Semi-Monthly Customer Meeting

June 16, 2020

▶ Agenda

- Welcome
- Ensono Current and Planned Activity
- Support Model Discussion
- Agency Testing Plans Discussion
- Q&A

▶ Ensono Current and Planned Activity (6/12)

1. Discovery and Runbook Creation – 90% complete Target Runbook completion – 6/15/2020
2. Shadow Support/Runbook Adjustment – 10% complete
3. Reverse Shadow/Runbook Adjustment – 6/29 start date
Target completion – 7/31/2020

WaTech MFaaS – Knowledge Acquisition Status

ensono | OPERATE FOR TODAY.
OPTIMIZE FOR TOMORROW.

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	Pflag	Est Start Date	Est End date	% Complete	Est Start Date	Est End date	% Complete
zOS	5/4/2020	6/12/2020	90%		6/8/2020	6/26/2020		6/27/2020	7/31/2020	
zVM	5/4/2020	6/12/2020	90%		6/8/2020	6/26/2020		6/27/2020	7/31/2020	
zLinux	5/4/2020	6/12/2020	90%		6/8/2020	6/26/2020		6/27/2020	7/31/2020	
MQ	5/4/2020	6/12/2020	90%		6/8/2020	6/26/2020	50%	6/27/2020	7/31/2020	
CICS	5/4/2020	6/12/2020	90%		6/8/2020	6/26/2020	50%	6/27/2020	7/31/2020	
Console Operations / Batch Monitoring	4/28/2020	6/12/2020	100%		6/10/2020	6/26/2020	25%	6/29/2020	7/31/2020	
ADABAS systems Support	5/4/2020	6/12/2020	90%		6/8/2020	6/26/2020	50%	6/27/2020	7/31/2020	
DB2 Systems Support	5/4/2020	6/12/2020	90%		6/8/2020	6/26/2020		6/27/2020	7/31/2020	
Software & Hardware Entitlement (Tracking Only)	5/4/2020	7/1/2020	In Progress							
ISV SW Support	5/4/2020	6/12/2020	90%		6/8/2020	6/26/2020		6/27/2020	7/31/2020	
Mainframe Network	5/4/2020	6/12/2020	90%		6/8/2020	6/26/2020		6/27/2020	7/31/2020	
Storage	5/4/2020	6/12/2020	90%		6/8/2020	6/26/2020		6/27/2020	7/31/2020	
Capacity Management / Performance Planning	5/4/2020	6/12/2020	90%		6/8/2020	6/26/2020		6/27/2020	7/31/2020	
Automation	5/4/2020	6/12/2020	90%		6/8/2020	6/26/2020		6/27/2020	7/31/2020	
DR and BCP Management	5/4/2020	6/12/2020	90%							
Authcodes	5/4/2020	6/12/2020	90%		6/8/2020	6/26/2020		6/27/2020	7/31/2020	
Job Scheduling	5/4/2020	6/12/2020	90%		6/8/2020	6/26/2020	10%	6/27/2020	7/31/2020	
Audit	5/4/2020	6/12/2020	90%		6/8/2020	6/26/2020		6/27/2020	7/31/2020	
In Flight Projects (Tracking Only)	5/4/2020	6/12/2020	90%							
Encryption	5/4/2020	6/12/2020	90%		6/8/2020	6/26/2020		6/27/2020	7/31/2020	
Security - Standard	5/4/2020	6/12/2020	90%		6/8/2020	6/26/2020		6/27/2020	7/31/2020	
Mainframe Hardware Configuration	5/4/2020	6/12/2020	90%		6/8/2020	6/26/2020		6/27/2020	7/31/2020	
Total % Complete			90%				10%			0%

• Draft Support Model Discussion

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

Pacific Time Monday through Friday

• Agency Testing Plans Discussion

- WaTech asking Ensono for September/October testing window
- WaTech asking agencies for:
 - Business and Technical Contacts by June 30
 - Identify mission critical apps
 - Identify test use cases
 - Identify Go- No-Go criteria
 - e.g. Use case 1 and 2 must complete successfully

Questions/Comments

Next Customer Meeting – July 7
Next Steering Committee – July 14