

Mainframe as a Service (MFaaS) Support Model

Incident Management

WaTech Support Center is responsible for reporting and monitoring incidents, requests, and changes with Ensono. WaTech will post Service Alerts and Notifications for Mainframe as a Service. WaTech customers will call or email the WaTech Support Center.

Watech Support Center

(360)-586-1000

1-855-WaTech1(1-855-928-3241)

Support@watech.wa.gov

Normal Operating Hours:

- Monday – Friday: 6 a.m. – 6 p.m.; Limited staff 6 p.m. – 3 a.m.*
- Saturday and Sunday: Limited staff 6:30 p.m. – 3 a.m.*

**WaTech will activate the Support Center After-Hours Automated Phone Tree when staff are unable to provide coverage.*

Normal Support

When a call or email is received during normal support hours, WaTech will assess the nature of the email/call and:

- Inform the caller of a current incident; or
- Open a ticket and route to the WaTech Mainframe resolution team; or
- Will open a ticket with the Ensono who will perform first-level service desk functions.

Outside normal support hours

- The WaTech phone tree will be activated.
 - Before August 1, 2020 and when the phone tree is activated, callers will choose the mainframe support option and be routed to WaTech on-call support.

- Beginning August 1, 2020 and when the phone tree is activated, callers will choose the mainframe support option and be routed directly to the Ensono Monitoring and Management Center (MMC). There are four Incident Severity levels. See [Appendix A](#) for definition.
- The person calling in should identify themselves as follows:
Hello, I'm (Name) from Washington state. We have a major incident related to the Mainframe.

The person calling should be prepared to provide the following information:

1. **Who** is impacted?
2. **What** is the Business Impact?
3. **When** did it start?
4. **Where** is the impact?
5. **How** did you find about it?

Change Management

- WaTech will open a request ticket in the Ensono Envision Portal.
- WaTech staff will record the ticket # in the Watech ITSM ticketing system.
- Both Ensono and Watech will attend WaTech Change Approval Board (CAB) on Wednesday afternoon to discuss. Likewise, WaTech will attend the Ensono Change Management meeting.

Request Fulfillment - WaTech to Ensono

- WaTech will submit a request via the Ensono Envision Portal. If the request is considered a change to the system, a change request will be put in with Ensono and scheduled.
- Information that will be required is as follows:
 - Name
 - UserName
 - Agency
 - Software or system
 - LPAR, CICS region, application name
 - Description of what is being requested

Appendix A - Ensono Incident Severity Table

Incident Severity Level Definition	Severity Level	Ensono Support Hours *
<p>Critical Business Impact</p> <ul style="list-style-type: none"> The incident causes complete loss of application(s) supported in the production service environment. The business operation is mission critical to Agency business. Work cannot reasonably continue. The situation is an emergency. 	Level 1	24 / 7 / 365
<p>Significant Business Impact</p> <ul style="list-style-type: none"> Incidents that result in a severe loss of application(s) supported by the production and non-production services environment. No acceptable workaround is available, however, business operations in the services environment can continue to be conducted in a restricted fashion. 	Level 2	24 / 7 / 365
<p>Some Business Impact</p> <ul style="list-style-type: none"> The problem causes minor loss of the application(s) supported by the production and non-production services environment. The impact is an inconvenience, which may require a workaround to restore functionality. 	Level 3	6 a.m. - 6 p.m. Pacific Time Monday through Friday
<p>Minimal Business Impact</p> <ul style="list-style-type: none"> The problem causes no loss of use of the application(s) supported by the production and non-production services environment. The result is a minor error, incorrect behavior, or a documentation error that does not impede the operation of the system within the applications environment. 	Level 4	6 a.m. - 6 p.m. Pacific Time Monday through Friday

*Note: calls will always be answered 24 / 7 / 365 regardless of incident level. Resolution of incident Levels 3 and 4 will occur during the next 6 a.m. to 6 p.m. business window.

Incident Severity Level Definition	Priority	Response Time Objective	Resolution Time Objective
Critical Business Impact <ul style="list-style-type: none"> - The incident causes complete loss of application(s) supported in the production service environment. - The business operation is mission critical to Client's business. - Work cannot reasonably continue. - The situation is an emergency. 	Level 1	15 mins	4 hours
Significant Business Impact <ul style="list-style-type: none"> - Incidents that result in a severe loss of application(s) supported by the production and non-production services environment. - No acceptable workaround is available, however, business operations in the services environment can continue to be conducted in a restricted fashion. 	Level 2	60 min	8 hours
Some Business Impact <ul style="list-style-type: none"> - The problem causes minor loss of the application(s) supported by the production and non-production services environment. - The impact is an inconvenience, which may require a workaround to restore functionality. 	Level 3	4 Business Hours	8 Business Hours
Minimal Business Impact <ul style="list-style-type: none"> - The problem causes no loss of use of the applications supported by the production and non-production services environment. - The result is a minor error, incorrect behaviour, or a documentation error that does not impede the operation of the system within the applications environment. 	Level 4	4 Business Hours	24 Business Hours

Client may, during the Incident process, downgrade or upgrade an Incident Severity Level in accordance with the Incident Severity Level Definitions as follows:

Downgrades of Severity Levels: The issue no longer warrants the Severity Level currently assigned based on its current impact on the Client's environment, the Severity Level will be downgraded to the Severity Level that most appropriately reflects its current impact.

Upgrade of Severity Levels: The issue warrants the assignment of a higher Severity Level than that currently assigned based on the current impact on the Client environment, the Severity Level will be upgraded to the Severity Level that most appropriately reflects its current impact.