Mainframe Services

Last updated: 09-08-23

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.

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.

Intended customers

State agencies and their respective customers of Mainframe legacy applications as well as other Washington government entities may be able to leverage this service.

Several agencies maintain all or part of mission-critical applications within WaTech Mainframe Services. 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.
- 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
Seenu Kolappan

- 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.
- Provide RACF identity management as well as other production support services to agencies as needed.
- Perform annual disaster recovery test.
- Continue providing MFaaS support to the Washington State Department of Transportation.
- Partner with DSHS/ACES to migrate to MFaaS.
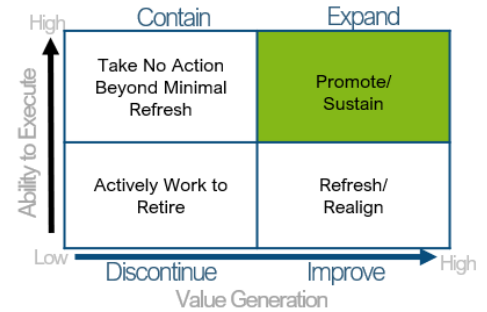
One- to two-year goals

- Update system software to currently supported levels in preparation for the next operating system upgrade from z/OS 2.4 to z/OS 2.5. Work with agencies on testing and acceptance through these upgrades.
- Update ADABAS database and Natural language environments. Work with agencies on testing and acceptance through these upgrades.
- Partner with Ensono to address software currency gaps on WSDOT and get them on current and supported versions.
- Continue to partner with interested customer agencies in rehosting opportunities.
- Post migration of DSHS/ACES to hosted Ensono mainframe, ensure software currency for them.

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.

Revenues & Expenses | Mainframe
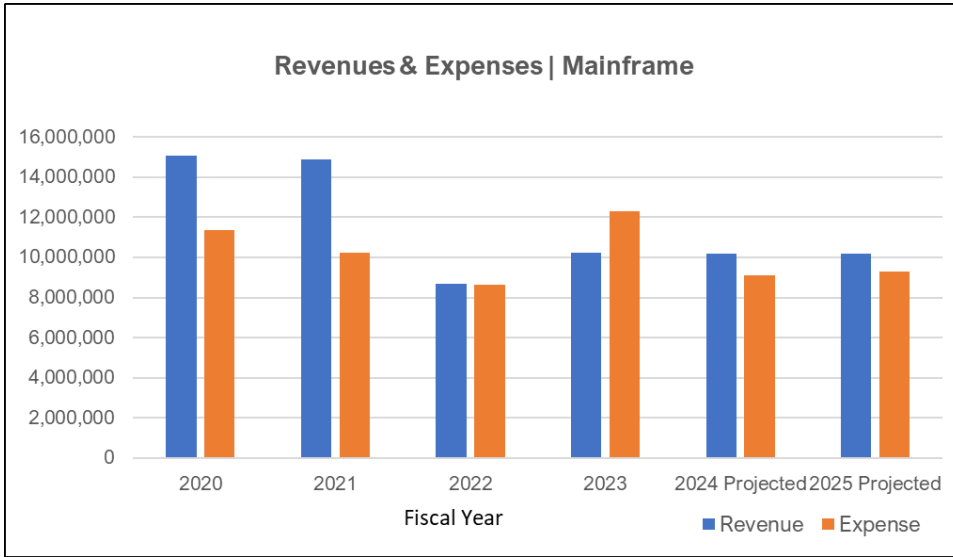
Net income over time:

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