Migration to Mainframe as a Service (MFaaS)

MFaaS Steering Committee Meeting

August 11, 2020

WaTech
Washington Technology Solutions
Washington's Consolidated Technology Services Agency

Agenda

- Project information
  - Operational Support
  - Testing Update
  - Ensono update
  - ESD LPAR move update
  - Critical RAID log items

- Sightline project Quality Assurance

- Call to Action

- Q&A

- Pricing Model for 2021-23 Biennium update
  - Software Reconciliation

Operational Support

- WaTech is your service provider and continues to be your first point of contact.
- CA7 Prose needs to be updated, so Ensono knows who to contact and how to handle job failures.

- 409 tickets opened between (July 1 – August 7)
  - 390 closed
    - Severity Level 2 = 3
    - Severity Level 3 = 171
    - Severity Level 4 = 216
  - 19 open
    - Severity Level 3 = 18
    - Severity Level 4 = 1

Appendix A - Ensono Incident Severity Table

Incident Severity Level Definition	Severity Level	Ensono Support Hours *
Critical Business Impact • 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
Significant Business Impact • 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
Some Business Impact • 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
Minimal Business Impact • 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.
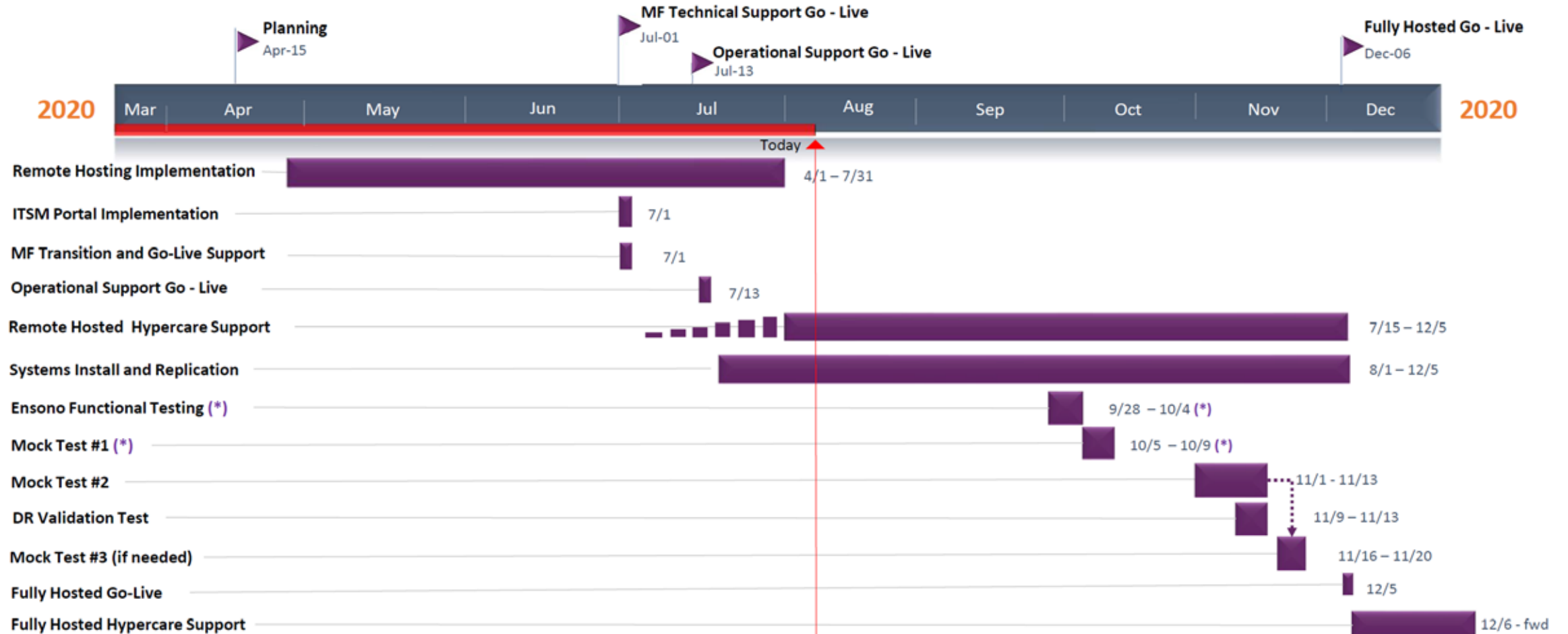
Mock Testing

- Testing Dates
  - Mock 1   October (Contingent on system and circuit installation)
  - Mock 2   November 2 – 13
  - DR Validation   November 9 – 13
  - Mock 3 (if needed)   November 16 – 20

- Environment
  - Mock environment is isolated
    - Any routes, firewalls, ports will need to be identified and configured
    - Any integration test must be defined at both ends (SFT, print, MQ, MFT, EOS, email)
    - Mock environment should not be setup to connect to Production environments
    - Any critical integration (external systems) tests should be tested in mock env
      - Network configurations will be needed, teams to identify

Ensono – Overall Project Status

ensono OPERATE FOR TODAY. OPTIMIZE FOR TOMORROW.		**WaTech MFaaS 2020-PRJ-7518**						**REPORT DATE**	**08-07-2020**	

Legend:
- Targets / Commitments will not be met (R)
- Targets / Commitments at risk (A)
- Targets / Commitments on track (G)
- Complete / Closed (C)
- Not yet started / On Hold (Gr)

OVERALL STATUS	**G**	**SCOPE**	**G**	**TIME**	**G**	**RISK**	**A**	**Fully Hosted – Dec 6th**

KEY RECENT ACCOMPLISHMENTS

- TADz / SOW Reconciliation – Finalized, awaiting pricing
- Equipment builds underway – CPU and Network gear on-site. DC Space, Power and cabling underway
- Network Configuration – Awaiting Circuit Delivery
- OP's and Support Gaps in Review (on-going)

KEY UPCOMING ACTIVITIES

- Project Planning – updates pending Storage and Circuit delivery dates
- TADz / SOW – SOW revisions TBD
- Equipment Builds – CPU, DASD builds. Network gear config and ship

KEY MILESTONES (Program Workstream)	OWNER	DUE DATE	STATUS	NOTES
Planning & Design – Remote Hosted and Fully Hosted	Jim Lawson / Jay Ellsworth	31-AUG-2020	G	Proposed dates for Mock Testing and DR Validation solidified. Detailed Documentation in progress WaTech request for an early October preliminary test awaiting Circuit Delivery Dates
Equipment & Circuit Deliveries	Jim Lawson / Procurement	15-Aug-2020	A	CPU Delivered. Network Gear Delivered to DG. Storage expected to ship this week. Awaiting firm delivery date on circuits
Equipment Builds and Configuration, Data Replication	Louis Fotopolous Jerry Bunton	30-Sep-2020	G	Data Center Space, Power and Cabling underway WaTech to provide IBM Uni-VRF to Quincy, Out of Band access
Mock Testing	John Zielinski	5-Oct thru 20-Nov	Gr	Testing will be done in 4 parts: Mock 1 and 2, DR Validation and, if needed, Mock 3
Remote Hosted Go - Live Readiness	John Zielinski	01-DEC-2020	Gr	
Fully Hosted Go-live	John Zielinski	06-DEC-2020	Gr	

R/A/I/D	DESCRIPTION	OWNER	STATUS/PLAN
I	SSA Security Evaluation and Certification timeframe could impact both Data Replication Start and MF Cutover Date	DSHS WaTech/Ensono	Ensono will need to assist in providing environment details ASAP when requested.
R	Requested early Testing will be dependent on HW, Circuit Deliveries for data replication	Ensono Project teams	CPU and Network Gear Delivered. Awaiting Firm Delivery Dates for Circuits, Storage to confirm Oct testing
I	Finalize any pricing changes in SOW Software List	Jeff Clark	Missed products identified with TADz. Pricing requested from IBM
I	Automation Tools (AutoTicketing) for Batch Monitoring not yet ready for production	Automation and zOS Teams	Ops MVS option in progress, parsing through record types to automate Routing solution for Automation Point tool identified, zOS team to build SMCS consoles
I	Change Process to be vetted, documented and communicated to all teams	Jim Damaskinos	Direct Access for Operations staff via Jump Box defined / approved. Routing to be established.

ESD LPAR Update

- ESD has consolidated from 2 reserve LPAR to the V1 environment
  - Currently 95% complete

- Remaining Activities
  1. In August move remaining work from V2 and C2
  2. In September, monitor V2 and C2 for any remaining workload activity
  3. In October, shut down V2 and C2 LPARs
  4. Remove V2 and C2 LPARs from the configuration

RAID (Risk, Actions, Issues & Decision) Log

Key Risks and Issues

- Risk #18: SSA certification. SSA has up to 120-day for review the security questionnaire around data storage. This file has not been submitted to SSA for review.
  - Potential Impact: Could delay testing and production cutover.

- Issue #3: SSA data security review, due to moving data storage location. SSA has up to 120-day lead time to review security questionnaire, which has not been submitted. Not sure if data can be moved even for mock until certification from SSA is granted.

Sightline

Quality Assurance information from Sightline...
- Next QA report almost ready for release

Call to Action

- SSA forms completion by DSHS
  - All teams be ready to supply any information requested by DSHS to complete the SSA forms (SEQ and TSSR) – ASAP
- Confirm with your teams that there are no other external agencies we need to certify with or inform of MF data being moved to a new server / host – ASAP

- Document, review and confirm test plans for Mock – 8/31
- Document, review and confirm verification plans Production – 9/30
- Review results from Mock Testing (may result in changes to Test Plans) – 11/2-20
- Review results from DR Testing (may result in changes to Test Plans) – 11/8-11/13

Questions and Answers

Objectives

- Directly correlate utilization with agency cost; eliminate "last man standing"
- Simple pricing model
- Savings for all, passing on efficiencies gained
- Transparency with model, forecasts, and impact of actions
- Identify costs specific to agencies (resources or software), allocating significant costs to specific agencies where appropriate
- Continue to allow for specific software packages purchased directly by agencies
- No upfront or transition expenses billed to agencies
- Long-term cost recoverability

Thank you

- Next Testing group meeting is scheduled for August 12th at 3pm
  - Meetings are held weekly
- Next Customer Group meeting is scheduled for August 18th @ 9:30am PT
  - Meetings are held semi-monthly (first and third Tuesday of the month)
- Next SC meeting is planned for September 8th at 2pm

- Project documentation location:

https://teams.microsoft.com/_#/files/Project%20Management?threadId=19%3A82209f304c424891b99b82a42bb6bb1a%40thread.skype&ctx=channel