Migration to Mainframe as a Service (MFaaS)

MFaaS Steering Committee Meeting

July 14, 2020

WaTech
Washington Technology Solutions
Washington's Consolidated Technology Services Agency

Agenda

- Welcome
- Project information
  - Operational Support
  - Support Model
  - Mock Testing
  - DR Testing
  - Ensono update
  - Pricing Model for 2021-23 Biennium update
  - Review of critical RAID log items
- Sightline project Quality Assurance
- Next steps
- Q&A
- Close

- July 1
  - Ensono began operational support, starts logging tickets in their Envision portal.

- July 13
  - Ensono took over batch and console operations support.
  - WaTech still primary point of contact for Tier 1 and Tier 2 support.

- July 31
  - Phone tree will route directly to Ensono for Mainframe calls.
  - CA7 Prose needs to be updated, so Ensono knows who to contact during after hours issues.

- 28 tickets opened since July 1
  - 21 Closed
  - Ticket types: job abends, password resets, SW upgrade, license update

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 *
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.

- Testing group to have first meeting on July 15.
  - All agencies that chose to participate have identified test leads.
  - ECY declined to participate in testing.

- Mock Testing is currently scheduled as a continuous three-week window from November 1 through November 20.
- Data will be refreshed in the pre-production mock environment prior to the third week of mock testing.
- 2nd week of testing (Nov 9-13) will be used for DR tests.
- Ensono will provide remediation as needed during testing in both environments.

- WaTech requested a late September or early October preliminary testing window for both an early testing window and the ability for customer agencies to validate testing plans.
  - Ensono to provide an update on request by Friday, July 17.

- Disaster Recovery (DR) validation will be performed during the second week of November (during the Mock testing)
- What will occur:
  - DR in Downers Grove, IL will be replicated from Pre-production in Omaha
  - Ensono will confirm environment and systems are functional and valid
  - Flow and expectation will be similar to the DR process and connectivity that is currently done, where WaTech validates the environment and customer agencies are able to connect and test
  - Customer agencies to connect and validate the DR environment for whatever type of DR they would like, including full DR test

- What is Ensono's plan for DR testing?
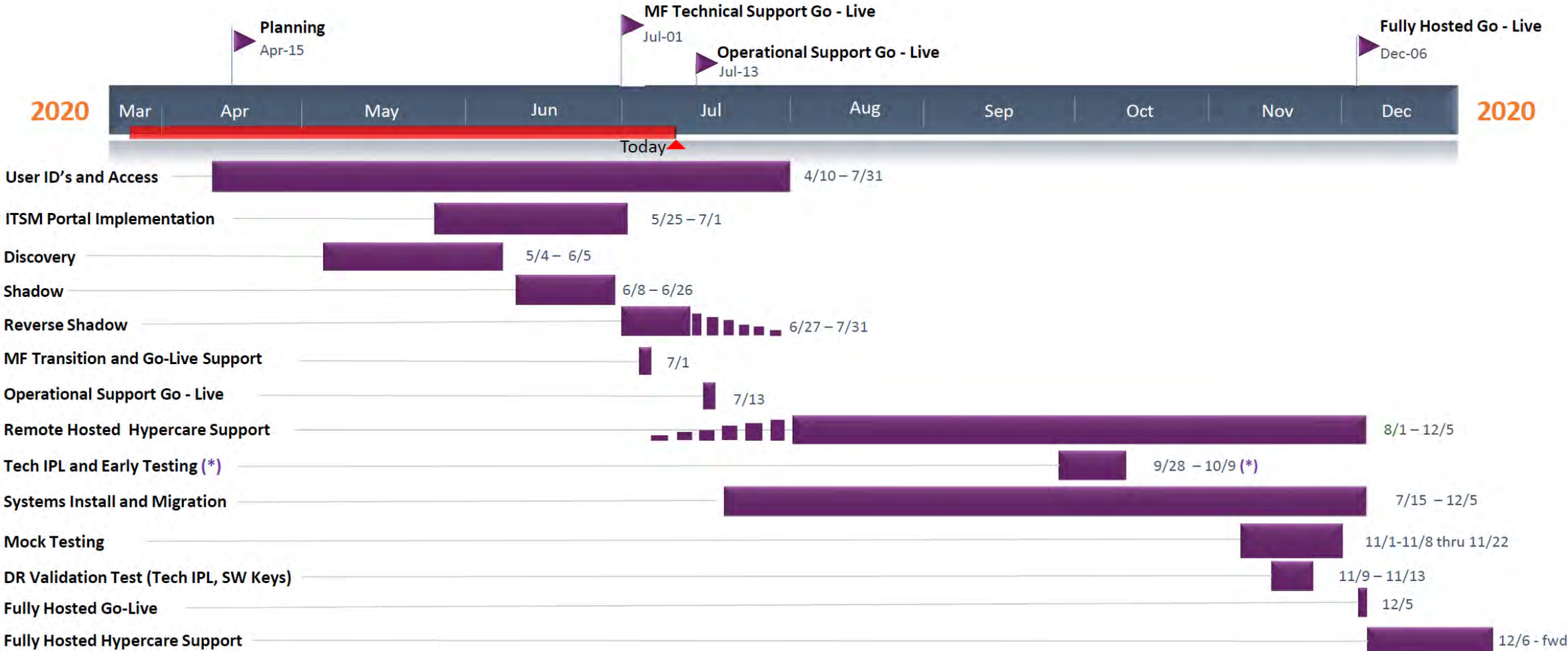
Ensono – Overall Project Status

ensono OPERATE FOR TODAY. OPTIMIZE FOR TOMORROW.	WaTech MFaaS 2020-PRJ-7518								REPORT DATE	07-09-2020		

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

OVERALL STATUS	A	SCOPE	G	TIME	G	RISK	A	Remote Hosted OPs Support T-5

KEY RECENT ACCOMPLISHMENTS

- Ensono MainFrame Support went Live on July-01
- ITSM – Incidents and Requests are being entered by WaTech teams and are being worked
- KA – Operations Reverse Shadowing underway, MF Support to be scheduled starting 7/14
- TADz – initial output reviewed; discrepancies found; Global Knowledge Base updated
- OP's and Support Gaps Identified (on-going)

KEY UPCOMING ACTIVITIES

- Detailed Planning on-going. Procurement initiated. Awaiting equipment Delivery Dates
- ITSM Portal – Post Go-Live Daily Check-In and Monitoring of inbound tickets
- Network Connectivity (Site-to-Site VPN) - WaTech to make ICC Consoles routable
- TADz – Rerun reports, continue reconciliation
- Go-Live Readiness Reviews. Go/No-Go for Remote Hosted Operations and Batch Monitoring

KEY MILESTONES (Program Workstream)	OWNER	DUE DATE	STATUS	NOTES
Planning & Design – Remote Hosted and Fully Hosted	Jim Lawson / Jay Ellsworth	30-JUN-2020	G	Proposed dates for Mock Testing and DR Validation (incl. SW Keys) solidified WaTech request for an early October preliminary test awaiting Equipment Delivery Dates
User ID's and Access	WaTech / Debbie LaCroix	31-JUL-2020	G	Initial ID's processed. Additional requests on-going. Awaiting final confirmation on Global Support Model
Discovery / Shadow / Reverse Shadow	Jay Ellsworth / Ron Rosenthal	30-JUL-2020	G	Discovery complete. Shadowing being finalized. Reverse Shadowing being scheduled
ITSM Portal Implementation	Emily Togni / Donna Edwards	01-JUL-2020	C	Portal went Live Jul-01
Remote Hosted Go - Live Readiness	Jay Ellsworth	13-JUL-2020	G	Operational Readiness recurring meetings completed for MF Support
Remote Hosted Go - Live	Jay Ellsworth	01-Jul-2020 (MF) 13-Jul-2020 (OP's)	A	Mainframe Support went Live on 7/1 Operations and Batch Monitoring Date in jeopardy – see Issue below

R/A/I/D	DESCRIPTION	OWNER	STATUS/PLAN
R	Background checks (FTI) need to be fully defined. Potential impact to Ensono access and support	WaTech Michael Callahan	WaTech is comfortable with Ensono level BG Checks (including the 5-year recurrence) Awaiting final confirmation WaTech FTI has moved off MF
R	Requested early Testing will be dependent on HW, Circuit Deliveries for data replication	Ensono	Ensono Procurement initiated. Circuit orders placed. Awaiting Delivery Dates
I	Automation Tools (AutoTicketing) for Batch Monitoring not yet ready for production	Ensono Automation Team	Delay in getting preferred tool in place – requires direct access to ICC's and unexpiring account Option to utilize OPs MVS tool in configuration process. SNMP ports required.
I	ICC Consoles need to be moved into a routable network. ICC console access is required for Monitoring	WaTech Network Team	Ensono IP Changes made. WaTech cloning Jump Box (WIP)

Project Timeline

(*) Early Testing dependent on systems delivery, config and replication

Planning — Apr-15

MF Technical Support Go - Live — Jul-01

Operational Support Go - Live — Jul-13

Fully Hosted Go - Live — Dec-06

2020 — Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec — 2020

Today

Task	Dates
User ID's and Access	4/10 – 7/31
ITSM Portal Implementation	5/25 – 7/1
Discovery	5/4 – 6/5
Shadow	6/8 – 6/26
Reverse Shadow	6/27 – 7/31
MF Transition and Go-Live Support	7/1
Operational Support Go - Live	7/13
Remote Hosted Hypercare Support	8/1 – 12/5
Tech IPL and Early Testing (*)	9/28 – 10/9 (*)
Systems Install and Migration	7/15 – 12/5
Mock Testing	11/1-11/8 thru 11/22
DR Validation Test (Tech IPL, SW Keys)	11/9 – 11/13
Fully Hosted Go-Live	12/5
Fully Hosted Hypercare Support	12/6 - fwd

Ensono - KA

WaTech MFaaS – Knowledge Acquisition Status

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	Playback	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	n/a
CICS	5/4/2020	6/12/2020	100%		6/8/2020	6/26/2020	100%	6/27/2020	7/31/2020	n/a
Console Operations / Batch Monitoring	4/28/2020	6/12/2020	100%		6/10/2020	6/26/2020	100%	6/29/2020	7/31/2020	25%
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	100%		6/8/2020	6/26/2020	100%	6/27/2020	7/31/2020	100%
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	100%	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			100%				93%			7%

- Continue working toward remaining actions to finalize the pricing model. Shared Services costs have been finalized, and software list is being cross-checked. Making solid progress and on track to have a final pricing model to approve for the next SC meeting (anticipating a sub-committee meeting in two weeks).
- Very productive conversation with Nick and Rob from ESD. Path forward to optimize their environment prior to June of 2021 to substantially reduce reserved capacity elements and deliver cost savings for them.

- Next Steps
  - Continue to finalize the Pricing Model based on output from sub-committee.
  - Bring to steering committee in August.
  - Discuss with agencies not included in the steering committee.
  - Written communication that will be distributed to all.

RAID (Risk, Actions, Issues & Decision) Log

Key Risks and Issues

- Risk #16: Agency Testing resources to build and the execute Test Plans: Resourcing the build out of Test plan, and successfully executing in timeframe
- Risk #13: Risk increases for some agencies if Production cutover date (Dec 5/6) is missed. Contingency date is only one week later, and that might not be enough time to fix any issues.
- Risk #12: Covid-19 and furlough impacts to team schedules if teams are required to work remotely for an extended period of time. (Mitigated)
- Risk #4: Mainframe hardware/software is nearing End of Service (EoS). (Mitigated)
- Issue #1: Mainframe Tech staff are leaving to other agencies (Mitigated)

Sightline

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

Call to Action

- Confirm high level testing approach – 7/15/20
  - e.g. regression testing, spot checking, critical programs
- Document, review and confirm test plans for Mock – 8/31/20
- Document, review and confirm verification plans Production – 9/30/20
- Review results from Mock Testing (may result in changes to Test Plans) – 11/1-20/20
- Review results from DR Testing (may result in changes to Test Plans) – 11/8-11/13

Thank you

- Testing group meeting is scheduled for July 15th at 3pm
- Next SC meeting is planned for August 11th at 2pm

- Project documentation location:

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