Ohio | **Department of Administrative Services**

Mainframe Systems

Service Description

OIT's Mainframe Systems services offer an IBM mainframe computer sysplex with a processing speed rating at 5,700 Million of Instructions per Second (MIPS). This mainframe uses the z/OS operating system and the Job Entry Subsystem (JES3). Additionally, the system is connected via fiber to OIT's High Performance Disk Storage, which affords reliable and fast disk access and additional storage capacity when needed.

Services are provided using a wide range of application, transaction processing and telecommunications software. Data security and user authentication are provided by security software packages. This service enables customers to develop applications without incurring the costs of setting up and maintaining a mainframe operating system environment.

Mainframe tape service option is available:

- Mainframe Virtual Tape - Virtual tape technology that optimizes batch processing and allows for better tape utilization using the EMC Disk Library for Mainframe (DLM) virtual tape.

A Mainframe Systems customer may also be interested in the following OIT services:

- AIX Systems
- Data Storage
- Database Support

Customer Benefits

- **Cost-savings** - The customer will save money by not having to incur additional expenses for personnel and equipment associated with monitoring and maintaining the service.
- **Efficiency** - This service is delivered in a manner that requires fewer resources (i.e. cost, labor, time, etc.) to meet the operational demands of the customer.
- **Location** - Systems are housed in a physically secure and environmentally stable location.
- **Support** - Service support is provided by OIT staff that is skilled and experienced in planning and provisioning, as well as maintaining and troubleshooting the service.

OIT Provides

- Incident resolution services via the Customer Service Center
- Physically secure and highly stable operating environment
- Routine maintenance
- Service monitoring and alerting
- Service provisioning and implementation
- Speed, high capacity IBM mainframe computing environment
- System administration

Maintenance Schedule

Scheduled maintenance occurs once per month, generally from 6:00 p.m. to 9:00 p.m. Outages will be minimized or cancelled whenever possible. OIT schedules extended outages twice per year. The scheduled extended outage dates are negotiated with the customer at the beginning of the year and typically run from 6:00 a.m. to midnight. If a shorter outage window is required, the outage will be scheduled from 6:00 p.m. to 9:00 p.m.

Incident Response & Resolution

As a primary service, Mainframe support staff is available 24 x 7 for both incident reporting and resolution. Mainframe staff will respond to the customer within 30 minutes of a reported incident. Customer involvement is essential to resolving issues; therefore, the customer will need to provide a Technical Contact resource. With collaboration from the customer and vendor resources, staff will commit to resolve the incident within 4 hours.

Service Objectives

Category	Evaluation Criteria	Target
Availability	Mainframe uptime	99%
Incident Responsiveness	Mainframe support staff responds to the customer (i.e. acknowledges and confirms receipt of incident ticket) within 30 minutes.	100%
Incident Resolution	Mainframe support staff resolves incident within 4 hours.	75%

Customer Requirements

- Application development, maintenance and support
- High Performance Disk Storage*
- Maintain agency and service contact lists via the IT Enterprise Services portal at: http://itenterprise.ohio.gov.
- Ohio One Network*
- Place service order via the OIT Enterprise Service Catalog
- Provide DAS OIT with a valid billing number
- Resource Access Control Facility (RACF) Userid

*Service must be obtained from OIT for an additional charge.

Additional Information

For more information on this service contact the **Customer Service Center** at CSC@ohio.gov or visit the **IT Enterprise Services** portal to place an order at http://itenterprise.ohio.gov. Rate information for this service can be found on the DAS OIT IT Business Office site.