

Mainframe Hosting – Service Detail



Overview:

Our Mainframe Hosting Services permit our customers to take advantage of CIO/OFT's comprehensive end-to-end mainframe architecture. The State Data Center manages and operates Unisys and IBM mainframes which host mission-critical applications for over 20 State agencies. Some of the critical applications we are trusted to host include:

- ▶ Personal, Sales & Corporate Tax System
- ▶ NYS Child Abuse Registry
- ▶ Criminal History Fingerprint System
- ▶ NY Statewide Police Information Network
- ▶ Unemployment Insurance
- ▶ Vehicle Registration & Driver's License Issuance
- ▶ Lottery Prize Payment
- ▶ Medicaid
- ▶ Guaranteed Student Loan Payment
- ▶ Inmate Population Management Systems

CIO/OFT's Command Center provides a secure facility to monitor your largest computer assets on a 24x7x365 basis, and supply the operational and technical expertise necessary to support this critical infrastructure.

Customers can host internally developed applications on an independent partition executing on a shared large-scale computer system. CIO/OFT's hosting of applications and data allows our customers to focus their resources on business applications and not the infrastructure required to execute them.

CIO/OFT's mainframe monitoring services provide expertise on software standards and hardware characteristics to ensure optimal performance.

Features:

Console Monitoring

CIO/OFT ensures mainframe systems are effectively monitored and persistently checked for system tape and printer resource availability via operator action or the use of system automation software. Our operators will ensure system messages are answered, execute scripts to monitor system health and resources, and perform check lists. Based on defined procedures or under CIO technical staff direction, operators will start up or shut down systems as necessary via reliable, repeatable processes.

For any hardware performance issues, our vendor staff will be dispatched to analyze and correct hardware deficiencies. Our operators answer specific questions from users and work with our Customer Care Center to address severe problems. We will also notify our customers of scheduled and unscheduled down time events.

Console monitoring activities are provided 24 hours a day, 7 days a week.

Software Installation/Maintenance

CIO/OFT installs and maintains a wide selection of software to meet our customers' needs. We work with customers to discuss possible upcoming operating system and software upgrades that may impact them and negotiate a schedule that is mutually agreeable.

CIO/OFT systems programming staff will review, configure, generate, install, and maintain all mainframe operating system software including all libraries and components, patches and upgrades. Software product customization responsibilities are based on agreements with customers.

To request new software, a customer should submit a formal request to the Data Center at <https://sdc.oft.state.ny.us/oft/opensystems> (if you do not have access to this site, please contact your Customer Relations Manager). Customer requests for new software will be analyzed for appropriateness to the overall mainframe architecture, the CIO/OFT Enterprise Architecture and cost impact, if any.

CIO/OFT and the customer will do appropriate testing of modifications prior to and during implementation of the modifications to a production environment. The testing plan will be agreed to on a project by project basis. CIO/OFT will diagnose software problems, acquire any associated software fixes, apply the fixes, and work with the customer for testing.

Capacity Planning

CIO/OFT monitors the performance and capacity of its mainframe systems. To ensure system resources are available to customers, we will periodically solicit information concerning new initiatives or changes in processing that affect resource consumption. System configurations are adjusted as necessary to accommodate these changes and meet customer needs. Customers are encouraged to proactively work with us when considering any new programs or planned modifications in transaction volume.

IBM Online Report Viewing

This optional service is available for an additional fee and provides a fully managed report viewing and distribution environment allowing our customers to focus their efforts on managing report requirements. We manage the operating system, subsystem, database management system and network connectivity and the customer defines reports to the system, including report attributes and retention criteria. They will also provide access and training to their user community and administrative support (add users, delete users and reset passwords). The customer will define backup criteria and archival needs.

The Report Viewing and Distribution service offers:

- ▶ Integration of data created by application programs into an online, electronic information archive and retrieval system
- ▶ Controlled and reliable access to all of an organization's reports
- ▶ High volume capture of computer output
- ▶ Advanced out-of-the-box client viewing applications for both desktops and standard Web browsers
- ▶ Automated storage management
- ▶ Advanced search and report-mining capabilities

CIO/OFT Data Center staff will be available to report and correct performance problems and concerns on a 24x7 basis.

Tape Services

CIO/OFT offers a number of services for usage and management of mainframe tape media for customers using our Mainframes. These services are provided on a fee basis with additional fees applicable for non-standard media. Services include:

- ▶ Manual Tape Processing-responding to all system, application, job and user request for manual tape mounts and dismounts on a variety of tape drives.
- ▶ Robotic Tape Processing –adding physical and virtual volumes and ejecting volumes to/from the Virtual Tape Systems or Automated Tape Libraries as needed or requested. Inquiries are performed to verify the availability and status of storage volumes.
- ▶ Tape Library-tracks tapes as they enter and exit the Data Center including offsite storage. Foreign tapes are also accepted, reviewed and returned when requested by a customer. Tapes are recycled and historical reports maintained following customer standards.
- ▶ Backup Library Services-offers services for running customer backup procedures, tracking tapes sent offsite, and packaging and return of tapes to customer.

Disaster Recovery

At CIO/OFT we take a proactive approach to Disaster Recovery and our infrastructure provides levels of resiliency, redundancy and reliability that is hard to find elsewhere. We diligently work with our customers to help them enhance their business continuity plans as part of our Disaster Recovery arrangements. Disaster Recovery for the IBM mainframe partitions is currently available as a service. Disaster Recovery on the Unisys mainframes is a customer implementation and, if desired, should be discussed with your Customer Relations Manager.

IBM Mainframe Disaster Recovery Offering

A production ready mainframe environment is provided at a local designated Recovery Data Center facility. In the event of a disaster at the production site, recovery shall occur within a Recovery Time Objective timeframe of 24 to 48 hours following official disaster declaration. We will work with participating customers to prioritize production scheduling taking into account any escalation procedures agreed to by CIO/OFT and the customer's mainframe console hours of operation.

CIO/OFT is committed to provide mainframe resources and support services within 24 to 48 hours after a disaster is officially declared. Our Disaster Recovery site will include:

- ▶ Mainframe computer resources with equivalent CPU, memory, DASD, and tape capacity
- ▶ Infrastructure with redundant networking to support mainframe execution
- ▶ Network services to the mainframe LPAR connecting the customer's current entry point and current critical business constituents with the Recovery Data Center
- ▶ An operational mainframe environment in a customer-familiar configuration including recovery LPARs containing the appropriate hardware resources; Operating System and operational software (including production components, configuration, programs, and customization); and restoration of user programs and data with a recovery point to the last successful replication
- ▶ Operational and technical support of the customer's mainframe resident environment
- ▶ Maintain and exercise a mainframe specific DR Plan particular to the customer.

Our customers play an important part in helping us implement successful disaster recovery plans. Customers appoint a disaster recovery coordinator to work with CIO/OFT and have the following responsibilities:

- ▶ Develop and implement their Disaster Recovery plan
- ▶ Designate and manage DR Resources at locations needed to support the recovery strategy
- ▶ Coordinate end users and non-Data Center vendors
- ▶ Manage network failover configuration and activation during a disaster
- ▶ Interact with dependent systems (including vendors)
- ▶ Manage non-virtual and offsite tape data entities
- ▶ Application Data Backups at the Recovery Site

- ▶ To participate in the Mainframe Disaster Recovery Plan, a customer must consent to the following terms of service:
- ▶ The responsibilities of a customer indicated above
- ▶ A minimum commitment of 3 consecutive years
- ▶ Mirroring all data (including system volumes on IBM DASD at the designated Recovery Data Center)
- ▶ To participate in and perform disaster recovery tests at least every 12 months.

Cost:

The customer will be charged a one-time setup fee for the service. There will be a monthly charge for the ongoing customer mirrored DASD and an additional charge for 'Flash-copied' DASD Storage during the month of the conducted test. The cost of any unique, non- standard equipment needed exclusively for the particular customer is also the customer's responsibility.

Additional Information:

Please contact CIO/OFT Customer Relations at customer.relations@cio.ny.gov or 1-866-789-4638 or see our website at www.cio.ny.gov for additional information.