

# CICS System Services

*Mainframe CICS System Services  
 July 2021*

## Rate

Description	Rate FY22/FY23	Debit Code
CICS zIIP	\$0.1780/CICS Unit	5
CICS zIIP	\$0.1780/CICS Unit	6

All OCIO rates can be found at: [Rates & Fees](#)

## General Overview

Customer Information Control System or CICS System Services provide an interactive transaction-based processing environment to host business applications that are reliable, scalable, and secure. CICS features include:

- Ability to process a high volume of transactions.
- Ability to efficiently support event processing, dynamic scripting, web browser (HTML), and 3270 presentation of data.
- Ability to access multiple types of data structures, such as relational databases, hierarchical databases (IMS), and VSAM data sets.
- Ability to support other application features such as; report printing, document imaging, application help functionality, and other z/OS automation capabilities.

## Service Details

### The service includes:

- 24/7 CICS application and business event hosting with traditional 3270 and web browser presentation.
- z/OS Enterprise mainframe security and protection for CICS application software, application data, and user security.
- 24/7 Service Desk support. This includes 'incident troubleshooting' for CICS application environments.
- Complete CICS application data backup and recovery services.
- Complete CICS application disaster recovery facilities and services provided.

# CICS System Services

- z/OS System automation available for unique CICS application mainframe requirements.
- CICS automated services to coordinate application “On-line” and “Batch” processes.
- Automated software to generate CICS maps.
- Automated software to assist applications with reporting (style sheets).
- Automated software to assist applications with providing “user help” facilities.
- Automated software to assist applications with providing “document imaging” facilities.
- Automated software to assistance application developers with abend resolution.
- Testing and training environments included for CICS application development and user training. Embedded within the test environments is a multiple-tiered application development environment with full software migration capabilities (CCF/MMF process).
- Professional management of all CICS resources including application entities.
- Centralized management and support of the CICS environments, within the overall management of the entire z/OS Enterprise Mainframe Computing (EMC) system of software and hardware.
- CICS Service reporting via CICS Value Reporting. Reports via OBIEE include: cost/usage/ROI for CICS applications.

## The service does not include:

- Design, development, and debugging of application code.
- Providing application developer training for the development tools.
- Providing user training for usage with third-party products and their functionality.

## Benefits:

- z/OS EMC System attributes. CICS is executed as a subsystem under the z/OS EMC System, so the following are inherent benefits within the CICS service:
- Reliability. z/OS platform has built-in redundant processors, automated data storage (DASD & tape), automatic data replication, disaster recovery procedures and facility, 24/7 help facilities, z/OS automation and scheduling facilities, and hardware/software vendor support.
- z/OS Security. This includes: application software, application data, and user security. z/OS uses the latest technologies to prevent “data hacking” and “security breaches” within CICS applications.
- Scalability. Again CICS executes as a subsystem under z/OS, so it is easily scalable to meet the needs of any client.
- Databases (DB2 & VSAM).
- CCF/MMF. Provides a multiple-tiered development and testing environment for application development with migration processes, audit capabilities, and code back-out/recovery features.

# CICS System Services

## CICS attributes:

- CICS is a very reliable and efficient platform that allows applications to be developed and maintained that support critical business requirements.
- Supports a variety of development languages; COBOL, Java, Assembler, C, C++, and PL/I.
- CICS provides a platform that is very well suited for processing large volumes of transactions, that is scalable, and with sub-second response times.
- CICS supports both data presentations via traditional 3270 and web browser.
- Point in time data recovery processes for applications.
- Application development tools.
- Security is based upon z/OS mainframe standards; therefore it is “rock solid”.
- CICS Services provides for an all-inclusive rate, which is based upon transactions usage. This rate includes all costs for: facility, staffing, hardware, software, security software, some storage, electricity, uninterruptable power facilities, backup and recovery facility and processes, application software management, testing and training environments, Service Desk support, vendor support, database support, application development and feature software, and other features provided in a mainframe environment.

## Roles and Responsibilities

### CICS Systems Staff:

- Maintain all resource definitions and attributes for each application.
- Evaluate and maintain CICS/TS software and keep it current.
- Evaluate and maintain all third-party software products and keep them current.
- Maintain current disaster recovery plans.
- Maintain current backups for on-line data recovery.
- Provide all troubleshooting efforts for CICS System related problems.
- Provide operating environment redundancy services as necessary.
- Provide test and training regions.
- Provide transaction security and maintain initial ‘Logon Menu’ for clients.
- Provide Excessive Usage Reporting.
- Provide CICS Value Reporting.

# CICS System Services

## Client's Application Staff:

- Provide all application design and coding. Use current CICS coding standards when possible that will provide more stable, efficient, and better overall code.
- Provide all application code debugging.
- Provide information for resource definition attributes via 'CICS Application Resource Request Spreadsheet'.
- Research and eliminate CICS application abends/inefficiencies timely.
- Use the 'OCIO Ticket System' for all service requests.
- Maintain necessary knowledge for understanding of the "Third-Party Product Functions".
- Either provide a RACF Administrator or work with the z/OS RACF Administrator to maintain all security settings necessary for controlling data sets, application functions, and users.

## Requesting Service

Contact the OCIO Service Desk at 402-471-4636 or toll free at (800)982-2468 to order the service. Optionally submit a Service Request via the Service Portal: <https://serviceportal.ne.gov>

## Cost and Billing Information

The Office of the CIO uses Billing Accounts, Job Codes and Work Order numbers for authorizing work and tracking costs for specific projects. Customers may designate which job code and work order number to use or request a new job code and work order number. Contact the Office of the CIO for assistance with developing an accounting structure that meets the needs of the organization.

Clients are billed monthly for their CICS charges via CICS Units consumed. Each CICS unit represents a composite of mainframe resources consumed consisting of z/OS units, zIIP units, CICS units, and database units. As applications are designed, the developers have defined 'client units of work' or interactive requests that are called CICS transactions. Then as the user is executing the transactions, CICS units will be calculated based upon the mainframe resources required to fulfill the requirements of each request. Clients are billed for both production and test transactions and each transaction must have a Job Code and Work Order.

CICS Value Reporting is now available also. With this reporting you can see details of application usage trends, efficiency of code, and better overall understanding of how and when applications are being used.

# CICS System Services

## Service Expectations, Hours, Availability and Reliability

When service is requested from the CICS Systems staff, please submit a ticket to the OCIO Service Desk with all relevant information.

If you don't have access to the OCIO Service Portal to complete a ticket, you can call Service Desk and they can complete a ticket for you. OCIO Service Desk contact information is listed below.

Each service ticket should clearly describe the service being requested, with a clear description of the problem, and it should include all relevant information such as, but not limited to:

- Username(s) and phone number
- Application Analyst name and phone number
- Application being used (and application ID)
- Function being performed
- When the incident occurred
- Data key information
- Description of the problem and magnitude of the incident. (Is it just affecting one user, many users, all, or unknown?)
- Importance of request.

## Customer Support and Escalation

The CICS Systems services are available 24x7 to support our clients. Each client is asked to define their SLA, which includes their interactive and batch processing windows, so we can fulfill their requirements.

Downtime is tracked by the Weekly Availability Report. Rarely does downtime occur for a client, but when it does we use automated processes to minimize the downtime if possible.

The z/OS System maintenance is scheduled for every other month on a Sunday from the hours of 9:00pm to 11:30pm, which includes all CICS System software. These times can vary slightly, and there are methods to avoid this down-time if required.

**For further information, please contact:  
The Office of the CIO Service Desk**

**Request this Service: <https://serviceportal.ne.gov>**

**402-471-4636 or 800-982-2468**