

## Automation Support

December 31, 2014

Last updated: December 31, 2014

### 1. General Overview:

System Automation monitors the z/OS console and intercepts messages issued by executing tasks. Automation issues system commands or messages, highlights messages, sends email notification and interfaces with the Job Scheduling system to take action on scheduled jobs.

### 2. Service Description:

The service includes:

- Development of automated processes
- Message highlighting and suppression

The service will **NOT** include:

- The automation of processes on platforms other than the z/OS mainframe platform.

### 3. Roles and Responsibilities:

Automation Support is responsible for developing error-free automation processes.

### 4. Requesting Service

Contact Automation Support at 402-471-0461 to order the service.

### 5. Billing Information:

The Office of the CIO uses a system of Billing Accounts, Job Codes and Work Orders for authorizing work and tracking costs for specific projects.

The customer may designate which job code and work order to use or reject a new job code and work order. Contact the Office of the CIO for assistance with developing an accounting structure that meets the needs of the agency.

### 6. Service Hours, Response Times and Escalation:

Contact Automation Support at 402-471-0461.

The development of system automation is available Monday-Friday from 7:00AM-3:30PM. The automation processes are available 24/7.

**For further information, please contact:**

Office of the CIO Help Desk  
[cio.help@nebraska.gov](mailto:cio.help@nebraska.gov)  
402-471-4636 or 800-982-2468