

MVS (z/OS)

January 30, 2015

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1. Rates:

MVS Enterprise Server.....	\$0.0650
MVS-DB2 CPU.....	\$0.0650
MVS Enterprise ZIIP Processor.....	\$0.0350

2. General Overview

Enterprise Computing Services (ECS) supports the large-scale development and processing requirements of numerous State agencies. The mainframe operating system—z/OS—is the most secure and stable operating system available. z/OS supports a comprehensive and diverse application environment which is further described in the following section. Continuous availability is a mainstay of the mainframe servers, unparalleled by any other platform. Resource sharing enables z/OS to service thousands of users concurrently, using workload manager to prioritize workloads by level of importance.

The architecture of the mainframe operating system continues to be improved, while always maintaining compatibility with earlier releases. Programs written decades ago can still run on the most current mainframe hardware using the most current operating system.

3. Service Description

z/OS provides CICS (Customer Information Control System) application support. Thousands of CICS transactions can be serviced simultaneously, and millions over the course of a normal work day. z/OS provides TSO (Time Sharing Option), enabling individual users to interact with mainframe applications, develop mainframe programs, submit jobs for execution, and view reports, etc. z/OS supports DDF (Distributed Data Facility), allowing remote clients access to DB2 data residing on mainframe storage.

z/OS provides for the processing of large volumes of data using batch programs. z/OS produces reports of any size, which can be viewed on-line, routed to remote servers, routed to printers anywhere, or printed centrally. z/OS provides unsurpassed data security. z/OS supports data storage on both disk and tape.

4. Roles and Responsibilities

z/OS Systems Staff is responsible for:

- management and assigning of disk storage

- management and assigning of tape storage
- installation, tuning, and maintenance of z/OS
- monitoring the utilization of mainframe resources
- installation and support of numerous Independent Software Vendor applications
- security and integrity of z/OS
- RACF, the component that protects all user data and resources
- definition and control of all printers, both local and remote
- diagnosing and resolution of all system software issues
- assisting Application Analysts in problem resolution
- defining users to z/OS, and providing the required access to those users
- managing and monitoring the mirroring of disk data to the recovery site
- managing and monitoring the copying of tape data to the recovery site
- coordinating all hardware maintenance requirements with IBM
- determining content of release implementations
- ensuring the stability of new release implementations
- capacity planning
- hardware configuration changes
- distribution of resources to mainframe users
- business continuity readiness
- collection of data used for charge-back

The customer is responsible for:

- ensuring data allocations utilize the appropriate physical medium
- scheduling production jobs to run outside of core hours
- monitoring test jobs so as to avoid excessive resource consumption
- coding JCL that conforms to site standards

5. Requesting Service

Contact the OCIO HelpDesk (402-471-4636 or cio.help@nebraska.gov) with any request.

6. 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 request a new job code and work order. Contact the Office of the CIO for assistance to develop an accounting structure that meets the needs of your organization.

Debit codes are assigned to each type of service. For example, CPU time is assigned debit code 002, which allows users to identify the service being billed. Agencies use job codes and work orders to identify work performed on their behalf, which enables them to categorize and track their expenses.

7. Service Hours, Response Times and Escalation:

Requests for services, or assistance with problems, are brought to the attention of the z/OS Systems staff via a ticket application process managed by the OCIO Help Desk.

Customers may contact the help desk 24 X 7.

Help can be obtained by calling 402-471-4636 or by directing e-mail to cio.help@nebraska.gov.

Customers can also open tickets by visiting <https://ciohelpdesk.nebraska.gov/user/>.

The mainframe provides services 24x7. The mainframe is on a bi-monthly maintenance cycle, at which time new software and software changes are implemented.

The office of the CIO runs multiple mainframes configured into what is known as a Parallel Sysplex, which supports the sharing of resources. This sharing allows for critical workloads to always remain available as changes are implemented in a serial fashion.

While one mainframe is undergoing maintenance, the other mainframe continues operating. Since all maintenance is scheduled outside of core hours—late in the day on the second Sunday every other month—capacity and performance issues are avoided.

For further information, please contact:

Office of the CIO Help Desk
cio.help@nebraska.gov
402-471-4636 or 800-982-2468