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AGENCY CONTACT MEMORANDUM #2017-0801

To: Agency IT Leadership, Technical Contacts
From: Jim Barnhart 
Acting Chief Information Officer
Date: August 3, 2017
Subject: Mainframe as a Service Transition

On June 1, 2017, COT entered into an agreement allowing IBM to assume administrative control of the Commonwealth's Legacy mainframe environment. This agreement was previously discussed at a meeting of the Technology Advisory Council, and those cabinets with mainframe applications or interfaces to those applications have worked throughout the summer with COT and IBM staff to ensure that this transition will be as seamless as possible.

Beginning September 1, 2017, IBM will assume day-to-day operation of the z/OS environment. This is the next step of the Mainframe as a Service project, which will transfer the physical location of the mainframe hardware and services to IBM's data center in Boulder, Colorado, beginning late fall 2017.

The impact to the agencies should be minimal. Contact with COT for service requests, incident reporting, and change requests will remain as it is today. The requests will continue to route through the COT Customer Service Desk. The staff that developers and agencies normally work with for z/OS administration will, however, be changing, with IBM staff responding to issues moving forward. The advantage will be that IBM has multiple resources available and will be able to provide enhanced 24/7 coverage.

COT appreciates your continued support for the transition to the Mainframe as a Service model. Should you have any questions about this transition, please contact your [Business Relationship Manager](#).