TCC

IBM
Data Center Success Story

Success Story: TCC Moves an IBM Mainframe in Four Months

TCC worked with a state client and received a Certificate of Excellence after successfully moving a large mainframe system in just four months.

BACKGROUND:

When vulnerable constituents rely on technology for purchasing food, paying bills and obtaining medical care, there is little room for technology glitches. You don't want to be the person explaining why a needy taxpayer's benefits will be late.

A state client of TCC was facing just this scenario. The client sought better performance and maintenance services for the IBM mainframe (IBM MF) computer, containing the social services information and responsible for millions of transactions.

PROVEN METHODOLOGY:

TCC followed a disciplined approach to the proven and time tested methodology of Identifying, Transforming, Managing and Optimizing to provide a successful solution to all stakeholders.

IDENTIFY   TRANSFORM   MANAGE   OPTIMIZE

Our proven methodologies in cloud infrastructure ensure seamless transition, maximum performance and continuous optimization.

- Assessments
- Business Drivers
- Performance Baseline
- Physical Walkthroughs
- Optimiztion Plan

IDENTIFY

We scale to your business size, understand your needs, and establish the best course of action to ensure smart cloud decisions.

After a deep assessment and analysis of the business problem it was decided that the best long term solution was to relocate the IBM mainframe from a Tier II data center in the southern United States to a Tier IV data center in the Midwest.

To increase the complexity of this task, the move had to be executed in such a way as to not disturb operations.

The scope included working with the selected IBM partner in standing up the new system, moving all data from the existing data center, and reconfiguring all network connections (without requiring application changes.)

TINY WINDOW:

The State's operational calendar, fiscal processes, legislative penalties and other business drivers required that this relocation had to be accomplished in 4 months!

Four months was the maximum allowable amount of time to move an IBM mainframe and to include a Disaster Recovery (DR) site in another part of the continental U.S. This required the completion of all transition implementation activities over a single weekend.

SCOPE

A brand new IBM z/OS Mainframe and all associated peripherals had to be procured.

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A Tier IV datacenter had to be commissioned and space readied for the new hardware and networking devices. All software applications had to be configured for the new hardware.

A new Disaster Recovery site had to be procured and a third party administrator contracted to manage DR services.

Additional data circuits were required at the host data center as well as replication between Indianapolis and the DR site.

All systems software as well as application software needed to be unit and regression tested.

All the data was to be relocated and all network connections were to be reconfigured.

TRANSFORM
- Planning
- Migration
- Validation
- Testing
- Education
- Readiness

We make your transformation to the cloud seamless by ensuring cloud readiness, data integrity and minimal downtime.

TCC utilized its own internal core Mainframe Team to configure, install over 60 products and assist in testing interfaces and custom MF applications.

The system software was installed, configured and the Direct Access Storage Device (DASD) copied from the then-current production system for testing.

The new IBM MF system was brought up in an isolated environment and all systems software and applications were both unit and regression tested.

The current production IBM MF batch jobs were stopped and the DASD (6 Terabytes worth of storage) copied from the current production system for testing. All pre-cutover testing to ensure connectivity and complete interactivity had to be completed over a single weekend. All transition

implementation activities needed to be completed over the following weekend to meet the stiff time requirements and avoid costly penalties.

The system with all its connectivity to mid-range systems was tested in an isolated network bubble to ensure that the interactions worked and that hundreds of network associations were configured appropriately.

On conversion weekend, the DASD was again copied and approximately 700 tapes were sent via overnight courier from to ensure that the data was complete and current. The TCC team worked around the clock in order for the system to be ready for User Acceptance Testing at 8 a.m. Sunday morning.

The tapes arrived on schedule and were loaded into the automated tape library. After a successful checkout, the client gave the "GO" decision. Batch jobs were caught up and *the new system was live for users at 7 a.m. EST Monday morning!*

MANAGE
- Operations/Production Control
- Heritage/Legacy Application Support
- Capacity Planning
- Monitoring
- Notifications & Updates
- ITIL Framework

Our professional staff establishes efficient, highly-available operations to ensure uptime, security and compliance.

The TCC MF team continues to manage this 24x7x365 environment.

TCC continually monitors, responds to notifications, provides system updates and plans for capacity.

OPTIMIZE
- Resource Consolidation
- Performance Improvement
- Cost Optimization
- Technology Assessment
- Advisory Leadership

As your trusted advisor, we ensure continuous business improvement by optimizing process, conducting next-level planning and keeping systems current.

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Post implementation monitoring yielded sub-second online (CICS) response times and showed that the latency previously experienced with remote systems had been eliminated. No production outages were experienced and most importantly, the State client is happy.

TECHNICAL ITEMS:

IBM MF z/OS and the applications that support this state agency perform over 600 (six hundred) million instructions per second.

Over 700 (seven hundred) data tapes and over 6TB (terabytes) of DASD data reside on the system.

17,000 (seventeen thousand) batch jobs run each and every month in a 24x7x365 production model to service thousands of constituents.

A new Disaster Recovery (DR) site was configured from scratch with a new DR Managed Service Provider. Full scale DR testing is being completed according to schedule now that the system is in production.

IN THE END

The TCC team doesn't just talk about good service. It "walks the walk." At TCC, we don't just want to get the job done, we strive to take customer expectations to new highs. With a team of MVPs and maximum effort, TCC delivered what was promised and more!

TCC's client said it is unprecedented that a mainframe system of this size can be moved in just four months and that TCC defied odds and got it done ahead of schedule.

The executive management at the state agency said they were amazed by the smooth nature of the transition as well as pleased with the absence of any post-implementation issues.

This story describes our success at moving a mainframe system, however TCC does have the ability and expertise to manage and upgrade mainframe systems at their current (or alternate) sites.

ABOUT TCC

Founded in 1996, The Consulting Consortium (TCC) is an Indiana based company that specializes in both Software Development and Managed Services making it a premier Development / Operational company. TCC has Microsoft Gold Hosting and Microsoft Silver Datacenter certifications and is in process of becoming an IBM Partner.