

# IOT Computer Operations - 2020

## Who We Are:

Indiana Office of Technology – Computer Operations. We are a 17 member team, and are staffed 24x7. We provide production control and batch scheduling across mainframe and distributed systems, systems and data center monitoring, after hour's level-1 helpdesk support and escalation, along with mainframe billing support, for IOT. As an aggregate, we process nearly 95,000 jobs per week and are responsible to ensure these processes complete successfully. Responsibilities include defining and maintaining the CA7 database and scheduling software, problem determination, and prospective diagnosis of potential issues that could impact 100,000 jobs that are defined and in production. These include the production business processing for DOR, DWD, DCS, IEDSS, and ICES, FACTS, IOT, and others. All of these processes are required to be completed in a relatively small window of time and require vigilance to ensure the processes are completed on time, to allow online processing for the following business day.

## Our Mission:

To provide 24 x 7 operational support for critical systems and infrastructure, for IOT and the agencies we support. We host and support both IOT's and Auditor of State mainframe environments, both here and in our disaster recovery location. We serve as the first point of contact for IOT and other state agencies and are purposed with providing prompt, knowledgeable, and precise service, problem resolution, or escalation to Tier 2 or Tier 3 support. We ensure that production schedules complete on time and that they are correctly defined and have met the customers' business objectives. When any hardware or software related event failure/warning occurs, we assess and solve, or properly escalate these issues to the responsible area of support. Finally, we are responsible for monitoring and reporting security and environmental concerns, and seeing these through to completion.

## Department History:

Traditionally operations performed functions related to mainframe processing. These included systems monitoring, physical tape processing, print processing, and jobs execution monitoring. Over time, and with changing technology, virtualization, automation, and outsourcing of print, the responsibilities shifted to a more production control related task. No longer are we hanging 5000 tapes a day, and printing 150,000 pages of output. Today's operations create, control, monitor, and repair batch processing for the Mainframe, Windows, UNIX, AIX, and Linux platforms, and manage database functions for our CA7 automation application. Operations handle after hours help desk processes and administer mainframe billing. We monitor all video and are the first point of contact for those needing access to the data center. We monitor, and implement all data center environmental functions. Power, Cooling, Electrical, Fire Suppression

**Manager:** Interim (Todd Baxter, Deputy COO)

## What We Do:

- We provide: 24x7 onsite Data Center, Mainframe and distributed batch monitoring, Level 1 Helpdesk, Mainframe Billing Admin Support, production control, workload automation, maintenance, and scheduling.
- Application Support: CA7 Application and Database Provide .
- Define, Support, Research and solve abandoned or failed production processes, and escalate these when necessary.
- Provide support for multiple state agencies with implementation of new or changing batch cycles.
- Helpdesk Level-1 Support: We triage and escalate all after hour's helpdesk related functions.
- Customer Service: We are the first point of contact for production related issues. This includes scheduled batch processes, software support, JCL, and job restarts, Mainframe IPL's, server outage escalations.
- Consulting Services: We offer CA7 consulting and implementation services for multiple state agencies who require automation for their batch and online processing.

## Our Metrics:

We are required to have a 99.9% up time, and we meet this goal.

## Our Customers:

Department of Revenue (DOR); Department of Correction (DOC); Department of Workforce Development (DWD), FSSA (ISETS) Child Support, DCS (ICES), and Food Stamps and other miscellaneous social services. Division of Family Resources (DFR); IOT Helpdesk; Ball State University.

**Our Budget:** \$1.5 Million

## Our Growth:

## Major Accomplishments:

- Implemented IEDSS Batch Processing Schedules .
- Streamlined job processing for FACTS to enable better functional automation. .
- Provide mainframe hosting services for AOS, FSSA, DCS, DOC .
- Support, and Monitor IOT's and other State Agencies Production batch environments.
- Fully staffed, 24x7 operations provides single point of contact for problem escalation, systems monitoring, and security.
- Upgraded and successfully implemented redundant power for the datacenter.
- Upgraded video monitoring throughout the data center.

## Current Projects:

- FSSA Conversion from ICES to IEDSS. (Mainframe application, to distributed Windows environment). 75% complete
- Implement new enterprise scheduling solution and begin migration away from CA7