



**Exhibit to Data Center Services
Service Component Provider
Master Services Agreement**

DIR Contract No. DIR-DCS-SCP-MSA-002

Between

**The State of Texas, acting by and through
the Texas Department of Information Resources**

and

ACS State & Local Solutions, Inc.

**Exhibit 2.2
Mainframe Services
Statement of Work**

December 30, 2011

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EXHIBIT 2.2
MAINFRAME SERVICES STATEMENT OF WORK

Update Methodology to Exhibit 2.2

The following update methodology is incorporated as part of Exhibit 2.2:

Title	Methodology for Updating Exhibit
<u>Exhibit 2.2</u> Mainframe Services SOW	<u>Exhibit 2.2</u> may only be modified by formal amendment, in accordance with <u>Section 21.7</u> of the MSA.

Introduction

Service Provider will provide a solution that supports all of the business processes described in this Statement of Work and its Attachments, and that all Services, unless otherwise specifically stated, are included in the Base Charges.

Service Provider will be responsive to the current and future requirements of DIR and DIR Customers, by proactively anticipating needs, and adjusting Services accordingly within the Base Charges. Requirements for New Services will be handled in accordance with **Section 11.5** of the Agreement and Service Provider will work with DIR to assess the impact of these requirements on DIR’s and DIR Customers’ operating environment and supported Applications in accordance with the terms of the Agreement.

This Exhibit sets forth the Services that Service Provider will provide, as of the Commencement Date unless otherwise specified, for Mainframe Services (including IBM and Unisys) described in this Exhibit.

Service Provider is also required to provide the Services in **Exhibit 2.1.2**, including integration with enterprise ITIL Service Management processes, in conjunction with the Services described in this Exhibit.

Service Management

DIR bases its Service Management practices on the Information Technology Infrastructure Library (ITIL), a world-wide recognized best-practice framework for the management and delivery of IT services throughout their full life-cycle. Accordingly, DIR requires that Service Provider Service Management practices, which are used to support the Services, be based on the ITIL framework and guidance. The primary structure of the requirements in the Statements of Work are based on an ITIL v2 foundation with ITIL v3 guidance in select functional areas (e.g. Request Management and Fulfillment) with the expectation of migrating towards ITIL v3 progressively as process improvements are incorporated into the Service Management Manual.

Service Provider responsibilities include:

1. Intentionally deploy and actively manage a set of Service support processes and Service Delivery Processes that are based on ITIL guidance to enable consistent management of process-driven IT services seamlessly across a variable number of environments and among DCS Service Providers.

2. Ensure that ITIL-based processes effectively integrate with the processes, functions and roles deployed within and used by DIR and DIR Customers and other DCS Service Providers.
3. Execute detailed activities and tasks that are common to IT service operation and maintenance according to the guidance set out in the policies and procedures described in **Exhibit 2.1.2**, including the broader guidance provided regarding the ITIL-based Service Management processes.
4. Design processes to enable the effective monitoring and reporting of the IT services in a Multi-Supplier Environment.
5. Ensure that enterprise processes (e.g. Change Management, Configuration Management, Problem Management) are followed across the DCS Service Provider and Third Party Vendor(s) processes.
6. Coordinate the execution of all the processes across Service Provider, DIR, DIR Customers, and all Service Component Providers in order that all the individual components that make up the IT Services are managed in an end-to-end manner.

A.0 SERVICE REQUIREMENTS

All activities required to provide the Services set forth in this SOW, including project-related support activities, are included in the Charges.

A.1 Operations

Service Provider responsibilities include:

1. Assume responsibility for providing operations Services for the Mainframe environment.
2. Assume responsibility for all master and subordinate console functions.
3. Issue operator commands to control all In-Scope platforms throughout the organization.
4. Assume the responsibility for and perform all console operations:
 - 4.1. Monitor all processing.
5. Monitor the performance of online interactive traffic and take appropriate action to resolve online-system-related incidents and/or problems, including escalating (as appropriate) the incident and/or problem to the proper Level 2 Support group.
6. Monitor the transmission of files between Sites and any other parties as designated by DIR Customer or as required in the SMM.
7. Provide operational support for data transmission (send/receive), consistent with commercial or DIR standards.
8. Manage, maintain, monitor, and control online and batch process, both scheduled and unscheduled (including on-request processing).
9. Complete DIR Customer-defined batch processing and backups and restores in the correct sequence and within the time periods designated by DIR Customer or required in the SMM.
10. Schedule batch jobs within DIR defined windows to achieve maximum performance as long as required batch completion times are met.
11. Where practicable, provide for automated scheduling of batch work and processes including backups.
12. Develop, maintain, and utilize an emergency contact list and escalation procedures to resolve abnormally ended jobs.
13. Resolve abnormally ended jobs caused by conditions external to production programs.
14. Repair abnormally ended jobs when possible and perform job restarts in accordance with the Service Management Manual.
15. Check job outputs and print queues, and change job priorities.
16. Coordinate or take printers in and out of service, and start, spool and drain printers.
17. Define, create, and control all automated operation functions, including but not limited to routine and complex functions using Software and programming tools available.
18. Work closely with the ADM groups from the initial design all the way through and including production processing cycles.
19. On an ongoing basis, enhance processing capabilities and efficiencies through system tuning and other run-time improvements.

20. Perform regular monitoring of utilization needs and efficiencies, and report regularly on tuning initiatives.
21. Perform proactive failure trend analysis.
22. Produce trend reports to highlight production incidents and problems and establish predetermined action and escalation procedures when batch window incidents and problems are encountered.
23. Monitor, verify, and make appropriate adjustments to support proper and timely Applications executions.
24. Notify DIR and affected DIR Customers in accordance with the notification procedures in the event that Applications do not execute properly.
25. Perform periodic and emergency systems maintenance in accordance with procedures established to minimize the impact to DIR's and DIR Customers' businesses.
26. Perform computer shutdowns and restarts, as required, and execute customary utility functions.
27. Maintain, administer, and provide necessary automated tools and processes for systems operations and management to the extent available in the DIR-selected tool suite or as required to be delivered by Service Provider elsewhere in the Agreement.
28. Maintain tables, calendars, parameters, and definitions for tools used to automate manual procedures or to automate and improve the quality of the operations.
29. Maintain and update the operational documentation for all operations procedures and services, including maintaining accurate information about all CIs in the CMS / CMDB.
30. Provide feedback to DIR regarding the impact of potential architecture and design changes.
31. Identify opportunities for DIR to reduce Equipment and Software costs and/or improve system performance.
32. Analyze performance metrics and respond proactively to potential problem areas.
33. Run or terminate utilities depending upon the impact to Authorized Users and only with DIR approval.
34. Proactively monitor and report to DIR on resource shortages, and report utilization statistics and trends to DIR on a monthly basis.
35. Maintain and control spooling to remote sites.
36. Provide technical assistance as requested by DIR Customers for Equipment and Software for remote print locations.
37. Provide operator support for remote print locations (e.g. checking job outputs and print queues; changing job priorities; taking printers in and out of service; and starting, spooling and draining printers.)
 - 37.1. Provide print spooling and queue support (e.g. JES) and related support for print distribution software (e.g. JHSXPTR).

A.2 Production Control and Scheduling

Service Provider responsibilities include:

1. Assume responsibility for production control and scheduling functions as applicable.
2. Integrate production control and schedule functions as applicable in conformity with DIR Customers' requirements.

3. Establish, document, and maintain standards for production jobs.
4. Create and maintain job dependencies on the master scheduling database.
5. Develop, distribute, and obtain DIR Customer's approval of schedules prior to implementation.
6. Coordinate and modify schedules for special requests and comply with DIR Customer's priorities.
7. Coordinate resolution of scheduling conflicts.
8. Provide schedule status updates.
9. Proactively prepare for Authorized User deadlines per customized user requirements.
10. Respond expeditiously to requests from DIR Customers for priority job execution.
11. Promptly notify DIR Customer if special requests will affect the timely completion of other tasks.
12. Prioritize and schedule batch jobs, and report distribution systems (in accordance with DIR Customer's schedule parameters) to optimize the use of processing windows and the scheduled availability of online Applications that are dependent on batch processing, while verifying that batch completion times are met.
13. Take any other necessary steps to prepare Application job streams for development; and then schedule for production and execution.
14. Enter program control specifications (parameters) into Application job streams as directed by Authorized Users.
15. Maintain system job streams, including indicating file usages, job dependencies/priorities, and program options available.
16. Perform documentation control functions on all operational documentation.
17. Move programs and documentation to production libraries in accordance with **Exhibit 2.1.2**.
18. Monitor all jobs, scheduled or unscheduled.
19. Start jobs manually where automated processes do not exist or are not available.
20. Investigate and report on all jobs that end or perform abnormally.
21. Where directed, required, or appropriate, take necessary remediation actions (e.g. restart jobs).
22. Contact ADM staff, other technical staff, and/or Third Parties as necessary and work with them on Level 2 and Level 3 Support issues.
23. Create incident and/or problem records and or reports for job abnormalities using the Incident Management or Problem Management Tracking System as appropriate, as described in this **Exhibit 2.2**.

A.3 Technical Support

Service Provider responsibilities include:

1. Provide all technical system support and reporting including:
 - 1.1. Storage management
 - 1.2. System programming
 - 1.3. Teleprocessing systems management]
 - 1.4. Capacity planning

- 1.5. Performance analysis and tuning
2. Install and maintain all Software products that are part of the Services.
3. Provide regular monitoring and reporting of system performance, utilization, and efficiency.
4. Provide technical advice and support to DIR Customers, as required.

A.3.1 General Technical Support

Service Provider responsibilities include:

1. Provide appropriate response to incidents and problems and continued support through resolution as required in order to meet scheduled availability.
2. Provide Level 2 and Level 3 Support to the Service Desk and/or Authorized Users.
3. Provide technical advice and support to the Application Development and Maintenance (ADM) and Database Administration (DBA) staffs, as required.
4. Interface between the groups implementing changes.
5. Monitor data storage media and processor utilization and requirements.
 - 5.1. Determine alternative methods for tape media interchange and provide for conversion and operational processes to support (e.g. FTP)
6. Monitor online systems performance using Software tools supplied by Third Party Software Vendors.
7. Enforce documentation standards in compliance with Service Management Manual directives.
8. Develop, where appropriate, and install productivity tools/utilities, as well as performing all required operational modifications for the efficient and proper delivery of the Services.
9. Develop and maintain technical and functional specifications and requirements for all environments and related interfaces.
10. Provide product research, project support, and advice on Equipment and Software tuning and efficiency improvements.
11. Install, tailor, maintain, and provide ongoing support for System Software products.
12. Install Software according to the Vendor's specifications.
13. Modify System Software to provide interfaces to DIR Customer systems while maintaining any existing special user interfaces.
14. Distribute Software as efficiently as possible.
15. Manage, prioritize, and coordinate all preventive and remedial maintenance and updates for System Software.
16. Review all Software conversion plans with DIR Customer.
17. Report performance data and resource utilization statistics related to System Software release-level upgrades as required and as available.
18. Provide consultation support as DIR reasonably requests. (For example: product research, project support, Application tuning, and efficiency improvements).
19. Interface and integrate with the Third Party designated by DIR for the administration and implementation of Address Management (e.g. IP) needed for Services.

20. Implement, modify, and maintain system user exits (e.g. JES exits, CICS exits) to Software, as required by the DIR Customer.

A.3.2 Capacity and Performance Management

The Service Provider is required to assist DIR and DIR Customers in understanding the future business requirements, the organization's operation, and the IT infrastructure, as well as to provide all current and future capacity and performance aspects of the business requirements in a cost effective manner.

Service Provider responsibilities include:

1. Perform activities required for monitoring and optimizing performance in order to reduce costs or improve Service Levels.
2. Provide performance monitoring, tuning, and reporting.
3. Provide systems performance reviews and advice.
 - 3.1. Assist ADM and DBA groups in the analysis of Application requirements to determine the impact on the mainframe capacity while in the Application design and test phases.
4. Conduct system performance testing.
5. Configure partitions (LPARS) as requested by the DIR Customers.
6. Perform upgrades as required to provide effective capacity and to meet Software architectural requirements.
7. Coordinate with the business partners, Third Party Vendors, other DCS Service Providers, DIR, and DIR Customers as appropriate on projects to install/upgrade hardware and software, including but not limited to CPU and storage devices.
8. Integrate these capacity planning functions with the on-going Capacity Management activities required in Exhibit 2.1.2.

A.3.3 Configuration Planning

Service Provider responsibilities include:

1. Maintaining a library of Service Provider provided information and documentation for any new, enhanced, or modified Software installed by Service Provider, and thereafter maintaining a library of Service Provider-provided updates to such materials.
2. Developing the technical strategy and configuration for CPU, storage (including disk, tape, or other storage), and related peripherals.
3. Evaluating alternative configurations and recommending solutions.
4. Establishing standard configurations for Equipment and Software.
5. Manage and install hardware Configuration definitions as required by the environment (e.g. Input/Output Configuration Program - IOCP).

A.4 Database Support and Management

Service Provider responsibilities include:

1. Perform physical database administration functions for the databases required by DIR Customers, including:
 - 1.1. Storage management Services

- 1.2. Installation and maintenance, as well as tailoring and monitoring of database Software products based on DIR Customer requirements.
- 1.3. Backup and recovery
- 1.4. Standards
- 1.5. Support
- 1.6. Import, export, and extractions of data.

A.4.1 Database Management

Service Provider responsibilities include:

1. Perform control functions in adherence to Change Management procedures to support systems existing as of the Effective Date, as well as any planned new systems development.
2. Plan for changes in the size of databases that result from business growth and project implementation based on information supplied by DIR Customers, and review plans on a regular basis for comment and approval.
3. Maintain, operate, and upgrade automated monitoring tools to monitor database performance.
4. Perform database shutdowns and restarts.
5. Perform database reorganizations to optimize performance.

A.4.2 Database Maintenance and Support

Service Provider responsibilities include:

1. Maintain the databases to meet performance standards, to maximize efficiency, and to minimize outages.
2. Maintain, update, and implement database archive tools, processes and procedures to maintain the integrity of the database and recover from an outage or corruption in a timely manner in order to meet DIR Customers' business requirements.
 - 2.1. Provide periodic recovery capability testing as requested by DIR Customers per guidelines identified in the Service Management Manual in specific DIR Business Operational sections.
3. Provide physical database management support, including providing backups and restores of data in a timely manner.
4. Install, maintain, and support database Software products.
5. Test and implement database environment changes, as approved by DIR Customer.
6. Monitor database capacity and proactively provide capacity planning to prevent situations caused by lack of capacity (for example: dataset or table space capacity events, full log files, etc.) in coordination with DIR Customer.
7. In the event of unusual activity (e.g. resource intensive queries):
 - 7.1. Correct situations caused by lack of capacity in a timely manner (for example, dataset or table space capacity events, full log files, etc.)
 - 7.2. Assist the DIR Customer in analyzing and recommending improvements to prevent future occurrences.

A.4.3 Administrative Support

Service Provider responsibilities include:

1. Employ database performance analysis to confirm physical database requirements to support DIR Customers' business systems.
2. On request, provide DIR Customer or its designees with documentation of files generated by the file management systems, including name, utilization statistics, and owning Applications.
3. Provide technical advice to the ADM and DBA groups and assist ADM groups in performing stress testing, and operating system and database performance tuning.
4. Develop, document, and maintain physical database standards and procedures.
5. Participate in evaluating physical database changes and the impact of ADM work. Implement necessary changes, recognizing system and network impact to relevant databases, subject to DIR Customer's review and approval.
6. Provide administrative support for Middleware (i.e. MQSeries) on all platforms used in DIR's and DIR Customers' environments.

A.5 Online Storage and Backup Management

A.5.1 Storage and Backup Architecture

Service Provider responsibilities include:

1. Provide the architecture, design, and planning processes for the development and installation of a Storage and Backup infrastructure that satisfies the needs of all aspects of the business.
2. Remain current in the knowledge and use of data storage technology and management products.
3. Develop and maintain strategies for the deployment and implementation of Storage and Backup solutions for DIR Customers.
4. Coordinate all aspects of Storage and Backup based architecture, design, and planning for DIR Customers.
5. Provide and coordinate a Storage and Backup planning interface to all business units and project managers.

A.5.2 Engineering

Service Provider responsibilities include:

1. Investigate incidents and problems that require an in-depth technical understanding.
2. Provide in-depth analysis of operations data environment on behalf of availability management, for example, to assist in service outage investigations.
3. Identify opportunities for continual improvement, through knowledge management and constant skill review.
4. Provide a robust and highly available Storage and Backup infrastructure. Update the Storage and Backup infrastructure as new tools and technology are available that would improve DIR's or DIR Customers' business processes and performance.
 - 4.1. Provide the requisite infrastructure necessary to recover in a timely manner or within DIR Customer RTO and RPO objectives where defined.

5. Educate and train the operational staff in the use of analysis tools and processes, where appropriate.
6. Plan for changes in capacity requirements.
7. Participate in scheduled disaster recovery tests.
8. Manage Service Provider relationships and provide a technical interface to other project managers and vendors.
9. Provide evaluations of new tools and technologies.
10. Establish and maintain the alerting mechanisms and monitoring systems.
11. Perform testing and benchmarking of new infrastructure or tools prior to deployment into production.
12. Create handover documentation, training, diagnostic scripts, and operational procedures for the operations group.
13. Implement performance and configuration tuning of the Storage and Backup infrastructure in conjunction with Capacity Management and Change Management.
14. Establish system tuning and performance processes.
15. Provide appropriate security measures for the Storage and Backup infrastructure.

A.5.3 Operations and Processing

Service Provider responsibilities include:

1. Remain current in the knowledge and use of data storage technology and management products.
2. Perform online storage tuning.
3. Monitor backup processes to ensure successful completion based on DIR Customer requirements.
 - 3.1. Provide for resolution of backup failures to maintain RPO integrity of DIR Customer data
4. Provide event, warning, alert, and alarm processing and management.
 - 4.1. Provide reports related to event, warning, alert and alarm processing as requested by DIR or DIR Customer.
5. Provide resolution of all event, warning, alert, and alarm messages.
6. Interface with the Incident Management and Problem Management processes and liaise with all parties supporting incident and problem resolution.
7. Provide Storage and Backup infrastructure configuration maintenance.
8. Instigate improvement or remedial activities in operational processes under the control of Change Management.
9. Assign and initialize online storage capacity as required.
10. Manage the archiving of inactive files and report on online storage directories for review by Operations and DBA staff.
11. Conduct routine monitoring using Software tools to measure the efficiency of online storage access, and take corrective action as needed (including performance adjustments to Equipment and Software, or file placement as required to maximize service).

A.5.4 Administration

Service Provider responsibilities include:

1. Manage online storage thresholds and data archives.
2. Monitor user directories for file inactivity and report monthly.
3. Monitor and maintain file directories and catalogs and report monthly.
4. Provide online storage compaction as needed and as possible within production processing schedules.
5. Provide data migration/archive management.
6. Monitoring data replication (synchronous and asynchronous) over the infrastructure.
7. Provide documentation support and maintenance.

A.6 External Storage Media Management

A.6.1 Operations and Processing

Service Provider responsibilities include:

1. Coordinate with Data Center Component Provider for operational responsibilities for all External Storage Media management functions, both on-site and off-site, for External Storage Media library operations and administration.
2. Utilize the most efficient and effective storage media, tools, and processes for DIR Customers' data and programs.
3. Coordinate with DCS Service Providers and other Third Party Vendors to recycle media regularly, manage media replacement, and recopy media to provide data integrity and quality.
4. Periodically (but not less than quarterly) coordinate the retrieval and test of all backup media types and verify data can be restored in a usable fashion and report results.
5. Coordinate with the Data Center Component Provider to wipe/erase the data and configuration information resident on media, prior to disposal or re-use, and in accordance with TAC 202.
6. Provide systems administration and support for media libraries and library management systems.
7. Coordinating with the Data Center Component Provider for the provision of all External Media Storage handling (e.g. tape mounts, physical tape library, tape retrieval) functions required in the Consolidated Data Centers.
8. Coordinate the creation and handling of tapes identified as Do Not Destroy (DND) with DIR Customers and the Data Center Component Provider, as requested, and in compliance with the Service Management Manual.

A.6.1 Administration

Service Provider responsibilities include:

1. Maintain a database cataloging the archival system for the media libraries.
2. Monitor External Storage Media Equipment in case of malfunction, and initiate corrective action with other DCS Service Providers in accordance with established procedures.
3. Maintain the integrity of External Storage Media libraries system.

4. Monitor External Storage Media for reliability and minimization of read/write errors during the entire period of retention.
5. Monitor and report on External Storage Media usage.
6. Monitor External Storage Media in coordination with the Data Center Component Provider to comply with DIR, DIR Customers and applicable government requirements and reporting.
7. Provide External Storage Media (e.g. cartridges or reel tapes) as required for the Services.
8. Follow, maintain, and update procedures in the Service Management Manual, described in **Attachment 6-B**, which governs cycling/rotation of External Storage Media, External Storage Media management, and External Storage Media retention periods, in accordance with DIR's and DIR Customers' Security Policies, MSI guidelines and with attention to auditing purposes.
9. Manage designated encryption keys for the environment.

A.7 Off-Site Media Storage Management

Service Provider responsibilities include:

1. Document operational process and procedures for off-site rotation in the Service Management Manual, including coordination with the DIR Customer and Data Center Component Provider as required.
2. Work with DIR Customers and Data Center Component Provider to ensure that off-site rotation is provided for all Service media.

A.8 Authorized User Support

Service Provider responsibilities include:

1. Provide support, advice, and assistance to Authorized Users in a manner consistent with current practices.
2. Perform analysis to provide optimal use of production resources.
3. Implement job control and parameter changes for Authorized Users.
4. Provide technical support and administration for various products and Application rollouts.

A.9 Backup and Recovery Services

Service Provider responsibilities include:

1. Assume responsibility for DIR Customers' system data backup requirements, including:
 - 1.1. Manage and coordinate off-site vaulting of data on media as scheduled.
 - 1.2. Cataloging off-site content
 - 1.3. Coordinate retrieving backup tapes
 - 1.4. Backup of Catalogs/Indexes/log files of data backup
 - 1.5. Restoring data from the backups
2. Perform system data backup and recovery as required and in accordance with DIR and DIR Customers' standards, policies, and Disaster Recovery requirements.
 - 2.1. Ensure backup schedules correctly reflect the Application schedule requirements, retention requirements, and target directory requirements.

- 2.2. Regularly validate the Application schedule, retention, and target directory requirements
- 2.3. Provide the schedule, retention, and target information as implemented in the CMDB and backup systems to the DIR Customer, as requested.
- 2.4. Review backup schedule and Application schedule with DIR Customer annually.
3. Perform backups on all defined systems in accordance with DIR and DIR Customers' standards, policies and Disaster Recovery Services requirements.
4. Establish a process by which Authorized Users can request recovery of data or files, and document the process in **Attachment 6-B**.

A.10 Intrusion Prevention

Service Provider responsibilities include:

1. Install, update, and configure Intrusion Systems as requested by DIR or DIR Customers.
2. Monitor all Intrusion Systems from central logging system, and provide appropriate response to alerts from Systems based upon mutually agreed procedures as defined in the Service Management Manual.
3. Install as needed or as directed by DIR or DIR Customers, known high-risk updates as defined by intrusion systems manufacturer to intrusion system Software within 4 hours or less after such updates are made available to Service Provider (or qualified Third Party Vendors selected by Service Provider) and approved by DIR Customer.

A.11 Systems Network Architecture (SNA) and TCP/IP Technical Support

Service Provider responsibilities include:

1. Provide logical design and connectivity to DIR Customer and external client locations for the SNA and TCP/IP network, including support of all front-end processors and Third Party Vendor protocol conversion boxes.
2. Monitor capacity; implement upgrades; and make SNA and TCP/IP modifications as required for projects, such as building redesigns, department relocations, new office openings, etc.
3. Support all system software used to provide SNA and TCP/IP services, e.g. VTAM, OpenView, ACF/SSP, ACF/NCP, EP, Netview, Netview Access Services, and TCP/IP.
4. Establish standards for supported technologies.
5. Design and maintain SNA configuration, including connectivity to Sites and other sites, as needed.
6. Participate in projects that involve or impact the supported technologies.
7. Coordinate with LAN and WAN groups and/or other Third Party Vendors as required.