

OPERATIONAL AND HOSTING SERVICES

1.2 Mainframe Hosting

DTI provides mainframe hosting of customer applications. Technical support includes platform administration and software patch/version management. Production support includes daily processing and production scheduling, tape library management, backup and off-site storage, and regular drills to achieve full production recovery.

- Reliable platforms for high volume computing applications
- Highly practiced disaster recovery capability
- Platform and software currency

List of services

1. Mainframe Hosting – William Penn Data Center
2. Mainframe Hosting – Biggs Data Center

1. Mainframe Hosting – William Penn Data Center

Service Description – The William Penn Data Center mainframe is a state-of-the-art IBM mainframe with sufficient capacity to support existing systems and providing excellent interactive response times. Requests for new systems or major enhancements to existing systems are accepted and encouraged.

Features / Benefits / Costs – This mainframe is configured with all of the standard IBM operating system features. Special services include support for Software AG's Natural programming language and Software AG's ADABAS database management system. There are many benefits of mainframe-based systems, most notably high availability, high performance, and rapid recoverability. See *[Cost Allocation](#) for pricing.

How to request services – Requests for new systems or major enhancements to existing systems will usually require a recommended Business Case. Contact *[Your IRM](#) or your *[Customer Relationship Specialist](#) for further information. For service disruptions or simple service requests, contact the DTI Service Desk at 302-739-9560 or DTI_ServiceDesk@state.de.us.

Applicable policy / standards – Numerous policies and standards and some forms apply to mainframe-hosted systems. See [DTI Enterprise Standards and Policies](#) and *[DTI Forms](#) under General Forms, Change Control Forms, and Security Forms.

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OPERATIONAL AND HOSTING SERVICES**2. Mainframe Hosting – Biggs Data Center**

Service Description – The Biggs Data Center mainframe is a state-of-the-art IBM mainframe with sufficient capacity to support existing systems and providing excellent interactive response times. Requests for new systems or major enhancements to existing systems are accepted and encouraged.

Features / Benefits / Costs – This mainframe is configured with all of the standard IBM operating system features. Special services include support for IBM's DB2 database management system. There are many benefits of mainframe-based systems, most notably high availability, high performance, and rapid recoverability. See *[Cost Allocation](#) for pricing.

How to request services – Requests for new systems or major enhancements to existing systems will usually require a recommended Business Case. Contact *[Your IRM](#) or your *[Customer Relationship Specialist](#) for further information. For service disruptions or simple service requests, contact the DTI Service Desk at 302-739-9560 or DTI_ServiceDesk@state.de.us.

Applicable policy / standards – Numerous policies and standards and some forms apply to mainframe-hosted systems. See [DTI Enterprise Standards and Policies](#) and *[DTI Forms](#) under General Forms, Change Control Forms, and Security Forms.

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