



CASE STUDY: A GOVERNMENT EXECUTIVE OFFICE

Closing the skills gap: Delivering Managed Services for government executive office

Summary

An expert RSM Partners team provided remote managed services, ongoing support for BAU and essential disaster recovery planning for this high profile governmental organization. Services covered the entire mainframe infrastructure and systems including z/OS, storage and network, and batch support. All support was co-ordinated and delivered from the RSM Partners Support Centre, with services delivered for 20 months until the mainframe platform was decommissioned.



Background

Having insourced its IBM mainframe systems, which included TUPE arrangements for technical resources, this client's plans to streamline and update its operations included a long-term strategy to migrate all applications from its mainframe platform, so enabling the organization to decommission its mainframe.

Challenges

An ongoing programme at the organization involved redundancy packages or early retirement. This offer was taken up by two members of the mainframe team who were central to the running of the platform, leaving the client with no mainframe support for an interim period of two years running up to the system shutdown. RSM provided the solution.

Why RSM?

RSM provided a detailed proposal to manage the client's IBM mainframe systems, including M204 database, and so enable the existing team members to retire. The decision to outsource to RSM Partners was taken based on its industry reputation, previous track record in delivering similar services for other leading mainframe users, and the access it provided to highly-skilled resources including consultants, engineers, support specialists and third-party partners if needed. The client could benefit from managed support to ensure day-to-day BAU operations together with reliable disaster recovery and business continuity capabilities should any problems arise.

Solution

RSM preparation for the handover included creating a: Service Establishment and Transition Plan; Service Readiness Test Plan; all Operational Documentation including Support Procedures; RSM OOH Incident Management Process and Escalation Process; Service Readiness walk-through; Service Level Agreement and RACI; and a Monthly Report template. Transitioning from the in-house technical team to RSM was supported via scheduled Knowledge Transfer (KT) sessions.

RSM services over the following 20 months covered remote support for the entire system including z/OS, storage and network, and batch support, with disaster recovery/business continuity also part of delivery. For the core working hours of 08.30-17.30, the RSM team covered systems programming tasks, system management (operations support), M204 application support for Life events system, and M204 product support/DBA. Out of

office hours support was also provided for these tasks from 07.00-08.30 and 17.30-23.00.

Responsibilities of the RSM team included: Operational Management; Active Monitoring; Work Scheduling; Security Administration; Storage Management; Customer System Maintenance; System Housekeeping; System Backup and Recovery; Security Maintenance; Change Management; and Service Requests.

RSM support was led by an experienced Service Delivery Manager (SDM) as the main point of client contact and accountability, co-ordinating delivery from the Support Centre at Bromsgrove. All activity was supported by monthly service review meetings, regular service reporting, and monitoring against agreed KPIs and SLA targets, with the contract allowing for service credits to be provided for missed response or resolution times.

Outcomes

“RSM Partners provided an excellent service at a time when additional capability and resources were needed. This was about accessing external expertise that delivered precisely what was required, for as long as the organization needed it.”

Engaging RSM meant the client was able to continue running its mainframe operations smoothly and without unnecessary disruption until the platform was eventually shut down. In particular, staff augmentation capabilities enabled the client to balance business and operational demands with the need for readily available mainframe expertise, avoiding the potential problems and operational impacts that might result from a resource and skills gap. Deep technical know-how and high quality support was a “given”, with RSM’s technical

capability extending across multiple aspects of critical mainframe operations, while additional DR and contingency planning services provided peace of mind.



To find out more, email info@rsmpartners.com or visit www.rsmpartners.com

