



# Locality and Out-of-Scope Agency Mainframe Access Instructions

Mainframe Services & Operations

March 6, 2019

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# Purpose and Intent

- The purpose of this presentation is to 1) document the overall process, 2) provide transparency into the overall process 3) Illustrate an easy-to-follow work stream to successfully add/modify users to VITA mainframe access.
- The intent of the process steps is to reduce the lead time to successfully add/modify user accounts on the VITA Mainframe.

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# VITA Points of Contact

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Customer Account Manager (Local)  
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Virginia Information Technologies Agency  
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Server/Storage Service Owner (Acting)  
Data Center Services Management & Delivery  
Platform Relationship Office (PRO)  
Virginia Information Technologies Agency  
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Art Midgette  
Service Delivery Analyst – Data Center Services / Mainframe  
Platform Relationship Office (PRO)  
Virginia Information Technologies Agency (VITA)  
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804-416-6132 office  
804-638-1726 mobile

VCCC/Helpdesk

- [vccc@vita.virginia.gov](mailto:vccc@vita.virginia.gov)
- [\(866\) 637-8482](tel:(866)637-8482)

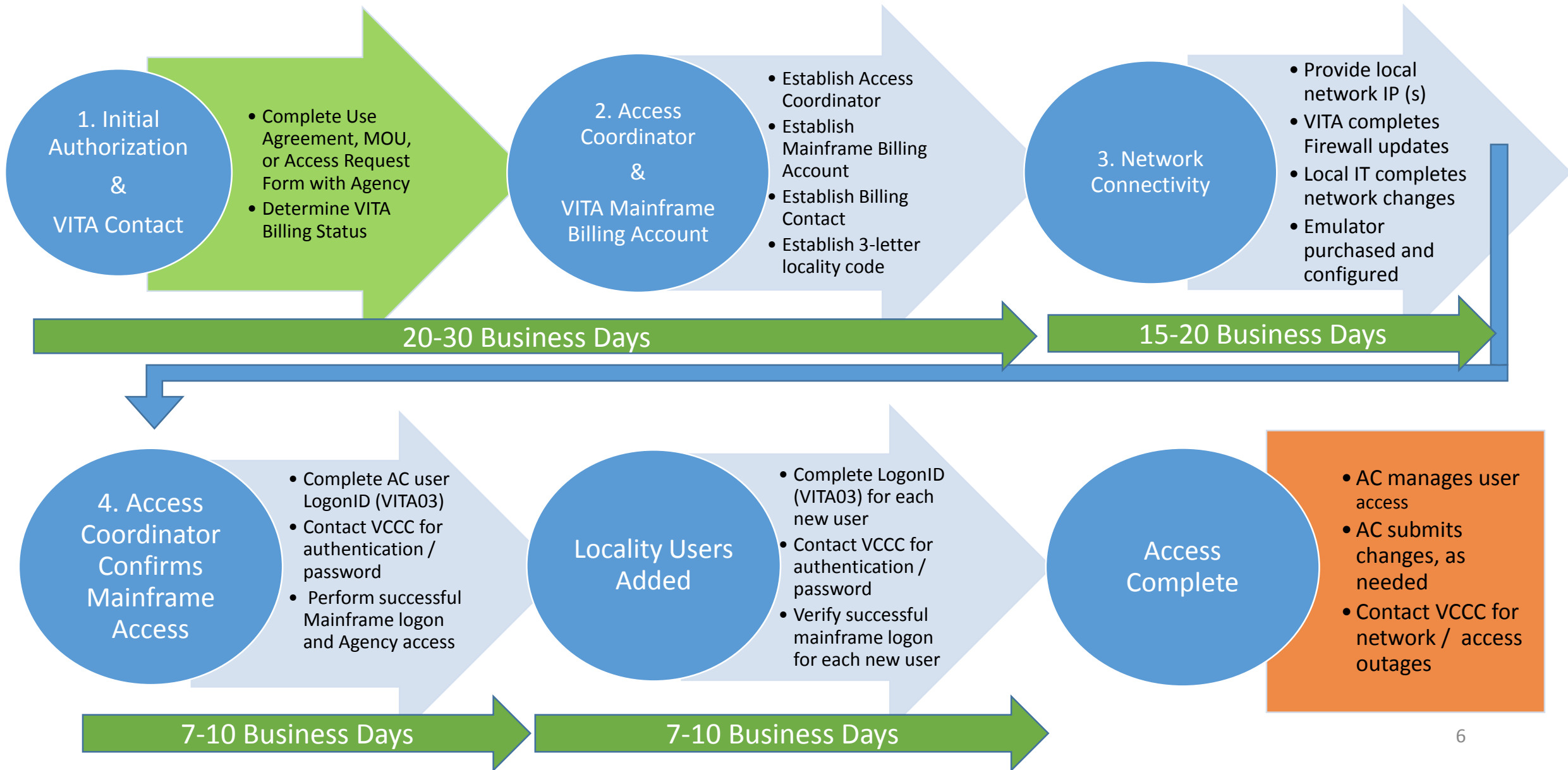
VITA Billing (general email address)

- [billing@vita.virginia.gov](mailto:billing@vita.virginia.gov)

# Definition of Terms

- **Access Coordinator (AC)** : The AC has responsibility to manage all users and LogonIDs as assigned to the locality or department. The AC will submit updates (add, change, delete) of users to VITA. This term is also referred to as the “Security Coordinator” and “ACF2 Officer”.
- **Billing Contact**: The person and address receiving the monthly bill from VITA for payment of the Mainframe Access Account. Changes to the Billing Contact person or address should be reported to VITA, as needed.
- **“3-letter designator”**: The designator for your locality or department as provided by VITA and is identified as the ACF2/UID1. This identifies the specific account and the first three letters in the LogonID. For example, Accomack County is “ACC”. This will only be alpha characters – no numbers. This is designated by VITA.
- **MOU**: “Memorandum of Understanding “. The annually-renewed agreement between DSS and the locality for access to DSS mainframe functions.
- **Access Request**: The annually-renewed agreement between VEC and the locality for access to VEC mainframe functions.
- **Use Agreement**: The annually-renewed agreement between DMV and the locality for access to a DMV mainframe function.
- **LogonID**: The LogonID is a users’ logon account, a minimum of 6-character designator. The first three characters is the “3-letter designator” (described above). Localities can designate additional characters between the “3-letter designator” and the user’s personal designator to further characterize user functions, if desired. The last three letters are always the users’ personal designator, usually the name initials. See below for detailed description.

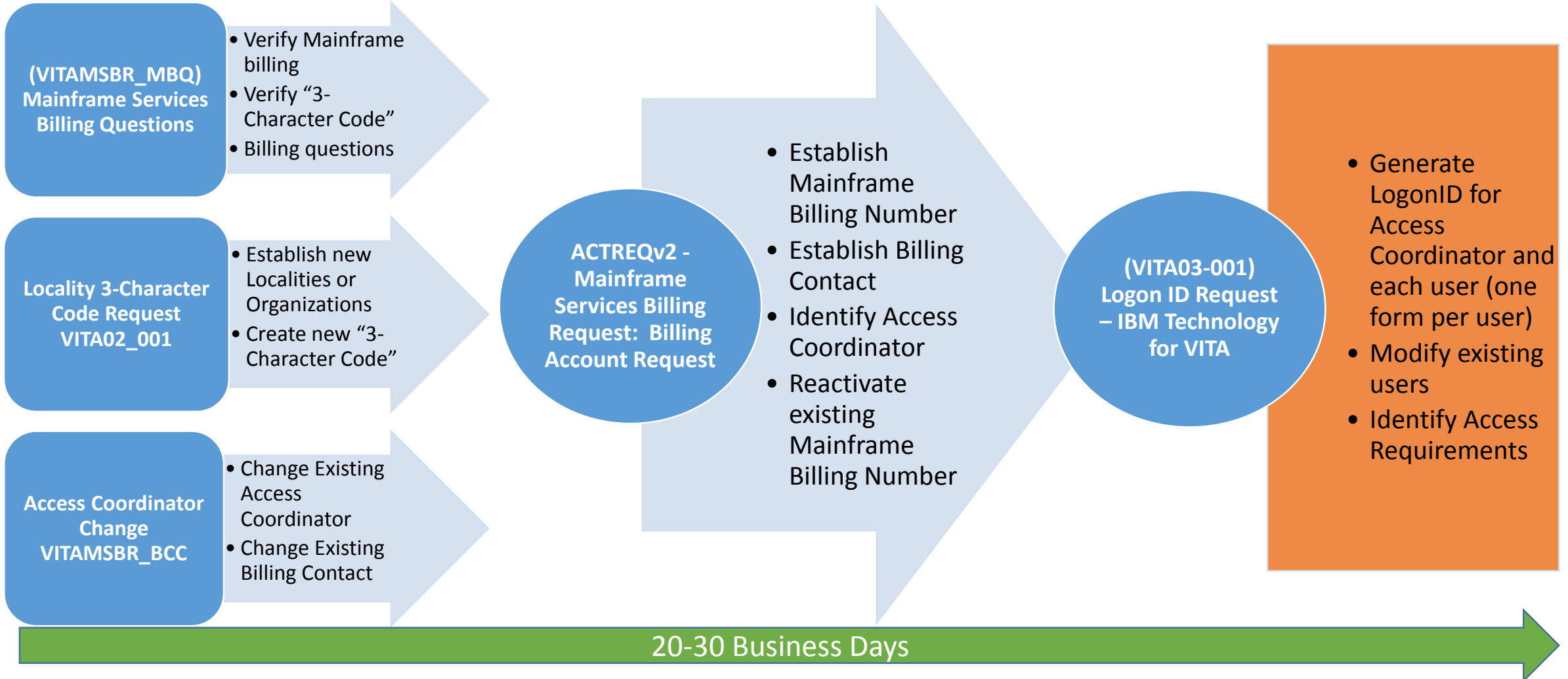
# Path to Completion: Process Overview - "The Big Picture"



# Initial Agency Authorization and Billing Process: What forms do I use?

Optional Forms – Use for indicated purpose

Required Forms – Use for indicated purpose

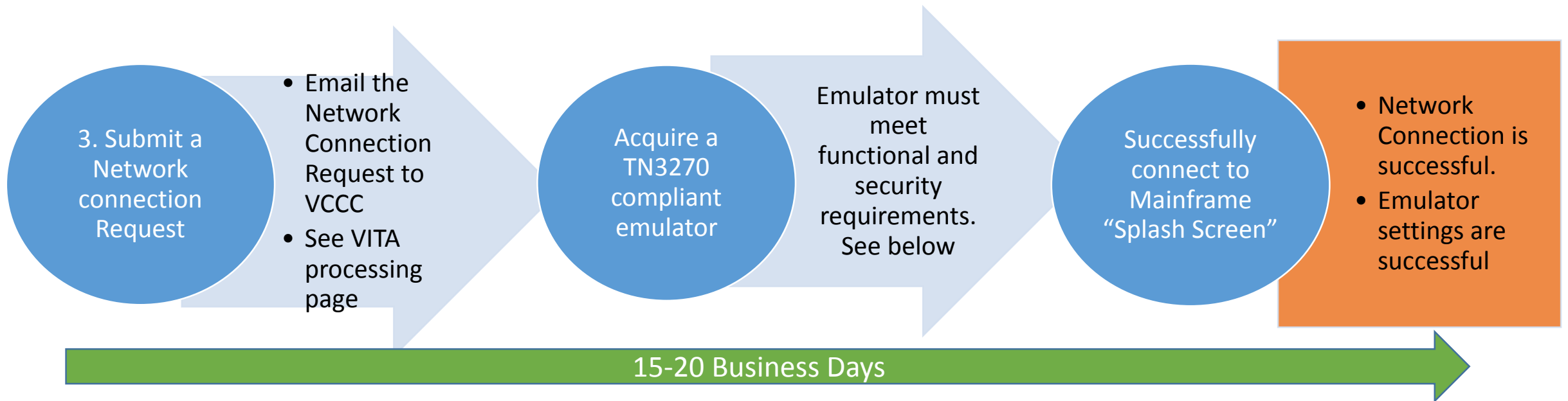


## All Forms and Worksheet Links

- 1. Submit a Mainframe Account billing request to VITA Billing, if one does not exist or 'dormant' account needs to be made 'active'.**
  - <http://www.vita2.virginia.gov/MISFORMS/forms/ACTREQv2.cfm>
- 2. Submit a Mainframe Services Billing Contact Change, if a Mainframe Account is 'Active' but Billing Contact change is needed.**
  - [http://vita2.virginia.gov/MISFORMS/forms/VITAMSBR\\_BCC.cfm](http://vita2.virginia.gov/MISFORMS/forms/VITAMSBR_BCC.cfm)
- 3. Submit a Mainframe Services User ID Account Number (3-letter code) to VITA Billing, if one does not exist (Mainframe Account is Active, Access Coordinator is current)**
  - [http://www.vita2.virginia.gov/MISFORMS/forms/VITA02\\_001.cfm](http://www.vita2.virginia.gov/MISFORMS/forms/VITA02_001.cfm)
- 4. Submit a Mainframe Access Coordinator and create user LogonID (s) to VITA Billing (new/add, delete, change) on the VITA Mainframe**
  - [http://www.vita2.virginia.gov/MISFORMS/forms/VITA03\\_001.cfm](http://www.vita2.virginia.gov/MISFORMS/forms/VITA03_001.cfm)
- 5. Submit VITA Mainframe Access Worksheet to VCCC (new and/or changes)**
  - On Page 14 of this document
- 6. Submit a Mainframe Service Billing Question to VITA**
  - [http://www.vita2.virginia.gov/MISFORMS/forms/VITAMSBR\\_MBQ.cfm](http://www.vita2.virginia.gov/MISFORMS/forms/VITAMSBR_MBQ.cfm)



# Network Connectivity to the Mainframe



Tips on acquiring emulator (see product page below):

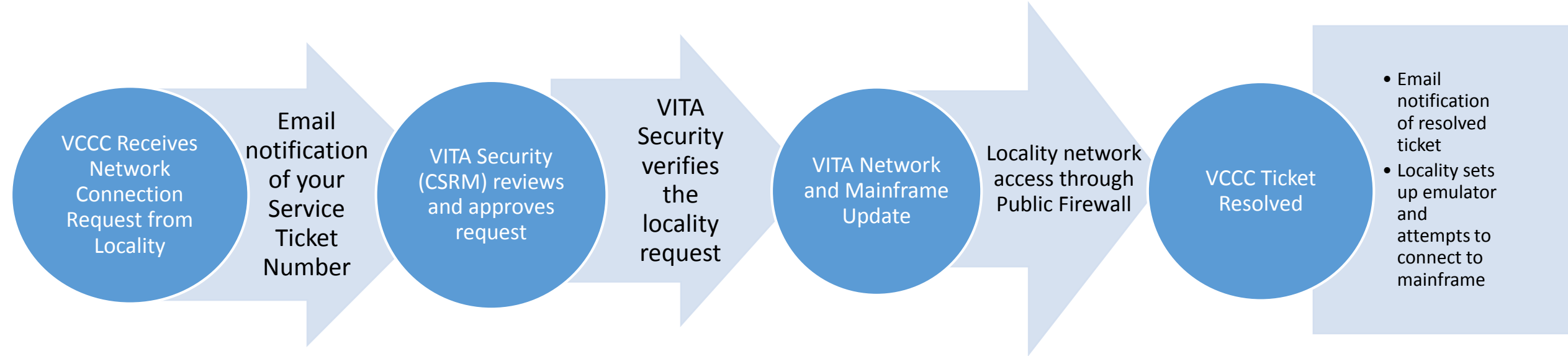
- Most have a free 30-day trial downloadable without purchase. Wait until the Network Connection Request is complete before downloading trial.
- Try out a couple different types before purchasing. Some are more user-friendly than other.
- High cost does not mean better performing, we've found the lower cost emulators perform just as well or better.

## Network Access to the VITA Mainframe: Emulator tools (Most common in green)

<u>Product Name</u>	<u>Vendor</u>	<u>URL</u>
Mocha TN3270	Mochasoft	<a href="http://www.mochasoft.dk/tn3270vista.htm">http://www.mochasoft.dk/tn3270vista.htm</a>
QWS3270 Secure	Jolly Giant Software	<a href="http://www.jollygiant.com/qws3270-secure/">http://www.jollygiant.com/qws3270-secure/</a>
Bluezone TN3270	Rocket Bluezone Software Corp	<a href="http://www.rocketsoftware.com/products/rocket-bluezone-terminal-emulation">http://www.rocketsoftware.com/products/rocket-bluezone-terminal-emulation</a>
Reflection Desktop (formerly Attachmate)	Micro Focus Corp	<a href="https://www.microfocus.com/products/reflection/">https://www.microfocus.com/products/reflection/</a>
TN3270 Plus V4.x	SDI Group	<a href="http://sdisw.com/">http://sdisw.com/</a>

NOTE: The most recent versions of these products meet VITA functional and security requirements

# Network Access to the VITA Mainframe: VITA Network Access Processing

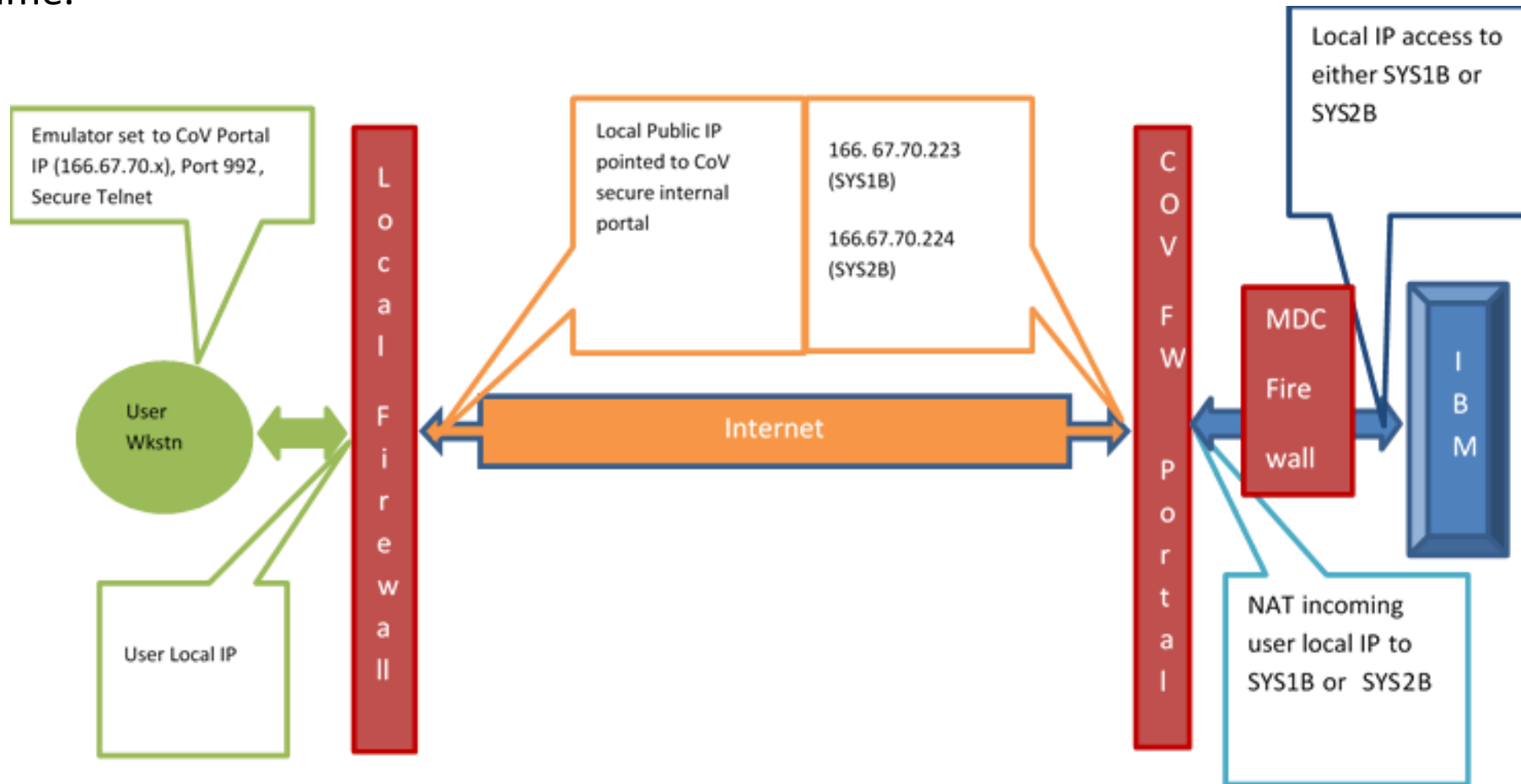


## Tips on VITA network access processing:

- Notify your CAM of the ticket number provided for tracking. If the ticket is not resolved in two weeks, contact CAM for status and help.
- CSRM may contact the Access Coordinator or Information Security Officer network access request for security verification.
- The local IP provided must be a full IP. Subnet IP's (e.g. 123.456.0/24) are not permitted
- Contact the Mainframe Service Owner for technical help or questions.

# Mainframe Network Access Process: Network Access

This section describes the mainframe network access from the locality through the internet to the mainframe. This is a typical network map of the network connection from the locality to the VITA Mainframe.



## Network Access to the VITA Mainframe: VITA Mainframe Access Worksheet Instructions

- Copy and paste the entire worksheet (next page) into the body of an email.
- Fill in the Highlighted Yellow entries
- In the email To: enter the following email recipients
  - [vccc@vita.virginia.gov](mailto:vccc@vita.virginia.gov)
  - [Arthur.midgette@vita.virginia.gov](mailto:Arthur.midgette@vita.virginia.gov) or the current Mainframe Services Owner. The CAM will provide the name.
  - [Kim.Farrar@vita.Virginia.gov](mailto:Kim.Farrar@vita.Virginia.gov) or the current Locality Customer Account Manager
- You will receive a VCCC ticket number, provide that number to the CAM and Mainframe Services Owner via email to help with tracking and to answer any questions or issues from the network / security teams.

# Network Access to the VITA Mainframe: VITA Mainframe Access Worksheet

<Name of county/city/organization> requests access to the IBM mainframe at the Commonwealth Enterprise Solution Center (CESC) from the Internet using encrypted TN3270 software. As Information Security Officer (ISO) or Locality Mainframe Access Coordinator for < Name of county/city/organization > I hereby request assistance and coordination necessary for the creation of the connection. The request is in the form of a Service Request. Please include the following information in the Service Request.

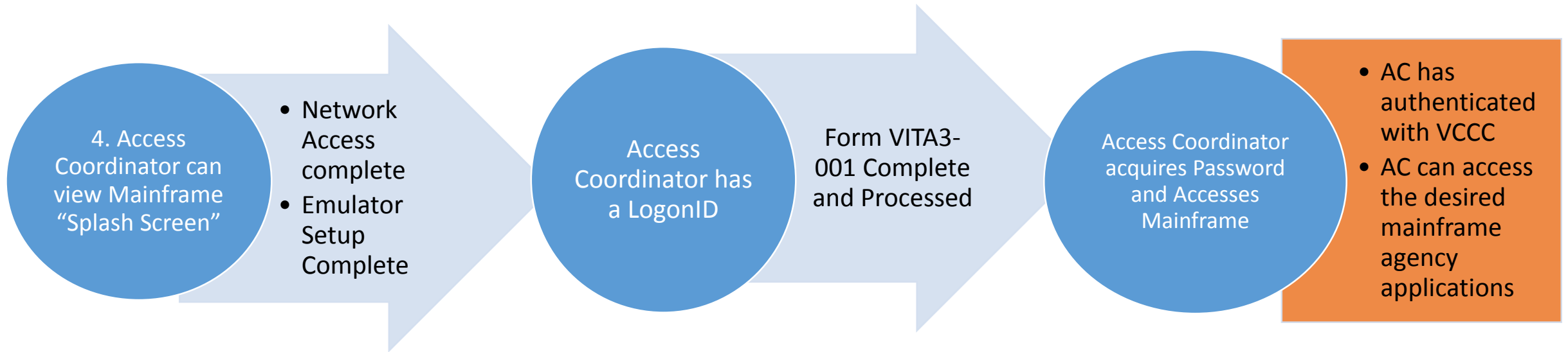
**VCCC Helpdesk – Assign Service Request to “Network-FW-TIER-II” Action: Add FW rule NAT to the secure public internet portal as indicted below**

- New Customer Source IP: < Current Source IP > Provided by Requestor
- Destination DNS or IP: s0221.vita.virginia.gov
- Mainframe LPAR: SYS2
- Mainframe TCP Stack Name/IP Address: SYSTCP2B
- VITA Public IP (Secure FTP): 166.67.70.224
- Protocol: Secure TN3270, Port 992

The local technical Point of Contact for questions, coordinating implementation, and testing:

- Name: <Enter Name>
- Email: <Enter Email Address>
- Phone: <Enter preferred telephone number>

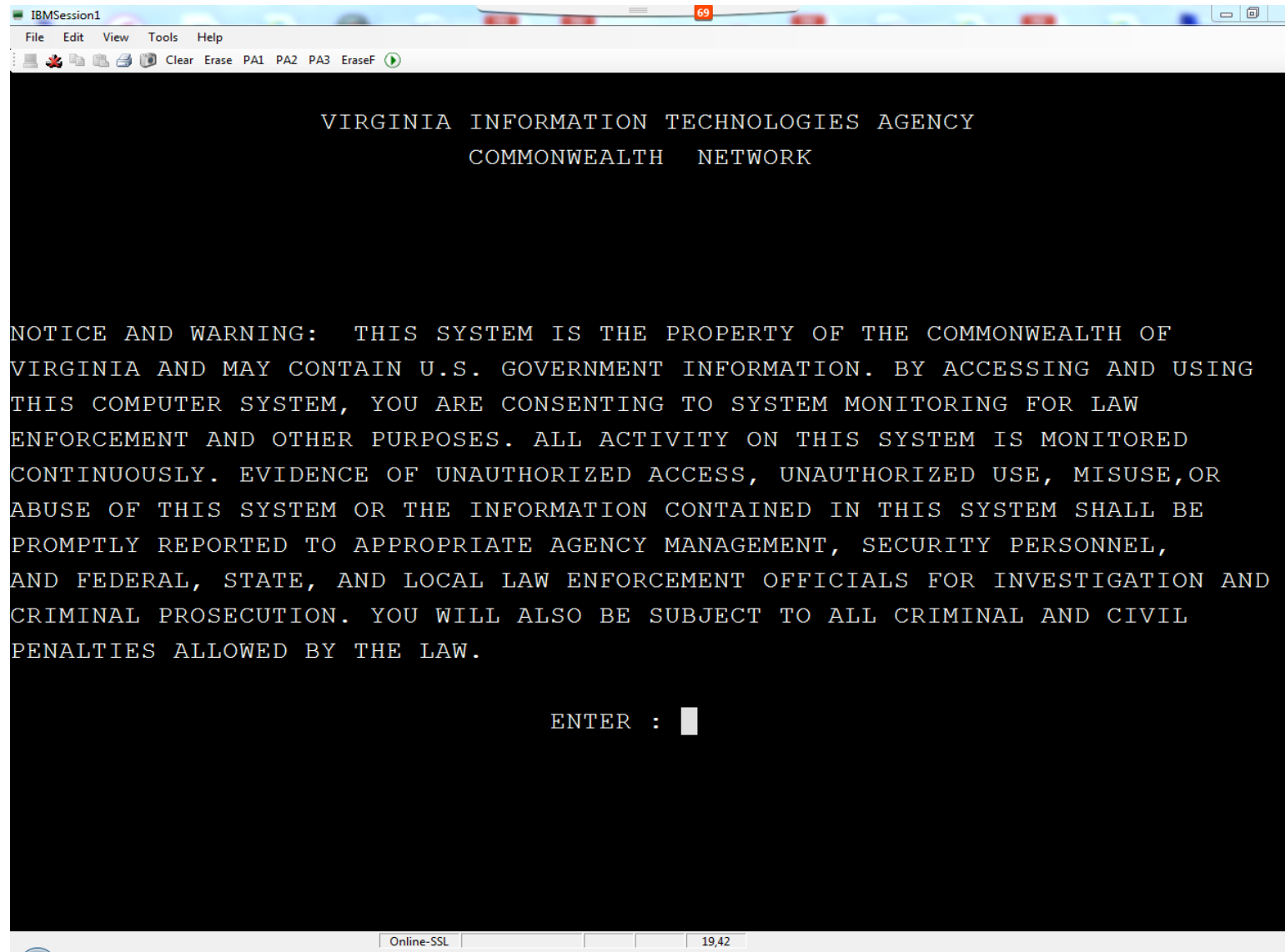
## Network Connectivity to the Mainframe: Confirming Mainframe Access



### Tips on final VCCC Authentication:

- 30 minutes free to complete authentication and access process
- User is on the mainframe “Splash Screen” before calling the VCCC
- VCCC phone number (866) 637-8482
- VCCC will provide a temporary password
- User sign onto mainframe to verify access while on the phone with VCCC
- User changes temporary password to new password and re-accesses the mainframe

# Mainframe “Splash Screen”







Thank you!

