

## FAQs: Mainframe Services Billing System (12/27/2017)

1. How do I become a mainframe services customer?

- Go to this page, complete the online form and submit:  
<http://www.vita2.virginia.gov/MISFORMS/forms/ACTREQv2.cfm>

2. How do I access the Mainframe Services Billing portal?

- Go to the 'Mainframe Services Billing – Access' page at  
<http://www.vita2.virginia.gov/services/busserve/MainframeSvcsBilling.cfm>.

Follow the instructions to establish a VITA Identity Manager (VIM) account (*if you don't already have one*), then request access to "**VITA - Billing – Mainframe Services.**" Once you have been granted access, return to the **Mainframe Services Billing – Access** page and click on the **login** link.

3. How do I get a copy of my latest invoice?

- Login to the Mainframe Services Billing portal, expand the **Reporting** option, click on **Common Reporting>IBM Smart Cloud Cost Management>Invoices** then click on the **Invoice report**. This will display your most recent invoice.

Note: if you have just been added as a user, you will not be able to view previously distributed invoices. Contact the VITA billing staff at [billing@vita.virginia.gov](mailto:billing@vita.virginia.gov) for assistance.

4. Are there instructions on how to navigate in the Mainframe Services Billing portal?

- Yes, there is a user guide located at  
<http://www.vita2.virginia.gov/services/busserve/MainframeSvcsBilling.cfm>

5. What are major and minor account numbers?

- Customers request major and minor accounts for their reporting needs. The accounts can represent cost centers, organizational levels or other entities at the customer's discretion.

The major account numbers are 5 characters in the format 'aaamm' where 'aaa' is a 3-letter agency acronym (ex. DMV for Department of Motor Vehicles) and 'mm' can be any 2 alpha-numeric characters. The minor account is made up of the 5 character major account from above (aaamm) and any other 5 alpha-numeric characters.

To request major and minor accounts, submit the form at  
[http://www.vita2.virginia.gov/MISFORMS/forms/VITA02\\_001.cfm](http://www.vita2.virginia.gov/MISFORMS/forms/VITA02_001.cfm)

6. What mainframe services does VITA bill for?

- Cloud CPU, Cloud Software Services CPU, Cloud Tier 1 Storage (disk) and Cloud Tier 2 Storage (virtual tape).

7. Is there a discount for processing during non-prime hours?

- No. The discount for non-prime processing was discontinued effective July 1, 2017.

8. How are tape storage charges determined?

- Each virtual tape volume is billed at its capacity of 800 megabytes. In addition, there are tape storage charges for disk datasets when they are migrated or backed up to tape (see question 11).

9. How are disk storage charges determined?

- IBM disk datasets are billed based on the space allocated.

10. What are dedicated volumes?

- Customers may be assigned dedicated disk volumes for their exclusive use. These are billed at the capacity of the volume regardless of the amount of data stored on them.

11. What is disk migration to tape?

- Disk datasets that have not been accessed for some time are migrated to more efficient storage (currently virtual tape). The data is compressed. This reduces the cost to the customer because he is charged for the compressed space at the tape storage rate. When the files are accessed again they are automatically restored to disk space.

12. What is disk backup to tape?

- Disk datasets on the IBM mainframe are backed up automatically once per day if they have been updated that day. The customer is charged for the storage on virtual tape at the tape storage rate.

13. What is ZIIP CPU?

- The ZIIP (system Z Integrated Information Processor) processor is a central processing unit (CPU) designed to process certain workloads, primarily DB2 (IBM's Database II), efficiently. Processes can run on the regular CPU or the ZIIP processor. ZIIP CPU is charged at the same rate as standard CPU time.

14. How can I see the details of my mainframe usage and charges?

- Log onto the Mainframe Billing Portal (SCCM) and navigate to the 'IBM Detail Reports' folder. There are reports there that can be run to list the details of batch jobs, TSO sessions, and CICS, Complete, and DB2 activity.
- Navigate to the 'Detail Spreadsheet' folder and open the spreadsheet containing your detailed mainframe activity for the previous month. Several customers (DMV, DOA, VRS, VEC, and DSS) have their own folder (ex., 'DMV Reports) where they can find the spreadsheet.

15. How can I see my disk and tape storage details?

- The details of disk and tape storage (dataset names, volser, etc.) are not available in the Mainframe Billing Portal. However, these details can be provided on request. Contact the billing staff at [billing@vita.virginia.gov](mailto:billing@vita.virginia.gov).

16. How can I learn more about the Mainframe Services Billing System?

- See the user guide located at <http://www.vita2.virginia.gov/services/busservice/MainframeSvcBilling.cfm>