Out-Tasking for Mainframe Environments

A flexible task-based service, helping you address shortfalls in resource availability

BMC Mainframe Services is a globally-recognized specialist in mainframe skills, services, and support, providing industry-leading expertise, resources, and tools. Whatever the task or requirement, out-tasking to our mainframe infrastructure team gives you immediate access to outstanding insights and practical hands-on support, helping you optimize your essential IBM® Z® mainframe.

KEY BENEFITS

- Focused cost-neutral solution addressing mainframe skills and staffing
- Maximizing the value and experience of your in-house mainframe personnel
- Releasing capacity from in-house teams into targeted projects or new cost savings
- Ensuring smooth running of key functions including IBM®z/OS®, security, capacity planning, tactical support communications (TSCOMMs), middleware, IBM® Db2®, and CA IDMS™, along with 24x7 system monitoring
- Mitigating operational risks
- Reducing management overheads

HOW YOU BENEFIT

Too many tasks, too few people? Whatever your functional, business-as-usual (BAU), or project needs, BMC Mainframe Services can help you create and release capacity from your in-house teams by taking on generic tasks on your behalf. Our clients achieve measurable savings in costs and management time by adopting this approach, while ensuring they continue providing the business with the mainframe solutions and services it depends on.

Your internal teams retain their integrity and you retain control of your environment throughout. This flexible service can be ramped up and down as required, and can also include access to the Staff Augmentation Service from BMC Mainframe Services to provide short notice/short duration project resources to support overall operational or project objectives.

BMC MAINFRAME SERVICES TASK-BASED BAU SUPPORT: A FLEXIBLE, INNOVATIVE, AND COST-EFFECTIVE MODEL

We are the specialists in mainframe infrastructure management—and the gateway to any specific project resources you may require.

By absorbing the workload created through loss of staff and by the need to deploy core personnel into project teams, BMC Mainframe Services out-tasking is a way to free experienced personnel from low value-add, but still essential, day-to-day activities. With generic BAU tasks completed remotely via the BMC Mainframe Services Shared Service Center, you also benefit from access to an extensive pool of flexible project resources.
PROVIDING EXPERT OPERATIONAL SUPPORT

Underpinned by service-level agreements (SLAs), a responsibility assignment (RACI) matrix and an appointed BMC Mainframe Services service delivery manager (SDM), service options can include:

- **Task-based only**—an agreed task list, delivered at the frequency required
- **Function-specific**—delivery of agreed functions e.g. joiners/movers/leavers JML process, disaster recovery, maintenance drops

- **Partially managed service**—management of a specified subsystem e.g. z/OS Systems Programming, IBM® CICS®, IBM® Db2® DBA, security, etc.
- **Fully managed service**—mainframe infrastructure is managed and delivered by BMC Mainframe Services experts

Providing Expert Operational Support: Example Client Engagement

Example Client: Current Experienced Staff Tasking Profile

- Value-added Specific Tasks
- Share capacity
- Level 3 BAU tasks
- Level 2 BAU tasks
- Level 1 BAU tasks

BMC Mainframe Services Shared Resource Center

- Level 3 skills pool
- Level 3 BAU tasks
- Level 2 skills pool
- Level 2 BAU tasks
- Level 1 skills pool
- Level 1 BAU tasks

Example Client: Future Experienced Staff Tasking Profile

- Value-added specific tasks
- Highly skilled project resource supporting specific project work + cost savings

FOR MORE INFORMATION

To learn more about BMC Mainframe Services, please visit [bmc.com/mainframe-services](http://bmc.com/mainframe-services)

About BMC

From core to cloud to edge, BMC delivers the software and services that enable over 10,000 global customers, including 84% of the Forbes Global 100, to thrive in their ongoing evolution to an Autonomous Digital Enterprise.

BMC—Run and Reinvent

[www.bmc.com](http://www.bmc.com)