



FAQs: Mainframe Services Billing System (11/2/2016)

1. How do I become a mainframe services customer?

- Go 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/busservice/MainframeSvcBilling.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 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/busservice/MainframeSvcBilling.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 account numbers are 10 characters in the format 'aaammrrrrr' where 'aaa' is a 3-letter agency code (ex. DMV for Department of Motor Vehicles); 'mm' is the major account; and 'rrrrr' is the minor account.

To request major and minor accounts, submit the form at
http://www.vita2.virginia.gov/MISFORMS/forms/VITA02_001.cfm

6. What mainframe services does VITA bill for?

- CPU seconds, transactions, tape and disk storage, and lines of print (if printed at the CESC data center).

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

- Yes. The rate for CPU seconds is discounted by 25% during non-prime hours. The non-prime shift is from 6 p.m. - 6 a.m. Monday through Friday. All hours on weekends and state holidays are also included.

9. How are transactions counted?

- Each time the customer enters data and receives a response from the mainframe counts as a transaction. The entry and response together are considered a single transaction.

10. 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).

11. How are disk storage charges determined?

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

12. 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.

13. 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.

14. 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 megabytes of compressed storage on virtual tape at the tape storage rate.

15. What is CESC print?

- Customers are charged for reports printed at the CESC data center in Chester, Virginia. Print is charged based on the number of lines printed.

16. 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.