Question and Answer #1 to RFI 1000654321 Online Mainframe Help Software

Question and Answer #1:

Question 1

Can you tell me who is the target audience for the HELP software AND does it have to be on the mainframe? Our solution is a cloud based or on-premise but is accessed through a web browser.

Answer 1

The target audience for the HELP information, to create the help content and maintain the content are Headquarter resources and CRA field users. These users consist of Program Officers, Senior Program Officers, Project Leaders and IT staff such as IT Analyst/Developers and Senior IT Specialists that either work with the assorted Customer Information Control System (CICS) applications (e.g. using F1 to display the HELP information within the application) and/or are responsible for creating and maintaining the HELP content.

A response is encouraged as the CRA does not want to rule out a solution that displays HELP content via a web browser. As long as it can be launched from the CICS application screen, and recognize the screen and/or field that the HELP information is being requested for, it may be suitable. The CRA applications that currently utilize "Preference" are Mainframe applications.

In addition, the CRA requests that vendors interested in proposing a web browser solution are to identify what risk mitigations are in place (if any) to ensure the continuous availability of the HELP information to CRA users in the event problems occur with the intranet / internet and cannot be used.