

STATE OF CALIFORNIA  
CALIFORNIA DEPARTMENT OF TECHNOLOGY  
OFFICE OF TECHNOLOGY SERVICES

## **MAINFRAME PRINTER FORM**

OTECH 380 (REV. 09/2014)

[More information on SNA, APPN, and IP.](#)

### **Instructions:**

1. Determine how you will connect to the Gold Camp Facility Mainframe(s)
  - a. Telnet – NOTE: **DO NOT USE THIS FORM FOR TELNET!**
  - b. Direct CGEN (or CSGNet) Connection
  - c. Site to Site VPN
  - d. OTech's Server Based Computing Service (Citrix)
  - e. Client VPN
2. Gather Contact Information – See Contacts Tab of this Excel Document.
3. Gather Printer Information – See Spreadsheet Tab of this Excel Document.
4. Gather Application Information – See Spreadsheet Tab of this Excel Document.
5. Gather Application Specific Print Type Information – See Spreadsheet Tab of this Excel Document.
6. Attach this form to a Work Order (preferred) or CSS Service Request.

### **DO NOT USE THIS FORM FOR:**

**Customers Utilizing Vacaville Facility Mainframes (S1S1, S2S2, HWDR, TEST, TST2)  
Telnet Printing**

**Testing Expectations: Customers will test all print within 21 days and advise of any issues within 30 days.**

CSS Service Request #	
Remedy Service Request #	
Remedy Work Order #	

**Customer Contacts:**

Primary		Alternate	
<b>Router Contact Info</b>			
Name:		Name:	
Phone Number:		Phone Number:	
Email Address:		Email Address:	
<b>Firewall Contact Info</b>			
Name:		Name:	
Phone Number:		Phone Number:	
Email Address:		Email Address:	
<b>ISO</b>			
Name:		Name:	
Phone Number:		Phone Number:	
Email Address:		Email Address:	
<b>Print Server Technical/Configurator Contact Info</b>			
Name:		Name:	
Phone Number:		Phone Number:	
Email Address:		Email Address:	
<b>Print Vendor Contact Info</b>			
Name:		Name:	
Phone Number:		Phone Number:	
Email Address:		Email Address:	
<b>SNA Technical Support (controllers, printers, servers)</b>			
Name:		Name:	
Phone Number:		Phone Number:	
Email Address:		Email Address:	
<b>Client or Support Staff to Test Printing</b>			
Name:		Name:	
Phone Number:		Phone Number:	
Email Address:		Email Address:	

**Application Owner Contacts (updated September 2014)**

<b>SCO</b>		
David Avila, Personnel/Payroll Database	<a href="mailto:davila@sco.ca.gov">davila@sco.ca.gov</a>	(916)322-3987
Todd Soto, Personnel/Paryroll Database	<a href="mailto:tsoto@sco.ca.gov">tsoto@sco.ca.gov</a>	(916)322-3055
Carl Walker, Fiscal/Accounting	<a href="mailto:cwalker@sco.ca.gov">cwalker@sco.ca.gov</a>	(916)322-2794
Marcelino Hernandez, Fiscal/Accounting	<a href="mailto:marcelino.hernandez@sco.ca.gov">marcelino.hernandez@sco.ca.gov</a>	(916)324-2340
Fiscal/Accounting Group	<a href="mailto:daritsupport@sco.ca.gov">daritsupport@sco.ca.gov</a>	
MIRS Group	<a href="mailto:mirs@sco.ca.gov">mirs@sco.ca.gov</a>	

<b>CALSTARS</b>		
Faye Warren	<a href="mailto:faye.warren@dof.ca.gov">faye.warren@dof.ca.gov</a>	
Diane Duran	<a href="mailto:diane.duran-perez@dof.ca.gov">diane.duran-perez@dof.ca.gov</a>	(916)323-7541

<b>SPB</b>		
Scott Lavine	<a href="mailto:scott.lavine@calhr.ca.gov">scott.lavine@calhr.ca.gov</a>	

Provide all options that apply to your specific request or work order. Fill out the green colored fields.

CSS Service Request #		Submitter:		Local Router - (name or IP):	
Remedy Service Request #		Date Request Received:		Controller (PU) Name:	
Remedy Work Order #		Requested Due Date:		Using TN3270 from Controller to LUs?(yes/no)	
Agency Code		Is this a hardware or site relocation?		Using a Print Server?(yes/no)	

**CUSTOMER'S QUESTIONNAIRE SECTION:**

	1	2	3	4	5	6	7	8	9	10	11	12	13	OTECH DEFINITIONS (OTech Internal Use ONLY)			CUSTOMER TESTING TRACKING (X)	
	ACTION	PRINTER ID	IP ADDRESSING		APPLICATIONS USED	FORMAT	HARDWARE	QUEUE NAME (if applicable)		AFP / IPDS OPTIONS				OTECH Assigned LU VTAM Netname	CICS ID	X-NET (Yes / No)	NET WORK	CICS APPL
<b>Location of Equipment:</b>	Choose from: Add, Change, or Delete	Only if changing an existing printer	CURRENT IP ADDRESS (Provide if changing)	NEW IP ADDRESS	SCO ViewDirect, SCO MIRS, SPB, CalStars, CICSORA, NatTest, etc. (one per line item)	PAGE Orientation (Portrait or Landscape)	MAKE, MODEL & TYPE of PRINTER	CURRENT PRINTER QUEUE NAME (Printer Name)	NEW PRINTER QUEUE NAME (Typically needed for Print Server)	Does the printer have an IPDS card? If so, is it used for AFP overlays?	BANNERS / TRAILERS (on/off)	PORT # (Typically 515, 5001, 9100, 9600)	MODEL AFTER EXISTING PRINTER (provide name)					

Please note the following important information:

- Customers utilizing Gold Camp Mainframes will need to ensure their firewall has the appropriate ports open to the mainframe host.
- Data Center time is billable at \$135 per hour after the testing period ends. Testing period includes all print within 30 days of implementation.

