



Kyndryl Application Management Services

The mainframe continues to be the backbone of many industries, with technologies that date back more than 20 years. For businesses that require massive amounts of transactions and cannot afford downtime, mainframe is the most cost-effective platform.

There's a misconception that 'old' means 'needs to be replaced.' Mainframe code—what some might call 'legacy' code—has been around for a long time, but it is robust and virtually error-free because it has been iterated and debugged during that time.

Similarly, many businesses have business-critical applications that date back to the very start of operations and still run, with few structural changes, to this day. There is a considerable amount of investment done over time so that applications reach greater maturity. Moving platforms and recreating code from scratch not only means starting over on this journey, but also throwing away those years of investment.

Application transformation on the mainframe

IT leaders surveyed in 2021:¹

- Governance and full DevOps integration continues to be a major opportunity as 71% surveyed leaders identified their current AMS manage services provider is different from the current infrastructure managed services provider
- 25% of the enterprises are looking to adopt next-generation AMS models
- 60% are planning or incorporating SRE as part of their next generation AMS practice

Kyndryl can help. We understand that finding mainframe application skills (such as COBOL and RPG) in the market talent pool is not as simple as it used to be. Many university programs no longer have these languages on their curricula, focusing instead on cloud-native technologies. We combat this shortage through our programs with universities and government partnerships to foster mainframe skills and maintain a continued stream of young and talented mainframe professionals.



Our experts can help your organization maintain mainframe applications, and, over time, open those applications to integration with other platforms and use other languages, or allow code developed for cloud-native models to interact with mainframe code.

DevOps is a combination of practices and tools that allow infrastructure and application teams to work together and make application changes and code fixes to sustain a faced-paced influx of code releases, and it's at the heart of our mainframe approach. When coupled with our managed infrastructure services, we are not only supporting applications but also transforming the way we think about and manage their development. We aim to tightly integrate both infrastructure and development services into a single model, orchestrated to focus on the agility of our customers' business and end user experience.

To best embrace DevOps, both the infrastructure and the application support teams need to be operating as a single structure. They must use a single management model and be measured against the same set of metrics on user experience and the business processes. Our experience with hybrid cloud and enabling seamless development and distribution environments allows us to provide integrated services and governance, helping our customers reap the full value of DevOps and Site Reliability Engineering models.

Skills requirements for DevOps enablement

Layer	Example skills requirements
 Application	<ul style="list-style-type: none"> - Development environment skills - Programming language skills (COBOL, PL1, Java, Python) - CI/CD knowledge and tooling skills - Workload characteristics - New workload skills for AI, machine learning, containers - Automation tool skills (Red Hat® Ansible®)
 Frameworks	<ul style="list-style-type: none"> - DevOps enablement skills - New platform services for new workloads (open source, AIOps, cloud native)

Our structured approach to ensuring you have the mainframe skills you need

Step 1

- What we do**
- Assess your current platform, tooling, and environment
 - Consider your future planned workloads
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- What we deliver**
- An analysis of the required skill sets, including the capacity and capability levels you need for each of the skill sets in each layer of the platform

Step 4

- What we do**
- Run exploratory workshops to understand your business needs and operations
 - Create a plan for SRE and DevOps implementation
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- What we deliver**
- A strategy that comprehends your tools, processes, and cultural changes
 - Roadmap based on your feedback and organizational commitment

Step 2

- What we do**
- Assess the current workforce and compare to the outputs from Step 1
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- What we deliver**
- An assessment of the likely attrition related to retirement
 - A gap analysis, showing the skill sets that are missing and how that will change over time

Step 5

Review and finalization of the mainframe workforce strategy. Depending on your requirements, Kyndryl can help you with:

- Recruitment
- Structured training and development for early professional hires
- Resource provisioning to fill gaps, provision of entire squads, or outsourcing tasks

Step 3

- What we do**
- Define career paths and map them to your HR policies
 - Develop a resource plan based on your preferences
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- What we deliver**
- A structured plan to ensure a vibrant mainframe team in the coming years
 - Career paths for the mainframe community

Kyndryl Application Management Services

Wide range of mainframe skills and resources

Our global presence and workforce allow us to support mainframe traditional applications and new cloud-native applications 24x7 wherever our customers are. Kyndryl™ Application Management Services coupled with our mainframe infrastructure management services add further value in collaboration, such as batch and operations to streamline governance and allow for a simpler end user experience.

Additional service models

With multiple hosting solutions, we can support mainframes at our customers' data centers, host their workloads in our data centers, or host their workloads on multi-tenant cloud infrastructure that allows them to adopt a consumption-based model and forego CAPEX for OPEX.

Connectivity and resiliency

During the pandemic crisis, our teams experienced zero disruption to their support coverage. Kyndryl is ready to continue providing non-stop support, making sure our customers' businesses are protected with on-premises, hybrid, and remote support solutions for limited periods or as ongoing models. Our resiliency solutions provide workforce, infrastructure, and processes to ensure business continuity.

End-to-end transformation

As a leading provider of mainframe support services, Kyndryl experts have the experience necessary to help our customers host and run the right workloads on the right platform while protecting their previous mainframe investments. Our experts can advise on the application point of view, as well as infrastructure, API enablement, and opening mainframe data to be consumed by external applications.

Business execution

At Kyndryl, we take our role as trusted advisor seriously, helping our customers make the decisions that will represent the best value over time. Our extensive portfolio allows us to drill down into each customer's unique needs, choosing technology to drive modernization exactly where that customer needs us to go.



Why Kyndryl?

Kyndryl has deep expertise in designing, running, and managing the most modern, efficient, and reliable technology infrastructure that the world depends on every day. We are deeply committed to advancing the critical infrastructure that powers human progress. We're building on our foundation of excellence by creating systems in new ways: bringing in the right partners, investing in our business, and working side-by-side with our customers to unlock potential.

For more information

To learn more about application management and mainframe services from Kyndryl, please contact your Kyndryl representative or Kyndryl Business Partner, or visit kyndryl.com/us/en/consult



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1 Everest Group - Application Services - *Transform Application Management to Drive Digital Success* - Sept 2021