



AGENDA

Consolidated Technology Services • WA

State Data Center Agency Implementation Coordinator Meeting

January 22, 2015

2:00 – 3:00 p.m.

Attendees: SDC Project Staff and Agency Implementation Coordinators

Time	Topic	Presenter
2:00 – 2:10	Welcome & Introductions	All
2:10 – 2:35	Update on SDC Projects	Heidi Brownell
2:35 – 2:40	Customer Communications	Heidi Brownell
2:40 – 3:00	Q&A	Open Discussion
3:00 p.m.	Adjourn	

Additional Instructions:

- **Meeting Location -** 1500 Jefferson Building [[PDF Map](#) or [Mapped with Google](#)]
Conference Room 2208

State Data Center (SDC) *Agency Implementation Coordinator Meeting*

January 22, 2015



Agenda

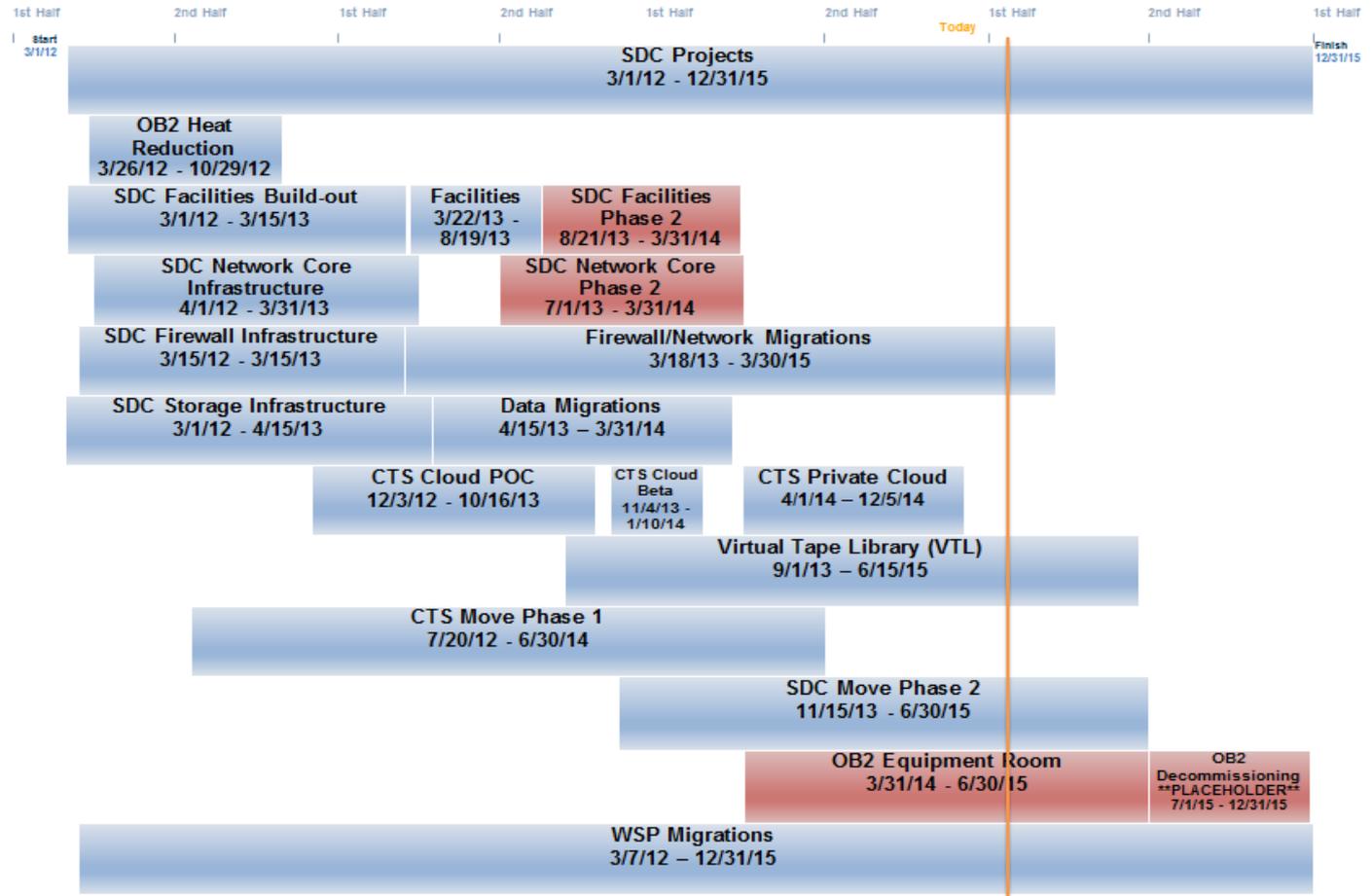
- Welcome – Introductions/Review Agenda
- Update on SDC Projects
 - Firewall Migrations
 - SDC Move Phase 2
 - CTS Cloud
 - DR-VTL
 - OB2 Equipment Room
- Customer Communications
- Q&A



SDC Projects



SDC Projects Timeline



*Rose colored boxes updated per the July 2013 SDC Business Plan



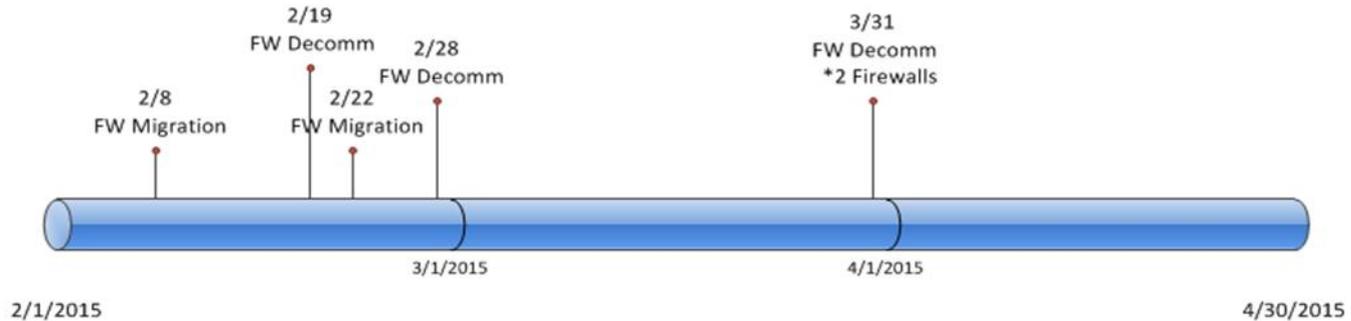
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SDC Firewall Project



Firewall Migrations – Next 90 Days

Firewall 90-day Activity Pipeline



Customer Expectations

- Customers will be contacted at least six weeks prior to the target move date to set the schedule.
- Customer approves schedule, establishes test scenarios, performance benchmarks and prepares for move (see Readiness Guide when published).
- Customer Coordination continues through entire move cycle.
- Customer gives final acceptance of move completion.

Project Phases

- **Base Ready:** 2/1/13
- **MPLS Connector (Simple):** Began April 2013- Completed June 2013
- **MPLS Connector (Complex):** Began July 2013 - TBD
- **IGN/Infrastructure:** Began November 2013 – Complete by June 2015



Firewall Migrations

Recent:

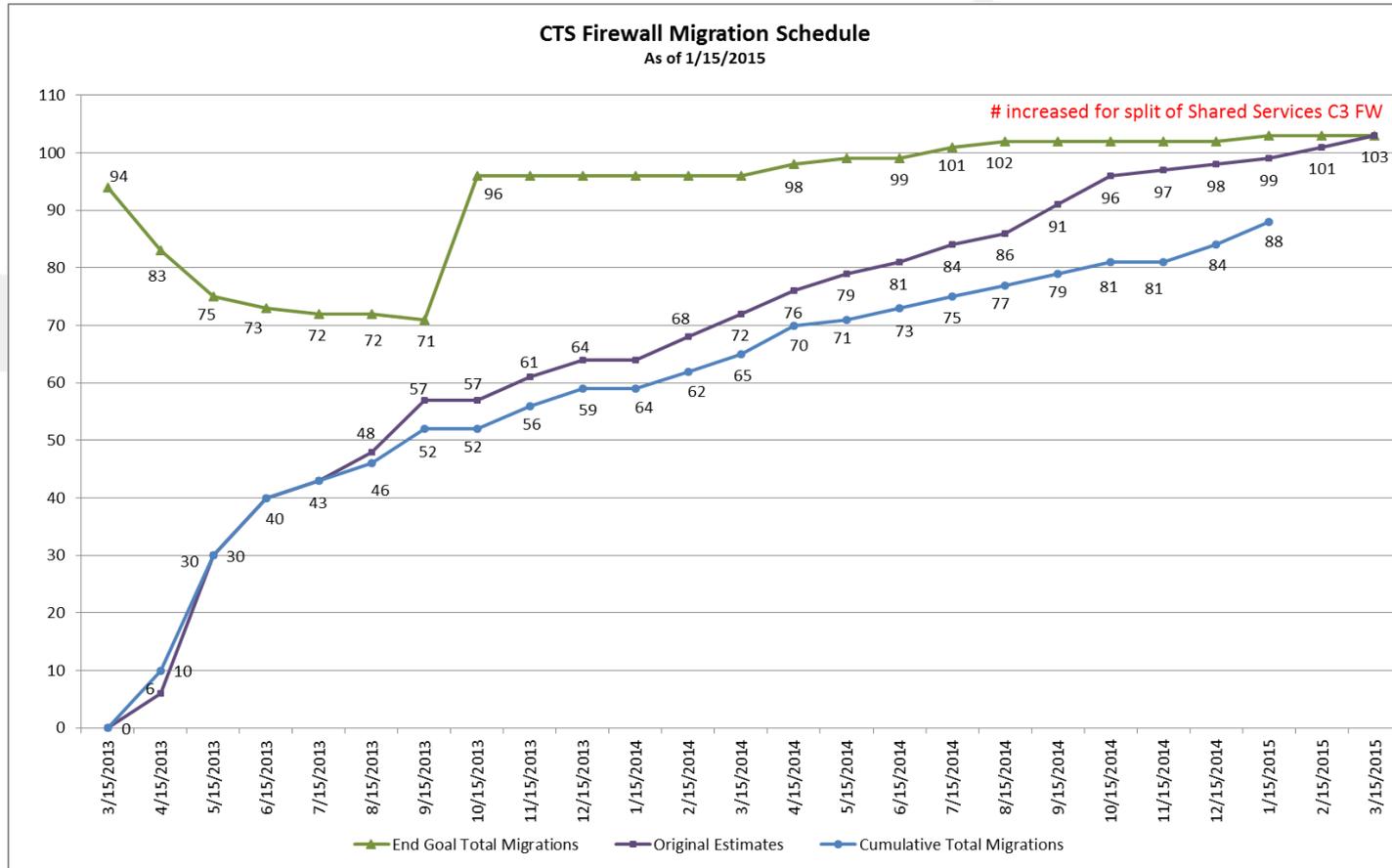
- Completed 3 firewall migration
 - FW-AAMVA1
 - FW-UTC-App
 - FW-MSG-Gateway

Upcoming:

- Continue data mapping and planning to support upcoming firewall migrations
 - FW-OAH-App (scheduled)
 - FW-ProviderOne (scheduled)
 - FW-BP-MPLS (scheduled)
 - FW-SHRD-SVC-C3 (tentatively scheduled)
 - FW-BP Meeting scheduled with customers



Firewall Migrations



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SDC Move Phase 2



SDC Move Ph 2- Scope

SDC Move Phase 2 moves the remaining systems out of OB2 into the SDC.

In Scope:

- Equipment supporting CTS services such as:
 - CTS internal support systems
 - Security systems
 - Telephony system
 - Network systems
- Customer agencies in OB2 A la Carte

No Change

SDC Move Phase 2

CTS Devices

Security

Telephony

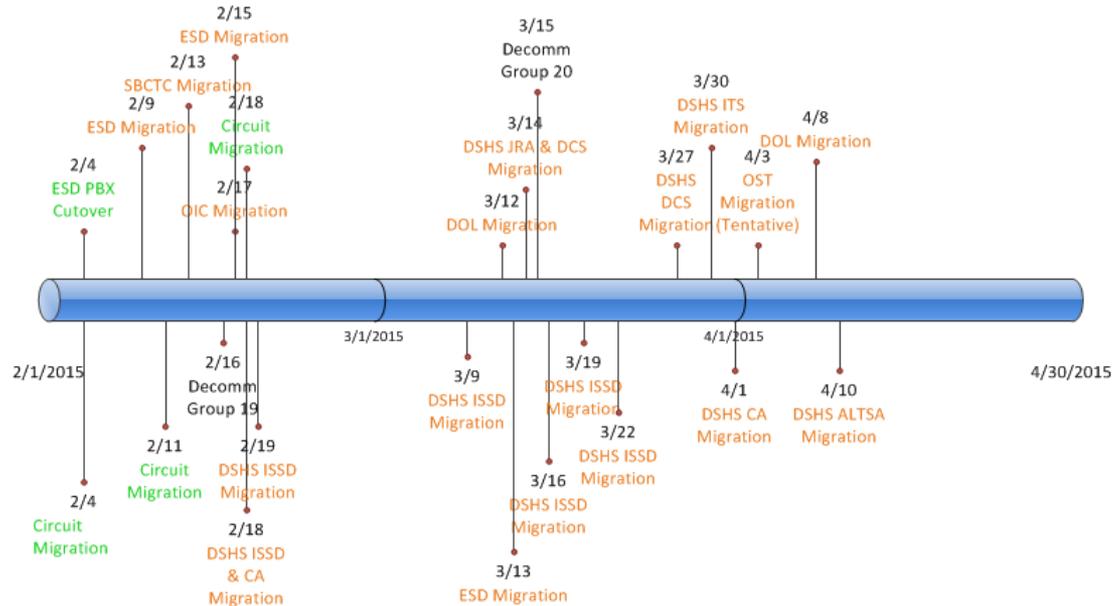
Network

Customer Migrations



SDC Move Ph 2- Next 90 Days

SDC Move Phase 2 90-day Activity Pipeline



Customer Expectations

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Servers

- Decomm Group 19
- Decomm Group 20

Network (TSD/LTS)

- Circuit Migrations
- ESD PBX Cutover

CTS Moves

Migrations

- DSHS ISSD
- DSHS JRA
- DSHS CA
- DSHS DCS
- DSHS ITS
- DSHS ALTA
- SBCTC
- OST
- OIC
- ESD



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SDC Move Ph 2- CTS Devices

Recent:

- Continued work on LNI Servers
- Decommed Group 18
- Decommed PGN AD Servers
- Reviewed Lab & Test Messaging Servers for Decomm

Upcoming:

- Continue work on documentation of LNI Servers
- Decomm Group 19 & 20
- Migrate Internal CTS (ATS) Servers

SDC Move Phase 2

CTS Devices

Security

Telephony

Network

Customer Migrations



SDC Move Ph 2- Security

SSL VPN

Recent:

- Confirmed onsite dates with F5
- Scheduled Kick-off meeting for pilot customers

Upcoming:

- Jan 26 - F5 onsite.
- Feb 17-27- F5 onsite to build pilot agency partitions which will be ready for customers to use.
- March 2- Pilot agencies will begin using their new connection method.
- Mar 23- Remaining customers will begin to use their new connection method.

SDC Move Phase 2

CTS Devices

Security

Telephony

Network

Customer Migrations



SDC Move Ph 2- Security

Web Services Gateways

Recent:

- Continued contract negotiations

Upcoming:

- F5 on site
- Reach out to customers (impacts DSHS and COM)

SDC Move Phase 2

CTS Devices

Security

Telephony

Network

Customer Migrations



SDC Move Ph 2– Network

WAN Carrier Build out

Recent:

- Inside plant installed for Wave on 1/17

Upcoming:

- Continue work with:
 - Wave Broadband
 - PNWGP (Gigapop)
 - CenturyLink (copper)

SDC Move Phase 2

CTS Devices

Security

Telephony

Network

Customer Migrations



SDC Move Ph 2– Network

Migrate TDM (T1s) to the SDC

Recent:

- Vendor circuit installed and operational

Upcoming:

- Migrations planned for Tuesdays and Thursdays starting March 3 and ending April 30

SDC Move Phase 2

CTS Devices

Security

Telephony

Network

Customer Migrations



SDC Move Ph 2– Network

Migrate PBX (Phone) Remote Sites to the SDC

Recent:

- Rescheduled and posted [technical bulletin](#) for DOL Black Lake cutover for 1/29
- Rescheduled and posted [technical bulletin](#) ESD Woodland Square cutover for 2/4

Upcoming:

- Reach out to additional customers

SDC Move Phase 2

CTS Devices

Security

Telephony

Network

Customer Migrations



SDC Move Ph 2– Network

Vendor Trunk Migrations

Recent:

- Completed 54/240 customer circuit migrations
- Scheduled and posted [technical bulletin](#) for January 28 migration
- Scheduled and posted [technical bulletin](#) for February 4 migration

Upcoming:

- Reach out to additional customers

SDC Move Phase 2

CTS Devices

Security

Telephony

Network

Customer Migrations



SDC Move Ph 2 - Customers

Recent:

- Completed Orientation Session with DOC & DAHP
- Conducted High Level Consults for HCA, COM, OST, DSHS Children's Administration, Juvenile Rehabilitation Administration & DSHS ESA - Div. of Child Support
- Supported migrations for DES, DSHS ADSA, DSHS ISSD, SBCTC & DFI

Upcoming:

- Support February Migrations for SBCTC, DSHS ISSD, DOL, OIC & ESD
- Conduct High Level Consults for DOC, DAHP, & King County
- Continue supporting customer migration planning

SDC Move Phase 2

CTS Devices

Security

Telephony

Network

Customer Migrations



Virtual Tape Library



DR - VTL Project

Recent:

- Received / Inventoried DLm for IBM mainframe at SDC and OB2
- Continued planning for DLm install in the SDC

Upcoming:

- Schedule Unisys Mainframe team / Oracle technical meeting
- Schedule EMC for initial installation of DLm in SDC (Pending power)



Avamar



Avamar Project

Recent:

- Held Avamar general overview meeting on January 8th
- Documented customer migration process

Upcoming:

- Complete test and acceptance
- Complete as built documentation
- Complete M&O documentation
- Validate Production Readiness



TSM Sunset Project



TSM Sunset Project

Recent:

- Completed customer events (training)

Upcoming:

- Publish technical bulletin
- Setup customer consults
- Customer firewall submitted (via customer)
- Publish FAQs



OB2 Equipment Room



OB2 Equipment Room

DES, CTS, and DSHS have been meeting to discuss the requirements, plan, and design of the future state of vacated data center space in OB2. Some Telephony and LAN equipment will need to stay in OB2 to support the tenants.

Recent:

- No activity

Upcoming:

- DES will finalize contract and begin design planning with DSHS and CTS



CTS Service Announcement



Consolidated Technology Services • WA

Service Announcement

December 12, 2014

TO: Customers/Providers with equipment in the OB2 Data Center
FROM: Consolidated Technology Services (CTS)
SUBJECT: Sunset Announcement: OB2 Data Center

This service announcement provides notification that Consolidated Technology Services (CTS) intends to sunset its use of the OB2 Data Center as of June 30, 2015. This date coincides with the Washington OCIO SDC Business Plan Update which describes the unacceptably high costs for operational repairs and urgent safety mitigations in OB2 to keep the end-of-life data center in service.

What Does this Mean?

- In an effort to minimize the risk to systems running in OB2, customers and/or providers with equipment residing in OB2 need to remove equipment from OB2 prior to June 30, 2015.
- CTS is working with customers and/or providers to plan for their migrations out of OB2 prior to the June 30, 2015 sunset date.

The space will be owned and operated by Department of Enterprise Services as of July 1, 2015. Any inquiries should be directed to DES.

For questions or comments regarding this notice, please send an email to the CTS Service Desk (ServiceDesk@cts.wa.gov) or call 360-753-2454.

A [service announcement](#) for sunsetting the OB2 Data Center was posted.



Customer Communications



Implementation Coordinators

Due to the volume of CTS migrations impacting numerous systems and customers, CTS has asked each agency to identify an **Agency Implementation Coordinator** (AIC) to act as an agency single-point-of-contact for collaboration on the SDC Projects. Typically, the AIC:

- Oversees all communication / activities with CTS
- Is responsible for internal agency coordination in support of customer readiness activities
- Gathers, validates, and communicates agency requirements and readiness
- Coordinates deliverables with project team
- Develops and supports project schedule, management and reporting
- Identifies and escalates project risks, issues and actions items as needed
- Serves as an advocate of change



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Customer Communications

- The [SDC Projects website](#) provides information regarding project background, status, meeting information, and migration resources.
- The [SDC Migration Calendar](#) provides a calendar view of migration information linking back to the Technical Bulletins.
- [Technical Bulletins](#) notify customers of upcoming changes regarding SDC project-related changes.
- The [SDC Project ASK](#) website provides online document collaboration regarding agency migrations out of OB2.
- Monthly AIC meetings provide an opportunity to hear status presented and ask questions.
- Migration project meetings are scheduled with specific customers as needed to prepare for their migrations.



SDC Project Website

The [SDC Projects](#) website provides current information about the status of the projects.

See also: [Customer Readiness website](#)

The screenshot shows the SDC Project Website interface. At the top left is the CTS logo with the text "Consolidated Technology Services • WA". To the right is a search bar and a "CTS' Exchange 2010 environment called out as one of the best evaluated! Read more" link. The main navigation bar includes "Home", "Products and Services", and "Projects". Below this is a sub-navigation bar with "Cloud Based Email Collaboration", "Shared Services Email", and "State Data Center". The main content area is titled "State Data Center Projects" and features a date "April 30, 2014". It contains several sections: "SDC Move Phase 2" with a paragraph about migration meetings, "CTS Move Phase 1" with a list of accomplishments, "Network and Firewalls" with migration statistics, and "Facilities/Network Core Phase 2" with a readiness statement. At the bottom, there are two summary boxes: "BUDGET: SDC Projects Spending Plan" with a bar chart and "STATUS: Current Status Report" with a table.

BUDGET: SDC Projects Spending Plan

SDC Projects Lifecycle Budgets and Actuals

*This chart shows the baseline budget and actuals for all SDC projects. (Includes both implementation costs and 5-yr maintenance commitments).

STATUS: Current Status Report

SDC Projects	Scope	Sched	Budget
SDC Program	●	●	●
OB2 Heat Reduction		(completed)	
SDC Facilities		(completed)	
SDC Network Core		(completed)	



Migration Calendar Updates

February 2015

SDC
Migrations
Calendar

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1)	2)	3) SDC Move Phase 2: OIC Migration	4) SDC Move Phase 2: Migration of Customer Circuits SDC Move Phase 2 - Migrate ESD 640 Woodland Sq	5)	6)	7)
8) Firewall - Group 52	9)	10)	11)	12)	13) SDC Move Phase 2: SBCTC Migration	14)
15) SDC Move Phase 2: DSHS ISSD Migration	16) Decomm Group 19	17)	18) SDC Move Phase 2: DSHS ISSD AD Migration	19) Firewall - Group 50 Firewall - Group 51	20)	21)
22)	23)	24)	25)	26)	27)	28)

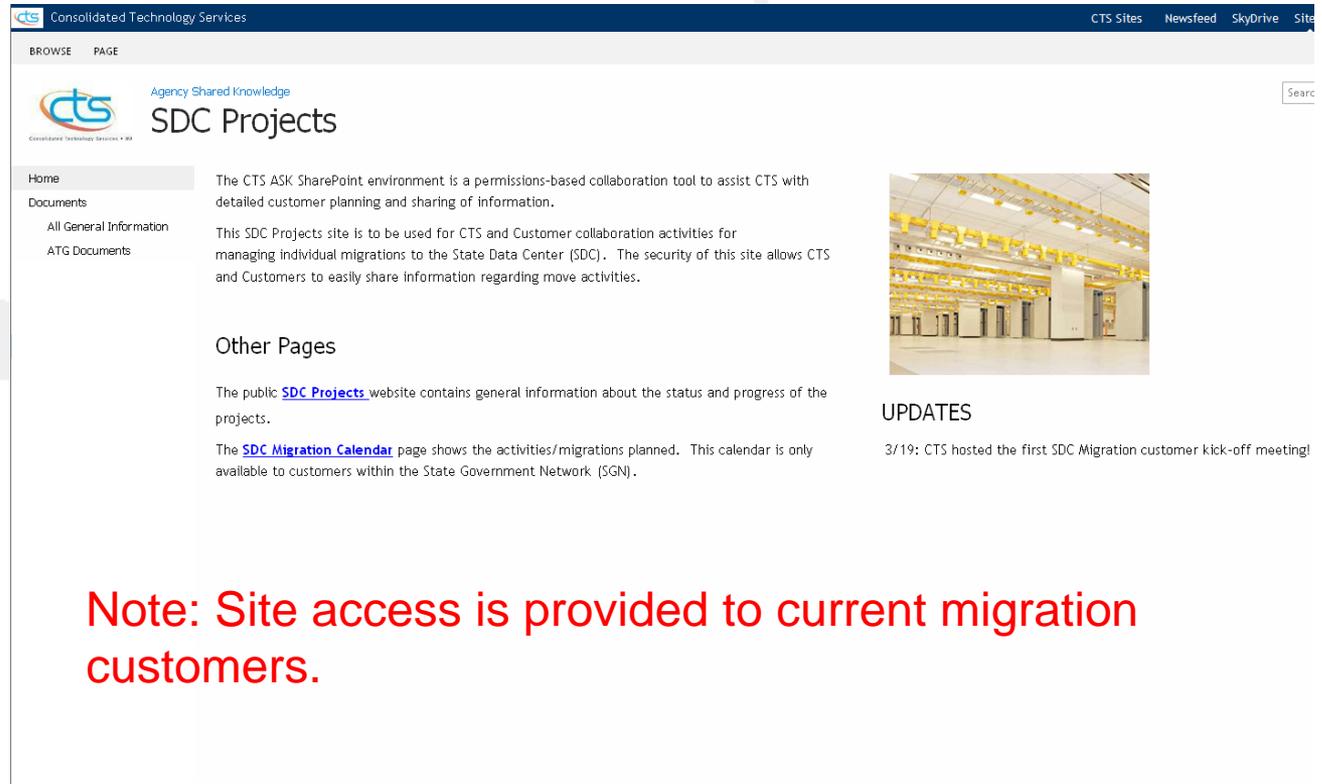
Migration events in *green* font denote an internal CTS test system migration with no customer impact. A Technical Bulletin will not be issued for these events.



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SDC Project ASK Website

The [SDC Projects ASK](#) website enables customer and CTS collaboration regarding the migrations.



The screenshot shows the SDC Projects ASK website interface. At the top, there is a navigation bar with the CTS logo and the text "Consolidated Technology Services". Below this, the main header area features the "Agency Shared Knowledge" logo and the title "SDC Projects". A search bar is located in the top right corner. The main content area is divided into several sections: "Home" (with a sub-section for "Documents" containing "All General Information" and "ATG Documents"), "Other Pages" (with links to "SDC Projects" and "SDC Migration Calendar"), and "UPDATES" (with a recent update dated 3/19). A photograph of a server room is displayed on the right side of the page.

Note: Site access is provided to current migration customers.



The Migration Guide

The State Data Center Migration Guide

Version 1.6
December 8, 2014

The Migration Guide is available on the [ASK site](#).

SDC Move Phase 2

CTS Devices

Security

Telephony

Network

Customer Migrations



Q&A



Next Meeting

Our next meeting will be **February 26th** 2:00 – 3:00 p.m.

All meetings will be held at [1500 Jefferson Building](#) – Conference Room 2208.

Our online [Meeting Calendar](#) is continually updated with meeting materials.



Contact Information

- Jenn Somnis – CTS Project Manager
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- Doug Wood – CTS Project Manager
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- Senthil Masilamani – CTS Project Manager
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- Heidi Brownell – CTS Chief Project and Planning Officer
Heidi.Brownell@cts.wa.gov 360.407.8980

