



AGENDA

Consolidated Technology Services • WA

State Data Center Agency Implementation Coordinator Meeting

February 26, 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	Jenn Somnis
2:35 – 3:00	Q&A	All
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*

February 26, 2015



Agenda

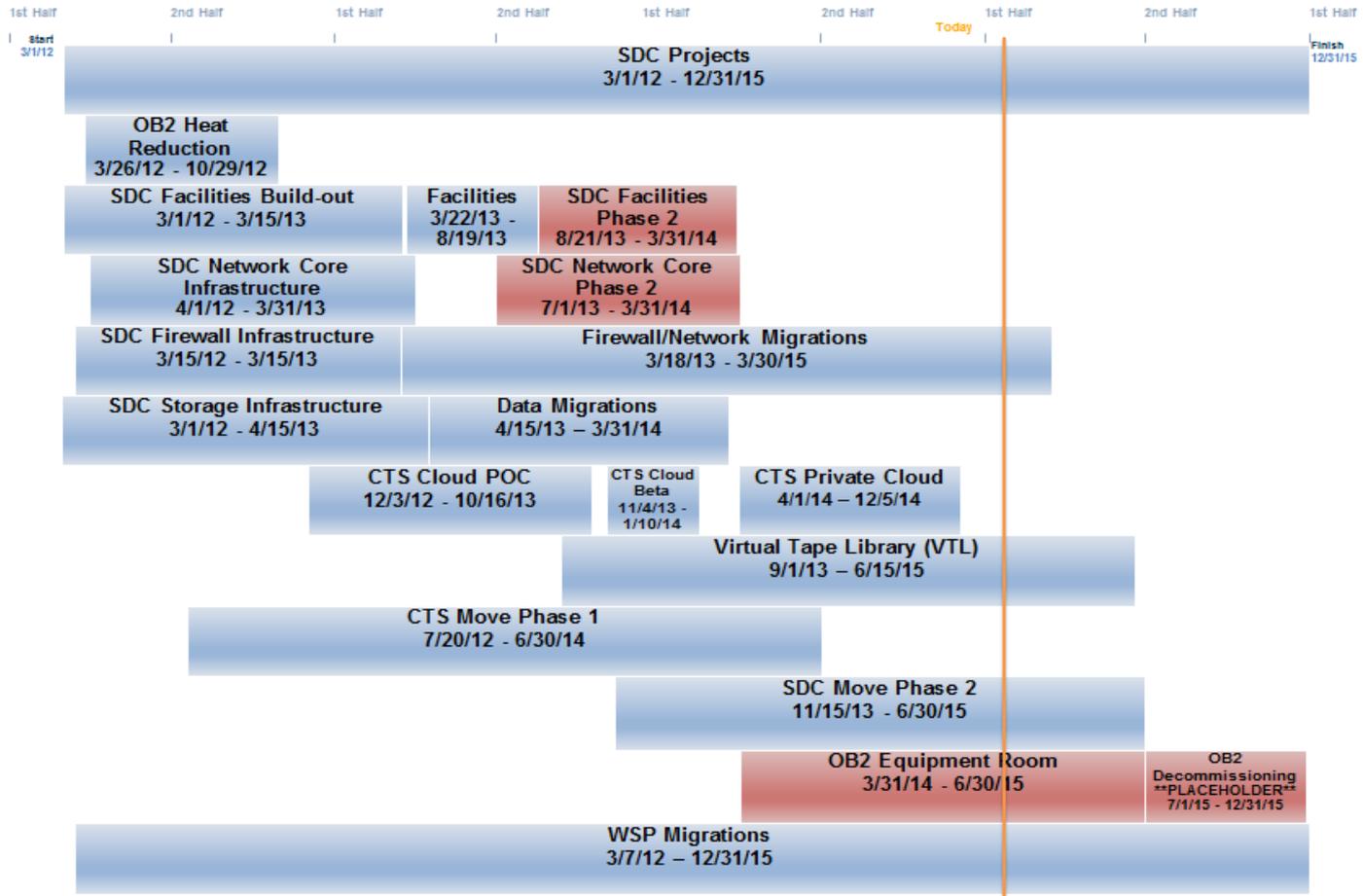
- Welcome – Introductions/Review Agenda
- Update on SDC Projects
 - Firewall Migrations
 - SDC Move Phase 2
 - CTS Cloud
 - DR-VTL
 - OB2 Equipment Room
- Customer Communications
- Q&A



SDC Projects



SDC Projects Timeline



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



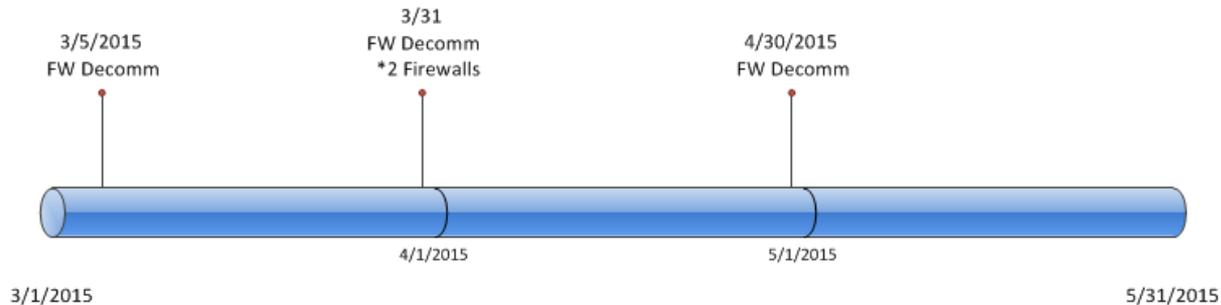
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SDC Firewall Project



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:

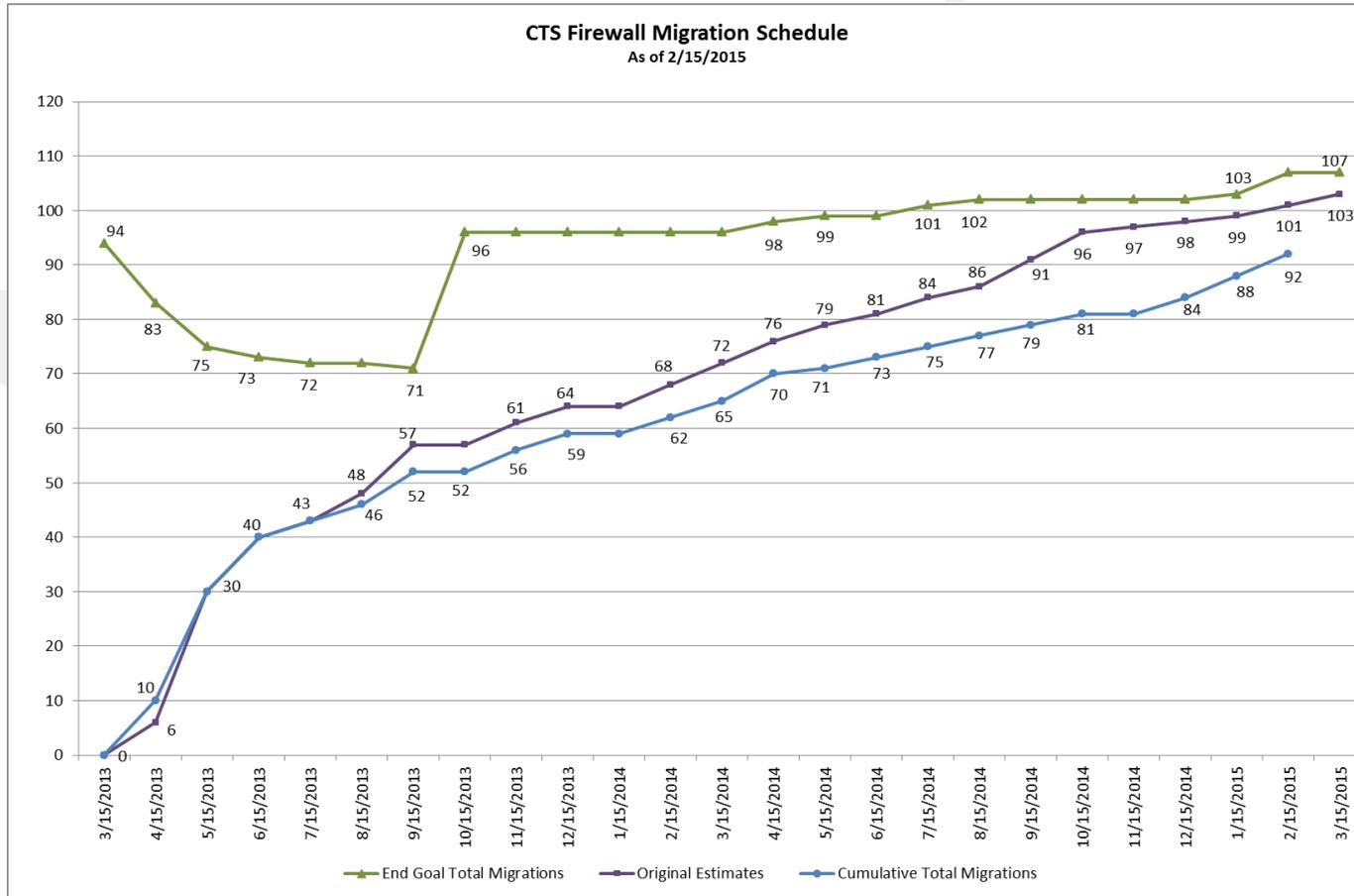
- Completed 3 firewall migration
 - FW-OAH-App
 - FW-ProviderOne
 - FW-SHRD-SVC-C3
 - FW-BP (JP Morgan, SSA, CMS connection)

Upcoming:

- Continue data mapping and planning to support the THREE remaining firewall migrations:
 - FW-BP-MPLS (working to reschedule 2 events)
 - FW-DOC-NetMotion (scheduled)
 - FW-BP (ACS)
- Prepare to decommission remaining NINE firewalls



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

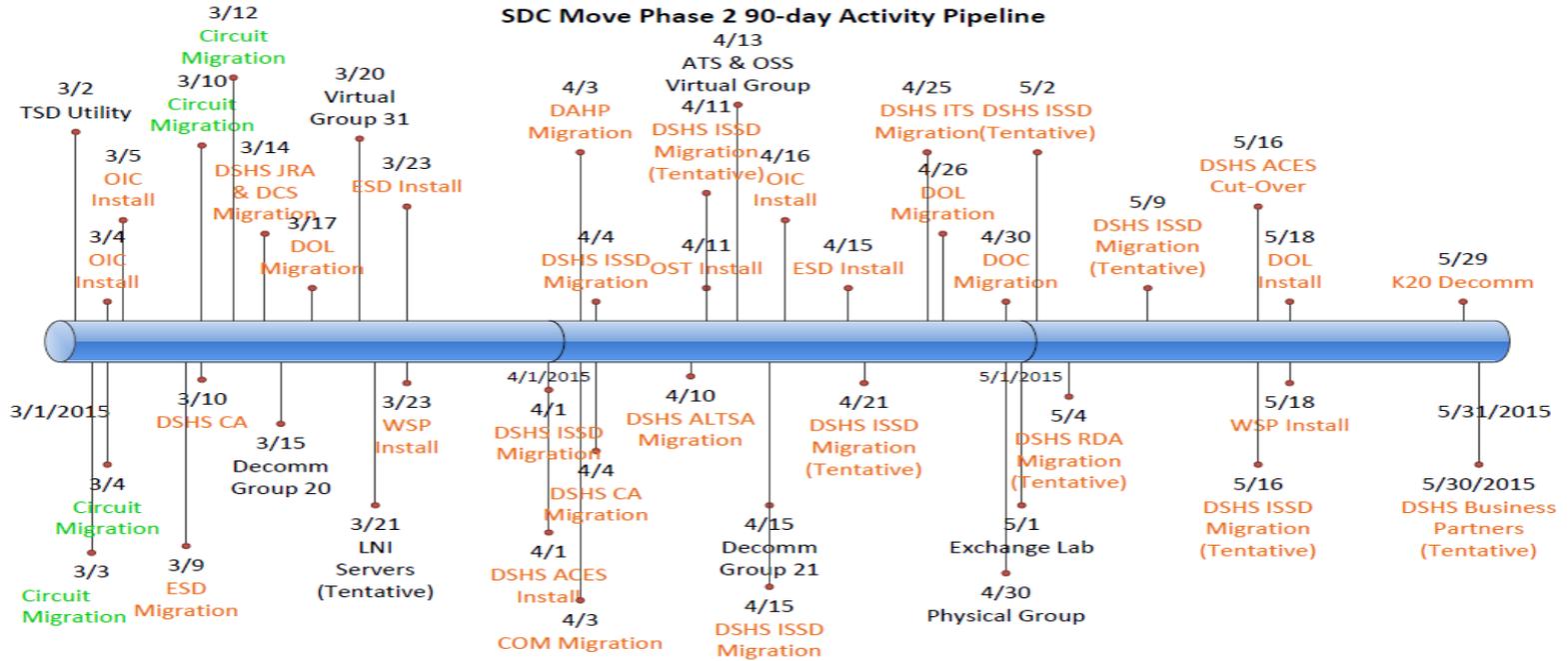
Telephony

Network

Customer Migrations



SDC Move Ph 2- Next 90 Days



Customer Expectations

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Servers

- Decomm Group 20
- Decomm Group 21
- Physical Group
- Exchange Lab
- LNI Servers
- ATS & OSS Virtual Group

CTS Moves

- Migrations**
- DSHS ISSD
 - DSHS JRA
 - DSHS CA
 - DSHS DCS
 - DSHS ITS
 - DSHS ALTSA

Network (TSD/LTS)

- Circuit Migrations
- OST
- OIC
- ESD
- WSP
- DOL
- K20



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SDC Move Ph 2- CTS Devices

Recent:

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

Upcoming:

- LNI Server Migration
- Physical Move Group (TSD Utility)
- Decomm Group 20
- Virtual Group 31 (ATS Internal Applications)

SDC Move Phase 2

CTS Devices

Security

Telephony

Network

Customer Migrations



SDC Move Ph 2- Security

SSL VPN

Recent:

- Kick off meeting held with F5 on Jan 26th
- Held customer pilot meeting on Feb 10th
- F5 onsite to build pilot agency partitions

Upcoming:

- 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 (DSHS & COM)

Recent:

- SOW signed

Upcoming:

- Engage with F5 mid-March

SDC Move Phase 2

CTS Devices

Security

Telephony

Network

Customer Migrations



SDC Move Ph 2– Network

WAN Carrier Build out

Recent:

- Wave install completed

Upcoming:

- Continue work with:
 - 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:

- Migrations scheduled for [March 3](#), [March 5](#), [March 10](#), [March 12](#), [March 17](#) and [March 19](#)

Upcoming:

- Continue migration planning

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:

- Cancelled ESD Woodland Square cutover for 2/4, will reschedule
- Migrated DOL Black Lake on 2/11

Upcoming:

- Schedule Lottery remote site migration

SDC Move Phase 2

CTS Devices

Security

Telephony

Network

Customer Migrations



SDC Move Ph 2– Network

Vendor Trunk Migrations

Recent:

- Completed 131/240 customer circuit migrations
- Completed February 18th and 25th migrations
- Rescheduled February 4th migration to [March 9th](#)

Upcoming:

- Continue migration planning

SDC Move Phase 2

CTS Devices

Security

Telephony

Network

Customer Migrations



SDC Move Ph 2– Network

Migrate Access Layer and 6509's to SDC

Recent:

- Project planning underway

Upcoming:

- Discuss strategy for relocating customer connections to the SDC or other locations as appropriate
- Communicate with customers regarding any impacts

SDC Move Phase 2

CTS Devices

Security

Telephony

Network

Customer Migrations



SDC Move Ph 2 - Customers

Recent:

- Supported February Migrations for SBCTC, DSHS ISSD, DSHS CA, DOL, WSP, OIC, and ESD
- Conducted High Level Consults for DOC & DAHP
- Continued supporting customer migration planning

Upcoming:

- Conduct High Level Consults for DES & King County
- Support March Migrations for OIC, DSHS CA, DSHS JRA, DSHS DCS & ESD
- Continue supporting customer migration planning

SDC Move Phase 2

CTS Devices

Security

Telephony

Network

Customer Migrations



Virtual Tape Library



DR - VTL Project

Recent:

- Completed IBM initial install
- Completed IBM Network install on 2/23

Upcoming:

- Install replication network
- Install gear in SDC

Currently schedule indicates we will discontinue writing to OB2:

- Unisys = April
- IBM = May



Avamar



Avamar Project

Recent:

- As built documentation in progress
- M&O documentation in progress

Upcoming:

- Document and validate customer migration processes
- Begin migrations



TSM Sunset Project



TSM Sunset Project

Recent:

- Publish technical bulletin
- Firewall requests submitted (via customer)
- Begin customer migrations

Upcoming:

- Continue customer migrations



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:

- DES, DSHS, CTS met to discuss options.

Upcoming:

- Continue discussions/planning



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". The primary update is "SDC Move Phase 2", detailing customer migration kick-off meetings and planning. It lists high-level accomplishments such as migrating customer test and production to a new load balancer, completing telephony migrations, and moving physical servers. Other sections include "CTS Move Phase 1", "Network and Firewalls", and "Facilities/Network Core Phase 2". An "Important Links" sidebar on the right lists links like Home, Customer Readiness, Background, Status Report Archive, Meetings, Migration Calendar, and Archived Updates. At the bottom, there are two summary boxes: "BUDGET: SDC Projects Spending Plan" with a bar chart titled "SDC Projects Lifecycle Budgets and Actuals", and "STATUS: Current Status Report" with a table showing progress for SDC Program, OB2 Heat Reduction, SDC Facilities, and SDC Network Core.

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

March 2015

SDC
Migrations
Calendar

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1) SDC Move Phase 2: DSHS CA Migration	2) TSD Utility	3) SDC Move Phase 2 - Migration of Customer Circuits	4) SDC Move Phase 2: OIC Migration	5) SDC Move Phase 2 - Migration of Customer Circuits SDC Move Phase 2: OIC Migration	6)	7)
8)	9) SDC Move Phase 2: ESD Migration SDC Move Phase 2 - Migration of Customer Circuits from OB2 to the SDC	10) SDC Move Phase 2: Migration of TDM Customer Circuits SDC Move Phase 2: DSHS CA Migration	11) SDC Move Phase 2: DSHS CA Migration	12) SDC Move Phase 2: Migration of TDM Customer Circuits SDC Move Phase 2: DSHS CA Migration	13)	14) SDC Move Phase 2: DSHS JRA Migration SDC Move Phase 2: DSHS DCS Migration
15) Decomm Group 20	16) SDC Move Phase 2: DOL Migration	17) SDC Move Phase 2: Migration of TDM Customer Circuits	18)	19) SDC Move Phase 2: Migration of TDM Customer Circuits	20) Virtual Group 31	21) LNI FTI Servers (Tentative)
22)	23) SDC Move Phase 2: WSP Migration SDC Move Phase 2: ESD Migration	24) SDC Move Phase 2: ESD Migration	25)	26)	27)	28)
29)	30)	31)				

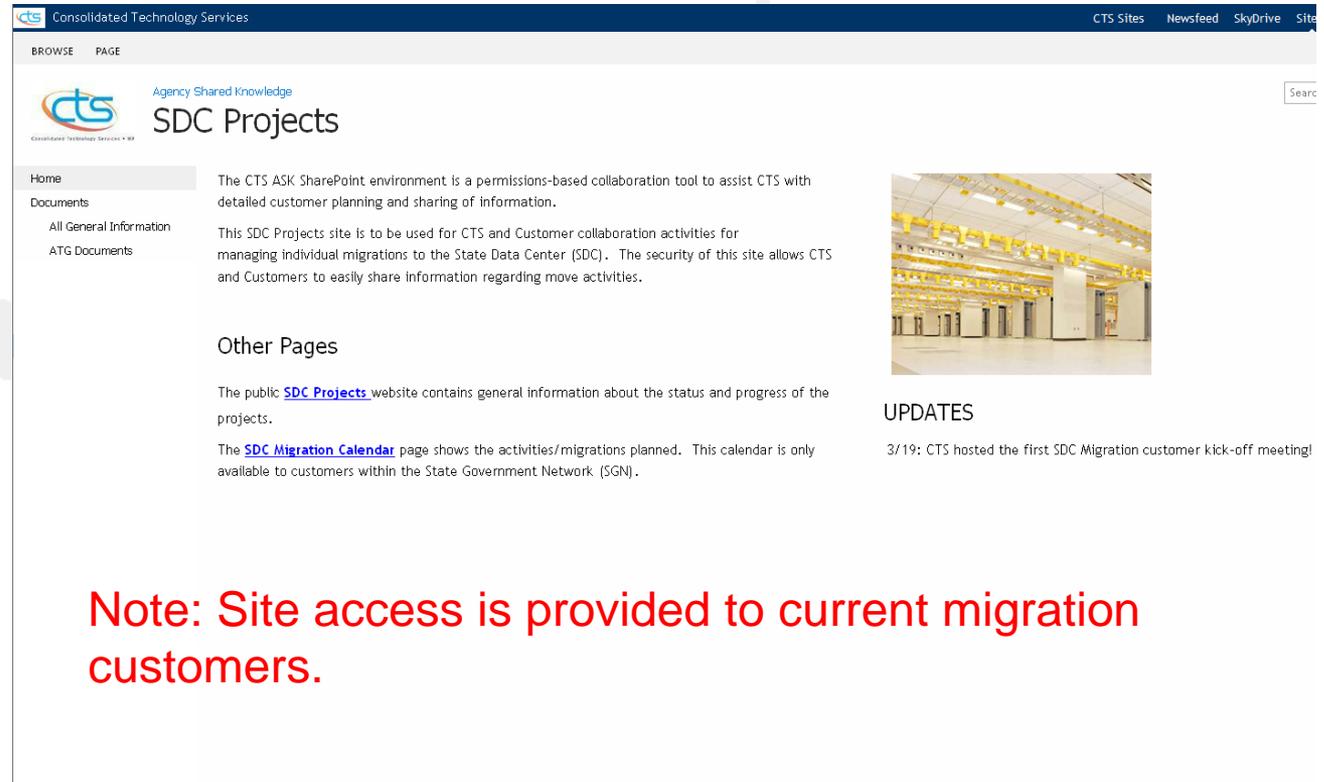
Migration events in *green* font denote an internal CTS test system migration with no customer impact. A Technical Bulletin will not be issued for these events.



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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 "Documents" containing "All General Information" and "ATG Documents"), "Other Pages" (with sub-sections "All General Information" and "ATG Documents"), and "UPDATES" (with a sub-section "3/19: CTS hosted the first SDC Migration customer kick-off meeting!"). 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 **March 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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