

**CTS Advisory Council**

February 1, 2011  
1500 Jefferson Street  
Olympia, Washington

**Welcome/Introductions**

Christy Ridout, Co-Chair, Consolidated Technology Services (CTS), welcomed the participants to the CTS Advisory Council meeting and provided an overview of the agenda.

The attendees included: Grant Rodeheaver, Co-Chair (WSDOT), Mike Ricchio (CTS), Mike McVicker (ESD), Ron Seymour (DFI), Cathy Munson (LSC), Doug Hoffer (DOC), Sue Langen (DSHS), Bob Lanouette (LNI), Marcus Bailey (DOL), and Dan Mercer (CTS).

**Storm-Aggedon 2012**

Christy Ridout (CTS) opened the meeting by asking the Advisory Council members for their feedback on the support agencies received from CTS during the January snow and ice storm.

Michael Martel (CTS) provided an overview of Service Desk Support.

Service Support:

- January 18 – 19 CTS Service Desk had 230 tickets with a response time of 20 seconds.
- Not a huge spike in telephone calls. If there is a surge - CTS is able to access the Command Center.

Telephony:

- UPS was working properly.
- There was some confusion concerning which agencies had power.
- It is an option to the customer whether their site router has a UPS.
- 1500 Jefferson Building was without power Friday afternoon.

Lessons Learned:

- Adding to the checklist is SMON manual setting.
- Service Support will improve the clarity in their communication.

Agnes Kirk (CTS) provided an overview of the remote access available during the storm. The four types of remote access available were: OWA, IPsec VPN, SSL VPN, and Citrix. CTS also initiated the ability to add more users through burstable licenses.

The Security Team was monitoring all remote access and secure gateway traffic, especially since January is a revenue month with end of year, end of quarter and end of month filing requirements.

OWA maxed out at 1,300 connections - adjustments were made to the Threat Management Gateway to allow for additional users. This adjustment will be added to the checklist during future high volume events. Some VPN users experienced local issues including Internet and intermittent power issues that caused some delay of up to 15 minutes when trying to connect to OWA.

Citrix had about 300 to 400 users.

The Security Team received calls during the beginning of the snowstorm asking for VPN tokens. Although CTS distributed rapid deployment instructions to customer agencies, VPN capability for users needs to be set up in advance.

Dan Mercer (CTS) provided an overview of what went well and lessons learned of the Data Center Facilities.

What went well:

- Pre-planning based on weather reports.
- Early decisions-
  - Initiated 24/7 shifts for facilities staff and contractors before storm hit.
  - Transitioned to generators early and remained until sub-stations were stable.
- Timely communications and coordination between supervisors, manager, staff, contractors, and Puget Sound Energy (PSE) – conference calls every 4 hours 24/7.
- Decisions were timely and appropriate based on changing conditions.
- Staff was totally dedicated, dependent, and competent.

Lessons Learned:

- Adjust work shifts to go from 12-12. Each person working a 12-hour shift needs some time during regular business hours to receive the most current information and coordinate with others.
- Wright Runstad was not prepared for snow removal. The back gate was blocked and inoperative because of snow pack and ice. This created problems getting to and from the generators and would have been an issue for fuel trucks or emergency vehicles.
- Generator support could be a potential issue. DES did a fantastic job, but they only have one employee providing support for all generators in the Oly-metro area. If the employee for some reason was not able to report to work, it could have created a critical situation.

Wendy Huff (CTS) provided an overview of Computing Services.

- Staff was able use technology to work seamlessly from home January 18 - 19. Coordination and planning prior to the storm enabled Computer Services Division to have sufficient coverage.
- Command staff was available onsite for all shifts.
- There were no major incidents. Received some calls about the BlackBerry service but they were able to follow up quickly.

Comments from the Advisory Council members included:

- DOC received many compliments on CTS' response time.
- UI process was not interrupted - great job with communicating with the vendor in support of ESD.
- Christy Ridout (CTS) was impressed with staff's ability to balance between work and home during the storm.
- The telecom staff was amazing – grace under pressure.

**Discuss Coming Work Efforts**

CTS Advisory Council members discussed upcoming work efforts.

**Next Meeting**

February 7, 2011  
Conference Center Room 2331  
1500 Jefferson Street  
Olympia, WA