

CTS Advisory Council

February 5, 2014
1500 Jefferson Street
Olympia, Washington

Welcome/Introductions

Christy Ridout (CTS) opened the meeting.

Attendees: Rob St. John (CTS), Ron Seymour (DFI), Cathy Munson (LSC), Bob Lanouette (LNI), Doug Hoffer (DOC), Carl Harris (AGR), Steve Young (DNR), Sue Langen (DSHS), Don Peck (DOH), Debbie Stewart (ECY), Dawn Tatman (DES), and Grant Rodeheaver (DOT)

Guests: Heidi Brownell (CTS), Mike McVicker (CTS), Wendy Huff (CTS), Gordon Ice (CTS), Karen McLaughlin (CTS), and Rebekah O'Hara (CTS)

SDC Move Phase 2

Heidi provided an update with regards to the SDC Move Phase 2. A walk-through of the SDC Migration Guide will be discussed at the February Agency Implementation Coordinator's meeting. Heidi will be contacting CTS customers early next week to discuss the move order criteria.

Wireless Update

Heidi will be posting the Wireless document with the rate information. A meeting will be scheduled on February 26th to discuss the wireless service. Technical staff are invited to attend as well, please forward the meeting invite to agency staff that you feel should attend

Co-Lo Service

Gordon provided an overview of the CTS' Colocation Services. The migration guide template will be used for the colocation services. The structure of the Colocation Service is to simplify design and deployment time. The initial focus of the new service is to migrate A la Carte customers from OB2 to the SDC by June 2015.

SLA Terms of Use

Rob introduced the outline of the proposed conversions. The outline presented showed the proposed structures after converting the current Customer Service Agreement to a Master Services Agreement and the current Service Level Agreement (SLA) to a Terms of Service. The proposed conversions will provide more consistency across the board. The conversions will take two years to complete.

Council members expressed that the direction is good. Rob indicated that if there are services that CTS needs to look at to let us know and we will try to accommodate. Rob also suggested that CTS could charter a group or a subgroup – if there is an interest.

Rob would like the Council members to weigh in with assisting with defining the new SLA's.

O365

Rob provided an overview of O365 licensing models. During the discussion, Council members indicated that they are interested in continuing the discussion on O365 licensing and services strategy.

Council members advocated for an enterprise approach to O365. Comments included:

- What is the cost to establish a tenant;
- What is the true saving opportunity;
- What is the direction of the statewide strategy;
- What are other alternatives to O365.

ECY is interested in being part of a subgroup to discuss O365.

Office 365 License Management

Wendy and Karen provided an overview of the technical options for enabling Office 365 license activation. The preferred approach is to create a single, shared cloud tenant and use ADFS and Forefront Identity Manager for synchronization.

Action Items:

LSC will share O365 Lessons Learned.

DSHS will share their approach for assessing the fiscal impact of moving to O365 licensing.

Council members have additional questions or comments, please send them to Christy Ridout and Christie Turner.

Next Meeting

March 5, 2013
Conference Center Room 2331
1500 Jefferson Street
Olympia, WA