



Consolidated Technology Services • WA

# Agenda

## SDC Projects Steering Committee

March 6, 2013  
1:00 pm to 2:00 pm  
Conference Room 2208

- SDC Projects Updates
  - Facilities
  - NWC
  - Firewall
  - Storage
  - CTS Move Ph1
  - Cloud Utility
- February 28th Customer Meeting - Recap
- Design Decisions
- Project Issues Update
- Integrated Projects for Storage

Next Meeting: March 20, 2013



# Meeting Minutes

**State Data Center Projects  
Steering Committee  
March 6, 2013  
1500 Jefferson, Rm 2208**

**Steering Committee Attendees:** Christy Ridout, Dan Mercer, Doug Hieronymus, Dan Davis, Heidi Brownell, Lance Calisch, Wendy Huff, Kay Metsker, Gordon Ice, Debbie Kendall, Aaron Robel, Phil Davis, Bruce Shurtz **Not present:** Steve Fowler, Agnes Kirk

**Other Attendees:** Toni Backstrom, Jeff Matheney, Sally Alhadeff, Rick Cook

ISSUES AND/OR DISCUSSION	
Agenda Topic	Discussion
<b>SDC Projects Updates</b>	<p>Program:</p> <ul style="list-style-type: none"> <li>Heidi shared the 90-day milestone outlook diagram that the PMs are using to discuss upcoming work.</li> </ul> <p>Facilities:</p> <ul style="list-style-type: none"> <li>Still working on data center policies. The workgroup is meeting again next week.</li> <li>CTS finalize the contract with Wright Runstad and HSW.</li> </ul> <p>Network Core:</p> <ul style="list-style-type: none"> <li>Finishing up change order with Cisco to finalize payments. Costs are within contingency.</li> </ul> <p>Firewall:</p> <ul style="list-style-type: none"> <li>Tech meeting for customers was held on March 4<sup>th</sup>. There were approximately 50 attendees.</li> <li>The first firewall migration is scheduled for April 8<sup>th</sup>. Goal is to have 28 done by early summer. The concept is to start with the simplest firewalls and smallest agencies and continue to more complex.</li> </ul> <p>Storage:</p> <ul style="list-style-type: none"> <li>VMAX is in the performance testing phase this week. Everything on track for April 8<sup>th</sup> readiness.</li> </ul> <p>Phase 1:</p> <ul style="list-style-type: none"> <li>Both chassis are installed.</li> <li>Server team developing checklist (provided sample).</li> <li>Installed VLAN's supporting the SDC virtual platform.</li> <li>Rick provided a server move events diagram. Physical move groups begin April 1<sup>st</sup>. Virtual move groups April 29<sup>th</sup>.</li> </ul> <p>Cloud Utility:</p> <ul style="list-style-type: none"> <li>Finalizing procurement documentation for technical POC. Shalice doing reviews now. RFQ by the end of week or early next.</li> <li>Rebecca working on master agreement with VM.</li> </ul>



ISSUES AND/OR DISCUSSION	
Agenda Topic	Discussion
<b>Design Decisions</b>	Pending Signature: <ul style="list-style-type: none"> <li>• SDC-036 FcOE Storage</li> </ul> In progress: <ul style="list-style-type: none"> <li>• SDC-013 Load Balancing</li> <li>• SDC-038 Storage Switch Ownership</li> <li>• SDC -040 Storage 9509</li> <li>• SDC -041 Storage Protocol Usage for VMWare</li> <li>• SDC -042 SDC Storage Protocol Strategy</li> </ul>
<b>February 28th Customer Meeting</b>	<ul style="list-style-type: none"> <li>• Shared status of migration projects with customers. Only a few questions were asked. Approximately 22 customers present or conferenced in.</li> <li>• Continuing collaboration/planning with customers.</li> </ul>
<b>Project Issues Update</b>	<ul style="list-style-type: none"> <li>• #132 –Storage Roles and Responsibilities – Design decision document is being routed for review and will resolve this issue.</li> <li>• #145 – Rates - Working with finance to propose model to OFM. Dan will brief execs on Monday.</li> <li>• #148 – SDC 9513 Switches – Collaborating with Cisco on master contract. Put together RFQ.</li> <li>• #199 – Storage and Scope for VTL – Waiting for decision regarding DR location.</li> <li>• #209 – Storage Space for Technical Assets – Doug is getting more information about requirements from service owners.</li> <li>• #211 – Determine strategy for 9509 – Will be closed with design decision.</li> </ul>
<b>Integrated Projects for Storage</b>	<ul style="list-style-type: none"> <li>• Due to the large number of storage projects, they will be integrated into one project. Highest priority is:               <ul style="list-style-type: none"> <li>○ VMAX Install</li> <li>○ NAS</li> <li>○ 9509</li> <li>○ VMAX Migration</li> <li>○ Centera</li> <li>○ Avamar</li> </ul> </li> </ul>
<b>Data Center Tours</b>	<ul style="list-style-type: none"> <li>• Major construction going on right now. Also, working on concise floor plan. When ready to commence tours, a brief orientation will be first step.</li> </ul>

The [meeting presentation](#) can be found on the project's [SharePoint](#) site.

## 1. New Action Items

Item	Action Item	Assignee	Target Due Date	Comments
1				



Item	Action Item	Assignee	Target Due Date	Comments
2				

## 2. Upcoming Meetings

<i>Meeting</i>	<i>Details</i>
<i>Next Meeting</i>	<b>March 20, 2013, 1:00-2:00, Room 2208</b>

# SDC Steering Committee Meeting

March 6, 2013



# Agenda

- SDC Projects Updates
- February 24th Customer Meeting
- Design Decisions
- Project Issues Update
- Storage Integrated Projects



# SDC Projects Updates

- **Facilities**

- Working on policies and procedures. Policies are expected to be finalized in a couple weeks
- Finalized contract with Wright Runstad/HSW last week.

- **NWC**

- In the process of finalizing the change order for rack and stack installation

- **Firewall**

- Held a technical meeting on March 4<sup>th</sup>
- First migration to be scheduled the week of April 8<sup>th</sup>



# Firewall Migration Order Criteria

TECHNICAL DRIVERS	CRITERIA
MPLS CONNECTORS w/SIMPLE SECURITY POLICY	Agency firewalls that have a simplistic rule set are less complex to migrate and provide a very repeatable process for migration.
MPLS CONNECTORS w/COMPLEX SECURITY POLICY	Agency firewalls that have more complex rules need further testing and scrutiny around migration which adds to complexity of migration planning.
DEGREE OF ARCHITECTURAL CHANGE	Some firewalls have dramatic changes and will require additional time and effort for design, testing and migration.
NUMBER OF INTERFACES	Layer 3 multi-DMZ interfaces migrating to Layer 2 firewall architectural strategy require additional design and testing and are more complex in nature.
BUSINESS DRIVERS	CRITERIA
AGE OF AGENCY INFRASTRUCTURE	Assessment of risks/impacts to agency when infrastructure is aged and not supported.
APPLICATION INTEGRATION & READINESS	Some agencies may have applications that need to be readied for the change
AGY BUSINESS IMPACTS	Examples: conflict with Legislative session, applications that can't be down at certain times like payroll, etc.
AGY BUSINESS DEPENDENCIES	Example: Linkages with other AGY projects
AGY HUMAN RESOURCE AVAILABILITY	Assessment of internal agency staff availability



# SDC Projects Updates

- **Storage**
  - Functional testing completed last week
  - In the middle of performance testing, scheduled to be complete by 3/11
- **Cloud Utility**
  - Finalizing procurement documents for technology POC
  - Implementation/Strategy workshops underway



# SDC Projects Updates

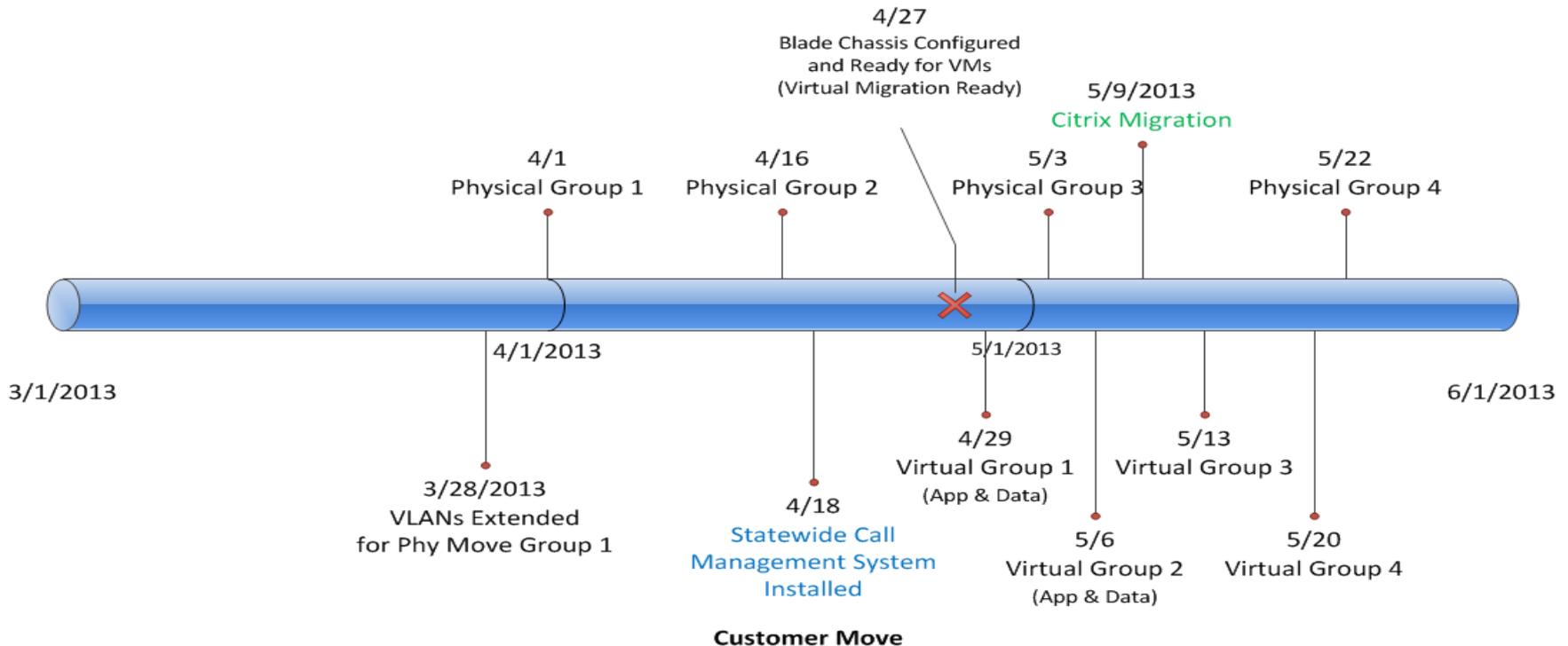
- **Move Ph1**

- Both chassis are installed
- Completed the server prep and migration checklist
- Installed and extended management VLANS supporting the SDC Virtual platform (SGN cluster)
- Provided all information needed for enclosure and network planning for physical server move group 1 (on-track)
- Added data migration to the scope of the Server Move effort
- Performance testing “Move Events” defined and identified



# CTS Move Phase 1 – Next 90 Days

## CTS Move Phase 1 90-day Activity Pipeline



- **Physical Group 1 (3 servers):** New Active Directory servers not yet in Prod
- **Physical Group 2 (5 servers):** AD SSV Test, DAHP (dev), GIT Ortho (dev, OCIO)
- **Virtual Group 1 (13 servers):** CSD Test, Test (Lab), VPN/RDP Local Connect
- **Physical Group 3 (6 servers):** FamLink DTT (DSHS, database), MISC2, AD Pre-Root and AD Root, ADFS Prod, DOH Child Svcs (dev)
- **Virtual Group 2 (16 servers):** CSD Obtain Prod, TSD OSS Test, CSD Lab, CSD Utility, Blackberry Test, ADFS Test
- **Virtual Group 3 (21 servers):** DSHS FamLink DTT, AD Pre-Exchange, AD SSVT, AD Pre-Root
- **Virtual Group 4 (19 servers):** Infrastructure, ICC ESB Dev, ECOMM Dev & Prod
- **Physical Group 4 (5 servers):** NCC Tellabs, DOH Child Svcs Prod, DIS ESB
- **Telephony:** OB2CMS (DSHS, ES, DOL, HCA, DES, UTC, OAH, SEC, LOT, DFW, SPI, CTS)
- **Security:** Citrix (ATG, DFI, OAH, DES, L&I, DNR, HUM)

# CTS Move Phase 1 – Servers

## Sample Checklists

READINESS TASK LIST FOR PHYSICAL SERVERS			
Party	Task #	Task Description	Complete?
CTS Server admin		Patch Updates	<input type="checkbox"/>
CTS TSD		Re-number VLAN into appropriate range	<input type="checkbox"/>
CTS TSD		Extend network VLAN and OOB connection(s)	<input type="checkbox"/>

READINESS TASK LIST FOR VIRTUAL SERVERS			
Party	Task #	Task Description	Complete?
CTS Server admin		Patch Updates	<input type="checkbox"/>
CTS TSD		Re-number VLAN into appropriate range	<input type="checkbox"/>
CTS TSD		Extend network VLAN and OOB connection(s)	<input type="checkbox"/>
CTS server admin		Add server to monitoring (Orion at least)	<input type="checkbox"/>



# February 24<sup>th</sup> Customer Meeting

Agenda included:

- SDC Projects Overview
- Update on Customer Migration Projects
- Customer Communications



# Customer Questions

- **How do I find migrations of CTS hosted services (Web services, SharePoint, etc) on the migration pipeline?**
  - These moves are not scheduled in the next 90 days, so are not yet visible on the 90-day pipeline. Customers impacted by these migrations will be indicated on the pipeline.
- **With whom is CTS collaborating to ready for the moves?**
  - Steve Lovaas is working with each customer's Agency Implementation Coordinator to facilitate communication regarding the moves. Technical readiness activities are being performed by CTS technical teams who are working with agency technical teams. This approach is described in the [SDC Customer Engagement Plan](#).



# Design Decisions

- Recently Approved
  - N/A
- Pending Signature
  - SDC-036 FCoE Storage/Ethernet Converged Networking within the SDC
- Out for Review
  - SDC-013 Load Balancing Options in the SDC for CTS applications
  - SDC-040 Storage 9509 End-of-Support Design Alternatives
- In Progress
  - SDC-038 Storage Switch Ownership
  - SDC-041 Storage Protocol usage for VMware environments in the SDC
  - SDC-042 iSCSI Strategy in the SDC



# Project Issues Update

Issue #	Summary Description	Assigned	Priority (H,M,L)	Opened Date/by	Next Review Date	Target Resolution Date	Resolution	Status
132	Roles & Responsibilities for the Storage Switches and converged network need to be defined. This includes who manages the SDC fiber channel switches and the roles and responsibilities for troubleshooting fiber channel over Ethernet (FCoE) across the converged network.	SDC	H	11/3/2011	3/6/13	3/30/13	The design decision document is being routed for review.	Open
145	CTS Service Owners need to know the SDC-related costs so they can determine and publish the rates for services.	Finance	H	3/16/2012	3/6/13	3/30/13	Dan is working with Finance to prepare a proposed model to OFM/Exec Management.	Open
148	SDC 9513 switches - Maintenance & Support agreements	Storage	H	4/24/2012	3/6/13	?	The SDC will need 24x7x4 maintenance service similar to contract for the OB2 storage switches. Gordon is working with OLS to resolve.	Open
199	Need to determine the scope and inter-dependencies for VTL	Storage	H	7/22/2012	3/6/13	TBD	No recent activity on this issue.	Open



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# Project Issues Update

Issue #	Summary Description	Assigned	Priority (H,M,L)	Opened Date/by	Next Review Date	Target Resolution Date	Resolution	Status
209	Space for storage of technology assets	Facilities	H	11/16/2012	3/6/2013	3/20/2013	Doug is working with the service owners to resolve the issue.	Open
211	The risk associated with the proposed approach for the 9509 switch replacement is perceived to be higher than other available approaches. Other approaches need to be evaluated and risk assessed. Storage migrations are dependent on a successful implementation.	Storage	H	1/7/2013	3/6/2103	3/20/2013	The Design Decision document is being routed for approval.	Open



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# Integrated Storage Projects

- The storage projects will be integrated into one project schedule.
- Highest priority projects are:
  - VMAX installation
  - NAS
  - 9509
  - VMAX migrations
  - Centera
  - Avamar
- Additional storage projects include: VTL, TSM sunset, Physical Tape sunset, and Tier 4 storage



# Discussion/Questions

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