



Consolidated Technology Services • WA

State Data Center

CTS Move Phase 1 - Security Migration Guide

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Document Revision History

Description of Change	Page or Section	Date Revised	Reviser
Published first draft	All	4/24/13	Steve Lovaas

Introduction and Purpose

The purpose of this Migration Guide is to define the steps that Consolidated Technology Services (CTS) and customer staff will take to complete readiness tasks necessary for the migration of systems to the State Data Center (SDC). It also contains the migration and post migration tasks needed to fully complete the migration effort.

This Guide documents the key activities to be coordinated by the customer's Agency Implementation Coordinator (AIC) in preparation for each system migration. These activities are summarized in a checklist that will be used to track completed activities and when complete signifies that the system is ready for migration scheduling. Completion of these activities is critical to migration success and will help to minimize any unplanned service disruption. The AIC serves as the primary customer contact and is responsible for coordinating the internal customer activities stated in the Guide.

When all tasks are complete the AIC will submit customer acceptance for cutover to the CTS Enterprise Projects Client Liaison asserting the customer's readiness to proceed with the migration. This may be provided in the form of a signed checklist or email confirmation. Upon receipt CTS' assigned Project Manager will review and either a) confirm readiness or b) return the checklist for further work. After readiness is confirmed by CTS, migration work and related activities will begin.

All system migrations are coordinated through an overall project schedule. A [Migration Calendar](#) has been published reflecting SDC migration activity.

Document Structure

As agencies progress through the Guide, they will see prerequisite tasks that:

- Must be completed internally by the customer agency
- Must be completed by CTS staff
- Must be completed in coordination with CTS

Each task is prefaced with a table entry that contains a column each for identifying the primary party responsible for completing the work activity, a task number and a relative description. The table below provides a brief sample:

Party	Task #	Task Description
Customer	1	Prerequisite task that must be completed by the customer agency
CTS	2	Prerequisite task that must be completed by CTS

Each table entry will be followed by a more detailed description of the work to be accomplished for that task. Migration tasks have been organized in a general chronological order.

Please Note: All migration tasks have been built to include a wide range of scenarios and not all tasks apply to every migration – these tasks will be clarified for each system with the appropriate party during the planning phase.

Agency Implementation Coordinators will interface with the CTS Enterprise Projects Client Liaison to review any questions regarding this Guide.

Document Scope

There are two SDC projects that include migrations that may impact customers. Those projects are:

- **CTS Move Phase 1** - This project will focus on moving selected CTS equipment that best alleviates the heat issue in OB2. This phase will move the following primary areas:
 - Servers
 - Telecommunications
 - Security
 - Mainframes
 - Network
- **Firewall** - This project will replace aged and over-capacity firewalls. It will also deliver enhanced data security services such as enterprise logging and event correlation, and intrusion detection/intrusion prevention.

This Guide addresses **CTS Move Phase 1 – Security**.

- **Section 1: Citrix** - Provides remote access to agency network resources from their Citrix Presentation Server environment without need for pre-installed client software using a web browser

The following security systems are also being migrated to the SDC and are being considered for incorporation in future versions of this Guide:

- SSL VPN
- IPSEC VPN
- RSA SecureID
- Domain Naming Service (DNS)
- Secman (Out-of-Band Management)
- Intrusion Detection/Prevention System (IDS/IPS)
- Logging/Event Correlation
- Gateways
 - Fortress
 - Secure Access Washington (SAW)
 - Transact Washington
 - F5 Move
- Internal Certificate Authority
- Enterprise Forward Proxy

Section 1 – Citrix

The following tasks apply to the Citrix migration.

Migration Tasks

30 TO 60 DAYS BEFORE MIGRATION

CTS Client Liaison	1	Identify Migration Team
CTS Client Liaison	2	Schedule Migration Planning Session(s)

The CTS Client Liaison must work with the CTS project manager and the AIC to identify the resources required to migrate and validate the Citrix environment. This Migration Team will perform the migration and verification activities.

The CTS Client Liaison will schedule meetings needed to plan and coordinate the migration.

CTS ESS Technical Lead	3	Review current NetScaler configuration
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The CTS Enterprise Security Services (ESS) technical team will review all current NetScaler configurations. Unnecessary or redundant configurations will be removed in to provide a clean environment for migrating each of the Vservers.

CTS	4	Complete Migration Planning
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The CTS ESS Technical Lead will work with CTS network staff to ensure we have network connectivity for management interfaces as well as connectivity to customer VRFs, VPN traffic and delegated administration.

14 TO 30 DAYS BEFORE MIGRATION

CTS	5	Build Parallel Environments
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CTS will build a new Citrix environment for each customer. This will be built in parallel to the current customer environment prior to cutover. This will provide a separate testing environment without disruption to current business operations.

Customer	6	Develop test scenarios to be executed prior to cut over
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The Customer will need to develop test scenarios that will be executed prior to the migration for their parallel environment. The test plan should address network connectivity, VPN traffic and delegated administration

Both	7	Confirm Migration Schedule and Plan (Go/No Go)
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CTS will work with all Citrix customers to establish a single migration date. The plan is to cutover all customers at once. This will have to be approved by each customer.

Both	8	Complete and Execute SLA Prior to Migration
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CTS will work with each customer to complete and execute a new Service Level Agreement (SLA) prior to migration. The CTS Client Liaison will work with the AIC to identify the appropriate parties to complete this activity.

CTS ESS Technical Lead	9	Bring SDXs online
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The SDX refers to the CTS devices where each customer's NetScaler instance will be built. CTS will turn up the SDX's and bring them online.

CTS ESS Technical Lead	10	Validate connectivity
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The CTS ESS Technical Lead will validate that the Vserver Secure Ticket Authorities (STAs) are online and operating as expected. This will prove network connectivity to customer back-end environments. If problems occur, CTS resources will participate in troubleshooting and problem resolution.

CTS Client Liaison	11	Notify customers to begin SDX validation
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The CTS Client Liaison will notify each AIC and members of the Migration Team when their NetScaler instance is ready to begin testing their connectivity.

Customer	12	Perform SDX validation
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The Customer will conduct their previously identified Test Plan and validation. If problems occur, the Customer will immediately notify the CTS contact to initiate troubleshooting to correct the problem.

1 TO 7 DAYS BEFORE MIGRATION

Customer	13	Notify CTS that SDX validation is complete
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Once the Customer has completed their test scenarios and validation, they will notify the CTS Client Liaison via email of the results.

MIGRATION DAY

CTS ESS Technical Lead	14	Send Notification of the Start of the Citrix Migration
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The CTS ESS technical lead will notify CTS staff and management the start of the firewall migration.

CTS ESS Technical Lead	15	Perform cutover to production SDX's
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The CTS ESS Technical Lead will initiate the Migration Plan and begin the cutover of each customer Vserver to the new production environment. When complete the CTS ESS Technical Lead will notify the CTS Client Liaison.

CTS Client Liaison	16	Notify the Customer that cutover is Complete
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The CTS Client Liaison will notify the AIC and Migration Team when this work is complete.

Customer	17	Notify CTS that SDX validation is complete
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The Customer will need to re-verify connectivity to the new production environment after the cutover. When complete the Customer will notify the CTS Client Liaison via email to indicate that all testing is complete and system is operating as expected.

CTS ESS Technical Lead	18	Send Notification of the End of the Migration
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The CTS ESS Technical Lead will notify CTS staff and management the end of the migration.

Appendix A – Citrix Migration Checklist

MIGRATION TASKS FOR CITRIX			
30 TO 60 DAYS BEFORE MIGRATION			
Party	Task #	Task Description	Complete?
CTS Client Liaison	1	Identify Migration Team	<input type="checkbox"/>
CTS Client Liaison	2	Schedule Migration Planning Session(s)	<input type="checkbox"/>
CTS ESS Technical Lead	3	Review current NetScaler configuration	<input type="checkbox"/>
CTS	4	Complete Migration Planning	<input type="checkbox"/>
14 TO 30 DAYS BEFORE MIGRATION			
CTS	5	Build Parallel Environments	<input type="checkbox"/>
Customer	6	Develop test scenarios to be executed prior to cut over	<input type="checkbox"/>
Both	7	Confirm Migration Schedule and Plan (Go/No Go)	<input type="checkbox"/>
Both	8	Complete and Execute SLA Prior to Migration	<input type="checkbox"/>
CTS ESS Technical Lead	9	Bring SDXs online	<input type="checkbox"/>
CTS ESS Technical Lead	10	Validate connectivity	<input type="checkbox"/>
CTS Client Liaison	11	Notify customers to begin SDX validation	<input type="checkbox"/>
Customer	12	Perform SDX validation	<input type="checkbox"/>
1 TO 7 DAYS BEFORE MIGRATION			
Customer	13	Notify CTS that SDX validation is complete	<input type="checkbox"/>
MIGRATION DAY			
CTS ESS Technical Lead	14	Send Notification of the Start of the Citrix Migration	<input type="checkbox"/>
CTS ESS Technical Lead	15	Perform cutover to production SDX's	<input type="checkbox"/>
CTS Client Liaison	16	Notify the Customer that cutover is Complete	<input type="checkbox"/>
Customer	17	Notify CTS that SDX validation is complete	<input type="checkbox"/>
CTS ESS Technical Lead	18	Send Notification of the End of the Migration	<input type="checkbox"/>
AGENCY VALIDATION			
Agency:			
Name:			
Signature:			
Date:			