



AGENDA

Consolidated Technology Services • WA

State Data Center Agency Implementation Coordinator Meeting

January 24, 2013

2:00 – 3:00 p.m.

Attendees: SDC Project Staff and Agency Implementation Coordinators

Time	Topic	Presenter
2:00 – 2:10	Welcome & Introductions	Steve Lovaas
2:10 – 2:25	SDC Projects Overview	Heidi Brownell
2:25 – 2:40	Customer Migration Projects	Steve Lovaas
2:40 – 2:50	Customer Communications	Steve Lovaas
2:50 – 3:00	Q&A	Open Discussion
3:00 p.m. (NLT)	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*

January 24, 2013



Agenda

- Welcome – Introductions/Review Agenda
- SDC Projects Overview
- Update on Customer Migration Projects
- Customer Communications
 - New SDC Migrations Calendar
 - Customer Readiness
 - Customer Engagement Plan
 - FAQs
 - Readiness Guide (Coming Soon)
- Q&A



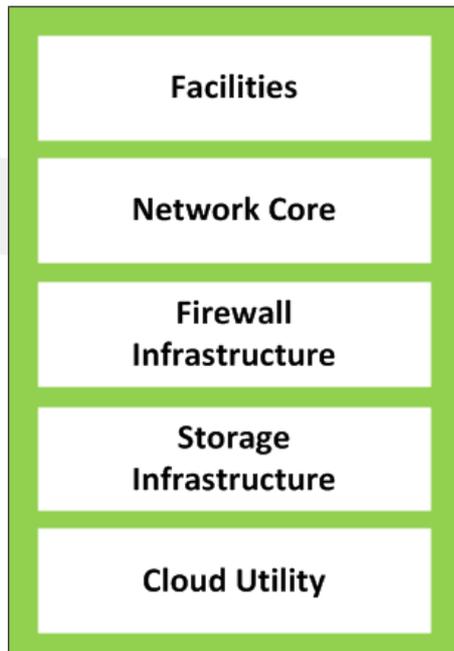
SDC Projects



SDC Projects Underway

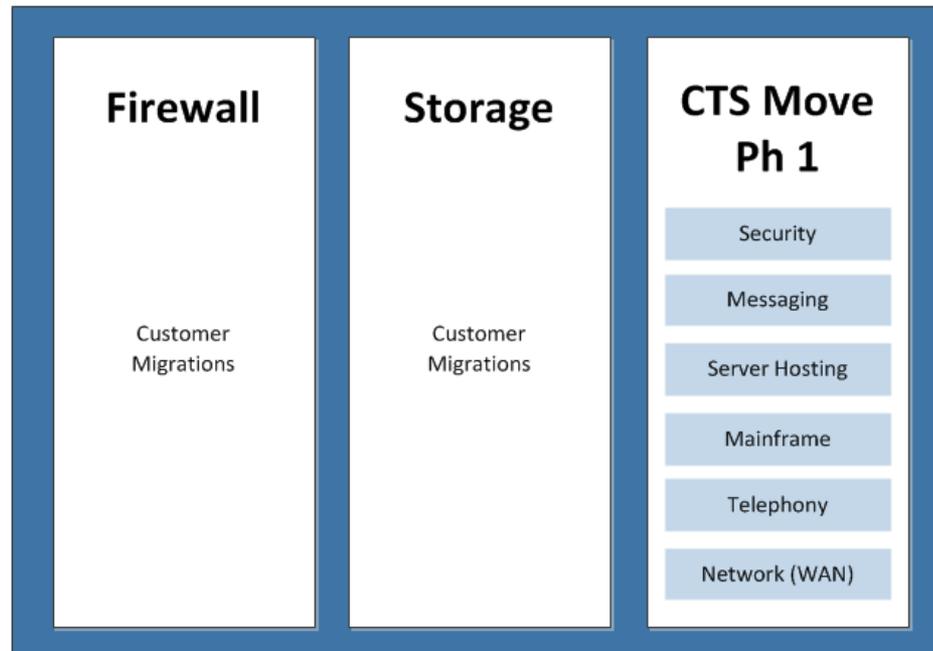
SDC Readiness

(No Customer Impacts)



Customer Migrations

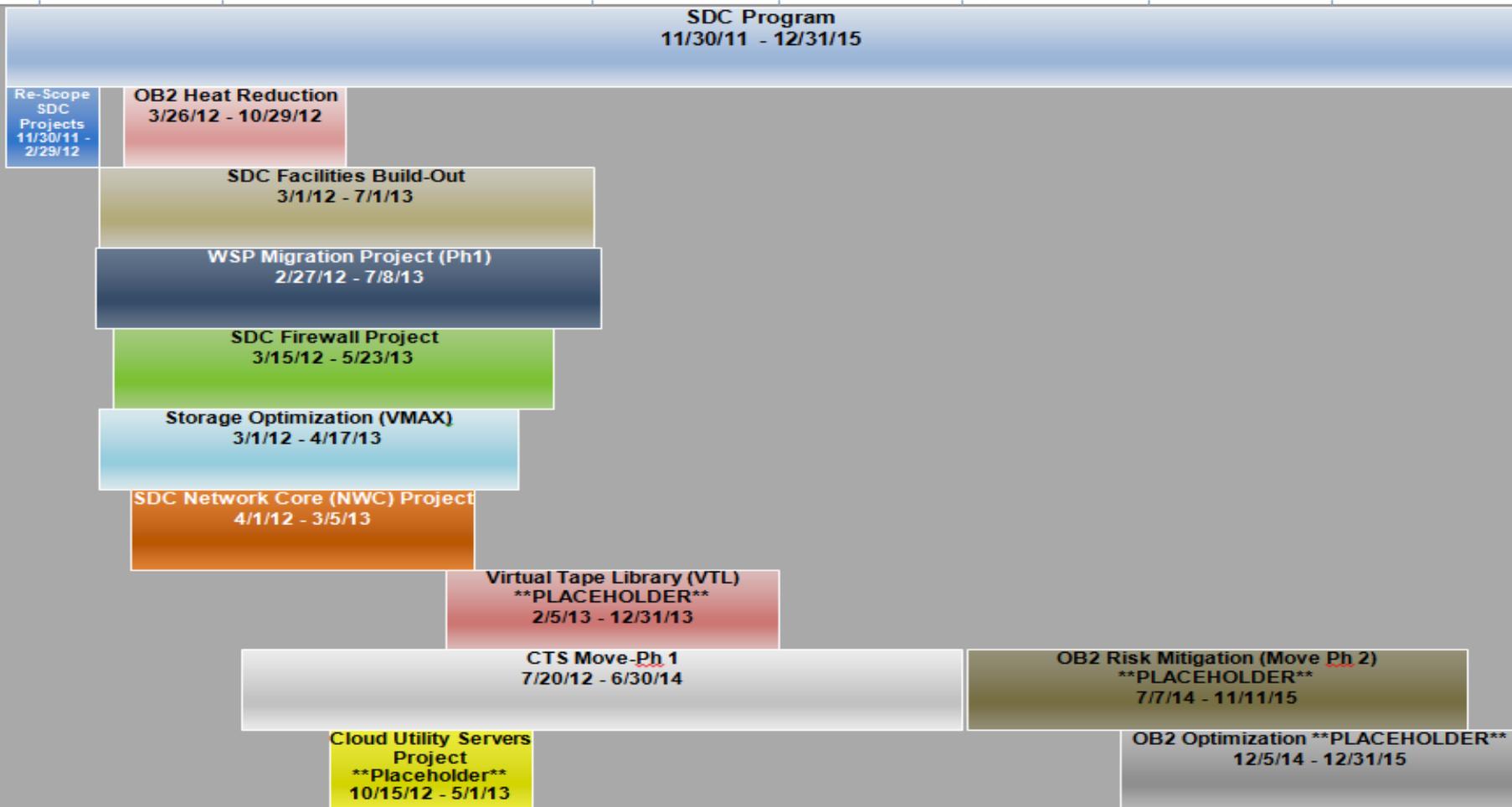
(Customer Impacts)



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SDC Projects

There are 12 SDC related projects focused on preparing the SDC and migrating systems

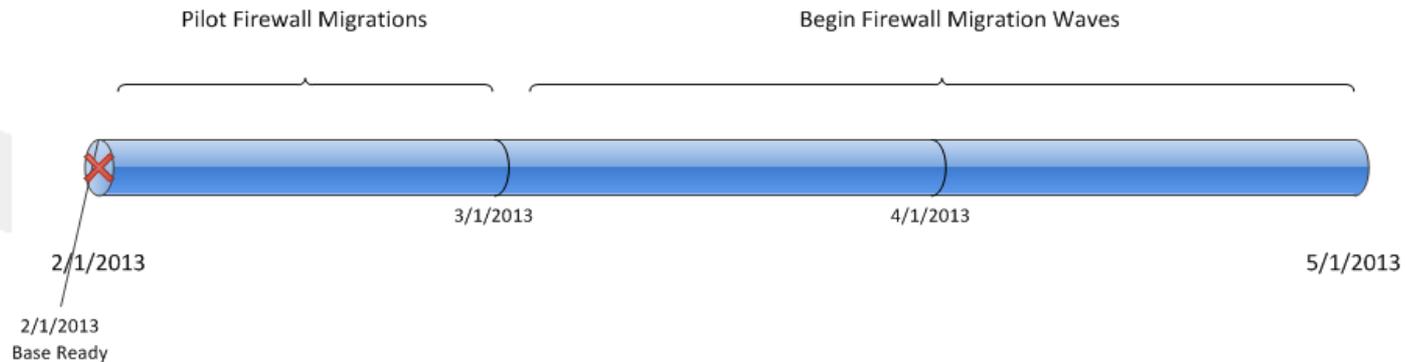


SDC Firewall Project



Firewall – 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
- **Pilots Begin:** February 2013
- **Firewall Migration Waves:** Begins March 2013



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Firewall – Key Projects

- SDC Base Firewall project
 - January – Base firewall ready
 - February – Preparing for DSHS and DES pilots
- Firewall Migration March 2013 – September 2014
 - January – Complete firewall mapping OB2 to SDC
 - February – Complete data flow impact/risk analysis
 - March – Develop individual firewall migration plans
 - March – First firewall migration



Firewall – Actions/Next Steps

- Finalize and approve managed firewall cost model
- Develop SLA for Managed firewall
- Customer technical presentations
 - Will be scheduled beginning late February. More info to follow.
- CTS website updates and service announcement of next generation firewall will include:
 - Costs
 - SLAs
 - Descriptions

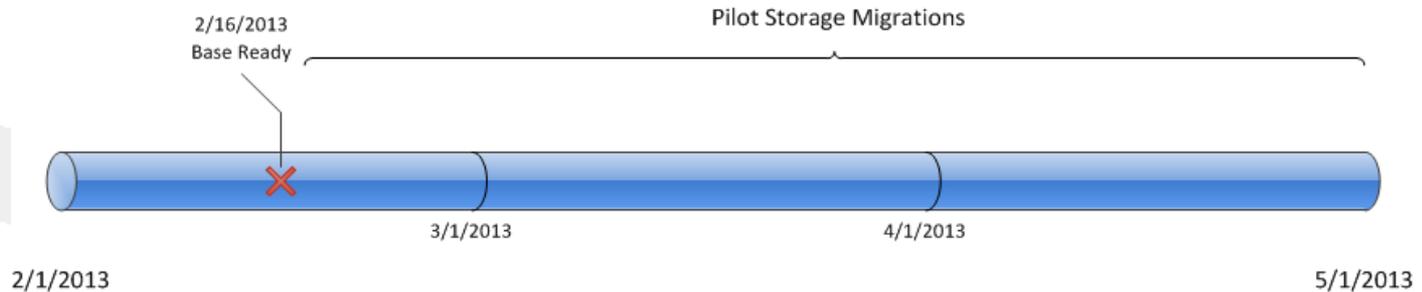


SDC Storage Optimization



Storage Optimization – Next 90 Days

Storage Migration 90-Day Activity Pipeline



Customer Expectations

- Customers will be contacted at least six weeks prior to the target move date to collect required data.
- 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:** 2/16/13
- **Pilots Begin:** February 2013
- **Storage Migration Waves:** TBD



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Storage Migration Status

Underway: Equipment is being configured and tested.

Upcoming activities:

- Conduct initial pilot migrations
 - May begin as early as February
 - Will include HRMS non-production data.
 - Pilots will help validate system performance, onboarding process, billing process, etc.
- Customer Migrations:
 - Complete an information gathering effort with customers - A data collection template will be emailed to AICs February 2013. Data will be used to establish the migration order and schedule.
 - Concurrently receiving Migration Strategy/Plan deliverable from vendor. Next step will be to establish the migration order and schedule.
 - Anticipate migrations beginning in April. Will be working with new customers at this time as well.
- Customer planning & testing – We will work with each impacted customer to ensure thorough preparation and testing.



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Storage Optimization

The new storage solution will improve state data storage services with:

- The way that customers purchase storage is changing. Previously, customers had to specify a lot of technical information (spindle numbers, RAID levels, etc). Now, customers focus on how much storage is needed and how fast it needs to be.
- As a recap of information shared last month, the new solution has:
 - Simplified service catalog.
 - Elastic capacity and performance - automated adjustment of storage configuration to match required real-time application performance.
 - Introduction of a Customer Portal for storage customers.
 - Highly reliable and available storage infrastructure.
 - Ability to combine disk types to create powerful performance at lower prices.



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Network Attached Storage (NAS)

- Not a part of the SDC Projects, but we're excited to share that we are:
 - Launching a project to replace the existing NAS system. NAS supports CIFS/SMB and NFS (filer data) storage.
 - Able to offer NAS services to customers outside of CTS.

If you are in the process of replacing your NAS system, contact us to discuss options.



CTS Move Phase 1



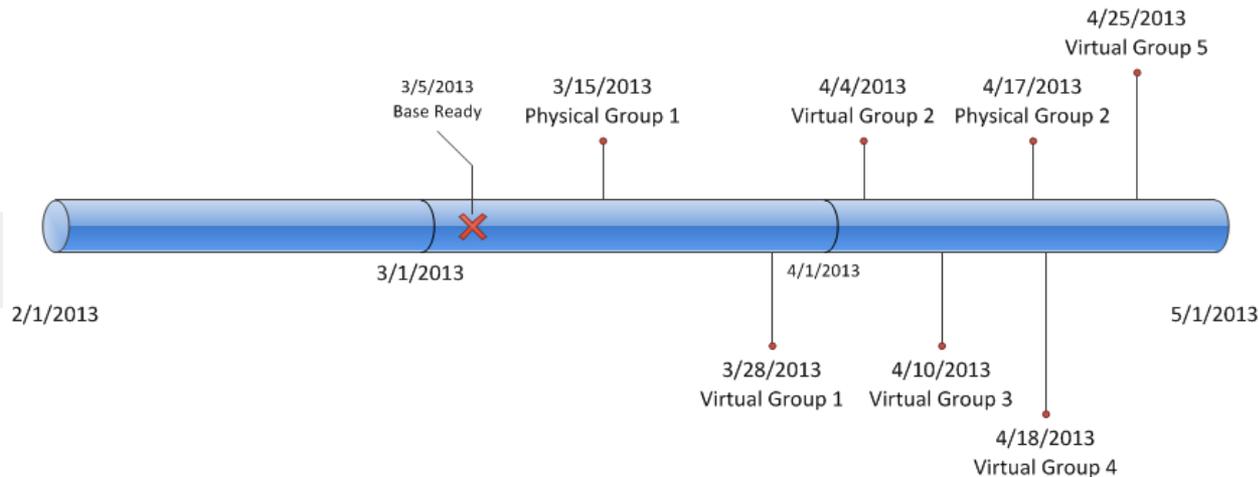
CTS Move Phase 1 - Scope

- In Scope:
 - Moving CTS owned and managed equipment from OB2 to the SDC
 - 100+ physical servers and 450+ virtual servers
 - IBM and Unisys mainframes
 - Other telecommunications and security gear
- Out of Scope:
 - Customer owned equipment (e.g. A la Carte 1, 2 & 3)



CTS Move Phase 1 – Next 90 Days

CTS Move Phase 1 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).
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Customer Move

- **Physical Group 1:** CTS internal test/dev systems
- **Virtual Group 1:** CTS internal systems
- **Virtual Group 2:** CTS internal systems
- **Virtual Group 3:** CTS internal systems, DSHS
- **Physical Group 2:** CTS internal systems, DAHP, OCIO, DOH
- **Virtual Group 4:** CTS internal systems,
- **Virtual Group 5:** CTS internal systems, DOC, DFI, DFW



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CTS Move Phase 1 - Server Move Approach

The approach to moving servers includes grouping servers into applications groups. Then grouping application groups into move groups. Each move group will go through a move cycle using repeatable processes.

Move Groups								
Server Group 1	Customer Notice	Plan	Prepare	Move				
Server Group 2		Customer Notice	Plan	Prepare	Move			
Server Group 3			Customer Notice	Plan	Prepare	Move		
Server Group 4				Customer Notice	Plan	Prepare	Move	
Server Group 5					Customer Notice	Plan	Prepare	Move



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Customer Communications



Customer Communications

[SDC Projects](#) website updates:

- New [SDC Migrations Calendar](#)
- [Customer Readiness website](#)
 - Customer Engagement Plan
 - FAQs
 - Readiness Guide (Coming Soon)



Customer Communications

In addition to our [Technical Bulletins](#) which notify customers of upcoming changes, customers will receive additional communications regarding SDC project-related changes.

This includes:

- Change Reminder Bulletins sent to customers as a consolidated reminder of upcoming SDC migration activity.
- The SDC Migration Calendar that will include specific information linking back to the Technical Bulletins.



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Change Reminder Bulletin



Consolidated Technology Services

1500 Jefferson Street SE
Olympia, WA 98501
Service Desk: 360/753-2454
ServiceDesk@cts.wa.gov

SDC Projects Change Bulletin

Date: December 31, 2012
To: All CTS
From: SDC Projects
Re: Technical Bulletins 11.1.96 and 12.1.67



Over the next several months the State Data Center (SDC) Projects will be migrating systems to the SDC. In December, the new PBX system in the SDC went into production ([Technical Bulletin 15.1.17](#)).

On January 5th network core equipment in OB2 will move to the SDC and production traffic will begin to be routed through the SDC. On January 12th the last of the network core equipment will be moved, signifying the last major milestone of the SDC Network Core Project.

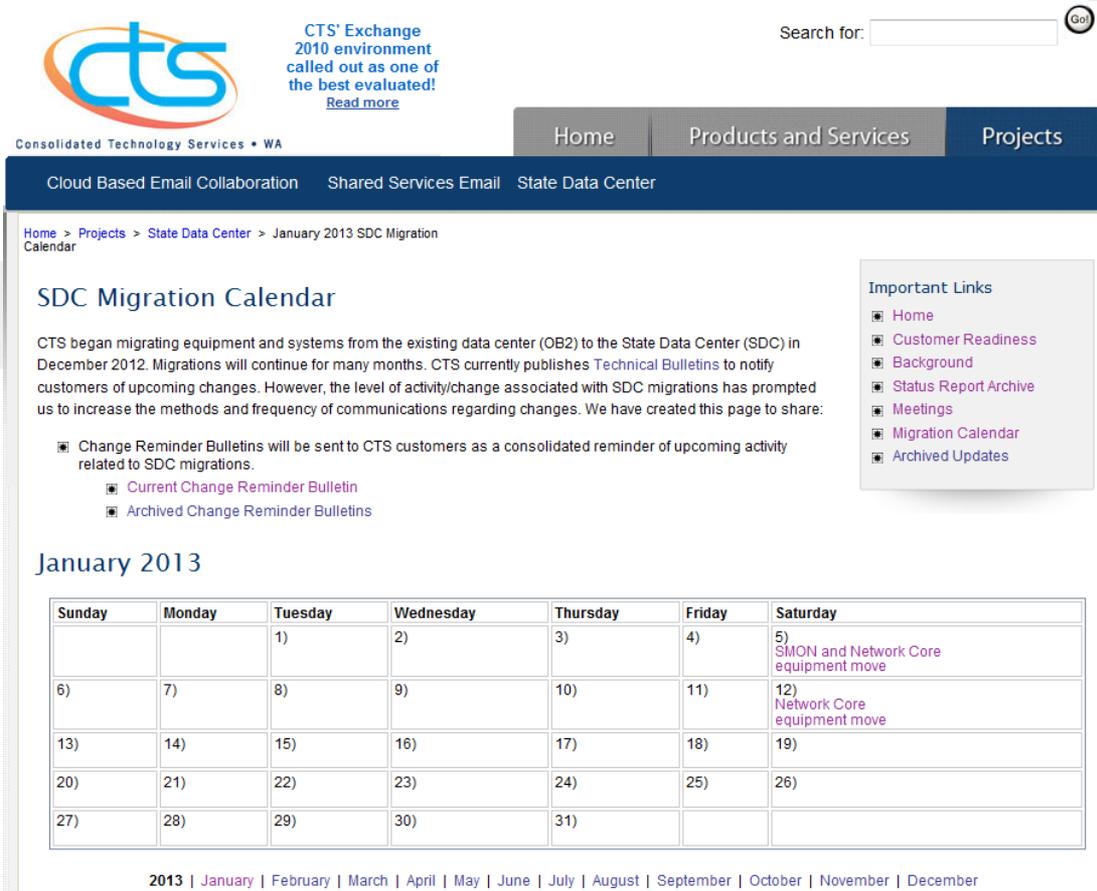
For additional information about upcoming changes see the technical bulletins listed below:

Date/time	Title	Tech Bulletin	Impact
1/5/13 8:00AM-8:00PM	SMON and Network Core equipment move	12.1.67	No expected service disruption
1/12/13 8:00AM-8:00PM	Network Core equipment move	12.1.67	No expected service disruption

If you have any questions please contact the CTS Servicedesk at (360)753-2454 or at serviceDesk@cts.wa.gov.



SDC Migration Calendar



The screenshot shows the website's header with the CTS logo and a search bar. 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 breadcrumb trail reads 'Home > Projects > State Data Center > January 2013 SDC Migration Calendar'. The main content area features the title 'SDC Migration Calendar' and a paragraph explaining the migration process. A list of links is provided, including 'Home', 'Customer Readiness', 'Background', 'Status Report Archive', 'Meetings', 'Migration Calendar', and 'Archived Updates'. A section titled 'January 2013' contains a calendar table with dates and specific migration events.

CTS' Exchange 2010 environment called out as one of the best evaluated! [Read more](#)

Search for:

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Home Products and Services Projects

Cloud Based Email Collaboration Shared Services Email State Data Center

Home > Projects > State Data Center > January 2013 SDC Migration Calendar

SDC Migration Calendar

CTS began migrating equipment and systems from the existing data center (OB2) to the State Data Center (SDC) in December 2012. Migrations will continue for many months. CTS currently publishes [Technical Bulletins](#) to notify customers of upcoming changes. However, the level of activity/change associated with SDC migrations has prompted us to increase the methods and frequency of communications regarding changes. We have created this page to share:

- Change Reminder Bulletins will be sent to CTS customers as a consolidated reminder of upcoming activity related to SDC migrations.
 - [Current Change Reminder Bulletin](#)
 - [Archived Change Reminder Bulletins](#)

January 2013

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		1)	2)	3)	4)	5) SIMON and Network Core equipment move
6)	7)	8)	9)	10)	11)	12) Network Core equipment move
13)	14)	15)	16)	17)	18)	19)
20)	21)	22)	23)	24)	25)	26)
27)	28)	29)	30)	31)		

2013 | [January](#) | [February](#) | [March](#) | [April](#) | [May](#) | [June](#) | [July](#) | [August](#) | [September](#) | [October](#) | [November](#) | [December](#)

Note: this page can be viewed by users within the SGN. We will distribute the calendar to external coordinators via the newsletter.



Service Desk Update

If you have questions related to SDC migrations, contact:

- CTS Client Liaison, or
- [CTS Service Desk](#) with subject line “Projects – SDC”
 - Originally asked you to use “Data Center Support”



Q&A



Next Meeting

Our next meeting will be **February 28th**, 2:00 – 3:00 p.m.

Complete 2013 schedule has been finalized – future dates are March 28th, April 25th, May 23rd, June 27th, July 25th, August 22nd, September 26th, October 24th, November 21st, December 19th.

- Please place all of these dates on your individual calendars.

Our online Meeting Calendar has been updated as well

http://cts.wa.gov/projects/state_data_center/agency_implementation_coord.aspx

All meetings will be held at [1500 Jefferson Building](#)– Conference Room 2208 and will run **2:00 – 3:00 p.m.**

We will continue to use the conference bridge so keep that info handy.



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Contact Information

- Heidi Brownell – CTS Enterprise Projects Manager
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- Steve Lovaas – CTS Enterprise Projects Client Liaison
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