



AGENDA

Consolidated Technology Services • WA

State Data Center Agency Implementation Coordinator Meeting

February 28, 2013

2:00 – 3:00 p.m.

Attendees: SDC Project Staff and Agency Implementation Coordinators

Time	Topic	Presenter
2:00 – 2:05	Welcome & Introductions	Steve Lovaas
2:05 – 2:15	SDC Projects Overview	Heidi Brownell
2:15 – 2:40	Customer Migration Projects	Steve Lovaas
2:40 – 2:45	Customer Communications	Steve Lovaas
2:45 – 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*

February 28, 2013



Agenda

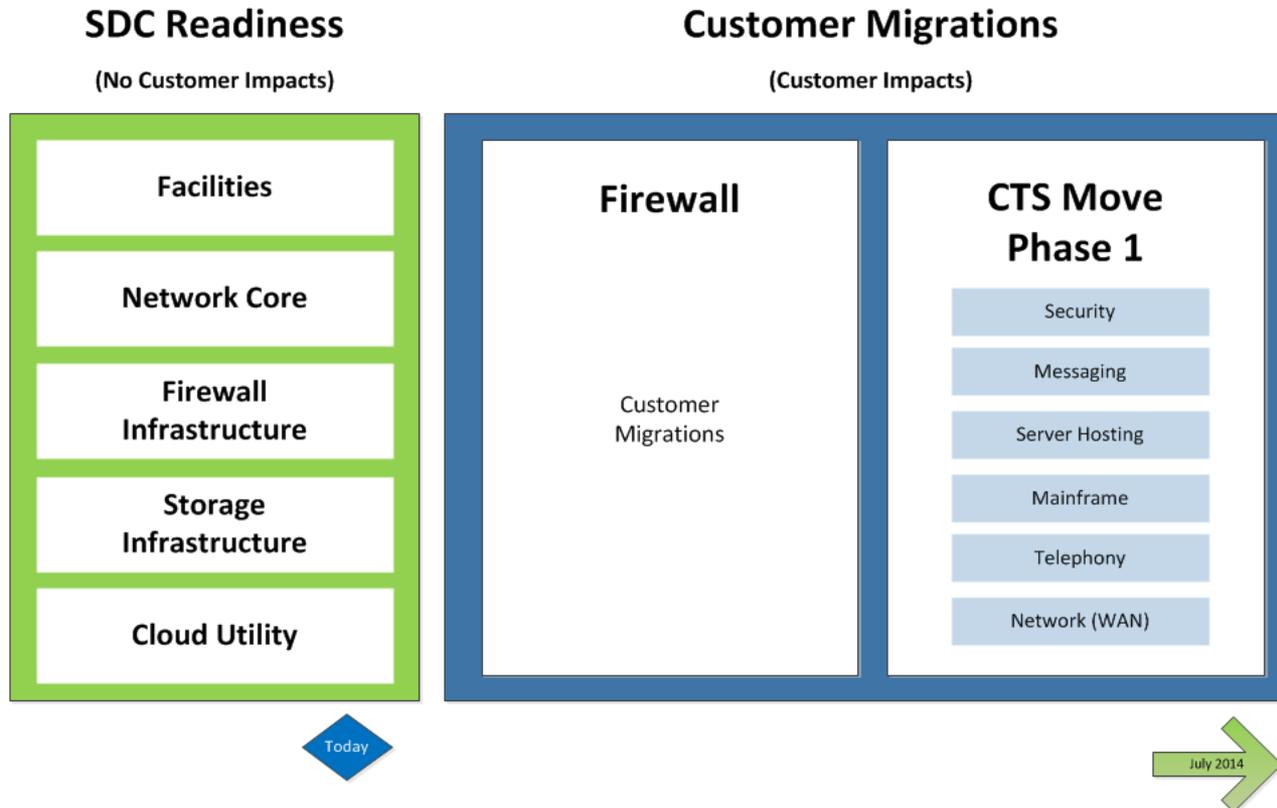
- Welcome – Introductions/Review Agenda
- SDC Projects Overview
- Update on Customer Migration Projects
 - Firewall
 - CTS Move Phase 1 and Data Migrations
- Customer Communications Update
- Q&A



SDC Projects



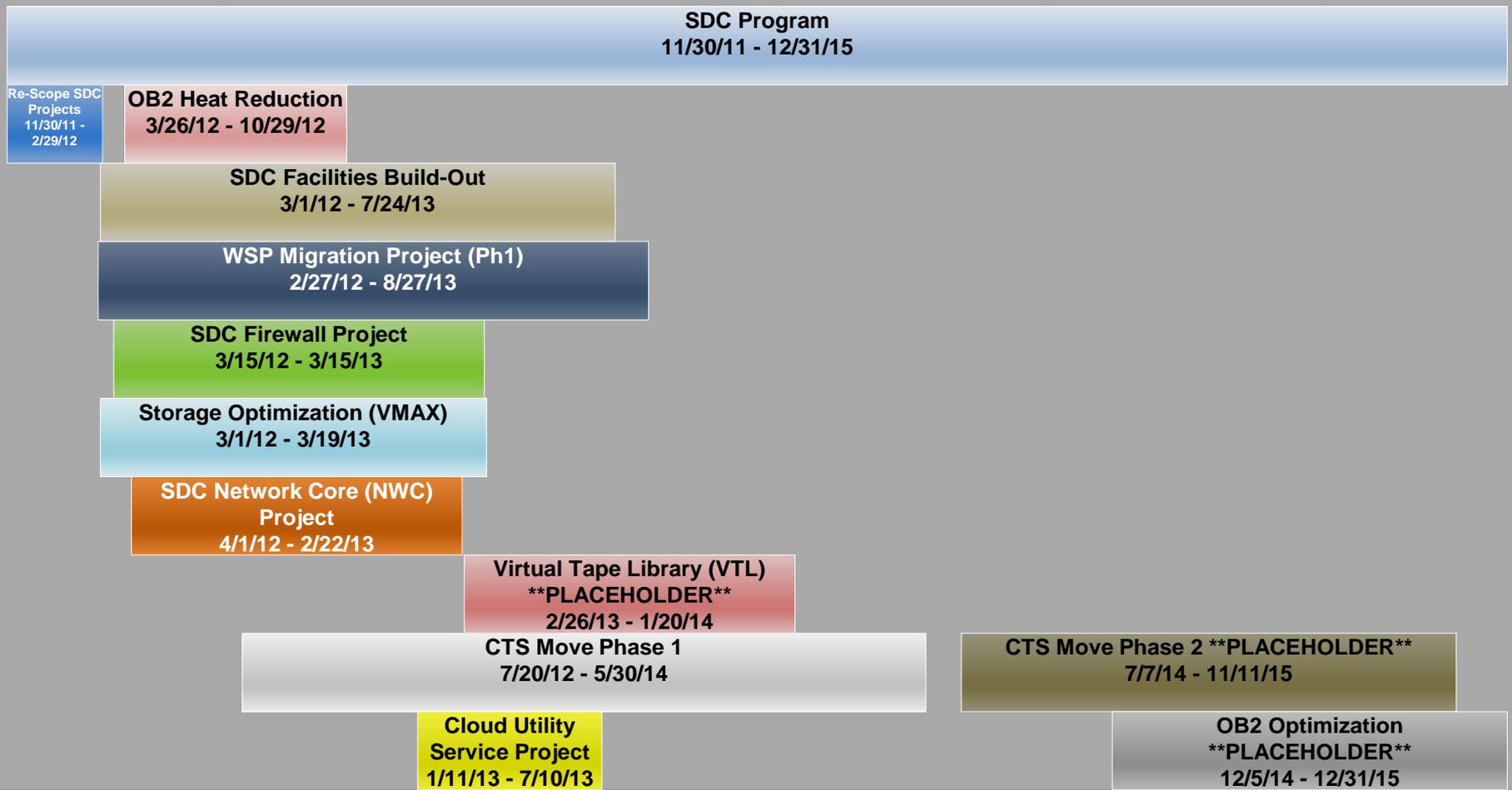
SDC Projects Underway



The IT partner of choice for agencies in Washington state

SDC Projects

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



SDC Firewall Project



Firewall Migrations

CTS will migrate approximately 95 Firewalls from OB2 to SDC between March 2013 – September 2014

Recent:

- Continue data flow impact/risk analysis

Upcoming:

- Develop individual firewall migration plans
 - Draft migration plan is to migrate MPLS connectors (Customer Firewalls) first
 - There are 28 within the initial set
 - April – First firewall migration



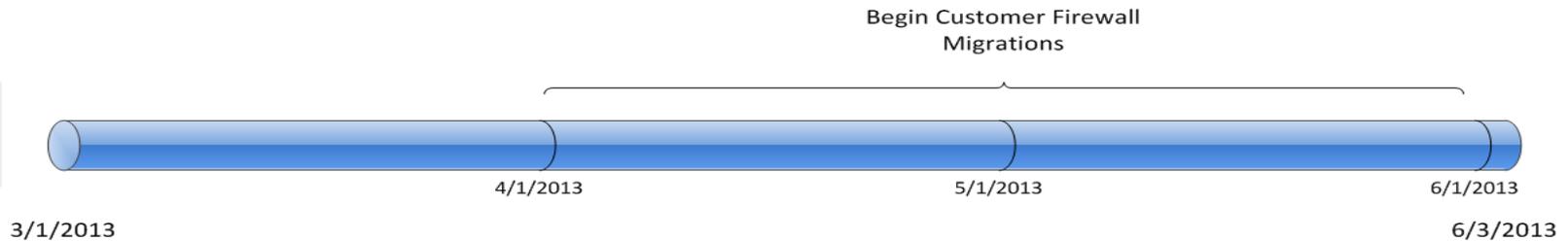
Migration Order Criteria

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



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
- **Customer Firewall Migrations:** Begins April 2013- TBD
- **Agencies:** AGR, AOC, ART, IND, CFC, CJT, DAHP, DSB, GMB, SAC, HUM, OAH, INS, OMWBE, SPI, PARKS, PERC, PLI, DES, SBA, SIB, SEC, STS, WSP, SFB, WSU, WFTECB, ELUHO



Firewall – Technical Presentation

- Scheduled for Monday, March 4th 1-2 p.m.
- 1500 Jefferson – Presentation Room (Conference Room 1213)
- Includes an overview of the new SDC firewall technology, a demonstration of the delegated administration model & a technical Q&A session.
- Open to all customers – attendees should be technical staff who have a good working knowledge of your current firewall technology, infrastructure and related requirements.



Firewall - Fun Facts

The new technology can:

- handle 15 times the throughput of our current platform, and
- expand to over 100 times the throughput of our current platform.



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

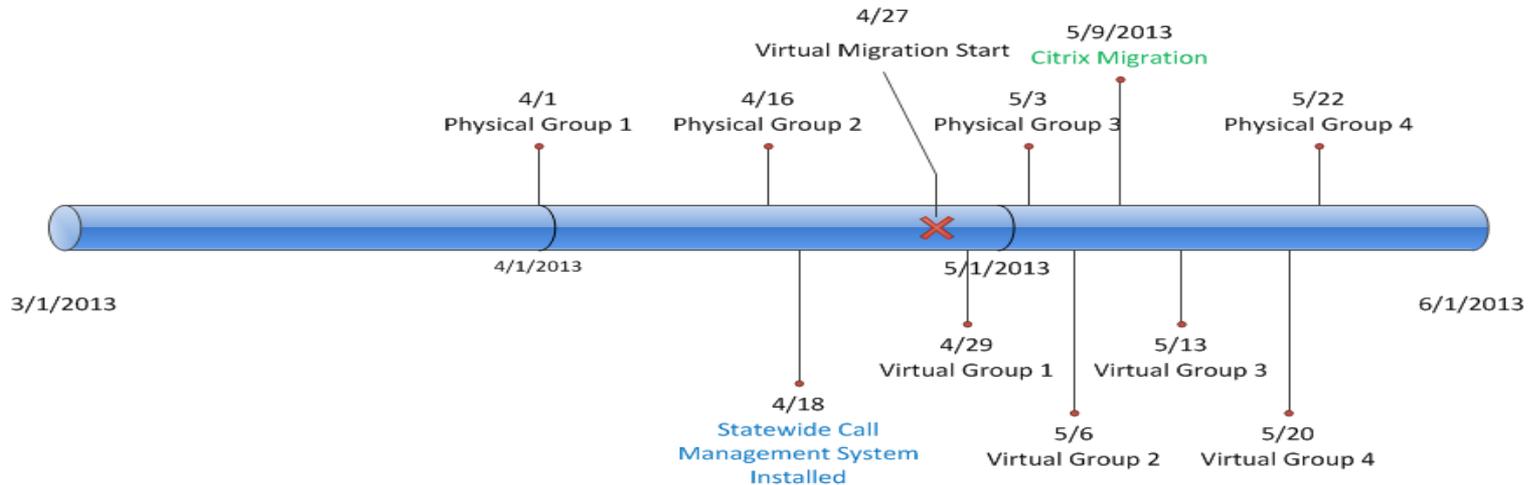
Out of Scope:

- 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

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Customer Move

- **Physical Group 1:** CTS internal test/dev systems
- **Physical Group 2:** CTS internal systems, DAHP, OCIO
- **Virtual Group 1:** CTS internal test/dev systems
- **Physical Group 3:** CTS internal systems, DSHS, DOH Dev Systems
- **Virtual Group 2:** CTS internal systems
- **Virtual Group 3:** CTS internal systems, DSHS
- **Virtual Group 4:** CTS internal systems, ECOMM Dev and Prod
- **Physical Group 4:** CTS internal systems, DOH
- **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

Recent:

- Successfully renumbered and extended initial VLANs into the SDC. This makes both data centers (SDC & OB2) look like one network from an application view.
- Installed initial server chassis and blade servers in the SDC. These support virtual server migrations.



CTS Move Phase 1 – Servers

Upcoming:

- Facility and Network tasks supporting Physical Server Move Groups 1 and 2.
- Installation and configuration of a second server chassis is scheduled in early March.
- 3/28 - Extending VLANs into the SDC used by the early virtual and physical Move Groups.
 - A Tech Bulletin will be issued.



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"/>



CTS Move Phase 1 – Data Migration

- Business data will be migrated with their systems to the SDC
 - Originally scoped in a separate project
 - Now added to Move Phase 1 for those systems within scope
 - Why? To simplify the coordination between migrating applications and its associated data.
- Migration of systems and data may not happen at the same time or in the same migration window.
- Project and vendor staff are conducting tests and designing solutions to ensure performance can be met if storage and servers are temporarily split between the data centers.



CTS Move Phase 1 – Storage

Recent:

- VMAX project go-live date moved to 4/8/2013
 - Necessary to meet quality expectations and complete product and operational deliverables
- Functional Testing of storage system and software complete
 - Testing was successful
- Preparation for Performance Testing in progress
 - Testing environment configured & test software being loaded into the environment



CTS Move Phase 1 – Storage

Upcoming:

- Performance Testing starts next week
- All activities on track to meet 4/8 go-live



Storage - Fun Facts

- New storage system employs SSD technology. Each SSD can support in excess of 5000 IOPS. A normal spinning disk drive supports about 180 IOPS
- Initial VMAX configuration is 333 terabytes (5 enclosures)
- Total VMAX capacity is 1.2 petabytes (11 enclosures)
- VMAX weighs 11,886 lbs



CTS Move Phase 1 – Telephony

Recent:

- Successfully moved the Avaya Call Management System which serves the Tumwater Campus PBX and Labor and Industries PBX systems around the state (LNICMS) on 2/14.
 - Included LNI, DOC, DRS, DOR, INS

Upcoming:

- On 4/18 CTS will move the Avaya Call Management System which serves the Olympia Campus PBX systems and call centers around the state (OB2CMS).
 - Affects DSHS, ES, DOL, HCA, DES, UTC, OAH, SEC, LOT, DFW, CTS, SPI
 - Confirming date with customers – Tech Bulletin will be issued



Telephony - Fun Facts

- The PBX system handles over 15,000 calls an hour during busy periods
- The DSHS CSO call center that is on this switch takes 60,000+ calls a day
- The DCS IVR system that is accessed from this system takes over 1,500 self service calls an hour during busy periods.
- This is also one of two switches that provides access to the Lottery “Winning Numbers” application.



CTS Move Phase 1 – Security

Recent:

- Citrix customer meeting held on 2/25 with ATG, DFI, OAH, DES, LNI, DNR, & HUM
- Completed acquisition process

Upcoming:

- Configuration and migration planning
- Validate May 9th Migration



Customer Communications



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.



Customer Communications

We continue to post update to our SDC related sites so be sure to visit often.

- [SDC Projects](#)
- [SDC Migrations Calendar](#)
- [Customer Readiness website](#)



Q&A



Next Meeting

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

Complete 2013 schedule has been finalized – future dates are 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.



Contact Information

- Heidi Brownell – CTS Enterprise Projects Manager
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