



AGENDA

Consolidated Technology Services • WA

State Data Center Agency Implementation Coordinator Meeting

March 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*

March 28, 2013



Agenda

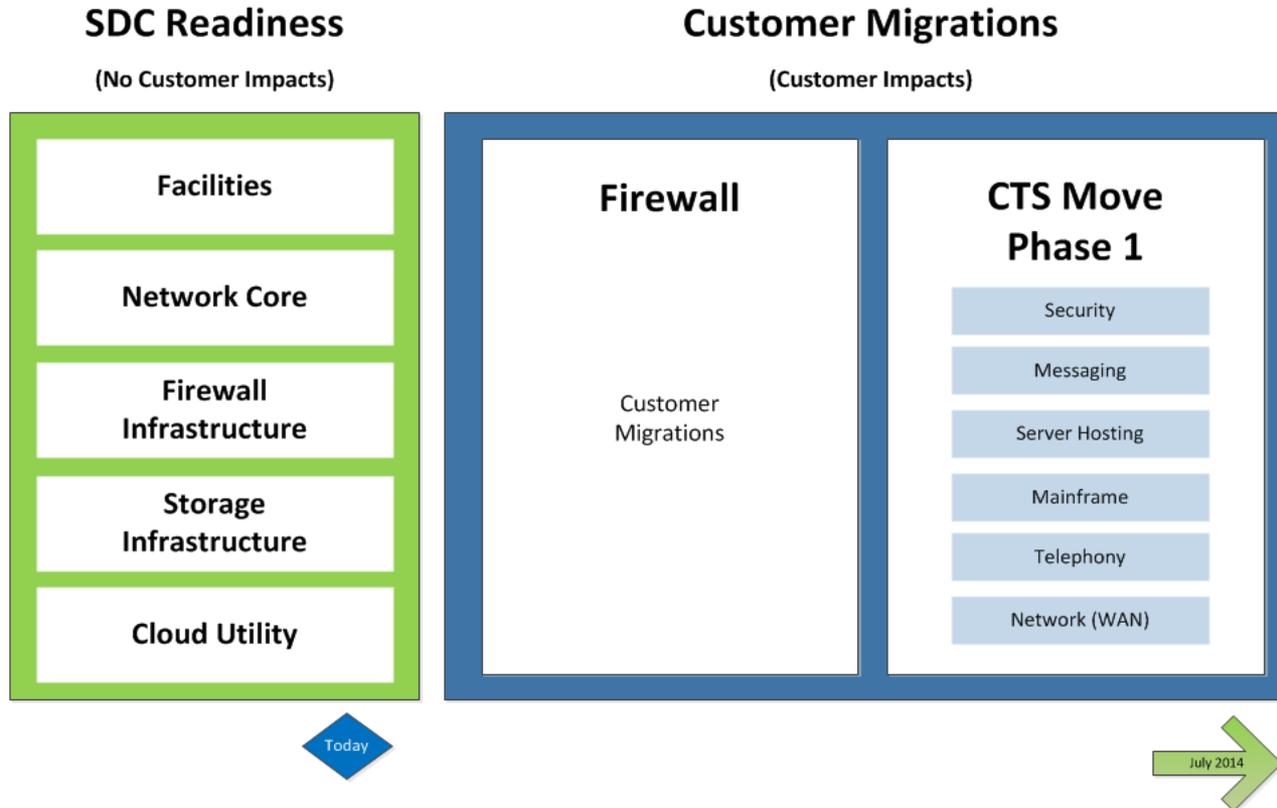
- Welcome – Introductions/Review Agenda
- SDC Projects Overview
- Update on Customer Migration Projects
 - Firewall
 - CTS Move Phase 1 and Data Migrations
- Customer Communications Update
- Q&A



SDC Projects

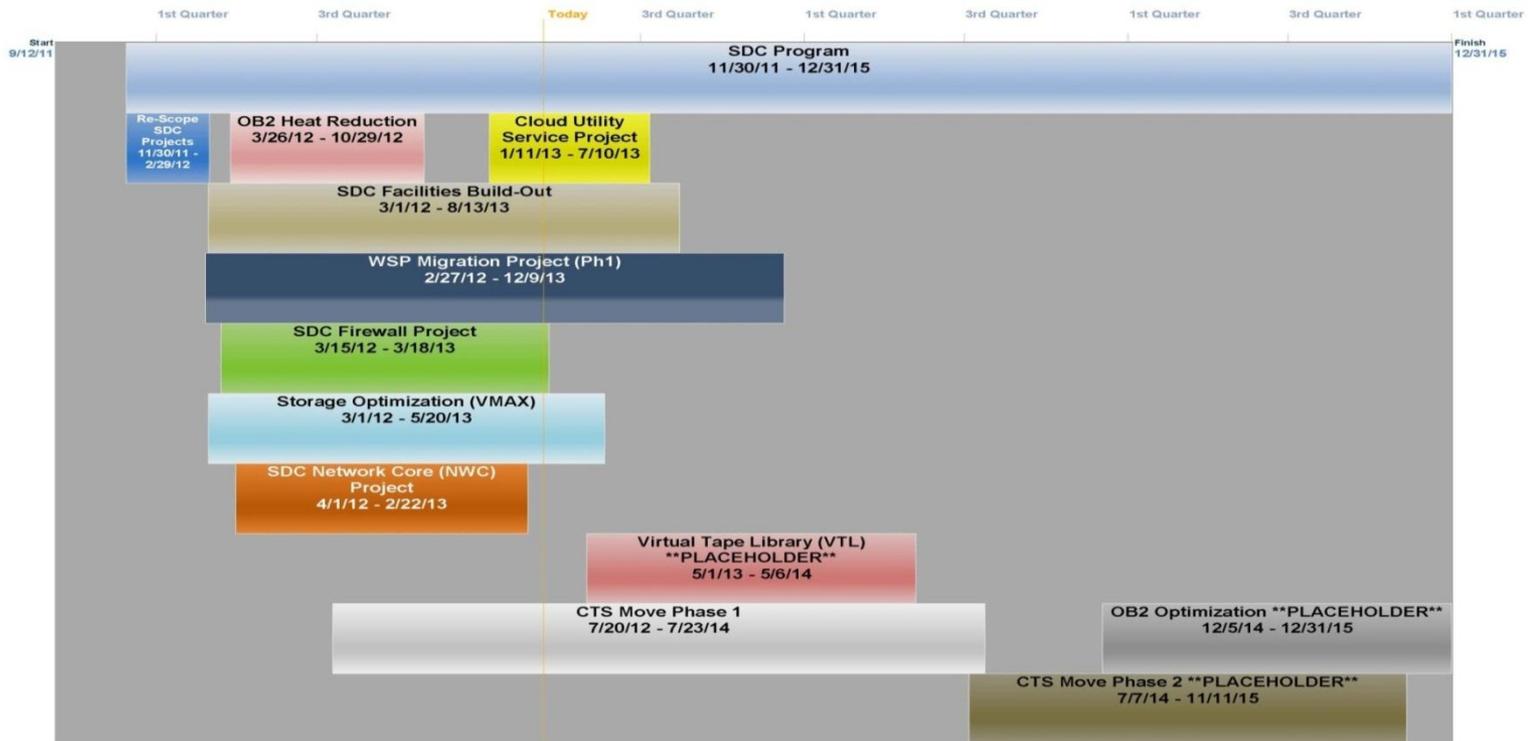


SDC Projects Underway



SDC Projects

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



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SDC Firewall Project



Firewall Migrations

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

Recent:

- Confirmed April migration dates for first six customers.
- Confirming first set of May migration dates, will start reaching out to customers

Upcoming:

- After the first migration in early April, we will work with customers to develop firewall migration plans for the rest of the MPLS connectors.



Firewall Migration Order Criteria

Technical Drivers and Sequence	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
- **MPLS Connectors (Simple) 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 – Readiness Guide

Readiness Tasks

CTS	1	Validate security contacts data base for
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CTS will confirm with the Agency that the contact for firewall authorization is the appropriate person involved during the planning and migration.

CTS	2	Conduct Firewall and Data Flow mapping
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Readiness Checklist

Party	Task #	Task Description	Complete?
CTS	1	Validate Security contacts data base for firewall authorization	<input type="checkbox"/>
CTS	2	Conduct Firewall and Data Flow mapping	<input type="checkbox"/>
CTS	3	Redesign environment (if needed)	<input type="checkbox"/>

- The purpose of the Readiness Guide is to define the steps that Consolidated Technology Services (CTS) and customer staff will take to complete readiness tasks in preparation for the migration of systems to the State Data Center (SDC).
- Firewall/Network team is in the process of finalizing the Readiness Tasks and Checklist for their migrations.



Firewall – Technical Bulletin

The intent of the Technical Bulletin is to raise awareness of Firewall Migration activity

Due to security reasons we will not list the impacted agencies

You will be able to find a copy of the Technical Bulletin on the SDC website under [Migration Calendar](#)

- Group 1 - 4/10 [Technical Bulletin 11.1.99](#)
- Group 2 – 4/17 [Technical Bulletin 11.1.100](#)
- Group 3 – 4/24 [Technical Bulletin 11.1.101](#)



Firewall – Technical Bulletin

CTS Technical Bulletin 11.1.99

INTERNET & INTRANET SECURITY: INFRASTRUCTURE

Date: March 22, 2013

Subject: Migration of Agency Network & Simple Firewall Connection

This bulletin will become obsolete 30 days after implementation of announced changes.

Consolidated Technology Services (CTS), as part of the State Data Center (SDC) Network & Firewall Migration, is planning on migrating an agency network & firewall to the SDC.

Migration Plan: This will occur on the following date:

April 10, 2013 6:00pm to 7:00pm

WHO IS AFFECTED?

The intent of this Technical Bulletin is to raise awareness of Network & Firewall Migration activity that will be occurring as part of SDC migrations. CTS has worked with the impacted agency to confirm the date and ensure readiness. Due to security reasons we are not listing that agency here. This change will temporarily impact SGN and outbound services for the impacted agency.

No changes are needed in any customer routers or equipment as a result of this planned migration.



Firewall – Technical Presentation

- There was a meeting held March 4th.
- The meeting was very well attended (approx. 50 people).
- The agenda included an overview of the new SDC firewall technology, a demonstration of the delegated administration model & a technical Q&A session.
- Meeting materials can be provided upon request.



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

Security

Messaging

Server Hosting

Mainframe

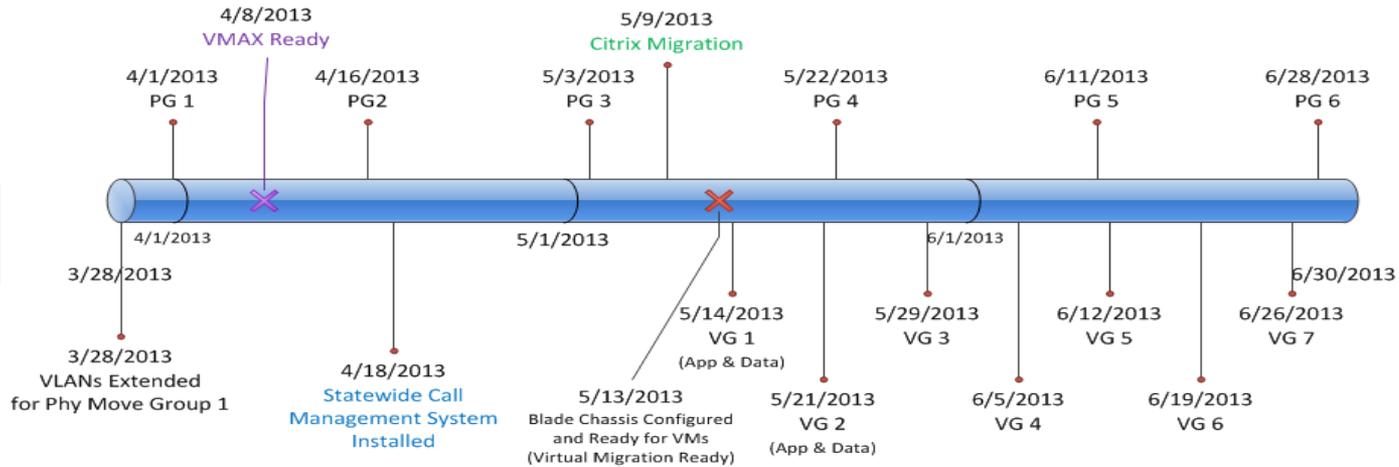
Telephony

Network (WAN)



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).
- Customer Coordination continues through entire move cycle.
- Customer gives final acceptance of move completion.

Customer Move

- **Physical Group (PG) 1:** CTS internal test/dev systems
- **PG 2:** DAHP
- **Telephony:** OB2CMS (DSHS, ES, DOL, HCA, DES, UTC, OAH, SEC, LOT, DFW, SPI, CTS)
- **PG 3:** CTS internal systems, DSHS, ADFS (WDFW, OCIO)
- **Security:** Citrix (ATG, DFI, OAH, DES, L&I, DNR, HUM)
- **Virtual Group (VG) 1:** CTS internal test/dev systems
- **VG 2:** CTS internal systems
- **PG 4:** CTS internal systems, DOH
- **VG 3:** CTS internal systems, DSHS
- **VG 4:** CTS internal systems, ECOMM



CTS Move Phase 1 – Servers

Recent:

- Finalized server checklists and first draft of Readiness Guide.
- Completed preparation tasks required to move physical server Group 1 except VLAN extensions, which are scheduled to complete tonight.
- Working with Group 2 services (internal and external) to ready for migration on April 16th.



CTS Move Phase 1 – Servers

Upcoming:

- Tonight we are extending VLANs into the SDC to be used by the early virtual and physical move Groups. (March 28)
 - [Technical Bulletin 12.1.70](#)
- Physical server move Group 1 (April 1)
- Physical server move Group 2 (April 16)



Readiness Guide – Server Checklists

READINESS TASKS FOR VIRTUAL SERVERS			
Party	Task #	Task Description	Complete?
CTS Server Admin	1	Patch Updates	
CTS TSD	2	Server network VLAN and OOB extended	
CTS TSD	3	Server VLAN is re-numbered in	
CTS Server Admin	4	Add server to monitoring (Orig	
TWO MONTHS BEFORE M			
READINESS TASKS FOR PHYSICAL SERVERS			
Party	Task #	Task Description	Complete?
CTS Server admin	1	Patch Updates	<input type="checkbox"/>
CTS TSD	2	Re-number VLAN into appropriate range	<input type="checkbox"/>
CTS TSD	3	Extend network VLAN and OOB connection(s)	<input type="checkbox"/>
CTS Server Admin	4	Move off KVM to ILO in OB2	<input type="checkbox"/>
CTS Server Admin	5	Perform EMC Grab for SAN connected servers	<input type="checkbox"/>

The purpose of the Readiness Guide is to define the steps that CTS and customer staff will take to complete readiness tasks in preparation for the migration of systems to the SDC.



CTS Move Phase 1 – Data Migration

Recent:

- Vendor submitted final performance test results, CTS is reviewing.
- Successfully tested data transfer timing between OB2 storage arrays and the SDC VMAX using SRDF.
- Performed internal testing of VMware production configurations.
- Initiated work on the customer Storage Portal.



CTS Move Phase 1 – Data Migration

Upcoming:

- Working with Server Team to prepare arrays to support upcoming server migrations.
- Updating the CTS Service Catalog and service announcement to include new Service description, rates, ordering process, SLA, etc.
- Planning for a Storage Portal demo for customers. More info to follow.



CTS Move Phase 1 – Move Criteria

Criteria and Sequence

Move simple internal CTS development/test systems

Move physical hardware that is not yet in production

Move customer development/test systems

Move production systems with low complexity

Move complex systems

Hold off on moving systems until dependent infrastructure is in place.

Business Drivers

Application Integration & Readiness

Agency Business Impacts

Agency Business Dependencies

Agency Human Resource Availability

Criteria

Exercise and refine the process using low risk items

Move hardware before it becomes production to avoid a system outage, while minimizing the overall effort

Exercise the process with the customers to prepare for their production moves

Leverage lessons learned and continue to refine the process

Save these for last to leverage lessons learned from previous moves

Cannot move systems without all dependent infrastructure in place such as storage, PGN connections, etc.

Criteria

Some agencies may have applications that need to be readied for the change.

Examples: conflict with Legislative session, applications that cannot be down at certain times like payroll, etc.

Example: linkages with other agency projects

Assessment of internal agency staff availability



CTS Move Phase 1 – Telephony

- **Avaya Call Management System** - Collects and records all call center phone and agent data and converts the data into readable reports (e.g. number of calls, calls queued, duration, etc.)
 - Move the existing hardware platform into the SDC. This has been scheduled for Thursday April 18th at 7pm.
- **Interactive Voice Response (IVR)** - Allows people using a telephone to dial a designated number, enter an authorization code, and securely interact with your database or other data source to get the information they need. (e.g. FAQs).
 - Customers have the option to migrate applications to the Voice Portal System. Remaining IVRs will be physically moved to SDC.



CTS Move Phase 1 – Telephony

- **Voice Portal System** - Next generation of the IVR.
 - New hardware platforms have been installed in the SDC. The Vendor will upgrade each application to run on the new platform. Migrations will start with simple applications first (e.g. Lottery Winning Numbers, DNR Fire Line, AGR Grow Line, etc.). Then move to more complex systems (e.g. DSHS Statewide Call Center).



CTS Move Phase 1 – Telephony

Recent:

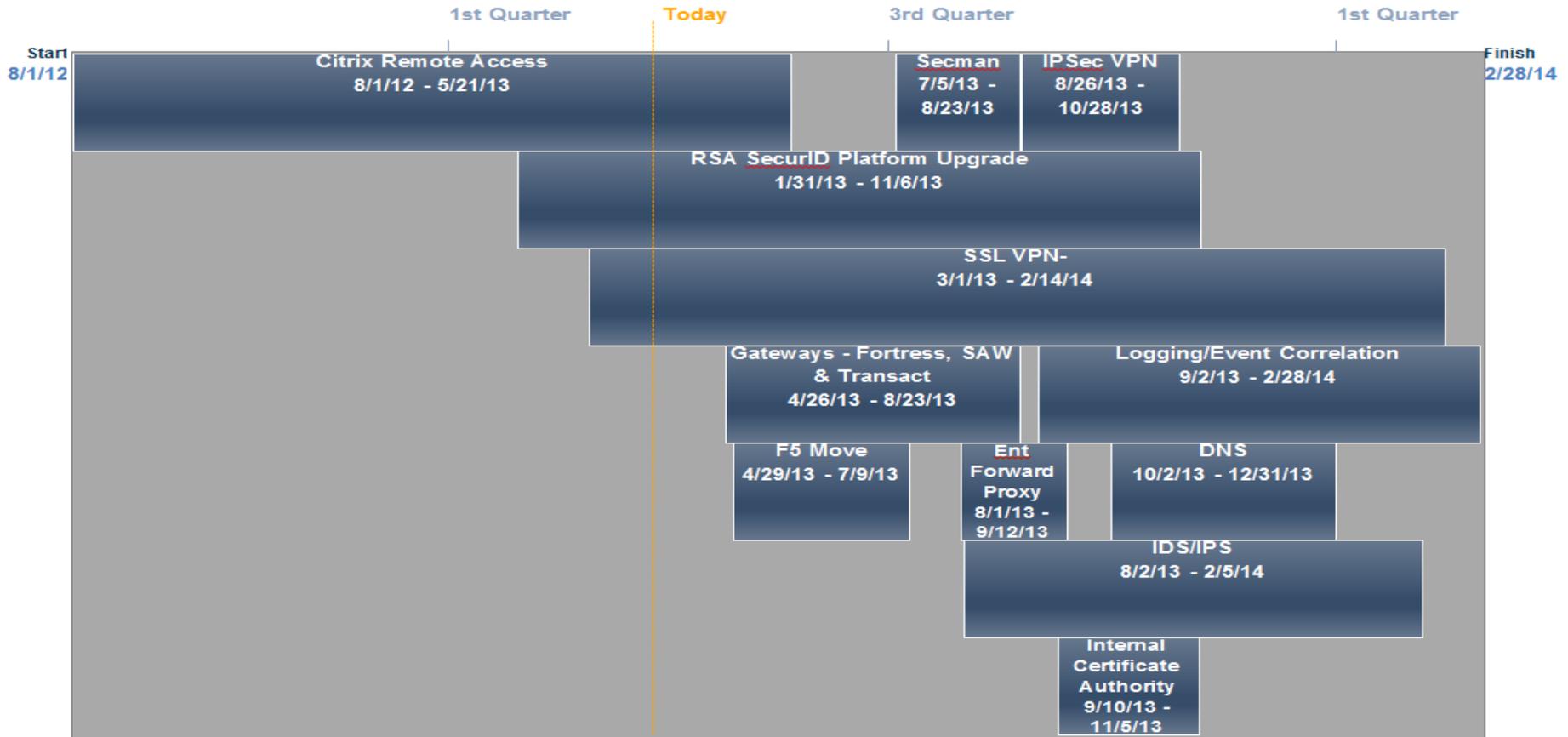
- Installed hardware and configured network needed to support the Voice Portal system migrations.

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
 - Confirmed with customers – [Technical Bulletin 15.1.20](#)
- Migrate two servers supporting internal CTS Telephony systems.



CTS Move Phase 1- Security



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CTS Move Phase 1 – Security

- **SSL VPN** - Supports external secure access to agency infrastructure in support of critical business services.
- **IPSEC VPN** - Provides remote access to the network for remote staff through their laptops or PCs. VPN client software is loaded onto agency computers to provide secure, encrypted tunnels through the Internet.
- **RSA SecureID** - CTS Strong Authentication service provides a way to positively identify users with a two-part authentication process.
- **Domain Naming Service (DNS)** - A hierarchical distributed naming system for computers, services, or any resource connected to the Internet or a private network. It associates various information with domain names assigned to each of the participating entities. Washington State administers the .wa.gov and state.wa.us domains.



CTS Move Phase 1 – Security

- **Secman (Out-of-Band Management)** - CTS Secman environment is the secure out of band management network used for high security access and monitoring of infrastructure resources.
- **Intrusion Detection/Prevention System (IDS/IPS)** - Protects the edge of the state government network from exploits and vulnerabilities beyond the state's firewall services.
- **Logging/Event Correlation** - The Security Information and Event Management solution has the ability to capture a high rate of events from tens of thousands of hosts, and can be segmented to address agency specific needs. The service aggregates, stores, and intelligently analyzes log data from a wide range of device.



CTS Move Phase 1 – Security

Gateways

- **Fortress** - Provides a secure access connection to public data, when the integrity and availability of the data must be protected from targeted attack.
- **Secure Access Washington (SAW)** - Provides self-administered single sign-on access to multiple agency applications, shields online services from harmful activity, and allows access only to known users.
- **Transact Washington** - An extension of the state's Internet portal, Access Washington™ designed for citizens and businesses that conduct regular transactions with the state.



CTS Move Phase 1 – Security

- **F5 Move** - Part of the existing Gateways infrastructure providing load balancing for a variety of applications
- **Internal Certificate Authority** - Provides digital certificates for use inside the State Governmental Network to address the need to protect data in transit.
- **Enterprise Forward Proxy** - An outbound Internet traffic proxy which provides content analysis and filtering.

More information is available on the [CTS Enterprise Security Services site](#).



CTS Move Phase 1 – Security

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.

Recent:

- Validated May 9th migration date with Citrix customers

Upcoming:

- Continue configuration and migration readiness
- Will announce customer training
- May 9th migration



CTS Move Phase 1 – WAN

- **WAN Carrier Build-out** - Establishes point-of-presence for WAN carriers in the SDC.
- **MPLS Migrations** - Migrates MPLS circuits from terminating in OB2 to terminating in the SDC.
- **ISP Connections** - Establishes ISP connections in the SDC.



CTS Move Phase 1 – WAN

Recent activities for WAN Carrier Build-out:

- Started work with the first WAN carrier to plan their point-of-presence.
- The Entrance facilities are being prepared to receive WAN carriers.

Upcoming:

- Complete the project charter and other planning documents in support of the WAN Carrier Build-out.
- Continue work with the first WAN carrier to plan their point-of-presence.



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.



Change Reminder

- SDC Projects Change Bulletin sent to AICs on March 25th.



Consolidated Technology Services

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

SDC Projects Change Bulletin

Date: March 25, 2013
To: All CTS Staff & Customers
From: SDC Projects
Re: Recent SDC Migration Technical Bulletins



Over the next several months the State Data Center (SDC) Projects will continue the process of migrating systems to the SDC. In March, Storage Management conducted functional and transfer rate tests for the new VMAX ([Technical Bulletin 13.1.2](#)) and two production VLANs were extended between OB2 and the SDC in support of the CTS Move Phase 1 project ([Technical Bulletin 12.1.70](#)).

In April SDC migration activity includes:

- CTS managed servers will begin to migrate as part of the CTS Move Phase 1 project. On April 1st Physical Server Group 1 will be migrated followed by Physical Server Group 2 on April 16th. Both



Migration Calendar Updates

- [SDC Migrations 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

Important Links

- ☐ [Home](#)
- ☐ [Customer Readiness](#)
- ☐ [Background](#)
- ☐ [Status Report Archive](#)
- ☐ [Meetings](#)
- ☐ [Migration Calendar](#)
- ☐ [Archived Updates](#)

April 2013

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	1) CTS Move Phase 1 - Servers: Physical Group 1	2)	3)	4)	5)	6)
7)	8)	9)	10) Firewall - Group 1	11)	12)	13)
14)	15)	16)	17) Firewall - Group 2	18) CTS Move Phase 1 - Telephony: OB2CMS Move Telephony: Avaya SAL and VOIP DHCP	19)	20)
21)	22)	23)	24) Firewall - Group 3	25)	26)	27)
28)	29)	30)				

Migration events in green font denote an internal CTS test system migration with no customer impact. A Technical Bulletin will not be issued for these events.



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SDC Project Website

The [SDC Projects](#) website provides current information about the status of the projects.

See also: [Customer Readiness website](#)

The screenshot displays the SDC Project Website interface. At the top, there is a search bar and a navigation menu with 'Home', 'Products and Services', and 'Projects'. Below the navigation, the page title is 'State Data Center Projects'. The main content area includes a date 'February 21, 2013', a paragraph of text about project completion, and a 'Next steps' section. A list of contact information is provided for Dan Mercer, Heidi Brownell, and Steve Lovass. The page also features two charts: 'BUDGET: SDC Projects Spending Plan' and 'Approved Investment Plans Implementation Budgets and Actuals'. A 'SCHEDULE: Milestones' section shows a Gantt chart. On the right side, there is an 'Important Links' sidebar and a 'STATUS: Current Status Report' table.

SDC Projects	Scope	Sched	Budget
SDC Program Business Planning	●	●	●
OB2 Heat Reduction (completed)	●	●	●
SDC Facilities	●	●	●
SDC Network Core	●	●	●
SDC Firewall (completed)	●	●	●
SDC Storage Optimization	●	●	●
SDC Cloud Utility (proof-of-concept)	●	●	●
OB2/CTS Move Phase 1	●	●	●
Migrate WSP to SDC	●	●	●
Virtual Tape Library			
OB2/CTS Move Phase 2			
OB2 Data Center Optimization			



Q&A



Next Meeting

Our next meeting will be **April 25th**, 2:00 – 3:00 p.m.

Complete 2013 schedule has been finalized – future dates are **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.**

EXCEPTION 5/23 meeting will be held in Conference Room 1213.

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



Contact Information

- Heidi Brownell – CTS Enterprise Projects Manager
Heidi.Brownell@cts.wa.gov 360.407.8980
- Steve Lovaas – CTS Enterprise Projects Client Liaison
Steve.Lovaas@cts.wa.gov 360.407.8723

