



AGENDA

Consolidated Technology Services • WA

State Data Center Agency Implementation Coordinator Meeting

April 25, 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*

April 25, 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

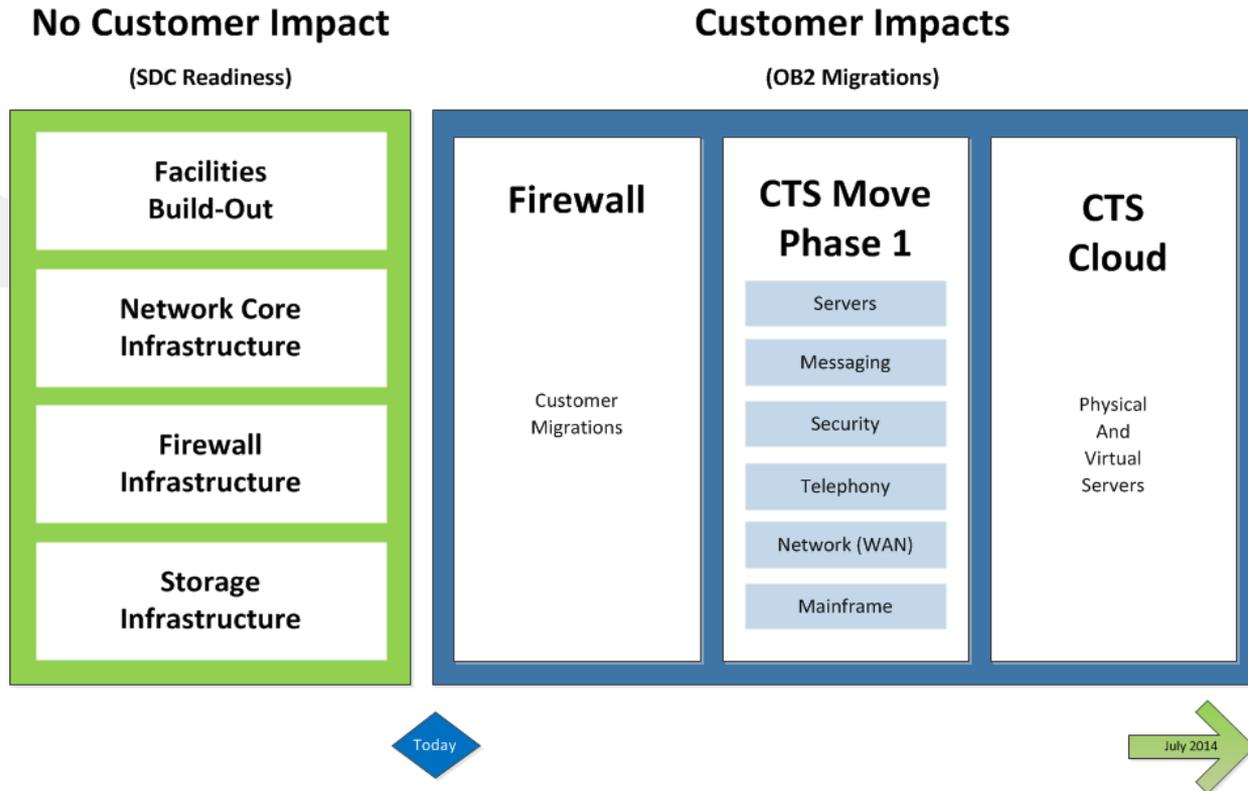


SDC Projects



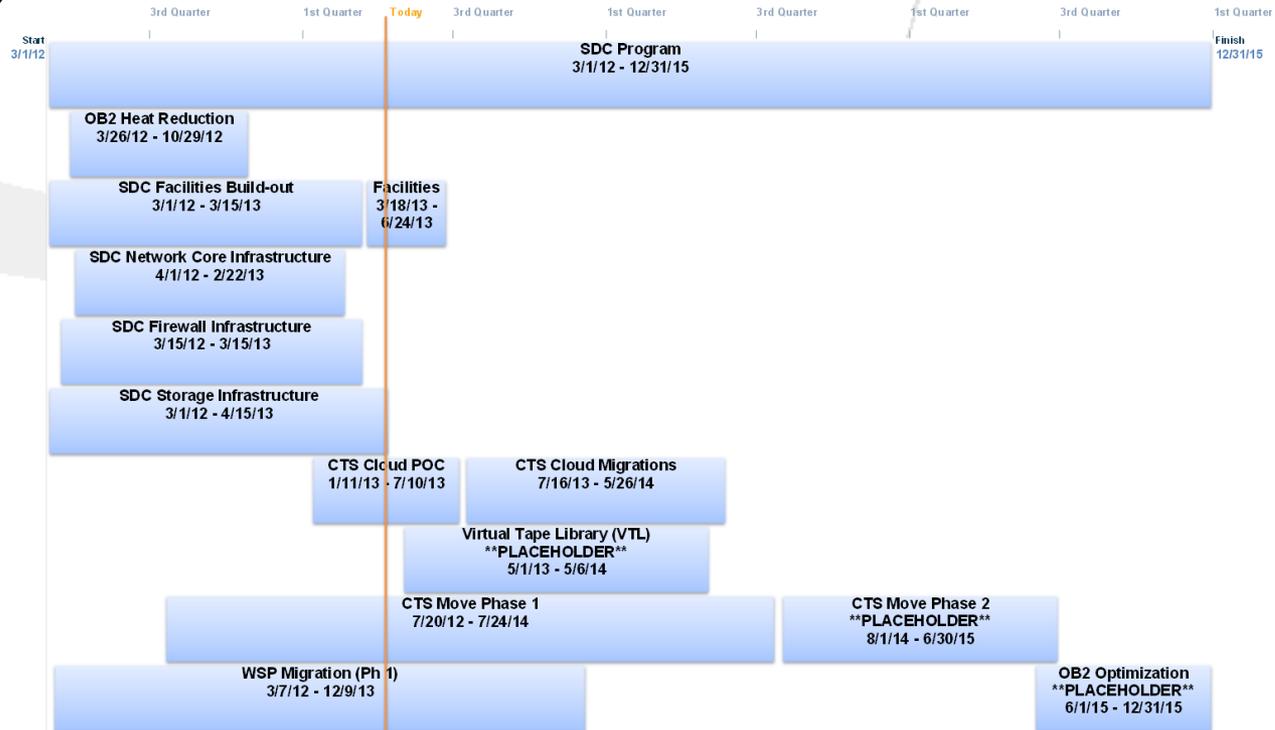
SDC Projects Underway

SDC Readiness and OB2 Migrations



SDC Projects Timeline

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



*This view was created using the Microsoft Project schedule timeline.



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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:

- Successfully completed first six migrations.
- Confirmed May migration dates for the rest of the 22 MPLS connectors.

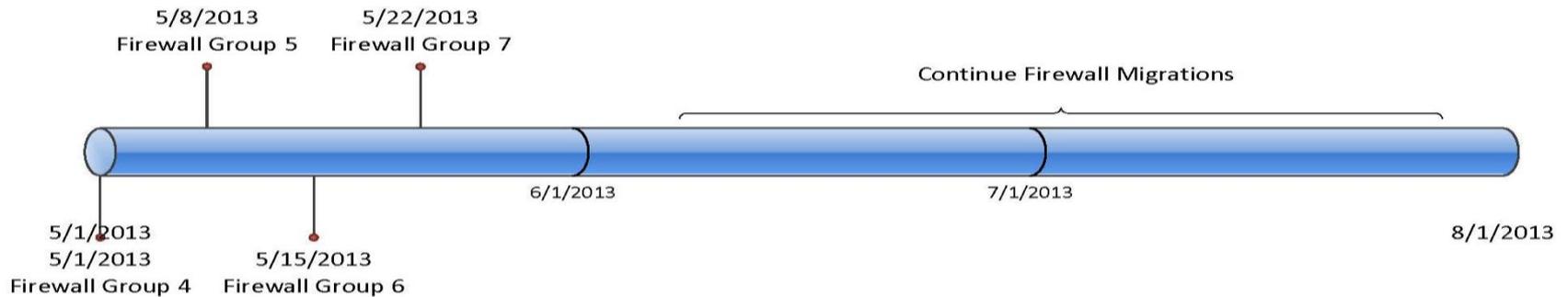
Upcoming:

- Schedule migration dates for the four complex MPLS connectors.
- Schedule Fortinet training for CTS staff in June.



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 Connector (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 – 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 4 – 5/1 [Technical Bulletin 11.1.102](#)
- Group 5 – 5/8 [Technical Bulletin 11.1.103](#)
- Group 6 – 5/15 [Technical Bulletin 11.1.104](#)
- Group 7 – 5/22 [Technical Bulletin 11.1.105](#)



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

CTS Servers

Messaging

Security

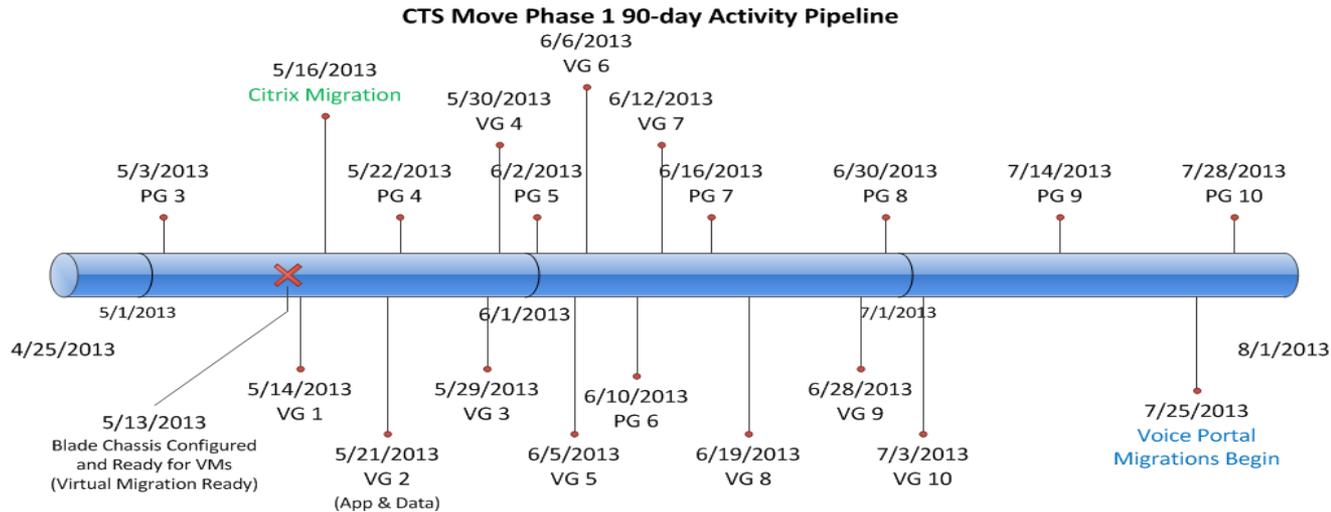
Telephony

Network (WAN)

Mainframe



CTS Move Phase 1 – Next 90 Days



Customer Expectations

- Customers will be contacted at least six weeks prior to the target move date to set the schedule.
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Customer Moves

- **Physical Group (PG) 3:** DSHS, ADFS (DFW, OCIO)
- **Security:** Citrix (ATG, DFI, OAH, DES, L&I, DNR, HUM)
- **Virtual Group (VG) 1:** CTS test/dev servers (test the migration process)
- **VG 2:** CTS internal systems
- **PG 4:** CTS internal systems
- **VG 3:** CTS Dev systems (TeamSite, ECOMM), DSHS
- **PG 5:** DOH (Dev)
- **VG 4:** CTS internal test/dev systems
- **PG 6:** CTS systems (Active Directory)
- **VG 5:** CTS systems (Prosphere, ICC ESB, ECOMM)
- **PG 7:** CTS systems (Active Directory, Exchange 2010 part 1)
- **VG 6:** CTS test systems
- **VG 7:** CTS systems (Shared WEB SWS, TeamSite), DOC
- **PG 8:** CTS systems (Exchange 2010 part 2)
- **VG 8:** CTS systems (Storage Mgt, SWS, Shared Web PGN)
- **VG 9:** UTC
- **PG 9:** CTS systems (Enterprise Vault)
- **VG 10:** CTS Systems, AGR, WAK, PERC
- **Telephony:** Voice Portal application migration begins
- **PG 10:** CTS systems (Ironport)



CTS Move Phase 1 – Servers

Recent:

- Extended VLANs into the SDC which are used by the early move Groups. (March 28)
- Physical server move Group 1. (April 1)
- Physical server move Group 2. (April 16)

Upcoming:

- VLAN extension. (April 28)
- Physical server move Group 3a & 3b. (May 3 & 5)
- Virtual server move Group 1. (May 14)
- Virtual server move Group 2. (May 21)
- Physical server move Group 4. (May 22)
- Virtual server move Group 3. (May 29)
- Virtual server move Group 4. (May 30)

CTS Move Phase 1

CTS Servers

Messaging

Security

Telephony

Network (WAN)

Mainframe



CTS Move Phase 1 – Data Migration

Recent:

- Completed VMAX system readiness on April 8.
- Supported the migration of the HRMS QA environment which began April 11 and monitored performance during testing.

Upcoming:

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



CTS Move Phase 1 – Messaging

Recent:

- Completed Physical server move Group 1 which included AD servers. (April 1)
- Finalized detailed plans to move the production servers.

Upcoming:

- Move the AD and messaging servers in a phased approach as part of several move groups.

CTS Move Phase 1

CTS Servers

Messaging

Security

Telephony

Network (WAN)

Mainframe



CTS Move Phase 1 – Messaging

Recent:

- ADFS servers ready to move with Physical server move Group 3 (May 5).
- Preparing for Active Directory, Exchange and Vault moves starting the end of May

Upcoming:

- Virtual server move Group 4 – Active Directory Pre-Prod scheduled on May 30.

CTS Move Phase 1

CTS Servers

Messaging

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CTS Move Phase 1 – Security

Citrix

Recent:

- Revised migration date to May 16th & confirmed with customers
- Held customer training April 15-19th

Upcoming:

- Continue configuration and migration readiness
- May 16th migration – [Technical Bulletin 11.1.06](#)

CTS Move Phase 1

CTS Servers

Messaging

Security

Telephony

Network (WAN)

Mainframe



CTS Move Phase 1 – Telephony

Recent:

- Successfully moved the Avaya Call Management System/OB2CMS. (April 18)
- Successfully migrated two servers supporting internal CTS Telephony systems. (April 14)

Upcoming:

- Preparing for the Voice Portal application migration. (July 2013)

CTS Move Phase 1

CTS Servers

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Customer Communications



Migration Guides

MIGRATION TASKS FOR VIRTUAL SERVERS			
30 TO 60 DAYS BEFORE MIGRATION			
Party	Task #	Task Description	Complete?
CTS Client Liaison	1	Identify Move Team including customer contact(s)	<input type="checkbox"/>
CTS Client Liaison	2	Schedule Move Planning Session(s)	<input type="checkbox"/>
MIGRATION TASKS FOR PHYSICAL SERVERS			
30 TO 60 DAYS BEFORE MIGRATION			
Party	Task #	Task Description	Complete?
CTS Client Liaison	1	Identify Move Team including customer contact(s)	<input type="checkbox"/>
CTS Client Liaison	2	Schedule Move Planning Session(s)	<input type="checkbox"/>
CTS Server Admin	3	Apply software patches to bring the server up-to date	<input type="checkbox"/>
CTS Server Admin	4	Perform EMC Grab for SAN connected servers	<input type="checkbox"/>
CTS Server Admin	5	Update server per the EMC Grab recommendations (if applicable)	<input type="checkbox"/>

The purpose of the Migration Guides is to define the steps that CTS and customer staff will take to complete tasks for preparing for and conducting the migrations of systems to the SDC. The first drafts of the Guides are now posted on the [Customer Readiness website](#).



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 is sent each month.



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](#)

May 2013

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
			1) Firewall - Group 4	2)	3) CTS Move Phase 1 - Servers: Physical Group 3 • ADFS • FamLink DTT	4)
5)	6)	7)	8) Firewall - Group 5	9)	10)	11)
12)	13)	14) CTS Move Phase 1 - Servers: Virtual Group 1	15) Firewall - Group 6	16) CTS Move Phase 1 - Security: Citrix	17)	18)
19)	20)	21) CTS Move Phase 1 - Servers: Virtual Group 2	22) Firewall - Group 7 CTS Move Phase 1 - Servers: Physical Group 4	23)	24)	25)
26)	27)	28)	29)	30)	31)	

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 shows the SDC Project Website interface. At the top, there is a search bar and navigation tabs for Home, Products and Services, and Projects. The main content area is titled "State Data Center Projects" and includes a news section dated February 21, 2013, with text about project completion and next steps. Below the news are two budget charts: "SDC Projects Lifecycle Budgets and Actuals" and "Approved Investment Plans Implementation Budgets and Actuals". A "SCHEDULE: Milestones" section features a Gantt chart. On the right, an "Important Links" sidebar lists Home, Customer Readiness, Background, Status Report Archive, Meetings, Migration Calendar, and Archived Updates. At the bottom right, a "STATUS: Current Status Report" table tracks various projects with columns for Scope, Sched, and Budget.

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 **May 23rd**, 2:00 – 3:00 p.m.

Complete 2013 schedule has been finalized – future dates are 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 & 6/27 meetings 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
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- Steve Lovaas – CTS Enterprise Projects Client Liaison
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