



AGENDA

Consolidated Technology Services • WA

State Data Center Agency Implementation Coordinator Meeting

May 23, 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 1213

State Data Center (SDC) *Agency Implementation Coordinator Meeting*

May 23, 2013



Agenda

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

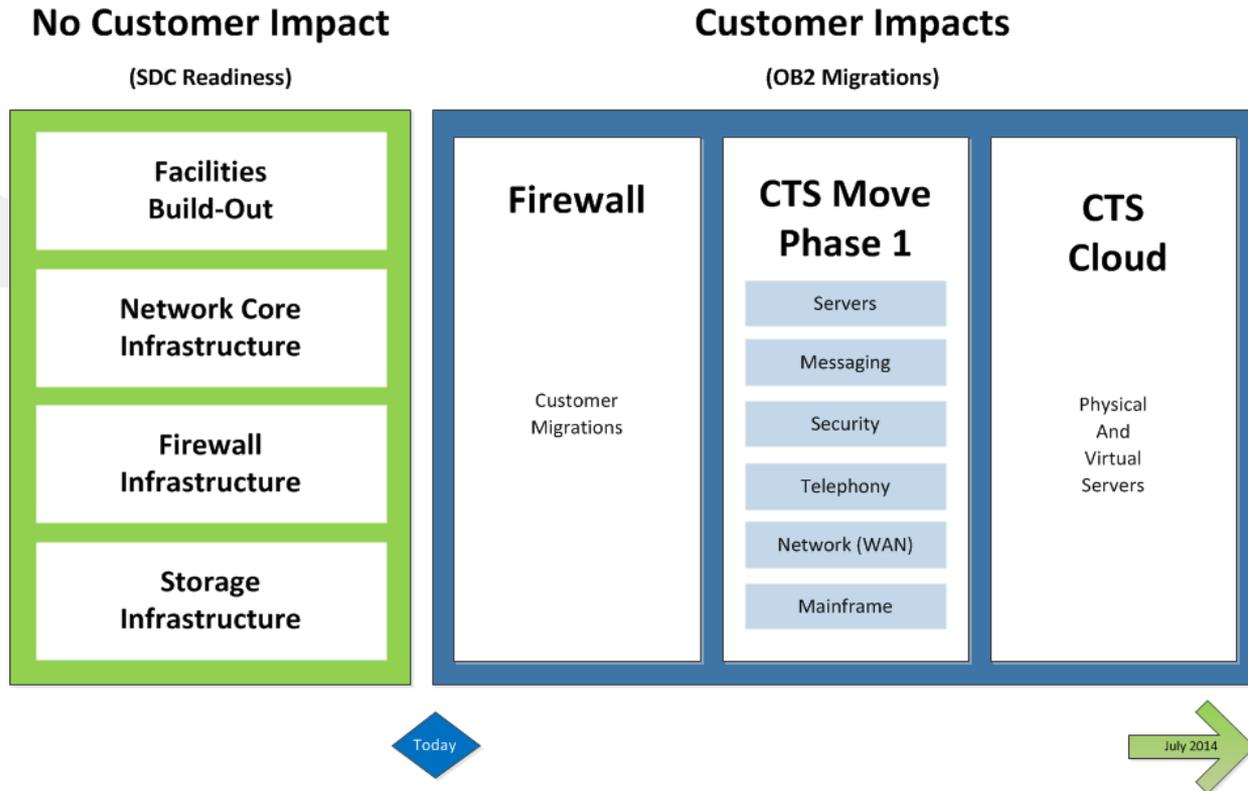


SDC Projects



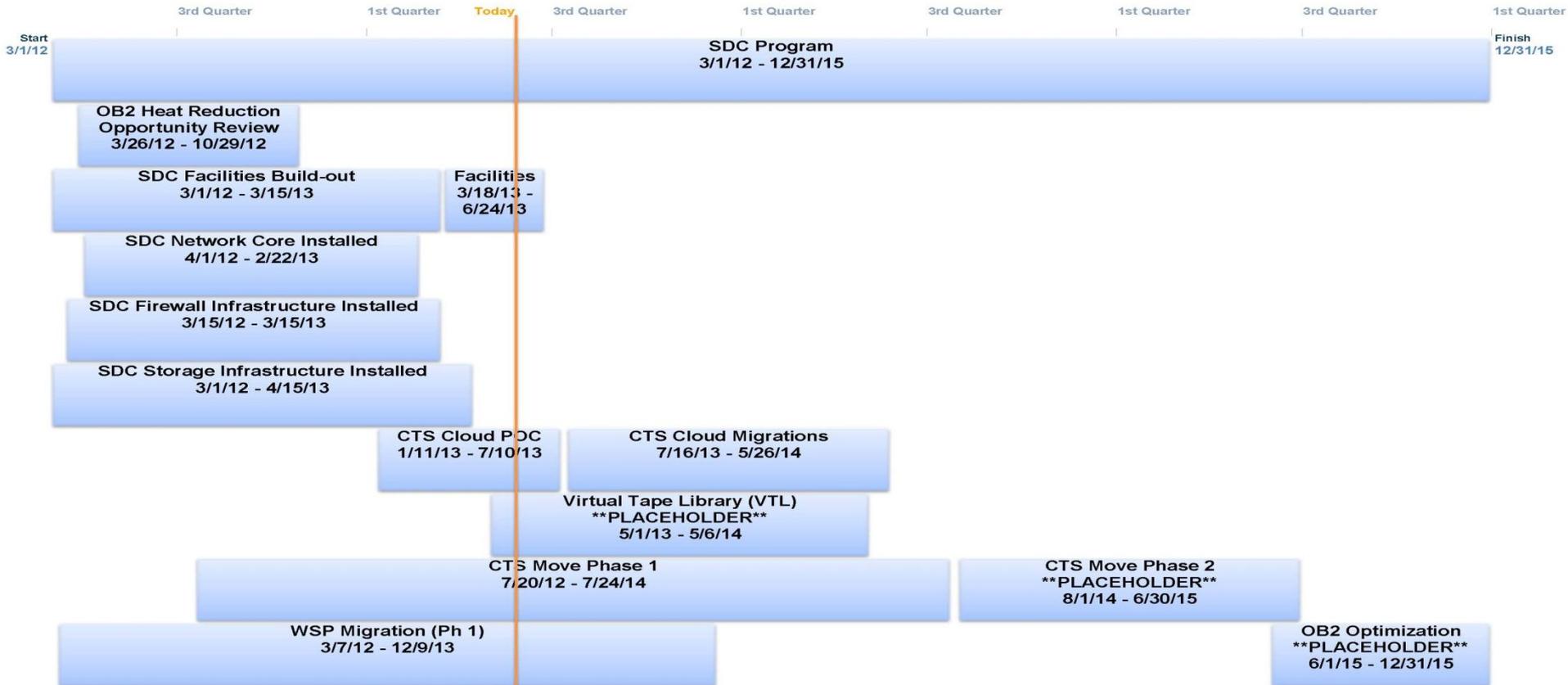
SDC Projects Underway

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.

SDC Firewall Project



Firewall Migrations

CTS originally identified 95 firewalls to be migrated from OB2 to SDC between March 2013 – September 2014. After analysis of future need, several firewalls have been decommissioned.

Recent:

- Successfully completed 17 migrations.

Upcoming:

- Schedule remaining simple security MPLS connectors.
- Schedule migration dates for the complex security MPLS connectors.
- Fortinet training for CTS staff in June and part of July, so migrations will be on hold until mid-July.
- Continue data mapping exercises.



Firewall Migrations – 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 (Complex) Agencies:** DRS, OIC, LOT, LSC, DOT, HCA, DES, DFI, LCB, WSIP, DOH, DOC, TRE



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

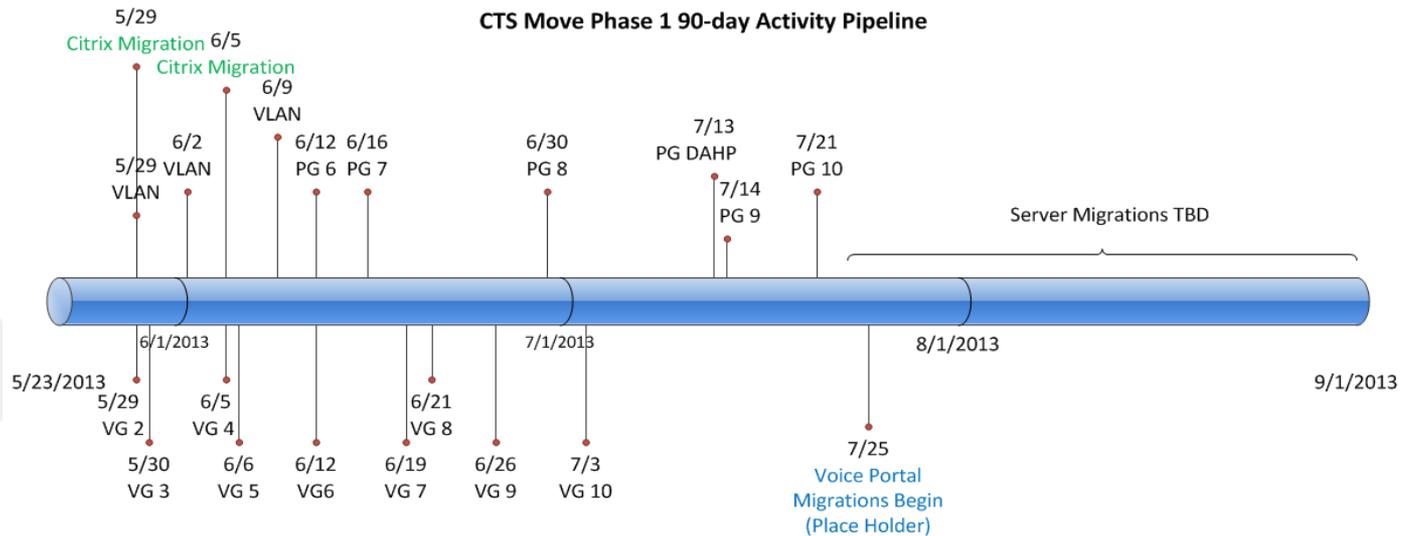
Telephony

Network (WAN)

Mainframe



CTS Move Phase 1 – Next 90 Days



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Customer Moves

- **Security:** Citrix (ATG, DFI, OAH, DES)
- **VG 2:** CTS internal systems, TeamSite & ECOMM Dev
- **VG 3:** Active Directory & Vault Pre-Prod
- **VG 4:** CTS internal systems, ICC ESB Dev, ECOMM Prod
- **VG 5:** CTS systems (Exchange Pre-Prod)
- **PG 4:** ESS Cluster
- **VG 6:** CTS internal systems, DOC, SharePoint 2010 test, Shared Web SGN, SWS Middleware, TeamSite Prod
- **PG 7:** CTS systems (Active Directory, Exchange 2010 part 1)
- **VG 7:** CTS systems (Shared WEB PGN, SWS Middleware)
- **VG 8:** DSHS
- **VG 9:** UTC
- **PG 8:** CTS systems (Exchange 2010 part 2)
- **VG 10:** CTS Systems, AGR, WAK, PERC
- **PG DAHP:** DAHP
- **PG 9:** CTS systems (Enterprise Vault)
- **PG 10:** CTS systems DOH, PGN Cluster
- **Telephony:** Voice Portal application migration begins



The IT partner of choice for agencies in Washington state

CTS Move Phase 1 – Servers

Recent:

- Extended several VLANs into the SDC
- Completed physical server move Group 3
- Readied the virtual platform in the SDC
- Migrated virtual server Group 1

Upcoming:

- Continue extending VLANs for upcoming moves
- Migrate physical server move Group 4
- Migrate virtual server move Groups 2, 4, 6, 7, 8

CTS Move Phase 1

CTS Servers

Messaging

Security

Telephony

Network (WAN)

Mainframe



CTS Move Phase 1 – Messaging

Recent:

- Completed ADFS physical server move

Upcoming:

- Migrate physical server move Group 7
- Migrate virtual move Group 3 (Active Directory and Vault Pre-Prod)
- Migrate virtual move Group 5 (Exchange Pre-Prod)

CTS Move Phase 1

CTS Servers

Messaging

Security

Telephony

Network (WAN)

Mainframe



CTS Move Phase 1 – Security

Citrix

Recent:

- Successful cutover of 3 agencies

Upcoming:

- Continue supporting customer testing
- Schedule cutovers of 4 remaining agencies

CTS Move Phase 1

CTS Servers

Messaging

Security

Telephony

Network (WAN)

Mainframe



CTS Move Phase 1 – Security

SSL VPN

Allows your staff to securely connect to your agency, or state resources, from any computer using only the Internet browser. The SSL-VPN service is customized to meet your agency's needs. SecurID® tokens are used for user identification.

Upcoming:

- Determine future solution
- Procurement
- Identify migration steps
- Customer pilot

CTS Move Phase 1

CTS Servers

Messaging

Security

Telephony

Network (WAN)

Mainframe



CTS Move Phase 1 – Security

Gateways

Includes 734 applications and 757,000 users of:

- Fortress
- Secure Access Washington (SAW)
- Transact Washington (sunsetting June 30th)

Upcoming:

- Support VLAN extension and physical server moves
- Procurement
- Identify Migration Guide steps
- Customer outreach

CTS Move Phase 1

CTS Servers

Messaging

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CTS Move Phase 1 – Security

CTS Load Balancing Service

CTS is implementing an enterprise class load balancing system to replace multiple devices that are reaching end of life.

The following applications/services use some form of load balancing: Access WA, GIT, Shared Web Hosting, Exchange 2010, OMNI, FamLink, HRMS, Jindex as well as the existing security Gateways and their applications.

Upcoming:

- Identify migrations steps
- Customer outreach

CTS Move Phase 1

CTS Servers

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CTS Move Phase 1 – Telephony

Recent:

- Continued planning for Voice Portal application migrations.

Upcoming:

- Preparing for the Voice Portal application migration (July/August 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 Feedback



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State Data Center Projects

Post Migration Feedback

In order to continue to provide the best possible customer service, the State Data Center (SDC) Projects team requests that you answer the following questions about our procedures, documentation, process, and overall performance related to your agency's recent migration. For each of the following questions, please add comments as applicable and be as specific as possible.

1. Which Project are you providing feedback for?
 - a. CTS Move Phase 1 – Servers
 - b. CTS Move Phase 1 – Security (Citrix)
 - c. Firewall

2. Do you have any recommendations for improving the written documentation provided by the SDC Projects team? (See list below.) When answering, consider the following questions: Did the documents clearly articulate tasks and goals? Was the purpose of the documentation clear? Did you find some documents more useful than others?
 - a. Project Migration Guide
 - b. Customer Engagement Plan
 - c. Technical presentations

The Post Migration Feedback will be used to measure and improve how we collaborate for future migrations. The form has been posted to 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.

Note: This week you will see a large number of tech bulletins for changes in the next 30 days. These have been negotiated with customers and are being followed up with the global bulletin.



Migration Calendar Updates

[Home](#) > [Projects](#) > [State Data Center](#) > [May 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

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 3a - FamLink DTT	4)
5) CTS Move Phase 1 - Servers: Physical Group 3b - ADFS	6)	7)	8)	9)	10)	11)
12)	13)	14)	15) Firewall - Group 6	16) CTS Move Phase 1 - Security: Citrix Firewall	17)	18) VLAN Extension for CTS Move Phase 1 - Servers: Virtual Group 1
19)	20)	21) CTS Move Phase 1 - Servers: Virtual Group 1	22) Firewall - Group 7	23) CTS/DES HRMS PROD Data Migration	24) VLAN Extension for CTS Move Phase 1 - Servers: LNI	25)
26)	27)	28)	29) CTS Move Phase 1 - Servers: Virtual Group 2	30) CTS Move Phase 1 - Servers: Virtual Group 3	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.

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

[SDC](#)
[Migrations](#)
[Calendar](#)



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 navigation bar with 'Home', 'Products and Services', and 'Projects' tabs. A search bar is located in the top right corner. The main content area is titled 'State Data Center Projects' and includes a date 'February 21, 2013'. Below this, there is a paragraph of text describing major projects completed or near completion, such as Facilities, Network Core, and Firewall and Storage. A 'Next steps' section follows, stating that CTS is continuing to work with customers to prepare for and migrate additional systems. A list of contact information for Dan Mercer, Heidi Brownell, and Steve Lovass is provided. 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 **June 27th**, 2:00 – 3:00 p.m.

Complete 2013 schedule has been finalized – future dates are 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 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
Heidi.Brownell@cts.wa.gov 360.407.8980
- Steve Lovaas – CTS Enterprise Projects Client Liaison
Steve.Lovaas@cts.wa.gov 360.407.8723

