



AGENDA

Consolidated Technology Services • WA

State Data Center Agency Implementation Coordinator Meeting

June 27, 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 – 2:25	Customer Migration Projects	Steve Lovaas
2:25 – 2:40	Storage Onboarding	Gordon Ice
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*

June 27, 2013



Agenda

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

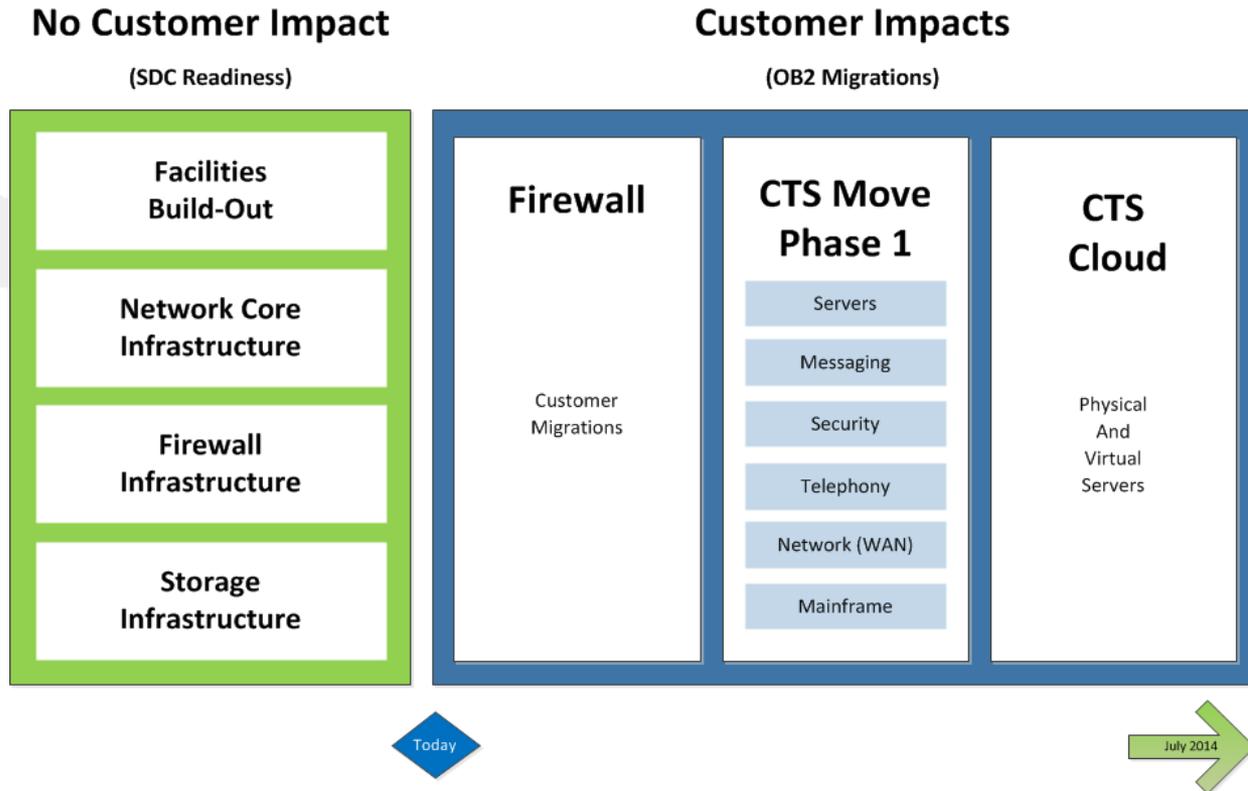


SDC Projects



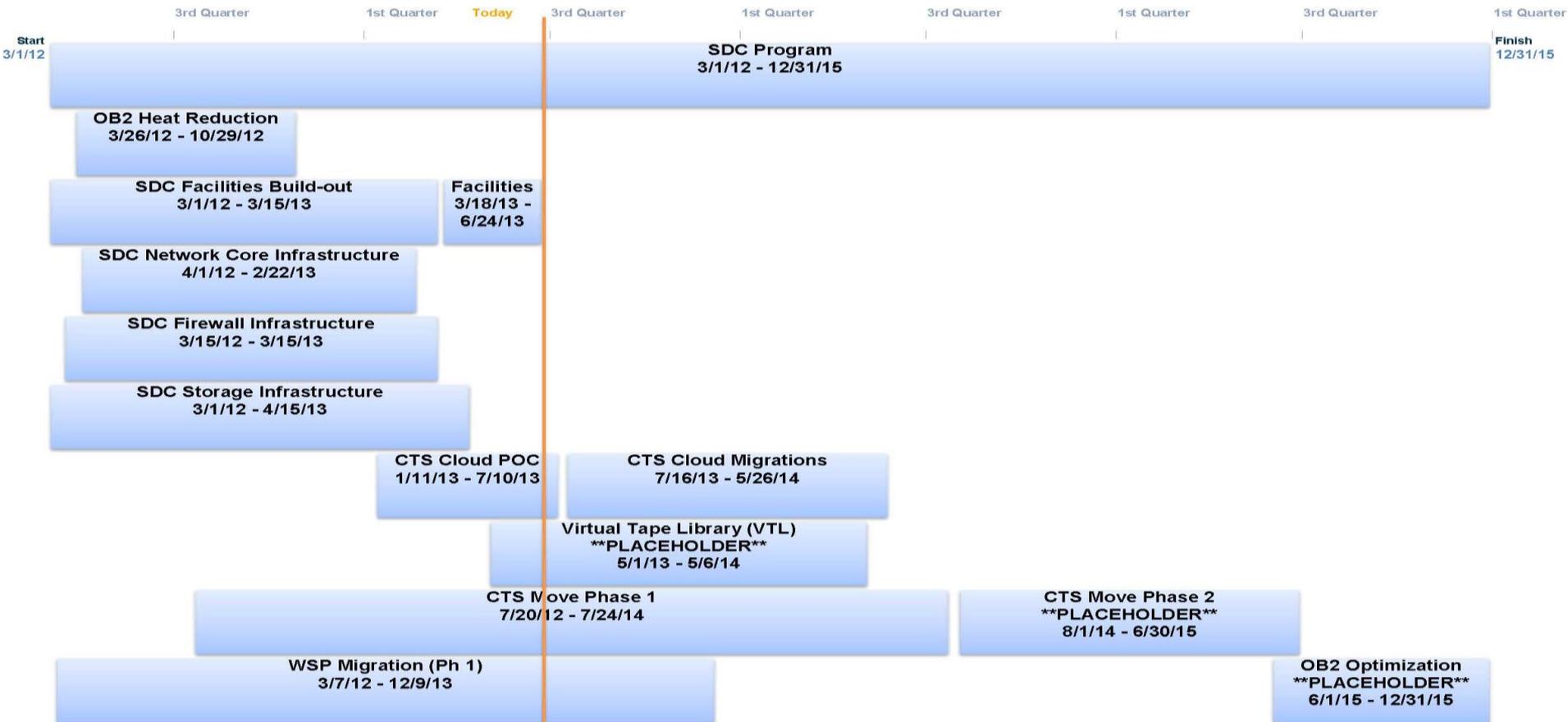
SDC Projects Underway

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 Business Plan

- Executive Summary from the OCIO's SDC Business Plan:

The state will avoid a net \$23 million in expenses over five years by only operating one central data center instead of two

- The new SDC Plan will migrate 100% of the computing hardware in OB2 to the SDC, shutting down data center activities in OB2 by June 2015
- The OCIO, with CTS and agency input, will develop principles for agency migration to the SDC for co-location or managed services by October, 2013
 - OCIO is committed to working with individual agencies to ensure that migration will occur when it makes clear business sense to do so based on defined criteria
- The state will release its reservation on data halls 3 and 4 for data center expansion due to advancements in data center technology
 - OB2 may continue to operate as a network hub



The IT partner of choice for agencies in Washington state

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 22 migrations.

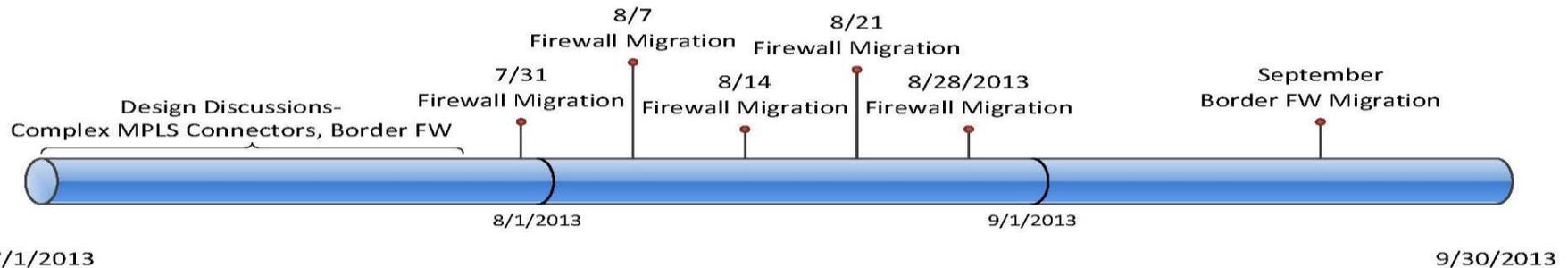
Upcoming:

- Schedule migration dates for the complex security MPLS connectors.
- Continue data mapping exercises.
- Schedule meeting week of July 8th with customers to discuss Border Firewall planning and migration date



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
- **Border FW:** September



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 340+ 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

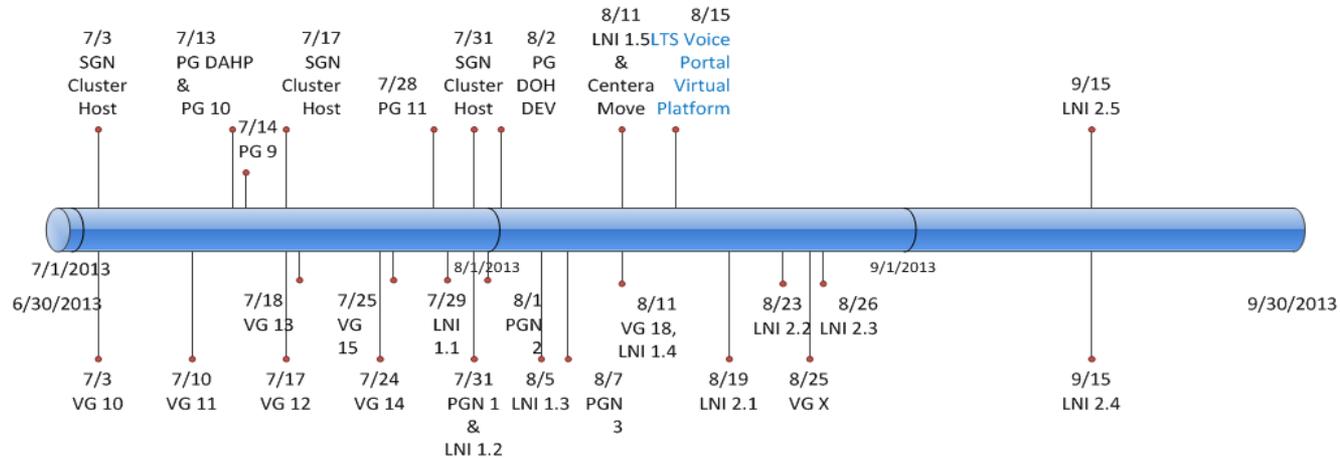
Network (WAN)

Mainframe



CTS Move Phase 1 – Next 90 Days

CTS Move Phase 1 90-day Activity Pipeline



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Customer Moves

- PG DAHP: DAHP
- PG 9: Gateway Prod, Enterprise Vault Prod
- PG 10: PGN Cluster
- PG 11: Gateway Prod
- PG DOHDEV: DOH Child Profile, DIS EBS
- **Telephony**: Voice Portal virtual platform ready
- LNI 1.1: Web Content, Shared Prod
- LNI 1.2: Shared Pre-Prod
- LNI 1.3: Shared Pre-Prod
- LNI 1.4: Shared Pre-Prod
- LNI 1.5: Shared Pre-Prod
- LNI 2.1: Shared Prod
- LNI 2.2: Shared Prod
- LNI 2.3: Shared Prod
- LNI 2.4: Shared Prod
- LNI 2.5: Shared Prod
- VG 10: A la Carte Virtual, ATS Internal
- VG 11: DIS TSD LTS, Messaging, AD Root, LNI Test
- VG 12: Storage Mgt, ATS Internal, Trend, RDS, DIS NCC ACS
- VG 13: SharePoint Test, Shared Web SGN
- VG 14: DOH Child, ICC ESB Prod, LCS
- VG 15: DOH Child, SharePoint Prod, Access WA
- PGN VG 1
- PGN VG 2
- PGN VG 3
- VG 18: Exchange 2010 Prod, Active Directory Prod, Enterprise Vault Prod
- VG X: Active Directory Prod



CTS Move Phase 1 – Servers

Recent:

- Completed Physical Server Move Group 4
- Completed Virtual Server Move Groups 6 - 9

Upcoming:

- Extending PGN VLANs for upcoming moves
- Migrate Physical Server Move Groups 7-11 and SGN Cluster Hosts
- Migrate Virtual Server Move Groups 10-15 and PGN Virtual Groups

CTS Move Phase 1

CTS Servers

Messaging

Security

Telephony

Network (WAN)

Mainframe



CTS Move Phase 1 – Messaging

Recent:

- Physical Groups 7 (6/30) & 8 (7/14) Delayed

Upcoming:

- Migrate Physical Server Move Groups 7 & 8, Exchange 2010, Date TBD
- Migrate Physical Server Move Group 9, Enterprise Vault
- Migrate Virtual Move Group 18, Active Directory Prod and Exchange 2010 Prod
- Migrate Virtual Move Group X, Active Directory Prod

CTS Move Phase 1

CTS Servers

Messaging

Security

Telephony

Network (WAN)

Mainframe



CTS Move Phase 1 – Security

Citrix

Recent:

- Successful cutover of 4 remaining agencies
- All migrations are now complete!!

Upcoming:

- Maintenance and operations documentation
- Build delegated administration

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:

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

CTS Move Phase 1

CTS Servers

Messaging

Security

Telephony

Network (WAN)

Mainframe



CTS Move Phase 1 – Telephony

Recent:

- Continued planning for Voice Portal application migrations.

Upcoming:

- Preparing for the Voice Portal application migration (August 2013)

CTS Move Phase 1

CTS Servers

Messaging

Security

Telephony

Network (WAN)

Mainframe



CTS Move Phase 1 – WAN

Recent:

- Activated WAN carrier point-of-presence (POP) for Integra

Upcoming:

- Planning POP for 7 additional WAN carriers

CTS Move Phase 1

Security

Messaging

CTS Hosted Servers

Mainframe

Telephony

Network (WAN)



Data Migrations

- The on-boarding process is setup to ensure that the migration of customer data from the old CTS storage arrays to the new VMAX system takes place in a consistent manner.
- The on-boarding process is also described in detail in the SDC [VMAX Data Migration Guide](#).



Initial Customer Contact

- CTS contacts customer
 - Discuss the migration process and on-boarding form
 - Schedule server Grabs
- Customer contacts CTS ServiceDesk and opens a service request ticket
 - This ticket initiates the onboarding process



Start Onboarding

- Storage Team collects & documents customer requirements
 - Using the On-Boarding Form
- Storage Team determines tier placement
 - Typically based on existing workloads
- Service Owner approves tier placement
- Determine migration strategy
 - Depends on whether servers are physical or virtual
 - Takes into consideration customer needs & preferences
- Determine migration schedule in collaboration with the customer



Quote

- Storage Team creates quote
- Quote sent to customer for approval
 - Puts into place the new, lower storage rates
- Quoted accepted by customer
- Billing info sent to DES
 - Once migration is complete



Monitoring and Performance Plan

- Review and document test plans
 - Storage can sync with customer testing to monitor new array performance
- Develop test schedules
 - In concert with the customer's testing plan
- Establish initial performance baseline
 - CTS takes a snapshot of the storage environment prior to migration.
 - Continue to monitor and report once the workload is in production



Provisioning

- Provision storage
- Verify customer can see storage
- Freeze the environment
 - Reduce the likelihood of changes just before migration
- Customer Creates a Backup
 - Full or incremental depending on customer preference
- Customer Starts migration
 - Typically a server admin function
- Customer performs system & application-level verification
- Customer verifies migration is complete



Ongoing Monitoring

- Daily performance monitoring
- Weekly performance monitoring and reporting
- Establish new performance baseline



Decommission Old Storage

- Schedule removal of old storage
- CTS removes old storage
 - Coordinates with customer for day and time
- CTS Initiates billing changes
- Close the service request ticket with customer concurrence



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



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[CTS Home](#)
[Cloud Based Email Collaboration](#)
[Shared Services Email](#)
[State Data Center](#)

[Home](#) > [Projects](#) > [State Data Center](#) > [Jun. 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](#)

June 2013

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

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 search bar and a navigation menu with links for 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" and a paragraph of text describing major projects completed or near completion. There are also sections for "Next steps" and contact information for project sponsors and managers. On the right side, there is an "Important Links" sidebar with links to Home, Customer Readiness, Background, Status Report Archive, Meetings, Migration Calendar, and Archived Updates. Below the main text, there are two charts: "BUDGET: SDC Projects Spending Plan" and "Approved Investment Plans Implementation Budgets and Actuals". At the bottom, there is a "SCHEDULE: Milestones" section with a Gantt chart. On the right side of the main content area, there is a "STATUS: Current Status Report" table with columns for Scope, Sched, and Budget, and rows for various SDC projects.

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 **July 25th**, 2:00 – 3:00 p.m.

Complete 2013 schedule – future dates are 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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- Steve Lovaas – CTS Enterprise Projects Client Liaison
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