



# AGENDA

Consolidated Technology Services • WA

## State Data Center Agency Implementation Coordinator Meeting

August 22, 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	Steve Lovaas
2:15 – 2:35	Customer Migration Projects	Steve Lovaas
2:35 – 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*

August 22, 2013



# Agenda

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

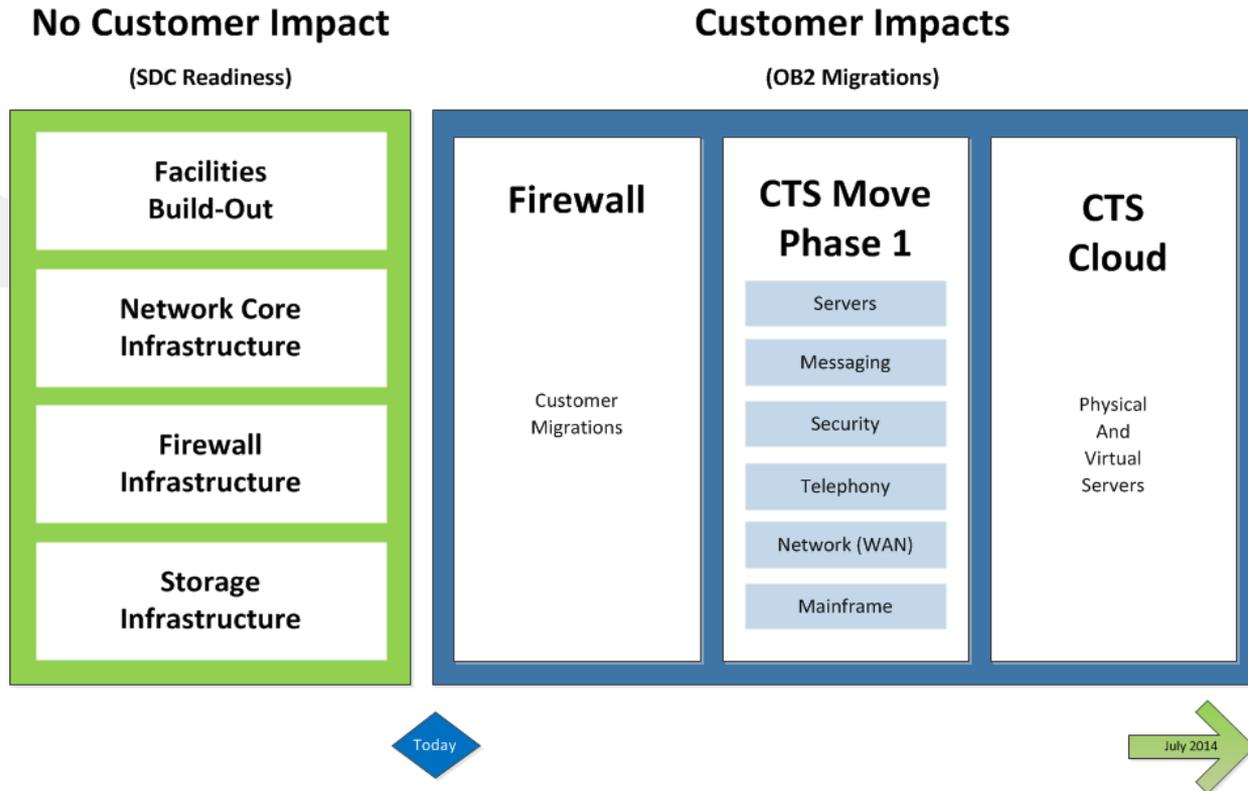


# SDC Projects

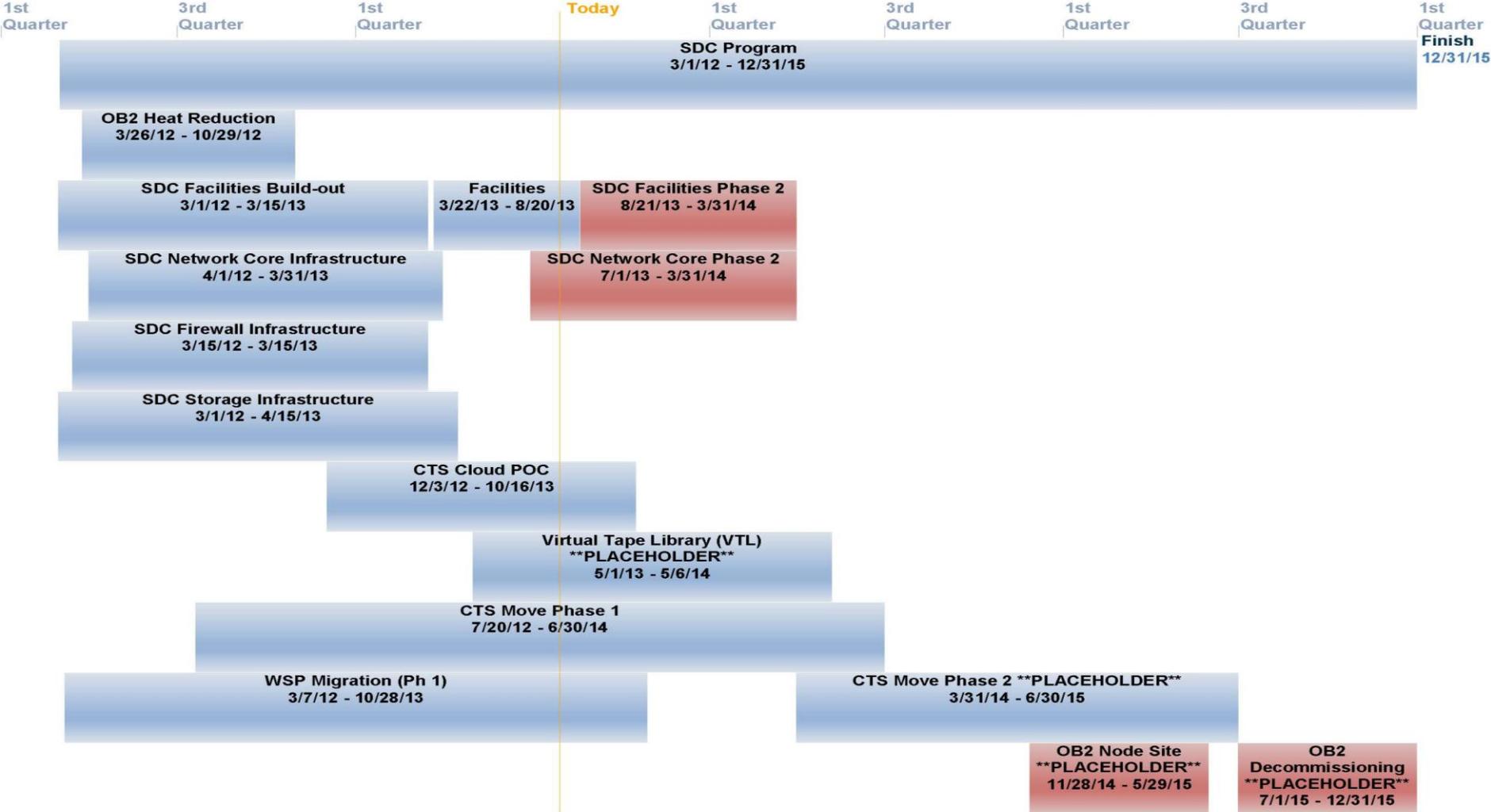


# SDC Projects Underway

## SDC Readiness and OB2 Migrations



# SDC Projects Timeline



# 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, many firewalls have been decommissioned.

## Recent:

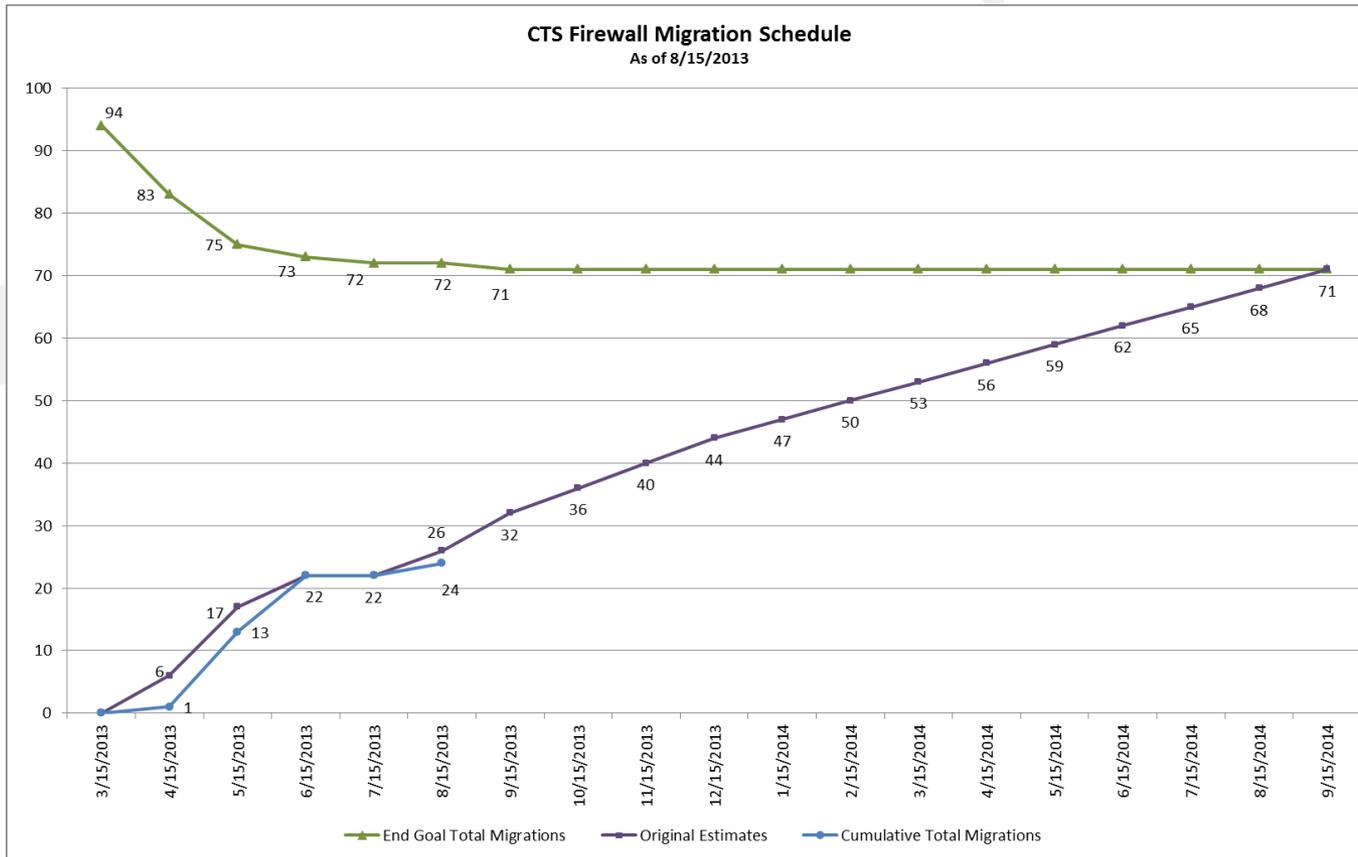
- Completed 3 complex security MPLS connector migrations

## Upcoming:

- Schedule migration walk-through for Border FW
- Reschedule PGN VRF migration
- Continue scheduling the complex security MPLS connector migrations
- Continue data mapping exercises



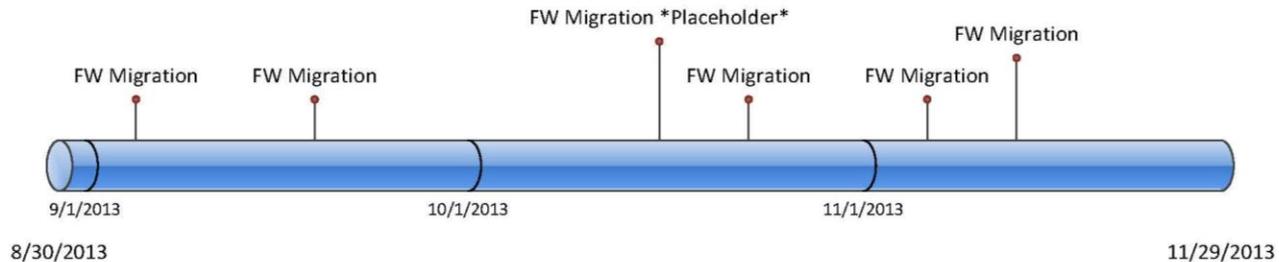
# Firewall Migrations



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# 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
- **PGN VRF:** Multiple agencies



# Border Firewall Migration

We have been working directly with customers to identify possible migration dates.

There are many business impacts to consider when choosing the border firewall migration date. We appreciate the support of our customers in working with us to identify the best time for the migration.



# Border Firewall Migration

The Border firewall is the egress point for all SGN traffic to the internet & PGN. Access that WILL be impacted for egress from the SGN:

- Internet access
- DNS look ups
- PGN hosted applications

Internet access to some agency services that **MAY** be affected:

- Agencies that are authoritative for their DNS zone
- host their own remote access environment without coming through a CTS reverse proxy i.e. Fortress
- host their own exchange environment and require inbound SMTP traffic through the Border firewall
- Agency legacy services that aren't accessed through a CTS reverse proxy i.e. Fortress, SAW, Transact



# Border Firewall Migration

Services **NOT** affected with this move would be Internet access to the following:

- SAW, Fortress, Transact
- Shared exchange inbound SMTP and outbound SMTP as well as Outlook mobile access
- Shared Web Hosting DMZ
- Access Washington
- PGN and PGN VRF access
- External DNS resolution
- CTS remote access services i.e. Citrix, Juniper SSL VPN, Client IPsec, Branch office VPN, site to site VPN



# 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

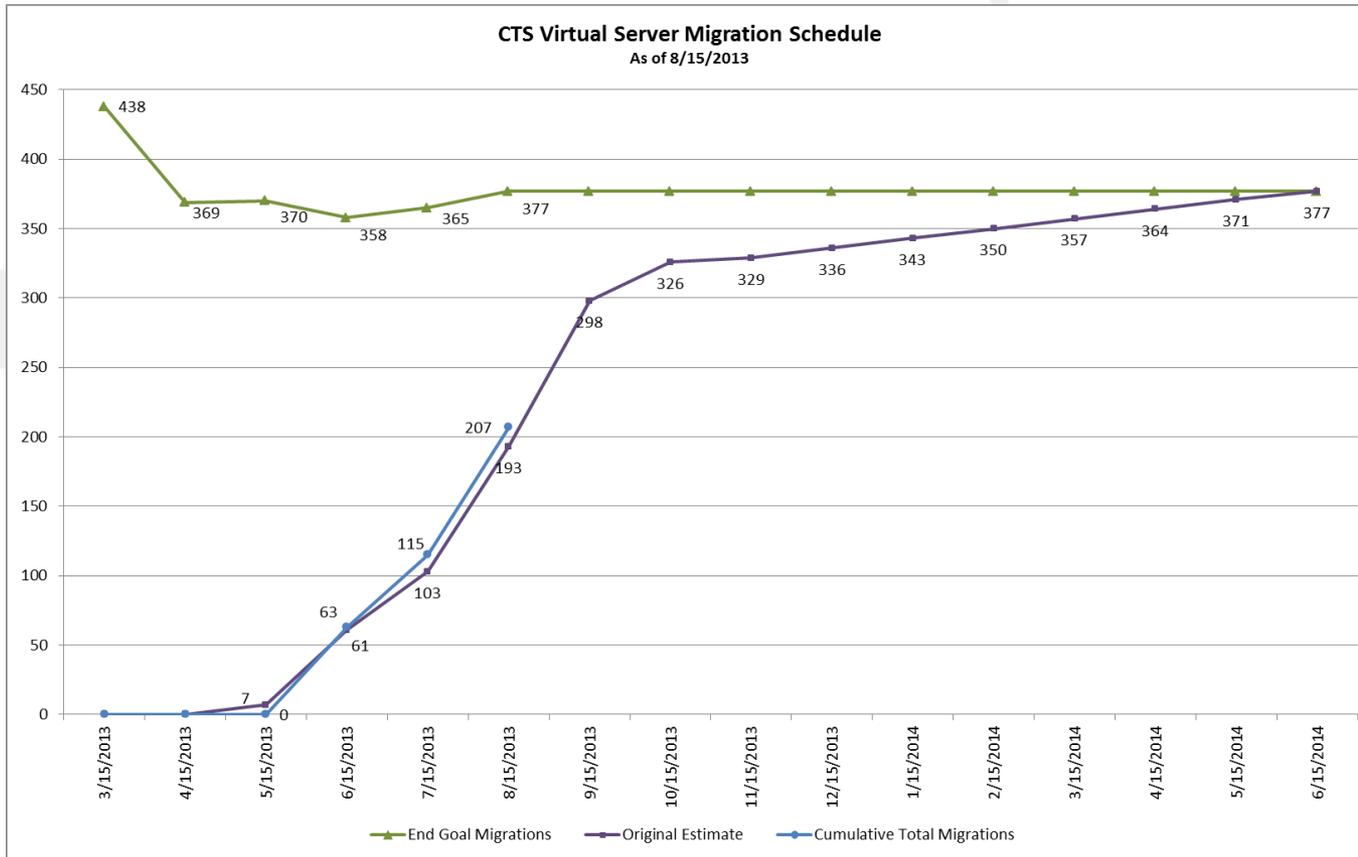
Telephony

Network (WAN)

Mainframe

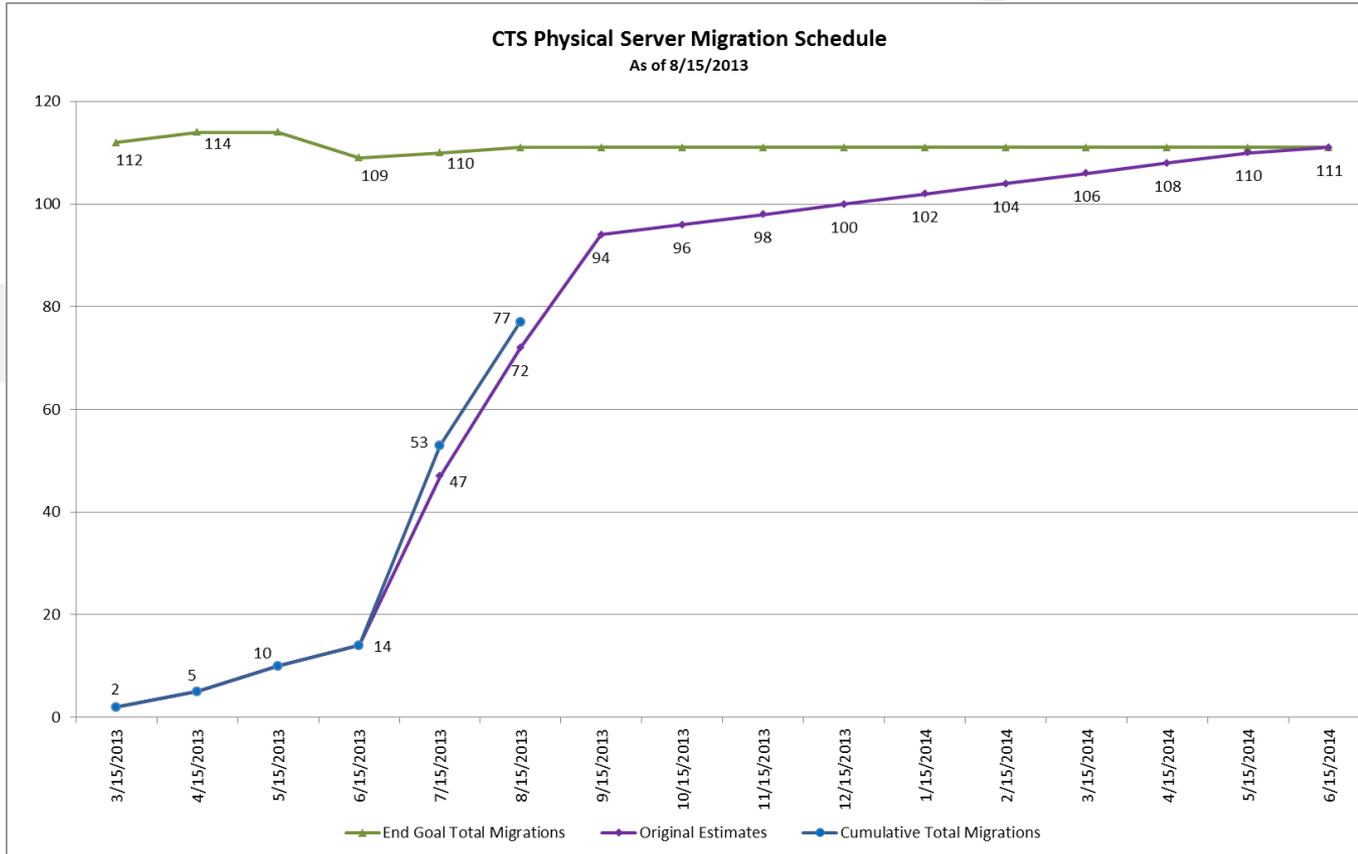


# Virtual Server Moves



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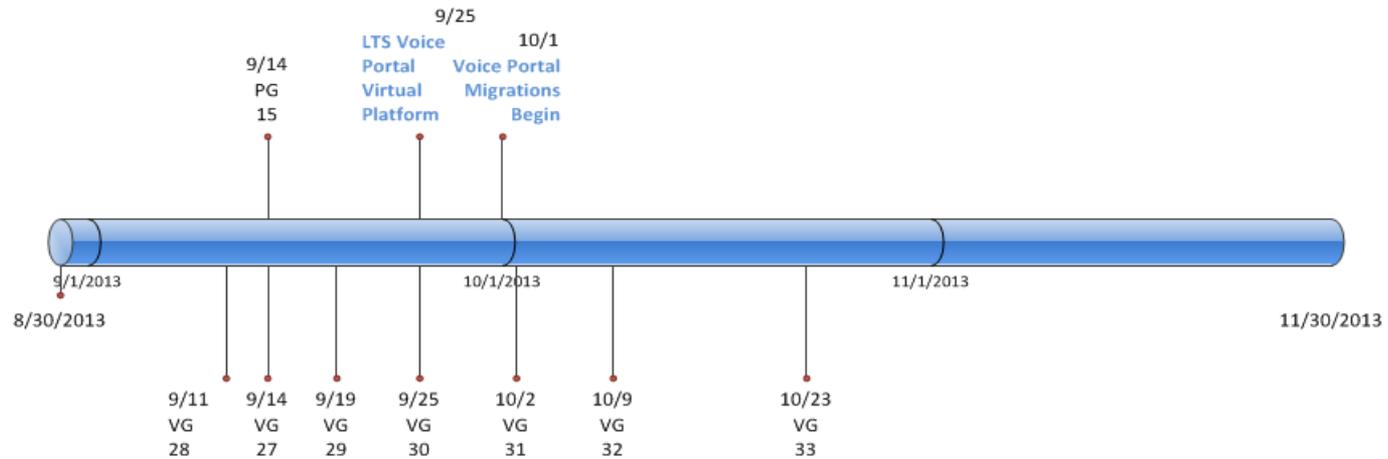
# Physical Server Moves



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# 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 Moves

- PG 15: LNI 2.5
- **Telephony:** Voice Portal virtual platform ready
- **Telephony:** Voice Portal migrations begin (Customers affected: DNR, Agriculture, DSHS, Lottery, DOL, SEC, ESD)
- VG 27: LNI 2.4
- VG 28: OAH, UTC, ACB & DRS
- VG 29: CSD Management Cluster 1
- VG 30: CSD Management Cluster 2
- VG 31: ATS Internal Apps
- VG 32: TSD OSS
- VG 33: DIS Cluster



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# CTS Move Phase 1 – Servers

## Recent:

- Completed one physical server move group
- Completed seven virtual server move groups
- Completed three PGN virtual groups
- Renumbered PGN VLANs for upcoming moves

## Upcoming:

- Migrating one physical server move group, and four virtual server move groups
- Schedule the final physical move groups

## CTS Move Phase 1

CTS Servers

Messaging

Security

Telephony

Network (WAN)

Mainframe



# CTS Move Phase 1 – Messaging

## Recent:

- Migrated two Exchange physical server move groups, two Exchange virtual server move groups and one Active Directory virtual server move group

## Upcoming:

- Virtual Group 25 includes Active Directory servers

## CTS Move Phase 1

CTS Servers

Messaging

Security

Telephony

Network (WAN)

Mainframe



# CTS Move Phase 1 – Telephony

## Recent:

- Preparing for the Voice Portal application migration

## Upcoming:

- Impacted Agency TelCom Coordinators will be contacted at least 30 days prior to their Call Center being migrated to the new server cluster.

## CTS Move Phase 1

CTS Servers

Messaging

Security

Telephony

Network (WAN)

Mainframe



# CTS Move Phase 1 – Telephony

## Upcoming Voice Portal Customer Migrations:

App Server 1, 11/7/2013

DNR – Fire Line; AGR – Grow Line; LOT – Winning Numbers

App Server 2, 12/19/2013

DSHS – Answer Phone; DSHS – Client Search; DSHS – E-Childcare; DSHS – Customer Survey

App Server 3, 01/09/2014

DSHS – Division of Child Support; DOL – Drivers Line

App Server 4 (SureConnect), 02/19/2014

DSHS; SEC; DOL; ESD

## CTS Move Phase 1

CTS Servers

Messaging

Security

Telephony

Network (WAN)

Mainframe



# CTS Move Phase 1 – Telephony

## Upcoming:

- Affected customer agencies will not need to do any work in preparation for the migrations.
- All migrations will happen after 6 p.m. The change will only take seconds. There is no anticipated interruption of service.
- All Call Center applications will be tested by the managing vendor prior to the migration.

## CTS Move Phase 1

CTS Servers

Messaging

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# CTS Move Phase 1 – Telephony

## Upcoming:

- The Call Center application call flows are not changing. All menus and prompts will remain the same. There will be no change to the caller's experience.
- Call Center agent's processes and functionality will remain the same after the migration. There will be no change to the agent's experience.

## CTS Move Phase 1

CTS Servers

Messaging

Security

Telephony

Network (WAN)

Mainframe



# CTS Move Phase 1 – WAN

## Recent:

- Continued planning POP for CenturyLink and NoaNet connections

## Upcoming:

- Finalize schedule for CenturyLink and NoaNet connections
- Planning POP for 5 additional WAN carriers

## CTS Move Phase 1

CTS Servers

Messaging

Security

Telephony

Network (WAN)

Mainframe



# CTS Move Phase 1 – Mainframe

## Upcoming:

- Continued planning for Unisys Mainframe moves.
  - Tentative timeframes:
    - Oct 2013, Test
    - Nov 2013, Dev
    - Dec 2013, Prod
- Continued planning for IBM Mainframe.
  - Tentative timeframes:
    - Dec 2013, Procure
    - Jan 2014, Install

## CTS Move Phase 1

CTS Servers

Messaging

Security

Telephony

Network (WAN)

Mainframe



# Data Migrations

## Recent:

- Completed Unisys Mainframe migrations
- Completed FamLink UAT Migrations
- Completed CTS Move Phase 1: CAS/Centera Move

## Migrations in progress:

- FamLink PROD migrations
- IBM Mainframe migrations

Reminder that we have published the new [VMAX Data Migration Guide](#) which includes the new on-boarding process.



# 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.

**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

## SDC Migrations Calendar

CTS Home   Cloud Based Email Collaboration   Shared Services Email   State Data Center

Home > Projects > State Data Center > Aug. 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

#### August 2013

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
				1)	2) Data Migration - FamLink UAT	3)
4)	5) CTS Move Phase 1 - Servers: Virtual Group 19	6)	7)	8)	9)	10)
11) CTS Move Phase 1 - Servers: Physical Group 12  CTS Move Phase 1 - Servers: Physical Group 13 • Exchange 2010 (WDC) • Email Filtering (WDC)  CTS Move Phase 1 - Servers: Virtual Group 20	12)	13)	14) CTS Move Phase 1 - Servers: PGN Virtual Group 2 • SharePoint Prod • PGN Shared Web • ADFS Proxy & Listserv	15)	16) Data Migration - FamLink PROD	17) Firewall - Group 13
18) CTS Move Phase 1 - Servers: Physical Group 14 • Exchange 2010 (EDC) • Email Filtering (EDC)  Data Migration - IBM Mainframe  CTS Move Phase 1: CAS/Centers	19) CTS Move Phase 1 - Servers: Virtual Group 23 • LNI 2.1 • Active Directory Prod	20)	21) Firewall - Group 14	22) CTS Move Phase 1 - Servers: PGN Virtual Group 3 • Ecology • Shared Web II • PGN Wanklakum • PGN DC • PGN DPW • PGN OFM • PGN UTC • PGN DSHS	23) CTS Move Phase 1 - Servers: Virtual Group 24 • LNI 2.2 • OAH	24)
25) CTS Move Phase 1 - Servers: Virtual Group 25  CTS Move Phase 1 - Servers: Virtual Group 26	26)	27)	28) Firewall - Group 15	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.



# 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 screenshot, 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 **September 26<sup>th</sup>**, 2:00 – 3:00 p.m.

Complete 2013 schedule – future dates are October 24<sup>th</sup>, November 21<sup>st</sup>, and December 19<sup>th</sup>.

- Please place all of these dates on your individual calendars.

Our online Meeting Calendar is continually updated as well

[http://cts.wa.gov/projects/state\\_data\\_center/agency\\_implementation\\_coord.aspx](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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