



AGENDA

Consolidated Technology Services • WA

State Data Center Agency Implementation Coordinator Meeting

September 26, 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 – 2:35	Customer Migration Projects	Steve Lovaas
2:35 – 2:40	SDC Co-Location Services	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 2208

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

September 26, 2013



Agenda

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

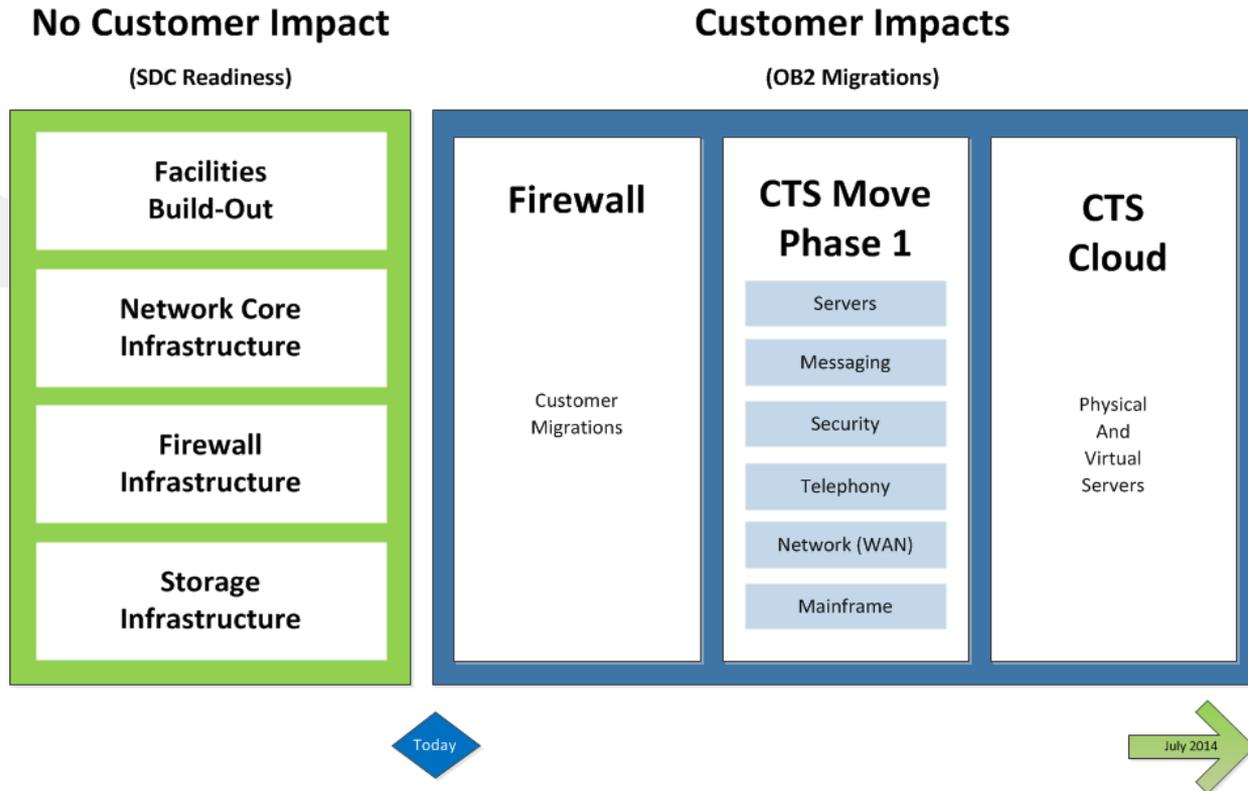


SDC Projects

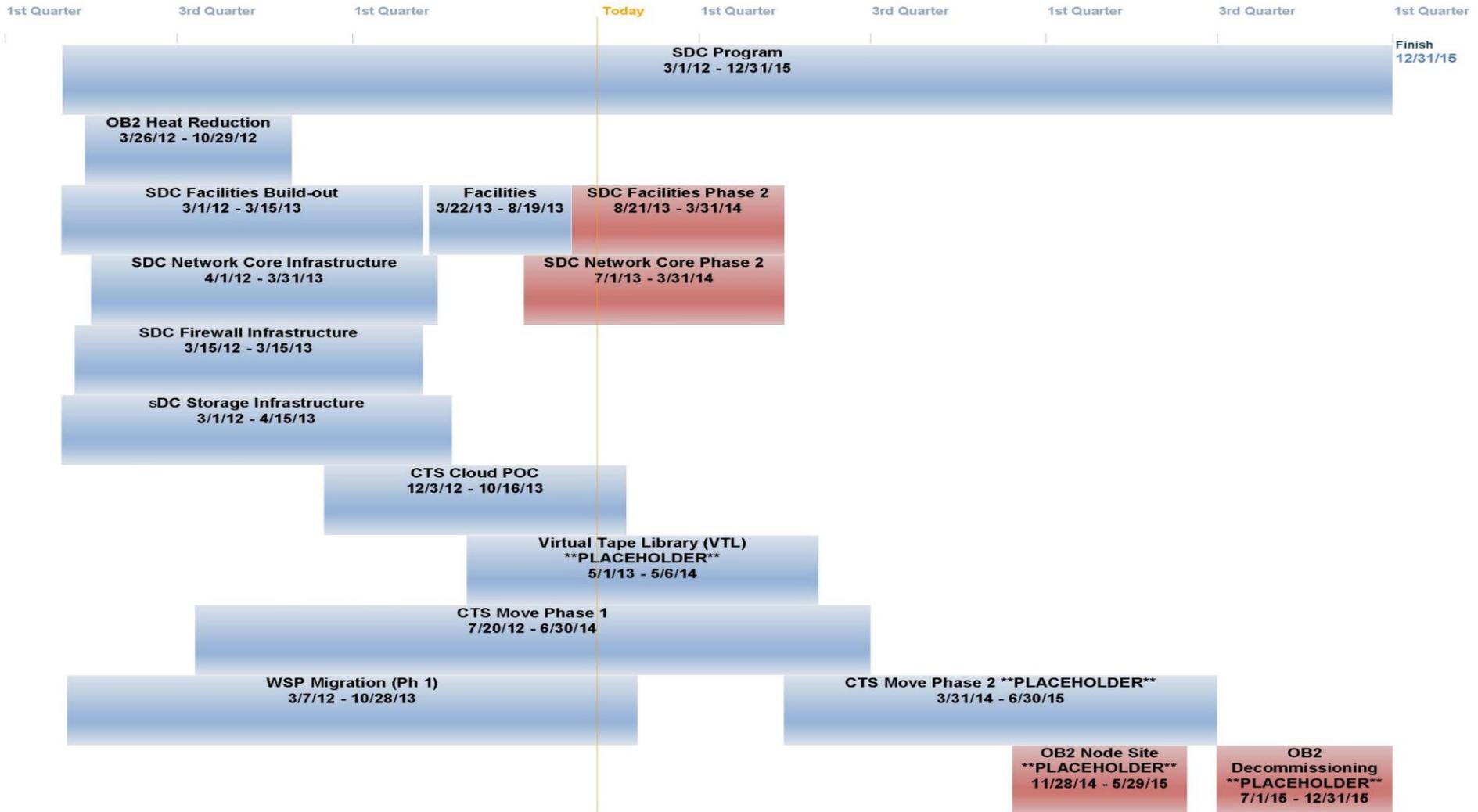


SDC Projects Underway

SDC Readiness and OB2 Migrations



SDC Projects Timeline



SDC Firewall Project



Firewall Migrations

High level list of accomplishments to date:

- Of the 94 firewalls initially identified that number was reduced to 71 Of the 71 in production to be migrated, 29 firewalls have been completed leaving 42 to go (these are the more challenging 42)
- The team has built 32 Fortinet virtual domains (VDOMs) in production to support the migrations

Recent:

- Successful migration of:
 - PGN VRF, FW-Border, and 2 complex MPLS firewalls
- Updated [Firewall Migration Guide - Version 2](#)

Upcoming:

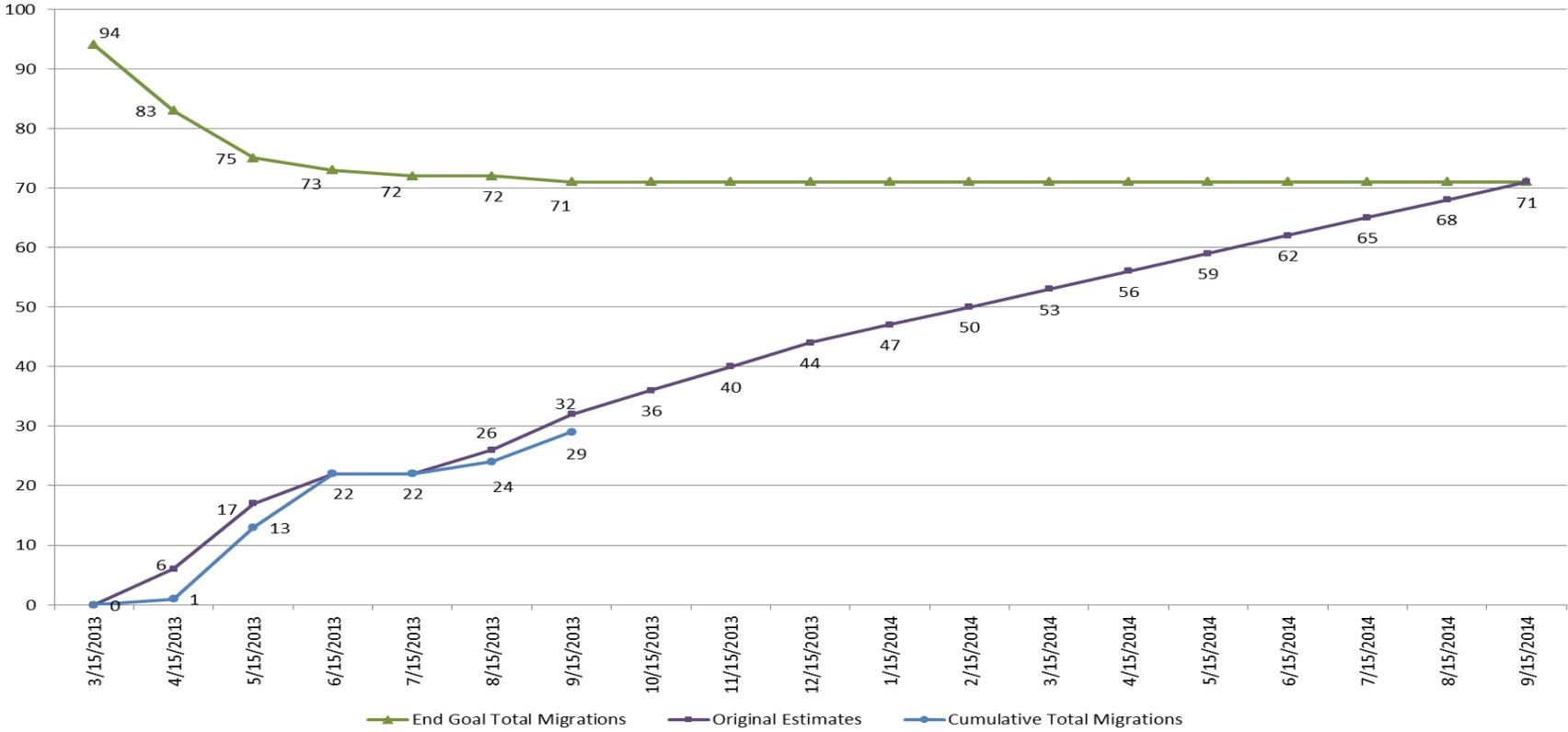
- Continue data mapping and firewall migrations



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Firewall Migrations

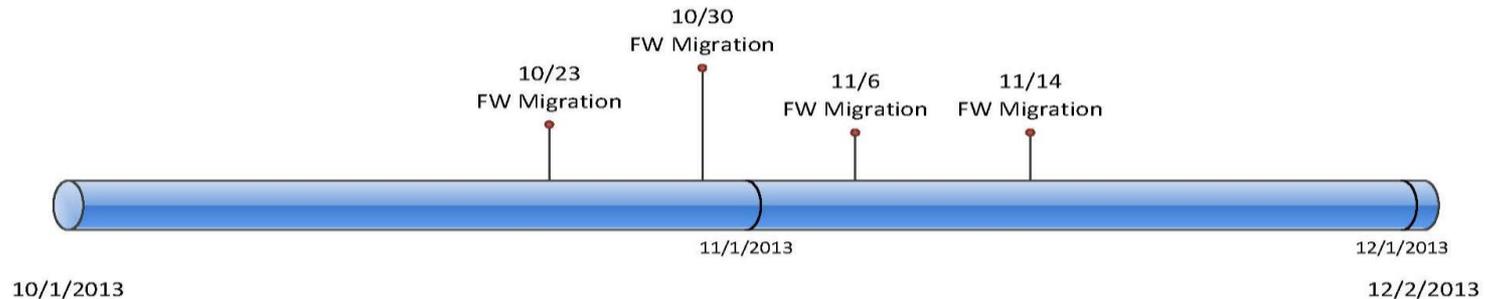
CTS Firewall Migration Schedule
As of 9/15/2013



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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



Border Firewall Migration

The migration on 8/12 was successful.

CTS did encounter some routing issues after the migration:

- Corrections were needed for unique connections and “break/fix” configurations
- Not all routing issues may be identified or resolved, for example applications that run rarely
- If you experience issues that you think may be related to this migration please report it to the CTS Service Desk



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

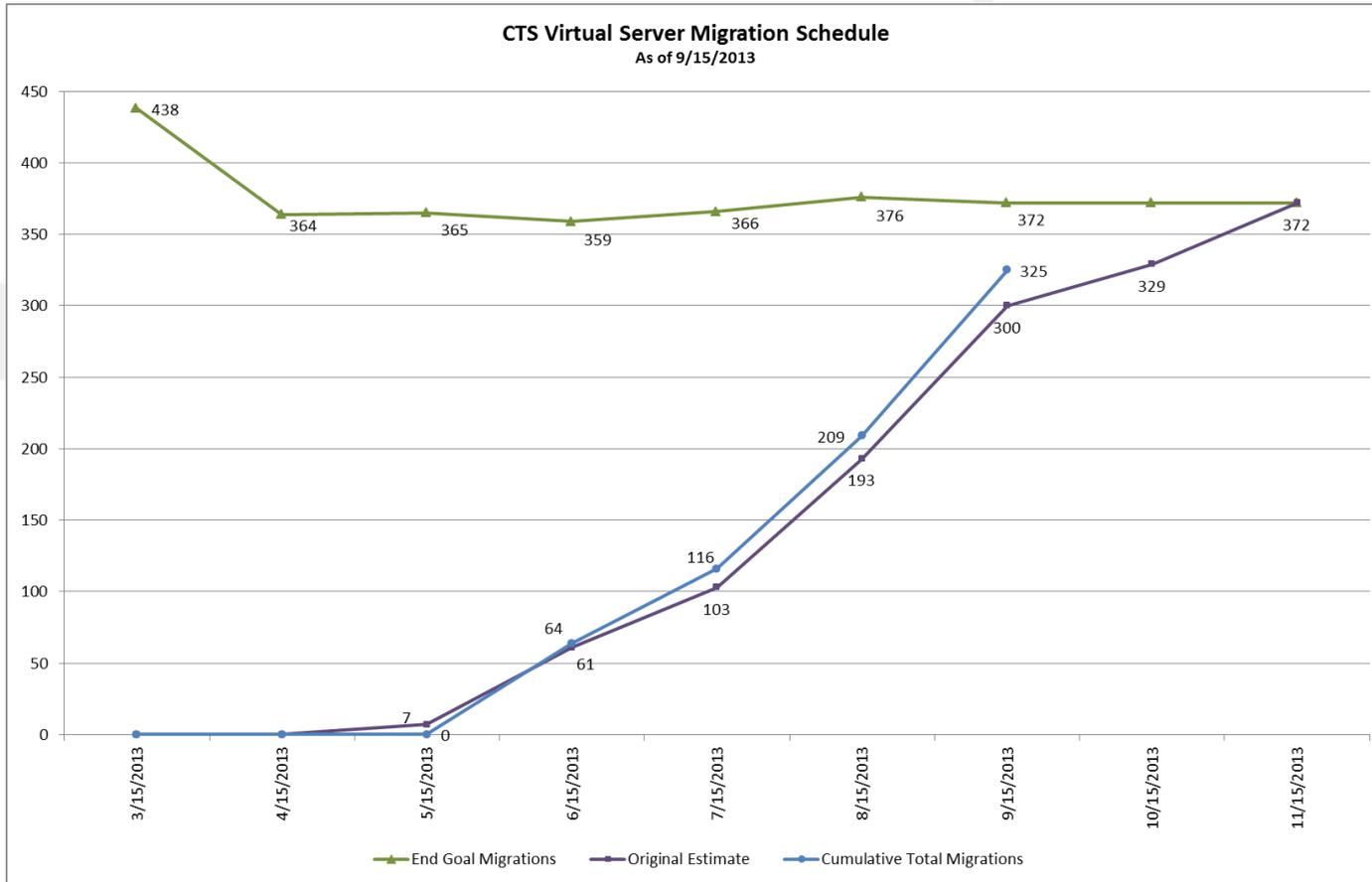
Telephony

Network (WAN)

Mainframe

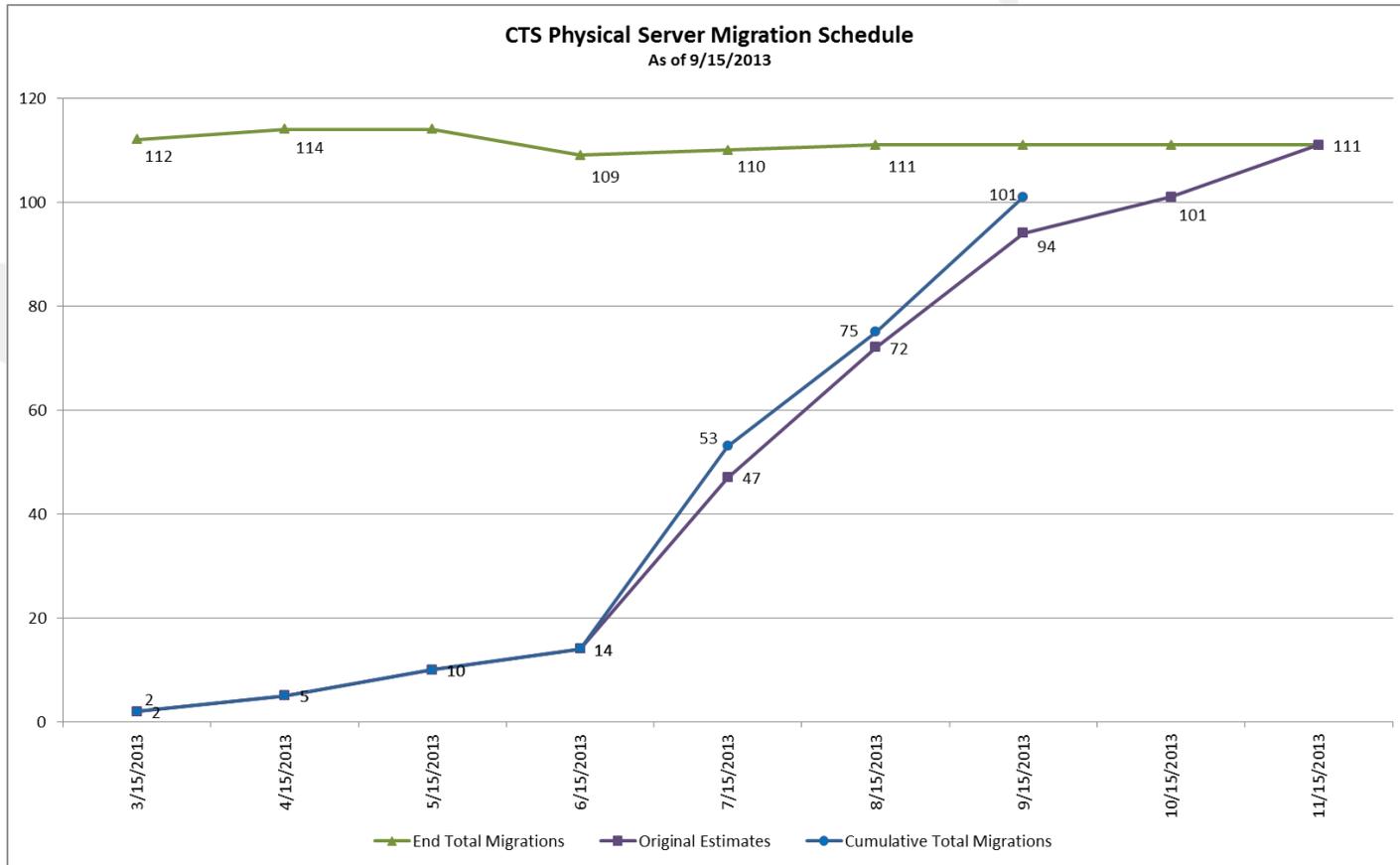


Virtual Server Moves



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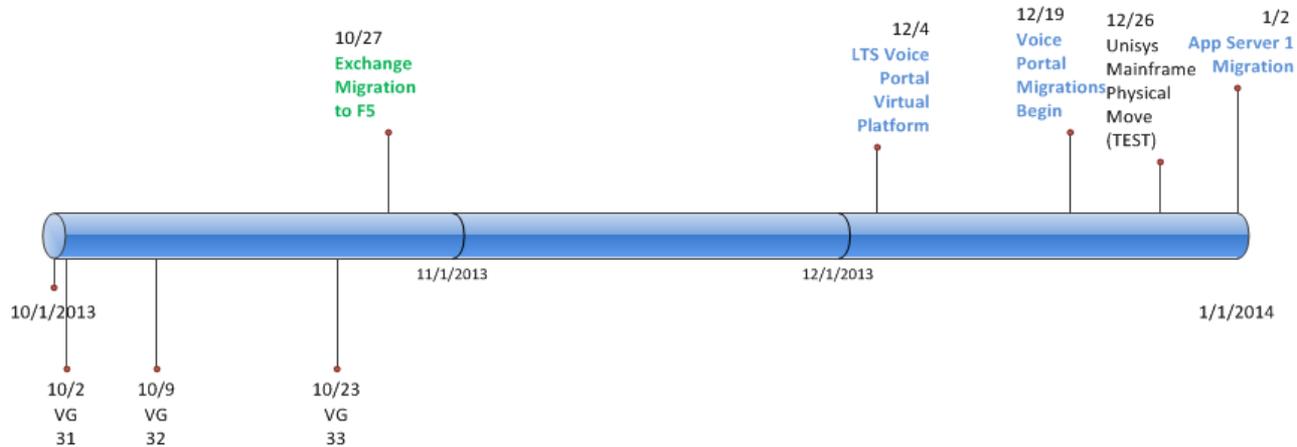
Physical Server Moves



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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

- **Telephony:** Voice Portal virtual platform ready
- **Telephony:** Voice Portal migrations begin (Affected customer agencies: DNR, Agriculture, DSHS, Lottery, DOL, SEC, ESD)
- **Load Balancing:** Exchange Migration to F5
- **Telephony:** App Server 1 (DNR, AGR, LOT)
- 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 five virtual server move groups

Upcoming:

- Migrate final virtual move groups and begin server host clean up

All customer impacting server moves have been completed.

All remaining server moves include CTS internal systems and hosts only.

CTS Move Phase 1

CTS Servers

Messaging

Security

Telephony

Network (WAN)

Mainframe



CTS Move Phase 1 – Messaging

Recent:

- Migrated the last Active Directory virtual group for Messaging

Upcoming:

- Exchange migration to f5 load balancer scheduled for 10/27.

CTS Move Phase 1

CTS Servers

Messaging

Security

Telephony

Network (WAN)

Mainframe



CTS Move Phase 1 – Security

Gateways

Upcoming:

- Re-schedule VLAN Changes to support Security Gateway Migrations – tentative date is 10/17
- Schedule migration dates for Enterprise Forward Proxy and Internal Certificate Authority
- Schedule meeting with customers to discuss migrations dates for Fortress & SAW (1.1 million users and 565 applications)

CTS Move Phase 1

CTS Servers

Messaging

Security

Telephony

Network (WAN)

Mainframe



CTS Move Phase 1 – Security

CTS Load Balancing

Recent:

- Pre-testing for migration

Upcoming:

- Exchange migration to F5 scheduled for 10/27

CTS Move Phase 1

CTS Servers

Messaging

Security

Telephony

Network (WAN)

Mainframe



CTS Move Phase 1 – Telephony

Recent:

- DSHS King Street removed from CMS R11

Upcoming:

- Voice Portal Application Migrations begin 12/4
- 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:

- 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

Security

Telephony

Network (WAN)

Mainframe



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 – Mainframe

Upcoming:

- Continued planning for Unisys Mainframe moves.
 - Tentative timeframes:
 - Dec 2013, TEST
 - Jan 2014, Development
 - Feb 2014, Production
- 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



CTS Move Phase 1 – Mainframe

Unisys Physical Migration Steps:

- Moving the TEST system first will give us an idea of how long it will take to move the other systems and prepare us to address any problems that might arise during the install.
- The TEST system will be reconfigured to process the Dev system workload. Once the Dev system has been installed in the SDC, the Dev workload will be reestablished to the Dev box.

CTS Move Phase 1

CTS Servers

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Mainframe



CTS Move Phase 1 – Mainframe

Unisys Physical Migration Steps:

- The TEST system doubles as a Production backup system. The PROD7X24 partition on the TEST box will be configured to process the Prod system workload while the Prod system moves to the SDC. Once the Prod system has been installed in the SDC the Prod workload will be reestablished.

CTS Move Phase 1

CTS Servers

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Mainframe



Data Migrations

Recent:

- Completed Unisys Mainframe migrations
- Completed IBM Mainframe migrations
 - During this migration CTS experienced a major incident involving performance challenges on the mainframe storage.
 - CTS Enterprise Storage Management group engaged EMC and worked through the issues providing continuous updates through our Service Desk.
 - By 9/13 the IBM mainframe storage system I/O had stabilized and all known problems resolved.
 - Continued monitoring has shown consistent performance with no new issues.
 - A public debriefing for this incident will be held in October. More details will be shared when available.
- Completed FamLink UAT PROD migrations & LNI MSAR migrations



Data Migrations

Upcoming:

- JINX– QA Sept 26 / Prod Oct 5th (tentative)
- TSM – Oct 12th
- ACSLS – tentative Oct 12th
- SharePoint 2007 - Oct 12th
- FamLink (A la carte) – working with customer



SDC Co-Location Services

Currently:

- Creating new Service to replace A la Carte Service in OB2
- Developing service definition and strategy
- SDC Move Vendor RFP in development

Upcoming:

- Assist with CTS Move Phase 2 planning
- Creating On-boarding processes and procedures

Storage:

- New CTS Storage services Service Owner role is Kay Metsker



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 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](#)

September 2013

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1)	2)	3)	4)	5) Firewall - Group 16	6)	7)
8) Data Migration - IBM Mainframe	9)	10)	11) CTS Move Phase 1 - Servers: Virtual Group 28	12) Firewall - Group 17	13)	14) CTS Move Phase 1 - Servers: Physical Group 15 & Virtual Group 27
15)	16)	17)	18)	19) CTS Move Phase 1 - Servers: Virtual Group 29	20)	21)
22)	23)	24)	25) CTS Move Phase 1 - Servers: Virtual Group 30 VLAN Changes for CTS Move Phase 1 - Security	26) CTS Move Phase 1 - Telephony: CMS R11/DSHS King St Data Migration - JINX QA	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.

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'. Below this, a search bar and a quote about the CTS Exchange 2010 environment are visible. The main content area is titled 'State Data Center Projects' and includes a news item dated July 26, 2013, regarding the release of a new State Data Center Plan. The plan details the migration of computing hardware from OB2 to the SDC and the decommissioning of OB2 by December 2015. It also outlines the migration of agency services to the SDC and the avoidance of \$23 million in costs over the next five years. Contact information for project sponsors and liaisons is provided. Below the news item, there are two sections: 'BUDGET: SDC Projects Spending Plan' and 'STATUS: Current Status Report'. The budget section includes two bar charts showing lifecycle budgets and approved investment plans. The status report is a table with columns for 'Scope', 'Sched', and 'Budget'.

SDC Projects	Scope	Sched	Budget
SDC Program	●	●	●
OB2 Heat Reduction	(completed)		
SDC Facilities Build-out	(completed)		
SDC Network Core Infrastructure	(completed)		
SDC Firewall Infrastructure	(completed)		
SDC Storage Infrastructure	(completed)		
SDC Cloud POC	●	●	●
CTS Move Phase 1	●	●	●
CTS Move Phase 2	●	●	●
Virtual Tape Library			
OB2 Data Center Optimization			
WSP Migration (Ph 1)	●	●	●



Q&A



Next Meeting

Our next meeting will be **October 24th**, 2:00 – 3:00 p.m.

Remaining 2013 schedule – November 21st, and December 19th.

2014 Dates - January 23rd, February 27th, March 27th, April 24th, May 22nd, June 26th, July 24th, August 28th, September 25th, October 23rd, November 20th & December 18th

- 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

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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