



AGENDA

Consolidated Technology Services • WA

State Data Center Agency Implementation Coordinator Meeting

October 24, 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	CTS Cloud	Heidi Brownell
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*

October 24, 2013



Agenda

- Welcome – Introductions/Review Agenda
- SDC Projects Overview
- Update on Customer Migration Projects
 - Firewall
 - CTS Move Phase 1
 - Data Migrations
 - CTS Move Phase 2
- CTS Cloud
- Customer Communications Update
- Q&A

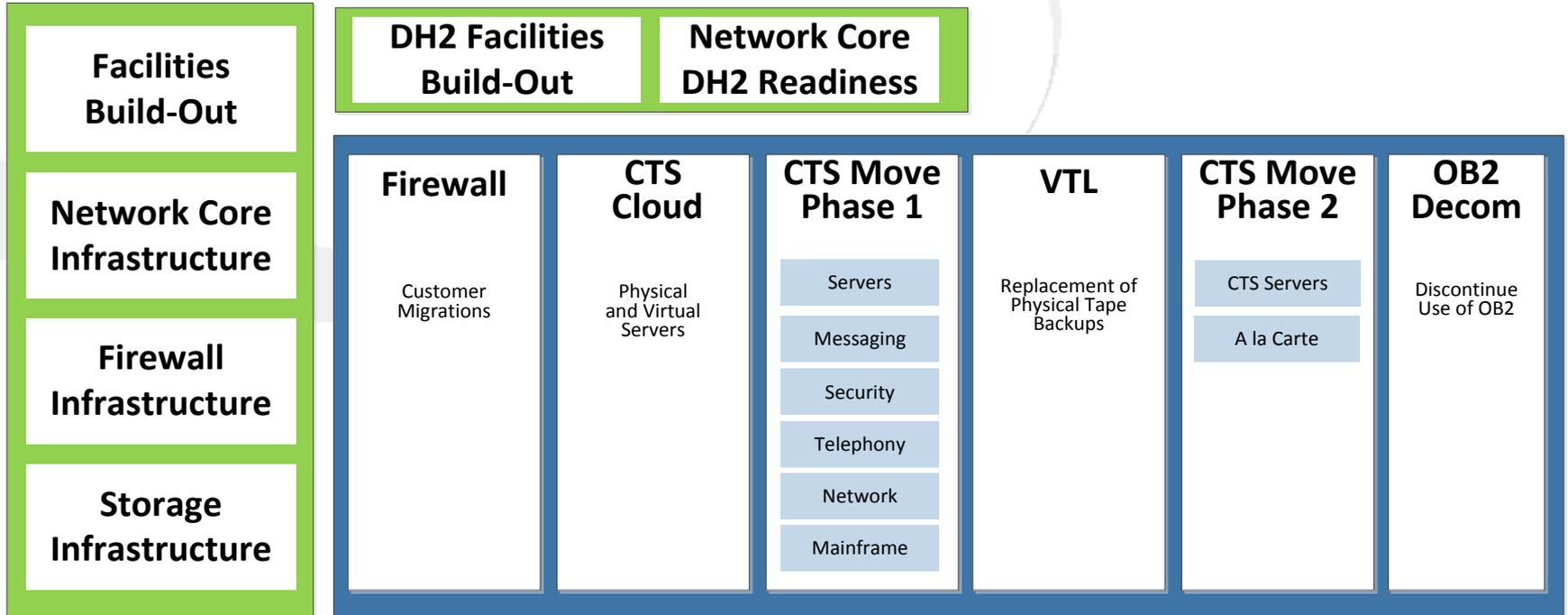


SDC Projects



SDC Projects Underway

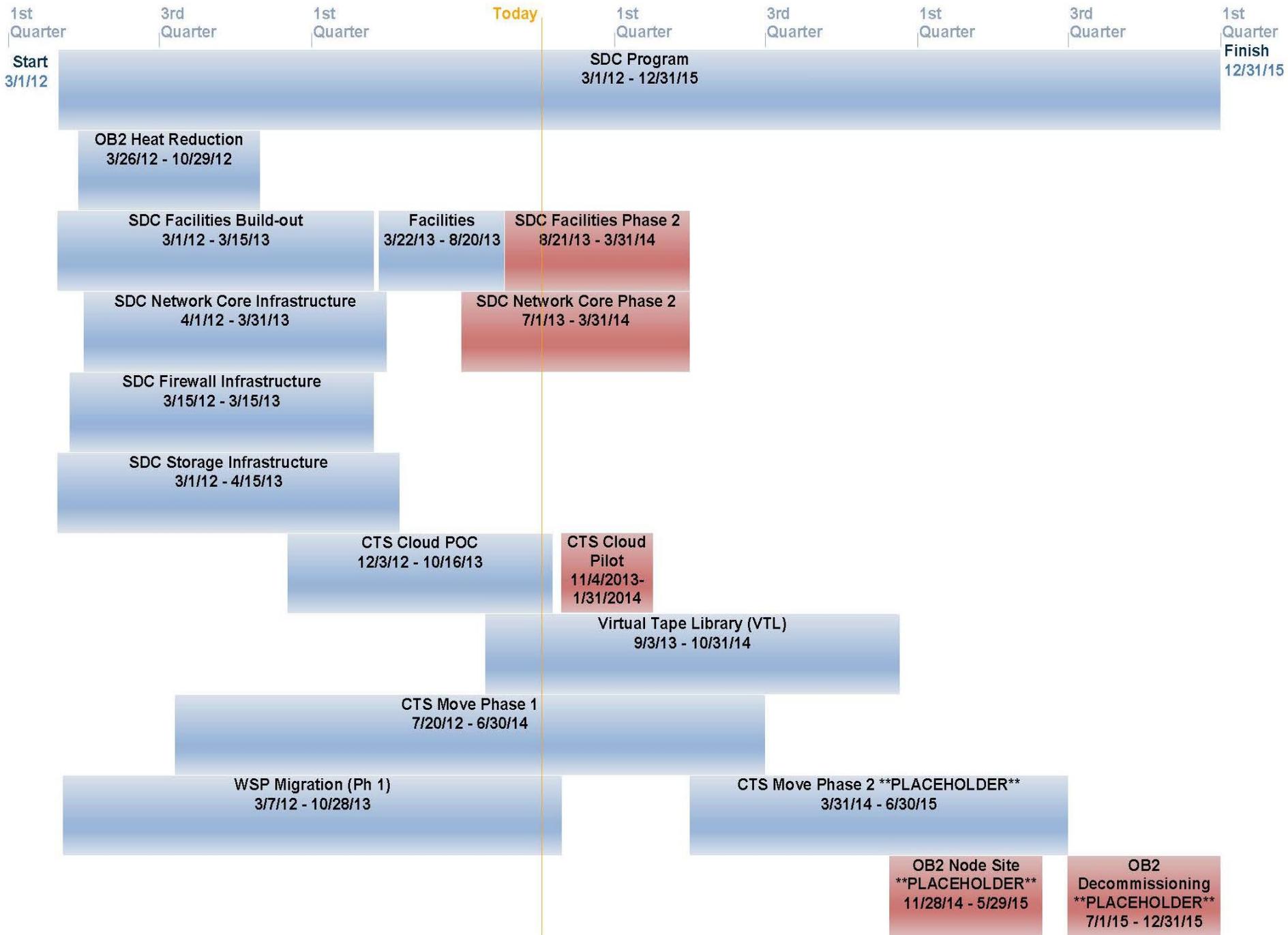
SDC Infrastructure Readiness



OB2 → SDC Migrations



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SDC Firewall Project



Firewall Migrations

Recent:

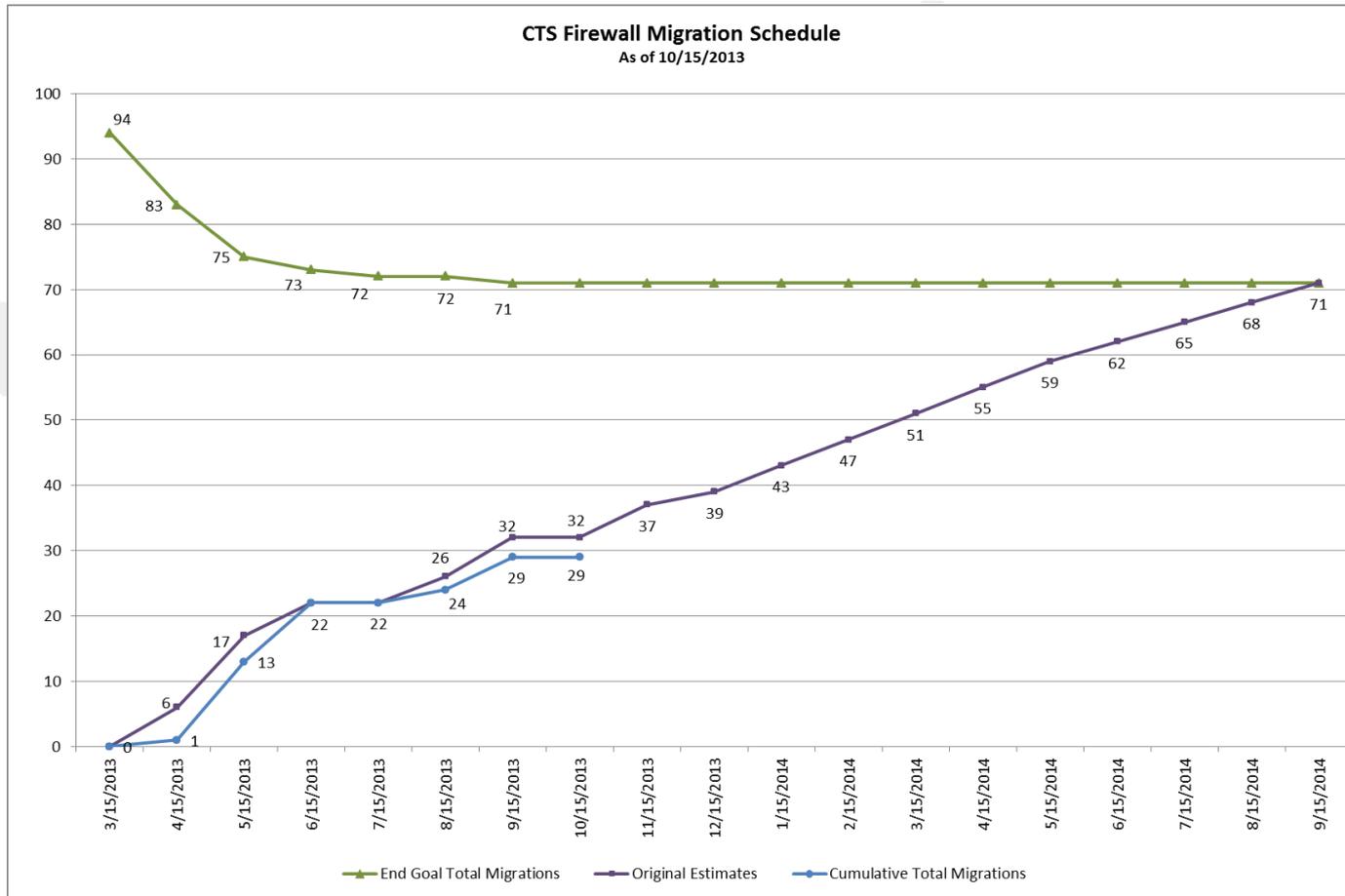
- In the last month, we have successfully migrated:
 - 4 complex MPLS firewalls

Upcoming:

- Continue data mapping and planning to support upcoming firewall migrations
- Focus on Legacy VRF, IGN and IGN Border readiness tasks to be completed by December 5th.



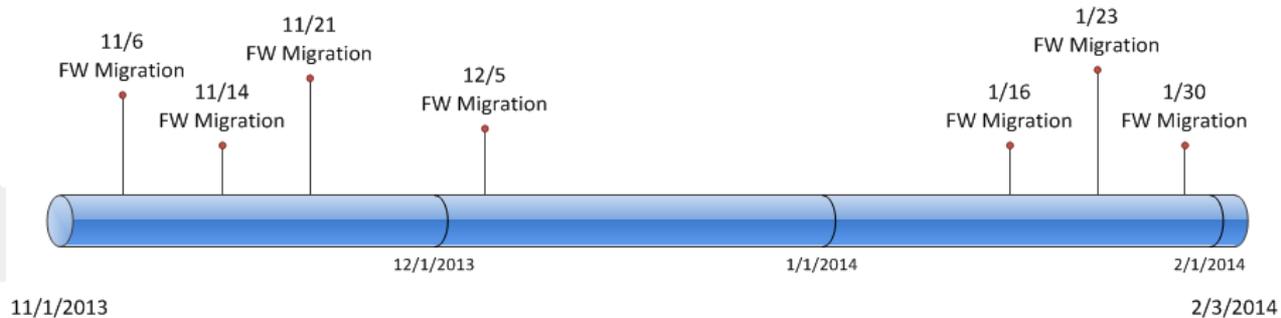
Firewall Migrations



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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



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

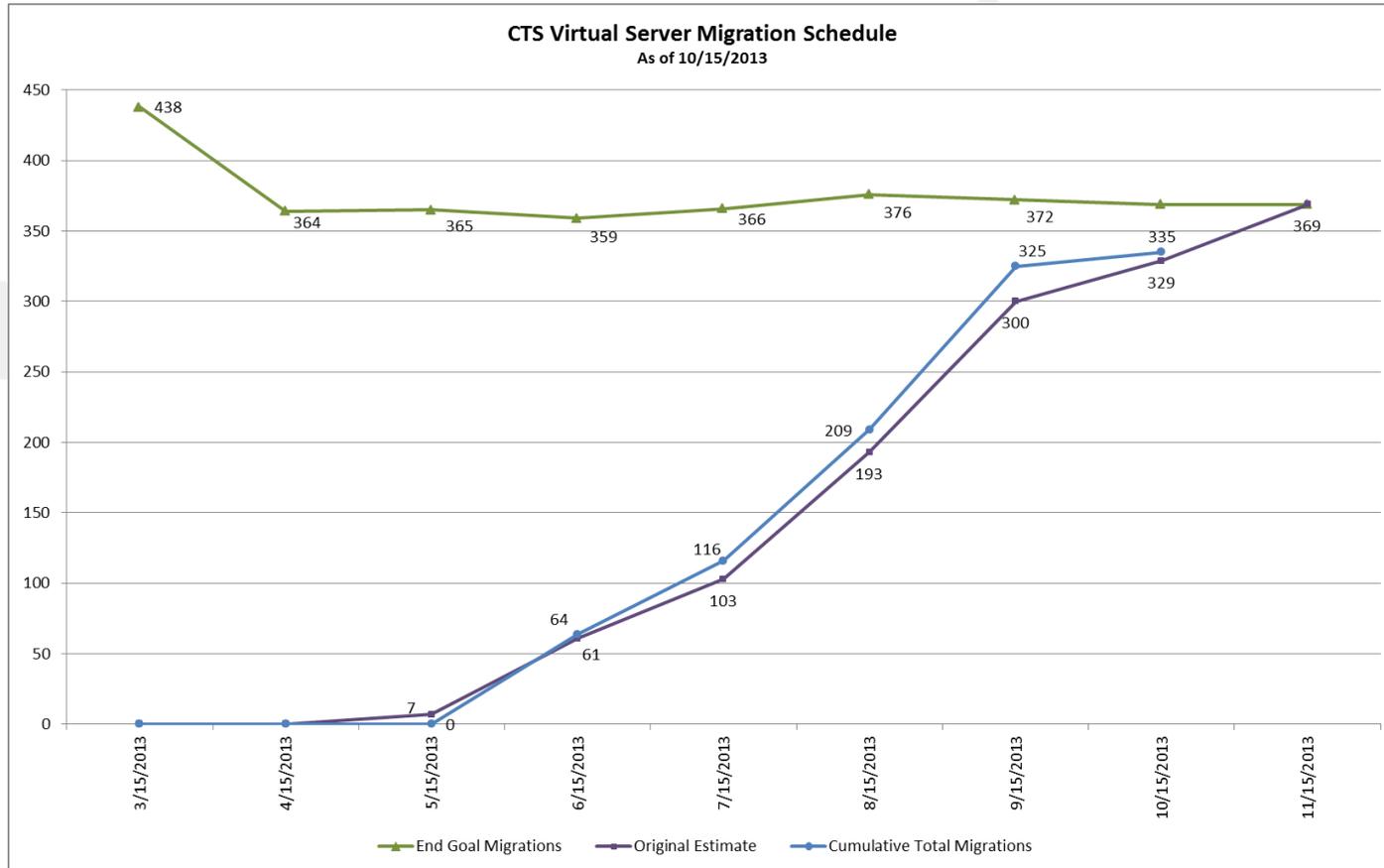
Network (WAN)

Mainframe

No Change

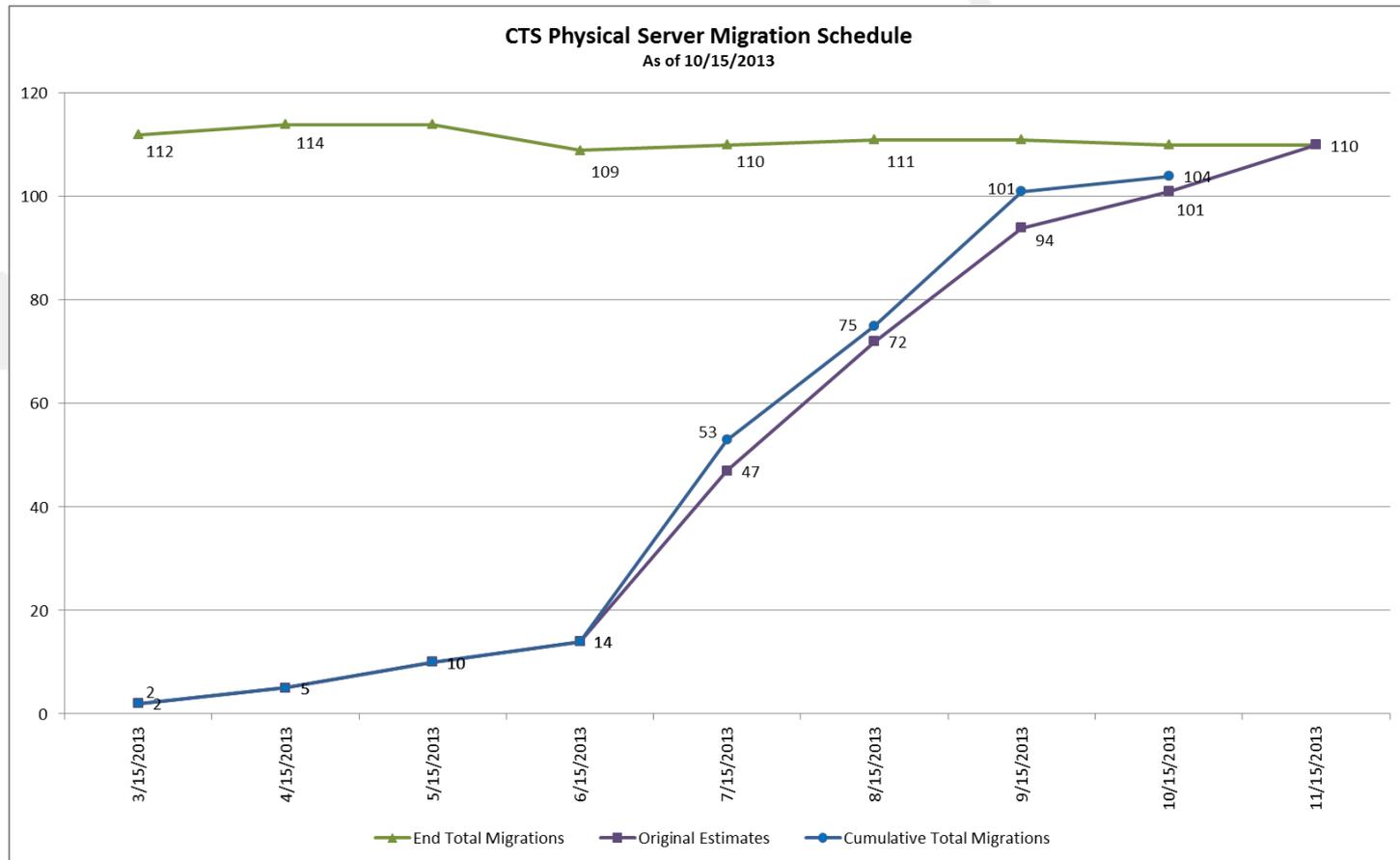


Virtual Server Moves



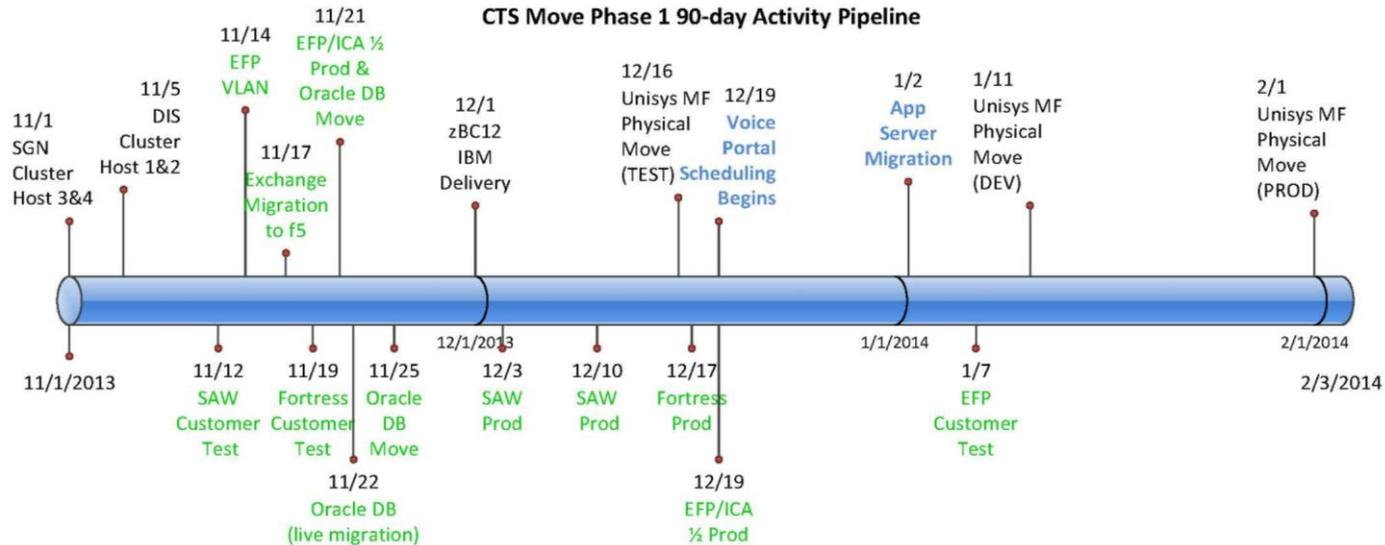
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Physical Server Moves



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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.
- 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.

Telephony:

- Voice Portal virtual platform ready
- Voice Portal migrations begin (Affected customer agencies: DNR, Agriculture, DSHS, Lottery, DOL, SEC, ESD)
- App Server 1 (DNR, AGR, LOT)

Customer Moves

Security:

- SAW Customer Test (see technical bulletin)
- Enterprise Forward Proxy VLAN (CTS, DES, LNI, UTC, OAH, MIL, DFI)
- Exchange migration to f5
- Fortress Customer Test (see technical bulletin)
- Enterprise Forward Proxy/Internal Certificate Authority (see technical bulletin)
- Oracle DB (DOH, DSHS, DOL, DES, LNI, COM)
- SAW Production
- Fortress Production



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CTS Move Phase 1 – Servers

Recent:

- Completed two virtual server move groups

Upcoming:

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

All customer impacting server moves have been completed.

All upcoming 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 11/17. (see Security slide)

CTS Move Phase 1

CTS Servers

Messaging

Security

Telephony

Network (WAN)

Mainframe

No Change



CTS Move Phase 1 – Security

Gateways

Recent:

- Successful VLAN change to support future Security Gateway Migrations
- Successful Xen virtual server migration
- Held meeting on 10/17 with customers to discuss Gateways migration dates and impacts

CTS Move Phase 1

CTS Servers

Messaging

Security

Telephony

Network (WAN)

Mainframe



CTS Move Phase 1 – Security

SAW Customer Test	10/29	6:00pm-10:00pm
SAW Customer Test	11/12	6:00pm-10:00pm
EFP VLAN	11/14	6:00pm-7:00pm
Fortress Customer Test	11/19	6:00pm-10:00pm
EFP/ICA (1/2 prod)	11/21	8:00pm-11:30pm
Oracle DB	11/21	8:00pm-11:30pm
Oracle DB	11/22	7:00pm-9:00pm
Oracle DB	11/25	4:00pm-6:00pm
SAW Production	12/3	8:00pm-12:00am
SAW Production	12/10	8:00pm-12:00am
Fortress Production	12/17	8:00pm-12:00am
EFP/ICA (1/2 prod)	12/19	8:00pm-11:30pm
EFP- Customer Test	1/7	6:00am-7:30am

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 11/17

CTS Move Phase 1

CTS Servers

Messaging

Security

Telephony

Network (WAN)

Mainframe



CTS Move Phase 1 – Telephony

Recent:

- Planning for DOL IVRU Cutover

Upcoming:

- Customer planning for Voice Portal Application Migrations
- Impacted Agency 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 – 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:
 - Nov 2013, Procure
 - Dec 2013, Install

No Change

CTS Move Phase 1

CTS Servers

Messaging

Security

Telephony

Network (WAN)

Mainframe



Data Migrations

Recent:

- Completed Hosted SharePoint 2007 migration (10/11)
- Completed JINX migrations - QA (9/26) and PROD (10/12)
- Completed TSM/SAN migration (10/19)

Upcoming:

- ACSLS – tentative mid-November
- FamLink (data associated with A la carte servers) – working with customer to determine schedule for November
- NAS (CFC) – tentative date is November 23rd



CTS Move Phase 2

Recent:

- Developing project charter
- Solicited FAQ input

Upcoming:

- Complete project charter
- Complete project risk assessment
- Develop FAQ



CTS Cloud



Private Cloud Service Strategy

- The goal is to transform the current CTS virtual server service into an automated service offering comparable to commercial public cloud providers.
- Functionality
 - On-demand self-service portal
 - Capability to automatically provision, de-provision, archive compute resources
 - Secure multi-tenant infrastructure with complete business unit isolation
 - Role based access control
 - Customizable templates to support specific use cases
 - Automated billing processes



CTS Private Cloud Status

- Completed a Proof of Concept with several Use Cases to verify viability of providing a Private Cloud service at competitive rates.
- Currently analyzing the results of the POC, but early results indicate that the service can be competitive with other providers such as Amazon.
- Next Steps:
 - Present the results of the POC to the CTS Customer Advisory Council and discuss proposed rates.
 - Partner with a customer to define and complete a Pilot.



Customer Communications



Frequently Asked Questions

Thank you for your input regarding the FAQ that we are compiling. We will compile the questions and answers in preparation for publishing the document on our website.



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 > Oct. 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

October 2013

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		1)	2)	3)	4)	5)
6)	7)	8)	9)	10)	11) Data Migration - SharePoint 2007	12) Data Migration - DES Jinx PROD
13)	14)	15) CTS Move Phase 1 - Security: XEN01	16) Firewall - Group 18	17) CTS Move Phase 1 - Servers: Virtual Groups 29 & 30 VLAN Changes for CTS Move Phase 1	18) CTS Move Phase 1 - Security: XEN	19) Data Migration - TSM PROD
20)	21)	22) CTS Move Phase 1 - Security: XEN03	23) Firewall - Group 19	24)	25)	26)
27) Load Balancer - Exchange 2010 Cutover	28)	29) CTS Move Phase 1 - Security: SAW CT(1)	30) Firewall - Group 20	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 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 from 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 strategy for migrating agency co-located services and the use of Data Halls 1, 2, 3, and 4. Contact information for project sponsors and liaisons is provided. The website also features two charts: 'BUDGET: SDC Projects Spending Plan' and 'Approved Investment Plans Implementation Budgets and Actuals', and a 'STATUS: Current Status Report' table. The table lists various SDC projects with their progress in terms of Scope, Schedule, 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 **November 21st**, 2:00 – 3:00 p.m.

Remaining 2013 schedule – 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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