



# AGENDA

Consolidated Technology Services • WA

## State Data Center Agency Implementation Coordinator Meeting

November 21, 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	Colocation Service	Gordon Ice
2:45 – 2:50	Customer Communications	Steve Lovaas
2:50 – 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*

November 21, 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
- Colocation Service
- Customer Communications Update
- Q&A

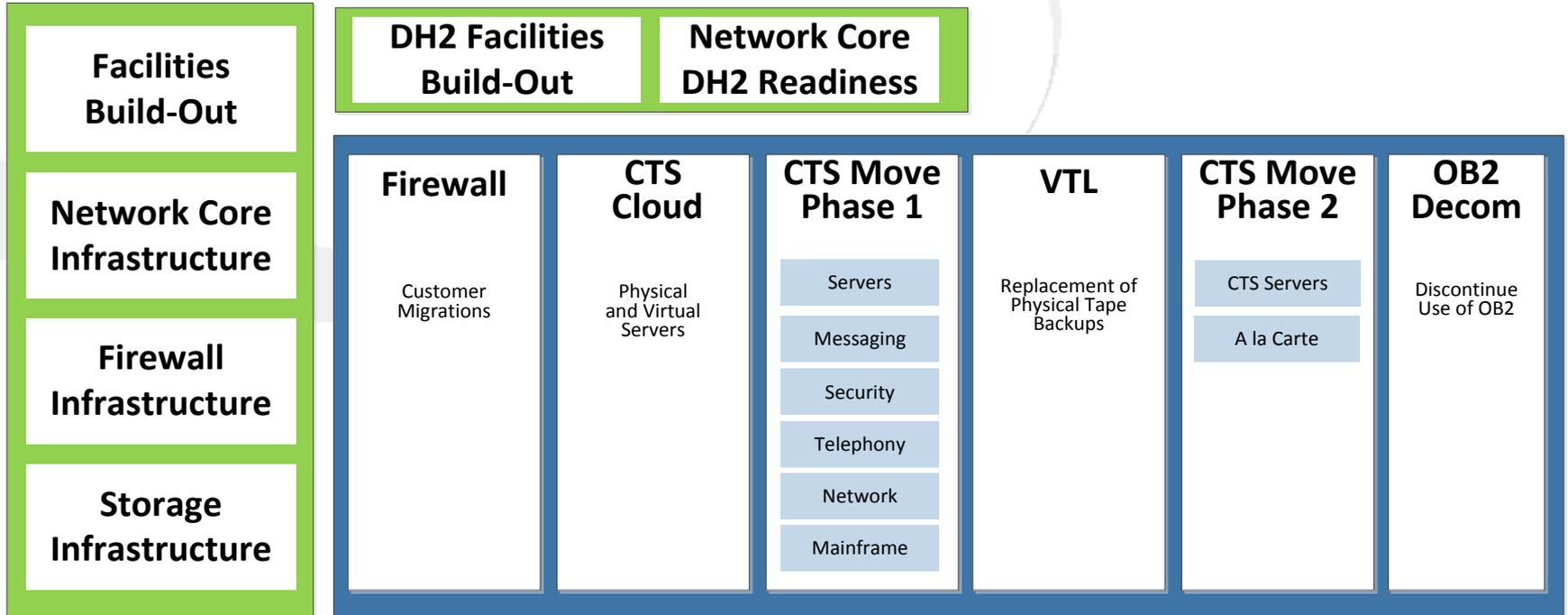


# SDC Projects



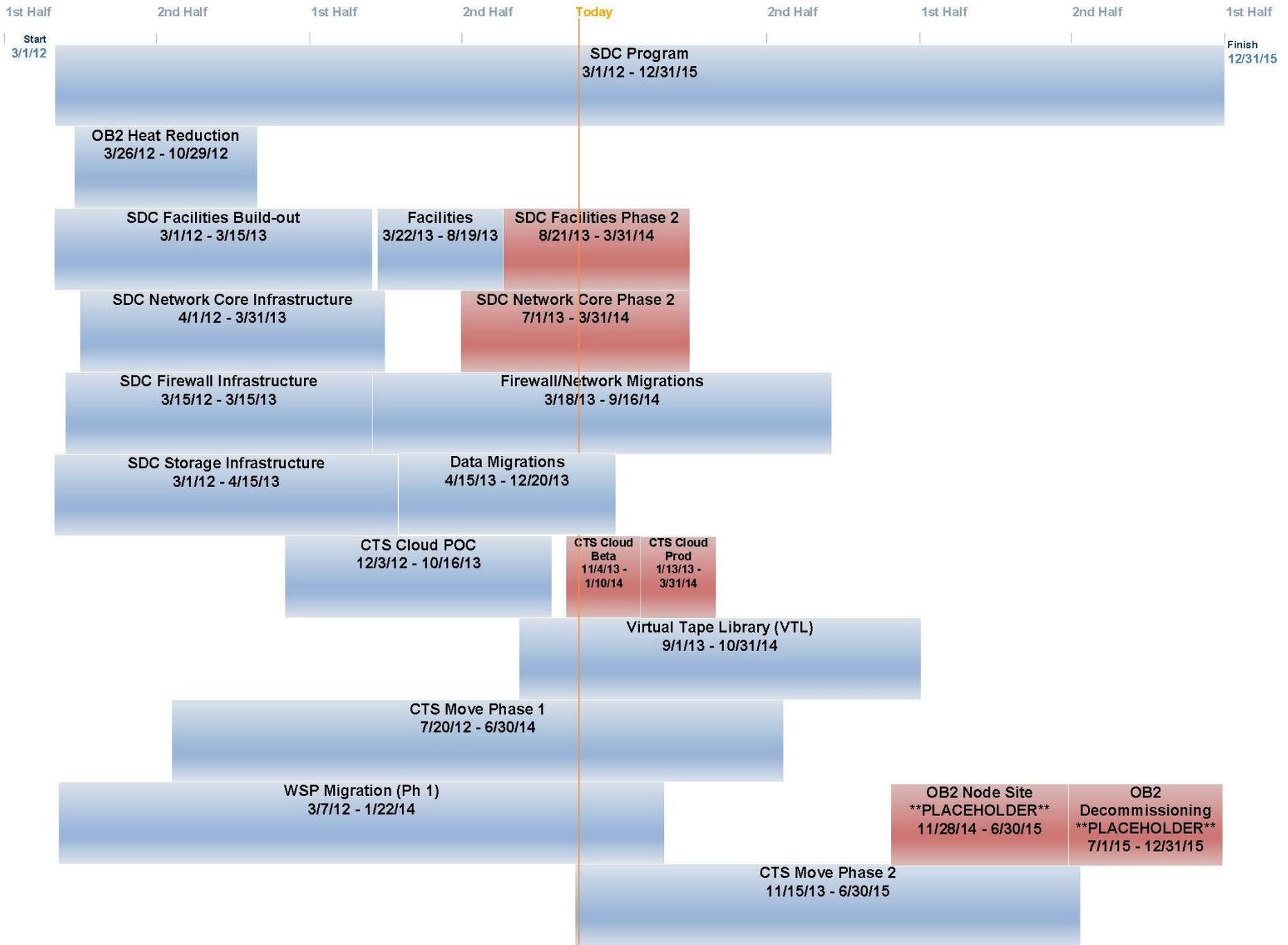
# SDC Projects Underway

## SDC Infrastructure Readiness



## OB2 → SDC Migrations





# SDC Firewall Project



# Firewall Migrations

## Recent:

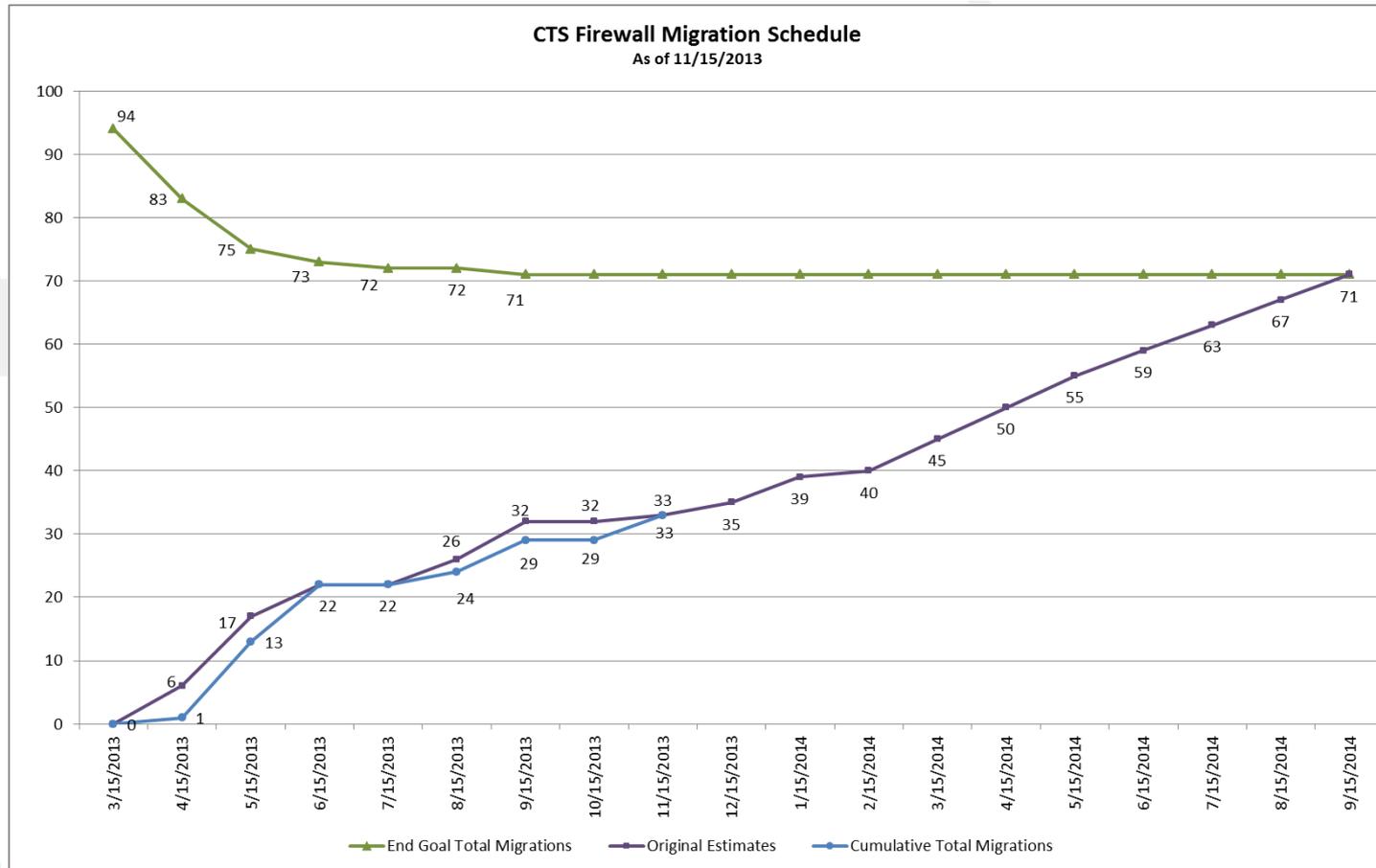
- In the last month, we have successfully migrated:
  - 1 complex MPLS firewall
  - Legacy VRF

## Upcoming:

- Continue data mapping and planning to support upcoming firewall migrations
  - DIS Corp Firewall
  - Firewall VOIP for 4 agencies
- Schedule upcoming migrations
- Focus on IGN and IGN Border readiness tasks to be completed by December 5th.



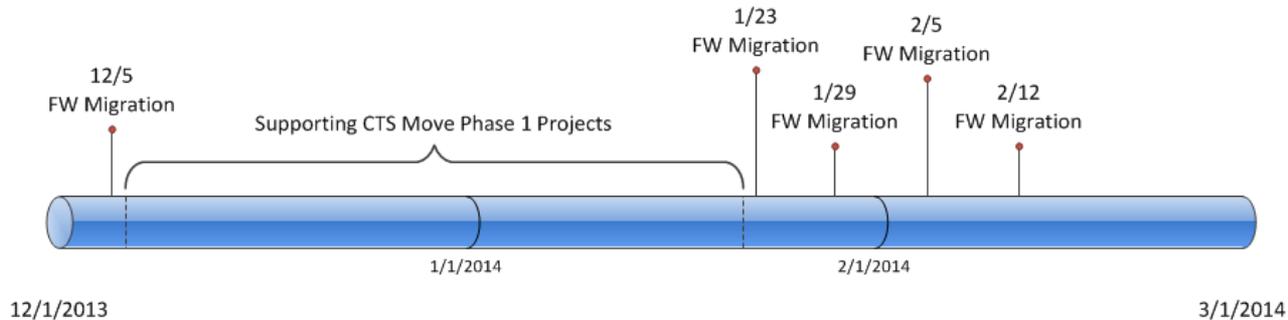
# Firewall Migrations



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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
- **MPLS Connector (Simple):** Began April 2013- Completed June 2013
- **MPLS Connector (Complex):** Began July 2013 - TBD
- **IGN/Infrastructure:** Began November 2013 – Complete by September 2014



# CTS Move Phase 1



# CTS Move Phase 1 - Scope

## In Scope:

- Moving CTS owned and managed equipment from OB2 to the SDC
- 300+ physical servers and 500+ 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

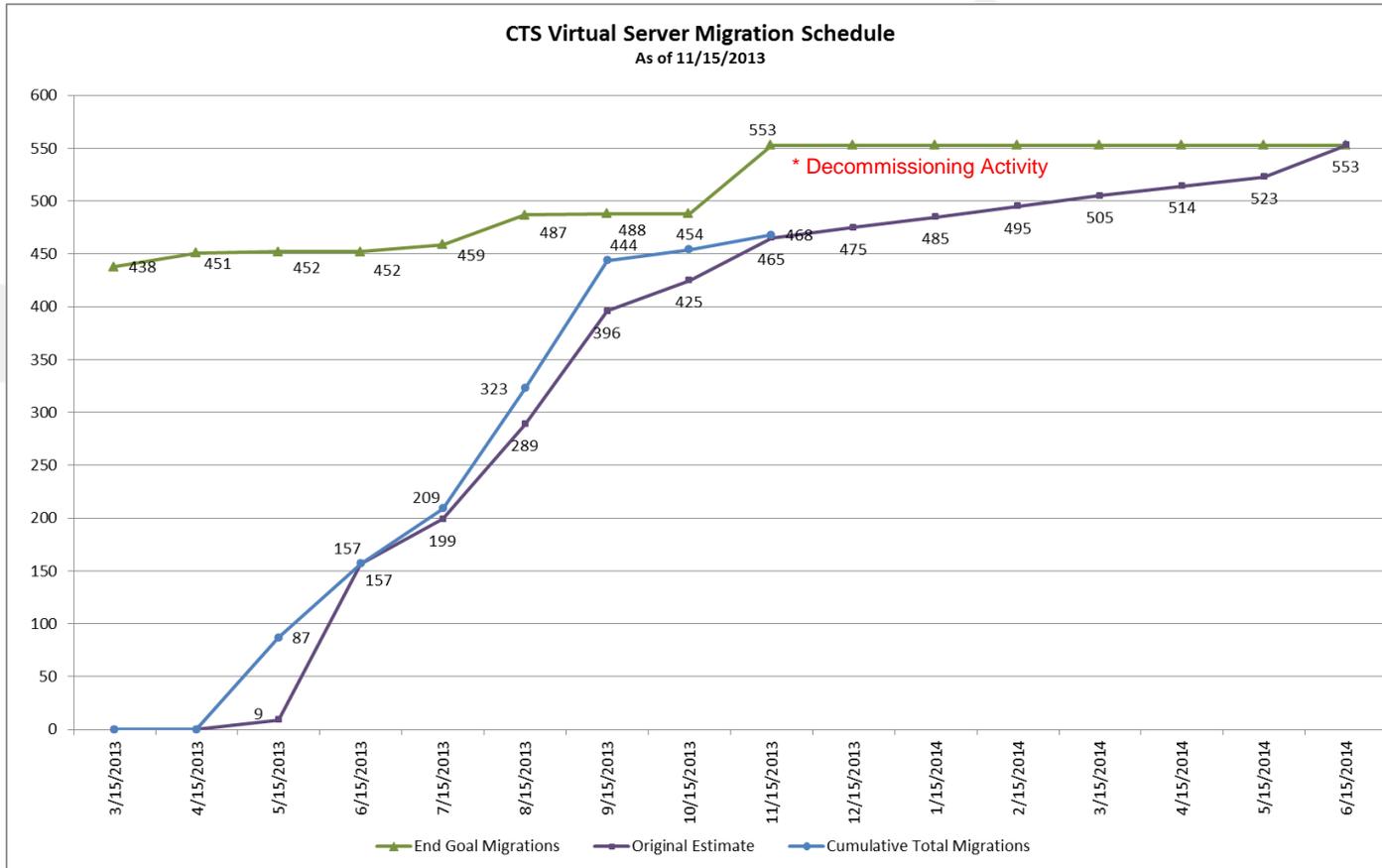
Network (WAN)

Mainframe

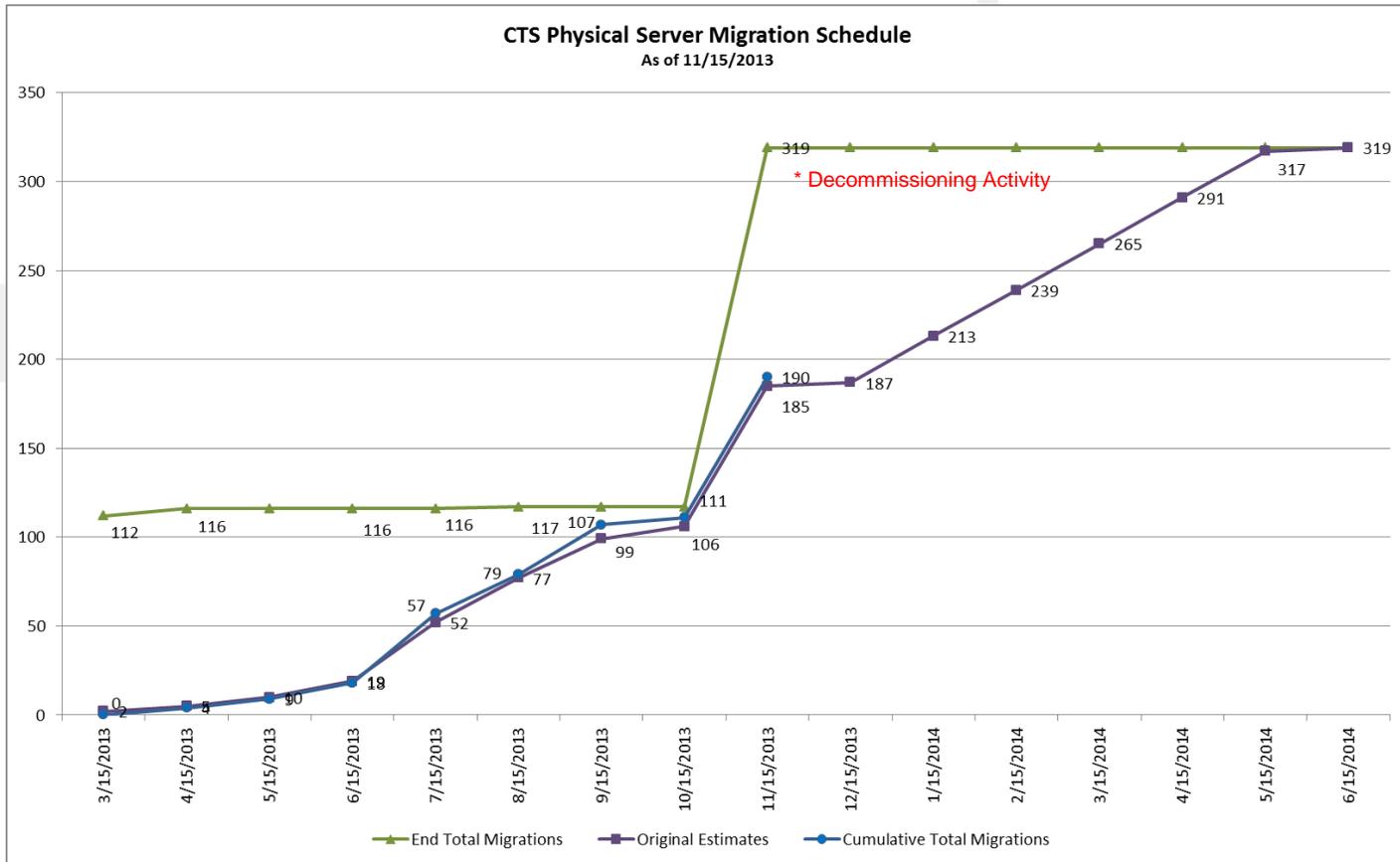
**No Change**



# Virtual Server Moves

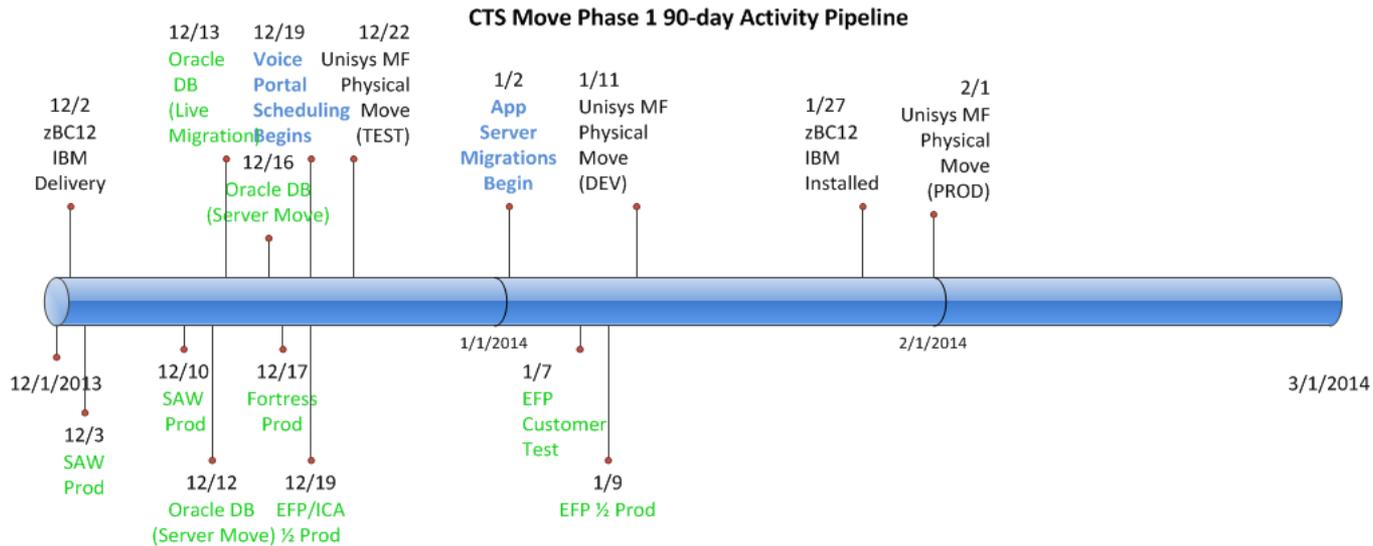


# Physical Server Moves



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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)
- App Server 2 (DSHS)
- App Server 3 (DSHS-DCS, DOL)
- App Server 4 (DSHS, SEC, DOL)

## Customer Moves

### Security:

- SAW Customer Test (see technical bulletin)
- 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



# CTS Move Phase 1 – Servers

## Recent:

- Completed four physical server host moves and decommissioned 70 servers

## Upcoming:

- Plan remaining physical and virtual move groups for migration and decommission through the end of June 2014

## CTS Move Phase 1

CTS Servers

Messaging

Security

Telephony

Network (WAN)

Mainframe



# CTS Move Phase 1 – Messaging

Recent:

- Messaging server migrations complete.

## CTS Move Phase 1

CTS Servers

**Messaging**

Security

Telephony

Network (WAN)

Mainframe



# CTS Move Phase 1 – Security

## Gateways

### Recent:

- SAW customer test migrations
- Fortress customer test migration

### Upcoming

- See next slide

## CTS Move Phase 1

CTS Servers

Messaging

Security

Telephony

Network (WAN)

Mainframe



# CTS Move Phase 1 – Security

<del>SAW Customer Test</del>	10/29	6:00pm-10:00pm
<del>SAW Customer Test</del>	11/12	6:00pm-10:00pm
<a href="#">Fortress Customer Test*</a>	11/21	6:00pm-10:00pm
<a href="#">ICA (1/2 prod)</a>	11/21	8:00pm-11:30pm
<a href="#">SAW Production</a>	12/3	8:00pm-12:00am
<a href="#">SAW Production</a>	12/10	8:00pm-12:00am
<a href="#">EFP VLAN*</a>	12/12	6:00pm-7:00pm
<a href="#">Oracle DB</a>	12/12	4:00pm-6:00pm
<a href="#">Oracle DB</a>	12/13	7:00pm-9:00pm
<a href="#">Oracle DB</a>	12/16	4:00pm-6:00pm
<a href="#">Fortress Production</a>	12/17	8:00pm-12:00am
<a href="#">EFP/ICA (1/2 prod)</a>	12/19	8:00pm-11:30pm
<a href="#">EFP - Customer Test</a>	1/7	6:00am-7:30am
<a href="#">EFP (1/2 prod)</a>	1/9	8:00pm-11:30pm

\*Rescheduled

## CTS Move Phase 1

CTS Servers

Messaging

**Security**

Telephony

Network (WAN)

Mainframe



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# CTS Move Phase 1 – Security

## CTS Load Balancing

### Recent:

- Continued preparations for migrations
- Cancelled Exchange 2010 environment cutover to f5 that was scheduled for 11/17 ([Technical Bulletin 10.6.1.21](#))

### Upcoming:

- Plan upcoming f5 migrations
- Reschedule Exchange 2010 cutover to f5

## CTS Move Phase 1

CTS Servers

Messaging

Security

Telephony

Network (WAN)

Mainframe



# CTS Move Phase 1 – Telephony

## Recent:

- Planning for Voice Portal Application Testing and Migrations

## 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

## CTS Move Phase 1

CTS Servers

Messaging

Security

Telephony

Network (WAN)

Mainframe

**No Change**



# 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 November 23rd
- 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:

- Project Charter and Risk Assessment Reviewed

## Upcoming:

- Finalize project charter and risk assessment
- Finalize Move Vendor RFP
- Complete FAQ
- Complete 1<sup>st</sup> Draft of Migration Guide



# SDC Colocation Services

## Currently:

- Finalizing Colocation Service definitions
- Developing On-boarding Processes & Procedures
- Assist with CTS Move Phase 2 planning and start-up
  - Working with SDC Client Liaison to meet with customers to discuss future service

## Upcoming:

- Develop Operational Procedures for the Service
- Develop and publish Service Catalog updates
- Develop Cost Models (existing/migrating customers and new)



# 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

## Recent:

- Set up 6.0 BETA in test environment
- Presented the results of the POC to the CTS Customer Advisory Council and discussed proposed rates
- Presented a cloud update to the OCIO Forum
- Met with customers on 11/21 (this morning)

## Upcoming:

- Schedule hands-on experience with 6.0 BETA software
- Install and configure the 6.0 General Availability (GA) software in the SDC (once it is formally released by VMWare)
- Kick-off formal production pilot with customers



# Customer Communications



# Frequently Asked Questions

Thank you for your input regarding the FAQ that we are compiling. We are developing the 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 > Nov. 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

#### November 2013

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
					1)	2)
3) CTS Move Phase 1 - Security: OWA 2003 Proxy	4)	5)	6) Firewall - Group 21	7)	8)	9)
10)	11)	12) CTS Move Phase 1 - Security: SAW CT(2)	13) Firewall - Group 22	14)	15)	16)
17)	18)	19)	20)	21) CTS Move Phase 1 - Security: ICA PROD  Firewall - Group 23  CTS Move Phase 1 - Security: Fortress Customer TEST	22)	23) Data Migration - ACSLS
24)	25)	26)	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.*

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

2014 | [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 shows the SDC Project Website interface. At the top, there is a CTS logo and a testimonial: "CTS' Exchange 2010 environment called out as one of the best evaluated!" with a "Read more" link. A search bar is located in the top right. The main navigation bar includes "Home", "Products and Services", and "Projects". Below this, a secondary navigation bar lists "Cloud Based Email Collaboration", "Shared Services Email", and "State Data Center".

The main content area is titled "State Data Center Projects" and features a "October 23, 2013" update. The "Network and Firewalls" section reports that the PGN VRF has been migrated from OB2 to the SDC. Key accomplishments include:
 

- Of the 94 firewalls initially identified, the number was reduced to 71 through design, decommissioning, removal and cleanup.
- Of the 71 in production to be migrated, 31 firewalls have been completed leaving 40 to go.
- The team has built 32 Fortinet VDOMs in production to support the migrations.

 The "CTS Move Phase 1" section states that all physical and virtual CTS Messaging servers supporting Shared Services Email have been migrated to the SDC. Accomplishments include:
 

- 104 of 111 physical servers have been moved.
- 335 of 372 virtual servers have been moved.

 The "Data Migrations" section notes that the Storage project is continuing to support data migrations to the new VMAX. Completed migrations include MSAR, JINX QA/Prod and TSM. The next step is ACSLS, FamLink (data associated with A la carte servers) and NAS (CFC). After all migrations, the team will return the gear to EMC. Inquiries should be directed to:
 

- Dan Mercer, Project Sponsor at (360) 407-9006 or Dan.Mercer@cts.wa.gov
- Hedi Brounell, Senior Project Manager at (360) 407-8980 or Hedi.Brounell@cts.wa.gov
- Steve Lovvaas, Client Liaison at (360) 407-8723 or Steve.Lovvaas@cts.wa.gov

Two summary reports are provided:
 

- BUDGET: SDC Projects Spending Plan**: Includes a bar chart titled "SDC Projects Lifecycle Budgets and Actuals" and a smaller chart for "Approved Investment Plans Implementation Budgets and Actuals".
- STATUS: Current Status Report**: A table showing the progress of various SDC projects.

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 **December 19<sup>th</sup>** , 2:00 – 3:00 p.m.

**2014 Dates** - January 23<sup>rd</sup>, February 27<sup>th</sup>, March 27<sup>th</sup>, April 24<sup>th</sup>, May 22<sup>nd</sup>, June 26<sup>th</sup>, July 24<sup>th</sup>, August 28<sup>th</sup>, September 25<sup>th</sup>, October 23<sup>rd</sup>, November 20<sup>th</sup> & December 18<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  
[Heidi.Brownell@cts.wa.gov](mailto:Heidi.Brownell@cts.wa.gov) 360.407.8980
- Steve Lovaas – CTS Enterprise Projects Client Liaison  
[Steve.Lovaas@cts.wa.gov](mailto:Steve.Lovaas@cts.wa.gov) 360.407.8723

