



AGENDA

Consolidated Technology Services • WA

State Data Center Agency Implementation Coordinator Meeting

December 19, 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 – 2:10	CTS Customer Account Managers	Laura Parma
2:10 – 2:15	SDC Projects Overview	Heidi Brownell
2:15 – 2:25	Update on SDC Projects	Heidi Brownell
2:25-2:40	Customer Migration Projects	Steve Lovaas
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*

December 19, 2013



Agenda

- Welcome – Introductions/Review Agenda
- CTS Customer Account Managers
- SDC Projects Overview
- Update on SDC Projects
 - Facilities Ph2, NWC Ph2, VTL, and Cloud
- Update on Customer Migration Projects
 - Firewall
 - CTS Move Phase 1
 - Data Migrations
 - CTS Move Phase 2
- Colocation Service
- Customer Communications Update
- Q&A



CTS Customer Account Managers

The Customer Relationship Team includes three dedicated Customer Account Managers whose objective is to establish and maintain customer relationships while working to ensure a high level of satisfaction with CTS products and services. Debbie Kendall, Larry Lee and Mary Mueller

What does this mean for the Agency Implementation Coordinators?

- Agency Implementation Coordinators will continue to coordinate their activities for the SDC project with Steve Lovaas, the Client Liaison
- Other activities can be initiated with the CTS Service Desk

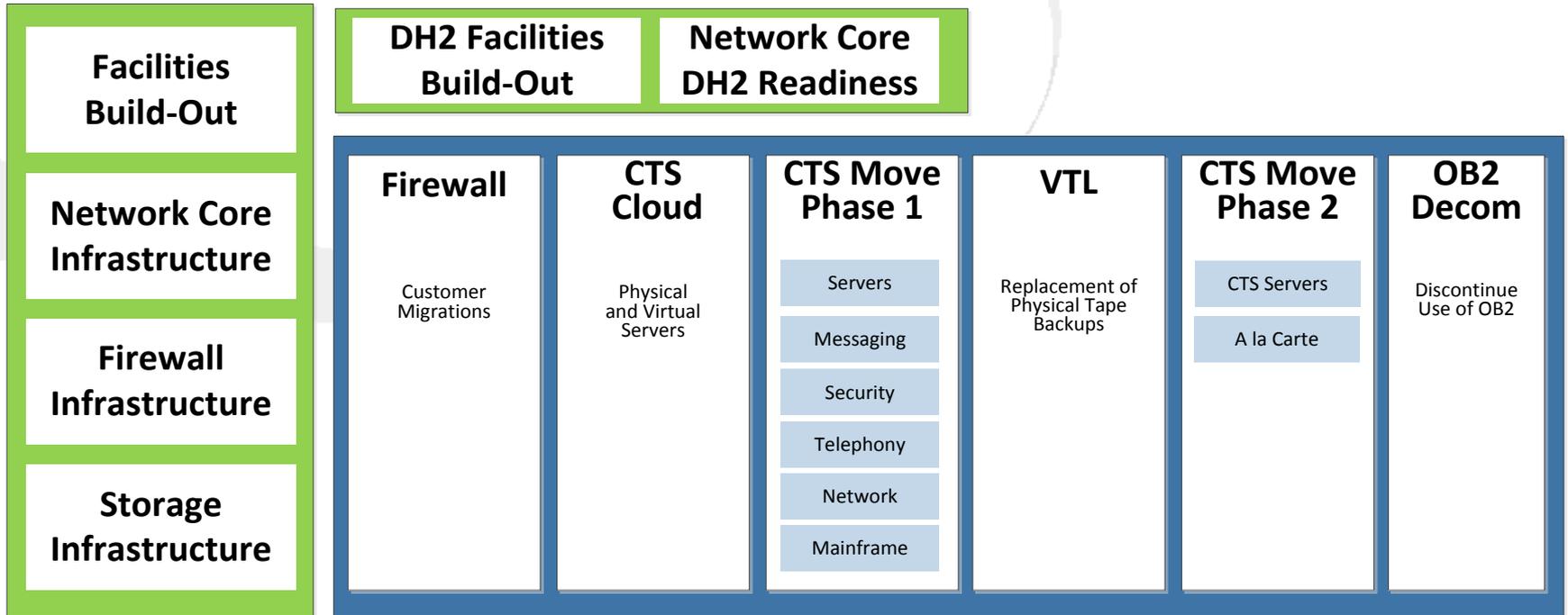


SDC Projects



SDC Projects Underway

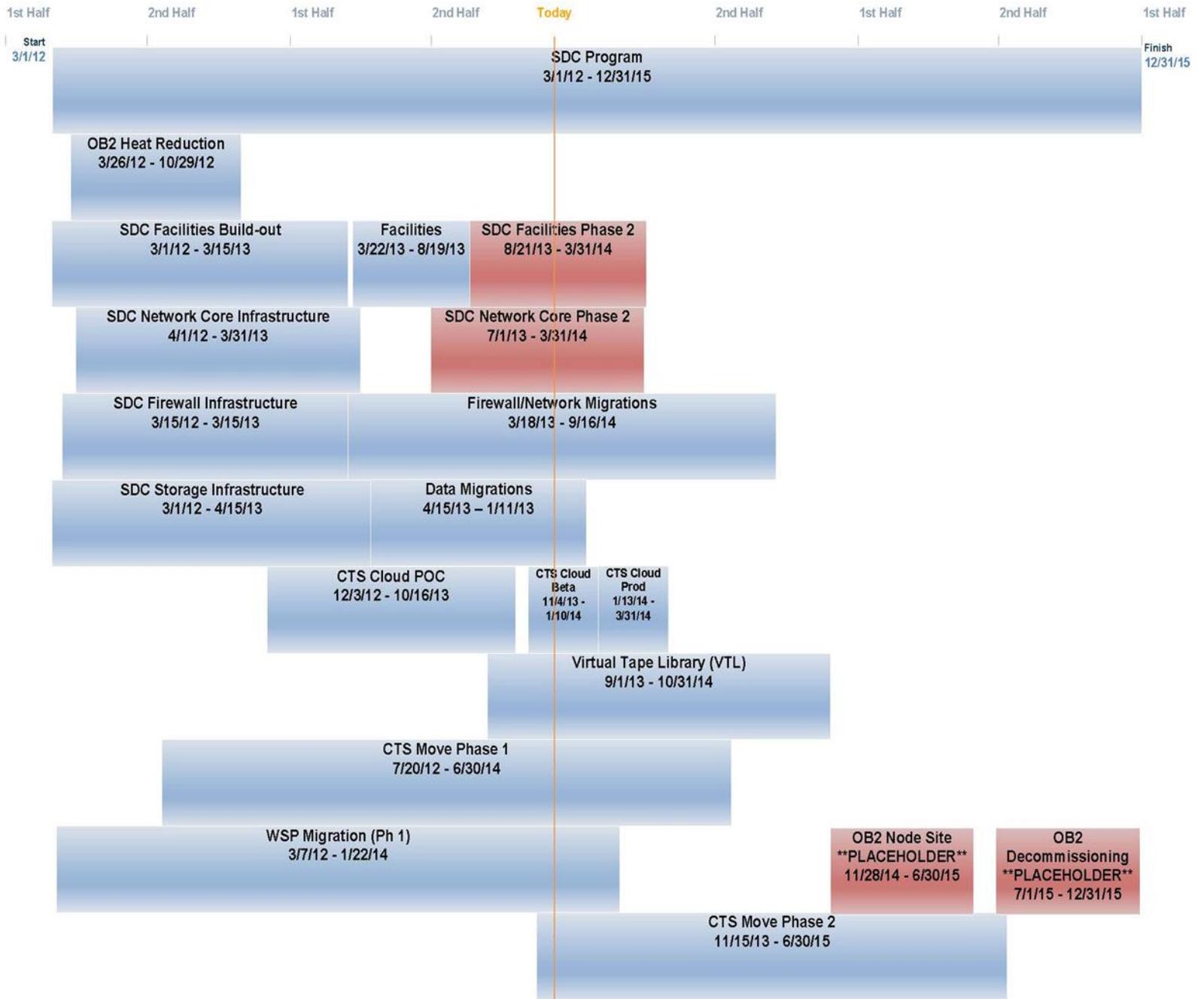
SDC Infrastructure Readiness



OB2 → SDC Migrations



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*Rose colored boxes updated per the July 2013 SDC Business Plan

SDC Facilities Phase 2 Project



SDC Facilities Phase 2

Recent:

- Completed BOM for additional DH1 enclosures and placed order

Upcoming:

- Receive and install additional DH1 enclosures
- Complete BOM and place order for DH2 enclosures
- Finalize design and procurement for backbone and structured cabling
- Complete SDC Policies and Procedures - Space Management



SDC Network Core Phase 2 Project



SDC Network Core Phase 2

Recent:

- Completed Design for Network Core Phase 2

Upcoming:

- Install end of row switches to prepare for customer migrations



Virtual Tape Library Project



VTL Project

Recent:

- Completed Charter
- Completed Draft Project Schedule

Upcoming:

- Review Risk Assessment with OCIO
- Determine procurement strategy



SDC Firewall Project



Firewall Migrations

Recent:

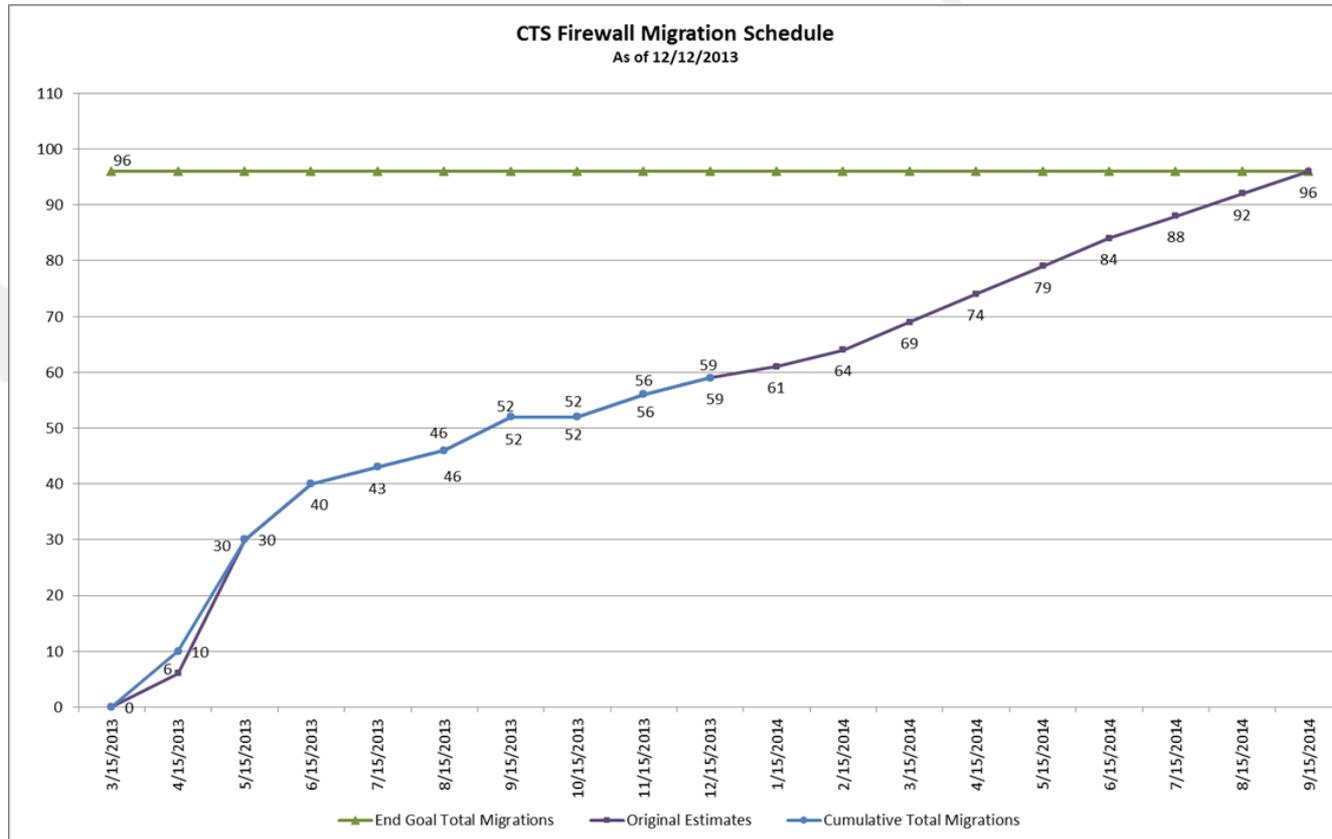
- In the last month, we have successfully migrated the IGN and IGN Border

Upcoming:

- Continue data mapping and planning to support upcoming firewall migrations
 - DIS Corp Firewall
 - Firewall VOIP for 4 agencies
- Schedule upcoming migrations



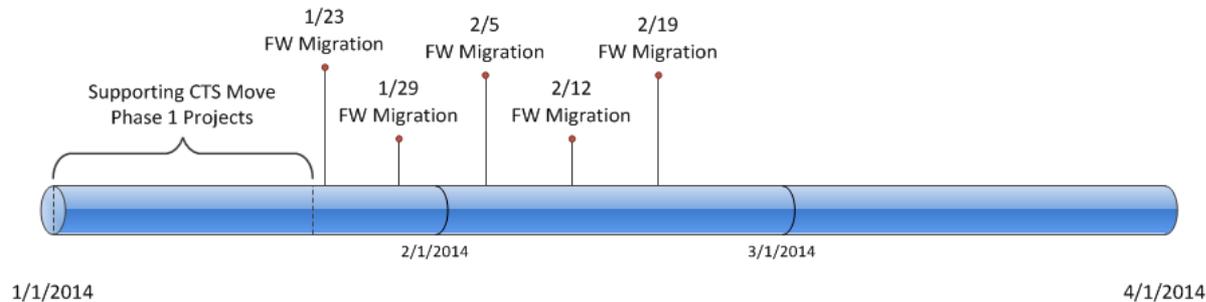
Firewall Migrations



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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

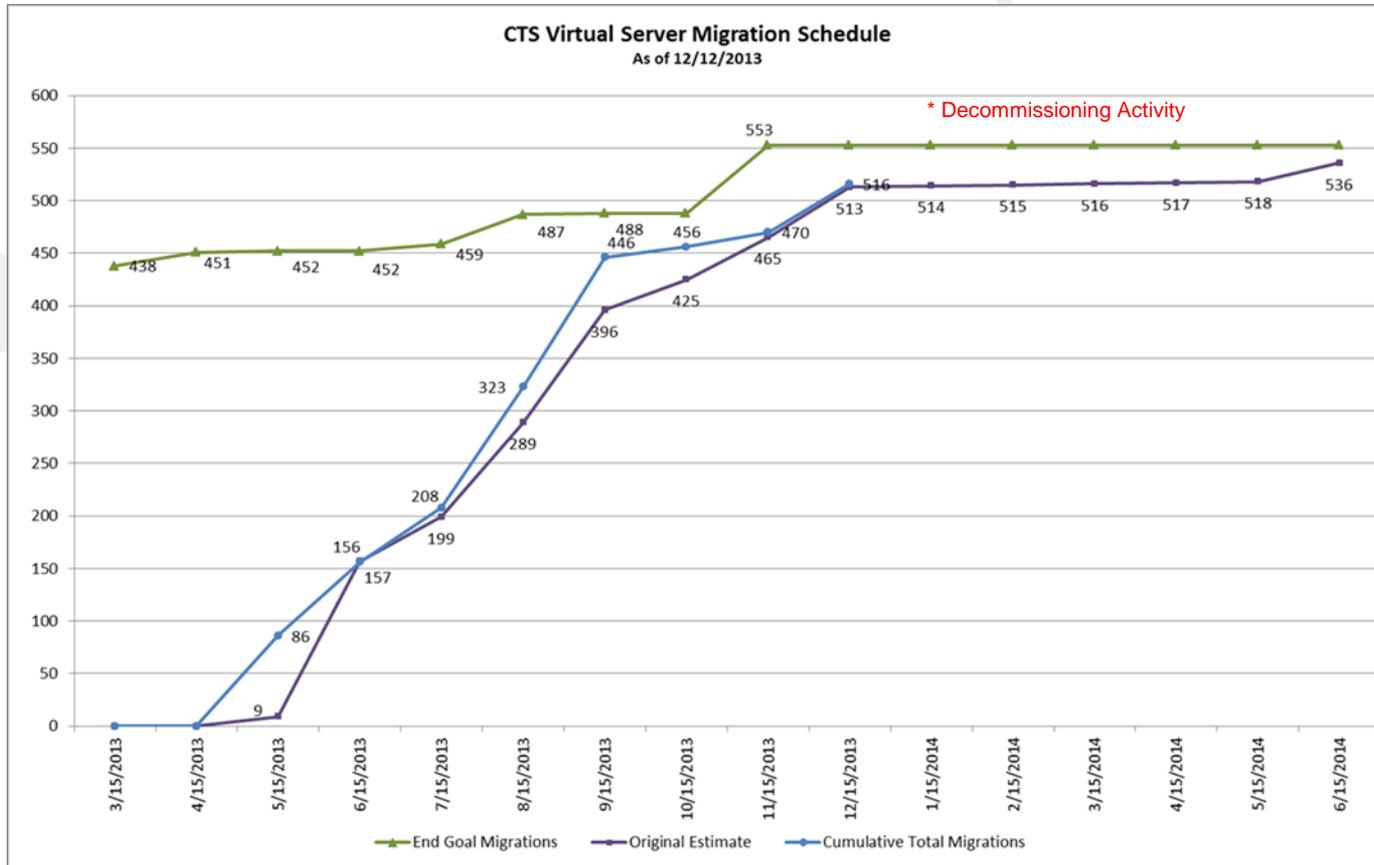
Network (WAN)

Mainframe

No Change

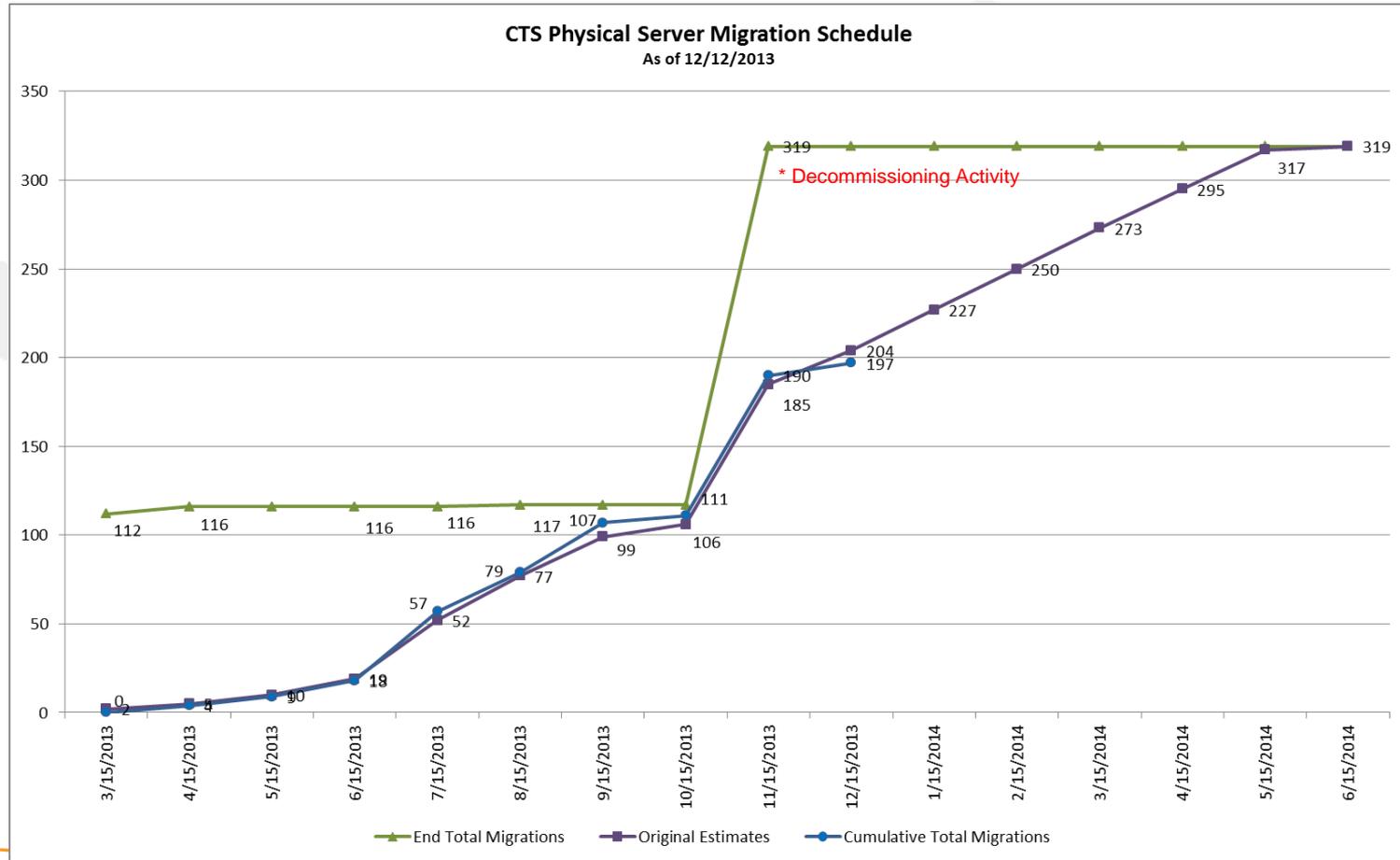


Virtual Server Moves



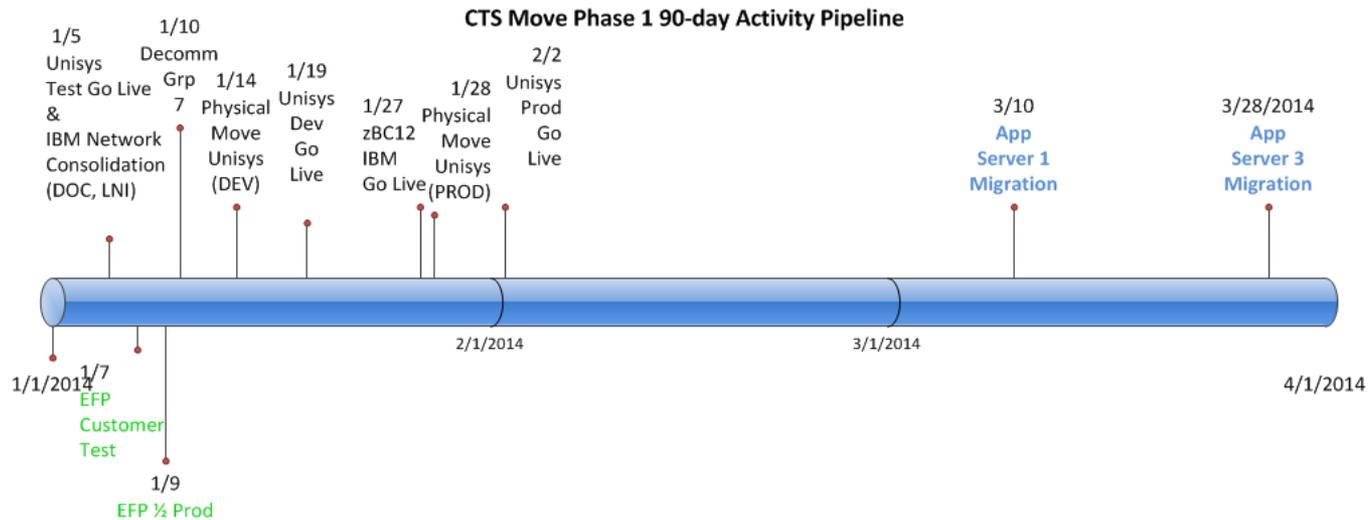
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Physical Server Moves



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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 scheduling ongoing
- App Server 1 (DNR, AGR, LOT)
- App Server 2 (DSHS)
- App Server 3 (DSHS-DCS, DOL)
- App Server 4 (DSHS, SEC, DOL, ESD)

Servers

- Decomm Group 7 (EBSMON2, EBSUNIXMON)

Customer Moves

Security:

- Enterprise Forward Proxy/Internal Certificate Authority (see technical bulletin)



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CTS Move Phase 1 – Servers

Recent:

- Decomm Group 6 completed (11 Servers)

Upcoming:

- Decomm Group 7 (5 servers)
- Continue to schedule remaining physical and virtual move groups for 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

No Change



CTS Move Phase 1 – Security

Gateways

Recent:

- Completed first half of the Internal Certificate Authority migration (2nd half tonight)
- Completed SAW Customer Test and PROD migrations
- Completed VLAN in support of EFP migrations
- Completed Oracle DB server migrations
- Completed Fortress Customer Test and PROD migrations

Upcoming

- See next slide

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
Fortress Customer Test*	11/21	6:00pm-10:00pm
ICA (1/2 prod)	11/21	8:00pm-11:30pm
SAW Production	12/3	8:00pm-12:00am
SAW Production	12/10	8:00pm-12:00am
EFP VLAN*	12/12	6:00pm-7:00pm
Oracle DB	12/12	4:00pm-6:00pm
Oracle DB	12/13	7:00pm-9:00pm
Oracle DB	12/16	4:00pm-6:00pm
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
EFP (1/2 prod)	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:

- Met with internal team to review application migration strategy and order

Upcoming:

- Continue planning upcoming f5 migrations for CTS-hosted applications
- 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 to be complete Jan 2014 and for App Server Migrations to occur March 2014 – May 2014

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

No Change



CTS Move Phase 1 – Mainframe

Recent:

- Finalized planning for Unisys mainframe migrations

Upcoming:

- Key Unisys Dates (Reference [Technical Bulletin 3.0.29](#))
 - Dec 31 – Move and Install TEST; Jan 5 Go Live
 - Jan 14 – Move and Install DEV; Jan 19 Go Live
 - Jan 28 – Move and Install PROD; Feb 2 Go Live

CTS Move Phase 1

CTS Servers

Messaging

Security

Telephony

Network (WAN)

Mainframe



CTS Move Phase 1 – Mainframe

Recent:

- Finalized planning for IBM mainframe

Upcoming:

- Key IBM Dates
 - Dec 3 - New mainframe received
 - Dec 22 – SYSK VRF ([Technical Bulletin 1.1.1.19](#))
 - Dec 23 – Install
 - Dec 29 – SYSW VRF ([Technical Bulletin 1.1.1.17](#))
 - Jan 5 – SYSW VLAN ([Technical Bulletin 1.1.1.18](#))
 - Jan 27 - Go Live (Technical Bulletin pending)

CTS Move Phase 1

CTS Servers

Messaging

Security

Telephony

Network (WAN)

Mainframe



Data Migrations

Recent:

- Completed ACSLS migration (11/23)

Upcoming:

- FamLink (data associated with A la Carte servers) – working with customer to finalize schedule for December
- NAS (CFC and DES) – migration scheduled for January 11th (Reference [Technical Bulletin 13.1.3.11](#))
- **NOTE:** CTS is targeting a return shipment of all gear to EMC by end of January (Reference [Technical Bulletin 13.1.3.12](#))



CTS Move Phase 2

Recent:

- Draft documents were developed by the team... (Risk Assessment, Investment Plan, Project Charter, Migration Guide, FAQs, migration order criteria, etc).
- Draft Move Vendor RFP was developed by the team.

Upcoming:

- Continue to work draft documents towards final revision.
- Review Risk Assessment with OCIO.
- Finalize the Move Vendor RFP.



SDC Colocation Services

Recent:

- Developed draft Colocation Service definitions
- Developed draft On-boarding Processes & Procedures
- Assisted with CTS Move Phase 2 planning and start-up

Upcoming:

- Finalize On-boarding Processes & Procedures
- Develop Operational Procedures for the Service
- Continue to assist CTS Move Phase 2 planning
- Develop Cost Models (existing/migrating customers and new)
- Finalize and Publish service to CTS Service Catalog



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

No Change



CTS Private Cloud Status

- **Cloud**

Recent:

- Set up 6.0 BETA in lab environment
- Hosted a hands-on experience with 6.0 BETA software on 12/9 that included customers from UTC, DOR, DFW, DSHS, ECY, LNI, and ESD

Upcoming:

- Finalize SOW for the 6.0 General Availability (GA) software
- Install and configure the 6.0 GA software
- 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 > Dec. 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

- ☑ State Data Center projects
- ☑ Customer Readiness
- ☑ Background
- ☑ Status Report Archive
- ☑ Meetings
- ☑ Migration Calendar
- ☑ Archived Updates

December 2013

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1)	2)	3) CTS Move Phase 1 - Security: SAW PROD (1)	4)	5) Firewall - Group 24	6)	7)
8)	9)	10) CTS Move Phase 1 - Security: SAW PROD (2)	11)	12) CTS Move Phase 1 - Security: Oracle DB (1) CTS Move Phase 1 - Security: EFP VLAN	13) CTS Move Phase 1 - Security: Oracle DB (2)	14)
15)	16) CTS Move Phase 1 - Security: Oracle DB (3)	17) CTS Move Phase 1 - Security: Fortress PROD	18)	19) CTS Move Phase 1 - Security: EFP/ICA PROD	20)	21)
22) CTS Move Phase 1 - Mainframe: IBM SYSK VRF	23)	24)	25)	26)	27)	28)
29) CTS Move Phase 1 - Mainframe: IBM SYSW VRF	30) CTS Move Phase 1 - Mainframe: UNISYS (TEST)	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

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 "Recent News" section with the date "October 23, 2013". The news items include:

- Network and Firewalls:** Recently the CTS team successfully migrated the PGN VRF from OB2 to the SDC. Other high-level accomplishments include:
 - Of the 94 firewalls initially identified that 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.
- CTS Move Phase 1:** All physical and virtual CTS Messaging servers that support the Shared Services Email environment have been migrated to the SDC as well as all virtual and physical migrations for LNI. Other high level accomplishments include:
 - 104 of 111 physical servers have been moved.
 - 335 of 372 virtual servers have been moved.
- Data Migrations:** The Storage project is continuing to support data migrations to the new VMAX. So far the Unisys Mainframe, IBM Mainframe, FamLink UAT PROD, LNI MSAR, JINX QA/Prod and TSM have all been completed. Next step is ACSLS, FamLink (data associated with A la carte servers) and NAS (CFC). After all migrations are complete the team will return the gear to EMC.

Below the news section, there are contact details for project sponsors and managers, and a "BUDGET: SDC Projects Spending Plan" section with two bar charts. The first chart is titled "SDC Projects Lifecycle Budgets and Actuals" and the second is "Approved Investment Plans Implementation Budgets and Actuals".

On the right side of the page, there is an "Important Links" sidebar with links to Home, Customer Readiness, Background, Status Report Archive, Meetings, Migration Calendar, and Archived Updates.

At the bottom right, there is a "STATUS: Current Status Report" table:

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 **January 23rd** , 2:00 – 3:00 p.m.

2014 Dates - 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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