



AGENDA

Consolidated Technology Services • WA

State Data Center Agency Implementation Coordinator Meeting

January 23, 2014

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 – 2:25	Update on SDC Projects	Heidi Brownell
2:25-2:45	Customer Migration Projects	Steve Lovaas
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*

January 23, 2014



Agenda

- Welcome – Introductions/Review Agenda
- 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
- Customer Communications Update
- Q&A

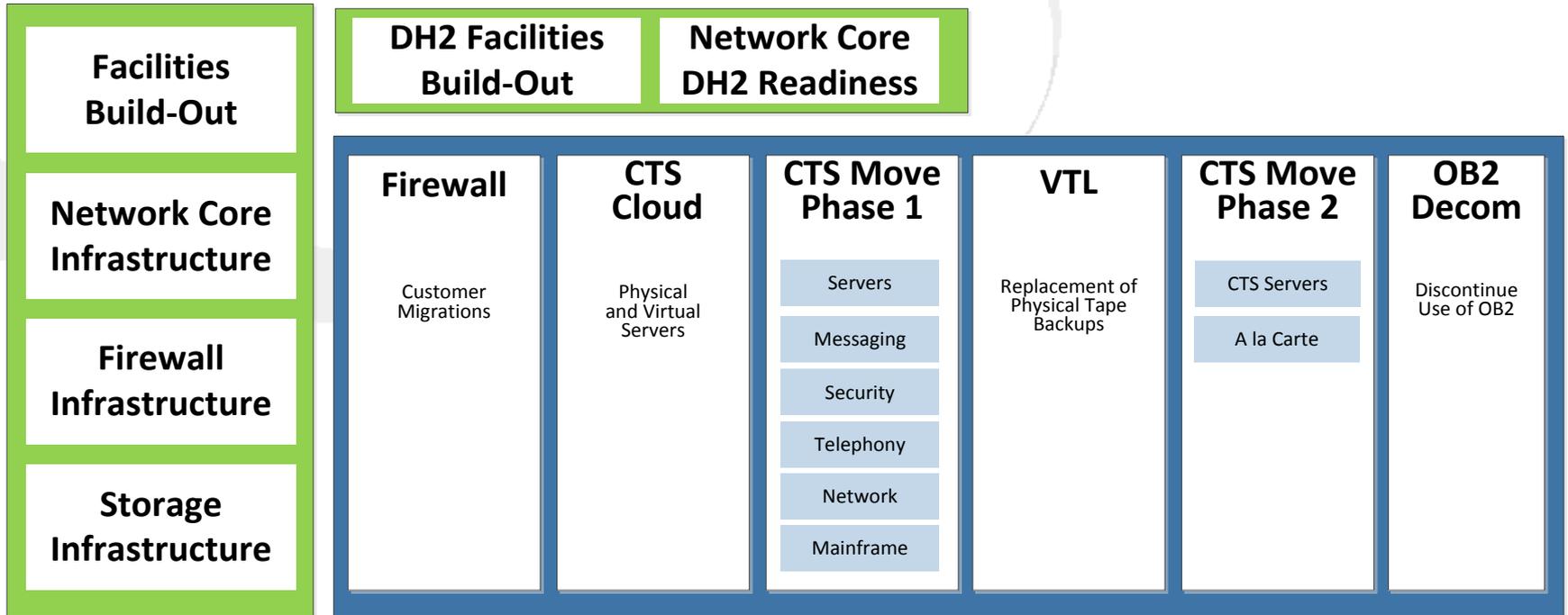


SDC Projects



SDC Projects Underway

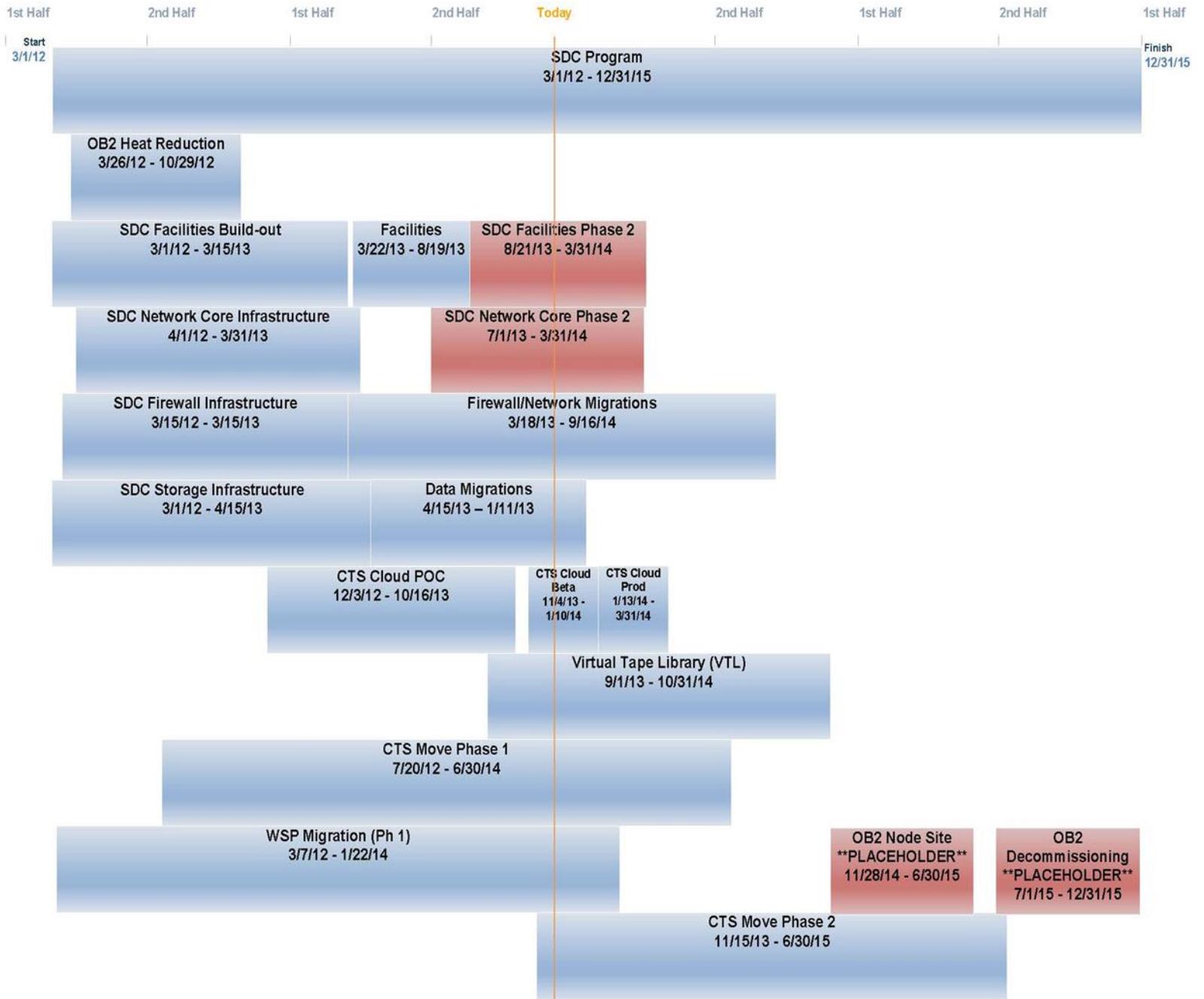
SDC Infrastructure Readiness



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 install of DH1 enclosures

Upcoming:

- Place order for DH2 enclosures
- Procure backbone and structured cabling
- Complete Final SDC Policies and Procedures - Space Management



SDC Network Core Phase 2 Project



SDC Network Core Phase 2

Recent:

- Completed Design Decision
- Completed BOM
- Requested quotes

Upcoming:

- Install end of row switches to prepare for customer migrations



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

Recent:

- Provided “sandbox” session for customers to preview service

Upcoming:

- Finalize SOW for the 6.0 General Availability (GA) software
- Install and configure the 6.0 GA software in production environment
- Kick-off formal production pilot with customers



Virtual Tape Library Project



VTL Project

Recent:

- Began design discussions
- Determined procurement strategy

Upcoming:

- Complete procurement requirements
- Complete high level design



SDC Firewall Project



Firewall Migrations

Recent:

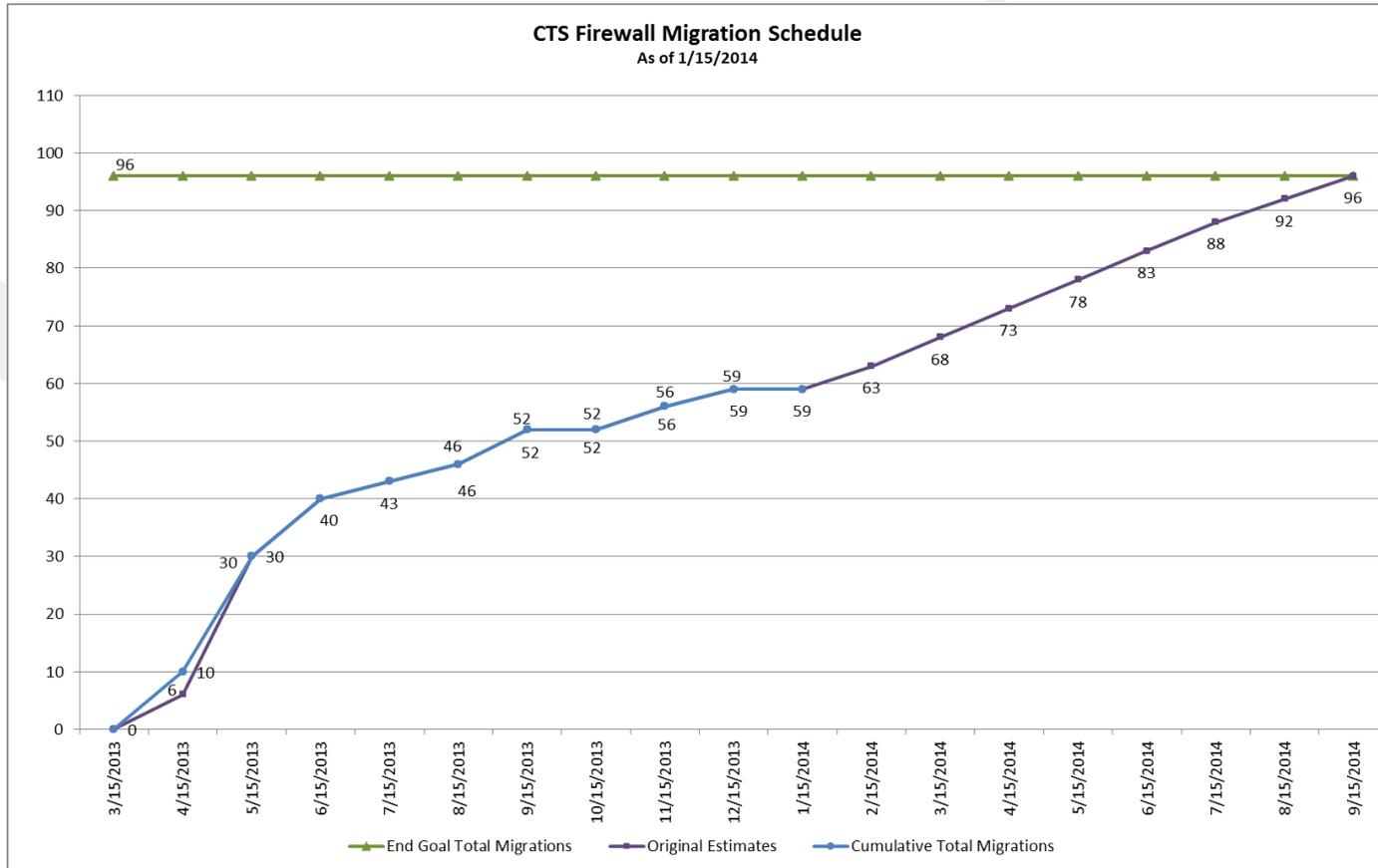
- Supported Move Phase 1 security projects
- Completed DIS Corp Firewall migration

Upcoming:

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

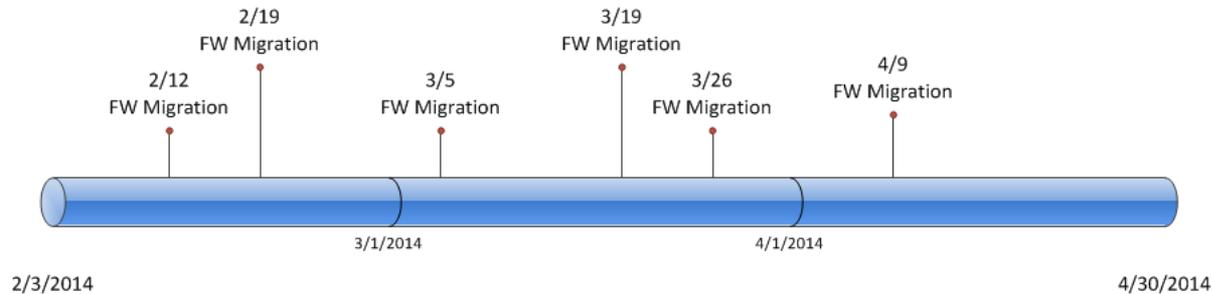


Firewall Migrations



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

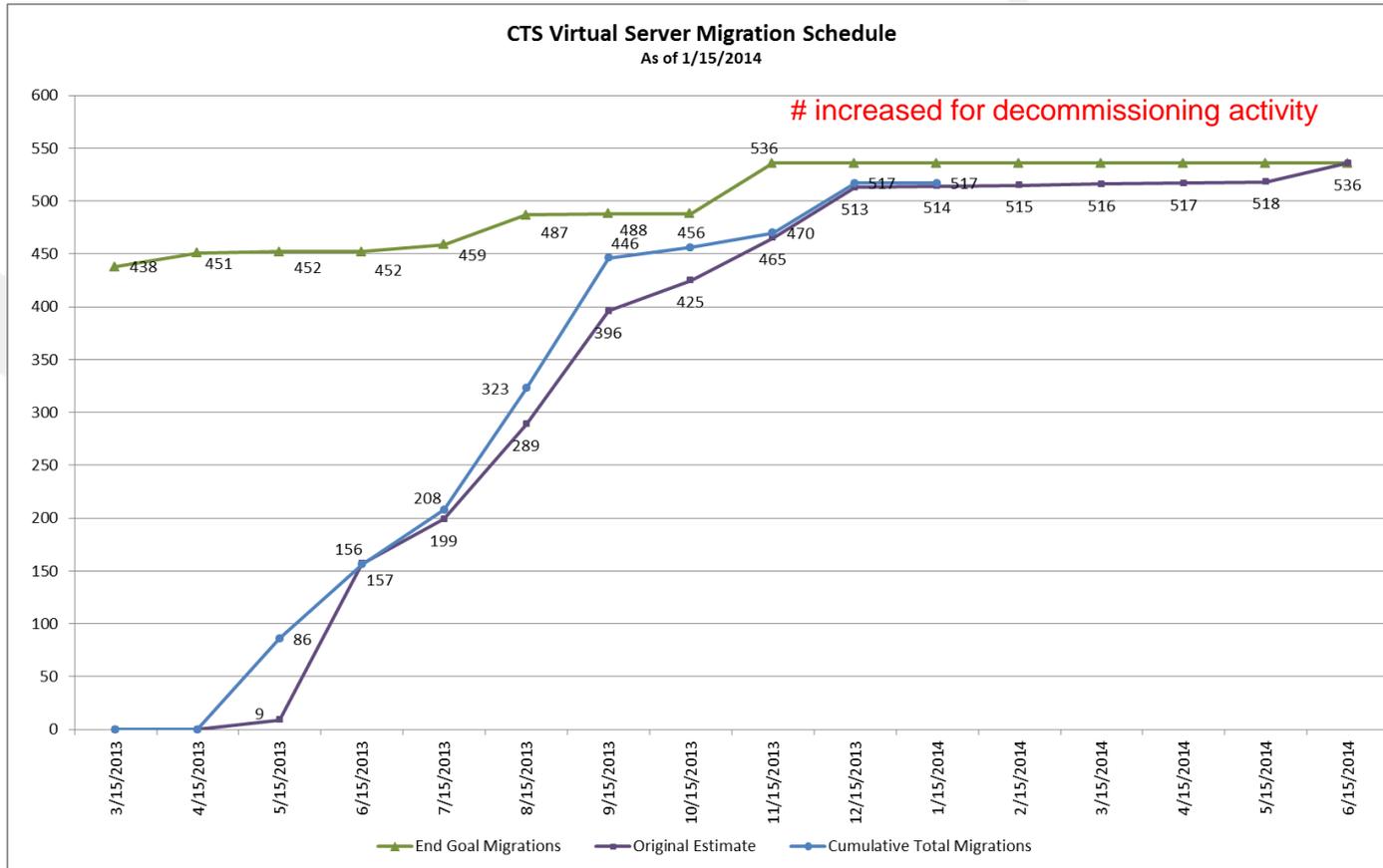
Network (WAN)

Mainframe

No Change

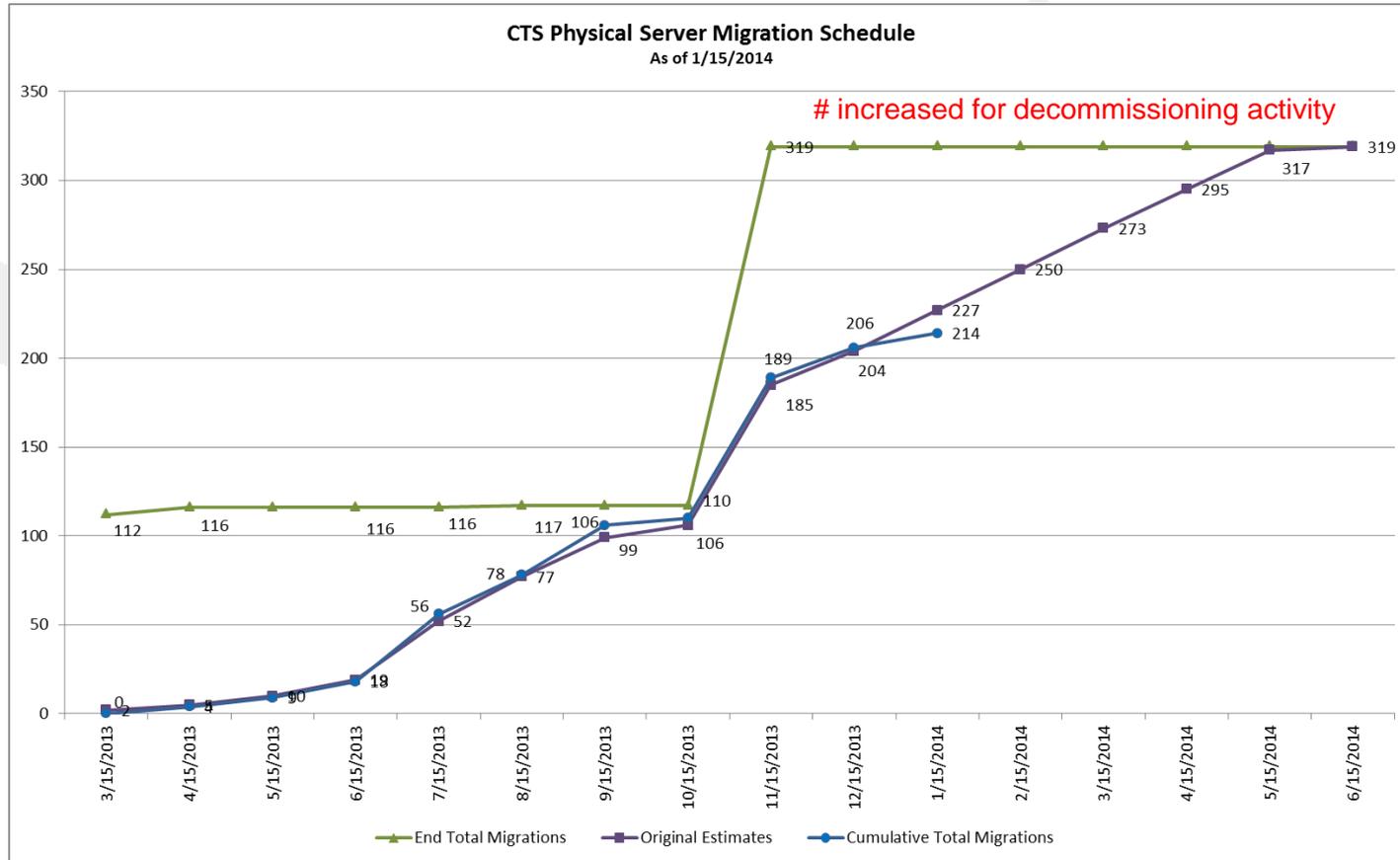


Virtual Server Moves



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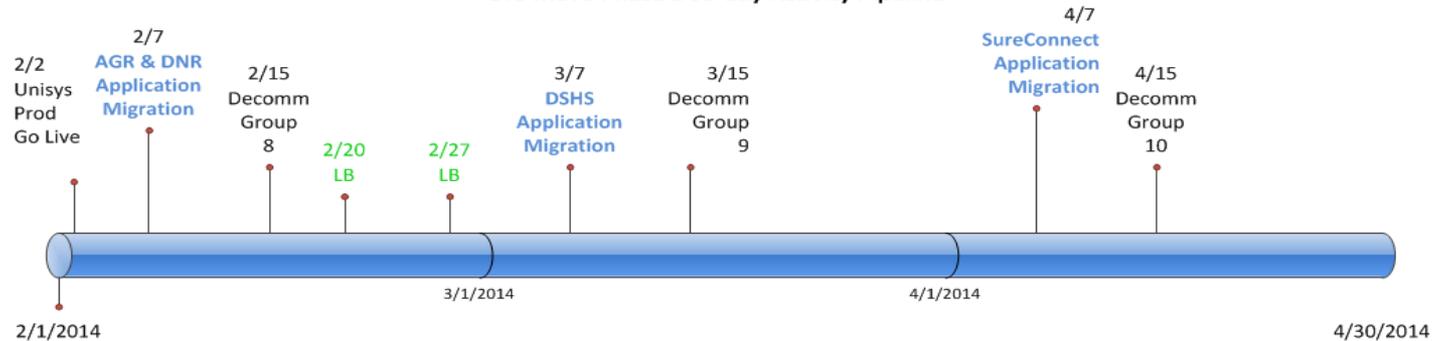
Physical Server Moves



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CTS Move Phase 1 – Next 90 Days

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:

- To be scheduled before 2/7
- DNR – Burn Line
 - AGR – Grow Line

To be scheduled before 3/7

- DSHS – DCS Statewide Call Center
- DSHS – ACS/Answerphone

To be scheduled before 4/7

- SureConnect – Call Back

Servers

- Decomm Group 8
- Decomm Group 9
- Decomm Group 10

Customer Moves

Security:

Load Balancer (LB):

- Fortress Customer Test/Port Proxies
- Fortress Production, SharePoint,....



CTS Move Phase 1 – Servers

Recent:

- Decomm Group 7 completed (7 Servers)

Upcoming:

- Decomm Group 8 & 9
- 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

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	12/13	8:00pm-12:00am
EFP VLAN*	12/12	6:00pm-7:00pm
Oracle DB	11/12	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

**GATEWAY
MIGRATIONS
COMPLETE!**

*Rescheduled

CTS Move Phase 1

CTS Servers

Messaging

Security

Telephony

Network (WAN)

Mainframe



The IT partner of choice for agencies in Washington state

CTS Move Phase 1 – Security

CTS Load Balancing

Recent:

- Reviewed application migration strategy and order

Upcoming:

- Tentative: Feb 20th Fortress Customer Test/Port Proxies
- Tentative: Feb 27th Fortress Production, SharePoint (CTS Internal?), Fortress Web Gateways, HRMS, Shared Web Hosting

CTS Move Phase 1

CTS Servers

Messaging

Security

Telephony

Network (WAN)

Mainframe



CTS Move Phase 1 – Security

RSA- VPN IPSEC system that securely authenticates users when working remotely.

The RSA Project :

- Is undergoing a substantial upgrade to bring the system into the SDC
- Will provide users self-administration of the RSA tokens.

Recent:

- Project kick-off complete



CTS Move Phase 1

CTS Servers

Messaging

Security

Telephony

Network (WAN)

Mainframe



CTS Move Phase 1 – Security

RSA cont...

Upcoming:

- Develop schedule and plan for migration
- Reach out to agencies who use RSA to authenticate into internal systems and work to upgrade the current RSA Authentication Agent



CTS Move Phase 1

CTS Servers

Messaging

Security

Telephony

Network (WAN)

Mainframe



CTS Move Phase 1 – Security

SSL VPN

Recent:

- Continuing work with CTS Pilot
- Identified other agencies who use unique features with SSL and may want to pilot
- Reached out to additional customers

Upcoming:

- By March have a go/no go decision

CTS Move Phase 1

CTS Servers

Messaging

Security

Telephony

Network (WAN)

Mainframe



CTS Move Phase 1 – Telephony

Recent:

- Voice Portal Migration:
DOL - Driver's Line

Upcoming:

- Voice Portal Migrations:
AGR – Grow Line
DNR - Burn Line
Lottery – Winning Numbers
DSHS – DCS Statewide Call Center & ACS/Answerphone
- IVRU Migration:
HCA

CTS Move Phase 1

CTS Servers

Messaging

Security

Telephony

Network (WAN)

Mainframe



CTS Move Phase 1 – Mainframe

Recent:

- Moved and installed Unisys TEST and DEV machines

Upcoming:

- Key Unisys Dates (Reference [Technical Bulletin 3.0.29](#))
 - 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:

- New IBM mainframe received and installed
- Implemented SYSK & SYSW VRF
- Performed Network Consolidation for LNI & DOC

Upcoming:

- Key IBM Dates
 - Jan 26 - Go Live ([Technical Bulletin 1.1.1.20](#))

CTS Move Phase 1

CTS Servers

Messaging

Security

Telephony

Network (WAN)

Mainframe



Data Migrations

Recent:

- Completed FamLink migration (1/10) – note: data associated with A la Carte servers

Upcoming:

- NAS – working with vendor and customers (CFC & DES) to reschedule migrations during week of 1/27
- **NOTE:** CTS is targeting a return shipment of all gear to EMC (Reference [Technical Bulletin 13.1.3.12](#))



CTS Move Phase 2

Recent:

- Continued work on project documentation
- Continued work on Move Vendor RFP

Upcoming:

- Finalize project documents
- Review Risk Assessment with OCIO
- Finalize the Move Vendor RFP
- Reach out to customers in OB2 to develop high level schedule



Customer Communications



AIC Meeting Feedback

Thank you for your feedback regarding the AIC meetings. We appreciate the positive feedback and will try to incorporate all your great suggestions into future meetings.



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

[CTS Home](#)
[Cloud Based Email Collaboration](#)
[Shared Services Email](#)
[State Data Center](#)

[Home](#) > [Projects](#) > [State Data Center](#) > [Jan. 2014 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](#)

January 2014

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
			1)	2)	3)	4)
5)	6)	7) CTS Move Phase 1 - Security: EFP- Customer TEST	8) CTS Move Phase 1 - Security: XEN	9) CTS Move Phase 1- Security: EFP PROD	10)	11)
12)	13) CTS Move Phase 1 - Mainframe: UNISYS (DEVL)	14)	15)	16) Data Migration - NAS Gateway (CFC)	17)	18) Data Migration - NAS Gateway (DES)
19) CTS Move Phase 1 - Mainframe: IBM SYSW VLAN	20)	21)	22) Firewall - Group 25	23)	24)	25)
26) CTS Move Phase 1 - Mainframe: IBM	27) CTS Move Phase 1 - Mainframe: UNISYS (PROD)	28)	29) Firewall - Group 26	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.

[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 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 search bar and navigation tabs for Home, Products and Services, and Projects. The main content area is titled "State Data Center Projects" and includes a date stamp of December 23, 2013. It features several sections: "Network and Firewalls" with a recent migration update, "CTS Move Phase 1" listing high-level accomplishments such as server migrations, "Data Migrations" detailing storage project progress, and contact information for project sponsors. On the right, an "Important Links" sidebar provides quick access to Home, Customer Readiness, Background, Status Report Archive, Meetings, Migration Calendar, and Archived Updates. Below the main text, there are two columns of content: "BUDGET: SDC Projects Spending Plan" which includes two bar charts comparing lifecycle budgets and approved investment plans, and "STATUS: Current Status Report" which is a table with columns for Scope, Sched, and Budget, showing progress for various SDC projects.

SDC Projects	Scope	Sched	Budget
SDC Program	●	●	●
OB2 Heat Reduction			(completed)
SDC Facilities			(completed)
SDC Network Core			(completed)
SDC Firewall Infrastructure			(completed)
SDC Storage Infrastructure			(completed)
SDC Cloud Utility	●	●	●
CTS Move Phase 1	●	●	●
Virtual Tape Library	●	●	●
SDC Facilities Phase 2	●	●	●
SDC Network Core Phase 2	●	●	●
SDC Move Phase 2	●	●	●
OB2 Node Site	●	●	●
OB2 Decommissioning	●	●	●



Q&A



Next Meeting

Our next meeting will be **February 27th** , 2:00 – 3:00 p.m.

2014 Dates - 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
Steve.Lovaas@cts.wa.gov 360.407.8723

