



AGENDA

Consolidated Technology Services • WA

State Data Center Agency Implementation Coordinator Meeting

March 27, 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*

March 27, 2014



Agenda

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

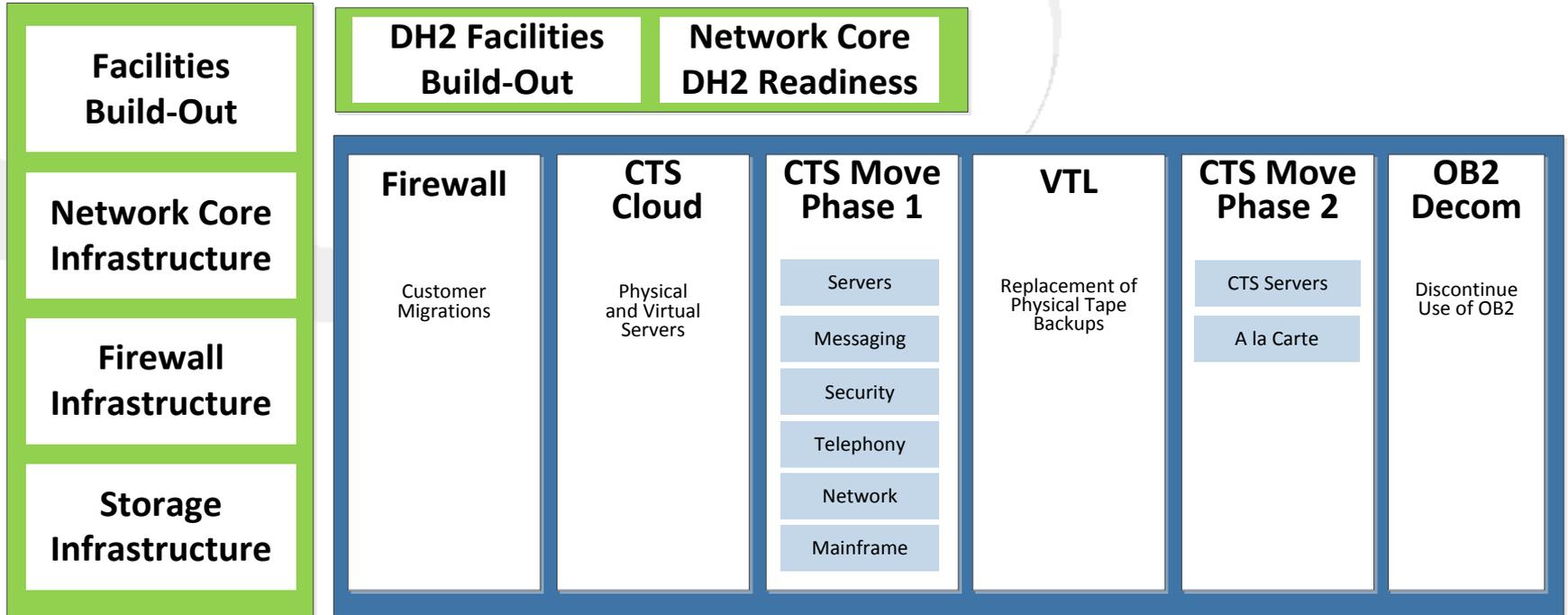


SDC Projects



SDC Projects Underway

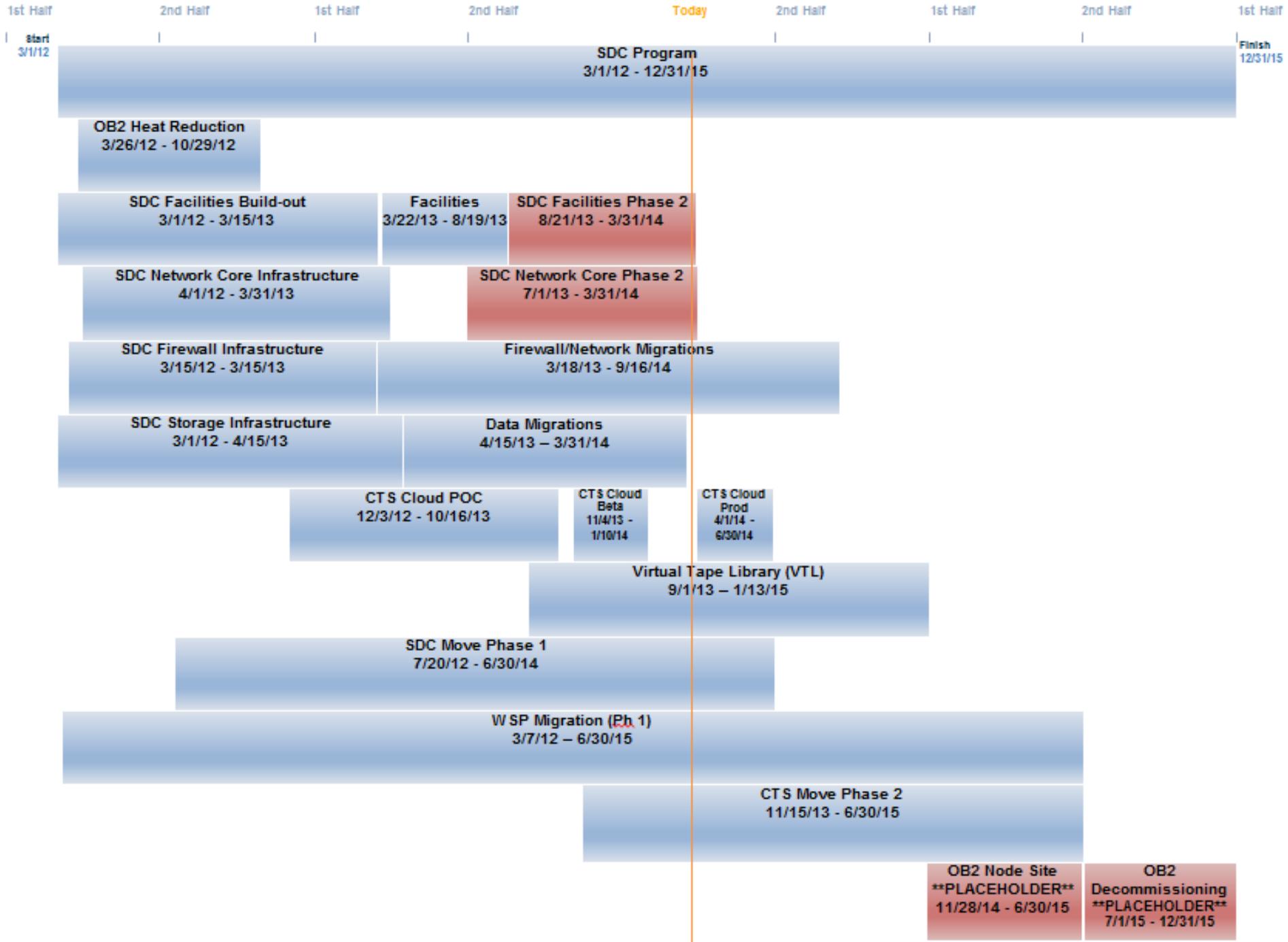
SDC Infrastructure Readiness



OB2 → SDC Migrations



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1st Half

2nd Half

1st Half

2nd Half

Today

2nd Half

1st Half

2nd Half

1st Half

Start
3/1/12

Finish
12/31/15

SDC Program
3/1/12 - 12/31/15

OB2 Heat Reduction
3/26/12 - 10/29/12

SDC Facilities Build-out
3/1/12 - 3/15/13

Facilities
3/22/13 - 8/19/13

SDC Facilities Phase 2
8/21/13 - 3/31/14

SDC Network Core Infrastructure
4/1/12 - 3/31/13

SDC Network Core Phase 2
7/1/13 - 3/31/14

SDC Firewall Infrastructure
3/15/12 - 3/15/13

Firewall/Network Migrations
3/18/13 - 9/16/14

SDC Storage Infrastructure
3/1/12 - 4/15/13

Data Migrations
4/15/13 - 3/31/14

CTS Cloud POC
12/3/12 - 10/16/13

CTS Cloud Beta
11/4/13 - 1/10/14

CTS Cloud Prod
4/1/14 - 6/30/14

Virtual Tape Library (VTL)
9/1/13 - 1/13/15

SDC Move Phase 1
7/20/12 - 6/30/14

W SP Migration (Ph. 1)
3/7/12 - 6/30/15

CTS Move Phase 2
11/15/13 - 6/30/15

OB2 Node Site
PLACEHOLDER
11/28/14 - 6/30/15

OB2 Decommissioning
PLACEHOLDER
7/1/15 - 12/31/15

SDC Facilities Phase 2 Project



SDC Facilities Phase 2

Recent:

- Continued work to ready Data Hall 2 equipment enclosures, cabling pathways/conduit and power infrastructure.

Upcoming:

- Complete Data Hall 2 readiness
- Support SDC Customer Migrations activities



SDC Network Core Phase 2 Project



SDC Network Core Phase 2

Recent:

- Completed configuration and installation of existing equipment for 4 end of rows
- Approved elevations for DH1
- Received purchased equipment

Upcoming:

- Begin configuration and installation of purchased equipment



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:

- Continued to negotiate contract documents

Upcoming:

- Complete contract paperwork (ELA, EULA, SOW)
- Work with VMware consultant on production design
- Install and configure the 6.0 GA software in production environment
- Begin developing Cloud Readiness Guide
- Kick-off formal production pilot with customers



Virtual Tape Library Project



VTL Project

Recent:

- Completed High Level Design
- Met with Network and Security teams to review high level design
- Worked RFP requirements

Upcoming:

- Schedule Security Design Discussion
- Continue to develop RFP



SDC Firewall Project



Firewall Migrations

Recent:

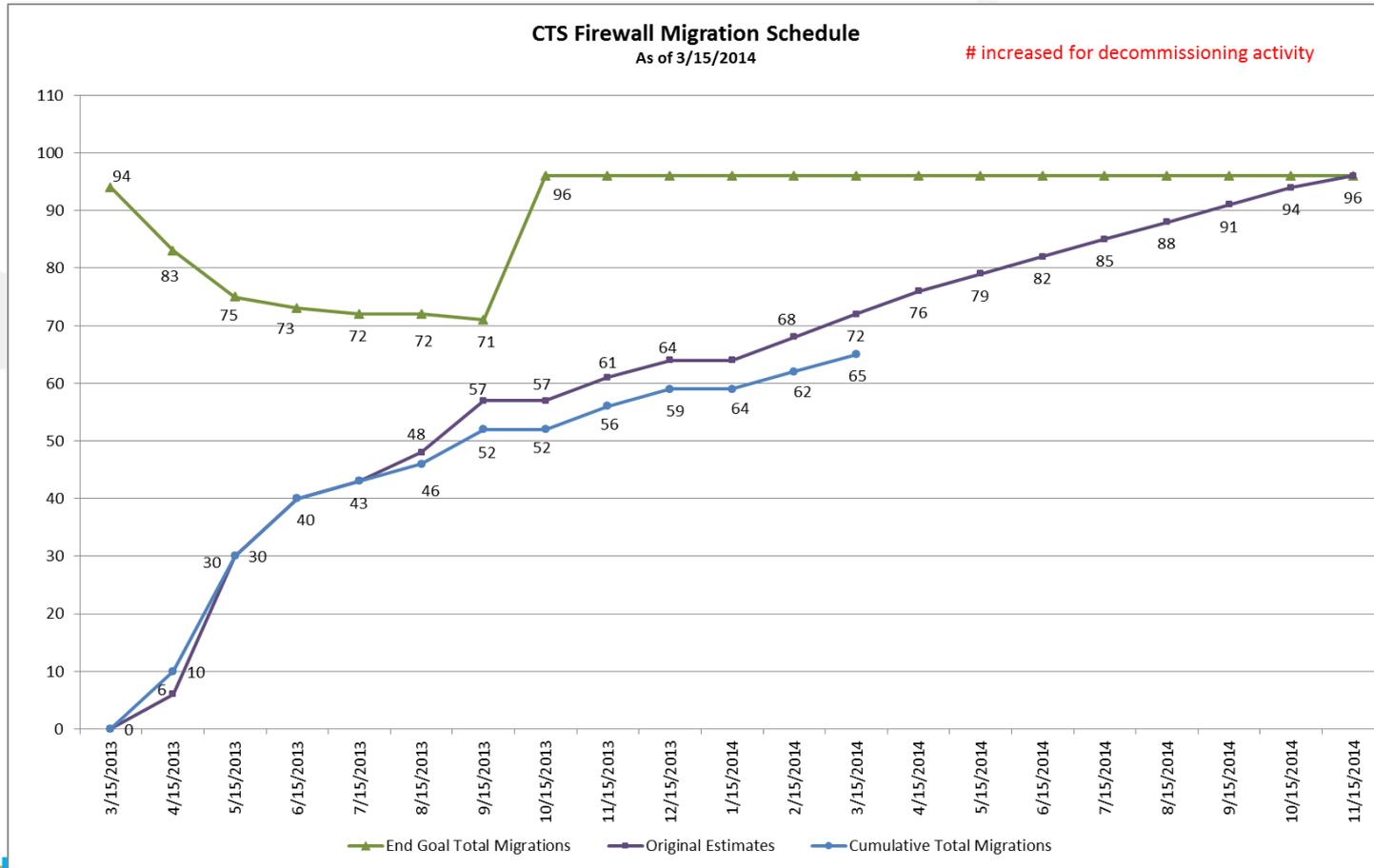
- Completed 3 firewall migrations

Upcoming:

- Continue data mapping and planning to support upcoming firewall migrations
 - Firewall HRMS - scheduled
 - DEL (new) - scheduled
 - Firewall Exchange - scheduled
- Continue to 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

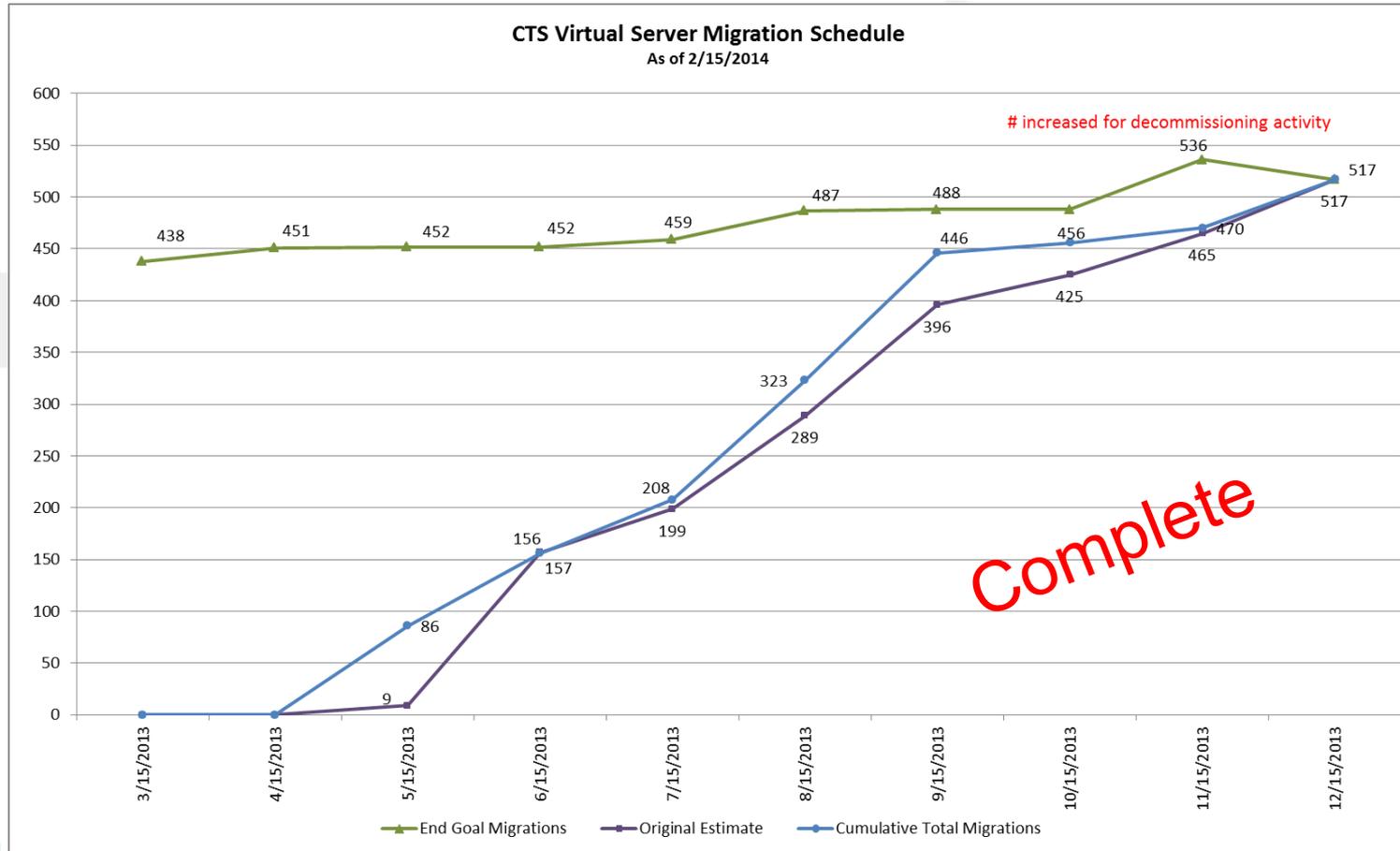
Network (WAN)

Mainframe

No Change

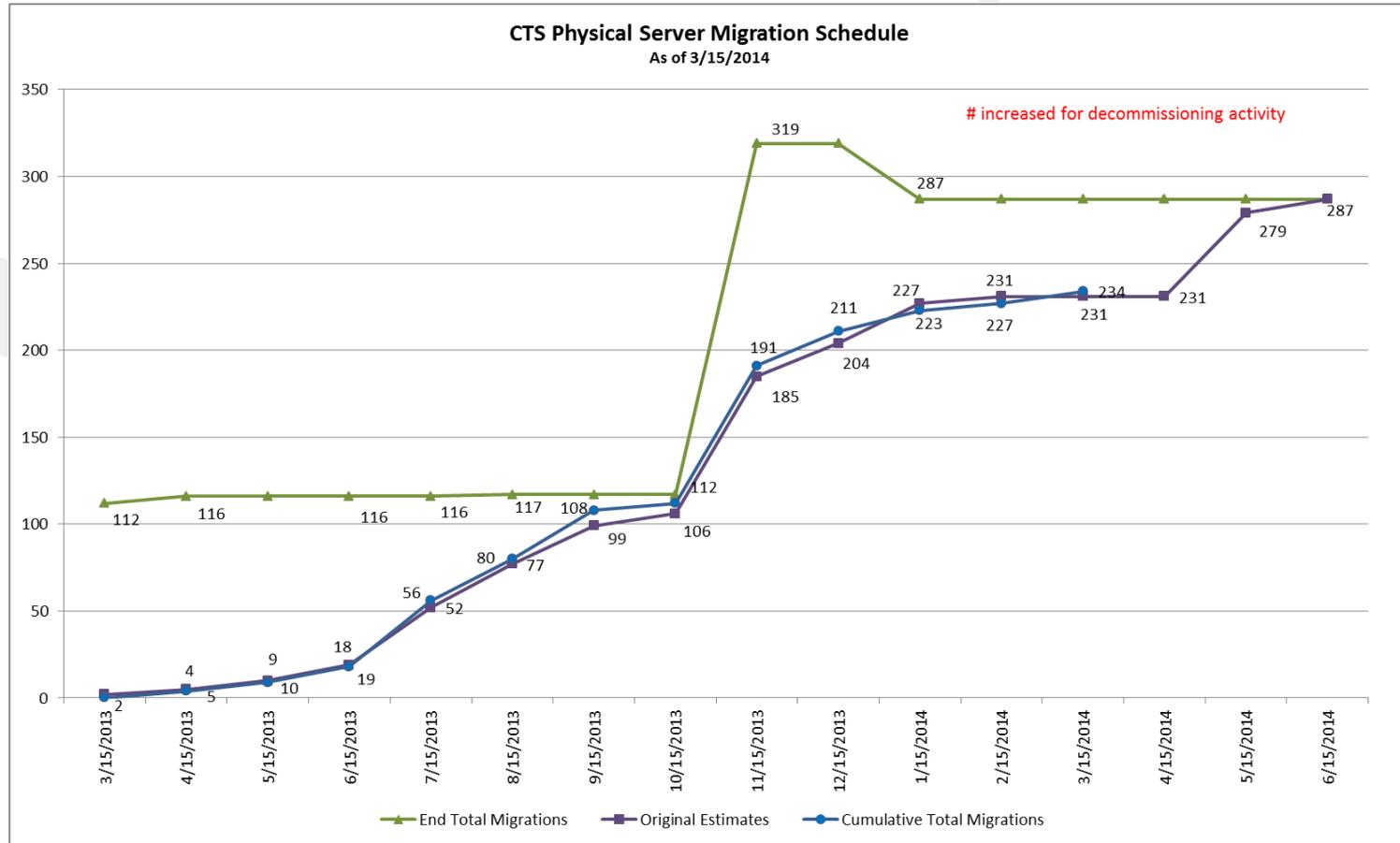


Virtual Server Moves



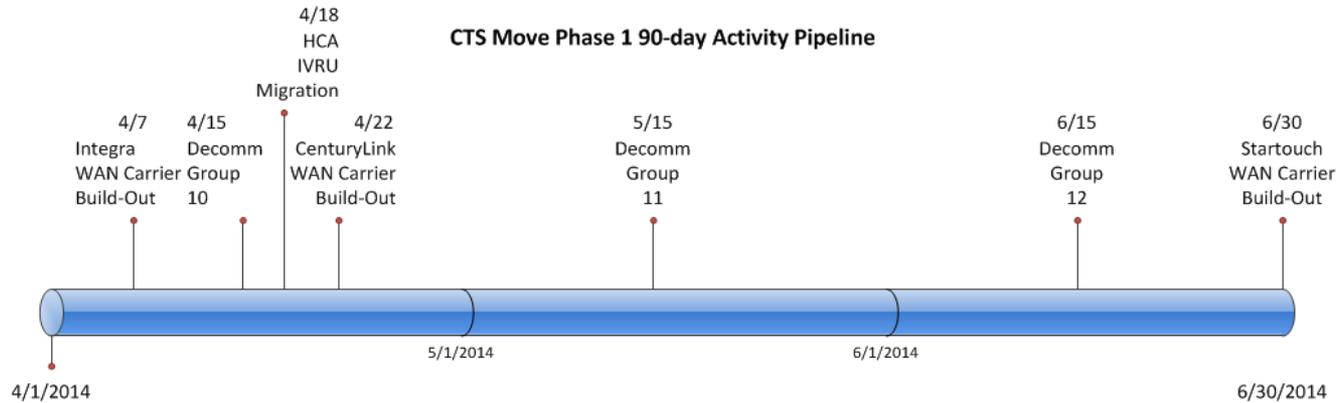
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Physical Server Moves



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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.

Customer Moves

Servers

- Decomm Group 10
- Decomm Group 11
- Decomm Group 12

WAN Carrier Build-Out

- Integra
- CenturyLink QMOE
- Startouch

Telephony

- HCA IVRU Migration



CTS Move Phase 1 – Servers

Recent:

- Decomm Group 9 completed

Upcoming:

- Decomm 10 & 11 upcoming
- 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

CTS Load Balancing

Recent:

- Exchange to F5 on 3/23 was postponed. It will be rescheduled.

Upcoming:

- Migrating SAW to F5 tonight - [Technical Bulletin 11.1.149](#)

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:

- Received quote from Vendor on training



CTS Move Phase 1

CTS Servers

Messaging

Security

Telephony

Network (WAN)

Mainframe



CTS Move Phase 1 – Security

RSA cont...

Upcoming:

- Reach out and coordinate with customers to reconfigure their authentication agents
- Schedule training for CTS and other agency Service Desks



CTS Move Phase 1

CTS Servers

Messaging

Security

Telephony

Network (WAN)

Mainframe



CTS Move Phase 1 – Security

SSL VPN

Recent:

- Documenting business requirements

Upcoming:

- Determine next steps by April 2014

CTS Move Phase 1

CTS Servers

Messaging

Security

Telephony

Network (WAN)

Mainframe



CTS Move Phase 1 – Telephony

Recent:

- Voice Portal Migrations:
 - DSHS – DCS Statewide Call Center & ACS/Answerphone
 - SureConnect ESD & DSHS ACS

Upcoming:

- IVRU Migration for HCA

CTS Move Phase 1

CTS Servers

Messaging

Security

Telephony

Network (WAN)

Mainframe



CTS Move Phase 1 – WAN

Recent:

- Planning install requirements for CenturyLink and Integra in the provider space

Upcoming:

- Integra (Ethernet) and CenturyLink QMOE scheduled to be in new provider space in April
- Prioritizing remaining WAN Carriers for migration to the SDC (some will move to SDC Move Ph2)

CTS Move Phase 1

CTS Servers

Messaging

Security

Telephony

Network (WAN)

Mainframe



SDC Move Phase 2

Recent:

- Completed initial customer calls identifying early/middle/late
- Held customer migration kick-off meetings for DRS & WSTIP
- Scheduled customer migration kick-off meetings for ESD & DSHS

Upcoming:

- Conduct next set of customer migration kick-off meetings
- Begin weekly customer meetings with DRS and WSTIP
- Schedule next set of customer migration kick-off meetings
- Evaluating next steps for Move Ph2 Vendor



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 Guides are 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 > Mar. 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

March 2014

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
						1)
2)	3)	4)	5) Firewall - Group 28	6)	7)	8)
9)	10)	11)	12) CTS Move Phase 1 - Telephony: DSHS ACS	13)	14) CTS Move Phase 1 - Telephony: ES IVR	15)
16)	17)	18)	19)	20) CTS Move Phase 1 - Telephony: DSHS DCS	21)	22) Firewall - Group 29
23) CTS Move Phase 1 - Security: Load Balancer (Exchange 2010)	24)	25)	26) CTS Move Phase 1 - Telephony: DSHS IVR TSM Changes for Firewall Migrations <ul style="list-style-type: none"> VLAN & IP Changes Dedicated Connections 	27) CTS Move Phase 1 - Security: Load Balancer (SAW)	28)	29)
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 Project Website

The [SDC Projects](#) website provides current information about the status of the projects.

See also: [Customer Readiness website](#)

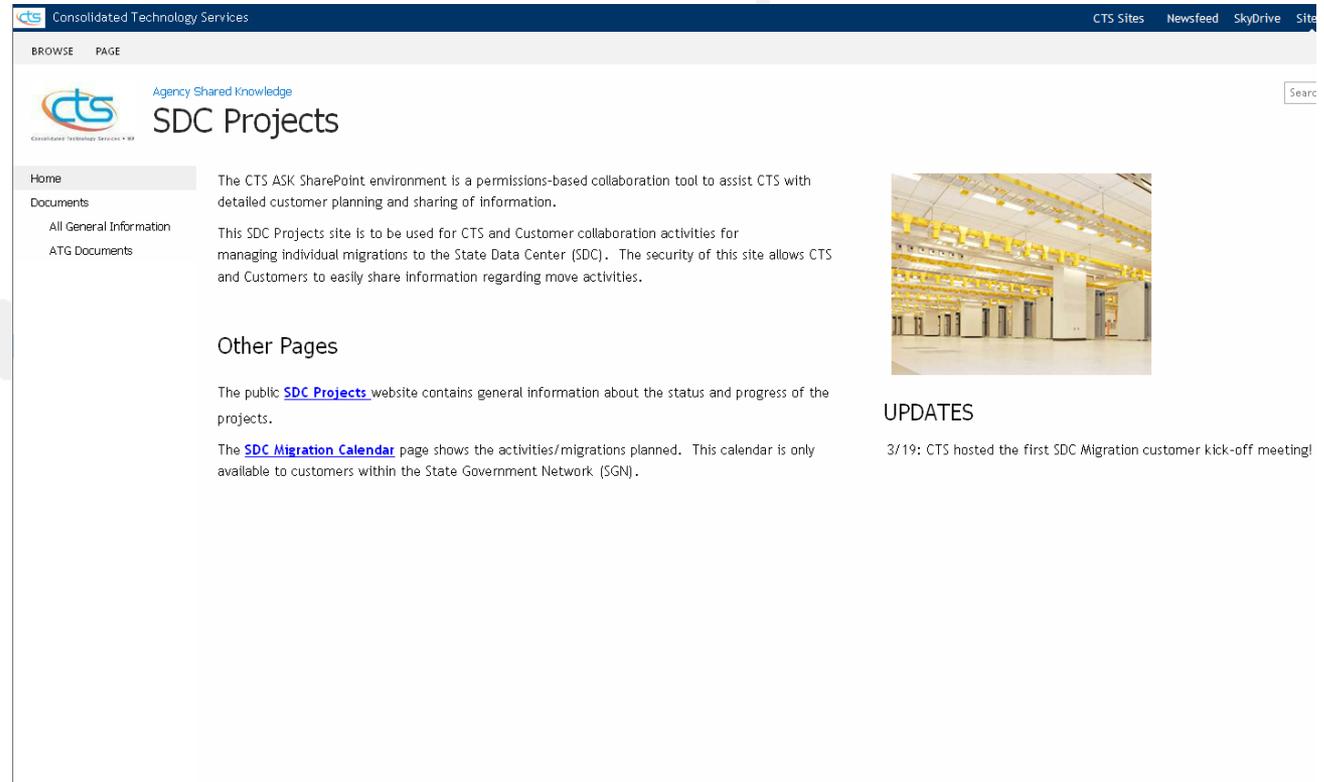
The screenshot shows the SDC Project Website interface. At the top, there is a search bar and navigation links for Home, Products and Services, and Projects. Below the navigation, there are links for Cloud Based Email Collaboration, Shared Services Email, and State Data Center. The main content area is titled "State Data Center Projects" and includes a date "February 12, 2014". The primary news item is "SDC Move Phase 2", which states that planning work is underway and the project will pick up where the SDC Move Phase 1 project leaves off. It mentions that the project is scheduled to complete by June 30, 2015, in support of the SDC Plan Update. Below this, there is a section for "SDC Move Phase 1" congratulating the CTS Mainframe team for their successful migration. A list of contact information for project sponsors and managers is provided. To the right, there is an "Important Links" sidebar with links to Home, Customer Readiness, Background, Status Report Archive, Meetings, Migration Calendar, and Archived Updates. Below the news, there are two main sections: "BUDGET: SDC Projects Spending Plan" and "STATUS: Current Status Report". The budget section includes two bar charts: "SDC Projects Lifecycle Budgets and Actuals" and "Approved Investment Plans Implementation Budgets and Actuals". The status report section contains a table with columns for "Scope", "Schedule", and "Budget".

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			
Migrate WSP to SDC	●	●	●



SDC Project ASK Website

The [SDC Projects ASK](#) website enables customer and CTS collaboration regarding the migrations.



The screenshot shows the 'SDC Projects' website interface. At the top, there is a navigation bar with 'Consolidated Technology Services' on the left and 'CTS Sites', 'Newsfeed', 'SkyDrive', and 'Site' on the right. Below the navigation bar, the 'BROWSE PAGE' section is visible. The main content area features the 'Agency Shared Knowledge' logo and the title 'SDC Projects'. A search box is located in the top right corner. The page is organized into several sections: 'Home' (highlighted), 'Documents' (with sub-items 'All General Information' and 'ATG Documents'), 'Other Pages', and 'UPDATES'. The 'Home' section contains a paragraph about the CTS ASK SharePoint environment. The 'Documents' section contains a paragraph about the site's purpose for managing migrations. The 'Other Pages' section contains two paragraphs: one about the public 'SDC Projects' website and another about the 'SDC Migration Calendar' page. The 'UPDATES' section features a photograph of a server room and a text update dated 3/19 stating that CTS hosted the first SDC Migration customer kick-off meeting.



Q&A



Next Meeting

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

2014 Dates - 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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