



# AGENDA

Consolidated Technology Services • WA

## State Data Center Agency Implementation Coordinator Meeting

April 24, 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	DCIM Walk-through	Jason Tarver
2:15 – 2:20	SDC Projects Overview	Heidi Brownell
2:20 – 2:30	Update on SDC Projects	Heidi Brownell
2:30 - 2:45	Update on 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 2332

# State Data Center (SDC) *Agency Implementation Coordinator Meeting*

April 24, 2014



# Agenda

- Welcome – Introductions/Review Agenda
- DCIM Walk-through
- 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



# DCIM Walk-through



# DCIM

- What is DCIM?
  - Data Center Infrastructure Management
- How does CTS use this tool?
  - MAC (moves, adds, changes) planning
    - Power capacities, floor load, air flow
  - Ongoing management of installed equipment
    - To confirm hardware locations
    - To monitor and troubleshoot
- Outputs
  - Elevations
  - Data for Apptio (management, billing, etc)



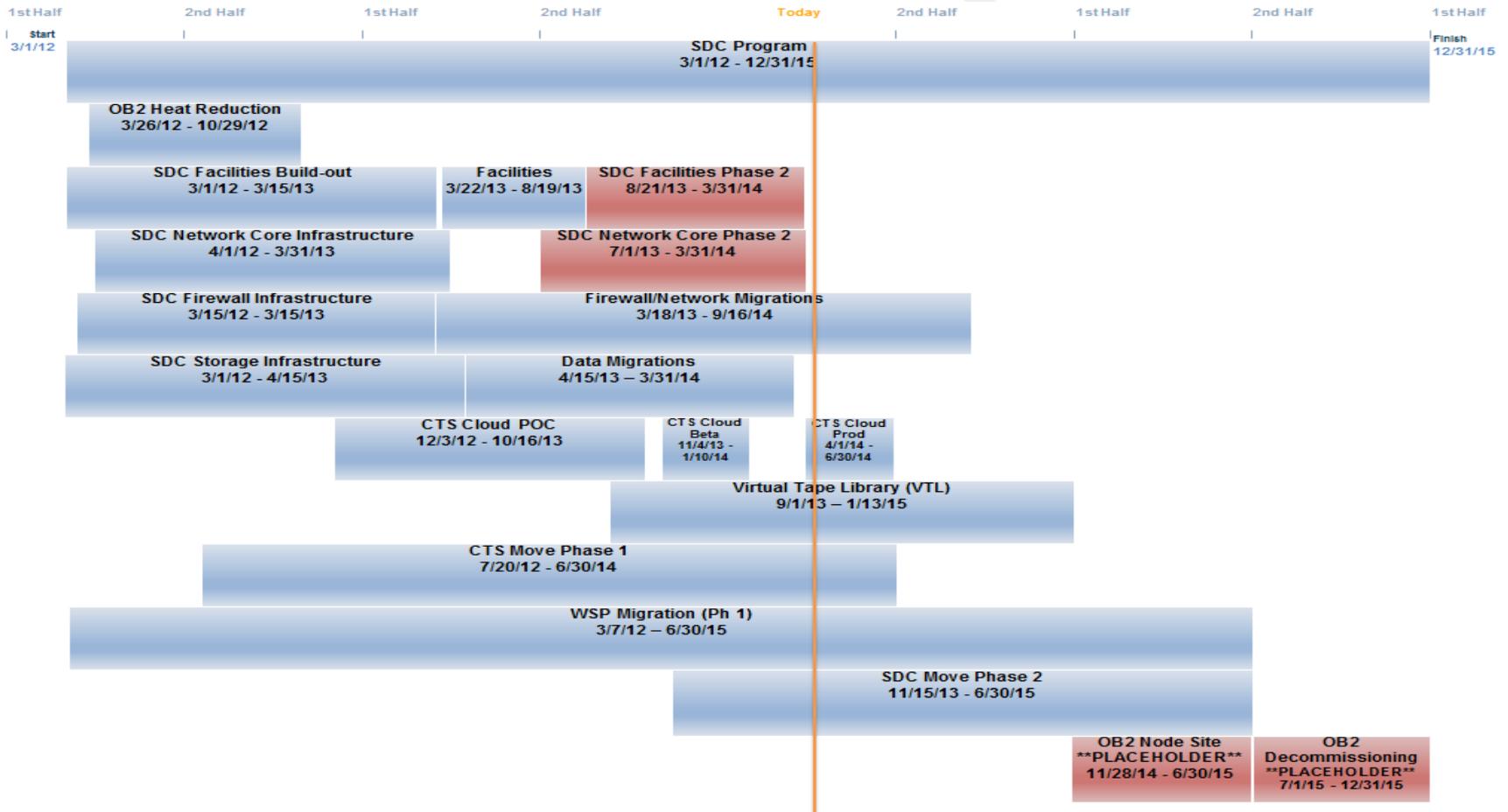
# DCIM DEMO



# SDC Projects



# SDC Projects Timeline



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



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# SDC Facilities/NWC Phase 2



# SDC Facilities/Network Core Ph 2

Recent:

- CTS has completed readiness to accept customers in the SDC.



# 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:

- Began developing Cloud Readiness Guide
- Provided Cloud Sandbox Session #4

## 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
- Kick-off formal production pilot with customers



# Virtual Tape Library



# VTL Project

## Recent:

- Continued to develop Request for Proposals (RFP)

## Upcoming:

- Release RFP



# SDC Firewall Project



# Firewall Migrations

## Recent:

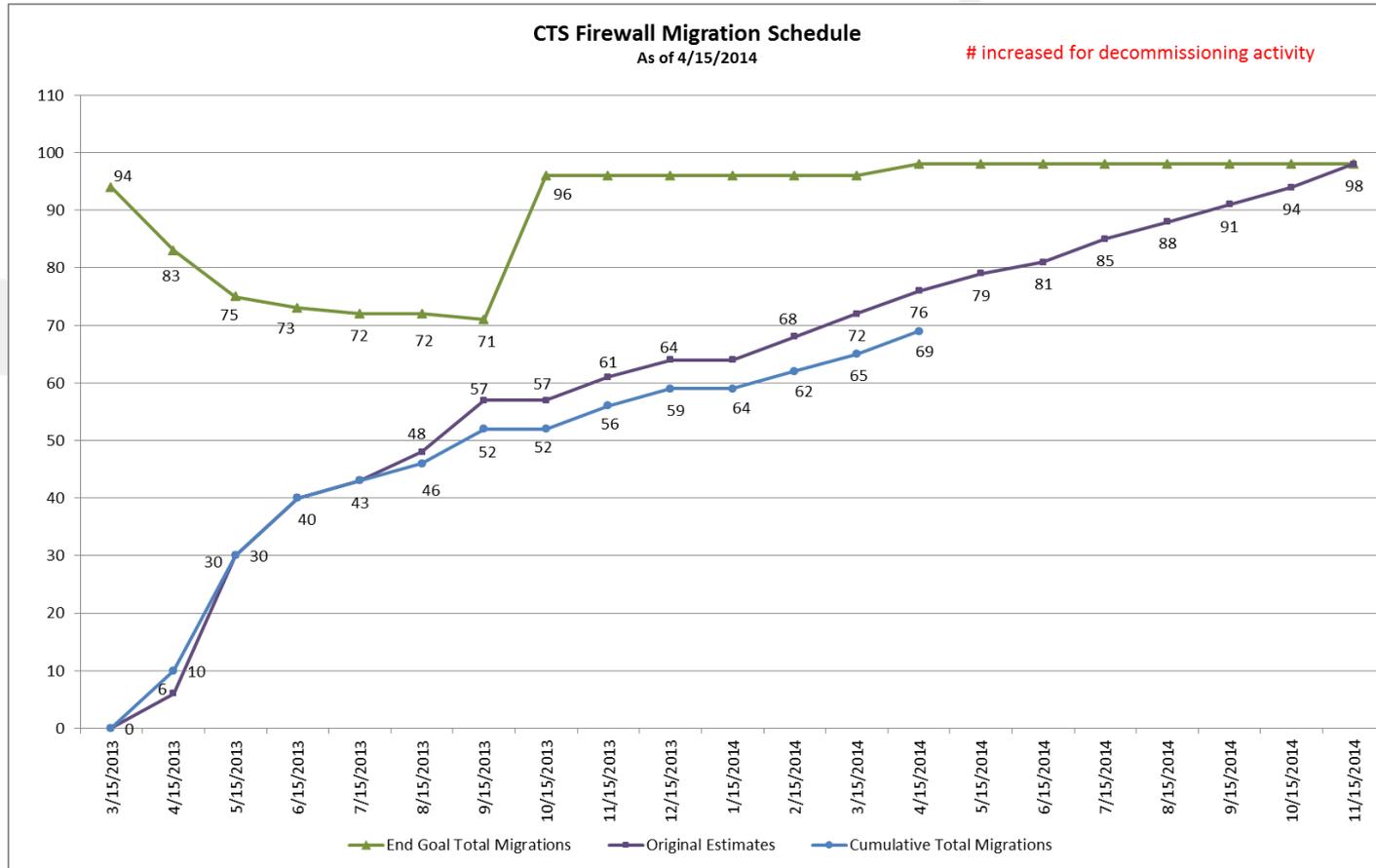
- Completed 3 firewall migrations

## Upcoming:

- Continue data mapping and planning to support upcoming firewall migrations
  - FW-EBS-Shared (Scheduled)
  - FW-FT (Scheduled)
  - FW-Exchange (Scheduled)
  - FW-SFT (Schedule TBD)
- Continue to schedule upcoming migrations



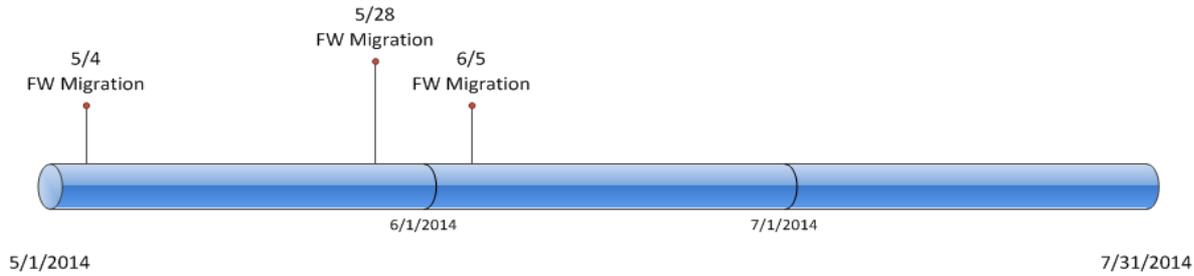
# Firewall Migrations



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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

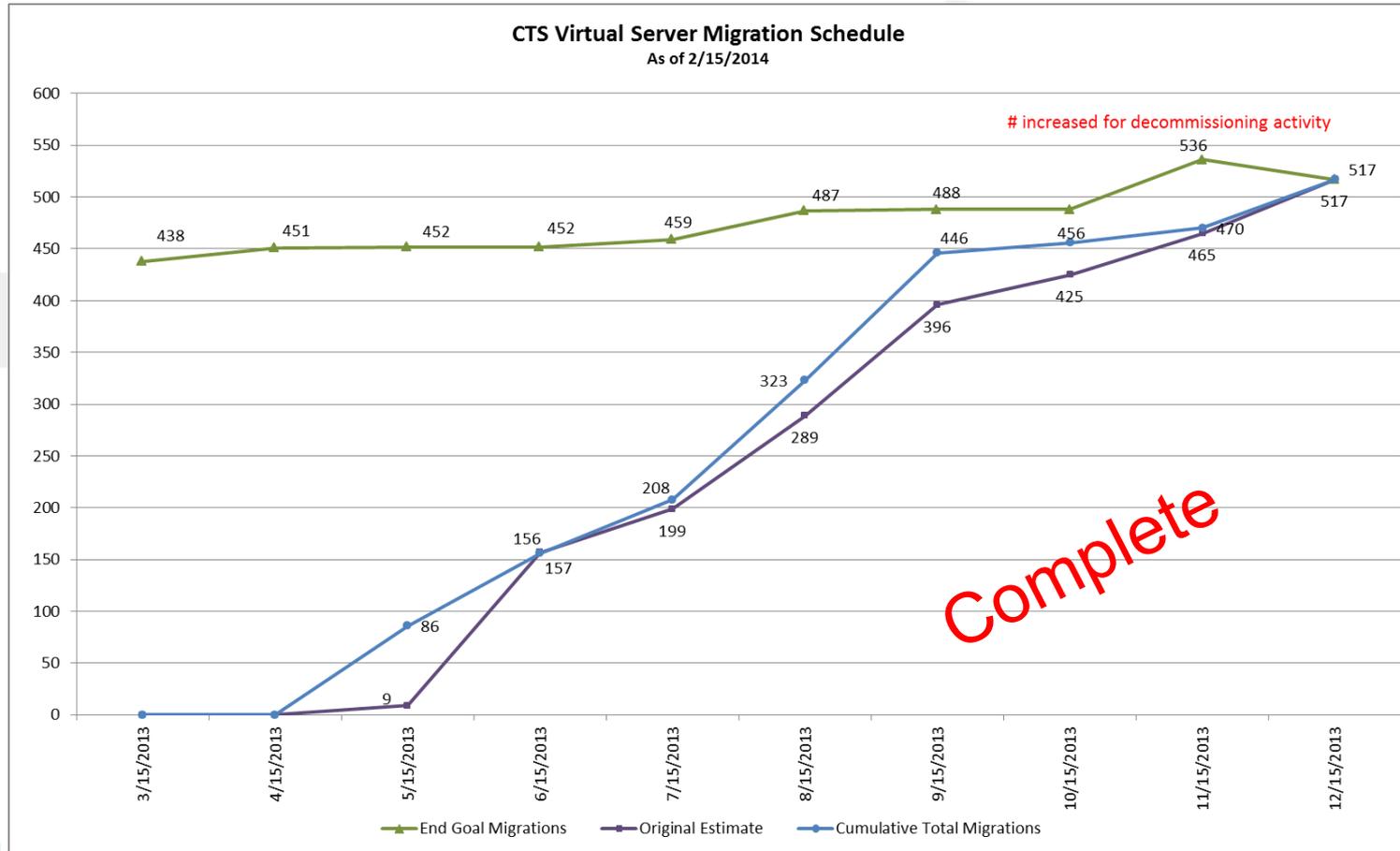
Network (WAN)

Mainframe

**No Change**

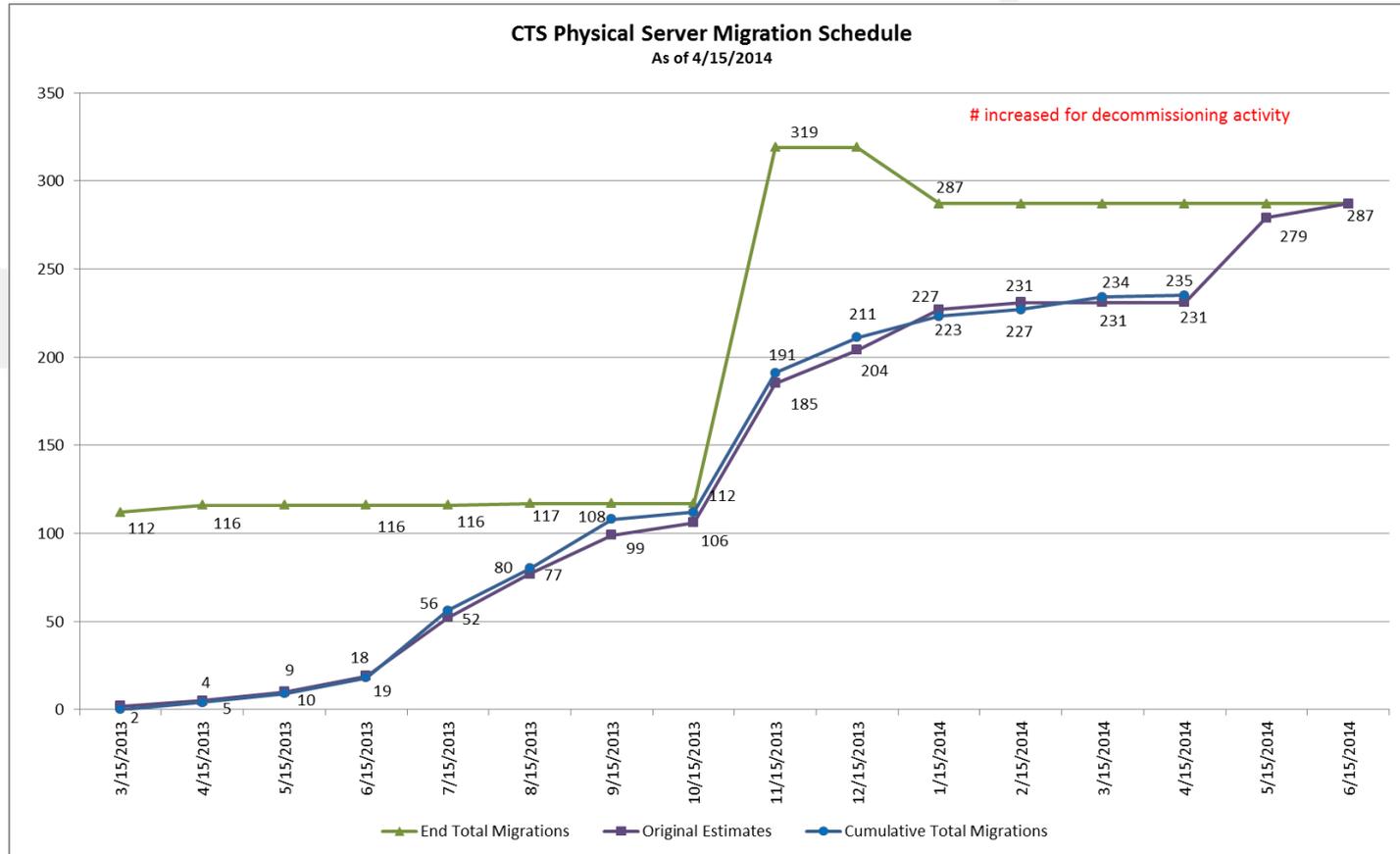


# Virtual Server Moves



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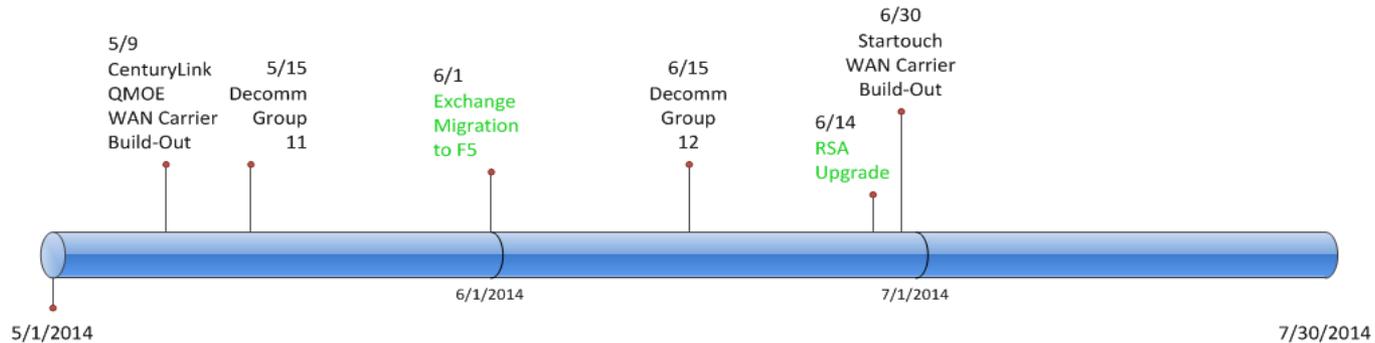
# Physical Server Moves



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# CTS Move Phase 1 – Next 90 Days

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

#### Servers

- Decomm Group 11
- Decomm Group 12

#### WAN Carrier Build-Out

- CenturyLink QMOE
- Startouch

### Customer Moves

#### Security:

- Exchange Migration to F5
- RSA Upgrade



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# CTS Move Phase 1 – Servers

## Recent:

- Decomm Group 10 completed

## Upcoming:

- Decomm Group 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:

- N/A

Upcoming:

- Exchange to F5 on 3/23 was postponed. Tentative for 6/1.
- Reschedule SAW Production migration to F5. Team is still working to resolve the issue.

## CTS Move Phase 1

CTS Servers

Messaging

Security

Telephony

Network (WAN)

Mainframe



# CTS Move Phase 1 – Security

## RSA SecurID

### Recent:

- Presented project at the Quarterly Customer Service Desk Meeting on 4/17

### 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:

- Determined existing CTS products do not meet minimum requirements
- Developed Request for Proposals (RFP)

### Upcoming:

- Release RFP

## CTS Move Phase 1

CTS Servers

Messaging

Security

Telephony

Network (WAN)

Mainframe



# CTS Move Phase 1 – Telephony

## Voice Portal

Recent:

- IVRU Migration for HCA
- All migrations complete!

**Complete**

## CTS Move Phase 1

CTS Servers

Messaging

Security

Telephony

Network (WAN)

Mainframe



# CTS Move Phase 1 – WAN

## WAN Carrier Build-Out

### Recent:

- Integra is in the provider space
- Developed schedule for remaining providers

### Upcoming:

- CenturyLink QMOE
- Noelcom

## CTS Move Phase 1

CTS Servers

Messaging

Security

Telephony

Network (WAN)

Mainframe



# SDC Move Phase 2



# SDC Move Phase 2

## Recent:

- Held migration kick-off meetings for DRS, WSTIP, ESD, DSHS, TIB, COM and DOL
- Scheduled migration kick-off meetings for DES, DEL and OIC
- Reviewed high level designs with DSHS, DRS and WSTIP

## Upcoming:

- Conduct next set of migration kick-off meetings
- Continue supporting customer migration planning
- Incorporating lessons learned into Migration Guide
  - Security Review Dispositions
  - Physical Security Authorizations
  - Migration Prioritization Process (OB2 customers needing adds, non-OB2 customers)



# 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 > Apr. 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](#)

#### April 2014

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		1)	2)	3)	4)	5) <i>Firewall - Group 30</i>
6)	7)	8)	9)	10)	11)	12)
13) <i>Firewall - Group 31</i>	14)	15)	16)	17) <i>CTS Move Phase 1 - Telephony: HCA IV</i>	18)	19)
20)	21)	22)	23)	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 search bar and navigation tabs 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 news section with dates and project updates. On the right, there is an "Important Links" sidebar. Below the news, there are two main sections: "BUDGET: SDC Projects Spending Plan" and "STATUS: Current Status Report".

**BUDGET: SDC Projects Spending Plan**

SDC Projects Lifecycle Budgets and Actuals

This chart shows the baseline budget and actuals for all SDC projects, (includes both implementation costs and 5-yr maintenance commitments).

Approved Investment Plans Implementation Budgets and Actuals

This chart shows only the implementation costs for the projects with approved investment plans (does not include maintenance).

Select image for larger version (PDF)

**SCHEDULE: Milestones**

Select image for larger version (PDF)

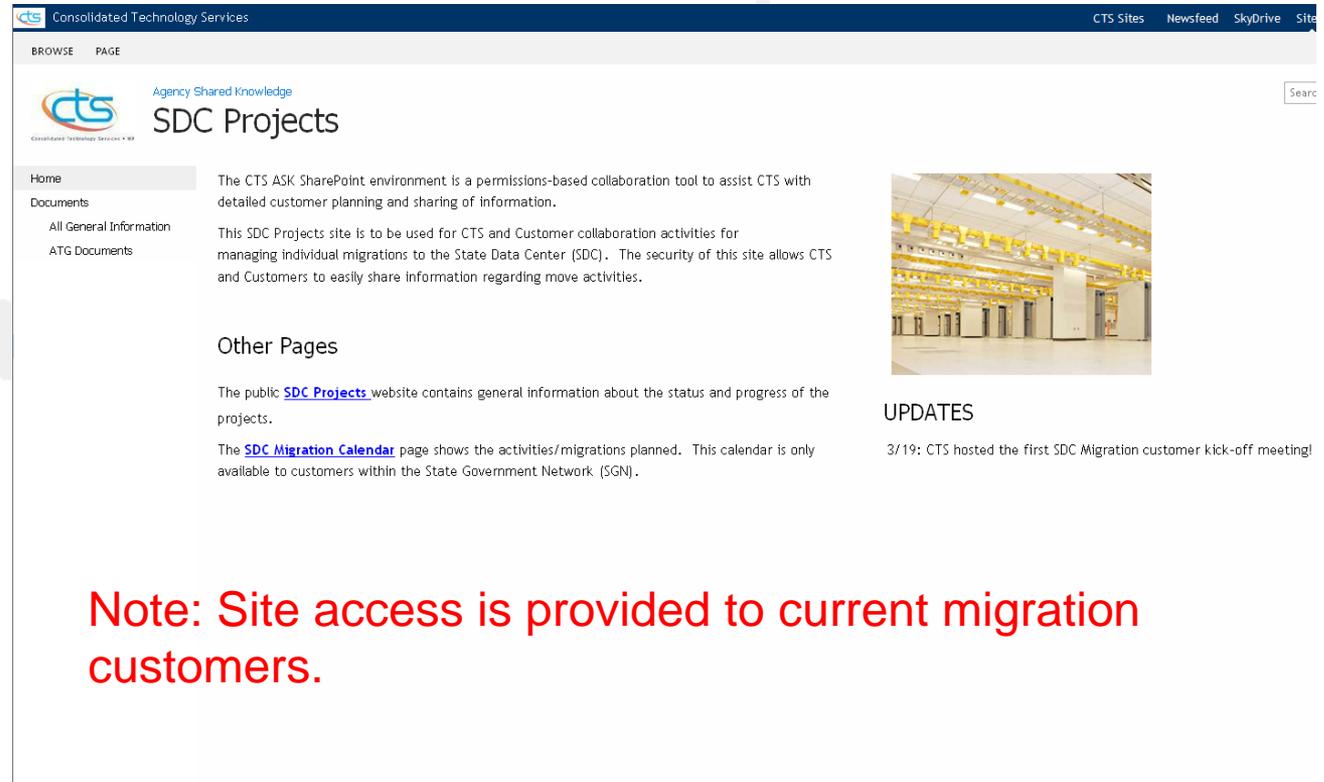
**STATUS: Current Status Report**

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 left-hand menu lists 'Home', 'Documents', 'All General Information', and 'ATG Documents'. The main text area contains a description of the CTS ASK SharePoint environment, a section for 'Other Pages' with links to 'SDC Projects' and 'SDC Migration Calendar', and an 'UPDATES' section with a recent entry dated 3/19.

**Note: Site access is provided to current migration customers.**



# Q&A



# Next Meeting

Our next meeting will be **May 22<sup>nd</sup>**, 2:00 – 3:00 p.m.

**2014 Dates** - 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  
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- Steve Lovaas – CTS Enterprise Projects Client Liaison  
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