



# AGENDA

Consolidated Technology Services • WA

## State Data Center Agency Implementation Coordinator Meeting

May 22, 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 2332

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

May 22, 2014



# Agenda

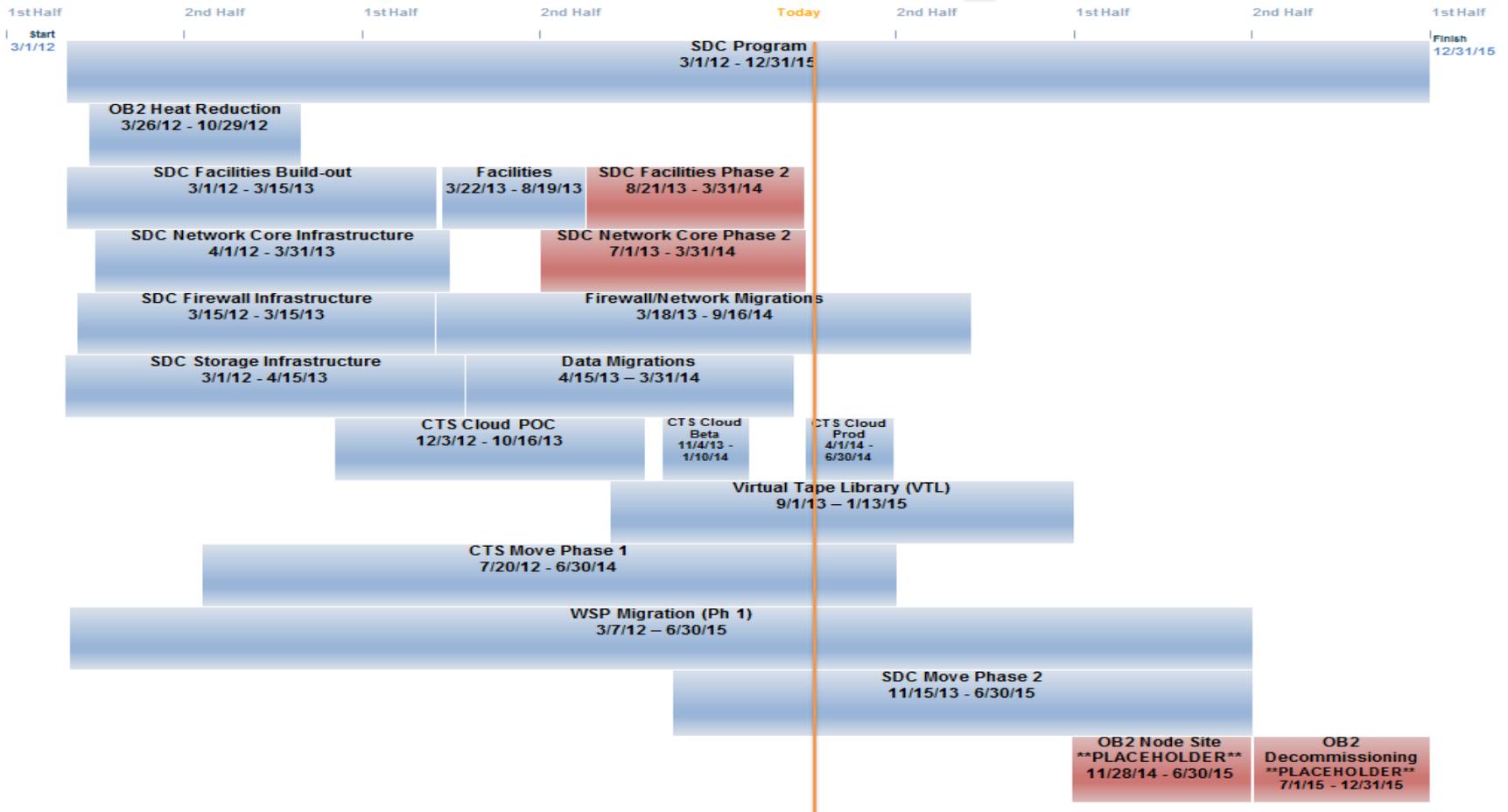
- Welcome – Introductions/Review Agenda
- SDC Projects Overview
- Update on SDC Projects
  - Cloud and VTL
- Update on Customer Migration Projects
  - Firewall
  - CTS Move Phase 1
  - CTS Move Phase 2
- Customer Communications Update
- Q&A



# SDC Projects



# SDC Projects Timeline



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



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# 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:

- Completed SOW negotiation
- Began developing Cloud Readiness Guide
- Provided Cloud Presentation to DOH

## Upcoming:

- Complete contract paperwork (ELA and EULA)
- Work with VMware consultants 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:

- Scheduled three more firewall migrations

## Upcoming:

- Continue data mapping and planning to support upcoming firewall migrations
  - FW-FT (Tentative)
  - FW-SWGS (Tentative)
  - FW-Alacarte-CSD (Tentative)
  - FW-AAMVA1 (Scheduled)
  - FW-BP-DOL (Scheduled)

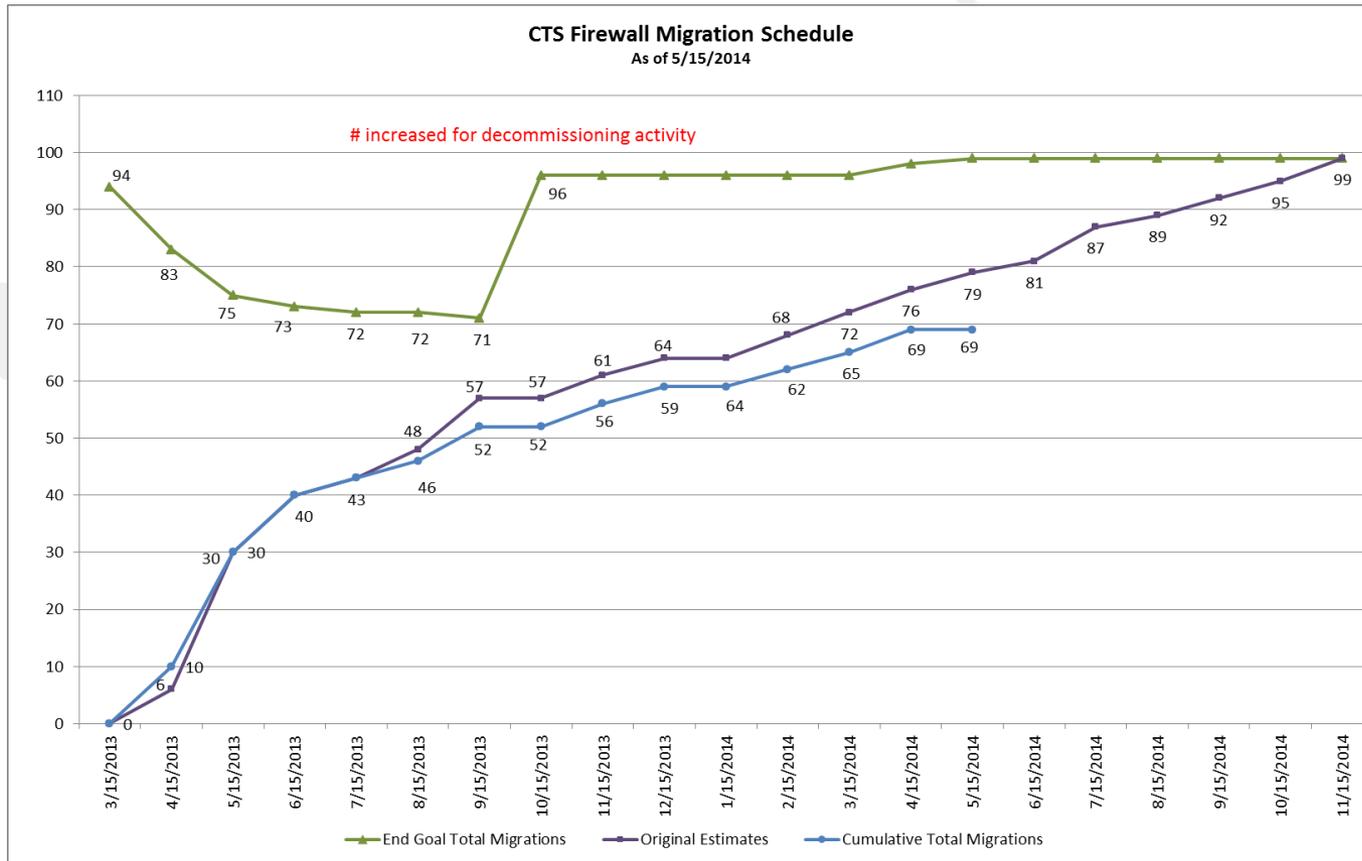


# Firewall Migrations

Current trend line is showing 10 migrations behind schedule. The team encountered a few issues with the Deep Security deployment which has delayed a handful of migrations. The team is meeting next week to assess the schedule.



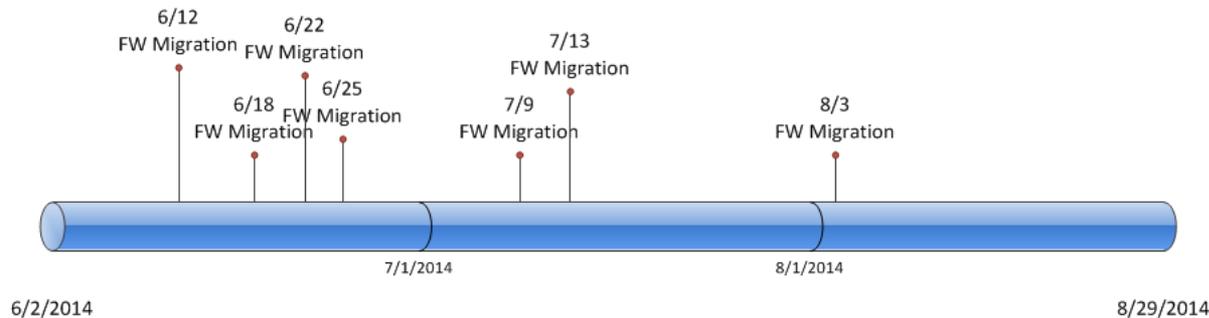
# Firewall Migrations



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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

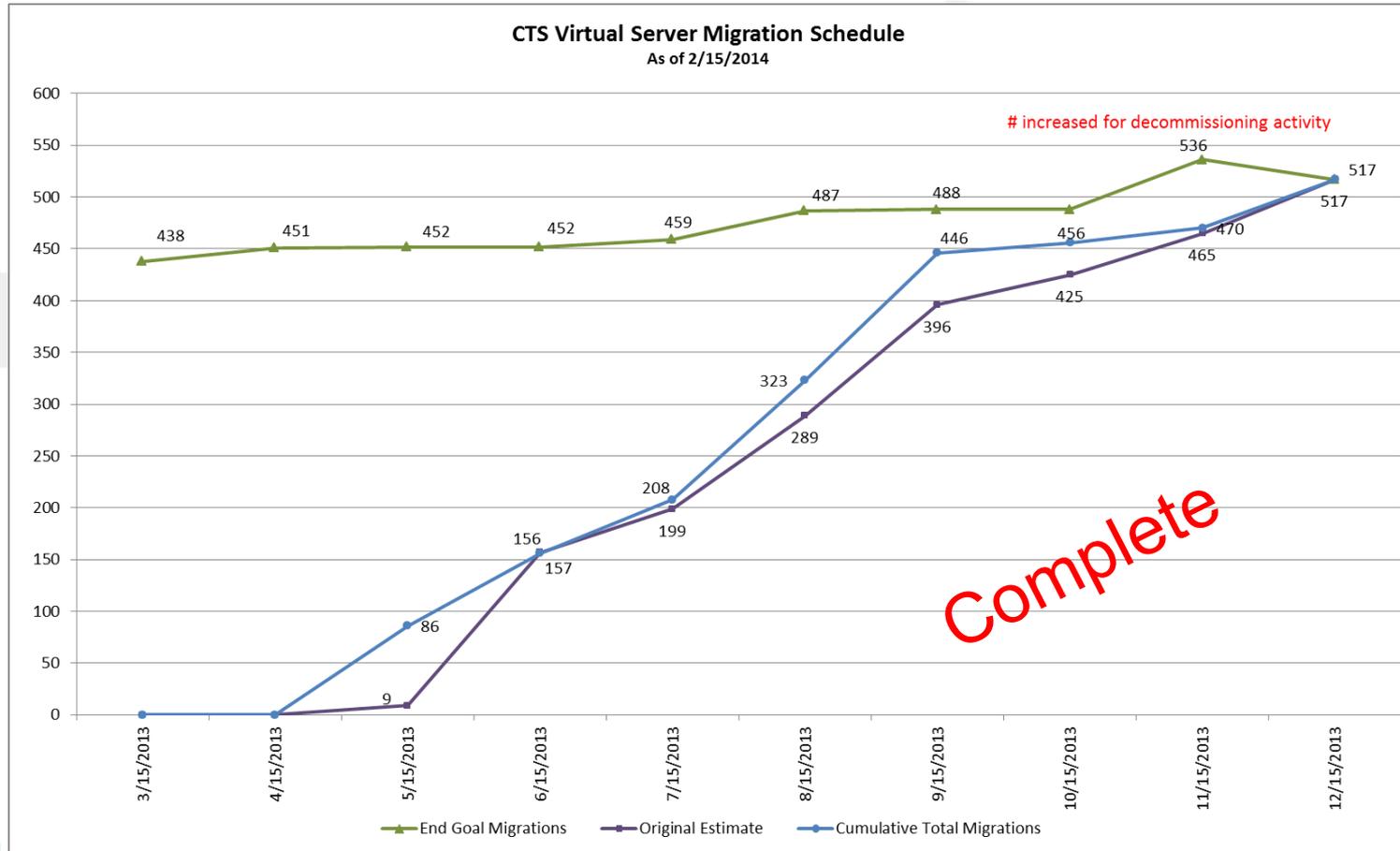
Network (WAN)

Mainframe

**No Change**

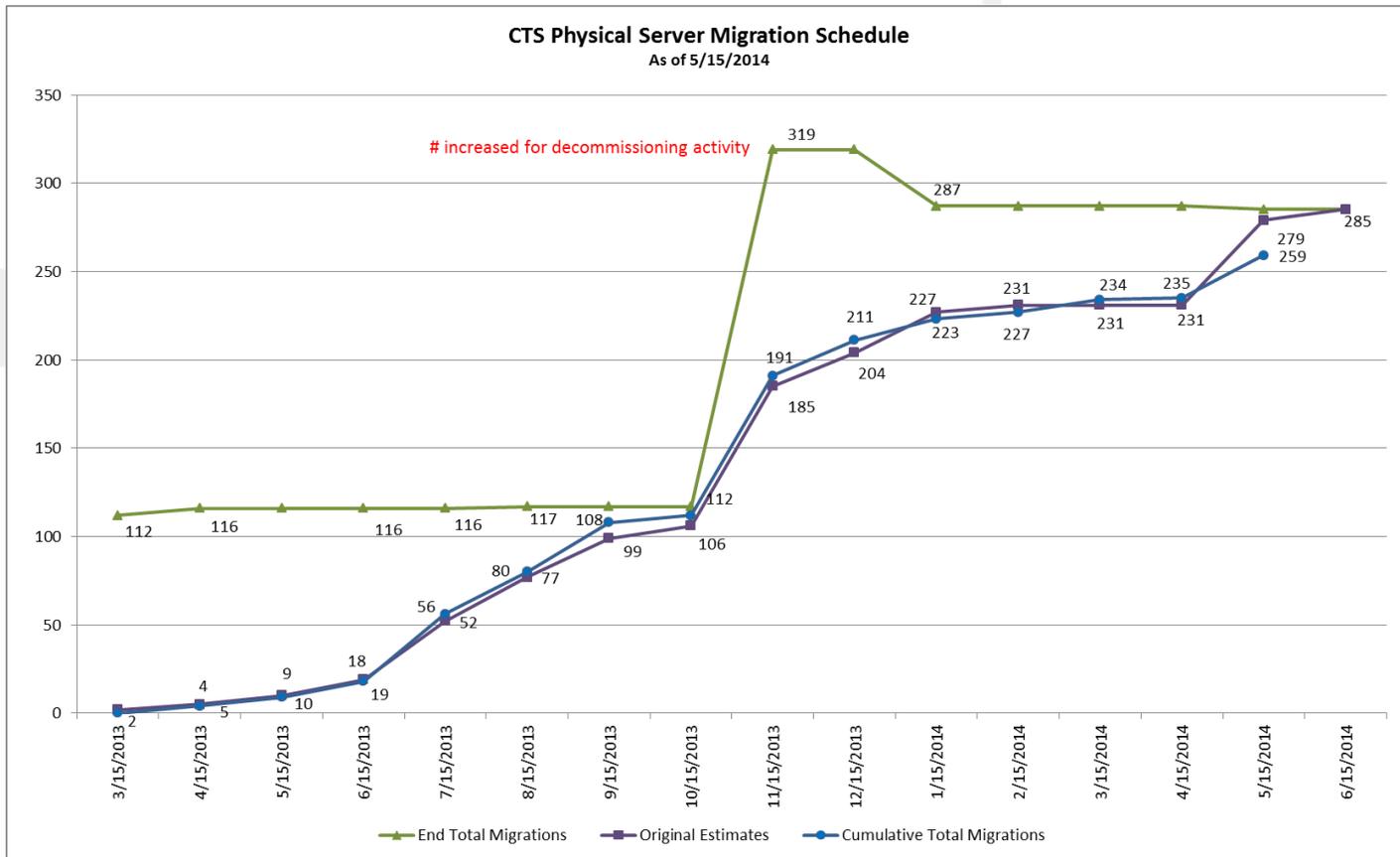


# Virtual Server Moves



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# Physical Server Moves



# 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 12
- 

### Customer Moves

#### Security:

- Exchange Migration to F5
- RSA Upgrade



# CTS Move Phase 1 – Servers

## Recent:

- Decomm Group 11 completed.

## Upcoming:

- Complete Decomm Group 12 (Decommission 8 of the 26 remaining servers).
- Move LNI FTI, Exchange's WAX servers, and remaining VM hosts to Move Phase 2.

## 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:

- Completed SAW Production migration to F5 on 5/21

Upcoming:

- Exchange to F5 rescheduled for 6/1 ([Technical Bulletin 10.6.1.25](#))

## CTS Move Phase 1

CTS Servers

Messaging

Security

Telephony

Network (WAN)

Mainframe



# CTS Move Phase 1 – Security

## RSA SecurID

### Recent:

- Continued testing

### Upcoming:

- Documentation for M&O staff
- Scheduling training for Service Desk staff
- Cutover scheduled for June 28<sup>th</sup>

## CTS Move Phase 1

CTS Servers

Messaging

Security

Telephony

Network (WAN)

Mainframe



# CTS Move Phase 1 – Security

## SSL VPN

### Recent:

- RFP Released

### Upcoming:

- Announcement of ASV in early June
- Purchase hardware/software

## CTS Move Phase 1

CTS Servers

Messaging

Security

Telephony

Network (WAN)

Mainframe



# CTS Move Phase 1 – Telephony

## Voice Portal

Recent:

- 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:

- CenturyLink QMOE is in the provider space

Upcoming:

- Noel Communications Carrier Build-Out
- StarTouch Carrier Build-Out

## CTS Move Phase 1

CTS Servers

Messaging

Security

Telephony

Network (WAN)

Mainframe

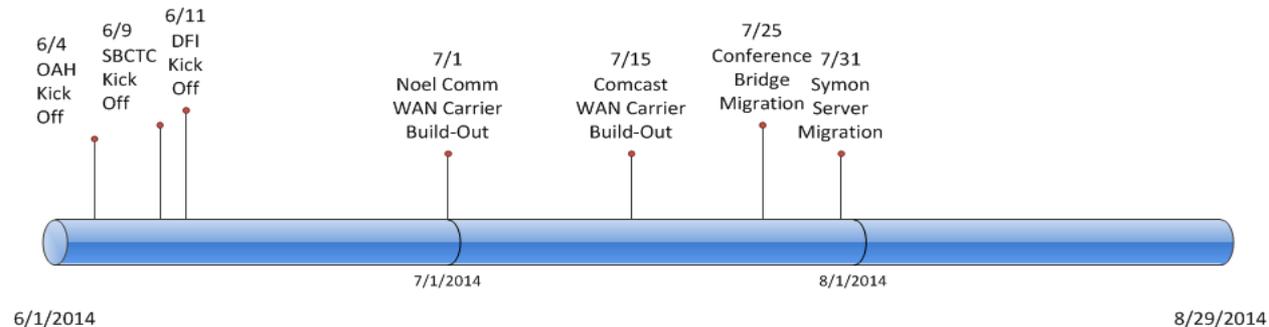


# SDC Move Phase 2



# SDC Move Phase 2 – Next 90 Days

SDC Move Phase 2 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

- Conference Bridge Migration
- Symon Server Migration

## Customer Moves

### Customer Orientation Meetings

- Office of Administrative Hearings
- State Board of Community & Technical Colleges
- Department of Financial Institutions

### WAN Carrier Build-Out

- Noel Communications (Northwest Route)
- Comcast (Ethernet)



# SDC Move Phase 2

## Recent:

- Held migration kick-off meetings for DEL, DES, LNI, WSP and OIC
- Scheduled migration kick-off meetings for PSP, SBCTC, and DFI
- Also scheduled a kick-off with OAH

## Upcoming:

- Conduct next set of migration kick-off meetings
- Continue supporting customer migration preparation
- Migrate DRS and WSTIP



# 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

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

[Home](#) > [Projects](#) > [State Data Center](#) > [May 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](#)

## [SDC](#) [Migrations](#) [Calendar](#)

### May 2014

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
				1)	2)	3)
4) Firewall - Group 31	5)	6)	7)	8)	9)	10)
11)	12)	13)	14)	15)	16)	17)
18)	19)	20)	21) Firewall - OTM  CTS Move Phase 1 - Security; Load Balancer (SAW PROD)	22)	23)	24)
25)	26)	27)	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](#)

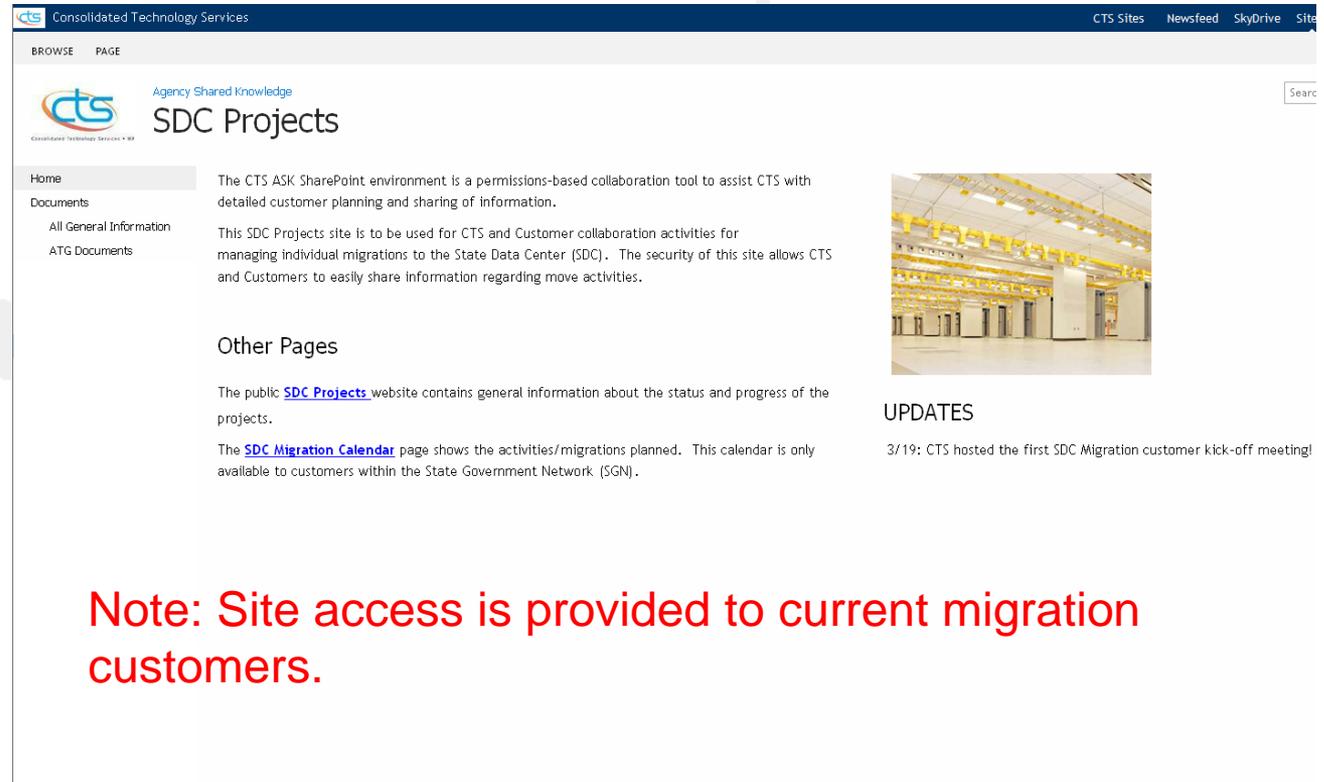
The screenshot shows the SDC Project Website interface. At the top left is the CTS logo with the text "Consolidated Technology Services • WA". To the right is a search bar and a "CTS' Exchange 2010 environment called out as one of the best evaluated! Read more" link. The main navigation bar includes "Home", "Products and Services", and "Projects". Below this is a sub-navigation bar with "Cloud Based Email Collaboration", "Shared Services Email", and "State Data Center". The main content area is titled "State Data Center Projects" and features a date "April 30, 2014". The primary news item is "SDC Move Phase 2", which describes customer migration kick-off meetings and the team's work on identifying migration timeframes. It includes links to "SDC Migration Guide" and "SDC Customer Readiness Site". Below this is "CTS Move Phase 1" with a list of high-level accomplishments: Fortress Customer Test and Production migration to the F5 load balancer, completion of all agency Telephony migrations, and moving or decommissioning 235 of 287 physical servers in OB2. Other sections include "Network and Firewalls" (98 firewalls identified, 42 migrated, 28 decommissioned), "Facilities/Network Core Phase 2" (readiness to accept customers), and contact information for project inquiries. On the right side, 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, there are two summary boxes: "BUDGET: SDC Projects Spending Plan" with a bar chart titled "SDC Projects Lifecycle Budgets and Actuals" and a note that the chart shows baseline budget and actuals for all SDC projects; and "STATUS: Current Status Report" with a table showing the status of various SDC projects.

SDC Projects	Scope	Sched	Budget
SDC Program	●	●	●
OB2 Heat Reduction		(completed)	
SDC Facilities		(completed)	
SDC Network Core		(completed)	



# SDC Project ASK Website

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



The screenshot shows the SDC Projects ASK website interface. At the top, there is a navigation bar with the CTS logo and the text "Consolidated Technology Services". Below this, the main header area features the "Agency Shared Knowledge" logo and the title "SDC Projects". A search bar is located in the top right corner. The main content area is divided into several sections: "Home" (with a sub-section "Documents" containing "All General Information" and "ATG Documents"), "Other Pages" (with sub-sections "All General Information" and "ATG Documents"), and "UPDATES" (with a sub-section "3/19: CTS hosted the first SDC Migration customer kick-off meeting!"). A photograph of a server room is displayed on the right side of the page.

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



# Q&A



# Next Meeting

Our next meeting will be **June 26<sup>th</sup>**, 2:00 – 3:00 p.m.

**2014 Dates** - 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

