



AGENDA

Consolidated Technology Services • WA

State Data Center Agency Implementation Coordinator Meeting

June 26, 2014

2:00 – 3:00 p.m.

Attendees: SDC Project Staff and Agency Implementation Coordinators

Time	Topic	Presenter
2:00 – 2:10	Welcome & Introductions	Heidi Brownell
2:10 – 2:35	Update on SDC Projects	Heidi Brownell
2:35 – 2:45	Customer Communications	Heidi Brownell
2:45 – 3:00	Q&A	Open Discussion
3:00 p.m.	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*

June 26, 2014



Agenda

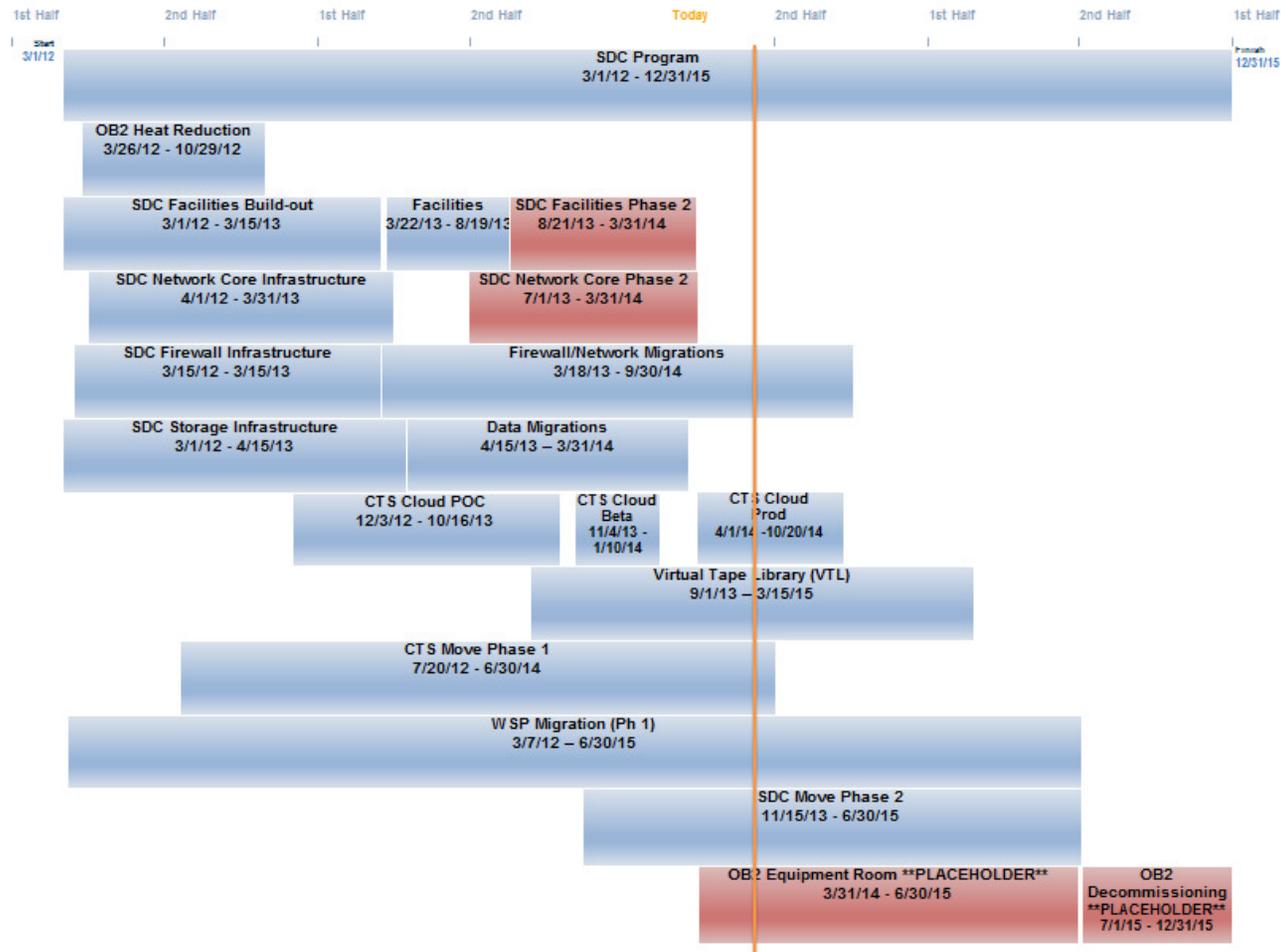
- Welcome – Introductions/Review Agenda
- Update on SDC Projects
 - Firewall Migrations
 - CTS Move Phase 1
 - SDC Move Phase 2
 - CTS Cloud
 - DR-VTL
- Customer Communications
- Q&A



SDC Projects



SDC Projects Timeline



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



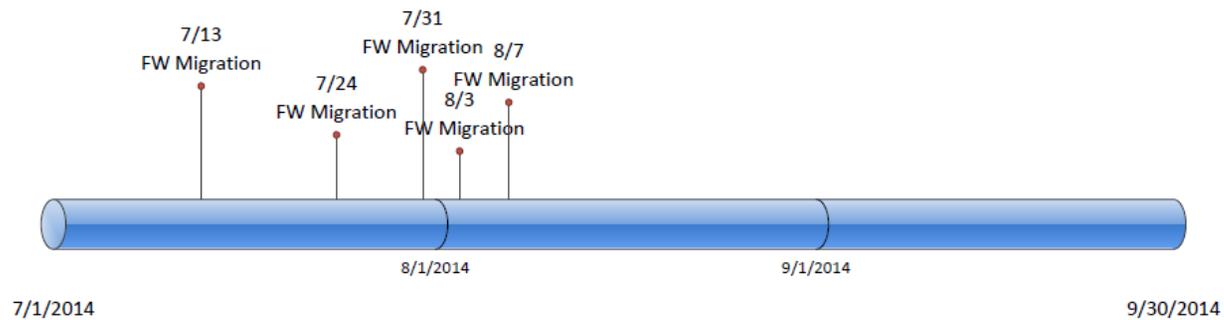
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SDC Firewall Project



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



Firewall Migrations

Recent:

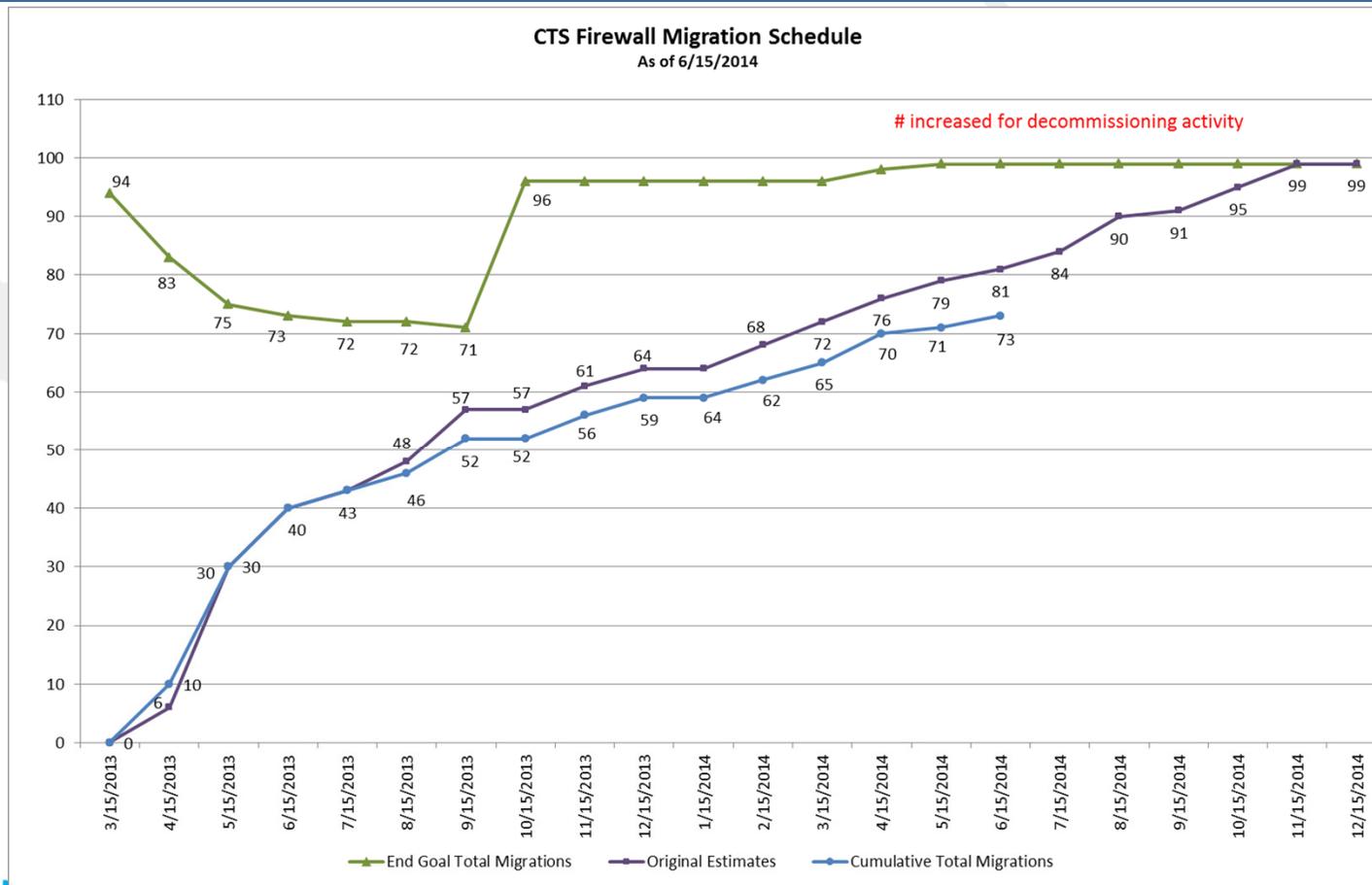
- Scheduled upcoming firewall migrations

Upcoming:

- Continue data mapping and planning to support upcoming firewall migrations
 - FW-EBS-Shared (Scheduled)
 - FW-FT (Scheduled)
 - FW-SWGS (Scheduled)
 - FW-AAMVA1 (Scheduled)
 - FW-BP-DOL (Scheduled)
 - FW-Alacarte-CSD (Tentative)
- The team is working on mitigation strategies to pull in end date



Firewall Migrations



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CTS Move Phase 1



CTS Move Phase 1 - Recap

- 517 of 517 virtual servers in OB2 have been moved or decommissioned
- 264 of 287 physical servers in OB2 have been moved or decommissioned
- Completed numerous projects to migrate CTS security systems, including 8 change events supporting the migration of SAW and Fortress customer test and production
- Completed all Telephony systems migrations which impacted DOL, LOT, AGR, DNR, DSHS and HCA
- Completed Unisys Mainframe migration and the stand-up of the IBM Mainframe to the SDC

CTS Move Phase 1

CTS Servers

Messaging

Security

Telephony

Network (WAN)

Mainframe



CTS Move Phase 1 – Upcoming

CTS Load Balancing

- Exchange to F5 rescheduled for 6/29 ([Technical Bulletin 10.6.1.25](#))

RSA SecurID

- Cutover scheduled for June 28th ([Technical Bulletin 11.1.160](#))

SSL VPN

- Announcement of ASV in late June

CTS Move Phase 1

CTS Servers

Messaging

Security

Telephony

Network (WAN)

Mainframe



SDC Move Phase 2



SDC Move Ph 2- Scope

SDC Move Phase 2 moves the remaining systems out of OB2 into the SDC.

In Scope:

- Equipment supporting CTS services such as:
 - CTS internal support systems
 - Security systems
 - Telephony system
 - Network systems
- Customer agencies in OB2 A la Carte

SDC Move Phase 2

CTS Devices

Security

Telephony

Network

Customer Migrations



SDC Move Ph 2- CTS Devices

Recent:

- Confirmed scope of servers, storage, and switches remaining in OB2 to be migrated or decommissioned.

Upcoming:

- Establish schedule for next set of migrations.

SDC Move Phase 2

CTS Devices

Security

Telephony

Network

Customer Migrations



SDC Move Ph 2- Security

Recent:

- Confirmed scope of security devices remaining in OB2 to be migrated or decommissioned.

Upcoming:

- Establish schedule for next set of migrations.

SDC Move Phase 2

CTS Devices

Security

Telephony

Network

Customer Migrations



SDC Move Ph 2– Telephony

Recent:

- Decommissioned Symon Server

Upcoming:

- Finalize plans for Conference Bridge migration
- Plan for SCAN Decommission

SDC Move Phase 2

CTS Devices

Security

Telephony

Network

Customer Migrations



SDC Move Ph 2– Network

WAN Carrier Build-Out

- Working to bring additional carriers into the SDC including: Noel Communications, Comcast, StarTouch, Charter, X5, and Frontier.

CTS Telecommunications/Network Migrations

- OB2 MPLS-OLY (ASR) Migrations
- OB2 Tellabs 5500 Circuit Migrations
- PBX T1 Move
- OC48 Migration
- Ethernet Trunk Migration (Customer moves)
- OB2 NGN MSPP Migration
- Move ISP Connections to SDC

SDC Move Phase 2

CTS Devices

Security

Telephony

Network

Customer Migrations



SDC Move Ph 2 - Colocation

Recent:

- Migrated DRS and WSTIP
- Conducted Lessons Learned Meeting
- Held migration kick-off meetings with PSP, OAH, SBCTC, and DFI

Upcoming:

- Schedule next set of migration kick-off meetings
- Conduct Project planning meeting with WSP
- Conduct HLC for LNI and OAH
- Continue supporting customer migration preparation

SDC Move Phase 2

CTS Devices

Security

Telephony

Network

Customer Migrations



SDC Move Ph 2 – Lessons Learned

- CTS and Customer need to validate network connectivity prior to the migration event.
- CTS need to confirm customer expectations for support during migrations.
- The move vendor should check all screws prior to the move.
- Customer should ensure client tools are pre-installed on laptop to be used during migration verification.
- It is important to identify ownership of installation of cable arms and cables prior to the migration.
- SDC Facilities should provide a chair or stool for technicians working at cart on raised floor.
- Customer should confirm vendor support contracts are not expired.
- Need to ensure back-out timeframes are realistic so that expectations are set appropriately across the team.

SDC Move Phase 2

CTS Devices

Security

Telephony

Network

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:

- Completed SOW negotiation
- Met with VMware to discuss production build phase

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



Customer Communications



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Customer Communications

- The [SDC Projects website](#) provides information regarding project background, status, meeting information, and migration resources.
- [Technical Bulletins](#) notify customers of upcoming changes regarding SDC project-related changes.
- The [SDC Migration Calendar](#) provides a calendar view of migration information linking back to the Technical Bulletins.
- Monthly AIC meetings provide an opportunity to hear status presented and ask questions.
- Migration project meetings are scheduled with specific customers as needed to prepare for their migrations.



Migration Calendar Updates

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

June 2014

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1)	2)	3)	4)	5)	6)	7)
8)	9)	10)	11)	12) Firewall - Group 34	13)	14)
15)	16)	17)	18)	19)	20)	21)
22)	23)	24)	25)	26)	27)	28) CTS Move Phase 1 - Security: RSA
29) CTS Move Phase 1- Security: Load Balancer (Exchange 2010)	30)					



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SDC Project Website

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

See also: [Customer Readiness website](#)

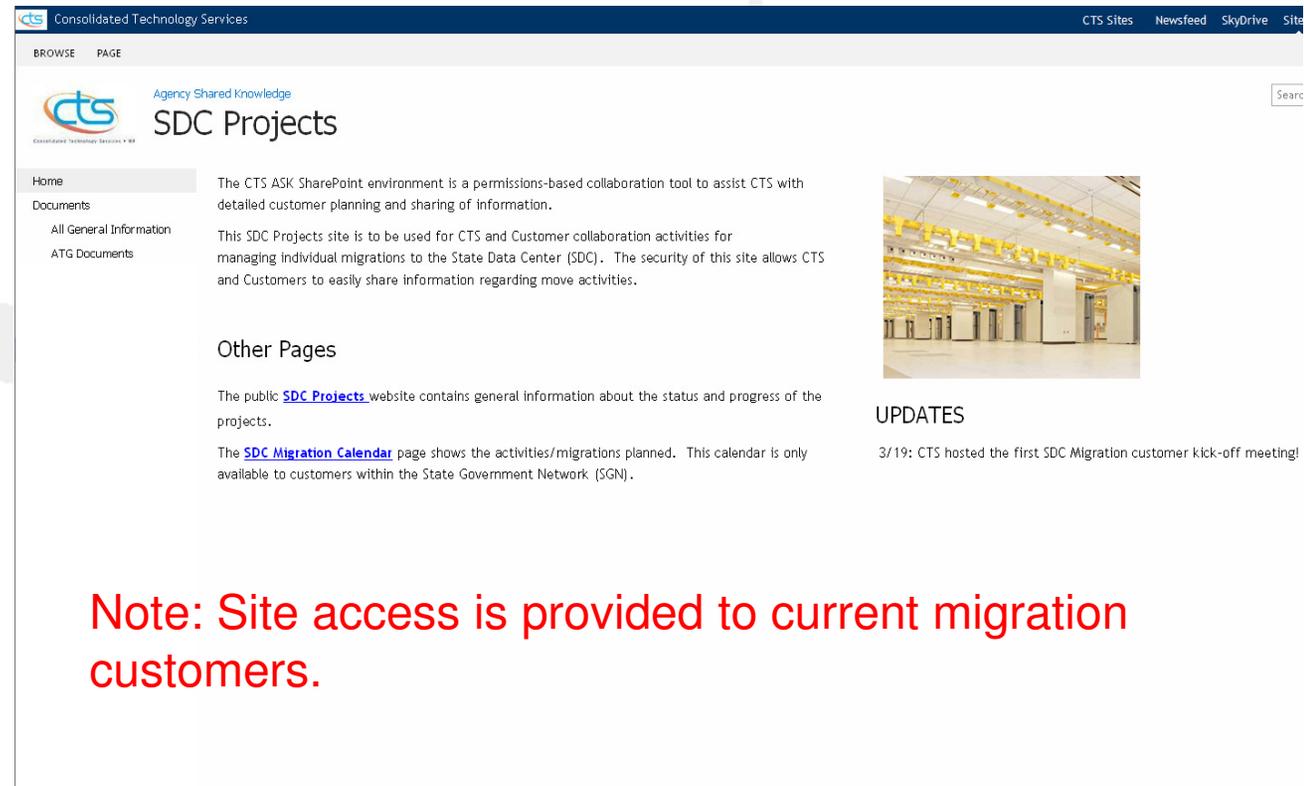
The screenshot shows the SDC Project Website interface. At the top, there is a search bar and a navigation menu with 'Home', 'Products and Services', and 'Projects'. Below the navigation, there are links for 'Cloud Based Email Collaboration', 'Shared Services Email', and 'State Data Center'. The main content area is titled 'State Data Center Projects' and features a news article dated April 30, 2014, about 'SDC Move Phase 2'. The article discusses customer migration kick-off meetings and provides details on high-level accomplishments, including server migrations and firewall updates. It also lists contact information for project sponsors and managers. To the right of the article is an 'Important Links' sidebar with links to Home, Customer Readiness, Background, Status Report Archive, Meetings, Migration Calendar, and Archived Updates. At the bottom of the page, there are two summary sections: 'BUDGET: SDC Projects Spending Plan' which includes a bar chart titled 'SDC Projects Lifecycle Budgets and Actuals', and 'STATUS: Current Status Report' which is a table showing the progress 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. The header includes the CTS logo and "Agency Shared Knowledge SDC Projects". The main content area is divided into sections: "Home" (describing the ASK SharePoint environment), "Documents" (listing "All General Information" and "ATG Documents"), "Other Pages" (linking to "SDC Projects" and "SDC Migration Calendar"), and "UPDATES" (announcing a customer kick-off meeting on 3/19). A photograph of a server room is also visible.

Note: Site access is provided to current migration customers.



SDC Migration Guides

The purpose of the Migration Guides is to define the steps that CTS and customer staff will take to complete tasks for planning and implementing the migrations to the SDC. The Guides are posted on the [Customer Readiness website](#).

Appendix B - Migration Checklist

Both	1	Initiate Migration Planning	<input type="checkbox"/>
Both	2	Open a Service Request Ticket	<input type="checkbox"/>
Customer	3	Identify Move Team and Customer Contact(s)	<input type="checkbox"/>
Both	4	Schedule and Conduct Migration Orientation Session	<input type="checkbox"/>
Both	5	Determine Connectivity Requirements in SDC	<input type="checkbox"/>
Customer	6	Document Business Requirements for Applications and Services	<input type="checkbox"/>
CTS	7	Update On-boarding Form	<input type="checkbox"/>

Sample



Q&A



Next Meeting

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

Remaining 2014 Dates - August 28th, September 25th, October 23rd, November 20th & December 18th

- Please place all of these dates on your individual calendars.

All meetings will be held at [1500 Jefferson Building](#) – Conference Room 2208.

Our online [Meeting Calendar](#) is continually updated with meeting materials.



Contact Information

- Heidi Brownell – CTS Chief Project and Planning Officer
Heidi.Brownell@cts.wa.gov 360.407.8980
- Doug Wood – CTS Project Manager, SDC Move Phase 2
Doug.Wood@cts.wa.gov 360.407.8631
- Jenn Cox – CTS Project Manager, SDC Firewall Migrations
Jennifer.Cox@cts.wa.gov 360.407.8762

