



AGENDA

Consolidated Technology Services • WA

State Data Center Agency Implementation Coordinator Meeting

July 24, 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*

July 24, 2014



Agenda

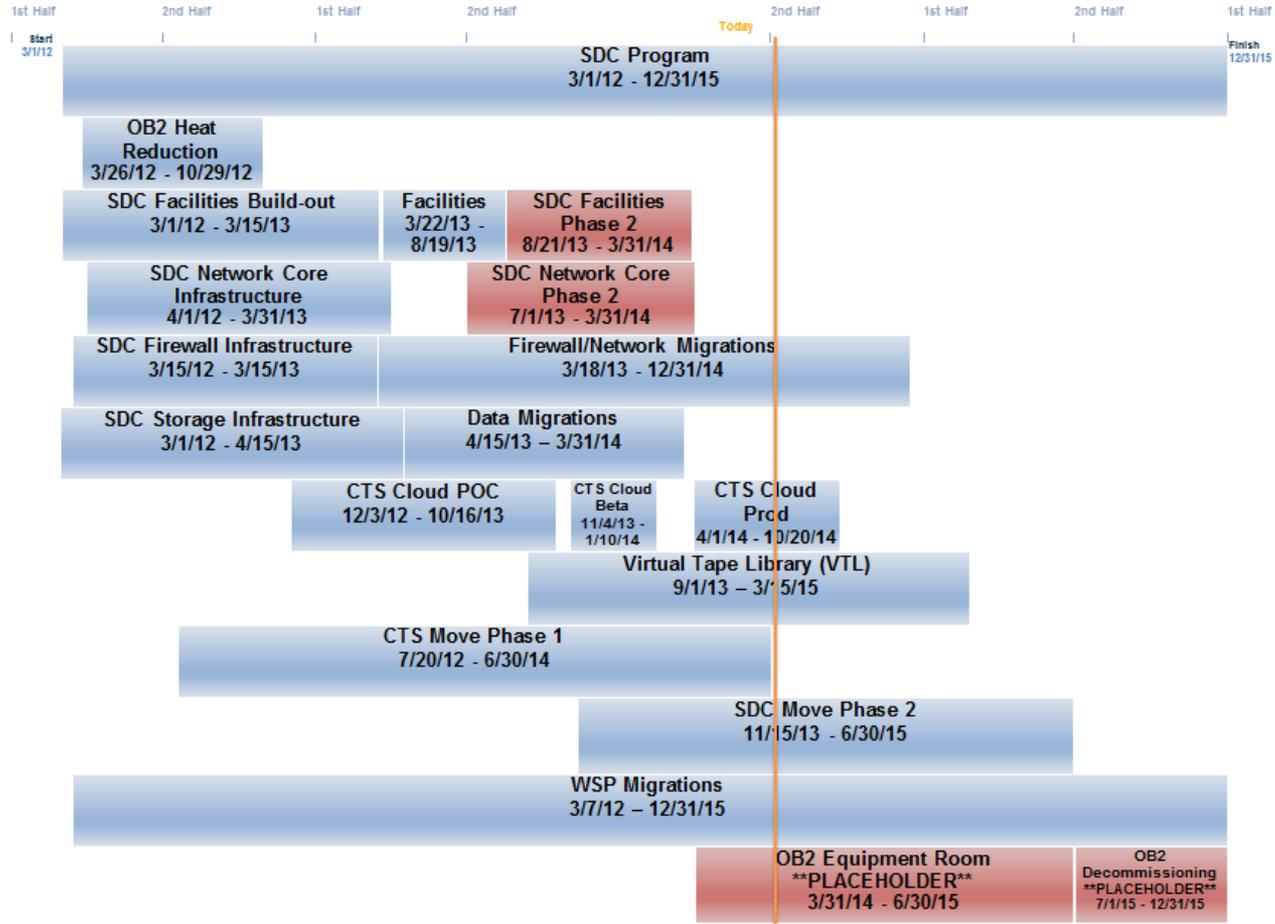
- Welcome – Introductions/Review Agenda
- Update on SDC Projects
 - Firewall Migrations
 - CTS Move Phase 1
 - SDC Move Phase 2
 - CTS Cloud
 - DR-VTL
- Customer Communications
- Q&A



SDC Projects



SDC Projects Timeline



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



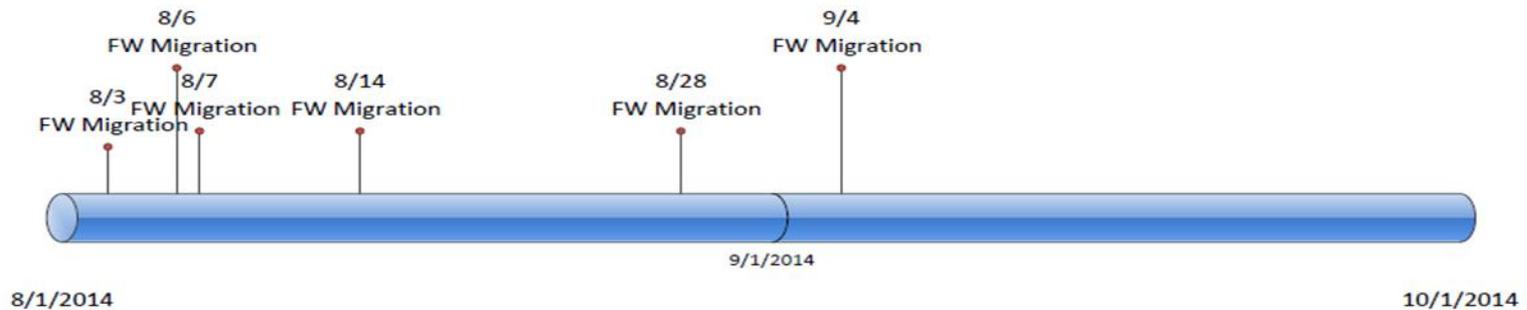
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SDC Firewall Project



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 (Tentative)
 - FW-SWGS (Tentative)
 - FW-AAMVA1 (Scheduled)
 - FW-BP-DOL (Scheduled)
 - FW-Alacarte-CSD (Scheduled)
- The team is working on mitigation strategies to pull in end date



CTS Move Phase 1



CTS Move Phase 1

CTS Load Balancing

- Exchange migrated to F5 on 6/29 ([Technical Bulletin 10.6.1.25](#))

RSA SecurID

- Cutover occurred on 6/28 ([Technical Bulletin 11.1.160](#))

CTS Move Phase 1

CTS Servers

Messaging

Security

Telephony

Network (WAN)

Mainframe

Complete



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

No Change

SDC Move Phase 2

CTS Devices

Security

Telephony

Network

Customer Migrations



SDC Move Ph 2- CTS Devices

Recent:

- Began working with CTS teams to build the schedule for remaining migrations.

Upcoming:

- Identify and coordinate upcoming migrations.

SDC Move Phase 2

CTS Devices

Security

Telephony

Network

Customer Migrations



SDC Move Ph 2- Security

Recent:

- Scoped the following security projects:
 - **SSL VPN Replacement** - in procurement phase
 - **Secman Replacement** - dependent on the SSL VPN
 - **IPSEC VPN Hardware** - beginning POC
 - **Web Services Gateways** - dependent on August firewall migrations
 - **DNS** - will begin OB2 migration after Spokane work completes.
 - **CTS Load Balancing** – the three remaining environments include: Famlink, Shared Web Hosting, Jindex

Upcoming:

- Identify and coordinate next set of migrations.

SDC Move Phase 2

CTS Devices

Security

Telephony

Network

Customer Migrations



SDC Move Ph 2– Telephony

Recent:

- Rescheduled Conference Bridge migration

Upcoming:

- Migrate Conference Bridge

SDC Move Phase 2

CTS Devices

Security

Telephony

Network

Customer Migrations



SDC Move Ph 2– Network

Recent:

WAN Network Projects -

- Comcast fiber install completed 7/18

Other Network Projects –

- Kicked-off project team meetings to build out schedules

Upcoming:

WAN Network Projects -

- Schedule install for NoaNet
- Schedule design discussion with Century Link for Copper

SDC Move Phase 2

CTS Devices

Security

Telephony

Network

Customer Migrations



SDC Move Ph 2 - Customers

Recent:

- Hosted Migration Orientation for DFI, SBCTC and OAH
- Hosted High Level Design Consult for LNI, OAH, DFI, DSHS-ESA ITS, DSHS-ISSD and DSHS-ADSA
- Conducted Detailed Design Consult for DSHS Network Core Installation

Upcoming:

- Migrate DSHS network core, LNI and OAH
- Consult HLC with DOL, TIB, ESD, PSP, and SBCTC
- Continue supporting customer migration preparation.

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
- Complete contract paperwork (ELA and EULA)
- Kicked-off formal production pilot with customers (UTC & LNI)

Upcoming:

- Design production environment with VMware support
- Install and configure production environment
- Develop Cloud Readiness Guide



Virtual Tape Library



DR - VTL Project

The goal of the Disaster Recovery - Virtual Tape Library Project is to implement a secondary VTL environment in the SDC, establish replication between OB2 and the SDC, replicate data, then move the OB2 VTL to the DR site. CTS will be able to eliminate the existing physical tape infrastructure and avoid replacing the SL8500 tape robot and reduce physical tape related costs.

Recent:

- Released the RFQQ with responses due August 4th

Upcoming:

- Select the Apparently Successful Vendor (ASV)
- Kick-off the project



Customer Communications



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](#) > July 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](#)

July 2014

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		1)	2)	3)	4)	5)
6)	7)	8)	9)	10)	11)	12)
13) Firewall - Group 31	14)	15)	16)	17)	18)	19)
20)	21)	22)	23)	24)	25)	26)
27)	28)	29)	30)	31) Firewall - Group 36		

Important Links

- [State Data Center projects](#)
- [Customer Readiness](#)
- [Background](#)
- [Status Report Archive](#)
- [Meetings](#)
- [Migration Calendar](#)
- [Archived Updates](#)

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



SDC Project Website

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

See also:
[Customer Readiness website](#)

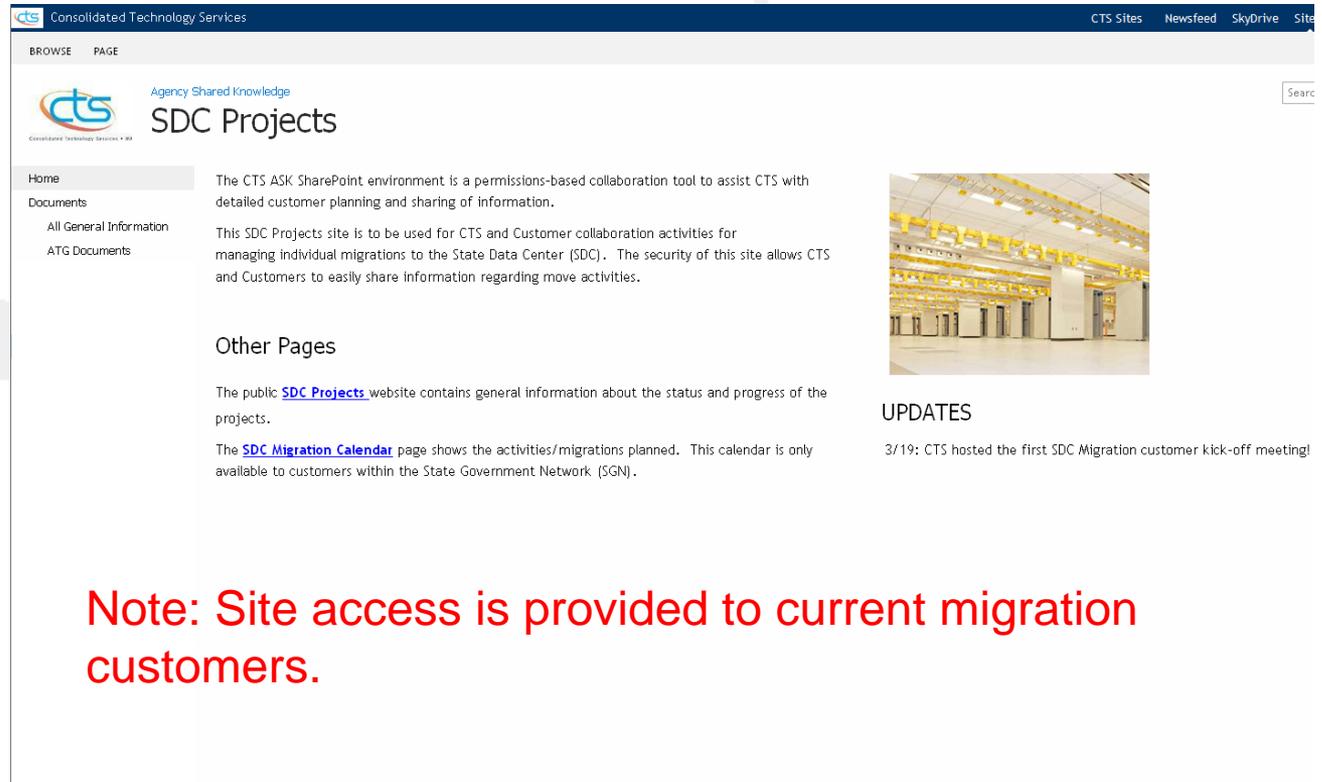
The screenshot shows the SDC Project Website interface. At the top left is the CTS logo and a quote: "CTS' Exchange 2010 environment called out as one of the best evaluated! Read more". A search bar is on the top right. The navigation menu includes Home, Products and Services, and Projects. Below the 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 dated April 30, 2014. It features sections for "SDC Move Phase 2" (customer migration meetings), "CTS Move Phase 1" (high level accomplishments like Fortress migration and server moves), "Network and Firewalls" (98 firewalls identified), and "Facilities/Network Core Phase 2" (readiness to accept customers). An "Important Links" sidebar lists 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 about baseline budget and actuals; and "STATUS: Current Status Report" with a table showing progress for SDC Program, OB2 Heat Reduction, SDC Facilities, and SDC Network Core.

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' 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 page title is 'Agency Shared Knowledge SDC Projects'. 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 for 'SDC Projects' and 'SDC Migration Calendar'), and 'UPDATES' (with a sub-section for '3/19: CTS hosted the first SDC Migration customer kick-off meeting!'). A search bar is located in the top right corner. A photograph of a server room is displayed on the right side of the page.

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 **Aug 28th**, 2:00 – 3:00 p.m.

Remaining 2014 Dates – Sept 25th, Oct 23rd, Nov 20th & Dec 18th

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
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- Doug Wood – CTS Project Manager, SDC Move Phase 2
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