



AGENDA

Consolidated Technology Services • WA

State Data Center Agency Implementation Coordinator Meeting

September 25, 2014

2:00 – 3:00 p.m.

Attendees: SDC Project Staff and Agency Implementation Coordinators

Time	Topic	Presenter
2:00 – 2:10	Welcome & Introductions	All
2:10 – 2:35	Update on SDC Projects	Heidi Brownell
2:35 – 2:40	Customer Communications	Heidi Brownell
2:40 – 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*

September 25, 2014



Agenda

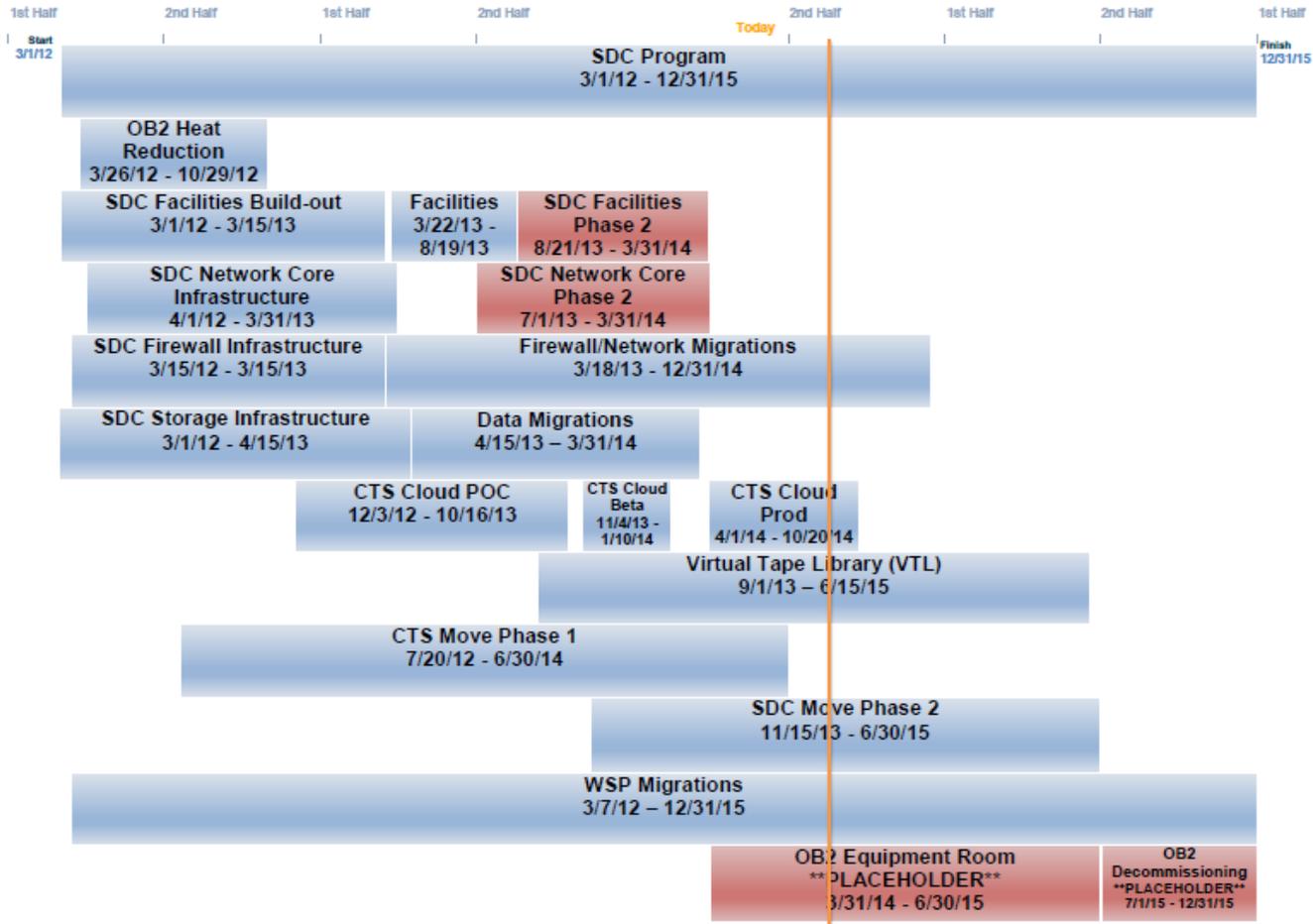
- Welcome – Introductions/Review Agenda
- Update on SDC Projects
 - Firewall Migrations
 - SDC Move Phase 2
 - CTS Cloud
 - DR-VTL
 - OB2 Equipment Room
- Customer Communications
- Q&A



SDC Projects



SDC Projects Timeline



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

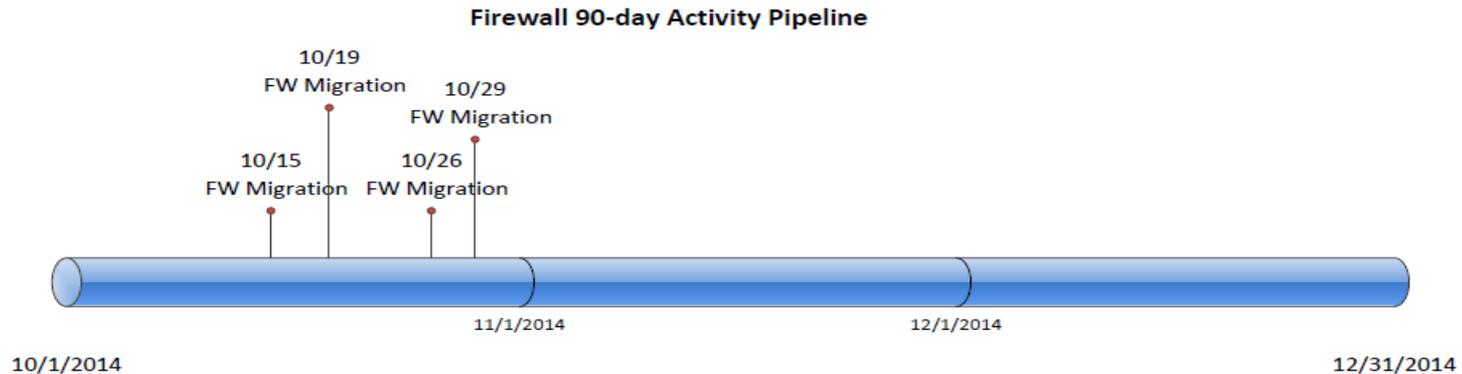


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SDC Firewall Project



Firewall Migrations – Next 90 Days



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 December 2014



Firewall Migrations

Recent:

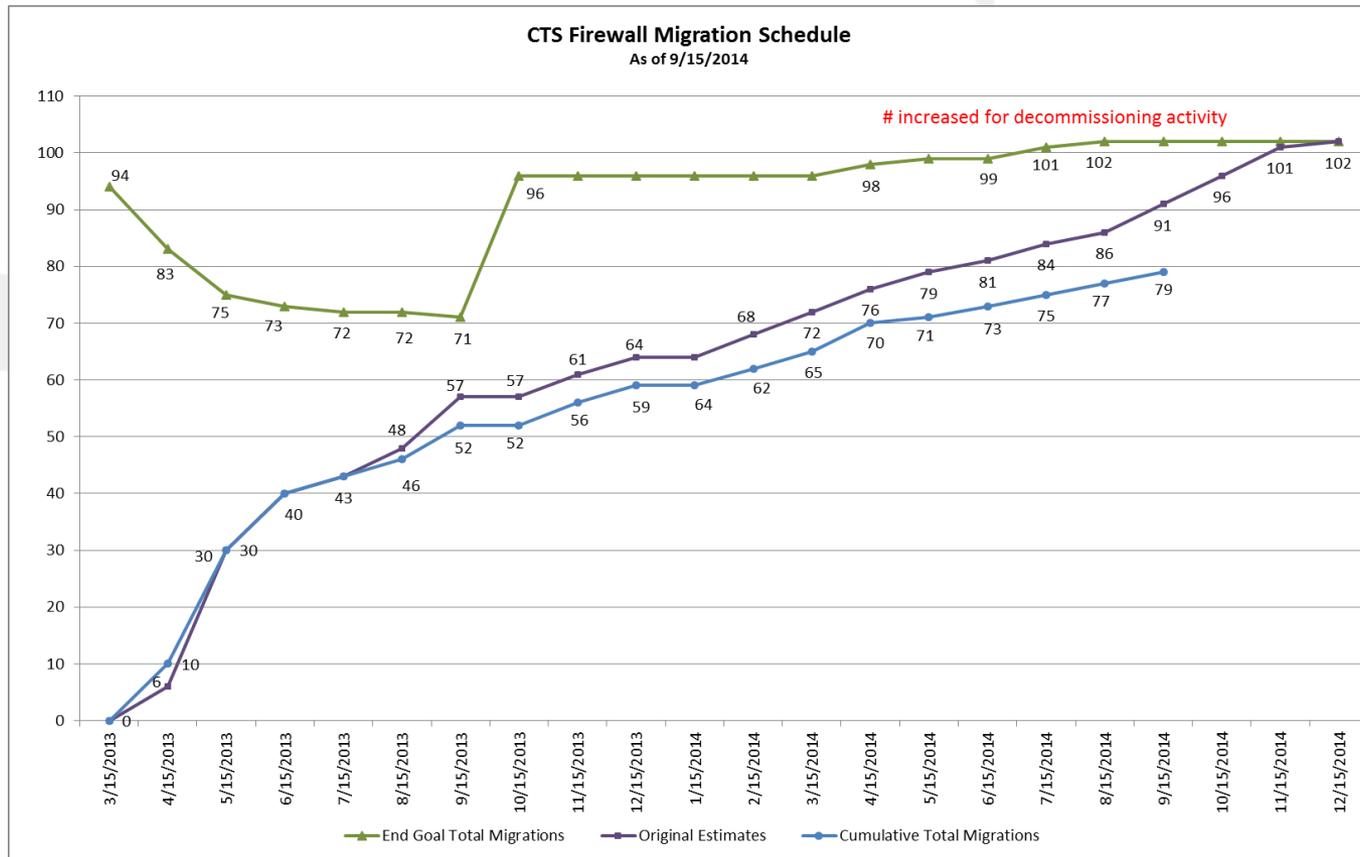
- Completed 2 firewall migration

Upcoming:

- Continue data mapping and planning to support upcoming firewall migrations
 - FW-AAMVA1 (Scheduled)
 - FW-SFT (Scheduled)
 - FW-MSG-Gateway (Scheduled)
 - FW-EBS-VM (Tentative)
 - FW-EBS (Tentative)



Firewall Migrations



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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

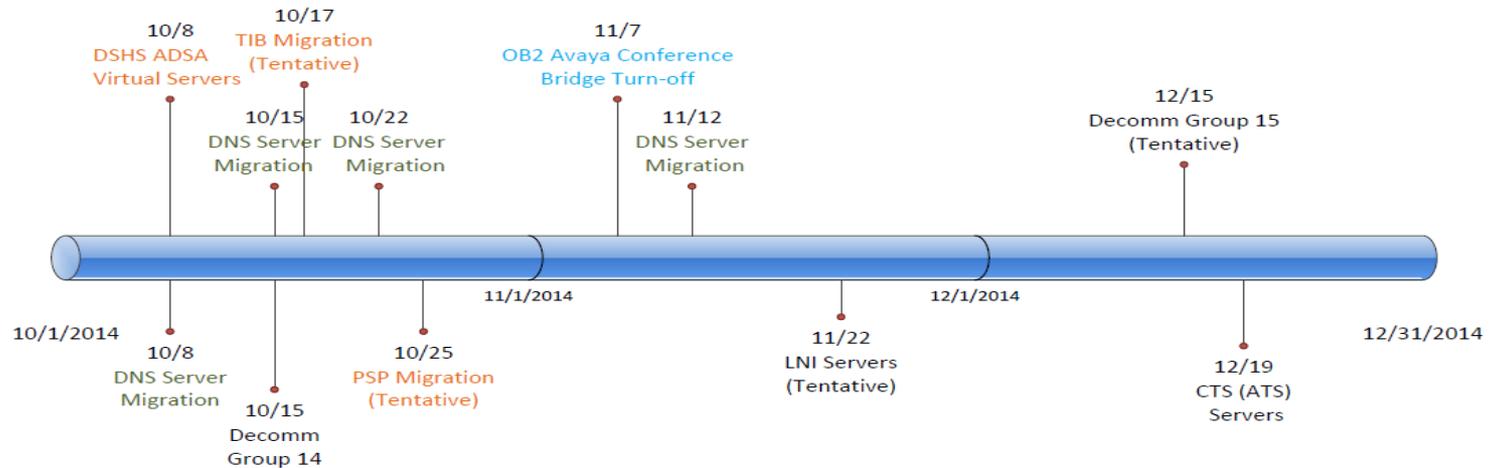
Network

Customer Migrations



SDC Move Ph 2- 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.

CTS Moves

Servers

- LNI Servers
- Decomm Group 14
- Decomm Group 15
- CTS (ATS) Servers

Telephony

- OB2 Avaya Conference Bridge Turn-off

Migrations

- DSHS ADSA Virtual Servers
- TIB Migration
- PSP Migration

Security

- DNS Server Migration



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SDC Move Ph 2- CTS Devices

Recent:

- Continued work on LNI Servers

Upcoming:

- Decomm Group 14
- Decomm Group 15
- CTS Hosted Server Move – LNI
- Internal CTS (ATS) Servers

SDC Move Phase 2

CTS Devices

Security

Telephony

Network

Customer Migrations



SDC Move Ph 2- Security

SSL VPN

Recent:

- Contacted pilot customer to initiate project planning

Upcoming:

- Schedule meetings with pilot customers

SDC Move Phase 2

CTS Devices

Security

Telephony

Network

Customer Migrations



SDC Move Ph 2- Security

DNS

Recent:

- Scheduled DNS server migrations:
 - 10/8
 - 10/15
 - 10/22
 - 11/12

Upcoming:

- Continue migration planning

SDC Move Phase 2

CTS Devices

Security

Telephony

Network

Customer Migrations



SDC Move Ph 2– Telephony

Recent:

- Completed project to point Avaya Conference Bridge service to new environment in the SDC

Upcoming:

- Complete October Billing Cycle
- Decommission Servers

SDC Move Phase 2

CTS Devices

Security

Telephony

Network

Customer Migrations



SDC Move Ph 2– Network

Migrate Connections and Decomm Border 1 & 2

CTS will migrate vendor provided Internet Connections to the SDC towards the end of 2014. This will require customer coordination in the next few months.

Migrate TDM (T1's) to the SDC

CTS will install an OC12 and then migrate the vendor provided T1 connections to the SDC. These migrations are scheduled to begin in January. This will require customer coordination in the next few months.

Migrate PBX Remote Sites to SDC

CTS will migrate the vendor provided T1 Connections in OB2 to Ethernet SMON connections SDC. This will require customer coordination in the next few months.

SDC Move Phase 2

CTS Devices

Security

Telephony

Network

Customer Migrations



SDC Move Ph 2– Network

Migrate Business Partner Equipment and Circuits to SDC

CTS is working to inventory the Business Partner connections in OB2 in preparation for migrations of Business Partner equipment and circuits to the SDC. Customer coordination is underway.

Migrate Vendor Trunks to SDC

CTS will migrate the vendor Ethernet Cloud Connections to the SDC. Planning is underway.

Migrate NGN MSPP to SDC

CTS will migrate the Next Generation Network presence to the SDC Connections to the SDC. Tonight the southern portion of the OC192 will be migrated to the SDC. See Tech Bulletin [12.1.89](#).

SDC Move Phase 2

CTS Devices

Security

Telephony

Network

Customer Migrations



SDC Move Ph 2 - Customers

Recent:

- Migrated LNI
- Installed DSHS ESA servers
- Conducted High Level Design consults with SBCTC, DEL, and DES
- Held kick-off meeting with Move Vendor

Upcoming:

- Finalize preparations for PSP and TIB migrations
- Install DSHS ADSA servers
- Continue supporting customer migration planning

SDC Move Phase 2

CTS Devices

Security

Telephony

Network

Customer Migrations



SDC Move Ph 2 – Lessons Learned

LNI

- Ensure Migration Notification emails are complete
- Follow back-out plan timeframes and escalation processes
- Include those performing migration work in pre-meeting(s)
- Ensure staff stay engaged during entire migration window
- Ensure customers are aware that wifi access will not be available in the SDC
- Pre-cut validation is a process walk through

DSHS

- Appreciated checking the enclosures a few days prior
- The security process was faster/easier than expectation
- Facilities support “was outstanding and provided excellent service”

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:

- Pilot customers have begun provisioning both “pay-as-you-go” and reservation servers in the Cloud environment

Upcoming:

- Complete end user testing with pilot customers
- Finalize service readiness



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:

- Adjusted the <tentative> project end date
- Continued contract negotiations

Upcoming:

- Continue contract negotiations



OB2 Equipment Room



OB2 Equipment Room

Recent:

- DES, CTS, and DSHS met to discuss the requirements, plan, and design or the future state of vacated data center space in OB2. Some Telephony and LAN equipment will need to stay in OB2 to support the tenants.

Upcoming:

- Continue planning



Customer Communications



Implementation Coordinators

Due to the volume of CTS migrations impacting numerous systems and customers, CTS has asked each agency to identify an **Agency Implementation Coordinator** (AIC) to act as an agency single-point-of-contact for collaboration on the SDC Projects. Typically, the AIC:

- Oversees all communication / activities with CTS
- Is responsible for internal agency coordination in support of customer readiness activities
- Gathers, validates, and communicates agency requirements and readiness
- Coordinates deliverables with project team
- Develops and supports project schedule, management and reporting
- Identifies and escalates project risks, issues and actions items as needed
- Serves as an advocate of change



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Customer Communications

- The [SDC Projects website](#) provides information regarding project background, status, meeting information, and migration resources.
- The [SDC Migration Calendar](#) provides a calendar view of migration information linking back to the Technical Bulletins.
- [Technical Bulletins](#) notify customers of upcoming changes regarding SDC project-related changes.
- The [SDC Project ASK](#) website provides online document collaboration regarding agency migrations out of OB2.
- 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.



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 its right is a quote: "CTS' Exchange 2010 environment called out as one of the best evaluated!" with a "Read more" link. A search bar is in the top right. A navigation menu includes "Home", "Products and Services", and "Projects". Below this is a sub-menu with "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 server migration and telephony), "Network and Firewalls" (98 firewalls identified), and "Facilities/Network Core Phase 2" (readiness for 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 and "STATUS: Current Status Report" with a table.

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



Migration Calendar Updates

[Home](#) > [Projects](#) > [State Data Center](#) > Oct. 2013 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

October 2013

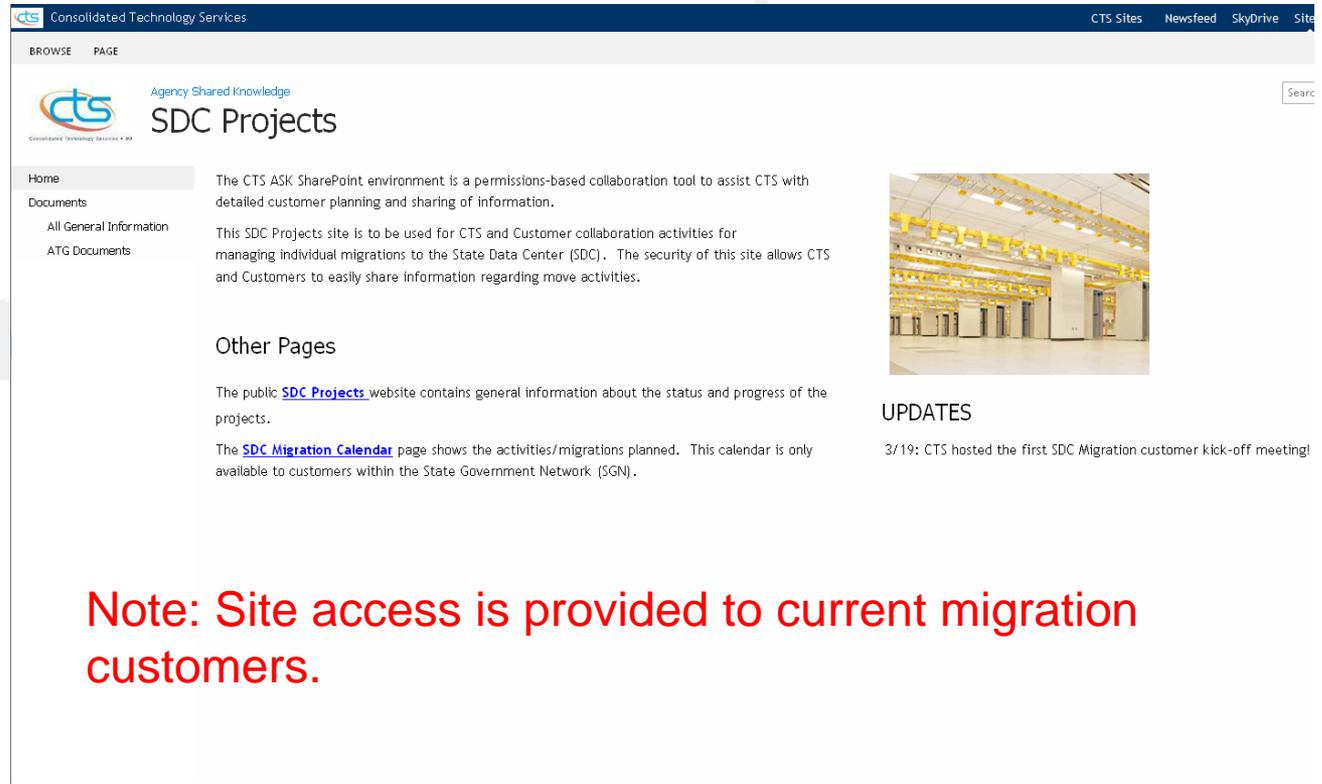
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		1)	2)	3)	4)	5)
6)	7)	8)	9)	10)	11) Data Migration - SharePoint 2007	12) Data Migration - DES Jinx PROD
13)	14)	15) CTS Move Phase 1 - Security: XEN01	16) Firewall - Group 18	17) CTS Move Phase 1 - Servers: Virtual Groups 29 & 30 VLAN Changes for CTS Move Phase 1	18) CTS Move Phase 1 - Security: XEN	19) Data Migration - TSM PROD
20)	21)	22) CTS Move Phase 1 - Security: XEN03	23) Firewall - Group 19	24)	25)	26)
27)	28)	29) CTS Move Phase 1 - Security: SAW CT(1)	30) Firewall - Group 20	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.



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 note about the site's purpose for managing migrations, and a section for 'Other Pages' which includes links to 'SDC Projects' and 'SDC Migration Calendar'. On the right side, there is a search box, a photograph of a server room, and an 'UPDATES' section with a recent entry dated 3/19.

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 **Oct 23rd** 2:00 – 3:00 p.m.

Remaining 2014 Dates – Nov 20th & Dec 18th.



Important Note: The meeting series has been modified for the two remaining 2014 months to the THIRD Thursday of each month.

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 Somnis– CTS Project Manager, SDC Firewall Migrations
Jennifer.Somnis@cts.wa.gov 360.407.8762

