



AGENDA

Consolidated Technology Services • WA

State Data Center Agency Implementation Coordinator Meeting

October 23, 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*

October 23, 2014



Agenda

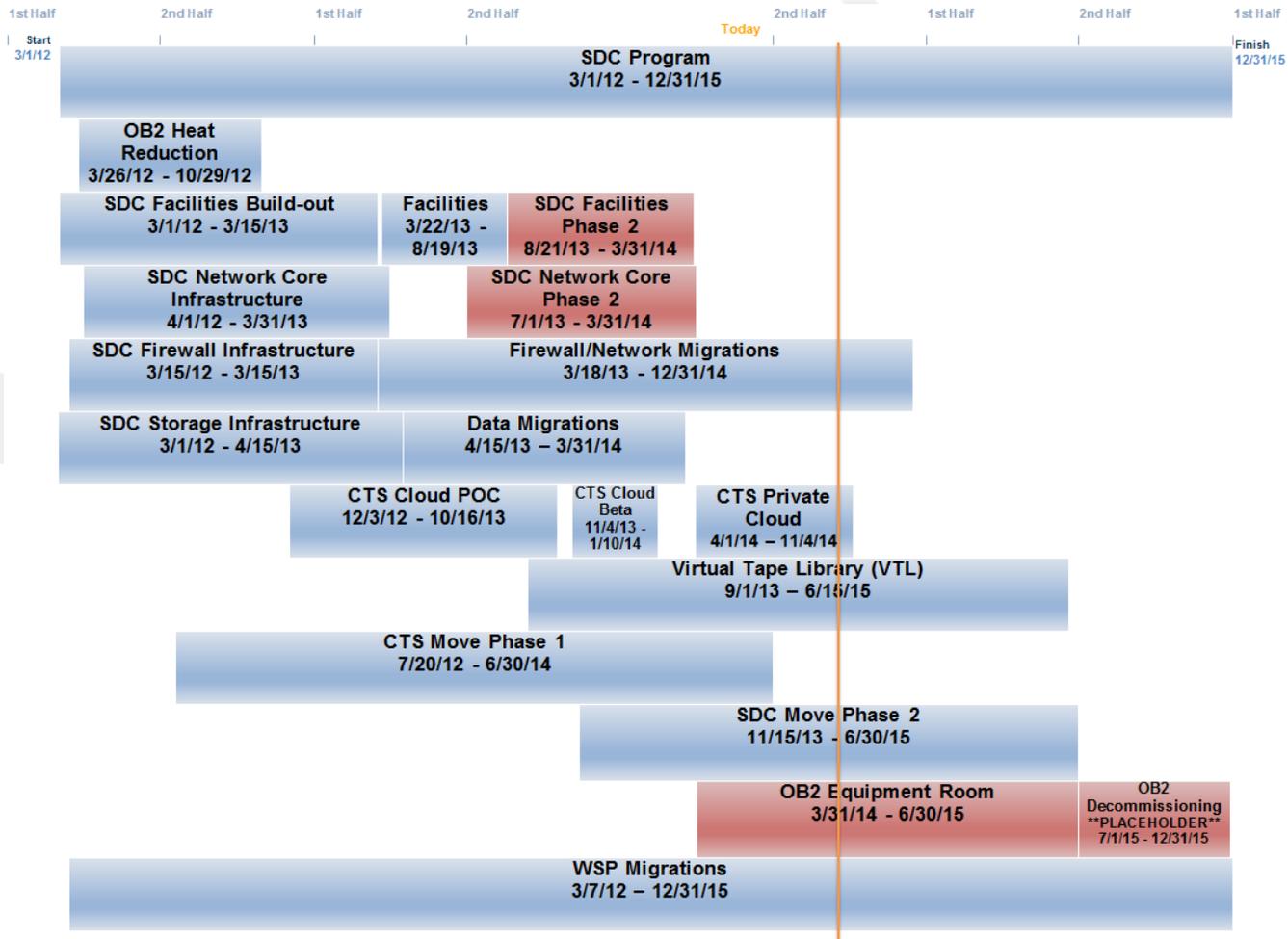
- Welcome – Introductions/Review Agenda
- Update on SDC Projects
 - Firewall Migrations
 - SDC Move Phase 2
 - CTS Cloud
 - DR-VTL
 - OB2 Equipment Room
- Customer Communications
- Q&A



SDC Projects



SDC Projects Timeline



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



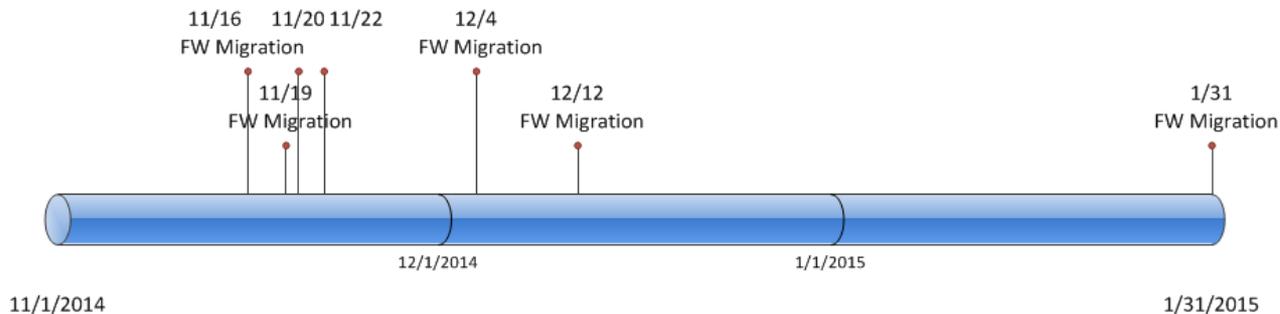
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SDC Firewall Project



Firewall Migrations – Next 90 Days

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 December 2014



Firewall Migrations

Recent:

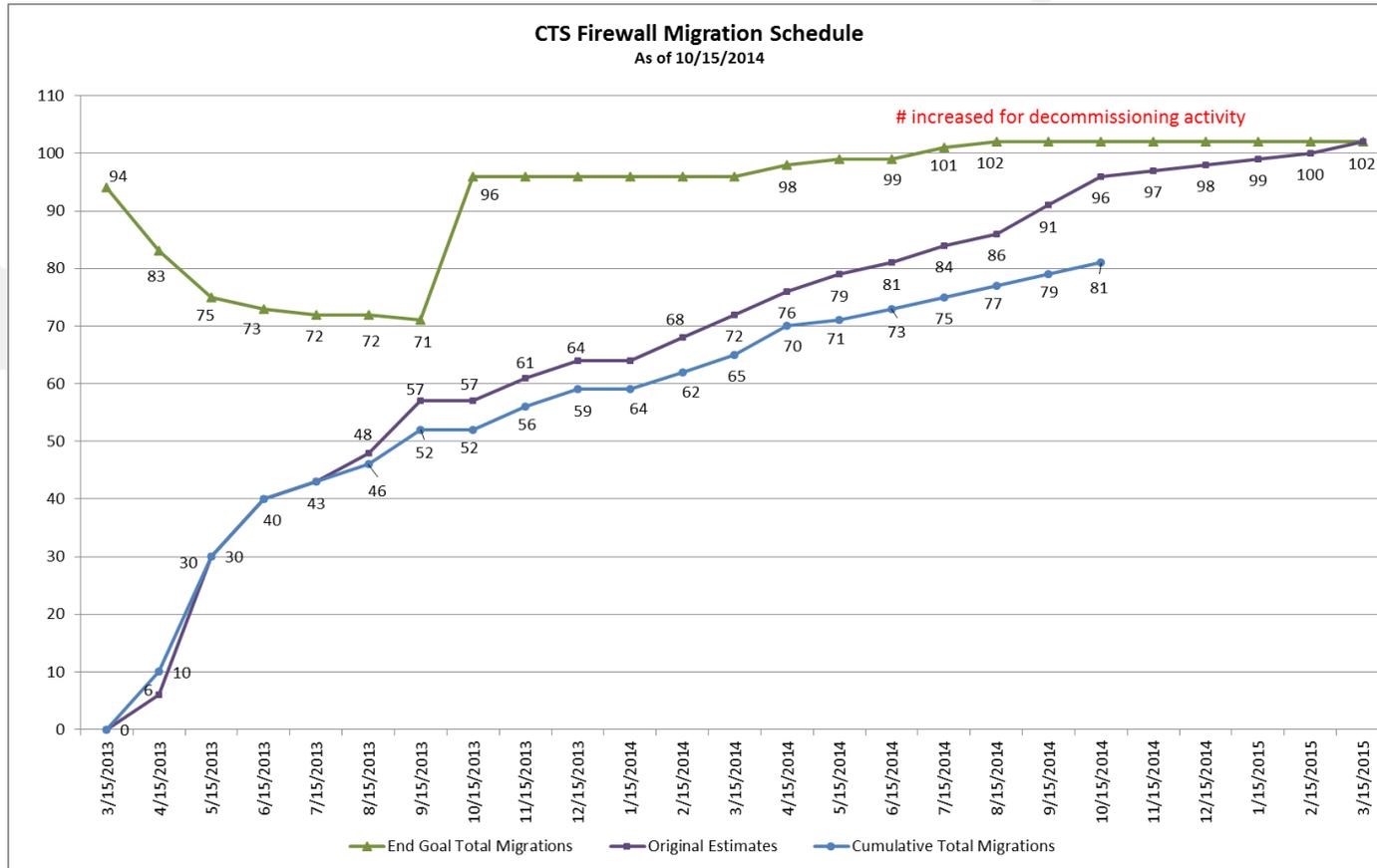
- Completed 1 firewall migration

Upcoming:

- Continue data mapping and planning to support upcoming firewall migrations
 - FW-AAMVA1 (Scheduled)
 - FW-EBS-VM (Scheduled)
 - FW-EBS (Scheduled)
 - FW-Provider1 (Scheduled)
 - FW-MSG-Gateway (Will be rescheduled)
 - FW-SAO-PGN (Will be scheduled)
 - FW-SWS (Will be scheduled)



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

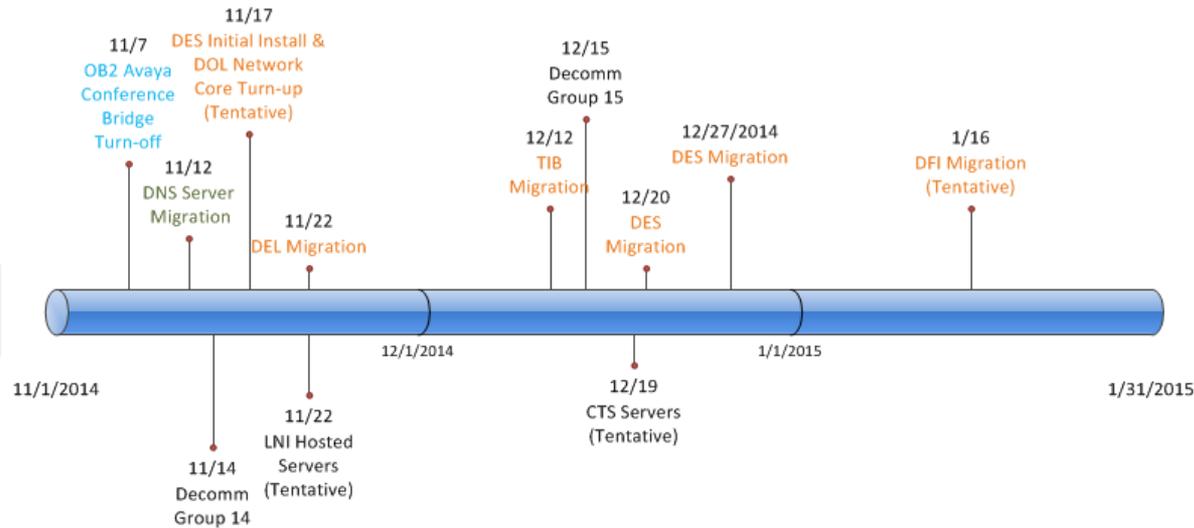
Network

Customer Migrations



SDC Move Ph 2- Next 90 Days

SDC Move Phase 2 90-day Activity Pipeline



Customer Expectations

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CTS Moves

Servers

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

Telephony

- OB2 Avaya Conference Bridge Turn-off

Migrations

- TIB Migration
- DEL Migration
- DFI Migration
- DOL Network Core Turn-up
- DES Initial Install
- DES Migration(s)

Security

- DNS Server Migration



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SDC Move Ph 2- CTS Devices

Recent:

- Continued work on LNI Servers
- Continued decommissioning gear

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:

- Scheduled meeting with pilot customers
- Reached out to the rest of the SSL VPN customers for IP Network Topology
- Set up folders on CTS ASK SharePoint site

Upcoming:

- Schedule kick-off meeting in November

SDC Move Phase 2

CTS Devices

Security

Telephony

Network

Customer Migrations



SDC Move Ph 2- Security

DNS

Recent:

- Completed DNS server migrations:
 - 10/8
 - 10/15
 - 10/22

Upcoming:

- Complete last migration on 11/12
- Complete Project!

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

No Change

SDC Move Phase 2

CTS Devices

Security

Telephony

Network

Customer Migrations



SDC Move Ph 2– Network

WAN Carrier Build out

Recent:

- Continued to work with Providers

Upcoming:

- Charter (via Integra) equipment install on 10/27
- NoaNet redundant path install on 10/27
- Frontier (via Integra) install in early November

SDC Move Phase 2

CTS Devices

Security

Telephony

Network

Customer Migrations



SDC Move Ph 2– Network

Migrate Connections and Decomm Border 1 and 2

Recent:

- Completed cut sheet and ordered fiber

Upcoming:

- Build fiber infrastructure in SDC to accommodate providers (NoaNet and Gigapop)
- Plan migrations

SDC Move Phase 2

CTS Devices

Security

Telephony

Network

Customer Migrations



SDC Move Ph 2– Network

Migrate TDM (T1's) to the SDC

Recent:

- Signed contract
- Procured OC12

Upcoming:

- Install
- Plan migration strategy for LTS T1 migrations

SDC Move Phase 2

CTS Devices

Security

Telephony

Network

Customer Migrations



SDC Move Ph 2– Network

Migrate Business Partner Equipment and Circuits to SDC

Recent:

- Began inventory of business partner equipment

Upcoming:

- Complete inventory of business partner equipment
- Develop migration plan
- Reach out to customers

SDC Move Phase 2

CTS Devices

Security

Telephony

Network

Customer Migrations



SDC Move Ph 2 - Customers

Recent:

- Conducted Network and Facility Consults with DES, WSP
- Supported DSHS migrations:
 - Supported DSHS ADSA installation into SDC
 - Conducted Facility consult with DSHS ISSD
 - Began planning for DSHS ACES Mainframe migration
- Finalized configurations and work plan for TIB Migration
- Quote acceptance received from DES, DEL, DFI and OIC

Upcoming:

- November Migrations: DEL (11/22), DES (11/20)
- December Migrations: TIB (tentatively 12/12)
- DOL Network Core Turn-up - Nov 17 (Tentative)
- Work on next tasks for DES, DEL, DFI and OIC migrations
- Continue supporting customer migration planning

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 acceptance criteria tests of the production environment.

Upcoming:

- Accept final deliverable from VMware engagement
- 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

No Change



OB2 Equipment Room



OB2 Equipment Room

DES, CTS, and DSHS have been meeting to discuss the requirements, plan, and design of 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.

Recent:

- Met with DES and DSHS for further discussions

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 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". It contains several news items: "SDC Move Phase 2" (Customer migration kick-off meetings), "CTS Move Phase 1" (High level accomplishments including Fortress Customer Test and Production migration, telephony migrations, and server moves), "Network and Firewalls" (98 firewalls identified, 42 migrated, 28 decommissioned), 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.

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).

STATUS: Current Status Report

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



Migration Calendar Updates

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 2014

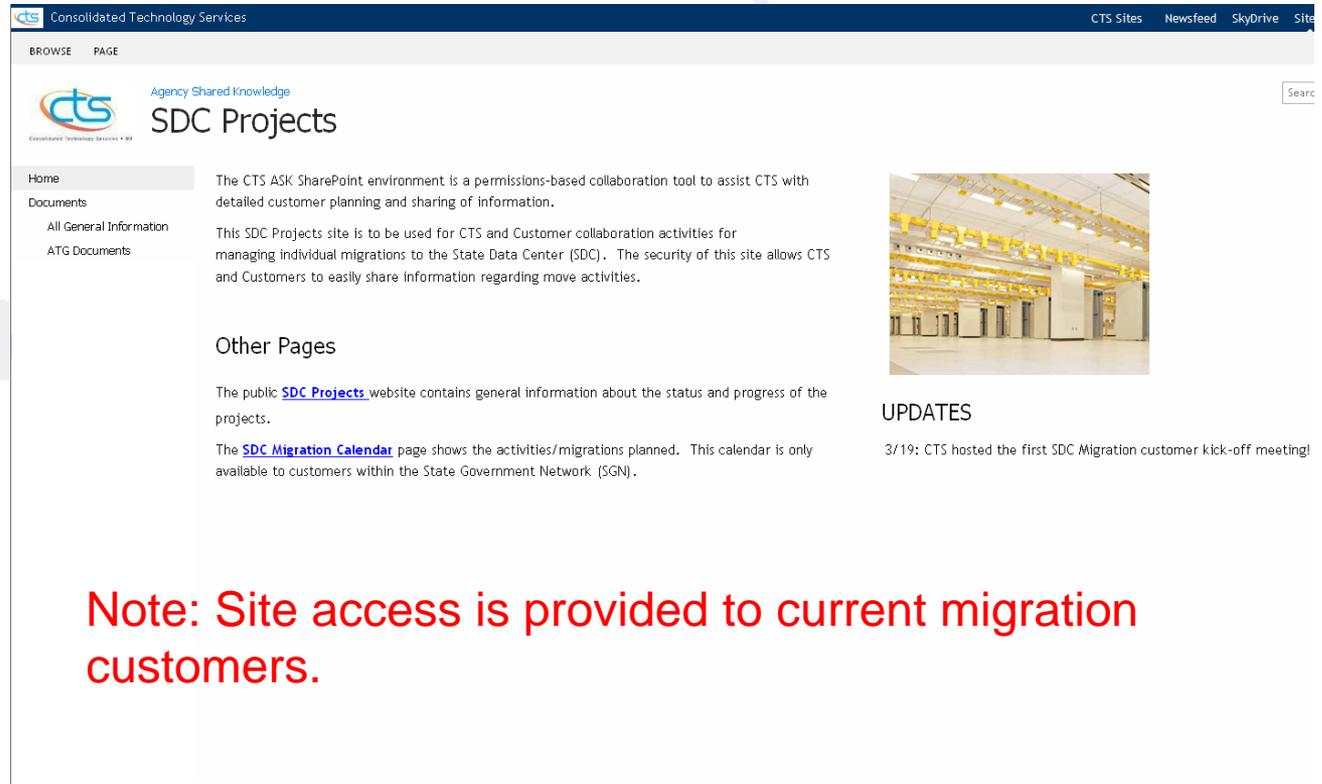
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
			1)	2)	3)	4)
5) Firewall Group 44	6)	7)	8) SDC Move Phase 2- Security: DNS Upgrade SDC Move Phase 2: DSHS ADSA VM Servers	9)	10)	11)
12)	13)	14)	15) SDC Move Phase 2- Security: DNS Upgrade	16)	17)	18)
19)	20)	21)	22) SDC Move Phase 2- Security: DNS Upgrade	23) Firewall - Group 41	24)	25)
26) Firewall - Group 35	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.



SDC Project ASK Website

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



The screenshot shows the 'SDC Projects' page on the 'Consolidated Technology Services' website. The page features a navigation menu with 'Home', 'Documents', and 'Other Pages'. The 'Documents' section includes 'All General Information' and 'ATG Documents'. The 'Other Pages' section includes 'SDC Projects' and 'SDC Migration Calendar'. 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. Below the photograph, there is an 'UPDATES' section with a date '3/19' and a brief description of a customer meeting.

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 **Nov 20rd** 2:00 – 3:00 p.m.

Remaining 2014 Date – 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
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- Doug Wood – CTS Project Manager, SDC Move Phase 2
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- Jenn Somnis– CTS Project Manager, SDC Firewall Migrations
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