



AGENDA

Consolidated Technology Services • WA

State Data Center Agency Implementation Coordinator Meeting

November 20, 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*

November 20, 2014



Agenda

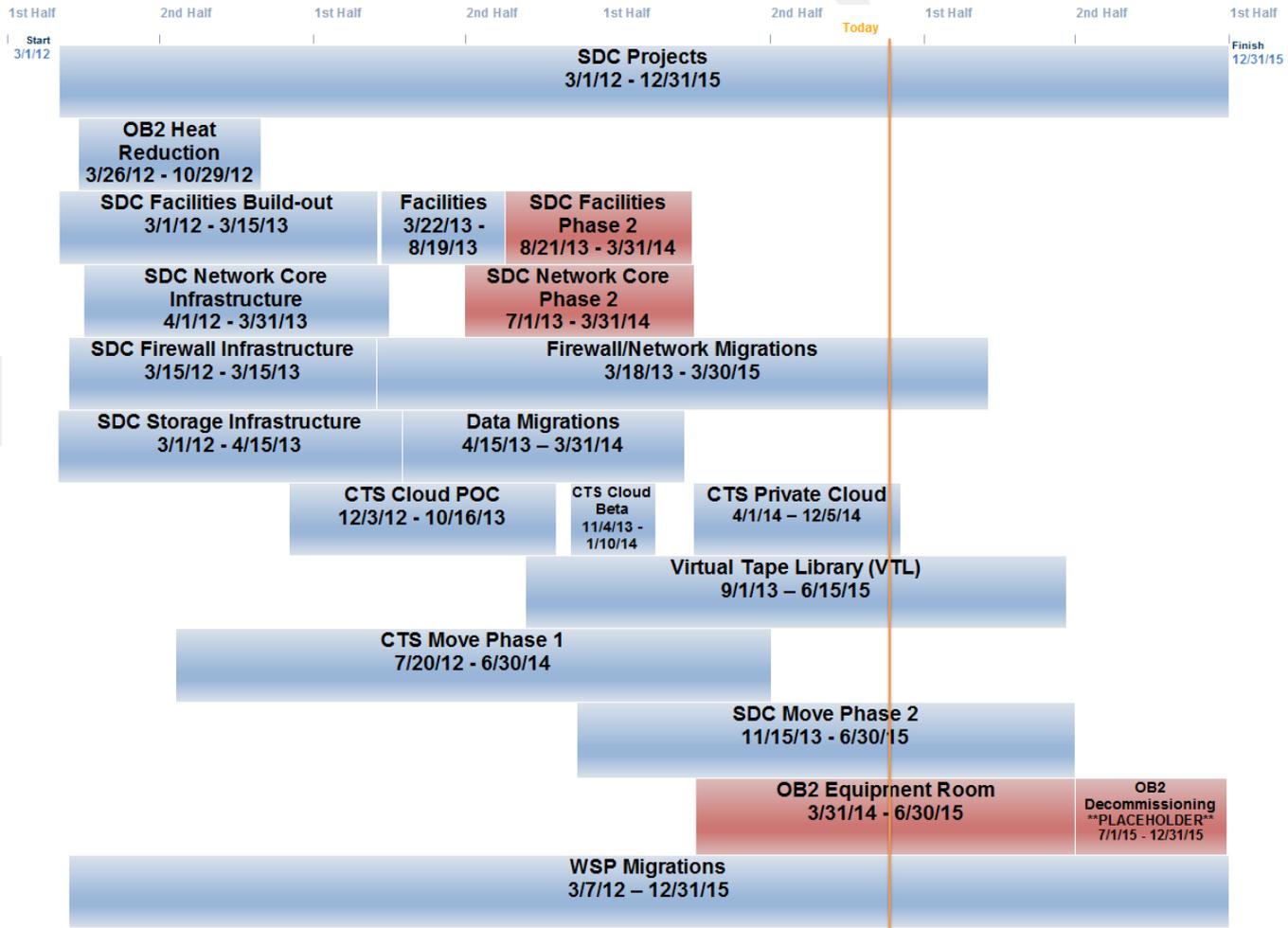
- Welcome – Introductions/Review Agenda
- Update on SDC Projects
 - Firewall Migrations
 - SDC Move Phase 2
 - CTS Cloud
 - DR-VTL
 - OB2 Equipment Room
- Customer Communications
- Q&A



SDC Projects



SDC Projects Timeline



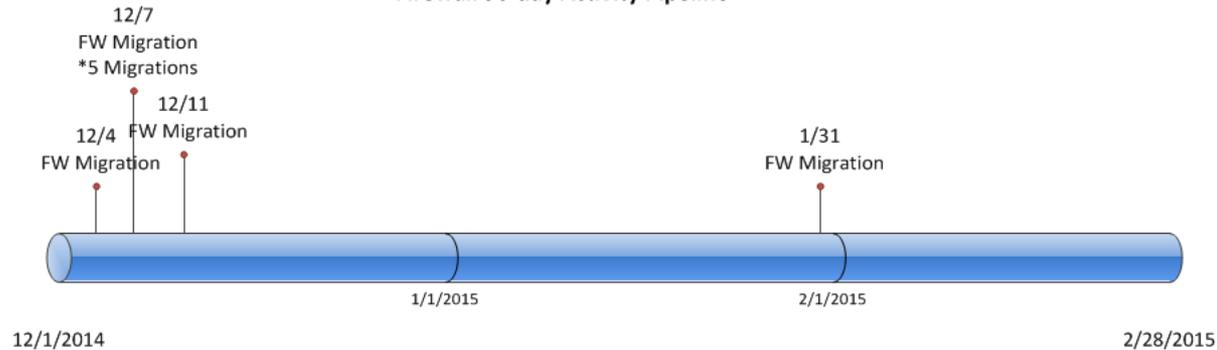
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SDC Firewall Project



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:

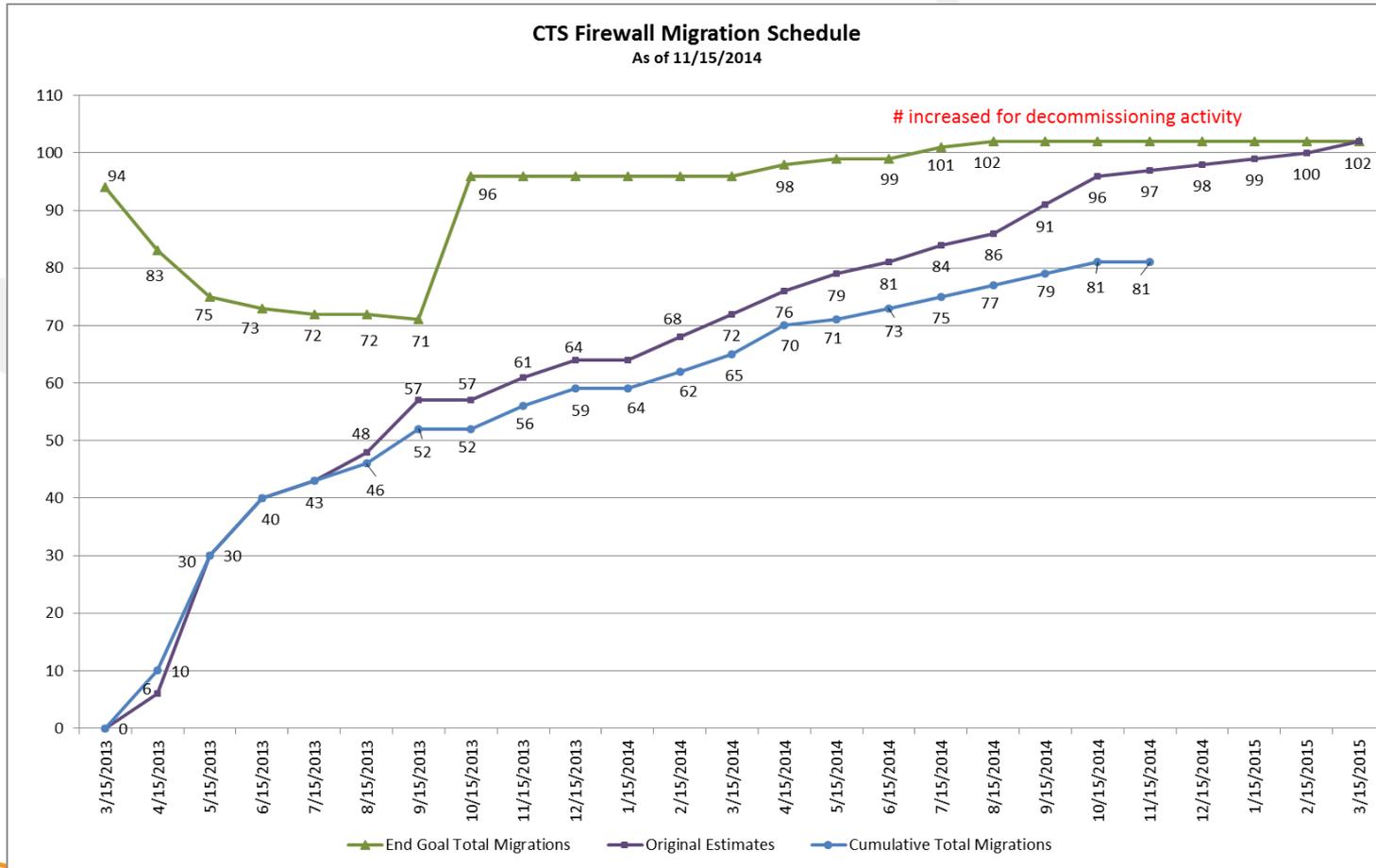
- Completed 1 firewall migration

Upcoming:

- Continue data mapping and planning to support upcoming firewall migrations
 - FW-EBS-VM (Scheduled)
 - FW-SAO-PGN (Scheduled)
 - FW-UTC-PGN (Scheduled)
 - FW-DFW-PGN (Scheduled)
 - FW-WAK-PGN (Scheduled)
 - FW-TIB-PGN (Scheduled)
 - FW-AAMVA (Scheduled)
 - FW-EBS (Rescheduled)



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

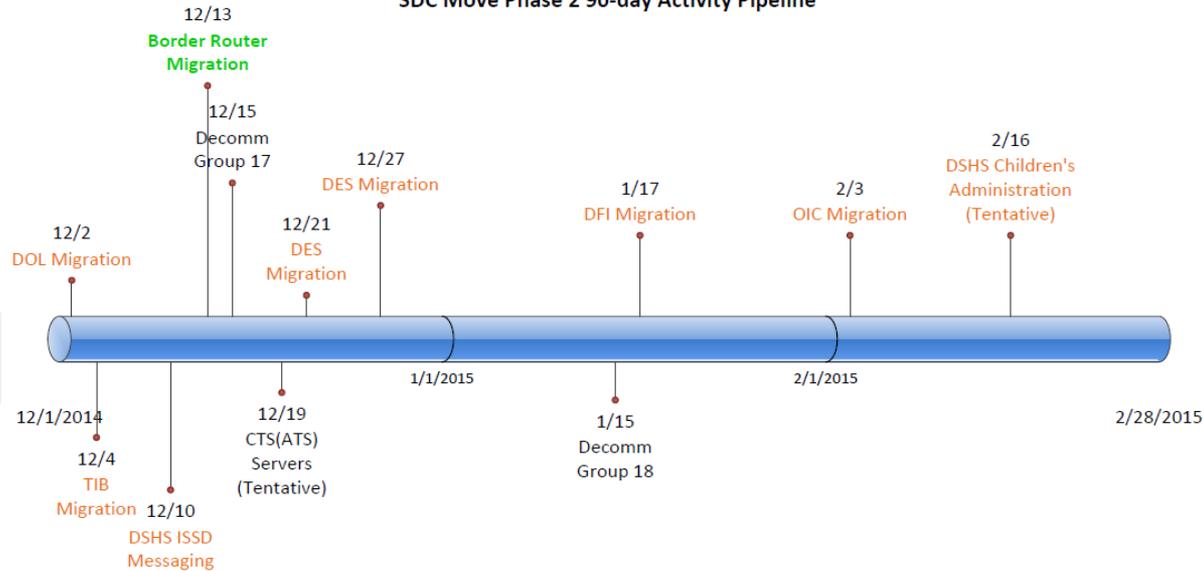
Network

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).
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CTS Moves

Servers

- Decomm Group 17
- Decomm Group 18
- CTS (ATS) Servers

Network

- Border Router Migration

Migrations

- DOL Migration
- TIB Migration
- DSHS ISSD Messaging
- DES Migration(s)
- DFI Migration
- OIC Migration
- DSHS Children's Administration



SDC Move Ph 2- CTS Devices

Recent:

- Continued work on LNI Servers
- Decomm Group 15 & 16

Upcoming:

- Continue work on LNI Servers
- Decomm Group 17 & 18
- Internal CTS (ATS) Servers

SDC Move Phase 2

CTS Devices

Security

Telephony

Network

Customer Migrations



SDC Move Ph 2- Security

SSL VPN

Recent:

- Scheduled kick-off meeting for:
 - November 24th, 10:00am-11:00am, 1500 Jefferson Building, Conference Room 2208
- Scheduled onsite training for SSL VPN Administrators for:
 - December 15th – 17th, time/location TBD

Upcoming:

- Continue work on Network Topology sheets
- Customer migration planning
- Hold kick-off meeting and onsite training

SDC Move Phase 2

CTS Devices

Security

Telephony

Network

Customer Migrations



SDC Move Ph 2- Security

DNS

Recent:

- Project Complete

Upcoming:

- Clean up activities

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:

- Frontier (via Integra)- completed
- NoaNet redundant path- completed
- Charter (via Integra)- completed

Upcoming:

- Continue work with:
 - Wave Broadband
 - PNWGP
 - CenturyLink (copper)

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:

- Sent out [technical bulletin](#) for Border Router migration scheduled for 12/13

Upcoming:

- Work with DOT on migrating their connection.

SDC Move Phase 2

CTS Devices

Security

Telephony

Network

Customer Migrations



SDC Move Ph 2– Network

Migrate TDM (T1s) to the SDC

Recent:

- Working with vendor for circuit install

Upcoming:

- Install OC12 circuit
- Reach out to customers 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:

- Completed inventory of business partner equipment
- Equipment moves will be included in the Move Phase 2 Customer Migrations
- Transitioned information to Move Phase 2 Project

Upcoming:

- Migrate routers as part of Move Phase 2

SDC Move Phase 2

CTS Devices

Security

Telephony

Network

Customer Migrations



SDC Move Ph 2 - Customers

Recent:

- Conducted Orientation Session with King County
- Support DOL, DES, and WSP with migrations
- Move planning with DEL and TIB
- Network Consults for DSHS ACES Mainframe

Upcoming:

- High Level Consults for COM, ESD and SBCTC
- November Migrations: DES, WSP, and DEL
- December Migrations: DSHS ISSD, DES, DOL, and TIB
- Work on tasks for upcoming DES, DFI and OIC migrations
- Continue supporting customer migration planning

SDC Move Phase 2

CTS Devices

Security

Telephony

Network

Customer Migrations



Migration Guide (v1.5)

The State Data Center Migration Guide

Version 1.5
November 20, 2014

A new version of the Migration Guide was published today on the [ASK site](#). There are many minor edits, but no major edits.

SDC Move Phase 2

CTS Devices

Security

Telephony

Network

Customer Migrations



Notification ListServ

The Migration Guide now contains a link to additional information posted to the [ASK site](#) that explains how to access the WANotifications ListServ.

Subscribing to the WANotification ListServ for Customer Notifications

Version 1.0
November 20, 2014



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 most of the Service Readiness tasks

Upcoming:

- Accept final deliverable from VMware engagement
- Finalize service readiness
- Begin working with new customers in early December



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:

- Cancelled procurement
- Re-scoped project

Upcoming:

- Work on procurement(s) for new scope



9509 Project



9509 Project

The 9509 switch in OB2 is at end of life and has 72 connections remaining on it. The primary customers impacted are the CTS Mainframe team, DES, and DSHS. The TSM service also uses these connections.

Recent:

- Launch the project

Upcoming:

- 90% of these connections will be cutover in one event which is tentatively being scheduled for January.
- The remaining connections will migrate by the end of February. DES and DSHS will need to make changes on their side.



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TSM Sunset Project



TSM Sunset Project

CTS recently published a [Service Announcement](#) to let customers know about the upcoming sunset of the TSM service. There are two informational meetings scheduled.

When the Avamar Expansion equipment installation is completed Dec/Jan, existing customers will be “migrated” and then the TSM customers will be “migrated”.

*Migration = instead of backing up to the old system, back ups will be made to the new system.



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Service Announcement

November 18, 2014

TO: CTS Server Backup Customers
FROM: Kay Metsker, Manager
Server Backup Service
SUBJECT: Backup Product Replacement

This service announcement provides initial notification for the upcoming Backup Customer Events.

First Event - General / Technical Overview

When: December 17, 2014
Time: 1:00 – 4:00
Where: 1500 Jefferson Building
Agenda: General Overview 1:00 – 2:30 / Technical Overview 2:45 – 4:15

Second Event - General / Technical Overview

When: January 8, 2014
Time: 1:00 – 4:00
Where: 1500 Jefferson Building
Agenda: General Overview 1:00 – 2:30 / Technical Overview 2:45 – 4:15



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:

- Meetings were put on hold while DES establishes a design contract.

Upcoming:

- Resume meetings and 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 located in the top right corner. Below the logo is a navigation menu with "Home", "Products and Services", and "Projects" tabs. Under "Projects", there are sub-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 kick-off meetings), "CTS Move Phase 1" (High level accomplishments including Fortress Customer Test 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 that the chart shows baseline budget and actuals for all SDC projects; 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)		



Migration Calendar Updates

November 2014

SDC
Migrations
Calendar

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
						1)
2)	3)	4)	5) SDC Move Phase 2- Security: DNS Upgrade	6)	7) SDC Move Phase 2: OB2 Avaya Conference Bridge Turn-off	8)
9)	10)	11)	12)	13) SDC Move Phase 2- Security: DNS Change	14) Decomm Group 14	15)
16)	17) SDC Move Phase 2: DES Migration	18)	19) Firewall - Group 46	20) Firewall - Group 43 SDC Move Phase 2: DES Migration	21)	22) SDC Move Phase 2: LNI Servers (Tentative) Firewall Group 45 SDC Move Phase 2: DEL Migration
23)	24)	25)	26)	27) SDC Move Phase 2: DES Migration	28)	29)
30)						

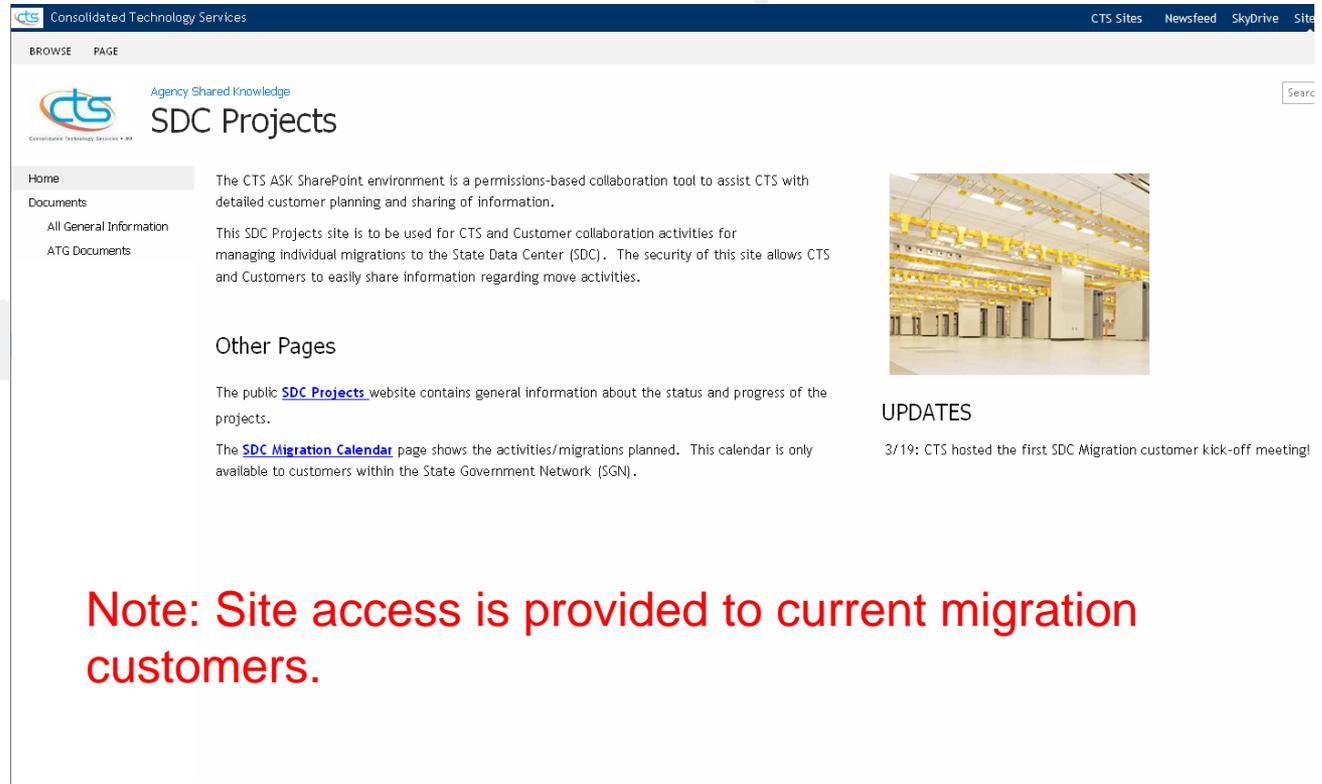
Migration events in green font denote an internal CTS test system migration with no customer impact. A Technical Bulletin will not be issued for these events.



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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 navigation menu includes 'Home', 'Documents', 'All General Information', and 'ATG Documents'. The main content area contains several sections: 'Home' with a description of the CTS ASK SharePoint environment; 'Documents' with a description of the site's purpose for managing migrations; 'Other Pages' with links to 'SDC Projects' and 'SDC Migration Calendar'; and 'UPDATES' with a recent update dated 3/19 regarding a customer kick-off meeting. A search box is located in the top right corner. A large red note is overlaid at the bottom of the screenshot.

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 **Dec 18th** 2:00 – 3:00 p.m.



Important Note: 2015 dates are now posted on the SDC AIC meetings page

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
Jennifer.Somnis@cts.wa.gov 360.407.8762

