



# AGENDA

Consolidated Technology Services • WA

## State Data Center Agency Implementation Coordinator Meeting

December 18, 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*

December 18, 2014



# Agenda

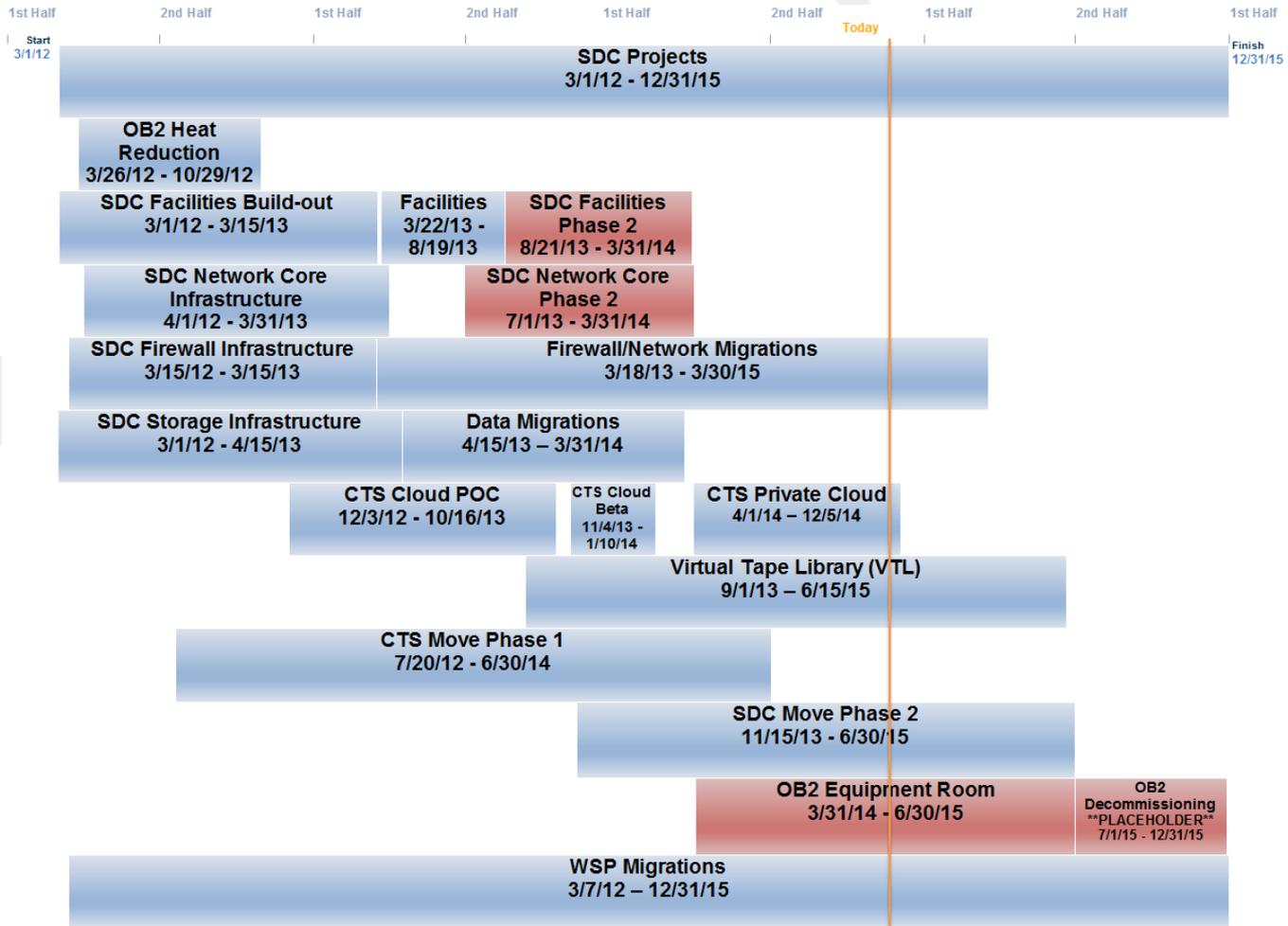
- Welcome – Introductions/Review Agenda
- Update on SDC Projects
  - Firewall Migrations
  - SDC Move Phase 2
  - CTS Cloud
  - DR-VTL
  - OB2 Equipment Room
- Customer Communications
- Q&A



# SDC Projects



# SDC Projects Timeline



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# SDC Firewall Project





# Firewall Migrations

## Recent:

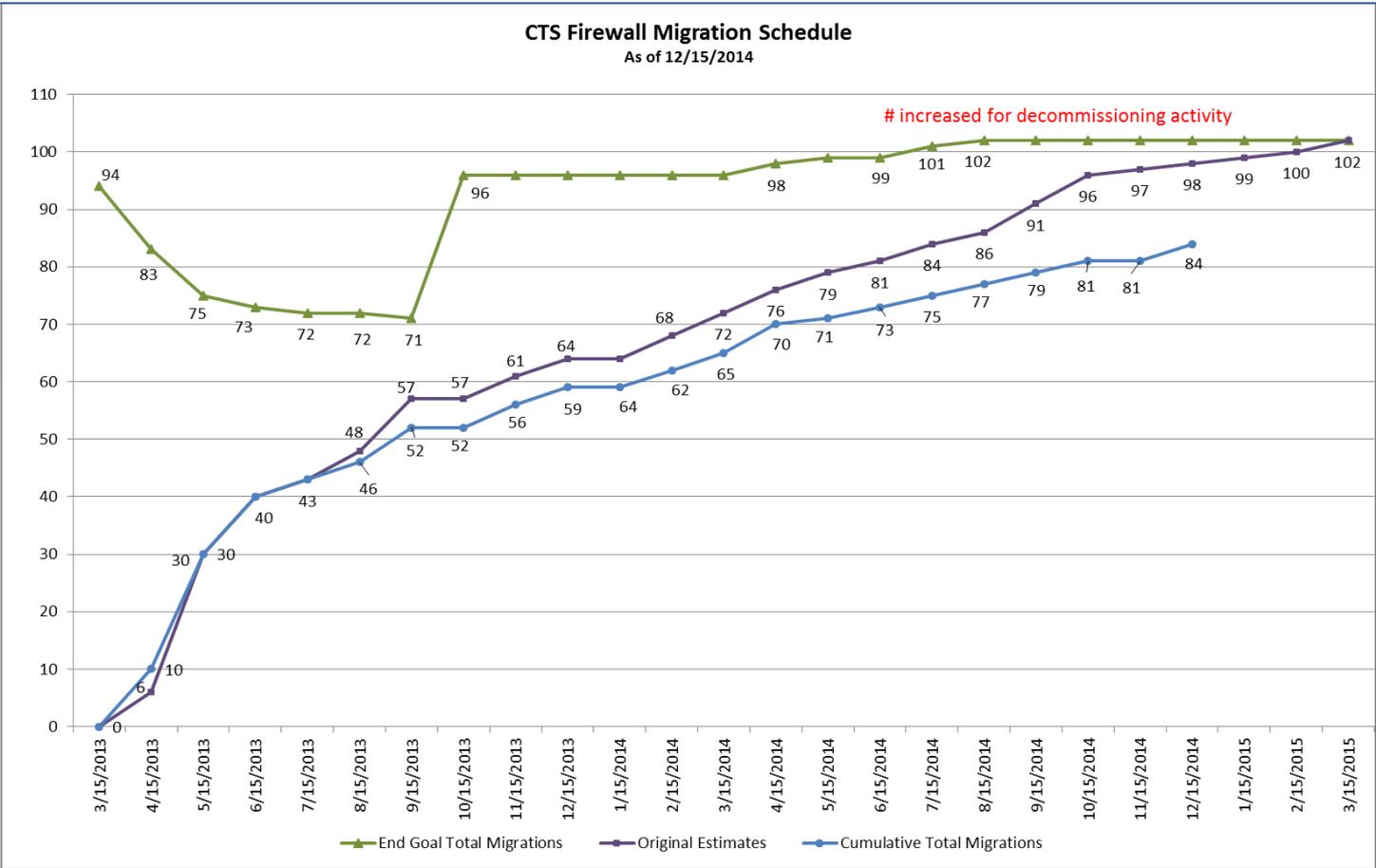
- Completed 4 firewall migration
  - FW-EBS-VM (Completed)
  - FW-SAO-PGN, FW-UTC-PGN, FW-DFW-PGN, FW-WAK-PGN, FW-TIB-PGN (Completed)
  - FW-EBS (Completed)
  - FW-SWS (Completed)

## Upcoming:

- Continue data mapping and planning to support upcoming firewall migrations
  - FW-AAMVA (Scheduled)
  - FW-MSG Gateway (Scheduled)
  - FW-SHRD SVC C3 (UTC scheduled, OAH pending)
  - FW-BP meeting 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

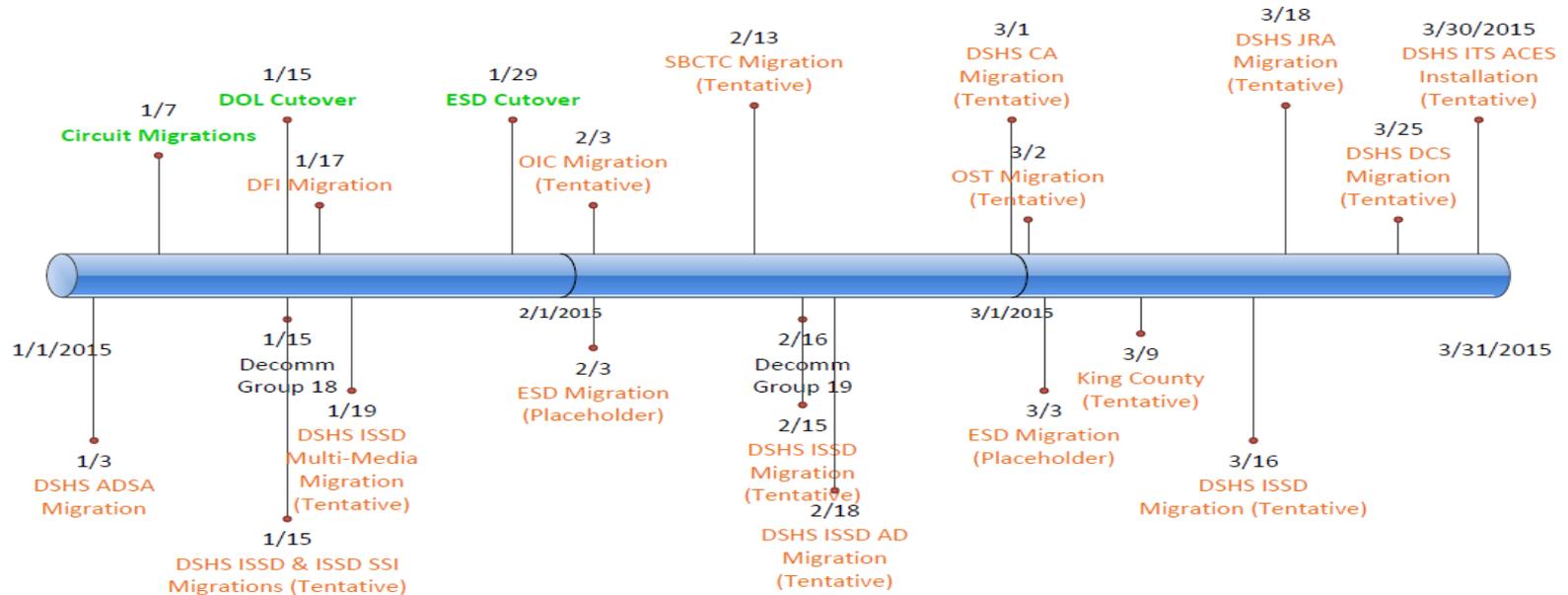
Network

Customer Migrations



# SDC Move Ph 2- Next 90 Days

SDC Move Phase 2 90-day Activity Pipeline



### Customer Expectations

- 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

### Servers

- Decomm Group 18
- Decomm Group 19

### Network (TSD/LTS)

- Circuit Migrations
- DOL PBX Cutover
- ESD PBX Cutover

### CTS Moves

#### Migrations

- DSHS ISSD
- DSHS ISSD SSI
- DSHS ISSD Multi-Media Group
- DSHS ISSD Active Directory
- DSHS JRA
- DSHS CA
- DSHS DCS
- DSHS ITS ACES
- SBCTC
- King County
- OST
- DFI
- OIC
- ESD



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# SDC Move Ph 2- CTS Devices

## Recent:

- Continued work on LNI Servers
- Decomm Group 17
- Configured PGN AD Servers

## Upcoming:

- Continue work on LNI Servers
- Decomm Group 18 & 19
- Migrate Internal CTS (ATS) Servers
- Review Lab & Test Messaging Servers for Decomm

## SDC Move Phase 2

CTS Devices

Security

Telephony

Network

Customer Migrations



# SDC Move Ph 2- Security

## SSL VPN

### Recent:

- Held onsite training for SSL VPN Administrators: December 15<sup>th</sup> – 17<sup>th</sup>

### Upcoming:

- Continued to work on Network Topology sheets
- Customer migration planning

## SDC Move Phase 2

CTS Devices

Security

Telephony

Network

Customer Migrations



# SDC Move Ph 2- Security

## Web Services Gateways

### Recent:

- Coordinating migration work with F5

### Upcoming:

- F5 on site
- Migration tentatively scheduled for end of January (impacts DSHS and COM)

## SDC Move Phase 2

CTS Devices

Security

Telephony

Network

Customer Migrations



# SDC Move Ph 2- Security

## Logging/Event Correlation

### Recent:

- Completed CTS expansion

### Upcoming:

- Close out project
- Work transfers to Logging/Event Correlation Decision package project (not an SDC project)

## SDC Move Phase 2

CTS Devices

Security

Telephony

Network

Customer Migrations



# SDC Move Ph 2– Telephony

## Recent:

- Completed October billing cycle
- Decommissioned servers in November

## Upcoming:

- Project complete!

## SDC Move Phase 2

CTS Devices

Security

Telephony

Network

Customer Migrations

*No Change*



# SDC Move Ph 2– Network

WAN Carrier Build out

Recent:

- Met with CenturyLink to discuss copper

Upcoming:

- Continue work with:
  - Wave Broadband
  - PNWGP (Gigapop)
  - 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:

- Completed migrating services from existing Border routers to new Edge devices within the SDC

Upcoming:

- Project Complete!

## SDC Move Phase 2

CTS Devices

Security

Telephony

Network

Customer Migrations



# SDC Move Ph 2– Network

Migrate TDM (T1s) to the SDC

Recent:

- Confirmed with vendor circuit install for late December/early January

Upcoming:

- Reach out to customers for T1 migrations

## SDC Move Phase 2

CTS Devices

Security

Telephony

Network

Customer Migrations



# SDC Move Ph 2– Network

Migrate PBX (Phone) Remote Sites to the SDC

Recent:

- Scheduled and posted [technical bulletin](#) for DOL Black Lake cutover for 1/15
- Scheduled and posted [technical bulletin](#) ESD Woodland Square cutover for 1/29

Upcoming:

- Reach out to additional customers

## SDC Move Phase 2

CTS Devices

Security

Telephony

Network

Customer Migrations



# SDC Move Ph 2– Network

## Vendor Trunk Migrations

### Recent:

- Scheduled and posted [technical bulletin](#) for 1<sup>st</sup> round of customer migrations on Jan 7<sup>th</sup>.

### Upcoming:

- Reach out to additional customers

## SDC Move Phase 2

CTS Devices

Security

Telephony

Network

Customer Migrations



# SDC Move Ph 2 - Customers

## Recent:

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

## Upcoming:

- Orientation Sessions for DOC and DAHP
- High Level Consults for HCA, King County, DSHS ACES, COM and OST
- December Migrations: DES, DSHS ADSA
- Work on tasks for upcoming DSHS, SBCTC, DFI and OIC migrations
- Continue supporting customer migration planning

## SDC Move Phase 2

CTS Devices

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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

A [service announcement](#) for the CTS Private Cloud Service was recently posted.

The announcement introduced the new Private Cloud service.



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## Service Announcement

December 2, 2014

**TO:** CTS Customers  
**FROM:** Kay Metsker  
Server Hosting Service Owner  
**SUBJECT:** CTS Private Cloud Service

CTS is announcing the introduction of a new Private Cloud service. This service is now in production status.

The Private Cloud service provides customers with an Infrastructure-as-a-Service (IaaS) private cloud located within the State Data Center. Using a self-service portal, customers have on-demand access to a shared pool of compute resources that can be rapidly provisioned and released as virtual servers on a pay-as-you-go basis or as a dedicated pool of virtual resources.

The CTS Private Cloud shared virtual infrastructure reduces or eliminates the need for capital expenditures by customers and allows them to realize cost savings compared to physical server environments. Customers will provision an initial minimum configuration that can be expanded based on their needs. The minimum configuration can be modified by increasing storage, server memory, and virtual processors along with the ability to select server backups during and after provisioning.

### Key Functionality

- On-demand self-service portal
- Capability to automatically provision, de-provision, archive compute resources
- Secure multi-tenant infrastructure with complete business unit isolation



# Virtual Tape Library



# DR - VTL Project

## Recent:

- ASV announced
- Equipment order prepared for IBM mainframe VTL and for Physical Tape unit for the Unisys mainframe

## Upcoming:

- Meet with EMC (IBM VTL implementation and move/implementation of DLM to Unisys mainframe)



# Avamar



# Avamar Project

## Recent:

- Completed installation and configuration

## Upcoming:

- Complete testing
- A notice will be sent soon regarding a January impact from migrating from OB2 to the SDC.



# 9509 Project



# 9509 Project

The 9509 switch in OB2 was being considered for early decommission prior to June 30, 2015. However, as migrations occur the customer base is dwindling. Decommissioning will occur after the migrations have completed.

## Recent:

- Cancelled project

## Upcoming:

- Close project



# TSM Sunset Project



# TSM Sunset Project

## Recent:

- Created training materials
- Held customer meeting on December 17th

## Upcoming:

- Create Customer Readiness Guide



# 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:

- DES hosted a meeting to review design contract.

## Upcoming:

- DES will finalize contract and begin design planning.



# CTS Service Announcement

A [service announcement](#) for sunsetting the OB2 Data Center was recently posted.



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## Service Announcement

December 12, 2014

**TO:** Customers/Providers with equipment in the OB2 Data Center  
**FROM:** Consolidated Technology Services (CTS)  
**SUBJECT:** Sunset Announcement: OB2 Data Center

This service announcement provides notification that Consolidated Technology Services (CTS) intends to sunset its use of the OB2 Data Center as of June 30, 2015. This date coincides with the Washington OCIO SDC Business Plan Update which describes the unacceptably high costs for operational repairs and urgent safety mitigations in OB2 to keep the end-of-life data center in service.

### What Does this Mean?

- In an effort to minimize the risk to systems running in OB2, customers and/or providers with equipment residing in OB2 need to remove equipment from OB2 prior to June 30, 2015.
- CTS is working with customers and/or providers to plan for their migrations out of OB2 prior to the June 30, 2015 sunset date.

The space will be owned and operated by Department of Enterprise Services as of July 1, 2015. Any inquiries should be directed to DES.

For questions or comments regarding this notice, please send an email to the CTS Service Desk ([ServiceDesk@cts.wa.gov](mailto:ServiceDesk@cts.wa.gov)) or call 360-753-2454.



# 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 news item dated "April 30, 2014" about "SDC Move Phase 2". It lists high-level accomplishments such as migrating customer test and production to the F5 load balancer, completing telephony migrations, and moving physical servers. It also mentions "Network and Firewalls" migration and "Facilities/Network Core Phase 2" readiness. An "Important Links" sidebar on the right lists links like 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	<span style="color: green;">●</span>	<span style="color: orange;">●</span>	<span style="color: green;">●</span>
OB2 Heat Reduction	(completed)		
SDC Facilities	(completed)		
SDC Network Core	(completed)		



# Migration Calendar Updates

January 2015

SDC  
Migrations  
Calendar

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
				1)	2)	3) SDC Move Phase 2: DSHS ADSA Migration
4) Firewall - Group 35	5)	6)	7) SDC Move Phase 2: Migration of Customer Circuits	8)	9)	10)
11) Firewall - Group 40  Firewall - Group 48	12)	13)	14)	15) SDC Move Phase 2: DOL Telephony Migration  Decomm Group 18  SDC Move Phase 2: DSHS ISSD Migration	16)	17) SDC Move Phase 2: DFI Migration
18)	19) SDC Move Phase 2: DSHS ISSD Multi- Media Migration	20)	21)	22) SDC Move Phase 2: ESD Telephony Migration	23)	24)
25)	26)	27)	28)	29)	30)	31)

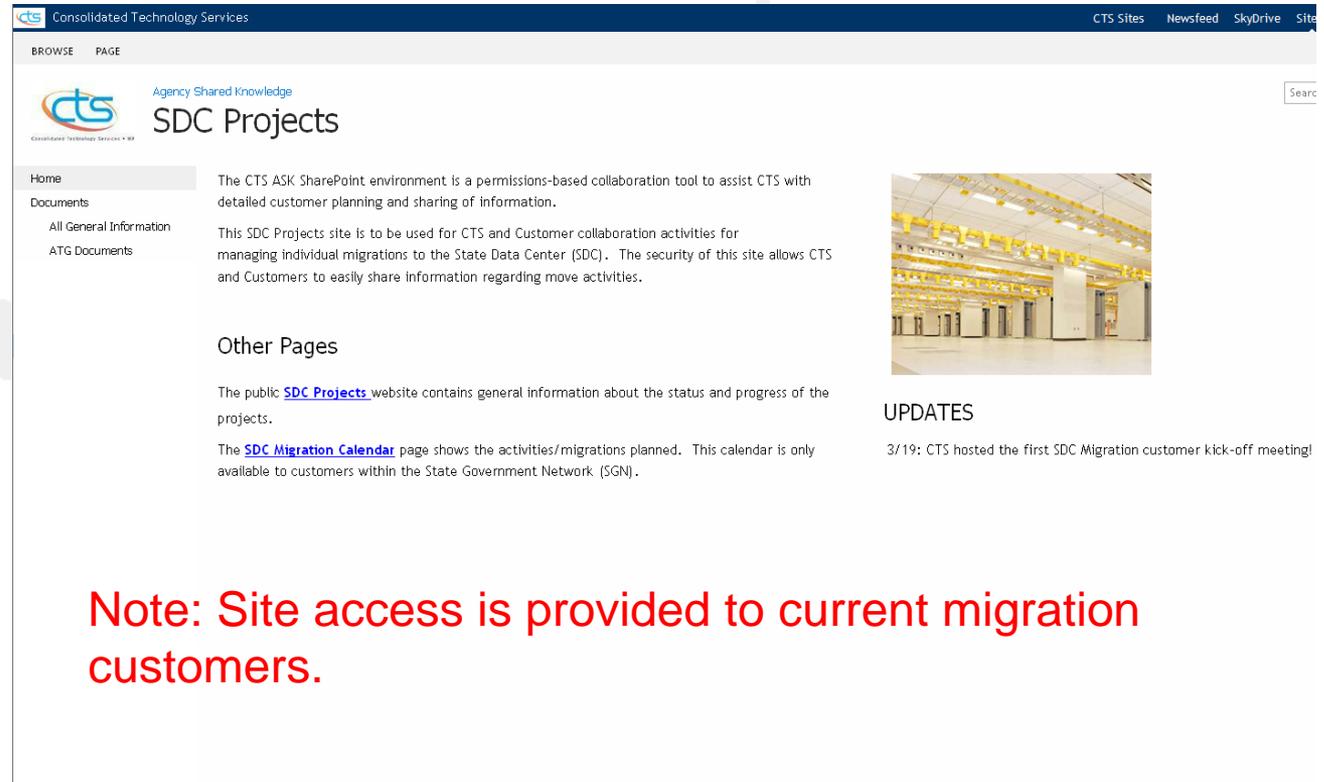
Migration events in *green* font denote an internal CTS test system migration with no customer impact. A Technical Bulletin will not be issued for these events.



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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' 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 data center 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 kick-off meeting.

**Note: Site access is provided to current migration customers.**



# The Migration Guide

## The State Data Center Migration Guide

Version 1.5  
November 20, 2014

The Migration Guide is available on the [ASK site](#). There was one minor release for a couple edits since last month.

### SDC Move Phase 2

CTS Devices

Security

Telephony

Network

Customer Migrations



# Q&A



# Next Meeting

Our next meeting will be **Jan 22<sup>nd</sup>** 2:00 – 3:00 p.m.



Important Note: January's meeting will be held Conference Room 2331

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](mailto:Heidi.Brownell@cts.wa.gov) 360.407.8980
- Doug Wood – CTS Project Manager, SDC Move Phase 2  
[Doug.Wood@cts.wa.gov](mailto:Doug.Wood@cts.wa.gov) 360.407.8631
- Jenn Somnis– CTS Project Manager, SDC Firewall Migrations  
[Jennifer.Somnis@cts.wa.gov](mailto:Jennifer.Somnis@cts.wa.gov) 360.407.8762

