



# AGENDA

Consolidated Technology Services • WA

## State Data Center Agency Implementation Coordinator Meeting

March 26, 2015

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 – 3:00	Q&A	All
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*

March 26, 2015



# Agenda

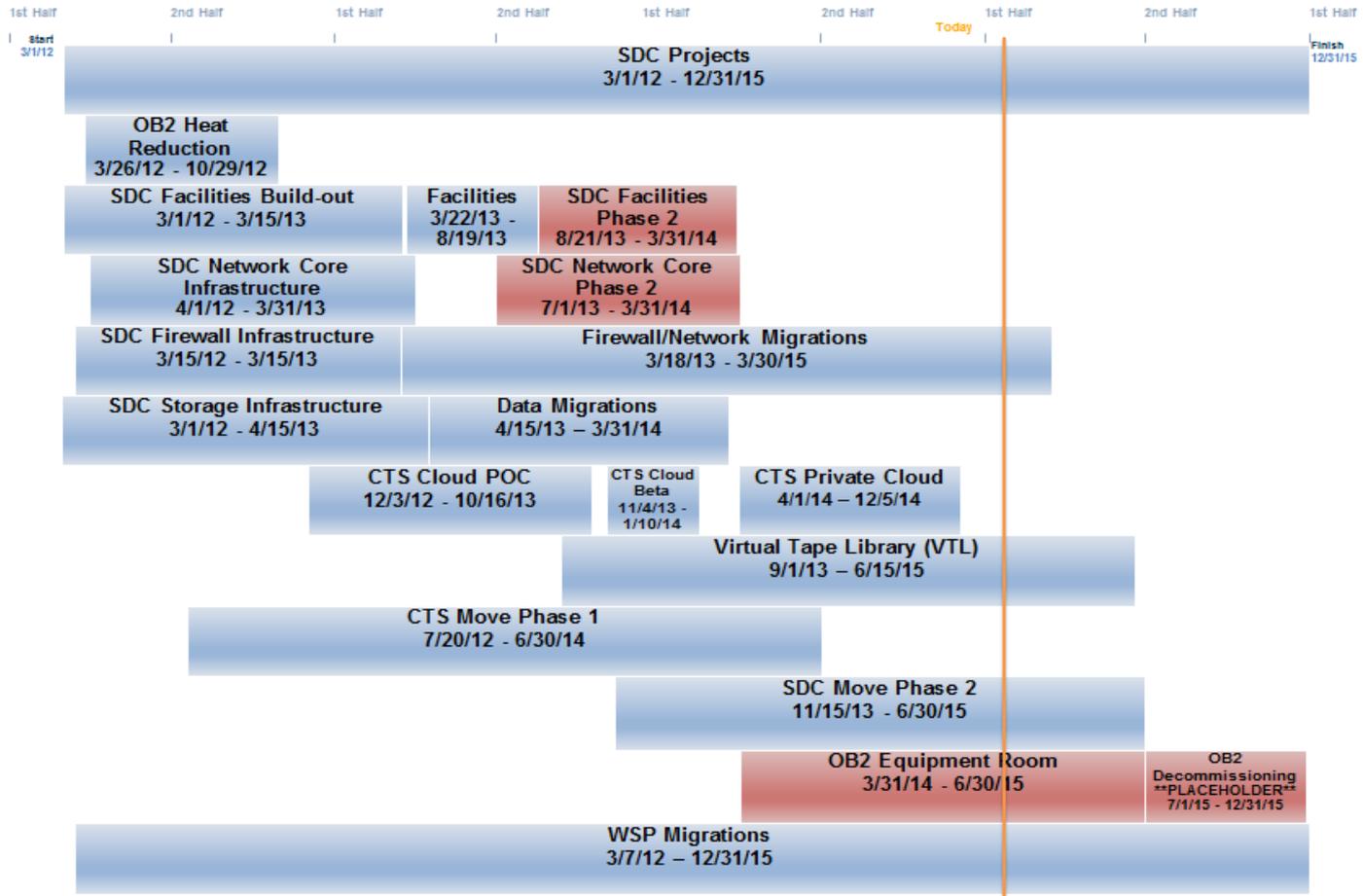
- Welcome – Introductions/Review Agenda
- Update on SDC Projects
  - Firewall Migrations
  - SDC Move Phase 2
  - OB2 Equipment Room
  - DR-VTL
  - Avamar / TSM Sunset
- Customer Communications
- Q&A



# 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

## Recent:

- Completed 3 firewall migrations
  - FW-BP (ACS)
  - FW-BP-MPLS (BLS)
  - FW-DOC-NetMotion

## Upcoming:

- FW-BP-MPLS (rescheduled)
- FW-ESS
- Prepare to decommission remaining EIGHT firewalls



# Firewall Migrations – Next 90 Days

## Migrations – Two (one tonight)

### Firewall 90-day Activity Pipeline



## Decommissions – Eight

### Customer Expectations

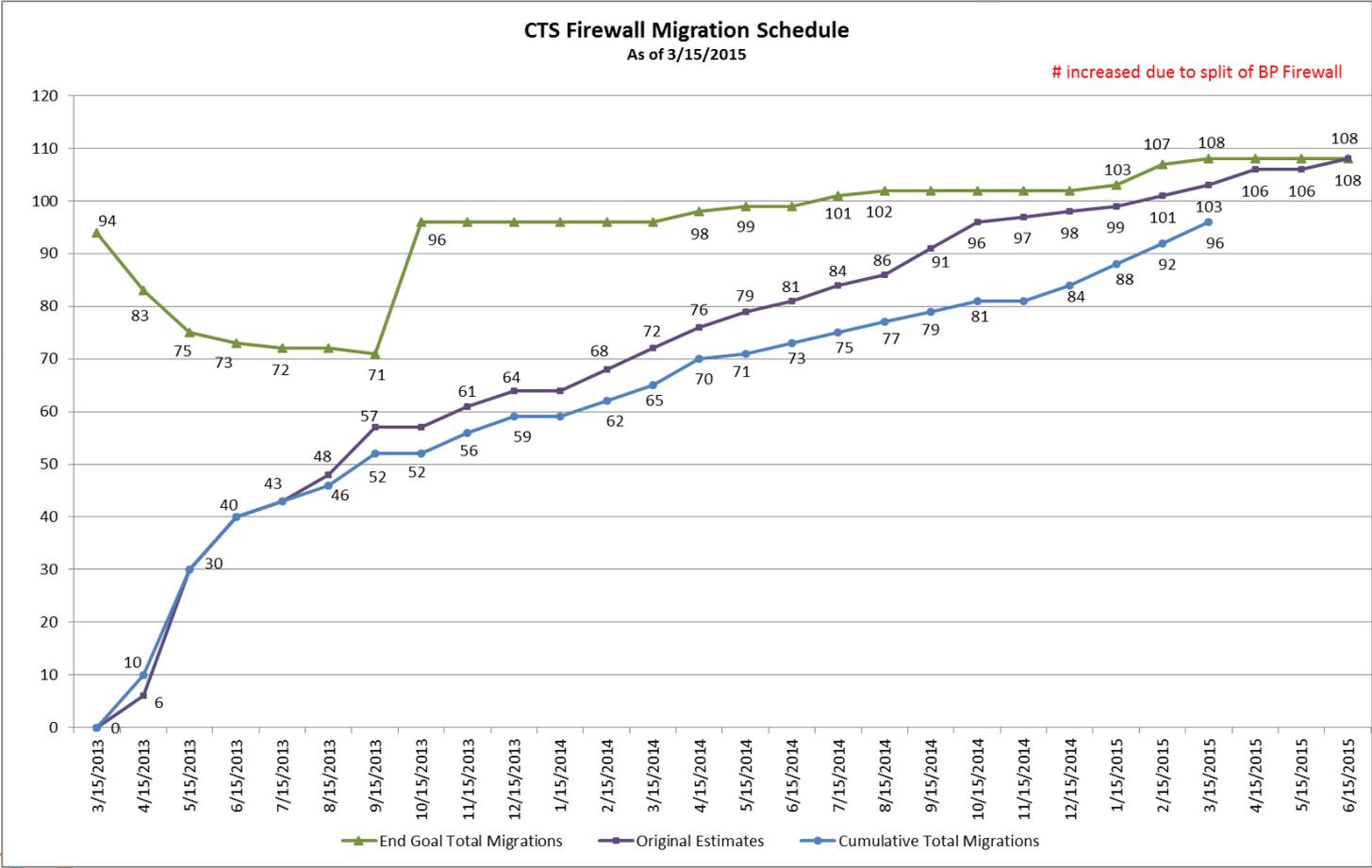
- Customers will be contacted at least six weeks prior to the target move date to set the schedule.
- Customer approves schedule, establishes test scenarios, performance benchmarks and prepares for move (see Readiness Guide when published).
- Customer Coordination continues through entire move cycle.
- 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 June 2015



# 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

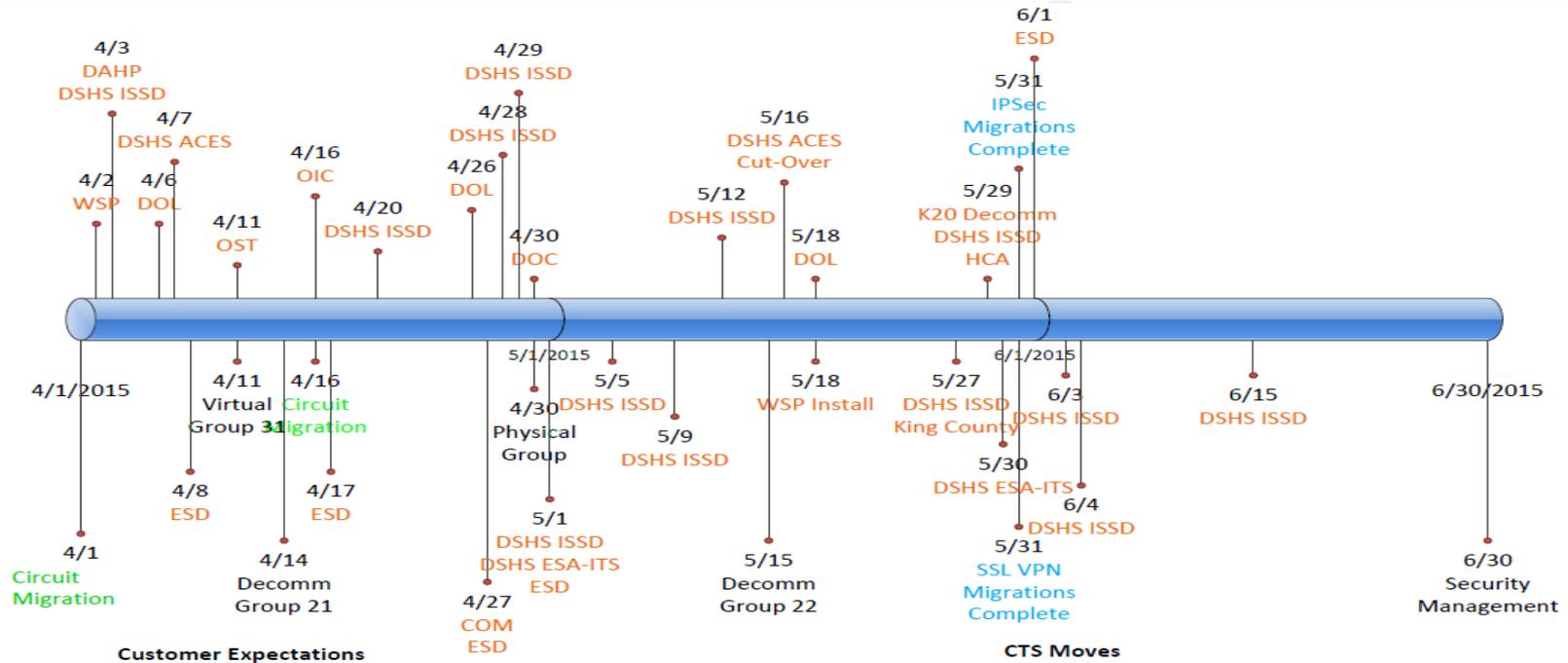
Telephony

Network

Customer Migrations



# SDC Move Ph 2- Next 90 Days



- 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.
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- Servers**
- Decomm Group 21
  - Decomm Group 22
  - Physical Group
  - Virtual Group 31
  - Security Management

- Migrations**
- DSHS ISSD
  - DSHS CA
  - DSHS DCS
  - DSHS ITS
  - HCA
  - DAHP
  - DES
  - OST
  - OIC
  - ESD
  - WSP
  - DOL
  - K20

- Network (TSD/LTS)**
- Circuit Migrations
- Security**
- SSL VPN Migrations Complete
  - IPSec Migrations Complete



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# SDC Move Ph 2- CTS Devices

## Recent:

- Completed Decomm Group 20
- Completed Virtual Migration of Group 21

## Upcoming:

- Migrate LNI Server
- Migrate Virtual Groups 31 and 32
- Migrate Physical Move Group for TSD
- Complete Decomm Group 21

## SDC Move Phase 2

CTS Devices

Security

Telephony

Network

Customer Migrations



# SDC Move Ph 2- Security

## Web Services Gateways (DSHS & COM)

This project will migrate the Web Services Gateway functionality from OB2 to the SDC.

### Recent:

- F5 onsite
- Reached out to DSHS and COM to validate FW rules

### Upcoming:

- Schedule Customer Test then Production cutover

## SDC Move Phase 2

CTS Devices

Security

Telephony

Network

Customer Migrations



# SDC Move Ph 2- Security

## SSL VPN

There are 14 agencies currently using OB2 SSL VPN platform who will be migrated to our new SDC SSL VPN platform. Both systems will be up to allow phases user migrations by May 31<sup>st</sup>.

### Recent:

- Worked with pilot agencies

### Upcoming:

- April 1 DES, DSHS and DOC will have access to the new system
- Continue working with other agencies to prepare them for the new system

## SDC Move Phase 2

CTS Devices

Security

Telephony

Network

Customer Migrations



# SDC Move Ph 2- Security

## IPSEC Service Announcement

CTS recently published an updated [Service Announcement](#) for the SSL and IPSec Remote Access Services.

### Service Announcement

March 17, 2015

**TO:** CTS Remote Access Services Customers  
**FROM:** Phil Davis, Manager  
Security Projects Engineering  
**SUBJECT:** SSL and IPSec Remote Access Service Upgrade

This service announcement provides updated information on the Remote Access project that Consolidated Technology Services (CTS) is implementing to replace the existing older technology. The replacement platform is F5 Big-IP and provides role-based, delegated administration for agency specific administration requirements .

#### What Does this Mean?

Five pilot agencies began using the F5 product in February and all other existing customers are scheduled to be migrated to the new platform in **March-April, 2015**. Existing customer agencies that use the Cisco IPSEC software client have been contacted to plan their migration to the new F5 Big-IP platform. CTS will decommission the existing Juniper SSLVPN product and also the existing Cisco IPSEC software client by **May 31, 2015**.

#### Progress To Date

- CTS held an informational meeting on November 24, 2014 and a pilot customer meeting on Feb 10, 2015

## SDC Move Phase 2

CTS Devices

Security

Telephony

Network

Customer Migrations



# SDC Move Ph 2- Security

## IPSEC Software Clients

This project will migrate IPSEC software clients from the system in OB2 to the SDC. There are 45 customer agencies/counties.

### Recent:

- Host customer meeting on March 25th

### Upcoming:

- Collaborate with customers regarding migrations

## SDC Move Phase 2

CTS Devices

Security

Telephony

Network

Customer Migrations



# SDC Move Ph 2- Security

## IPSEC Site-to-Site/Branch Office

- This project will upgrade VPN systems for:
  - 12 agencies using Site-to-Site tunnels
  - 22 agencies using Branch Office VPN

### Recent:

- POC completed March 12<sup>th</sup>
- Initiated purchase for new equipment
- Requested information from customers

### Upcoming:

- Collaborate with customers on migrations

## SDC Move Phase 2

CTS Devices

Security

Telephony

Network

Customer Migrations



# SDC Move Ph 2- Security

## SecMan

This project will migrate the SecMan environment in OB2 to a redesigned solution in SDC. This will impact CTS and customers with delegated administration for CTS-managed Firewalls.

### Recent:

- Initiated procurement of equipment
- Hosted kick-off meeting

### Upcoming:

- Notify impacted customers

## SDC Move Phase 2

CTS Devices

Security

Telephony

Network

Customer Migrations



# SDC Move Ph 2- Security

## IPSEC Site-to-Site/Branch Office

- This project will upgrade VPN systems for:
  - 12 agencies using Site-to-Site tunnels
  - 22 agencies using Branch Office VPN

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- POC completed March 12<sup>th</sup>
- Initiated purchase for new equipment
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### Upcoming:

- Collaborate with customers on migrations

## SDC Move Phase 2

CTS Devices

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# SDC Move Ph 2– Network

## WAN Carrier Build out

### Recent:

- N/A

### Upcoming:

- Continue work with:
  - PNWGP (Gigapop)
  - CenturyLink (copper)

## SDC Move Phase 2

CTS Devices

Security

Telephony

Network

Customer Migrations



# SDC Move Ph 2– Network

## Migrate TDM (T1s) to the SDC

### Recent:

- Completed March 10<sup>th</sup>, 12<sup>th</sup>, 17<sup>th</sup>, 19<sup>th</sup> and 24<sup>th</sup> migrations
- Migrations scheduled [April 16<sup>th</sup>](#)

### Upcoming:

- Continue migration planning

Total # Remaining

94

Total # Circuits

120

## 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:

- N/A

Upcoming:

- Schedule Lottery remote site migration

Total # Remaining

11

Total # Remote Sites

14

## SDC Move Phase 2

CTS Devices

Security

Telephony

Network

Customer Migrations



# SDC Move Ph 2– Network

## Vendor Trunk Migrations

### Recent:

- Completed March 3<sup>rd</sup>, 5<sup>th</sup>, 25<sup>th</sup> migrations
- Scheduled migrations for [March 30<sup>th</sup>](#) and [April 1<sup>st</sup>](#)

### Upcoming:

- Continue migration planning

Total # Remaining

80

Total # Circuits

317

## SDC Move Phase 2

CTS Devices

Security

Telephony

Network

Customer Migrations



# SDC Move Ph 2– Network

## Migrate Access Layer and 6509's to SDC

### Recent:

- Meetings held internally to discuss strategy for relocating customer connections to the SDC or other locations as appropriate

### Upcoming:

- Discuss Communicate with customers regarding any impacts

Total # Remaining

392

Total # Connections

630

## SDC Move Phase 2

CTS Devices

Security

Telephony

Network

Customer Migrations



# SDC Move Ph 2 - Customers

## Recent:

- Supported Migrations for DSHS, WSP, OIC, and ESD
- Conducted High Level Consults for King County & DES
- Continued supporting customer migration planning

## Upcoming:

- Conduct Migration Orientation for DOR
- Support Migrations for WSP, OIC, DAHP, DSHS, OST, DOC, COM, DOL & ESD
- Continue supporting customer migration planning

## SDC Move Phase 2

CTS Devices

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# OB2 Decommissioning



# SMON Node Relocation

## Recent:

- CTS recently upgraded the Legislature Bldg node and will be relocating connections from the OB2 node.

## Upcoming:

- Coordinate with customers to migrate the 27 connections from the old node to the new node.



# 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 met with DSHS to review requirements

## Upcoming:

- Finalize CTS → DES space management transition details



# Virtual Tape Library



# DR - VTL Project

The goal of the Disaster Recovery - Virtual Tape Library Project is to implement a secondary VTL environment for the IBM mainframe in the SDC, establish replication between OB2 and the SDC, replicate data, then move the OB2 VTL to the DR site. The project will also replace the Unisys Tape system in OB2 with a new system in the SDC.

## Recent:

- Installed and initially configured IBM DLm2100 in SDC
- Tested and started replication with OB2
- Installed new Unisys SL3000 tape library

## Upcoming:

- Complete replication
- Install equipment to control robotics of tape library



# Avamar



# Avamar Project (w/ TSM Sunset)

CTS published a [Service Announcement](#) to let customers know about the upcoming sunset of the TSM service. The TSM customers will no longer backup to the TSM system in OB2, but will begin backing up to the new Avamar in the SDC.

Recent:

- Completed work to migrate UTC, AGR, and DES (HRMS)

Upcoming:

- Work with DSHS, CTS, DFI, DOH, and ECY

Total # Remaining **286**

Total # Nodes to cutover **408**



# 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



# 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 navigation menu includes "Home", "Products and Services", and "Projects". Below the navigation is a dark blue bar 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 two news items: "SDC Move Phase 2" and "CTS Move Phase 1". The "SDC Move Phase 2" item includes a list of accomplishments: "Fortress Customer Test and Production migration to the F5 load balancer", "Completed all agency Telephony migrations which impacted DOL, LOT, AGR, DNR, DSHS and HCA", and "235 of 287 physical servers in OB2 have been moved or decommissioned". The "CTS Move Phase 1" item includes a list of accomplishments: "Completed all agency Telephony migrations which impacted DOL, LOT, AGR, DNR, DSHS and HCA" and "235 of 287 physical servers in OB2 have been moved or decommissioned". Below the news items are sections for "Network and Firewalls", "Facilities/Network Core Phase 2", and "Inquiries regarding the State Data Center should be directed to:". The "Inquiries" section lists contact information for Doug Hoffer, Heidi Brownell, and Steve Lovaas. At the bottom, there are two sections: "BUDGET: SDC Projects Spending Plan" with a bar chart titled "SDC Projects Lifecycle Budgets and Actuals" and a note: "This chart shows the baseline budget and actuals for all SDC projects. (Includes both implementation costs and 5-yr maintenance commitments)."; and "STATUS: Current Status Report" with a table showing the status of various SDC projects.

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



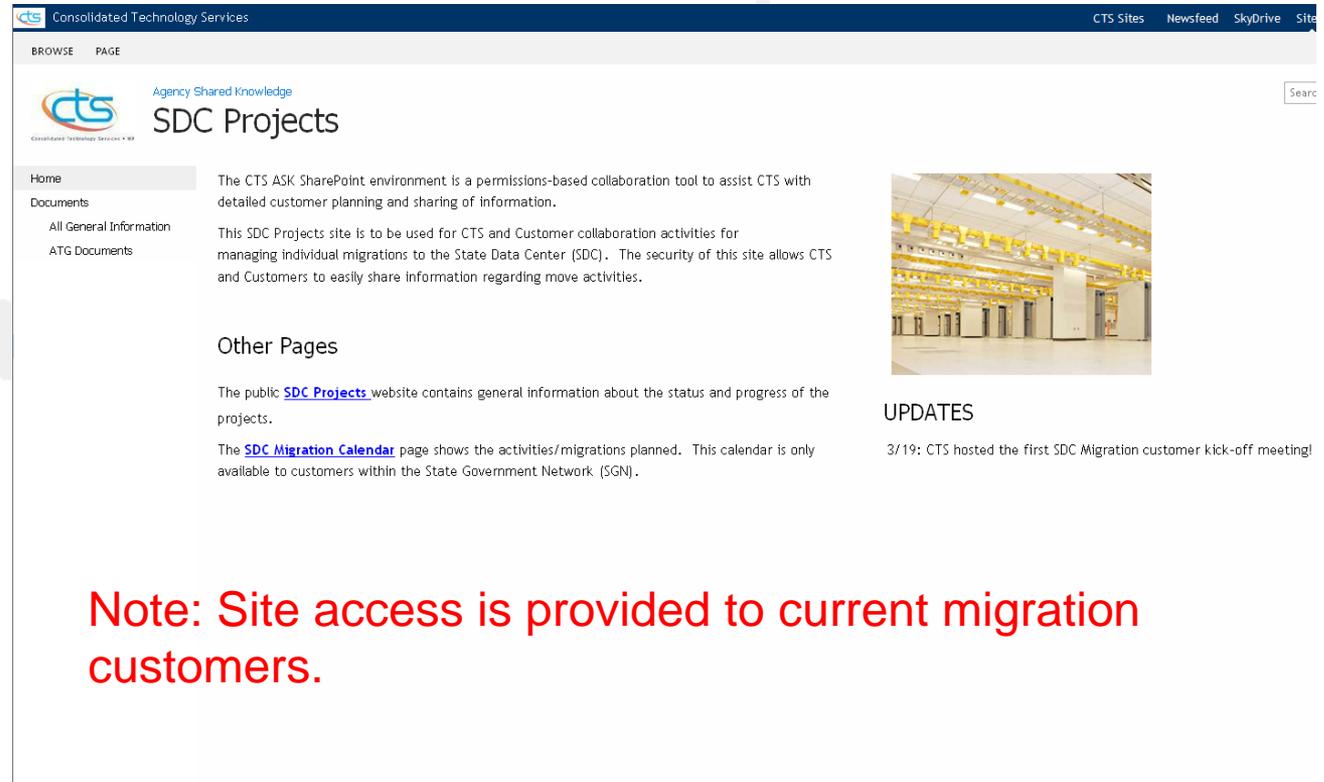
# Migration Calendar Updates

For customers on the SGN you can view migration events on the [SDC Migration Calendar](#).



# 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 and a brief description of a meeting.

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



# The Migration Guide

## The State Data Center Migration Guide

Version 1.6  
December 8, 2014

The Migration Guide is available on the [ASK site](#).

### SDC Move Phase 2

CTS Devices

Security

Telephony

Network

Customer Migrations



# Q&A



# Next Meeting

Our next meeting will be **April 23<sup>rd</sup>** 2:00 – 3:00 p.m.

All meetings will be held at [1500 Jefferson Building](#) – Conference Room 2208.

Our online [Meeting Calendar](#) is continually updated with meeting materials.



# Contact Information

- Jenn Somnis – CTS Project Manager  
[Jennifer.Somnis@cts.wa.gov](mailto:Jennifer.Somnis@cts.wa.gov) 360.407.8762
- Doug Wood – CTS Project Manager  
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- Senthil Masilamani – CTS Project Manager  
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- Heidi Brownell – CTS Chief Project and Planning Officer  
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