Consolidated Technology Services • WA

State Data Center

Frequently Asked Questions

Version 2

February 26, 2014

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This document lists the State Data Center (SDC) Projects most frequently asked questions (FAQ) and their responses. The Consolidated Technology Services (CTS) Enterprise Projects Team has compiled and published these FAQs to build and promote a common knowledge base for all SDC stakeholders.

General SDC Projects Questions

1. **What are the SDC Projects?**

   The SDC projects include many interdependent work efforts to prepare the SDC for use:

   OB2 Heat Reduction: This was a study to determine if any equipment could be turned off in the OB2 data center to immediately reduce heat.

   SDC Facilities: This project completed the initial work required to make the SDC facility operational. This included areas such as physical security, access controls, equipment enclosures, structured cabling, and operational procedures.

   SDC Network Core: This project built out the core network in the SDC and extended connectivity to integrate both OB2 and SDC networks. A "just in time" approach was used to prepare the Data Hall 1 network to support equipment and services migrating or moving from OB2 or from customer's data centers.

   SDC Firewall Infrastructure: This project put in place security infrastructure to replace aged and over-capacity firewalls. The service now delivers enhanced data security services such as enterprise logging and event correlation, and intrusion detection/intrusion prevention.

   SDC Storage Infrastructure: This project replaced aged storage systems and optimized the environment with a focus on reducing rates. CTS and customer data was migrated onto the new infrastructure, enabling CTS to decommission storage devices in OB2.

   SDC Cloud Utility: This project delivers a private cloud computing platform for state agencies to use for server consolidation.

   CTS Move Phase 1: This project focused on moving selected CTS equipment that best alleviates the heat issue in OB2. This phase will move mainframes and supporting infrastructure, servers, telecommunications, security gateways, and other network components.

   Virtual Tape Library (VTL): This project will result in cost savings by eliminating physical tape for mainframe disaster recovery and will reduce time to recover the mainframes in a disaster.

   SDC Facilities Phase 2: This project completes the remaining work (enclosures, structured cabling) required to make Data Hall 1 and Data Hall 2 ready to accommodate additional equipment moving to the SDC from OB2.

   SDC Network Core Phase 2: This project completes remaining network connectivity in Data Hall 1 and extends the network to Data Hall 2 to accommodate additional equipment moving to the SDC from OB2.

   SDC Move Phase 2: This project will continue moving additional CTS equipment to the SDC as well as agencies located in the A la Carte Services.

   OB2 Node Site: This project will move existing CTS network and telephony gear in OB2 to the new DES equipment room that will be configured in OB2.

OB2 Decommissioning: This project will remove all decommissioned equipment from OB2 in support of the OCIO SDC Plan Update to exit OB2 by June 2015.

Migrate Washington State Patrol (WSP) to SDC: CTS is working with WSP in a multi-phased project with the ultimate goal of fully migrating their primary data center to the SDC.

2. **Where can customers find more information about the SDC projects?**
   The CTS website contains information about the status of all SDC projects. Customers may contact the CTS Service Desk with inquiries by phone at (360) 753-2454 / Toll-Free (888) 241-7597 /TTY (800) 833-6388 or by email at Servicedesk@cts.wa.gov.

3. **What equipment does CTS plan to move to the SDC?**
   As part of the SDC Move Phase 1 Project, CTS has moved much of the CTS-managed equipment and systems into the SDC. Moves were categorized as Servers, Messaging, Security, Telephony, Network (WAN) and Mainframe. Some end-of-life equipment is being decommissioned. Remaining CTS systems and agencies located in the A la Carte Services will be moved during the SDC Move Phase 2 Project.

4. **What is the timeline for closing down OB2?**
   The OB2 Decommissioning project is scheduled to complete December 31, 2015.

5. **Which services will be impacted by the migration of CTS services into the SDC?**
   The answer will vary by customer depending on the services they consume. CTS will notify and coordinate with impacted customers prior to the migrations.

6. **What is the role of CTS in the migration of CTS services into the SDC?**
   Across the SDC Projects, CTS will lead, plan, and execute the migrations, coordinating with agencies along the way. CTS will manage the move vendor(s) who will be available to physically move equipment from OB2 to SDC.

7. **What is the role of the customer in the migrations?**
   For most SDC migrations, customers will provide the business, technical and operational experts from their agency to participate in planning and executing the migrations. Each customer will be responsible for communicating any business impacting activities to their users and/or partners.

   For SDC Move Phase 2, customers will work closely with CTS to plan for the migrations of customer owned and managed gear in A la Carte.

8. **How will CTS address all the cross project/team dependencies?**
   SDC project activities are defined and tracked in an integrated project schedule to ensure visibility into inter-dependencies. CTS will use a repeatable framework for informing, involving, and coordinating with customers regarding all migration activities. These collaborative efforts will be coordinated by the CTS Client Liaison as a single point of contact for the customer who will be represented by their Agency Implementation Coordinator.

SDC Move Phase 2 Questions

9. **What is the scope of SDC Move Phase 2?**
   This project will continue moving remaining CTS equipment to the SDC as well as agencies located in the Ala-Carte Services.

10. **What is the timeline for the SDC Move Phase 2 project?**
    The timeline for SDC Move Phase 2 migrations is March 31, 2014 through June 30, 2015.

11. **When are customer agencies scheduled to move equipment?**
    All current OB2 customers will migrate between March 31, 2014 and June 30, 2015. CTS will work with each customer to establish a migration schedule based on operational and business criteria.

12. **How does CTS intend to work with each customer to plan for their migrations?**
    CTS will work with each customer directly as outlined in the SDC Migration Guide to plan for migration(s) which outlines the steps necessary to prepare for and complete migrations.

13. **Do customers have to move their equipment or is there help available?**
    CTS will be available to assist customers with planning for and resourcing the migrations. CTS is currently planning to contract with a move vendor that can provide a wide range of services including planning, initiating and executing the move. This contract will be available for use by CTS customers. However customers may move their own equipment if they choose. The move activities will be facilitated by CTS.

14. **What testing support will be provided during SDC Move Phase 2?**
    For SDC Move Phase 2, each customer should develop a test plan to be executed immediately following the migration. CTS will review the plan with customers and provide testing support where necessary for network connectivity, managed firewalls, etc.

15. **Can customers continue to own and manage their own IT equipment (servers, storage, switching, etc.) in the SDC?**
    Yes.

16. **Will the A la Carte service still be available in the SDC?**
    The A la Carte Service as traditionally operated in OB2 will not be offered in the SDC. CTS is developing a new Colocation Service that will replace the A la Carte Service. Colocation services enable customers who wish to preserve their investment in data processing infrastructure to benefit from a shared, state-of-the-art state-owned data center facility and additional services available from CTS.

17. **As customers plan for A la Carte migrations, should they assume they are moving to Colocation Service or CTS Cloud Service?**
    Several options will be available through a variety of CTS Services. Customers should consult with CTS to determine if Colocation, CTS Shared Server Hosting, or CTS Cloud Service is the best option for their environments. It may be a combination.

    The CTS Cloud Service is currently scheduled for a production pilot in February and March 2014. Full production timeframes will be announced in the Spring. CTS intends to deliver infrastructure as a service as an initial release (this includes network, servers, storage, and firewall with self-provisioning functionality). Additional capabilities will be available in future releases.

18. **Can customers in A la Carte begin using storage in the SDC prior to their migration?**
    Yes. Servers that are in either the OB2 data center or the SDC can access the new storage environment.

19. **Can customers move enclosure(s) as is?**
    No. Enclosures currently in use in OB2 do not conform to SDC standards and will not be moved as is. Equipment will need to be documented, un-racked, transported, re-racked into CTS provided enclosure(s).

20. **Will IP addressing currently used by customers need to be changed?**
    It depends on the networking option(s) the customer selects for the SDC. This will be determined in the consultation with the customer.

21. **Will subnets remain the same? Connection speeds? Can customers use private address subnet space?**
    It depends on the networking option(s) the customer selects for the SDC. This will be determined in the consultation with the customer.

22. **Will CTS provide temporary dark fiber between the SDC and OB2 to facilitate customer moves?**
    It depends on the network option(s) the customer selects for the SDC. This will be determined in the consultation with the customer.

23. How will the move change our physical connectivity to the mainframe, SGN, MPLS, Comcast (HQ), etc.?

It depends on the network option(s) the customer selects for the SDC. This will be determined in the consultation with the customer.

24. Will there be changes in the firewall to allow access to the SGN after the move?

No changes will be required prior to the move to provide access to the SGN.

General State Data Center Questions

25. Will other Thurston County data centers be consolidated into the SDC before OB2 is moved into the SDC?

The OCIO, in collaboration with CTS, will work with agencies to develop principles and timelines that will guide other data center migrations to the SDC.

26. What entities can locate equipment in the SDC?

CTS is authorized to provide services to all public agencies and public benefit nonprofit corporations in accordance with RCW 43.105.052. Any organization that meets the definition of a customer under this RCW may become a tenant of the SDC.

27. Is the SDC fully built out?

Data Hall 1 was built out and much of the CTS-managed equipment and services have already moved. As part of the Network Core Phase 2 project, the network will soon be extended to Data Hall 2 and moves will begin as part of SDC Move Phase 2. Data Hall 3 and 4 remain undeveloped.

28. What kind of access (physical and remote) will customers have to the equipment in SDC?

Access will be limited to those with a business need. Physical access is governed by the SDC Physical Access policy and procedure. Agencies are encouraged to consider remote access as the primary method for server and equipment management and monitoring. Two methods of remote access are currently being planned. One method, called “In-Band” enables remote access over the corporate network. This is expected to be the primary method for remote access. VPN/IP Tunneling is also supported using this connection method. A second method, referred to as “Out-of-Band” also enables remote access over an externally accessible network, i.e., the internet via SAW.

The existing Keyboard, Video, Mouse (KVM) functionality in OB2 is not planned to be moved to the SDC. However, a customer may install their own KVM capability within their enclosure. CTS is exploring alternatives to KVM functionality that could be offered as part of the Colocation Service.

29. Will personnel access lists be needed?

Yes, customers will need to provide lists consistent with the SDC Physical Access policy and procedure. Each customer will have a designated individual (i.e. "Authorized Approver") with the authority to approve physical access requests for their agency. Customers are encouraged to minimize their number of authorized personnel.

30. What physical security mechanisms and/or procedures are in place to ensure equipment/systems in the SDC are secure?

The SDC has a state-of-the-art security system, secure perimeter and data center entry, 24/7 onsite security, and stringent security processes. Access by unauthorized personnel is prohibited.

31. Is disaster recovery (DR) in place or are customers responsible to arrange for their own DR?

It depends. CTS is in the process of creating a team that will develop future DR strategies and publish a Request for Proposal (RFP) to identify an alternate site to expand existing DR capabilities. The CTS Cloud and hosting environments have DR elements on their roadmaps. Currently, TierPoint is the only DR site offered by CTS.

32. Will our rates stay the same or will they increase? What will the new cost be?

The rates for current A la Carte customers will remain the same through remainder of the FY14-15 biennium. During this time, CTS will evaluate the costs of providing Colocation services within the SDC. That evaluation will result in a rate proposal which is projected to take effect in the FY16-17 biennium.

33. Where can customers find the rates for the SDC Colocation Service?

CTS service descriptions are available in the CTS Service Catalog. The Colocation Service rates will be published in the near future.

34. Where can customers get more information about Data Hall 3 and 4?

Interested parties from state agencies or other government entities should direct their questions to the CTS Servicedesk at Servicedesk@cts.wa.gov or the OCIO.

35. Does CTS manage all network gear in the SDC?

No. CTS manages the core network to the end of row switches. Beyond that, customers will select from a variety of network management options offered by the Colocation Service.

36. What Storage proctocols are offered in the CTS Storage Service offering?

Availability of the protocols will be determined in consultation with the customer to ensure compliance with customer requirements and use cases.

Firewall Migration Project Questions

37. What is the scope of the firewall migration project?

There are 90+ existing CTS-managed firewalls that need to be migrated to the new Fortinet solution. CTS will be meeting with each customer to perform detailed planning, testing, and migration(s).

38. Is the current model for customer firewalls changing?

No. Agencies determine whether they want to take advantage of the consolidated security appliances or manage their own firewalls. CTS Managed Firewall service offers a delegated administrative model.

39. What is the delegated administrative model?

Agencies will have 2 options for CTS centralized security appliances in the SDC.

- Managed: This is a fully managed firewall where the customer puts in requests to CTS for policy changes and features.
- Delegated: This is where the customer will have administrative control of the firewall to change policies and features to meet their security requirements.