

# Colocation Service

Last updated 11-2-2023

WaTech offers Colocation Services at locations in eastern and western Washington. The WaTech Colocation Service in [Olympia](#) and [Quincy](#) provides data center facilities to customers who wish to locate IT equipment they own and operate into a secure, professionally managed, purpose-built state-of-the-art data center.

WaTech's Colocation Service provides space, power, cooling, and connectivity, as well as physical and network security in a continuous 24/7/365 operation, at industry Tier/Level 3 standards (99.982% uptime) for the server, storage, and networking equipment. Features and benefits include:

## Physical security

- Staffed 24/7 and conduct safety patrols.
- Uses video monitoring system to detect and respond to internal and external facilities threats/vulnerabilities.
- Monitors access control system.
- Maintains all required documents for audit compliance.

## Electrical and mechanical

- Critical-environment staff are onsite 24/7.
- Building Management System (BMS) to provide monitoring and control of electrical and mechanical systems.
- Data Center Infrastructure Management (DCIM) to provide monitoring and planning of equipment inside the data halls.
- Uninterruptible Power Supply (UPS) system.
- Generators to provide backup power if there is a utility power outage.

## Fire system

- Double Interlock Pre-Action Fire Suppression System.
- Very Early Smoke Detection and Alarm (VESDA) system.

## Intended customers

WaTech Colocation Services is available to state agencies, Local Governments, and non-profit public benefit corporations. State Data Center (SDC) Colocation Services currently has over 39 combined customer agencies in Olympia and Quincy with 612 production enclosures residing on the data hall floor(s).

## Options available with this service

- Remote hands in Quincy to assist with the installation of customer equipment.
- Assist with the installation of customer equipment in Olympia.

## Customer engagement

- Semi-annual customer Town Hall, partnering with the Network Services Division meeting, providing updates, and gathering customer feedback.
- Monthly Technology Management Council (TMC) and Business Management Council (BMC) meetings for agency CIOs and IT leaders to inform and sponsor enterprise strategy, policy, and investments.
- Regularly scheduled meetings between customers and Business Relationship Managers (BRM) to connect, advise, address concerns, and provide solutions.

## Helpful information

### Service category

Hosting

### Service availability

24/7/365

### Planned maintenance

Performed as required during non-peak hours.

### Related services

- [Network Core Services](#)
- [Managed Firewall Services](#)

### How to request service

Submit a request for service through our [Customer Portal](#).

### Service owner

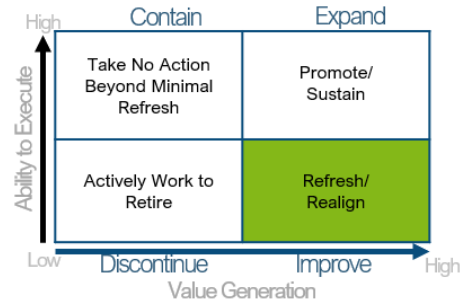
Tony Seward

- Weekly group calls for state CIOs and CISOs to provide updates on important and immediate issues and actions.
- Regular outreach to solicit feedback, provide updates, and inform agencies on emerging projects, initiatives, and services.
- Requests for new consultations and modifications to existing applications.

**Action plan**

**Current activity**

- Uninterrupted Power Supplies UPS batteries for all five lineups have all been replaced in 2023.
- Continuous audit of all enclosures within the data halls for power efficiency and balance. This work activity will ensure that the power to all enclosures is distributed to support redundancy for fail-over if required, supporting continuous 24/7/365 operation at industry Tier/Level 3 standards (99.982% uptime).
- Support the customer’s strategic direction to migrate identified services to the cloud which is anticipated to have a slow downsizing impact on this service.
- Project underway to upgrade our Building Management System (BMS) for point-to-point monitoring and operation of SDC Critical environment, Power, Emergency Power, and building cooling. The project is 80% complete.
- Continue to work with all vendors for process improvements and proactive support.
- Forecast infrastructure repairs, gather costs, and plan for future replacements to ensure continued 99.982% uptime for the SDC.
- Replacement of End-of-Life Data Hall RMPDU’s (Remote Power Distribution Units) in Data Center Enclosures. As of October 2023, 10% of the RMPDU’s have been ordered for replacement.
- Reviewing the need and ability to offer a remote hands service for SDC.



**One- to two-year goals**

- Partnering with the Enterprise Cloud Computing Program and with customers to forecast the future needs of the SDC and QDC to ensure we are not overbuilding future on premises data center needs. Using this information, we will create a strategy for QDC that reflects these needs and the industry trends towards moving away from backup data centers in favor of public cloud services.
- Issue RFQ for Mechanical Chilled water system, to replace end-of-life insulation on exterior piping to maintain adequate cooling for active Data Halls.
- Continued replacement of End-of-Life Data Hall RMPDU’s.

**Three- to five-year goals**

- Replace Variable Frequency Drives (VFD) control operational speed for all mechanical motors that are at end-of-life and no longer supported by the manufacturer.
- Complete full replacement of all original power distribution units (PDU’s) that are near the end of their service life. Other replacement equipment includes all variable frequency drives (VFD’s), static transfer switches (STS’s), and uninterruptible power supplies (UPS’s).
- Continued replacement of End-of-Life Data Hall RMPDU’s.

	2021		2022		2023	
	Dec	Jan	Dec	Jan	Dec	Jan
Colocation		RFQ for UPS Batteries		Select Vendor/Purchase UPS Batteries – October 2022		Install UPS Batteries

## Service review and fully loaded service budget projection

### Revenue source

The service operates on a pay-per-use-rate structure. Revenue received from this rate structure goes directly against the cost incurred to provide the service. Revenues from the central service model was discontinued in FY2022 and 2023, but restored in FY2024 and 2025.

### Expenditures

As a result of funding from the central service model, there is adequate support for operations and most major repairs in FY2024 and 2025. More major repairs are anticipated in the next three to five years as equipment reaches end-of-life or begin to fail.

### Net Income over time

Revenues & Expenses | State Data Center

