

Where We Are Now

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Where We Are Going

<p>Business Strategies</p> <p>Business</p> <p>WaTech business model, capabilities and culture are evolving. Will focus on earning our customers' trust and confidence.</p>	<p>Change the Way We Work Together</p> <ul style="list-style-type: none"> Enhance our working experiences Build a diverse workforce of the future Build a new identity for Washington's central IT organization <p>Modernize Applications (A9, AD, AE, AC)</p> <p>Data is State's Core Asset (AB, A2)</p> <p>Modernize Infrastructure (AB, A0)</p> <p>Leverage the Cloud (AB, A0)</p> <p>Anytime, Anywhere (AB, A4)</p> <p>Security and Privacy (A5, A9)</p> <p>Optimize Data Centers (AD)</p> <p>Continuity of Service (AB)</p>			<p>WaTech: Trusted Broker of IT Services</p> <ul style="list-style-type: none"> WaTech business model transforms from utility service provider to a broker and value-added provider of cloud and other IT services Agencies choose WaTech because of our unique qualifications, reliable products and unparalleled level of service, support and accountability
<p>Enterprise Apps & Data</p> <p>Application and data systems are monolithic and difficult to change. IT systems are not nimble enough to meet rapidly changing business needs</p>	<p>Modernize Application Strategies</p> <ul style="list-style-type: none"> Reduce customization – buy vs. build Consider SaaS and COTS before building <p>Open Data Strategies Other Data Strategies</p> <p>Financial Applications ERP Strategies</p> <p>Master Data Management Strategies Big Data Strategies</p> <p>AFRS Strategies</p> <p>Data Strategies</p>			<p>Continuous Modernization of Apps and Data</p> <ul style="list-style-type: none"> Modern application and data platforms enable systems to be updated on a continual basis rather than once every decade Data is the core asset of the state and is managed in a sustainable, accountable manner – driving advances in quality, authority and accessibility
<p>Desktop & Mobility</p> <p>The state's workforce is increasingly mobile. WaTech must adapt strategy, services and infrastructure and address "consumerization".</p> <p>Office Productivity</p> <p>Some WaTech services are aging and customers want newer technologies at lower rates. WaTech must adapt to rapid innovation in market.</p>	<p>Enable the Mobile Workforce – Enhanced MDM + BYOD</p> <ul style="list-style-type: none"> Provide leadership to move mobility strategy from only phone management to true anytime, anywhere computing. Enhance MDM products and policies to support mobile application gateway, consumer-grade devices and BYOD <p>Managed Desktop Services + Virtual Desktop</p> <ul style="list-style-type: none"> Managed desktop service marketed to small agencies Virtual desktop infrastructure expanded to new customers <p>Expand Managed Desktop Services</p> <ul style="list-style-type: none"> Virtual Workspace access from any device Enterprise Mobile Mgmt - BYOD fully supported Secure remote access from personal devices <p>Mobility is Fully Integrated into Support Strategy</p> <ul style="list-style-type: none"> Mobility is just another aspect of client and network support Services expect to support diverse clients and networks WaTech leads the evolution of policies and standards for usage and security Universal, common client computing experience: State employees can seamlessly move between any client type and network <p>Office 365 – Planning and Preparation for Hybrid Integration</p> <ul style="list-style-type: none"> Planning to migrate State to cloud versions of e-mail, messaging, conferencing, collaboration Hybrid cloud/on-premises infrastructure Identity management (EAD) maintained on-premises, but enhanced and extended in hybrid, single tenant architecture Upgrade existing on-premises email system to Exchange 2016 to prepare for hybrid integration <p>Office 365 Enterprise Migration</p> <ul style="list-style-type: none"> Execute enterprise project to migrate WaTech's email, SharePoint, and Skype for Business services to the Office 365 cloud services Identity management (EAD) maintained on-premises, but enhanced and extended in hybrid, single tenant architecture Agencies procure appropriate licenses for Office 365 and Enterprise Mobility Suite prior to migration Many agencies will move file stores to OneDrive for Business – assuming the product meets State security standards and records retention rules Leverage WaTech "Cloud Highway" for secure, flexible, high-performance connectivity 			<p>Mobile Computing is Mainstream</p> <ul style="list-style-type: none"> Mobility is the norm - State IT resources available to authorized employees anytime, from anywhere, on any device, including personally owned devices More desktops become virtual enhancing mobility and resilience <p>Services Keep Pace with Rapid Change</p> <ul style="list-style-type: none"> Office and enterprise productivity apps integrated with cloud services to deliver greater agility and value Service rates remain market competitive
<p>Compute, Storage and Hosting Platforms</p> <p>Customers need robust, self-service cloud services that provide a safe, agile, integrated platform at low cost. WaTech must evolve hosting services to meet demand.</p>	<p>Private Government Cloud (IaaS)</p> <ul style="list-style-type: none"> Highly secure, on-premises infrastructure Increased agility and speed of provisioning Automated processes reduce overhead, improves quality and reliability Tiered service levels and predictable pricing <p>Public Cloud Brokerage & Hybrid IT</p> <ul style="list-style-type: none"> Public clouds are aggregated and integrated to deliver a secure, high performance cloud platform Pre-configured network and security infrastructure streamlines provisioning, reduces customer learning curve WaTech strategically sources services and manages contracts with cloud providers Leverage WaTech "Cloud Highway" for secure, flexible, high-performance connectivity <p>Private Cloud 2.0 Enhanced IaaS Features</p> <ul style="list-style-type: none"> Disaster Recovery; Advanced load balancing Automated replication Advanced security and compliance Lower cost storage <p>Managed Web Platform Service</p> <ul style="list-style-type: none"> Web site development Fully managed platform and hosting <p>Enhanced Storage Performance and Enabling Technologies</p> <ul style="list-style-type: none"> Expanded use of enterprise solid-state drives to enable VDI and Hosted Virtual Workspaces Software Defined Storage; assess integrated public cloud platforms <p>Platform-as-a-Service (PaaS) – Big Data Analytics</p> <ul style="list-style-type: none"> Application (aPaaS) and database (dbPaaS) hosting platforms. Enhancement to WaTech IaaS cloud, hybrid, or brokered Evaluate demand and TCO for Linux on System z Platform support for Big Data analytics <p>Hybrid Data Processing Environment</p> <ul style="list-style-type: none"> Software-as-a-Service solutions enabled through enterprise single-sign-on Cloud Transaction Processing via hybrid PaaS Mainframes downsized but still viable <p>Expand and Enhance Brokered Services</p> <ul style="list-style-type: none"> Add additional brokered services Continue to improve efficiency – automate more workflows Regular upgrades to integrate innovative new features and technologies <p>Hosted Virtual Workspaces as a Service</p> <ul style="list-style-type: none"> Enhance WaTech Private Cloud to support Virtual Workspaces as a Service Server-based virtual workspaces; virtual applications; enterprise app stores Multi-tenant security and administration High availability, enables robust state-wide business continuity (BC) Potential state-wide savings – defer PC replacements or replace with low-cost thin clients <p>Emerging Storage Technology and Innovation</p> <ul style="list-style-type: none"> Public clouds to range integration Seamless data mobility between WaTech platforms and cloud partners Take advantage of storage innovations to reduce costs and to increase capacity, speed, security and agility <p>Expand to New Markets</p> <ul style="list-style-type: none"> Make services available to non-SGN customers as authorized by RCW and contracts 			<p>Hybrid IT - Flexible, Value-Focused Services</p> <ul style="list-style-type: none"> Platforms and products are sourced for best performance, agility and value Some services provided on premises, others are brokered, and others are a hybrid of the two, whatever meets customer needs best WaTech cloud customers seamlessly manage server workloads running in the private or public cloud environments from a single management console More desktops are virtualized for ease of administration and anywhere, any device access Multiple high-availability and disaster recovery options available for self-provisioning Cloud model allow for more rapid innovation and addition of new features WaTech designs services so they can be used by any customer group authorized by RCW and contracts – this is especially important for non-SGN custom groups
<p>Telecommunications</p> <p>State-wide networks are managed inconsistently; result is unnecessary cost and risk. Networks must be managed as a critical state asset.</p>	<p>Network Operational Improvements – Performance, Resilience, Capacity</p> <ul style="list-style-type: none"> Improved network operations & management processes Develop network consolidation plan; allocated costs Network extended to remote site for BC/DR Assess requirements for 40GbE, 100GbE Incorporate software-defined networking for IaaS Evolve network design to improve resilience – eliminate points of failure Comprehensive DR planning and exercises Network optimized for cloud workloads, VDI, video Capacity planning and management; capacity expands to meet demands of high-bandwidth apps (e.g. Big data, cloud, video, OneDrive) End-to-end performance monitoring and diagnostics, including extended segments to cloud providers <p>Cloud Enablement – Highway to the Cloud: Secure, private network and cloud hub service that connects multiple cloud providers to the State Government Network</p> <p>IPv6 Phase 1 – Enterprise Plan and Security</p> <p>Enterprise IPv6 Transition – All WaTech and customer's networks and applications move off of IPv4 to IPv6 network addressing</p> <p>Voice / Data Network Convergence – Transition all telephone systems to Voice over Internet Protocol (VoIP)</p> <p>WaTech Wi-Fi Service Refreshed</p>			<p>Emerging Network Technology and Innovation</p> <ul style="list-style-type: none"> Experiment with self-healing networks, automated recovery and Software Defined Networking Experimenting with Fixed-Mobile Convergence (Wired/WiFi/4G), and multivendor protocols Assess new technologies to optimize bandwidth <p>Networks Managed as Critical State Asset</p> <ul style="list-style-type: none"> State network extended to strategic cloud partners All state-wide networks managed consistently end-to-end, even extended segments to cloud providers All networks transitioned to IPv6 for optimal compatibility and security All digital and analog telephone systems transitioned to Internet protocols
<p>Security & Identity</p> <p>Cyber-attacks are increasing in sophistication. WaTech must match with advanced capabilities and adapt to new cloud and mobile risk profiles.</p> <p>Data Centers</p> <p>OB2 data center is obsolete, risky and costly. WaTech must enable state's consolidation plan and optimize new State Data Center's (SDC) value.</p> <p>Disaster Recovery (DR)</p> <p>DR plans are inconsistent and disconnected. WaTech requires a long-term remote DR site, comprehensive planning, and resilient infrastructure.</p>	<p>New and Enhanced Security Capabilities</p> <ul style="list-style-type: none"> Statewide Mobility Support Web Application Firewall Statewide Discovery Tool Service Statewide Anti-Virus Service Statewide Data Loss Prevention Perimeter and managed Firewalls, Statewide Web Proxy Vulnerability Management; Statewide Logging and Monitoring <p>Enhanced Identity & Access Management</p> <ul style="list-style-type: none"> Expanded single sign-on Identity synchronization Automated user provisioning Credential Management Design for Office 365 and Azure Active Directory integration <p>Integrated Cloud-Based Identity Services</p> <ul style="list-style-type: none"> Cloud identity management service is used to enable single sign-on where it is cost-effective and provides the necessary levels of security, integration and manageability Separate security infrastructure for Cloud Highway Security infrastructure for AWS and Azure virtual private clouds <p>Efficient, Resilient Data Centers</p> <ul style="list-style-type: none"> OB2 data center vacated and shutdown by July 2015 SDC space built-out as agency consolidations continue SDC offers competitive colocation rates & services Quincy DR site fully integrated with SDC Move Spokane node site to Quincy DR site Offer remote hands and smart hands services in both SDC and Quincy Enhanced two factor access controls Assess readiness for major earthquake and mitigate findings <p>Facilitate Data Center Consolidation</p> <ul style="list-style-type: none"> Finish space in SDC data hall #2 to serve demand from new public agency customers Enable colocation customers to easily integrate or migrate to WaTech managed services Continue assisting state agencies with consolidation to the State Data Center <p>Audited Compliance With Standards</p> <p>SDC security and operations audited and documented, compliant with appropriate standards, e.g. SSAE16 SOC2, IRS, HIPAA</p> <p>Consolidate DR and High-Availability to Quincy Site</p> <ul style="list-style-type: none"> Implement appropriate DR and high-availability for WaTech services not previously covered; Mainframe DR relocated, if practical Upgrade Quincy network for high availability Assist customer with DR planning, acquiring appropriate services, from cold stand-by to full hot/hot load-balanced high availability <p>Culture Shift – Resilience First</p> <ul style="list-style-type: none"> Culture shift from recovery after outage to continuous availability and resilience End-to-end monitoring and automated recovery for critical infrastructure Fully integrated BC/DR plan; disciplined execution Relationships with emergency mgmt. agencies HA/DR integrated to all critical WaTech services WaTech collaborates with customers to ID dependencies & integrate plans <p>Relocate All DR to Quincy Site</p> <ul style="list-style-type: none"> Complete core network in Quincy Relocate Spokane node & DR equipment Private cloud, Cloud Highway are priorities Remote network interoperates with SDC Assist customers to acquire services 			<p>WA. State's Data and IT Assets are Secure</p> <ul style="list-style-type: none"> Identity and Access Mgmt is at the core of every enterprise system and will remain staunchly under state control-seamlessly integrated with select cloud services Sophisticated security capabilities at multiple levels, protecting state assets on prem and in cloud <p>State's Critical IT Operations are Protected</p> <ul style="list-style-type: none"> Secure, efficient, resilient data center facilities No longer paying for obsolete data centers Compliant, high-value services provided The State Data Center is the best option for state agencies to streamline their own IT operations <p>Continuity of Government IT is Assured</p> <ul style="list-style-type: none"> Resilience first – culture of continuous availability WaTech provides leadership for state IT DR WaTech services share an integrated BC/DR plan Long-term presence in remote site, integrated with SDC; resilient infrastructure and services for DR and high-availability.

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