

CTS Advisory Council

August 6, 2014
1500 Jefferson Street
Olympia, Washington

Welcome

Christy Ridout, Consolidated Technology Services (CTS), opened the meeting.

Attendees: Rob St. John (CTS), Don Peck (DOH), Debbie Stewart (ECY), Cathy Munson (LSC), Grant Rodeheaver (WSDOT), Steve Young (DNR), Sue Langen (DSHS), Nick Fuchs (DES), Dave Kirk (DFI), David Switzer (DOC), Laura Parma (CTS) and Michael Cockrill (OCIO)

Guests: Wendy Huff (CTS), Molly O'Donnell (CTS), Mark Quimby (CTS), Judy Fitzgerald (CTS), and Karen McLaughlin (CTS)

Introductions – New Members

Christy welcomed three new members to the council meetings. Dave Kirk from Department of Financial Institutions, David Switzer from Department of Corrections and Nick Fuchs from Department of Enterprise Services.

Disaster Recovery (DR) Project

Mark Quimby (CTS), Disaster Recovery (DR) Architect provided an overview of CTS' DR project. Tierpoint will be sunsetting effective March 15, 2015. The current customers (DOH, DES, OST, and Seattle City Light) can migrate to the new service or contract directly with TierPoint. Current customers have not yet decided what path they will choose.

Some of the DR site selection requirements include

- Within the State of Washington and east of the Pacific Crest Trail;
- Service availability of 99.982%
- Vendor background checks
- HIPPA Business Associates Agreement compliance
- Security and Privacy Controls for Federal information systems and organization compliance
- Telecommunication infrastructure standard for Data Centers compliance

The RFP was released on July 29, 2014 and the responses are due on September 4, 2014.

O365 Tenant Design

Wendy Huff (CTS) provided an update to Office 365 Tenant Design. The design presented is different from what CTS suggested but will allow CTS to secure and manage Active Directory credentials while allowing customer agencies to manage their own pool of licenses. In addition, the design can support moving enterprise services to O365 in the future. CTS will stand-up an O365 tenant to reserve the wa.gov namespace. Target completion is October 2014.

Action Item: Debbie Steward (ECY) would like an architectural briefing on O365 federation in support of their SharePoint initiative. Karen McLaughlin will follow-up.

**Rate Reduction for
Nearline Storage Service**

CTS uses the Nearline Storage service primarily for the Symantec Vault and email archiving. Increased use of the service has given CTS the ability to reduce the rate from \$2.27 per managed gigabyte to \$1.27 per managed gigabyte. Operational costs for the service have remained relatively constant while usage increases. The rate change will be effective September 1, 2104.

**Network Funding
Discussion**

Judy Fitzgerald (CTS) provided the background information concerning the network revenue and expenditures. Revenue has declined by 31.36% (\$8.1 million). For fiscal year 2014, projected expenditures are \$24 million and projected revenue is \$17.7 million. A 31% reduction in the rates charged for network ports was implemented in the fall of 2011.

Judy stated that CTS has been in conversations the Office of Financial Management (OFM) for several months with regards to the network funding and will reach out to OFM after today's meeting.

The council members' preferred approached is to have one decision package for all agencies for network funding. Michael Cockrill stated that the OCIO office will waive the concept review and will assist with the one decision package.

Action Item: CTS will post the network DP language and the adjusted rates with net savings documents.

Next Meeting

September 3, 2014
Conference Center Room 2331
1500 Jefferson Street
Olympia, WA