



"the consolidated technology services agency -RCW 43.105.006"

Customer Advisory Council

Heads Up for Rate Day 2017-19



What we're thinking for June 22

Fee-For-Service

- ✓ Email, Secure Email, Skype
- ✓ Frequent Flyer Packages
- ✓ Storage Decrease
- ✓ Server Hosting Decrease
- ✓ SDC Enclosure Rate to include Rent

Migrating from FFS to Allocation

- ✓ VPN
- ✓ Chunk of Mainframe

Allocation Changes

- ✓ Network Redistribution
- ✓ Cloud Access
- ✓ Disaster Recovery Program
- ✓ SDC Debt Service reduce per rent increase in FFS

How much and how to fund Cloud Access?

- Do we fund a unified approach?
 - The State needs to avoid backing into excess costs
- Bill the Early Adopters?
 - By what?
 - For what?
 - Starting when?
- Bank on an Allocation?
 - Hitting which agencies?
 - Covering what costs?
 - Starting when?

State Data Center

- Getting Customers in will help the state in several ways:
 - We (meaning the Great State of Washington) have to pay for it. Done talking about it.
 - If we can move the debt service into the enclosure rate, we can pay for SDC rent using non-state (aka federal) funds.
- We'll help you with a decision package to get moved in.
 - We've already moved the biggest data center into the SDC. It was a successful move and we have lessons to share.
 - If your request doesn't make it into the enacted budget, then I won't worry about how to pay for the SDC anymore.

How interested are you in postalizing telephony rates?

- Do you need to be billed at the current level of detail?
 - Billed/invoiced. We'll still have detail to share but, not invoice.
- How much resource goes into reconciling your phone bill?
 - WaTech has probably three FTE at least.
- Who/what requires that level of effort?
 - Does anyone still require approval of “long distance” call?
 - Our telephony contracts and services don't work that way anymore.

This is a big lift and will depend on if we can get some expertise to help. We've got some irons in the fire but...customer input is critical.