

Colocation Service

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The WaTech Colocation Service ([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 offers Colocation Services at locations in eastern and western Washington.

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

- Physical security staff monitor access control systems 24/7.
- CCTV recording on all access and egress points 24/7 throughout the facility.

Electrical and mechanical

- Critical-environment staff is 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 45 customers in Olympia and 15 customers in Quincy with equipment residing on the data hall floor(s).

Options available with this service

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

Customer engagement

- Semi-annual customer Town Hall I, 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.
- Weekly group calls for state CIOs and CISOs to provide updates on important and immediate issues and actions.

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

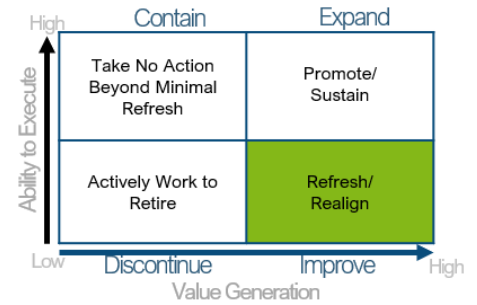
Flanders, Bill

- 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

WaTech has started the RFQ process to get cost estimates for replacement of UPS batteries that have reached end of life cycle.



One- to two-year goals

- Complete an 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).
- Complete the replacement of the UPS batteries for all five lineups.
- Partnering with the enterprise cloud program and with customers, forecast the future needs of the SDC and QDC to ensure we are not overbuilding future on premise data center needs. Using this information create a strategy for QDC that reflects these needs and the industry trends where more and more is moving away from backup data centers in favor of public cloud services.

Three- to five-year goals

- Continue to work with all vendors for process improvements and how to be more proactive on forecasting infrastructure repairs and replacements to ensure continued 99.982% uptime for the SDC.
- Support customer’s strategic direction to migrate identified services to the cloud which will have a slow downsizing impact to this service.
- Partnering with the enterprise cloud program and with customers, forecast the future needs of the SDC and QDC to ensure we are not overbuilding future on premise data center needs. Using this information create a strategy for SDC that reflects these needs and the industry trends where more and more is moving away from the data centers in favor of public cloud services.



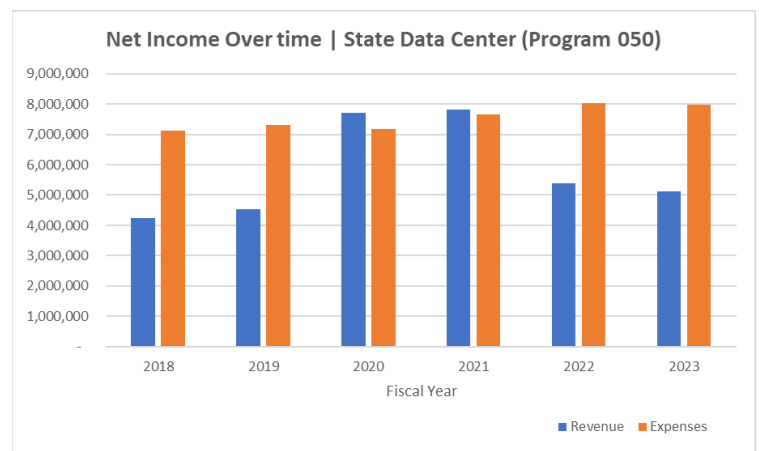
Service review and fully loaded service budget projection

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.

Net Income over time

¹ The revenue decline between fiscal year 2021 and 2022 is a result the legislature removing the revenue stream in the central service model to specifically account for SDC Operational costs. This central service revenue stream was put in place in biennium 2021 specifically to subsidize the expenses WaTech is incurring to keep the SDC operational.



Decision Packages

- **2021 Biennial Budget:**
WaTech requested funding to support the daily operations of the State Data Center (SDC). The agency received revenue via central service model to subsidize the operational costs.
- **2023 Biennial Budget:** Legislature removed the operation funding from the central service model
- **2022 Supplemental Budget:** WaTech requested a reinstatement of the State Data Center (SDC) physical security and facility infrastructure operating costs allocation to support the daily operations of SDC. This did not pass through the Governor's Budget process.
- **2023 - 2025 Biennial Budget:** WaTech requested funding to support the daily operations of the State Data Center (SDC), and to replace major equipment that has reached end-of-life. The SDC was built in 2011, and some equipment that was installed at that time must be replaced. More than 40 state agencies, commissions and counties store sensitive and critical IT equipment at the SDC and all agencies use state services housed in the SDC. The SDC facility is a safe and clean environment for this equipment, provides continuous power supply to run them and WaTech staff are available to provide technical support. – Decision Pending