Data Center

Last updated March 2025

WaTech offers Data Center services at locations in eastern and western Washington. The WaTech Data Center Services in Olympia and Quincy provide data center facilities to customers who wish to locate the IT equipment they own and operate into a secure, professionally managed, purpose-built state-of-the-art Data Center. Features and benefits include:

Physical security

- Staffed 24/7 and conduct safety patrols.
- 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) provides monitoring and control of equipment inside the data halls.
- UPS systems.
- Generators provide backup power if there is a utility power outage.

Fire system

- Double interlock pre-action fire suppression system.
- Very Early Smoke Detection Apparatus (VESDA) system.

Intended customers

WaTech Data Center is available to state agencies, local governments, and non-profit public benefit corporations. The State Data Center (SDC) 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.
- Assistance with 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 and bimonthly Business Management Council 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 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.
- Regular outreach to solicit feedback, provide updates, and inform agencies on emerging projects, initiatives and services.
- Consultations and modifications to existing applications and infrastructure.

Helpful information

Service availability
24/7/365

Planned maintenance
Performed as required during non-peak hours.

Related services
- Secure Connectivity
- Cloud

How to request service
Submit a request for service through our Customer Portal.

Service owner
Tony Seward

Action plan

Current activity

- Continuously audit all enclosures to monitor for power usage, efficiency and balance. This work activity ensures that 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.
- Upgrade project is almost complete to support our new BMS for point-to-point monitoring and operation of SDC critical environment, power, emergency power, and building cooling.
- Currently replacing all variable frequency drives speed controllers on all mechanical motors. These drives are at end-of-life and no longer supported by the manufacturer.
- 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 Remote Power Distribution Units (RMPDUs) in Data Center enclosures. This is an ongoing upgrade as enclosures receive new RMPDUs when equipment is refreshed.
- Reviewing the need and ability to offer a remote hands service for the SDC.
- Camera and cardkey system upgrade/modernization projects.

One- to two-year goals

- Partner with the Cloud Service to assist customers with support work on future needs for relocating services from private to public cloud services.
- Complete full replacement of all original power distribution units that are near the end of their service life. Other replacement equipment includes all variable frequency drives, static transfer switches, and UPSs.
- Continued replacement of end-of-life data hall RMPDUs.

Three- to five-year goals

- Continued replacement of end-of-life data hall RMPDUs.

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 were discontinued in FY2022 and 2023, but restored in FY2024 and 2025.

Expenditures

Additional major repairs are anticipated in the next three to five years as equipment reaches end-of-life or begins to fail.

Revenue & Expense | **State Data Center**