

Washington State Community Cloud

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The Washington State Community Cloud provides customers with an Infrastructure-as-a-Service (IaaS) cloud located within the state data centers. Using a self-service portal, customers have on-demand access to a shared pool of compute resources that can be rapidly provisioned as virtual servers on a pay-as-you-go basis.

The Community Cloud and associated capabilities reduce or eliminate the need for capital expenditure by the customer agency and allows them to realize cost savings. Options such as increasing storage, server memory and virtual processors are available during and after provisioning through the Community Cloud self-service portal.

Intended customers

The Community Cloud can be used by large, medium or small agencies, boards, commissions, and Tribal governments on the State Government Network (SGN) or Private Government Network (PGN). Currently, the Community Cloud hosts over 1,800 virtual servers for 34 agencies, boards and commissions.

Options available with this service (fees may apply)

- [Managed Server Support](#)
- [Network Attached Storage](#)
- [Disaster Recovery \(DR\)](#)
- [Enterprise Backup](#)
- [SQL Server Support & SQL License](#)

Customer engagement

- Semi-annual customer Town Hall with all Computing Services teams 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 (BRMs) 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.
- Requests for new consultations and modifications to existing applications.

Action plan

Current activity

- Continue development of the cloud portal roadmap, identifying new features that enable customer agencies to perform more zero-day (upon creation) and day-two activities using a self-service model.

Helpful information

Service availability

24/7/365

Planned maintenance

Performed as required during non-peak hours.

Related services

- [WS Public Cloud](#)
- [Secure Connectivity](#)
- [Data Center](#)

How to request service

Submit a request for service through our [Customer Portal](#).

Service owner

Bill Moneer

- Review and update Terms of Service.
- Update and further mature existing Washington State Community Cloud DR planning processes through rigorous exercising of the plan to identify gaps, enhance availability expectations, and foster close partnerships with the Risk and Resilience team to support the continuity of government and best practices.

One- to two-year goals

- Offer on-premises Tanzu Kubernetes: Make it easy for customers to use containerization on-site giving them more flexibility and control over their applications. Explore better monitoring tools: Team up with WaTech's Network Services Division to research and test better options for system monitoring to eventually replace SolarWinds Orion.
- Test new virtualization options: Keep using our lab space to evaluate other hypervisor technologies so we can find better and more cost-effective solutions.
- Use Veeam to support cloud moves: Help customers move their workloads to the cloud by expanding how we use Veeam backup and recovery tools.
- Explore cloud -based Veeam: Study whether we can move our Veeam setup to the public cloud for better performance and scalability.
- Upgrade and retire old equipment: Increase storage capacity with newer All-Flash systems and phase out aging hardware to improve reliability and speed.

Three- to five-year goals

- Plan for future storage needs: Evaluate how customers moving to the public cloud will affect our Community Cloud and Network Attached Storage and adjust capacity planning accordingly.
- Support customers with cloud platforms: Build up our skills and services to help customers shift to Platform-as-a-Service (PaaS) solutions, which offer more agility and less infrastructure management.
- Strengthen disaster recovery: Expand storage at the Quincy Data Center to match the State Data Center, ensuring we have strong disaster recovery options in place.

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:

WaTech onboarded many new customers in 2020 and 2021 and bought new hosts to support the new business. End-of-life hosts were replaced in FY23 and FY24.

Network Attached Storage rates were reduced in 2022 from 10 cents per GB per month for commodity storage to 7 cents per GB per month.

Decision packages

None

