



CTS Initiatives

Updated: 4/19/13

ID	Task Name	Start	Finish	% Complete	CTS Lead
1	New Service Inquiries				
2	Identity Management Strategy				Wendy Huff
3	Prepare concept document	1/16/13	1/28/13	100%	
4	Review request with Management Team	1/29/13	1/30/13	100%	
5	Complete Service Inquiry Form (Complete)	1/31/13	2/6/13	100%	
6	Determine next steps (may include CTS Advisory Council presentation)	2/6/13	2/6/13	100%	
7	Review with CTS Advisory Council	2/7/13	2/7/13	100%	
8	Define strategy and approach for Identity Management Initiative (which includes FIM and GalSync)	3/7/13	4/26/13		
9	Review with Service Health Check group	5/13/13	5/13/13		
10	Active Directory Federated Service (ADFS)				Wendy Huff
11	Validate agency requirements for federation and directory synchronization	4/2/12	4/30/12	100%	
12	Complete an ADFS proof-of-concept in pre-production	4/2/12	8/31/12	100%	
13	Establish a production ADFS environment	8/1/12	11/30/12	100%	
14	Implement the service for identified early adopters (Apptio, ServiceNow, SharePoint)	12/3/12	4/30/13		
15	Rights Management (RMS)				Wendy Huff
16	Receive inquiry	7/20/12	7/20/12	100%	
17	Gather information for internal inquiry review (High Level)	7/23/12	7/27/12	100%	
18	Review request with Management Team (commitment) - N/A	7/27/12	7/27/12	100%	
19	Complete Service Inquiry Form (Complete)	7/27/12	7/27/12	100%	
20	Review initial request with CTS Advisory Council	7/30/12	8/1/12	100%	
21	Confirm further interest and commitment to proceed at CTS Advisory Council	12/5/12	12/5/12	100%	
22	Complete High Level Design	12/6/12	3/15/13	100%	
23	Determine priority, approach, and timing for RMS implementation	3/25/13	4/30/13		
24	Review with Service Health Check group	5/2/13	5/2/13		
25	Mobile Device Management (MDM)				Wendy Huff
26	Receive inquiry	8/30/12	8/30/12	100%	
27	Gather information for internal inquiry review (High Level)	8/31/12	10/31/12	100%	
28	Complete Service Inquiry Form (Complete)	11/1/12	1/8/13	100%	
29	OCIO Workgroup Recommendations Complete	1/3/13	1/3/13	100%	
30	Review request with CTS Advisory Council	1/9/13	1/9/13	100%	
31	Initiate CTS Project	1/9/13	1/9/13	100%	
32	Requirements Complete	1/10/13	3/4/13	100%	
33	Secure customer commitment to purchase	5/15/13	6/7/13		
34	Complete Procurement	3/5/13	7/2/13		
35	Complete Implementation	7/3/13	8/2/13		

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ID	Task Name	Start	Finish	% Complete	CTS Lead
36	ListServ Replacement				Wendy Huff
37	Received inquiry and review at Service Health Check meeting	9/27/12	9/27/12	100%	
38	Gather information for internal inquiry review (High Level)	9/28/12	10/4/12	100%	
39	Review request with Management Team (commitment)	10/5/12	11/15/12	100%	
40	DES completes Cloud Communications Master Contract Acquisition				
41	Review results of DES Master Agreement acquisition				
42	Contact customer to determine intentions for ListServ use				
43	Develop sunset plan and schedule for ListServ				
44	Review proposed sunset plan with CTS Advisory Council				
45	Review proposed sunset plan with Service Health Check group				
46	Tier 4 Storage				Wendy Huff
47	Receive inquiry	3/21/12	3/21/12	100%	
48	Gather information for internal inquiry review (High Level)	2/25/13	3/15/13	100%	
49	Complete Service Inquiry Form (Complete)	3/25/13	4/26/13		
50	Review request with CTS Advisory Council	5/1/13	5/1/13		
51	Complete Conceptual Design	5/2/13	5/30/13		
52	Review request with Service Health Check group	7/11/13	7/11/13		
53	Define service offering	7/12/13	7/26/13		
54	Review potential service offering with CTS Advisory Council	8/7/13	8/7/13		
55	Lync				Wendy Huff
56	Receive inquiry	10/24/12	10/24/12	100%	
57	Review request with Management Team (commitment)	10/25/12	11/8/12	100%	
58	Complete Service Inquiry Form (Complete)	11/8/12	11/8/12	100%	
59	Gather information for internal inquiry review (High Level)	10/25/12	11/30/12	100%	
60	Review request with CTS Advisory Council	12/19/12	1/9/13	100%	
61	Complete high level design	2/1/13	3/29/13	100%	
62	Initiate project	4/1/13	4/5/13	100%	
63	Complete procurement	4/8/13	5/31/13		
64	Complete implementation for Phase 1 (replace LCS functionality)	6/3/13	7/31/13		
65	Complete customer migrations from LCS to Lync	8/1/13	9/30/13		
66	SharePoint				Wendy Huff
67	Receive inquiry	8/30/12	8/30/12	100%	
68	Gather information for internal inquiry review (High Level) and review at CTS Advisory Council	8/30/12	9/27/12	100%	
69	Review request with Management Team (commitment)	11/2/12	11/8/12	100%	
70	Complete Service Inquiry Form (Complete)	10/5/12	11/30/12	100%	

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Associated Technology Services • WA

CTS Initiatives

Updated: 4/19/13

ID	Task Name	Start	Finish	% Complete	CTS Lead
71	Review request with CTS Advisory Council	1/9/13	1/9/13	100%	
72	Complete customer migrations to SharePoint 2013	1/16/13	6/28/13		
73	IDaaS (Identity as a service)				Laura Parma
74	Receive inquiry	9/19/12	9/19/12	100%	
75	Gather information for internal inquiry review (High Level)	9/20/12	10/12/12	100%	
76	Review request with Management Team (commitment)	10/15/12	12/13/12	100%	
77	Complete Service Inquiry Form (Complete)	1/4/13	1/4/13	100%	
78	Review request with CTS Advisory Council	1/9/13	1/9/13	100%	
79	Project On-hold (will recheck status in 6 months)	7/31/13	7/31/13		
80	Wi-Fi				Bruce Shurtz
81	Phase 1				
82	Initiate gathering of information for internal inquiry review (High Level)	11/30/12	11/30/12	100%	
83	Review request with Management Team (commitment)	11/30/12	11/30/12	100%	
84	Complete Service Inquiry Form (Complete)	11/30/12	11/30/12	100%	
85	Review request with CTS Advisory Council	12/5/12	12/5/12	100%	
86	Complete POC Conceptual Design	12/5/12	12/5/12	100%	
87	Perform Phase 1 POC with Cisco (CTS & DSHS)	12/6/12	1/31/13	100%	
88	Phase 2 - Pilot				Bruce Shurtz
89	Wi-Fi Pilot Proposal Development Plan and Approval	2/28/13	3/6/13	100%	
90	Initiation & Planning (Requirements, Charting, Scheduling)	3/7/13	4/30/13		
91	Deployment Strategy (Contracts, Vendors, Agencies, Metrics)	4/9/13	5/30/13		
98	Phase 3 - Service Roll-Out				
104	Public Cloud Brokering				Dan Mercer
105	Develop technical and business strategy	6/3/13	9/30/13		
106	Gather information for internal inquiry review (High Level)	6/3/13	11/29/13		
116	Infrastructure as a Service				Dan Mercer
117	Develop technical and business strategy	1/22/13	5/30/13		
118	Gather information for internal inquiry review (High Level)	4/30/13	6/28/13		
136	Review CTS Service Catalog				
137	Transact Washington™ (30)				Agnes Kirk
138	Complete Multi-factor Authentication Proof-of-Concept	3/30/12	3/30/12	100%	
139	Implement Multi-factor Authentication	4/2/12	12/31/12	100%	
140	Deploy Multi-factor Authentication in production	1/30/13	4/25/13		
141	Migrate applications and users to Multi-factor Authentication	3/1/13	6/28/13		
142	Sunset Transact Washington Gateway	6/28/13	6/28/13		



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143	Load Balancing Expansion				Agnes Kirk
144	Architecture & Design Review	3/8/13	3/8/13	100%	
145	Procurement, installation & configuration	3/14/13	5/6/13		
146	Migrate AccessWA, GIT, Shared web hosting	5/1/13	5/29/13		
147	Migrate Exchange 2010	6/3/13	6/6/13		
148	Migrate Omni, Famlink, HRMS, Jindex	6/7/13	7/10/13		
149	Security Gateways hardware replacement & migration to VMWare				Agnes Kirk
150	Architecture & Design Review	1/18/13	1/18/13	100%	
151	Procurement, installation & configuration	1/21/13	2/28/13	100%	
152	Tivoli configuration	3/1/13	5/17/13		
153	Database & customer migration	5/20/13	7/8/13		
154	Directory Server upgrade				Agnes Kirk
155	Architecture & Design Review	12/17/13	12/17/13		
156	Configure virtual servers and Tivoli	12/18/13	1/16/14		
157	Migrate user data (550k user records)	1/17/14	1/20/14		
158	Configure Spokane replication	1/21/14	2/10/14		
159	Integrate RSA multi-factor authentication into SAW				Agnes Kirk
160	Architecture & Design Review	12/21/12	12/21/12	100%	
161	Procure hardware & software	12/24/12	1/11/13	100%	
162	Install & configure	1/14/13	2/8/13	100%	
163	Promote to SAW-CT	2/11/13	2/28/13	100%	
164	Acceptance testing complete	3/1/13	3/28/13	100%	
165	Promote to SAW-PROD	4/25/13	4/25/13		
166	Migration of Agency applications	4/25/13	6/27/13		
167	Sunset Transact Washington	6/28/13	7/18/13		
168	Site to Site VPN consolidation				Agnes Kirk
169	Pilot phase	11/30/12	11/30/12	100%	
170	Begin VPN migrations to ASA	12/3/12	12/31/12	100%	
171	Sunset 2821 Routers for site to site	1/1/13	12/2/13		
172	Switched Long Distance → SCAN (28) – capturing savings as sites convert				Bruce Shurtz
173	Convert 135 Non-State Agencies	1/16/12	6/29/12	100%	
174	Convert Centrex sites (2 of 70 complete)	6/3/13	12/2/13		
175	Convert State-owned PBXs (73 of 122 complete)	12/3/13	2/28/14		
176	Complete conversion (219 of 354 complete)	3/3/14	5/30/14		
177	K20/UW				Bruce Shurtz

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ID	Task Name	Start	Finish	% Complete	CTS Lead
178	Transfer MCU Services	7/4/12	9/3/12	100%	
179	Transfer Circuit Customer of Record	4/30/13	6/28/13		
180	Transfer TDM Circuits	4/30/13	6/28/13		
181	Finalize Billing Plan	4/30/13	6/28/13		
182	Campus Fiber Network Sunset				Bruce Shurtz
183	Complete migrating 3 customers	8/30/12	8/30/12	100%	
184	Complete remaining 19 customers	6/4/13	12/30/13		
185	Decommission equipment and reallocate fiber	12/31/13	12/31/13		
186	APPTIO/Portfolio				Curtis Sneddon
187	Project Kick-off	6/27/12	6/27/12	100%	
188	Financial Data Upload/Validation (GMAP date 12/20/12)	3/12/12	8/31/12	100%	
189	Initial Performance Data Upload (GMAP date 9/28/12)	7/31/12	9/28/12	100%	
190	Complete Financial Model Construction/Mapping (GMAP date 9/14/12)	6/28/12	10/15/12	100%	
191	Initiate Bill of IT Implementation Requirements (GMAP date 2/1/13)	10/15/12	10/15/12	100%	
192	Initiate Model Reporting Structure (GMAP date 11/15/12 now 12/30/12)	12/30/12	12/30/12	100%	
193	Initiate telephony performance data upload (GMAP date 12/31/12 now 3/30/13)	3/29/13	3/29/13	100%	
194	Service Data Upload Automation Process (GMAP date 12/31/12 now 3/30/13)	3/29/13	3/29/13	100%	
195	Establish Bill of IT Hierarchy in Apptio (GMAP date 11/30/12 now 6/28/13)	6/28/13	6/28/13		
196	Apptio End User Training (GMAP date 12/1/12 now 6/1/2013)	6/1/13	6/1/13		
197	Service Level Agreements (21)				Rebekah O'Hara
198	RFI issued	5/23/12	5/23/12	100%	
199	Strategic conversation with the management team about structure	3/14/13	3/14/13	100%	
202	Mainframe Strategy				Wendy Huff
203	Gather information for internal review (High Level)	11/1/12	2/15/13	100%	
204	Review with Management Team (commitment)	2/15/13	2/15/13	100%	
205	Develop project charter for planning phase	2/15/13	3/1/13	100%	
206	Review with Service Health Check group	3/7/13	3/7/13	100%	
207	Share with CTS Advisory Council	3/20/13	3/20/13	100%	
208	Sponsor and initiate subprojects	6/3/13	6/28/13		
209	BlackBerry® Mobile Messaging (6)				Wendy Huff
210	Survey agencies to determine plans for ActiveSync adoption and requirements to continue BlackBerry® support	6/4/12	8/31/12	100%	
211	Determine target sunset date	9/3/12	9/28/12	100%	
212	Develop plan and schedule for migrating customers to ActiveSync	1/4/13	4/26/13		
214	Develop plan and schedule for sunseting BlackBerry	4/3/13	5/1/13		
215	Complete customer migrations	6/28/13	6/28/13		

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ID	Task Name	Start	Finish	% Complete	CTS Lead
216	Complete sunseting activities	7/17/13	9/17/13		
217	Server Hosting (18)				
218	Redefine Managed Server Hosting and Virtual Server Hosting services				Wendy Huff
219	Develop criteria to separate virtual server hosting into Cloud candidates and managed server candidates	12/3/12	1/15/13	100%	
220	Schedule and move managed virtual server candidates to the SDC	1/1/13	6/28/13		
221	Schedule and move virtual server candidates to the cloud	1/1/13	6/28/13		
222	Establish standard rates for VM components (CPU, memory, storage, support services)	3/1/13	5/31/13		
223	Review rates internally to gain commitment	6/10/13	6/14/13		
224	Review proposed standard rates with the CTS Advisory Council	7/3/13	7/3/13		
225	Storage Rates				Wendy Huff
226	Procure technology update for Storage	10/19/12	10/19/12	100%	
227	Restructure Storage Services	10/22/12	2/15/13	100%	
228	Publish Storage Rates	1/2/13	4/5/13	100%	
229	Revise Customer Billing Processes	1/22/13	4/26/13		
230	Implement new storage service and rates	5/6/13	9/4/13		
231	TeamSite	3/1/13	12/31/14	24%	Wendy Huff
232	Work with customers to determine future service strategy	3/1/13	3/8/13	100%	
233	Decide on upgrade path for remaining life of service	3/7/13	3/29/13	100%	
234	Develop and agree on cost sharing model for remaining customers	5/1/13	5/15/13		
235	Renew maintenance	12/9/13	12/31/13		
236	Develop a plan and schedule for sunseting service	9/1/14	9/30/14		
237	Complete sunseting activities	12/1/14	12/31/14		
238	DR Site Survey				Sally Alhadeff
239	Receive inquiry	11/5/12	11/5/12	100%	
240	Gather information for internal inquire review (High Level)	12/10/12	12/31/12	100%	
241	Identify site selection criteria	12/7/12	1/31/13	100%	
242	Review site alternatives	2/1/13	2/28/13	100%	
243	Document findings and recommendations	2/19/13	3/29/13	100%	
245	Determine agency DR strategy	5/31/13	5/31/13		
249	Finalize requirements for RFX	5/31/13	5/31/13		
252	Complete State Data Center Projects (SDC) (25)				
253	SDC Business Management				Dan Mercer
254	Financial - Work with CTS Finance to establish rate model	7/4/12	5/31/13		
255	Assist OCIO with SDC Business Plan	2/1/13	4/30/13		
258	SDC Facilities Build-out				Dan Mercer

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ID	Task Name	Start	Finish	% Complete	CTS Lead
259	SDC Facility Operationally Ready	3/15/13	3/15/13	100%	
260	Complete Operational procedures	8/30/12	5/31/13		
261	Complete Physical security readiness	8/30/12	5/31/13		
262	Put in place access controls	8/30/12	5/31/13		
263	OB2Heat Reduction				Dan Mercer
264	Identify equipment that can be shut down now or in the near future	8/30/12	10/30/12	100%	
265	Put in place a process to shutdown less critical systems and equipment in the event of a major cooling system malfunction	8/30/12	10/30/12	100%	
266	SDC Network Core Infrastructure				Dan Mercer
267	Install core network equipment in the SDC using a “just in time” approach	8/30/12	1/25/13	100%	
268	Extend and connect OB2 networks into the SDC	8/30/12	1/25/13	100%	
269	SDC Storage Infrastructure (26)				Dan Mercer
270	Coordinate and oversee projects to install storage systems in the SDC and interconnect with storage networks in OB2	8/30/12	4/8/13	100%	
271	SDC Firewall Infrastructure				Dan Mercer
272	Coordinate and oversee CTS projects to install firewall equipment in the SDC	11/1/12	1/31/13	100%	
273	OB2 Risk Mitigation (CTS Move Phase 1)				Dan Mercer
274	Move selected CTS equipment from OB2 to the SDC that best alleviates the heat issue in OB2	8/2/13	6/30/14		
275	Cloud computing “utility”				Dan Mercer
276	Develop cloud platform	1/23/13	7/30/13		
277	Develop business model and processes/procedures for cloud service	3/18/13	7/30/13		
278	Pilot cloud service	4/30/13	7/30/13		
279	Virtual Tape Library (VTL) (29)				Dan Mercer
280	Coordinate and oversee CTS project to install new VTL system in the SDC	3/1/13	7/31/13		
281	Washington State Patrol (WSP) Phase 1				Dan Mercer
282	Work with WSP to a phased approach for moving some of their systems to the SDC	8/30/12	12/6/13		
283	OB2 Risk Mitigation (CTS Move Phase 2)				Dan Mercer
284	Move additional CTS equipment from OB2 to CTS to further reduce heat issues in OB2	7/1/14	11/11/15		
285	If deemed necessary, coordinate and oversee projects to move additional CTS equipment from OB2 to CTS to further reduce heat issues in OB2	7/1/14	11/11/15		
286	OB2 Data Center Optimization				Dan Mercer
287	Determine if additional measures are needed to reduce cooling demands in OB2	1/1/15	12/31/15		
288	If necessary, reconfigure remaining equipment in OB2 to optimize airflow and cooling	1/1/15	12/31/15		
289	CTS Organizational Initiatives				
321	Improve Incident Management Processes (37)				

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ID	Task Name	Start	Finish	% Complete	CTS Lead
322	Improve Incident Notification Process				David Brummel
323	Establish relationship with Virginia Mason coach	1/11/13	1/11/13	100%	
324	Develop Charter	1/14/13	1/31/13	100%	
325	Hold LEAN value stream mapping event	3/1/13	3/29/13	100%	
326	Develop Implementation Plan	4/1/13	5/1/13	100%	
327	Complete process improvements	5/2/13	7/31/13		
328	Hold 90-day Report Out	8/1/13	8/1/13		
329	Improve Incident Response Processes				Wendy Huff
330	Develop a tiered model for incident categorization, response, and communication	3/1/12	5/31/12	100%	
331	Review proposed model with selected customers	6/1/12	6/29/12	100%	
332	Establish an implementation team				
333	Develop an action plan for implementation				
334	Complete implementation of proposed model				
352	Review and Update CTS Policies				David Brummel
353	Review and update CTS Policies	12/3/12	6/28/13		
354	Receive exec management approval on changes	12/3/12	6/28/13		
358	Workforce				
362	Build a diverse, highly-skilled, adaptable, productive, and efficient workforce (34)				Shalice Cook
363	Develop and conduct training needs and assessment	12/3/12	4/8/13	100%	
364	Create Employee Training Development Plan	1/16/13	5/1/13		
365	Launch CEP II	1/15/13	7/1/13		
366	Foster a healthy work culture that promotes leadership, creativity and openness (35)				Shalice Cook
367	Implement Employee Exchange Program	10/25/12	10/25/12	100%	
368	Revise and implement Safety Program and policy	9/13/12	4/8/13	100%	
369	Set standards for organizational continuous improvement and employee recognition (38)				Shalice Cook
370	Revise and conduct employee recognition survey	1/15/13	4/17/13	100%	
371	Develop employee recognition program guidelines	2/18/13	5/31/13		
372	Establish Enterprise Risk Management Program (policy, committee, goals)	7/12/12	7/1/13		
373	Define Strategy for Performance Measure tracking and reporting				David Brummel
374	Define strategy for tracking and reporting	12/3/12	4/30/13		
375	Update Strategic Plan				David Brummel
376	Document CTS Strategic Plan	9/24/12	1/25/13	100%	
377	Review and Update Strategic Plan	1/28/13	4/30/13		
378	Management Approves Strategic Plan	4/30/13	4/30/13		
379	Publish Strategic Plan	5/1/13	5/14/13		

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ID	Task Name	Start	Finish	% Complete	CTS Lead
380	CTS Roadmap				Dan Mercer
381	Charter initiative and develop work plan	8/1/13	9/30/13		
385	Establish Lean Program				David Brummel
386	Present Lean Program to all staff	11/8/12	11/8/12	100%	
387	Establish a community of interest monthly meeting	11/9/12	11/9/12	100%	
388	Create Lean templates (intake form, charter, etc)	11/9/12	1/15/13	100%	
389	Create Lean SharePoint site	11/9/12	4/30/13		
390	Create an idea board	1/28/13	4/30/13		
391	Establish process to identify and prioritize Lean initiatives	3/1/13	4/30/13		
392	Implement Communications Plan				
393	External Communications (4)				David Brummel
394	Review previous DIS/CTS Communications Plans/Strategies	10/4/12	10/31/12	100%	
395	Create an Updated External CTS Communications Plan	1/1/13	4/30/13		
396	Implement External Communications Plan/Strategies	5/1/13	5/31/13		
397	Conduct communications customer survey, analyze responses, and develop outreach plan	5/1/13	7/31/13		
398	Internal Communications (5)				David Brummel
399	Implement a webpage similar to "Kudos" that would be specifically for customer comments	12/15/11	12/15/11	100%	
400	Review previous DIS/CTS Communications Plans/Strategies	10/30/12	2/28/13	100%	
401	Create an Updated Internal CTS Communications Plan	3/1/13	4/30/13		
402	Implement Internal Communications Plan/Strategies	5/1/13	7/31/13		
403	Governor's Directive 13-02 Coop Preparation	4/15/13	7/15/13		Wendy Huff
404	Provide first quarterly update to MIL on Continuity Assessment Tool (CAT) accomplishments	4/15/13	4/15/13	100%	
405	Complete FEMA P-788 CAT	4/30/13	4/30/13	100%	
406	Provide designate person(s) responsible for CTS Coop to	4/30/13	4/30/13	100%	
407	Review and exercise existing Coop	5/31/13	5/31/13	100%	
408	Notify MIL that review and exercise is complete	5/31/13	5/31/13	100%	
409	Implement process to provide ongoing quarterly CAT updates	7/15/13	7/15/13		
410	Implement process to provide ongoing annual COOP updates by June of each year	6/3/13	6/3/13		
418	CTS ATS Projects in Process				
419	Upgrade Mobile Devices	8/30/12	8/30/12	100%	
420	Upgrade Workstations to Windows 7 and Office 2010	12/28/12	3/29/13	100%	
421	CTS Applications Phase 1 - Database Update	6/29/12	6/29/12	100%	
422	CTS Applications Phase 2 - New/Update Apps	8/30/13	8/30/13		
423	Security Server Migration	8/30/13	8/30/13		
424	SharePoint Phase 1 (Clean Up)	4/15/13	6/28/13		

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ID	Task Name	Start	Finish	% Complete	CTS Lead
425	SharePoint Phase 2 (Migration to 2010)	7/1/13	12/1/13		
437	Support OCIO IT Strategies (From OCIO 2/12 Technology Strategy)				
438	Disaster Recovery				
439	ID most critical agencies in need of a comprehensive DR plan				(OCIO)
440	Help those agencies create and track a schedule for creation of automatic failover in remote pools/data centers				
441	ID data center space away from Western WA's seismic fault zones				
442	Encourage adoption of public cloud platforms				(OCIO)
443	Negotiate purchasing relationships with cloud platform providers				
444	ID workloads in state agencies that we can move to public cloud platforms				
445	Experiment with and adopt management toolsets to manage workloads on public cloud platforms				
446	Explore the concept of the government cloud				
447	Encourage adoption of SaaS for applications purchased by state agencies where appropriate. Work toward adoption of SaaS solutions in the following areas:				(OCIO)
448	Learning Management				
449	Personnel performance management				
450	Time, Leave and Attendance				
451	Email, productivity, and collaboration applications				
452	Adopt enterprise resource planning (ERP) applications systematically and incrementally in order to enable WA to function as a cohesive enterprise				(OCIO)
453	Introduce a policy framework that allows an incremental approach to building a cohesive suite of applications, based on prioritized, identified needs				
454	Consolidate where appropriate to drive savings and deliver improved services				
455	Undertake consolidation in the following areas over the next 12 months, based on resource availability				(OCIO)
456	Wi-Fi LAN				
457	Data Centers				
458	Shared Email				
459	Adopt private cloud platforms across agency IT teams to enable easy movement of workloads across pools of servers				(OCIO)
460	Identify a standardized technology to invest in for managing private clouds in state data centers				
461	Identify at least three agencies that will begin building out interoperable, standardized private clouds				
462	Create and track a schedule for the creation of these private clouds				
463	Efficiently Manage all of the state's suitable data centers				(OCIO)
464	ID all the data centers that will continue to be maintained into the future				
465	ID the first set of agencies and systems from OB2 that will move to the SDC				
466	WSP should be one of the first				
467	ID and move to relieve over subscription in OB2				

Additional target dates will be populated as decision gates indicate need for further activity.



CTS Initiatives

Updated: 4/19/13

ID	Task Name	Start	Finish	% Complete	CTS Lead
468	Encourage state agencies to systematically free up data for public consumption				(OCIO)
469	Work with state agencies to id a solution to house data, and encourage widespread participation in the data sharin				
470	Free up GIS				
471	Completed Initiatives				
472	Submit Security Decision Package	8/30/12	8/30/12	100%	Agnes Kirk
473	GalSync (a specific feature of FIM)	8/30/12	12/4/12		Wendy Huff
474	Receive inquiry	8/30/12	8/30/12	100%	
475	Gather information for internal inquiry review (High Level)	8/30/12	9/5/12	100%	
476	Review request with Management Team (commitment)	9/6/12	9/19/12	100%	
477	Complete Service Inquiry Form (Complete)	9/20/12	9/27/12	100%	
478	Review request with CTS Advisory Council	12/4/12	12/4/12	100%	
479	Scope expanded to include additional features of FIM (see below)	12/4/12	12/4/12	100%	
480	Forefront Identity Manager (FIM)	12/4/12	2/7/13		Wendy Huff
481	Receive inquiry	12/4/12	12/4/12	100%	
482	Gather information for internal inquiry review (high Level)	12/5/12	1/29/13	100%	
483	Review request with Management Team (commitment)	1/30/13	1/31/13	100%	
484	Complete Service Inquiry Form (Complete)	2/1/13	2/4/13	100%	
485	Review with CTS Advisory Council	2/5/13	2/7/13	100%	
486	Scope expanded to incorporate Identity Management Strategy (see below)	2/1/13	2/1/13	100%	
487	Outlook Anywhere (RPC over HTTPS)	8/30/12	1/9/13		Agnes Kirk
488	Receive inquiry	8/30/12	8/30/12	100%	
489	Gather information for internal inquiry review (High Level)	8/30/12	10/30/12	100%	
490	Review request with Management Team (commitment)	10/31/12	11/12/12	100%	
491	Complete Service Inquiry Form (Complete)	11/13/12	12/17/12	100%	
492	Review request with CTS Advisory Council	1/9/13	1/9/13	100%	
493	Request Closed	1/9/13	1/9/13	100%	
494	Remote Access: Citrix (7), Strong Authentication (27), and Access VPN (31)	8/30/12	11/1/12		Agnes Kirk
495	Determine Rate options for Strong Authentication Hard and Soft Tokens	8/30/12	9/10/12	100%	
496	Complete option analysis to reduce cost of Citrix and VPN remote access	10/31/12	10/31/12	100%	
497	Implement New Rates	11/1/12	11/1/12	100%	
498	Enterprise Forward Proxy (EFP) (12)	4/30/12	5/30/12		Agnes Kirk
499	Complete EFP Pilot	4/30/12	4/30/12	100%	
500	Deploy EFP in production	5/1/12	5/30/12	100%	
501	New service – included in allocated rates, cost avoidance, and hard savings	5/30/12	5/30/12	100%	
502	Netwitness DAS Expansion	1/29/13	2/1/13		Agnes Kirk

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Consolidated Technology Services • WA

CTS Initiatives

Updated: 4/19/13

ID	Task Name	Start	Finish	% Complete	CTS Lead
503	DAS Installed	1/29/13	1/29/13	100%	
504	Configuration Certified	1/30/13	1/30/13	100%	
505	Analytics Performed	1/30/13	1/30/13	100%	
506	Knowledge transfer to SOC analysts	1/31/13	2/1/13	100%	
507	SOC Roadshow	1/8/13	2/28/13		Agnes Kirk
508	Develop presentation	1/8/13	1/8/13	100%	
509	Present to "friendly" group and request feedback	1/9/13	1/15/13	100%	
510	Schedule locations in Lacey, Tumwater	1/16/13	1/25/13	100%	
511	Promote and present to Agency customers	1/28/13	1/28/13	100%	
512	Survey poll requesting feedback	2/12/13	2/28/13	100%	
513	Optimize FWSM rules to reduce load	1/28/13	1/29/13		Agnes Kirk
514	Evaluate rules - task ongoing	1/28/13	1/28/13	100%	
515	Optimize - task ongoing	1/29/13	1/29/13	100%	
516	Private Branch Exchange (20)	5/1/12	7/31/12		Bruce Shurtz
517	Review and rationalize rates	5/1/12	7/31/12	100%	
518	Voicemail (32)	4/2/12	8/30/12		Bruce Shurtz
519	Order PBX-related equipment	8/30/12	8/30/12	100%	
520	Install PBX-related voice mail equipment	4/2/12	5/31/12	100%	
521	Test system	4/2/12	5/1/12	100%	
522	Cutover new voicemail system	5/2/12	5/31/12	100%	
523	Complete cutover and capture cost savings	6/1/12	6/29/12	100%	
524	VLAN Re-numbering	10/2/12	12/4/12		Bruce Shurtz
525	Establish a process for VLAN Renumbering	10/2/12	12/3/12	100%	
526	Implement new process for VLAN Renumbering	12/4/12	12/4/12	100%	
527	Redundant Network connection OB2-SDC	11/30/12	12/31/12		Bruce Shurtz
528	Ensure maintenance contracts and procedures exist for OB2-SDC connection	11/30/12	11/30/12	100%	
529	Put procedures in place and test	12/3/12	12/31/12	100%	
530	Lean Initiative - Billing with DES (39)	6/18/12	1/23/13		David Brummel
531	Select future service for LEAN mapping event	11/8/12	11/15/12	100%	
532	Develop Charter	6/18/12	7/31/12	100%	
533	Hold LEAN value stream mapping event	8/1/12	8/23/12	100%	
534	Develop Implementation Plan	8/24/12	8/30/12	100%	
535	Complete initial 90-day project	8/31/12	11/30/12	100%	
536	Hold 90-day Report Out	1/23/13	1/23/13	100%	
537	Support Cloud-based E-mail and Collaboration (8, 19, and 23)	10/3/11	10/31/12		Wendy Huff

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Consolidated Technology Services - WA

CTS Initiatives

Updated: 4/19/13

ID	Task Name	Start	Finish	% Complete	CTS Lead
538	Support OCIO and DNR review of cloud-based email replacement of SSEP	10/3/11	10/31/12	100%	
539	Validate the Business Case for Office 365	2/1/12	10/31/12	100%	
540	Process Improvement of Monitoring and Alerting	3/29/13	6/28/13		Agnes Kirk
541	Source Feeds Reviewed for Accuracy and Efficiency	3/29/13	3/29/13	100%	
542	Alerts reviewed by customers for feedback	4/1/13	4/11/13	100%	
543	Alert process flow diagram completed	4/12/13	4/18/13	100%	
546	Identify Critical Infrastructure	1/11/13	4/18/13		Agnes Kirk
547	Develop business requirements	1/11/13	1/11/13	100%	
548	Review of existing tools and abilities	1/14/13	2/1/13	100%	
549	Proof of concept of proposed alternatives	2/4/13	2/15/13	100%	
550	Formalize reporting process	2/18/13	4/18/13	100%	