

Washington State Cloud

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The [Washington State Cloud \(WS Cloud\)](#) provides customers with an Infrastructure-as-a-Service (IaaS) cloud located within the State Data Center (SDC) and Quincy Data Center (QDC). 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 WS Cloud shared virtual infrastructure reduces or eliminates the need for capital expenditures by the customer and allows them to realize cost savings compared to physical server environments. Options such as increasing storage, server memory and virtual processors are available during and after provisioning through the WS Cloud self-service portal.

The WS Cloud portal and hosting infrastructure is available 99.9% excluding scheduled maintenance on the portal. Additionally, the capacity of the infrastructure is monitored and the process to add capacity begins when we reach 70% capacity.

Intended customers

The WS Cloud can be used by large, medium, small agencies, boards, commissions, and Tribal governments on the State Government Network (SGN) or Private Government Network (PGN). Currently, 30 agencies, boards, and commissions utilize the WS Cloud.

Options available with this service (fees may apply)

- Customers can utilize VMware NSX for micro-segmentation. Micro-segmentation is a firewalling technology that works to inspect traffic at the virtual NIC level and acts on that traffic based on rule sets to protect the guest.
- Soon, customers will be able to access public cloud services which utilizes an established highway to the cloud networking.
- Managed Server Support is an optional service where WaTech will manage the operating system of the virtual machine (VM).
- File storage services with Netapp.
- Disaster Recovery (DR) services using Zerto for VMs on the WS Cloud. Zerto replicates a VM in the WS Cloud in the SDC to the QDC. During an outage in the SDC, the VM can be brought up in the QDC quickly.
- [Server Backup Service](#) with Veeam

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 (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.
- Regular outreach to solicit feedback, provide updates and inform agencies on emerging projects, initiatives, and services.

Helpful information

Service category

Cloud

Service availability

24/7/365

Planned maintenance

Performed as required during non-peak hours.

Related services

- [Server Backup Service](#)
- [Managed Server Support](#)
- NetApp storage:
 - [Firewall Services](#)
 - [DNS Service](#)
 - [VPN Service](#)
 - [SGN](#)
 - [Voice Services](#)
 - [Colocation Olympia](#)
 - [Colocation Quincy](#)

How to request service

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

Service owner

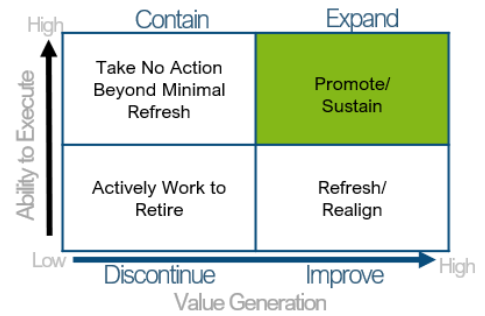
Bill Moneer

- Requests for new consultations and modifications to existing applications.

Action plan

Current activity

- Upgrading to ESXi 7.x to continue to get support and updates from VMware and add encryption at rest on the VMware vSAN storage. The upgrade will also bring containerization and autoscaling.
- Building Azure IaaS so customer agencies will be able to provision compute and storage in Azure or migrate existing VMs to Azure.
- Working with WaTech’s Strategy & Management Division (SMD) to build out the Enterprise Cloud Computing Strategy, Amazon Web Services (AWS) Control Tower and Microsoft Azure Landing Zone.
- Review and update Terms of Service.
- Build out AWS IaaS and if needed add a Direct Connect.



One- to two-year goals

- Once the Azure environment is customer-ready, shift customers currently using on-premises Zerto solution from the Quincy disaster recovery (DR) site to Azure. At the same time, WaTech will work with customers wishing to move current on-premises workloads to Azure.
- Continue to work with SMD to build the cloud capability and provide cloud services to more agencies.
- Continue to work with the WaTech Enterprise Cloud Computing (ECC) team from SMD to assess additional hybrid cloud services and improvements we can provide for customer agencies.
- Coordinate with ECC to develop a patching strategy for server operating system.

Three- to five-year goals

- Build out expertise in helping customers transition to Platform as a Service (PaaS).



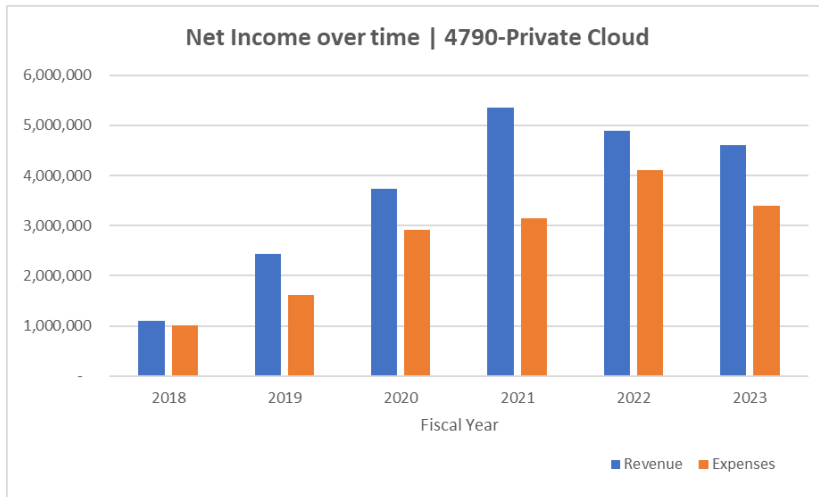
Service review and fully loaded service budget projection

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. In 2022, the original hosts purchased will reach the five-year in-service mark and WaTech has purchased replacements.



Decision packages

In the 21-23 biennial budget, the Legislature, in response to the statewide request to provide budget savings, authorized WaTech to reduce the cost of WS Cloud compute by 12% for FY22/23. Finance anticipates WaTech's profits will continue to exceed expenditures and providing these savings to our customer base.