



# The Customer Connection

from the Customer Delivery Division  
*"Your Gateway to OTech Services"*

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## Did You Know?

The average 21 year old has spent 5,000 hours playing video games, has exchanged 250,000 e-mails, instant and text messages and has spent 10,000 hours on the mobile phone.

## Thoughts from the Director

*by Ron Hughes*



I'm excited to be back with the data center after 12 years in the private sector. We have a great opportunity to enhance the services we offer and ensure that our production environments are operational, secure, and supported by appropriate measures of redundancy. To help us accomplish this, we have launched the OTech Customer Advisory Council, which includes a variety of small, medium, and large departments. The

council meets once a quarter with the OTech Leadership team to discuss various service offerings and changes that we want to make in the way OTech does business. I also created a vision document that provides a technical direction for OTech. It creates a foundation for business model improvements and the delivery of new services. I'm excited about these opportunities and confident that our efforts will:

- Reduce costs and increase efficiency
- Give customers choices - Allow customers to choose the solution that best fits their needs
- Provide the services at competitive prices
- Increase the availability and adoption of new technology for OTech customers
- Adopt usage based procurement models to lower costs and speed response time

To read more on OTech's long term technical direction and plans for new services from OTech, go to page 3. But first, meet our leadership team.

# Meet Our Leadership Team:

## *Ron Hughes, Director*

Office of Technology Services



Ron Hughes was appointed Director by Governor Brown on March 20, 2012. While Director Hughes most recently worked in the private sector, you may already know him from his years at Teale Data Center or as a consultant helping state agencies build their IT infrastructure.

Hughes brings over 20 years in design, operation and construction of national & international data centers. He has already begun sharing his vision for OTech with employees, customers, and the information technology community. He is excited about the many opportunities to improve services to customers and update the services being offered.

## *Jeff Uyeda, Chief Deputy Director*

Office of Technology Services



Many of you know Jeff from his years in and around the State IT community. Jeff brings a great deal of experience in the technology field as well as a deep knowledge of the administrative workings of government. He has over 30 years of experience in California

state government and the private sector as the Director of Business Development for state and local government with IBM Corporation. His career in state Government also includes financial management, procurement, auditing and accounting areas.

## *Mike Baker, Deputy Director*

Operations Division



Mike began at the Health and Welfare Data Center in 1989 as a Software Specialist and has held various positions before becoming the Deputy Director of Operations in June 2012. Mike is responsible for Tenant Managed Services, the Service Desk the Command

Center, and Disaster Recovery. Mike's goals include working cooperatively and collaboratively within OTech and with our customers, moving forward with the Service Improvement Project, retiring outdated and unused technologies and enhancing the technical skills of Operation's staff.

## *Kevin Piombo, Deputy Director*

Engineering Division



Kevin started his State career in 1981 and joined Teale Data Center in 1985. Kevin has served the data center in a variety of roles and became the Deputy Director of Engineering in 2009. His Division is responsible for platform services, database services, web services, email, Server Based

Computing, and Secure File Transport. He is focusing on the evolution and improvement of our service offerings to align with the needs of our customers. This will be accomplished through efforts to improve the value of the Service Catalog, establish a more formalized on-boarding process and the development of new services.

## *Steve Rushing, Deputy Director*

Statewide Telecommunications & Networking Division



Steve began working for the State of California in 1973 and moved into Information Technology (IT) in 1977 as a Programmer Analyst, then moved into the Software Specialist series. He has more than 35 years of experience with IT and has been with the data center for more than

29 years. Since 1999, he has held various CEA positions and in March 2010 became the Deputy Director of the Statewide Telecommunications and Networking Division. Steve is focused on reducing costs and delivering more network services with higher speeds.

## *Rolundia Mitchell, Deputy Director*

Customer Delivery Division



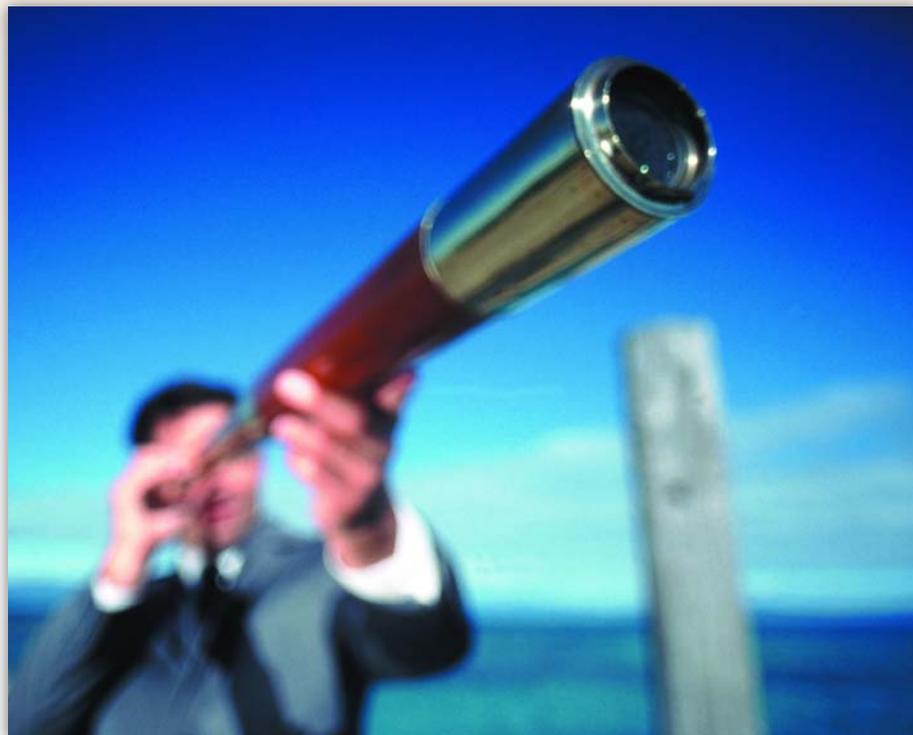
Rolundia became Deputy Director of the Customer Delivery Division in June 2012, overseeing the Account Management Branch and the Project Management Branch. In 1991, Rolundia began her career in State service as an analyst and has held various management and executive

roles. Her diversified career and passion for efficiencies has allowed her to achieve customer improvements for millions of California citizens. She is excited about the opportunity to meet with our customers to continue the collaborative effort of improving processes and communications between customers and OTech service areas.

# Office of Technology Services, 2012 Vision

by Director Ron Hughes

Technology changes constantly and we need to modify the way we do business to be able to respond to these changes in a timely manner. The solutions we propose to meeting our customers' needs also have to evolve as the technology evolves. I believe that providing a range of services at OTech, from Tenant Managed Services to private and public cloud services, puts us in the best position to meet those needs.



My message to the staff and customers is clear: while we can't always prevent hardware or software failures, it is our responsibility to ensure that single points of failure do not exist in our environments.

We have to ensure that OTech is responsive when issues arise, and that we and our vendor support teams work cohesively and swiftly to resolve technical problems. Our communication with customers and stakeholders during these events should set the standard for other service oriented organizations. To identify areas of improvement in OTech's infrastructure design, a third party review of our network, storage equipment and computing devices will begin soon. We may extend the review to include customer interfaces for those who are interested.

Strategies for meeting my vision for the data center include the following:

- Offer cloud services (private cloud, located at Gold Camp)
- Continue to improve and consolidate email further, via cloud service solutions, and offer the service to counties and cities
- Virtualize desktops via cloud service technologies
- Provide disaster recovery services for virtualized environments, and extend this service offerings to counties and cities
- Offer service level agreements for CGEN, CES, mainframe, and virtualized environments
- Standardize OTech offerings; support leading solutions, no more than 2 or 3 per offering
- Provide a cloud based Remedy service.

We look forward to collaborating with you to help identify new service offerings that meet your business needs, while also reducing costs and increasing efficiencies.

## Improving the Customer Experience

by Rolundia Mitchell, Deputy Director  
Customer Delivery Division



The Customer Delivery Division (CDD) is your gateway to OTech; we help you navigate the various service areas to quickly obtain the solutions that will best meet your business needs. We have recently initiated a number of efforts that will help us to improve communication and better serve you. Here are just some of those efforts underway:

**Customer Newsletter:** The “*Customer Connection*” is a new quarterly newsletter that will keep you informed of things going on at OTech.

**Customer Communications:** CDD has created a standard format for all customer communications (e.g., announcing termination of a service, or asking customers to respond to a specific information request). These communications will be titled “*Tech Alert*”.

**Customer Survey:** The “*2012 Customer Satisfaction Survey*” will be released next week. This will allow customers, who interact with OTech staff directly, to provide anonymous feedback on the services we provide.

**Customer Forums:** We will host customer forums throughout the year. The next forum, focusing on Redundancy, is October 30th at 1:30-3:00pm: OTech Training & Event Center, 10860 Gold Center Dr, Suite 100, Rancho Cordova, CA 95670.

**Process Improvements:** A number of process improvements are underway to more clearly define and streamline existing processes impacting our customers.

Please let us know if you have additional ideas on how we can better serve you, our valued customer.

## Storage: Addressing Customer Demand

by Kevin Piombo, Deputy Director  
Engineering Division

As the demand for storage increases, the cost decreases. It wasn't that long ago that a 20 GB hard drive was considered large and was expensive to purchase. Now local electronics retailers sell a one terabyte (TB) drive for less than \$100. The declining cost of storage, as well as a multitude of other factors (e.g., data being tracked and stored), has contributed to the skyrocketing demand for storage.

OTech and its customers are not immune to the effects of this change in the storage landscape. On the positive side, the growth in storage volumes and declining prices has allowed OTech to significantly reduce its storage rates over the last few years. This has saved our customers millions of dollars as the storage rate has dropped over 80% during those years. The growth in storage has also resulted in challenges in keeping up with storage requests for new projects as well as increases in storage for existing applications.



To address the storage requests from our customers, OTech recently procured approximately 200 TB of storage. Our technical teams are diligently working to set up, test, and prepare the new storage solution. We anticipate that the storage will be ready to meet existing storage requests by mid-November. Our customers should also experience improved application performance with this new storage. We are also exploring alternative ways to purchase additional storage, to keep our costs low and ensure that we can rapidly increase capacity to satisfy new storage requests on demand. Our goal is to have the resources our customers need, when they need them.

# How to Report an Incident...

by Randy Brown, Information Technology Services Manager

An Incident is an unplanned service interruption, a reduction in the quality of a service or a failure of a Configuration Item that impacts a service. Therefore, any events that are not part of the normal operation of a service, and causes or may cause an interruption to or a reduction in the quality of a service, are defined as Incidents. Incidents may be caused by many factors but some of the most common are a failure of a hardware component, failure to follow processes or human error.

Incidents may be detected via various OTech monitoring tools, discovered by OTech staff or reported by our customers. Once incidents are reported to OTech, they are logged and verified, then categorized and prioritized according to impact and urgency, and then assigned to the appropriate service group for resolution.

Customers have several ways to report an incident. For urgent situations, customers should call the Service Desk; you will be asked a number of questions to help the Service Desk define and expedite the resolution. For non-urgent situations, customers may submit a request through the Service Request Module (SRM) of Remedy, or send an email to the Service Desk. If you are interested in learning how to use the SRM, please call the Service Desk.

OTech follows a best practice based Incident Management process to restore service as quickly as possible and to minimize the adverse impact on normal business operations. The Service Desk is the central point of contact, or entry point, for reporting, tracking, managing, and escalating incidents. **The Service Desk is staffed 24/7 and may be contacted at (916) 464-4311 or at [Service.Desk@state.ca.gov](mailto:Service.Desk@state.ca.gov).**

## Retired Services: Microfiche and Iron Mountain

by Louis Arredondo, Operation Support Manager

Commercial use of microfiche spiked in 1928 when the Eastman Kodak Company acquired the rights to this then-emerging “technology.” Sadly, this iconic company filed for bankruptcy in January 2012 and subsequently discontinued their microfiche business. Since then microfiche costs worldwide have sky-rocketed. OTech’s customers have been insulated from this dramatic price increase due to an existing microfiche state contract that extends through January 31, 2013. OTech will officially retire the microfiche service at the end of this contract.

**Retirement of Microfiche Services, February 1, 2013:** OTech’s remaining microfiche customers are deleting unneeded jobs and/or redirecting the output to newer storage, viewing and reporting technologies. OTech offers a feature-rich, secure, cost effective “green” alternative: Go-Online service. For more information go to: [http://www.otech.ca.gov/training/go\\_online.asp](http://www.otech.ca.gov/training/go_online.asp)



**Retirement of Off-site Tape Storage Services, January 1, 2013:** OTech has reduced the number of physical tape cartridges from a high water mark of 1.1 million to less than 1,500 today. Data is now stored on “virtual tape” at OTech’s primary and backup facilities. “Virtual Tape” is another secure and “green” technology for storing and accessing the state’s data. Customers who still need Off-site Tape Storage Services may contract directly with an off-site storage vendor.

For additional information regarding these service changes, please contact your CDD Account Manager. To identify your Account Lead, [click here](#).

## Tenant Managed Services

by Amy Cooper, TMS Support Lead

In April 2012, OTech announced Tenant Managed Services (TMS) as one of its standard service offerings. TMS was created by combining two previous OTech standard services: the Federated Data Center (FDC) and the Customer Owned Equipment Managed Services (COEMS). The TMS offering comes in two models TMS Basic and TMS Premium; which allows our customers to choose the features that best fit their specific business needs.

*TMS Basic* (formerly COEMS) provides customers with secure data center space, while allowing the department to maintain full control over their computing environment.

*TMS Premium* (formerly FDC) provides customers with a quick path to consolidate their environment into OTech's secured data center, while also utilizing the shared network infrastructure and SAN Fabric—which are managed by OTech staff exclusively for TMS Premium customers.



The TMS Service Group is working to create, update and document processes, procedures and policies that will help better align both TMS models with OTech's strategic directions. When completed, this information will be posted to the Service Catalog...stay tuned.

For additional information regarding these service changes, please contact your CDD Account Manager. To identify your Account Lead, [click here](#).

## Customer Corner: A Happy CGEN Customer

by Jann Biggs, CGEN Service Manager

OTech has established the California Government Enterprise Network (CGEN) service that uses carrier-managed solutions to provide statewide network access and deliver traffic to OTech customer sites and to OTech facilities.

Migrated customers are satisfied with the service, and look forward to continued network cost reductions. "We fully support the vision in the state's 2012 IT Strategic Plan for efficient, consolidated, reliable infrastructure," shares Robert Schmidt, Agency Information Officer (AIO) for California Department of Food and Agriculture (CFDA) and 35 other state departments, boards and commissions. "Migrating CDFA's network to CGEN has demonstrated the promise of modernizing the states network architecture and infrastructure while providing more managed services for the dollars that we are spending on IT. The migration process was about 6 months start to finish with comprehensive planning, design and smooth cut-over. We immediately were able to leverage our 100 Mbps OPT-E-MAN connectivity with our Video Interactive Project (VIP) and forgo a separate dedicated T-1. With its modern network architecture in place, CGEN effectively handles peaks and valleys associated with fluctuating CDFA data flows."



Robert Schmidt,  
AIO, CDFA

Migrations to CGEN are well underway. Forty-one customers and 496 circuits fully migrated in August 2012. There are 14 additional customers that have begun migration and 16 customers have worked with the vendors on design and cost. As CGEN grows, CSGNET is downsizing. The point of presence (POP) sites in San Francisco, San Diego, and those along the Highway 99 corridor have been decommissioned as of June 2012.

We applaud all the customers who have embraced the benefits and opportunities CGEN brings to the State!

# Need Help? Have a Question? Contact us...



The Account Management Branch, within the Customer Delivery Division, is your gateway to OTech services. Each customer organization is assigned an Account Lead who is your advocate committed to ensuring you receive the services that will meet your business needs. Your Account Lead will guide you through the process of obtaining or modifying OTech services and will escalate issues on your behalf, if necessary. If you have questions regarding any of the items in this newsletter or if you need assistance with OTech services, please call your Account Lead directly. To identify your Account Lead, [click here](#).

## OTech's Major Maintenance Schedules and Event Calendar

OCTOBER							NOVEMBER						
MON	TUE	WED	THU	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SAT	SUN
1	2	3	4	5	6	7				1	2	3	4
8	9	10	11	12	13	14	5	6	7	8	9	10	11
15	16	17	18	19	20	21	12	13	14	15	16	17	18
22	23	24	25	26	27	28	19	20	21	22	23	24	25
29	30	31					26	27	28	29	30		

DECEMBER							JANUARY						
MON	TUE	WED	THU	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SAT	SUN
					1	2		1	2	3	4	5	6
3	4	5	6	7	8	9	7	8	9	10	11	12	13
10	11	12	13	14	15	16	14	15	16	17	18	19	20
17	18	19	20	21	22	23	21	22	23	24	25	26	27
24	25	26	27	28	29	30	28	29	30	31			
31													

- System Maintenance/IPL (Mondays 0001 to 0200)
- System Maintenance/IML (Mondays 0001 to 0200)
- Standing Network Window (Friday 1800 to Saturday 0100)
- Standing Windows Window (Sundays 0030 to 0730)
- AIX Maintenance Period (Sundays 0030 to 0730)
- Customer Forum "Redundancy- 1:30 p.m. at the OTech Training Facility"
- Freezes (Freezes known at the time of this publication)