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The Customer Connection

from the Customer Delivery Division

"Your Gateway to OTech Services"

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Did You Know?

http://webtools.ca.gov provides necessary tools, resources, and implementation guidelines for webmasters to implement state standards for usability, accessibility, and separation of presentation.

Thoughts from the Chief

by Ron Hughes

This year continues to be a year of change for OTech. With the Governor's Reorganization Plan, the California Technology Agency has become the California Department of Technology (CalTech) and OTech is now a branch within CalTech. While this is a significant organizational change, OTech's functional role in delivering innovative, cost effective data center services has not changed.

Some other changes taking place include:

- Deputy State Chief Information Officers Paul Benedetto and Anna Brannan have both announced their retirements. Paul and Anna have a long record of success in state service and will be truly missed.
- Service Level Agreement (SLA) standards were established and implemented on July 1, 2013. These standards will "guarantee" uptime for some of OTech's most critical services and provide customer credits if those levels are not met. The established SLAs are as follows:

Service Area	SLA Percentage
CA.Mail	99.9%
CES email	99.9%
Mainframe	99.9%
CGEN / Network	99.5%

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"Thoughts from the Chief" continued from page 1

- The cloud services Invitation for Bid has been released and bid proposals are due in September. This service will be available in January 2014 and will provide another service delivery option for our customers to consider.
- The next Customer Satisfaction Survey will be released in September and we look forward to your feedback. In response to last year's survey, we have made a number of improvements in the areas where customer ratings were lower than average. See the "Improvements Since Last Survey" article in this newsletter to learn more about the improvements made throughout the organization, as a result of your feedback.
- Our cloud-based Mobile Device Management (MDM) solution is now available and provides a cost effective way for our customers to manage mobile devices. See the MDM article in this newsletter for more information.

These are just some of the changes, improvements, and new services. Please contact your Account Lead if you have any questions or want more information on any of the services we provide.

CalCloud Early Adopters

by Neeraj Chauhan, CalCloud Project Director

The CalCloud procurement is moving full steam ahead. The Invitation for Bid (IFB) was released on June 27, 2013 and there is a tremendous amount of interest from the vendor community. The July 18th bidder's conference was well attended and we anticipate several vendor bids in response to the IFB. Final bids are due in September 2013, and the cloud project team is busy answering vendor questions.

Thank you to those customers who have already signed up to be amongst the first to use our new cloud service offering. These "Early Adopters" will get to test drive the system during a free trial period and receive consulting services from OTech and the CalCloud vendor to help migrate servers into the CalCloud environment. The CalCloud project team is looking for more Early Adopters.To sign up as an Early Adopter, please submit a service request through the CSS system, contact your Account Lead or send an email to CIOCalCloud@state.ca.gov.

New Service: Mobile Device Management

by Keith Mitsuyasu, Windows Service Branch Manager

CalTech is pleased to announce Mobile Device Management (MDM), a new cloud-based service offering used to centrally manage and secure mobile devices that use Exchange Active Sync. This service secures data and applications in accordance with each customer's mobile device policy requirements. MDM is both device and carrier agnostic, which allows greater user flexibility in supporting their mobile devices. For more information on this service please refer to the Service Catalog.

Customer Survey: September 2013

Get ready! The second annual Customer Satisfaction Survey is scheduled for release in September. This year's survey offers a new "customization" feature, allowing survey respondents to tailor the survey to only include the questions relevant to their interaction with OTech. We encourage you to take this opportunity to give us your feedback. We value your opinions on the services we provide and your feedback is necessary for us to make meaningful improvements to our services and operations that will enhance your overall experience with OTech. Mark your calendars and please encourage your co-workers and staff to take the survey.

Improvements Since Last Survey

by Rolundia Mitchell, Customer Delivery Division Deputy Director

Based on your feedback provided in the 2012 Customer Satisfaction Survey, and our ongoing effort to enhance our services, we have implemented various changes to our services and operations in an effort to improve your overall customer experience. Some of these changes include:

Service Level Agreement (SLA) standards were established for four core services: Mainframe, CGEN/ Network, CA.mail, and the California Email Service (CES), effective July 1, 2013. The initial focus of the SLAs will be on service availability. The CGEN and CES SLAs were established based on the SLAs provided by the service providers. Stay tuned for a Tech Alert that will specify the processes that will be followed when implementing the SLAs.

Mobile Device Management (MDM) is a newly released cloud-based solution that allows customers to manage and secure their mobile devices. For more information on this new service, see the MDM article in this newsletter.

Service Catalog Improvements were launched on our new and improved website. The original Service Catalog was launched in 2007 and was continuously updated to reflect changes in our services. However, we are always looking for opportunities to improve communication with our customers. Based on your feedback, we have completely redesigned the Service Catalog. The goals of the redesign were to enhance your experience by modernizing the organization, content and flow, and to improve readability. Visit the Service Catalog today!

Network Upgrades were implemented to improve up time and security, as follows:

- Upgraded DNS Servers (Domain Name Services) to improve response time to customers accessing CA.GOV websites, better handle DNS Denial of Service attacks (DOS), and improve up time.
- Obtained vendor protection against DDOS attacks (Distributed Denial of Service), which blocked all attacks occurring since January 2013.

"Improvements Since Last Survey" continued from page 3

- Enhanced the CGEN network redundancy by implementing dynamic network traffic routing; and also improved the switch-to-server network path redundancy. These efforts all resulted in improved customer uptime.
- Increased Internet connectivity capacity by more than 10 times, which resulted in improved customer throughput.
- Deployed IPv6 capability on the network backbone, in response to customer demand.
- Upgraded firewall capacity by installing new technology which increased capacity and improved performance.

Content Management Database (CMDB) is being developed, along with service event monitoring, to enhance our ability to triage service operations and improve incident resolution time. It's a service practice that will evolve and adapt to the data center's implementation and operation over time. The first phase will focus on network devices, and is planned for release early this fall. The CMDB will eventually monitor all devices on the data center floor, and account for all customers and customer systems/ components in managed service.

These are just some of the changes we've made based on your responses to last year's survey. We look forward to your responses to this year's survey, which will help us to focus our future improvement efforts.

CA Web Publishing Services Coming Soon!

by David Escobar, Web Services Section Manager

OTech is on target to deliver the CA Web Publishing service in Spring 2014. This flexible, powerful, and modern enterprise grade Web Content Management System (WCMS) will be available for government agencies looking for an OTech managed service for their hosted websites.

The CA Web Publishing service will provide rock-solid stability and flexibility by leveraging a commercial, enterprise-class .NET WCMS with powerful tools designed to provide:

- Unprecedented ability to connect social channels,
- Automated methods of contacting customers, and
- Engagement analytics to tailor website content to the end-user

CA Web Publishing will fully support the California webpage template. Microsoft Office-like editing capabilities and an intuitive interface accessed through a web browser will provide non-technical content owners the ability to quickly and easily update website content in real time, while still allowing full business process flow of content creation, evaluation, and publishing roles.

In the coming months OTech Web Services staff will finalize the review of features for inclusion in the service offering. Look for more details on the CA Web Publishing service soon. A Tech Alert will notify customers when this service becomes available.

Retirement of Mainframe Cartridge Tape!

by Louis Arredondo, Service Support Section Manager

OTech is on track to retire mainframe cartridge tape services on December 31, 2013, as announced in the May 7, 2013 Tech Alert 13-01. Currently, there are fewer than 1,200 customer tapes remaining on OTech's mainframe systems; down from over one million only a few years ago. As part of the decommissioning process, retired tapes are confidentially destroyed (shredded) onsite by a contracted vendor. On July 11, 2013, several departmental employees, including some former tape operators, witnessed the destruction of 16,634 mainframe tapes. The complete removal of the mainframe tape racks and equipment frees up approximately 6,600 square feet of raised floor space at the Gold Camp data center.

According to Mike Baker, Operations Division Deputy Director, "this area can fit 160 server and network cabinets that we can use to 'deliver the technology services California government depends on.' These services include OTech's Managed Services, Tenant Managed Services and the upcoming CalCloud service offering."

Gary Harvey, OTech Operations Division Unloading actual tapes to be destroyed.

Project Management Consulting Services

by Ken Okuhara, Project Management Branch Chief

OTech's Project Management Branch (PMB) utilizes standardized project management practices to orchestrate the delivery of sustainable technology infrastructure to our customers. We are committed to understanding our customer's business objectives and strive to enhance our strategic partnerships.

When using our consulting services, the Project Manager (PM) becomes your partner in navigating to the successful completion of your OTech-hosted project. The PM will be your primary OTech contact, facilitate project efforts, and communicate status and progress throughout the project life cycle for any OTech services (e.g., hardware, software, security, and network).

The OTech PM consultant will:

- Assure that infrastructure development is consistent with project requirements, and the product (host/environment) is compliant with State standards and meets customer specifications.
- Develop project documentation, including: the project charter, project procurement documents, project management plan and schedule, and lessons learned report.
- Provide project oversight by monitoring and tracking the schedule, issues and risks.
- Facilitate collaboration and communication between customers, vendors and OTech service verticals.
- Communicate and seek resolution to issues and risks through OTech Executive Management.

Contact your Account Lead or Ken Okuhara, PMB Branch Chief, at (916) 431-5472 if you have any questions concerning PM consulting services.

CalNET Procurement Update

by Russ Guarna, Deputy Director, Statewide Technology Procurement Division

CALNET provides a comprehensive array of telecommunications and network services to public entities throughout the State. Usage of CALNET is approximately 40% State, and 60% local government with procurements totaling hundreds of millions of dollars annually. The series of contracts that comprise CALNET (currently CALNET 2) will expire early 2014.

The CALNET 3 procurement process is underway with two (2) solicitations currently released. IFB STPD 12-001-A for CALNET 3 Category 1 is on schedule for Final Bids to be submitted September 12, 2013 and contracts awarded by October 31, 2013. IFB STPD 12-001-B for CALNET 3 Categories 2-7 Detailed Technical Proposals were due Friday, August 9, 2013 and will be followed by Confidential Discussions with each Bidder; the contract awards are expected by January 31, 2014. It is the State's intent to award each Category and Subcategory to multiple vendors as a result of these solicitations.

Customer Service System Workshops

OTech's customers use the Customer Service System (CSS) to request services from OTech. The Customer Delivery Division hosts CSS training sessions to guide customers through the process of using CSS and how to prepare service requests. The training encompasses the following topics:

- Introduction to CSS
- Accessing the online application
- Preparing a service request
- Routing and modifying a service request
- Tracking a service request
- Creating reports

The training will be provided at the OTech Training Center, located at 10860 Gold Center Drive, 1st Floor, Rancho Cordova, CA 95670. Classes are available the following dates and times:

Date	Session 1	Session 2
October 17, 2013	9:00 a.m. to 11:00 a.m.	1:00 p.m. to 3:00 p.m.
October 24, 2013	9:00 a.m. to 11:00 a.m.	1:00 p.m. to 3:00 p.m.

Please register for one of the four classes at http://www.otech.ca.gov/calendar/#8.

OTech's Major Maintenance Schedules and Event Calendar

A 4-month Calendar View: Scheduled Maintenance for IPL's, Network, Windows and AIX; Freezes; and Customer Forums

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

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

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

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

Midrange Server Maintenance

- Windows (Friday 1800 to Saturday 0100)
- AIX (Sunday 0030 to 0430)
  AIX (Sunday 0030 to 0730 in August and November)
- Linux (Sunday 2000 to 2359)
- SQL Servers (Saturday 0700 to 1200)

Other Maintenance Windows

- Network (Sunday 0400 to 0700)

Mainframe Maintenance

- Gold Camp IPL various times*
- Gold Camp IML various times*
- Vacaville IPL and IML (Monday 0001 to 0200)

Customer Events/Freezes

- CSS Training for Customers *(See the article above)*
- Customer Requested Freezes** *(known at the time of this publication)*
- Business Analysis- *Getting Support For Your Business Case***
- Customer Network Forum *(OTech Training Center 9:30am - 11:30am)*

**To view the entire maintenance schedule, please go to the OTech Preventative Maintenance Schedule.*

***OTech negotiates Customers' Freeze Requests to balance Customer business needs with OTech's need to apply preventive maintenance, normal upgrades, and problem resolutions. This is an ongoing effort to maintain reliability. Customers must submit freeze requests 60 days in advance.*

Need Help? Have a Question? Contact us…

The Account Management Branch, within the Customer Delivery Division, is your gateway to OTech services. An Account Lead is assigned to each customer organization as a single point of contact, and as your advocate, is committed to ensuring you receive the services that will best 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 you have questions regarding items in this newsletter or if you need assistance with OTech services, please contact your Account Lead directly. To identify your Account Lead, click here.