



The Customer Connection

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

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Did You Know?

OTech Service Level Agreements and measurements for Mainframe, CGEN, CA.Mail and CES services are available at [OTech SLA's?](#)

Thoughts from the Chief Deputy Director of Operations

By Ron Hughes



2014 will be a year of change for OTech. There are lots of positive things happening. The big news is that I will no longer be the Chief of OTech. Davood Ghods is the new Chief and I believe he will do a great job in moving OTech forward in 2014. Davood brings a long history of success

in State Government, having recently been the CIO for the California Department of Corrections and Rehabilitation (CDCR).

I will be moving into the role of chief deputy for operations at CalTech. I look forward to the challenge and will continue to be involved in issues related to the data center and the services they provide.

Some of the changes occurring at OTech in 2014 include:

- Adjusted rates – The new rate package for 2014 has been approved by the Department of Finance. Details are provided in this issue; the net result is a \$22.5 million savings to customers in FY 2013-14.
- The implementation of CalCloud – CalCloud will be available to begin delivering services in May 2014. As we implement CalCloud, we will be providing the services our customers have been asking for. These include the ability to self-provision through a portal, on demand resources, the ability to scale up and down depending on workload and a pay as you go service model where you only pay for what you use. See the CalCloud article in this issue for additional details including the cost savings associated with this service offering.

“Thoughts from the Chief Deputy Director of Operations ” continued from page 1

- Increased local government participation with OTech - We are currently providing Disaster Recovery services to the City of San Francisco; swapping data center space with the County of Los Angeles; providing network services to Rohnert Park; and expect a number of other cities, counties, and universities to take advantage of our mainframe, email and cloud services in 2014. As we add new customers from the cities and counties, it could lower the rates for all OTech customers.
- Linux on Z - We have a number of customers that will be migrating to this platform in 2014. As a high availability Linux environment, that also includes built-in Disaster Recovery, we see this platform growing significantly in 2014 as customers look for better performance and higher availability.
- Our network is also changing, partially in response to our virtualized cloud environments. The implementation of private IP addresses, the upgrade to our downtown fiber ring in conjunction with DGS, and connecting the City of San Francisco to our dark fiber ring will all result in changes to our network and should result in additional redundancy, lower cost and higher availability for our customers.

Technology changes constantly, and the way we deliver services has to change along with the technology. We look forward to working with all of you in 2014 as we strive to provide more reliable, redundant, and cost effective IT services to the citizens of California.

Meet Our New OTech Chief!

Davood Ghods, Chief, Office of Technology Services



As the Chief, Davood oversees approximately 700 staff, which includes the divisions of Operations, Engineering, Customer Delivery, Statewide Telecommunications and Network, Security Management; along with the majority of the data center and network consolidation efforts for CalTech. Prior to joining OTech, Davood spent 28 years in the public and private sectors, of which 23 have been with various departments and agencies in the State of California. More than half of that time was spent at the Teale Data Center in various capacities.

Davood's experience in private industry includes Senior Manager for IT Advisory at Ernst & Young LLP and Director of Information Technology Services at Auriga Corporation. Davood's state experience includes Deputy Director of Enterprise Information Services at the California Department of Corrections and Rehabilitation (CDCR), Agency Information Officer at the California Department of Food and Agriculture, CIO at the California Department of Consumer Affairs, Assistant Director over the Network Systems Division and Chief of PMO at Teale Data Center, and Deputy Director of Technology and Infrastructure at the Department of Information Technology.

Davood has a Computer Science degree from California State University, Sacramento, and is Master Certified in IT Infrastructure Library.

Look for Davood's vision for OTech in the next edition of the Customer Connection Newsletter!

Meet Our New CalTech Leaders!

We thought you'd like to know a little more about our new leaders at the Department of Technology (CalTech), who were appointed on January 21, 2014.

Ron Hughes, Chief Deputy Director of Operations, Department of Technology



Our own Ron Hughes has been appointed as Chief Deputy Director of Operations at CalTech. We've been honored to have Ron as our Director of OTech for the past two years. As the Director of OTech, he oversaw approximately 700 staff that provided mainframe, midrange, telecommunications, email, storage, web and various other services to governmental entities. Ron has worked in a number of other areas during his time in state service including budgets, accounting, auditing, technical planning, security and facilities. Ron has a wealth of experience in IT and government operations as well as years of experience as an entrepreneur in the private sector. Prior to joining OTech, Ron spent 12 years working as the President of the California Data Center Design Group (CDCDG). CDCDG is a worldwide data center engineering and consulting firm, responsible for the design of over 3 million square feet of data center space. During his time at CDCDG, Ron worked on data center projects in the US, Europe, Asia, the Middle East and Latin America.

Ron was a Business Administration major at California State University, Sacramento, has a Data Center Planning Certificate from Georgia Technical Institute and is a certified data center designer.

In his new role, Ron will have responsibility for all of CalTech's IT operations, including OTech, Enterprise Solutions, Geospatial Information Systems, Broadband/Digital Literacy, Professional Development and Training Solutions and Digital Education. While we will miss having the regular contact with Ron as our Director, we are excited for him to have this new opportunity!

Andrea Wallin-Rohmann, Chief Deputy Director of Policy, Department of Technology



Andrea comes to CalTech from CDCR and brings a wealth of experience in IT projects, policy development, state budget, fiscal policy, and human resources. During her long tenure with CDCR, Andrea served in a number of important capacities including: Deputy Director of Human Resources and Chief Information Officer, Director of the Business Information Systems (BIS) project (an award winning IT project), and a key manager in the Financial Services Division overseeing the budget, as well as resource and procurement management. As Chief Deputy Director of Policy, Andrea will oversee the following CalTech functions: Administration, Office of Information Security, IT Project Oversight and Consulting, Statewide Technology Procurement, and Consulting and Planning.

Andrea holds a Bachelor of Science in Business Administration from California State University, Sacramento and a Master of Arts in Organization Management from University of Phoenix. In her spare time Andrea enjoys spending time with her three daughters and coaching in a youth recreational soccer league.

OTech welcomes Andrea to the larger family of CalTech!

OTech Announces Rate Adjustments for FY 2013-14

By Bill Liu, Chief, Financial Management Branch



In November 2013, OTech submitted a rates package to the Department of Finance for billing rate adjustments in FY 2013-14 with the goal to bring each service to break-even and provide new technologies to customers, while reducing overall costs. The rates package was approved by the Department of Finance on January 27, 2014. Services included in the rates package, are listed below with an indication of whether the rate will increase, decrease, or if it is a newly established rate.

The following rate adjustments are effective retroactive to July 1, 2013:

- Mainframe CPU (decrease)
- Mainframe Disk Storage (decrease)
- Mainframe Tape Storage (decrease)

The following rate adjustments or new rates are effective January 1, 2014:

- Mainframe Disaster Recovery (realignment)
- California Statewide Government Network (CSGNet) Retirement Fee (decrease)
- Dedicated/Shared Firewall (decrease)
- Server Load Balancing (decrease)
- Data Center to Data Center Connectivity (new)
- Enhanced Server Application Delivery Service (new)
- CA.Mail E-Discovery (new)

The following rate adjustments are effective March 1, 2014:

- Print Services (increase)
- iHUB/Internet Access (realignment)
- OTech Support Fee (increase)
- CGEN OpteMAN/OpteWAN Transport Fee (new)
- Remote LAN Dial-Up (RLD) (increase)
- Virtual Private Network (VPN) (increase)
- Windows/Linux Application Hosting (increase)
- Unix/Solaris Application Hosting (increase)
- Database Support (increase)
- Server Based Computing (increase)
- Statewide E-mail (CA.Mail For Exchange 2007 Only) (increase)

The following rate adjustments are effective July 1, 2014:

- Administrative Fee (increase)
- Tenant Managed Services (increase)

Overall, this rates package will save OTech customers an estimated \$22.5 million, at the current workload levels, in FY 2013-14 and \$16.7 million in FY 2014-15. The goal is to provide high level services at the lowest cost possible while recovering costs. We will continue to review our rates on a regular basis to ensure that we meet this goal.

For more information regarding these rate changes, please visit our website at: <http://www.dts.ca.gov/Customers/Rates.asp>

CALNET3 Contracts Awarded

By Ron Onodera, Branch Manager, Telecommunications & Network Contract



The contracts for CALNET 3 Category 1, Voice and Data Services, were executed on November 15, 2013.

The conversion process from CALNET 2 to CALNET 3 has begun. The CALNET 2 Contract has been extended for 18 months (from January 30, 2014 to July 30, 2016) for this conversion thereby eliminating the danger of customers losing telecommunication services during the conversion process. Furthermore, CALNET 3 customers will now have more options with an expansion to multiple vendors per subcategory.

During January 2014, the Statewide Telecommunications and Network Division (STND) conducted CALNET 3 Customer Forums in 10 locations throughout the state, and will hold one in Sacramento on February 13, 2014. Event details are available [here](#). The forums provided guidance to State and local government customers for the conversion process from CALNET 2 to CALNET 3 and covered the key changes in the contract. Additionally, subject matter experts and contracted vendors were present at the forums to inform, educate and interactively promote CALNET 3 services directly to statewide customers.

Various vendors have been awarded contracts, for CALNET 3 Category 1, in the following six subcategories:

CALNET Contracts Awarded		
Subcategory	Service	Vendor
1.1	Dedicated Transport	AT&T, Verizon
1.2	Multiple Protocol Label Switching (MPLS), Virtual Private Networking (VPN), and Converged Voice over Internet Protocol Telephony (VoIP)	AT&T, Integra, Jive, NWN, Verizon
1.3	Standard Voice over Internet Protocol (VoIP)	AT&T, Integra, Jive, Verizon
1.4	Long Distance Calling	AT&T, Century Link
1.5	Toll Free Calling	AT&T, Century Link, Verizon
1.6	Legacy Communications	AT&T

Get Involved in the CES Contract Procurement

By Keith Mitsuyasu, Branch Manager, Windows Services



Are you a current or potential California Email Service (CES) customer? Are you interested in having a voice in the next wave of this service offering? We would like to partner with our customers in the development and review of the requirements for the next CES contract, as the current contract will be coming to a close in October 2015.

To allow adequate time to obtain customer input and to work through the procurement process, we must start working on this now. Furthermore, the time necessary to work with a potential new service provider makes it necessary to execute the new contract at least a year prior to the end of the current contract. Therefore, the CES team encourages those customers who are interested in being a member of the new contract development and solicitation team to contact us at CESTechTeam@state.ca.gov.

CalCloud Service Offering

By Neeraj Chauhan, Project Director, CalCloud



We are pleased to announce that the CalCloud procurement has been awarded to a team comprised of IBM and AT&T. This contract is the result of an eight-month procurement process that allowed us to negotiate a strong technical solution, while getting very attractive rates for our CalCloud service offering.

The CalCloud rates and service offerings are shown below, and compared to managed services pricing. The rate structure has tiered pricing with significant volume discounts.

Small Servers	CalCloud Price	Managed Services Price	Difference
Windows	\$680	\$1,095	-38%
RedHat	\$659	\$1,345	-51%
AIX with CCU	\$1,136	NA	NA
AIX with Core	\$2,088	\$4,720	-56%
Storage	\$0.44/Gb	\$3.00/Gb	-85%
RAM	\$18/Gb	\$50/Gb	-64%
Backup Tier II	\$0.26/Gb	\$0.30/Gb	-35%

The CalCloud architecture is very robust (IBM pure flex, VMware, NetApp and Cisco Nexus) and designed for multi-tenancy and scalability. In addition to Microsoft Windows and RedHat Linux, AIX services will also be available to our CalCloud customers. These services should be available for our customers' use by the end of May 2014. Additional information will be available shortly in the [OTech Service Catalog](#) on our website.

In March 2014, we will be hosting user forums to provide information on CalCloud and discuss how departments can request these services. Forums will be held in downtown Sacramento, the Bay Area, and Southern California; stay tuned for details. We will also begin scheduling demos with individual departments on the user interface (Portal) and with ISO's to answer any questions on CalCloud security. If you have any questions please contact your account representative or send an email to CIOCalCloud@state.ca.gov.

CMIPS II Success!

By Manju Kamalamma, OTech Project Manager



Once again the State has succeeded in migrating a major IT system from vendor management to state management status! As of November 4, 2013, the Case Management, Information, and Payrolling System (CMIPS) II application is available to all In-Home Support Services (IHSS) users in all 58 California counties. CMIPS II replaces the legacy CMIPS I, which handled case management and payroll services for caregivers providing IHSS to qualified aged, blind, and disabled individuals. CMIPS II provides modern web-based case management functionality and sophisticated payroll processing. CMIPS II automates the entry of about 800,000 timesheets per month. For years, these were entered manually into the legacy system.

In 2011, OTech built the infrastructure that supports this application. OTech service areas that support this application include: AIX, Mid-range DBMS, Open System Storage, Electronic Commerce, and Network Engineering. This is one of the largest implementations in the mid-range arena that is supported by the OTech Managed Services team.

OTech Mainframe University

By Robert Jenkins, Manager, Mainframe Services



OTech's Mainframe University is an in-house developed and supported training program for Mainframe staff. Its function is to help establish a future workforce for mainframe programming, applications, and support areas within the data center. The development and support of this program helps to address OTech's specific Mainframe workforce succession issues, through the use of focused course curriculum and significant knowledge transfer provided by retired annuitants and senior staff.

OTech's Mainframe offering is the IT backbone of many departments and hosts a multitude of mission critical applications. Without talented staff to ensure the stability and reliability of the mainframe environment, and to ensure that outages are properly and efficiently resolved, the implications to those departments and the State are significant. As of September 2010, 38 percent of rank and file Mainframe staff were age 55 or older and 67 percent age 50 or older. These are alarming statistics for several reasons. First, supervisors have reported that, on average, it takes at least five years for staff to become an expert in OTech's mainframe services (for some of the more complex units such as Operating Systems Support, the timeframe is closer to ten years). Second, the mainframe technologies used within OTech's data center are no longer taught at most schools, limiting the ability of the next generation of IT workers to be productive in the area. In addition, complete mainframe training offered by vendors can cost up to \$50,000 per employee and is not tailored to address OTech's specific mainframe needs.

The initial Mainframe University class began on February 21, 2012 and has been repeated three times since. Classroom instruction is eight weeks in duration, five days per week, and consists of modules focused on basic mainframe concepts. The delivery method is a combination of computer-based training (CBT) and lecture from retired annuitants and senior staff. Course materials were developed using IBM curriculum customized to meet OTech needs supplemented with CBT from InterSkills and in-house developed modules.

OTech continues to invest in this technology which is the workhorse for so many customer departments. Through our investment in staff and equipment, we intend to keep mainframe computing as a premier service offering. If your department has an interest in having your staff attend Mainframe University, please contact me at Robert.jenkins@state.ca.gov.



Super Sunday Isn't Just for Football!

By Brian Parks, Manager, Network Engineering



OTech is committed to maintaining a reliable network infrastructure. In support of this effort, IOS (inter-network operating system) upgrades are performed on a semi-annual basis, also known as “Super Sunday.” These upgrades make OTech’s network compliant with vendor software recommendations, reduce the probability of IOS defects or security vulnerabilities, and provide our network infrastructure with new functionality such as Quality of Service and Smart Call Home.

The planning for each Super Sunday begins months in advance of the planned upgrade date. The planning process includes the OTech network engineering team, the equipment manufacturer (e.g. Cisco), and OTech’s network equipment maintenance provider, currently Verizon.

Before an upgrade occurs, the proposed new version of code is reviewed by Cisco for software bugs that could impact features running in OTech’s network. Once a software version is recommended, OTech engineers install the code in the network lab on the same hardware models running in the production network. The functionality of the code is tested based on the features in use by OTech.

Once the lab testing is completed, the next phase is to install the software on a small subset of production network devices, and monitor the operation of those devices for at least two weeks. If the software runs error free, the final phase is to deploy the software across all devices identified for the Super Sunday upgrade.

The first Super Sunday occurred on March 17, 2013 and resulted in the successful upgrade of over 500 network routers throughout the State; a 97.5 percent success rate. The second and most recent Super Sunday occurred on October 20, 2013. The risk level of this upgrade was higher than the previous upgrade, because the scope of this effort included 33 critical network devices which comprise the core infrastructure of the OTech statewide network. This upgrade was completed with a 100 percent success rate, and now the majority of OTech’s statewide network is operating on standardized IOS software, which greatly enhances our ability to provide secure and reliable networking infrastructure to our valued customers.

The next Super Sunday is scheduled for March 30, 2014. Additional information regarding the Super Sunday will be provided approximately a month prior to the date.

2013 Customer Satisfaction Survey Results Summary

By Rolundia Mitchell, Deputy Director, Customer Delivery Division



On September 12, 2013, OTech launched the 2nd Annual Customer Satisfaction Survey. The 2013 survey allowed customers to “customize” their survey by choosing the business and/or service areas relevant to their experience with OTech. The survey distribution was also expanded to include all 206 OTech customer organizations. A total of 373 individual responses were submitted from 115 organizations and provided extensive feedback. Overall, OTech ratings improved by 12.5% over last year’s results. The charts below provide a high level overview of the survey results. The detailed survey results can be found via [this link](#). Thank you to those who participated in the survey; your feedback is very important to us and essential in helping us understand how we can improve our services and better serve you.

2013 Survey Overview

Demographics

- 1,614 surveys were sent to all 206 OTech customer organizations
 - Compared to 380 surveys sent to 64 OTech customer organizations in 2012
- 373 responses from 115 organizations (23% response rate*)
 - Compared to 114 responses from 38 organizations in 2012 (30% response rate)
 - Industry standard response rate* is 15-30%.
- 270 respondents *completed* the survey in its entirety
 - Compared to 76 in 2012
- The following organizations had the most survey responses:
 - DSS had 20 survey respondents
 - DCSS had 17 survey respondents
 - EDD had 16 survey respondents
 - DMV and DHCS each had 15 survey respondents
- 73% of survey respondents chose to customize their survey

*Source: PeoplePulse.com.

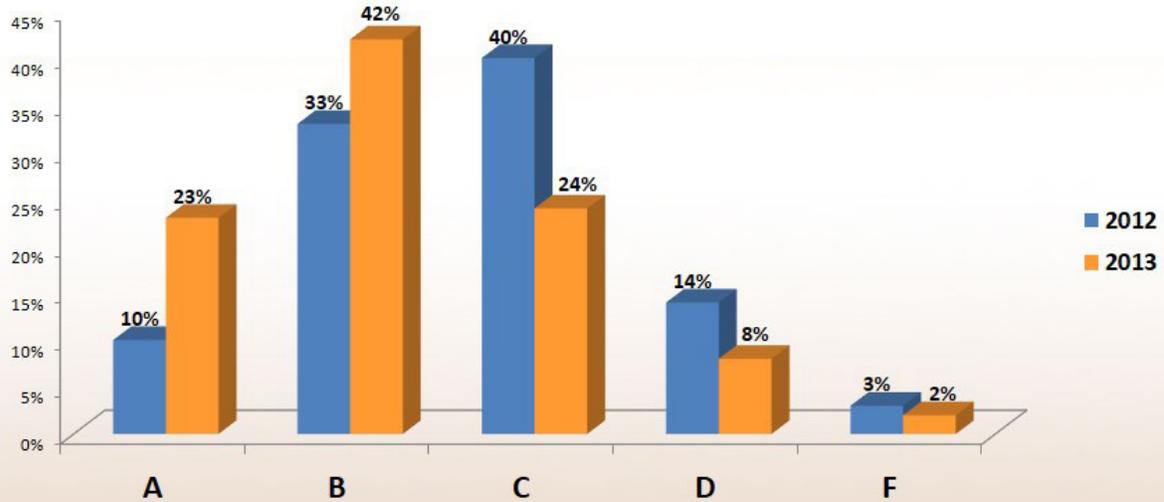
2013 Survey Overview

Results Highlights

- Overall “service and performance” report card grade: **3.75**
 - Compared to 3.34 in 2012 (a 12.5% improvement)
- Every survey question rated *over* a **3.0** (“Average”)
 - In 2012, two questions rated below a 3.0
- Highest-rated Business Area: **Account Management, 3.85**
 - AMB was also highest-rated in 2012 at 3.99
 - Anticipated decrease due to account transitions for most account leads and ongoing new workload given to account leads
- Lowest-rated Business Area: **CSS SR Process, 3.04**
 - CSS was also lowest-rated in 2012 at 2.89
- Highest-rated Service Area: **Mainframe, 3.82**
 - Mainframe was also highest-rated in 2012 at 3.67
- Lowest-rated Service Area: **CA.Mail, 3.15**
 - Db Support was lowest-rated in 2012 at 3.05
- Most improved Business Area: **Communication/Notification Efforts, +12.3%**
 - 2nd highest: **Incident Management, +11.6%**
- Most improved Service Area: **DB Support - SQL, +16.7%**
 - 2nd highest: **DB Support – Oracle, +14.4%**

OTech Report Card Grade For Service Performance

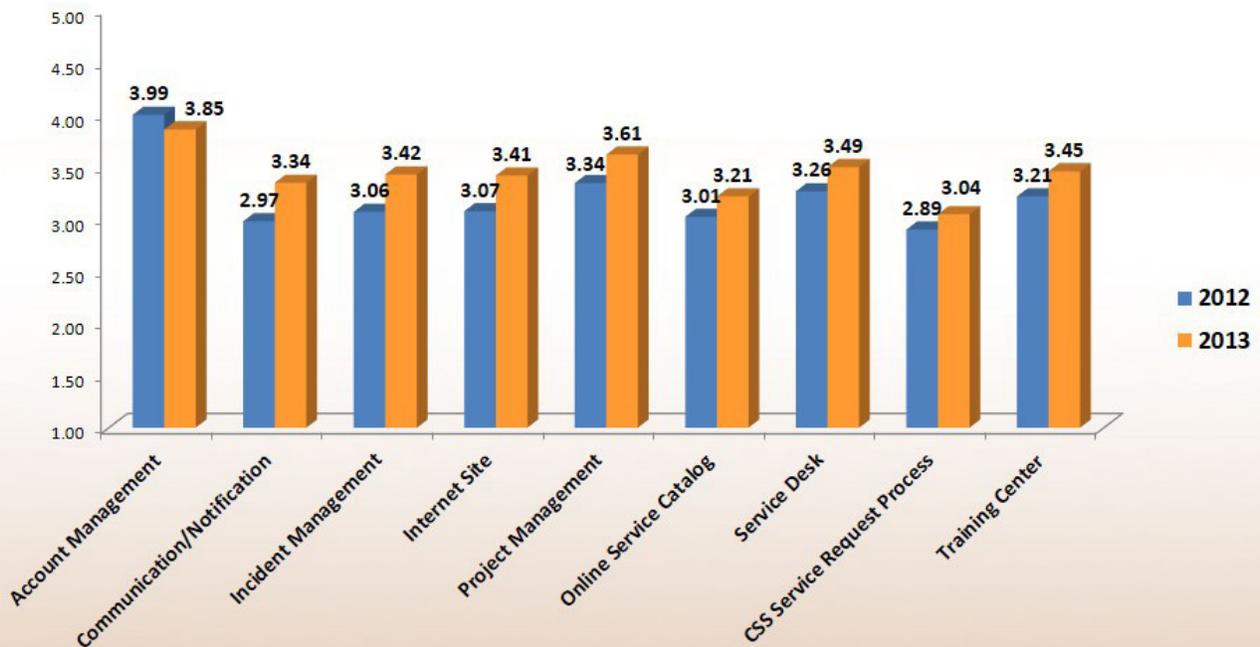
Overall Service Performance Grade Percentages



2012: 98 responses (86% of total)
 2013: 273 responses (73% of total)

Overall Survey Results - By Business Area

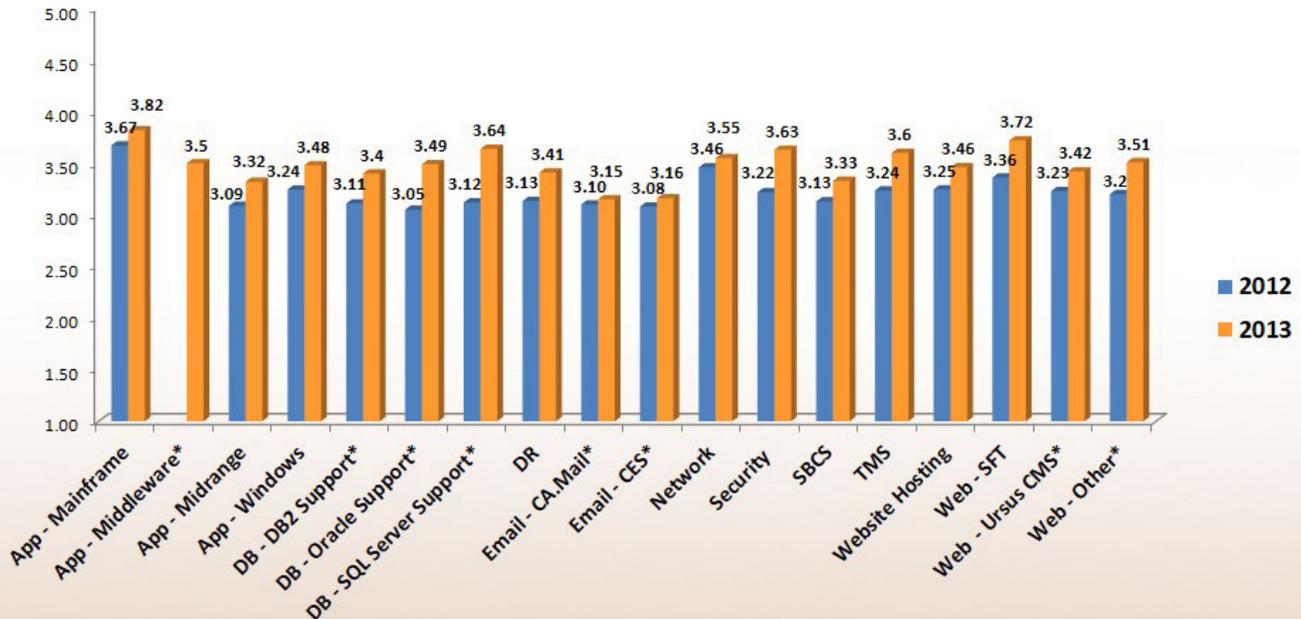
Average rating for all Business Areas: 3.45, up 6.4% from 2012 (3.24)



Overall Survey Results – By Service

Reliability, Knowledge, Responsiveness and Communication

Average rating for all Services: 3.47, up 8.3% from 2012 (3.21)



*Middleware was not rated in 2012. Other areas (Email, Db Support, Web Services) were expanded in 2013; 2012 comparisons are estimated for each area based on customer's 2012 service portfolio.

2013 Survey Overview Takeaways/Next Steps

Survey Takeaways

- The *higher* the customer job level, the *lower* the grade
 - Same occurred in 2012
- Customers who interacted with us *weekly* graded us highest
 - In 2012, *Daily*-interacting customers gave highest grade
- The smallest customers rated us highest
 - Largest customers were second-highest; Midsized customers were third
- Service *Reliability* was the highest-ranked performance category
 - In 2012, *Knowledge/Expertise* ranked highest

Next Steps

- Each division will review their results and target areas of improvement.
- If you'd like to discuss your department's individual results, please contact your Account Lead: <http://www.otech.ca.gov/Customers/default.asp>
- Next Survey: 1st quarter of Fiscal Year 2014-2015
 - Please encourage staff participation

OTech Customer Service System (CSS) Workshops

OTech's customers use the CSS to request most services from OTech. OTech hosts monthly CSS training courses to instruct customers on how to request IT services from OTech. 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 at the following dates and times:

Dates	Session 1	Session 2
February 13, 2014	9:00 a.m. to 11:00 a.m.	1:00 p.m. to 3:00 p.m.
March 13, 2014	9:00 a.m. to 11:00 a.m.	1:00 p.m. to 3:00 p.m.
April 17, 2014	9:00 a.m. to 11:00 a.m.	1:00 p.m. to 3:00 p.m.

Please register for one of the six sessions at [CSS Training](#).



OTech's Major Maintenance Schedules and Event Calendar

Scheduled Maintenance for Network, Windows, Linux, SQL, and AIX; Freezes; and Customer Events.

FEBRUARY						
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	

MARCH						
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					

APRIL						
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			

MAY						
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

Midrange Server Maintenance

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

Mainframe Maintenance

Please see the Maintenance Schedule (link provided below)

Other Maintenance Windows

- - Network (Sunday 0400 to 0700)
- - Super Sunday (See article in this edition)

Customer Events/Freezes

- - CSS Training for Customers (See the article above)
- - Customer Requested Freezes** (known at the time of this publication)
- - Network Customer Forum, time TBD

*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](#).