



The Customer Connection

from the Customer Delivery Division
“Your Gateway to OTech Services”

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Did You Know?

Juniper Research forecasts that the number of employee owned smartphones and tablets used in the enterprise, also known as Bring Your Own Device (BYOD), will exceed 1 billion by 2018. This is due to BYOD trends redefining business connectivity with mobile consumer adoption.

Thoughts from the Chief

By Davood Ghods



On January 8, 2014, I was appointed Chief of the Office of Technology Services by Governor Brown. I am fortunate to have been appointed to this position and I look forward to working with all of you. I have worked with many of you in the past. I have 28 years of IT service experience working for State of California organizations as well as the private sector. Nearly half of this time was spent at the Stephen P. Teale Data Center in various positions. I

am excited to be back at the data center and look forward to improving the delivery of IT services to you, our customers.

This is a pivotal time for OTech. Current technologies provide many opportunities for new services and delivery methods that can benefit our state and local government customers. Mobile Computing and Cloud Services, for example, are in demand and OTech is providing new service offerings to meet these needs. At the same time, we must continue to reinforce existing services to ensure reliability, high availability, and security within OTech’s IT infrastructure and statewide network.

We will also continue to look for affordable solutions to address Disaster Recovery, Big Data, and other emerging technologies. My vision for OTech is to transition the organization from a technology provider to a service provider so we can better support the business needs of our customers. Communication and collaboration with our customers are important steps in that process.

A major focus for me, throughout my career, has also been making government more efficient. At OTech, we can achieve efficiencies through more standardization, virtualization at all levels, and better alignment between IT investments and customer priorities. I look forward to working with OTech customers and staff as we plan for the future.

CalCloud Service Offering Update

By Neeraj Chauhan, CalCloud Project Director



Thank you for attending the CalCloud forums. We were very pleased to see the large turnout and your great interest in the service. We plan to hold forums on a regular basis in Sacramento and the Bay Area region. Please check the [CalCloud marketing page](#) for more information. Also the [OTech Service Catalog](#) has been updated with CalCloud rates and additional information. We have made great progress on the project. The IBM and AT&T teams have installed all the infrastructure and software. The project is in full swing and on track to go live in July 2014.

If you would like to sign up for the service, please submit a [CSS Service Request](#). We would love to hear from you. If you have any questions about CalCloud, please contact your [OTech Account Lead](#) or send an email to CIOCalCloud@state.ca.gov.

Network Improvements

By Steve Rushing, Statewide Telecommunications Network Division Deputy Director



All areas of OTech strive for improved service levels and reliability. In the area of network infrastructures, the constant change and availability of newer capabilities allows continuous evaluation and improvement of services and performance. We've collaborated with customers, vendors, and other OTech platform areas to test and implement a number of improvements in the OTech supported LAN and WAN environments.

Improvements implemented include path redundancy, equipment redundancy, security, and failover capabilities. Additionally, with new tools we've improved and automated network monitoring, and enhanced our visibility into the vendor networks. Specific improvements are listed below:

- **Dynamic network routing** – This maintains customer connectivity to one data center if we lose the other. Last fall we converted all of the Verizon connected CGEN customers to dynamic network routing. This conversion is underway for the AT&T portion of CGEN and is expected to be completed this month, May 2014.
- **Dynamic routing changes** – We implemented a different form of dynamic routing that allows Mainframes to seamlessly failover from one data center to the other, without dealing with IP address issues.
- **Network traffic separation** – We have separated the server data-backup traffic from normal production traffic. This action improves performance and throughput for customer access.
- **Network monitoring tools** – We have implemented a suite of network management tools referred to as MoM (manager of managers) that interfaces with other standard tools (e.g., Remedy, HP OpenView, Microsoft SCOM, etc.). This has expanded infrastructure management to cover more devices and greatly improves the Service Desk's ability to quickly identify incidents and their source.
- **Network software upgrades** – Lastly, we tested and completed a significant network software upgrade (e.g., routers, firewalls, and switches) to confirm the network is ready for deployment of IP version 6 (IPv6) when required.

These are just some of the many improvements completed and underway. This, and other work we perform to enhance services to our customers, is also presented at the quarterly network forums. Our next network forum is scheduled for June 26, 2014 from 9:30am to 11:00am. We hope to see you there!

Inside the Mainframe World – PD Tools

By Robert Jenkins, Mainframe Services Branch Manager



After four years of study and client evaluation, it has been concluded that the current suite of PD Tools will be replaced by IBM's suite. PD is normally interpreted as Problem Determination, but at other times referred to as Program Development, as the suite assists with both. Program development and problem determination tools are among the software products provided for use at no additional charge to our mainframe environment customers. Other such tools include databases, transaction processors, and language compilers and interpreters.

OTech's standard PD Tools offering has long consisted of Abend-AID, Xpediter, File-AID, Hyperstation and Strobe. There are actually 45 separately licensed pieces of those five products, of which OTech is licensed for 17. The new PD Tools replacements are Fault Analyzer, Debug Tool, File Manager, Workload Simulator and Application Performance Analyzer. This comprises the entire vendor suite and maintains all functionality of the current set of tools.

OTech is constantly evaluating our service offerings and their contents from both a need and cost perspective. The decision to replace the current tools was made from both a strategic, long term perspective as well as to reduce software costs. We are planning to retire the current suite by December 31, 2014.

All of the new PD Tools are installed and available for use on all complexes. Two one-week training classes have been completed and more will be scheduled. Instructor led online training is being scheduled and self-paced computer based training is also available. Service Desk bulletins will announce the availability of this training.

We are confident that the additional functionality, product integration, and ease of use of the new PD Tools suite will enhance the Mainframe platform and result in a successful migration.

ITSM Service Offering

By Mike Fogarty, Support Services Branch Manager



In response to customer demand, OTech will soon offer Remedy On Demand as a service! ITSM Software as a Service (SaaS) is a cloud-based service solution that integrates and automates best practices service management and quality control of IT services design, delivery, and operations. The service brings together Hosting, Implementation, Operations and Training of Remedy 8.1. Through OTech's upcoming service offering, customers will have a cost effective opportunity to realize the benefits of Remedy without the risks and overhead of operating and hosting the solution. OTech's centralized resource delivers the operations, maintenance and training of the solution and BMC has partnered to provide the hosting via multiple US based data centers.

OTech is in the final stages of the service implementation. We anticipate making the service available for subscription towards the end of this summer. A rates package is in development and will be published as soon as it's approved for release. A Customer Forum to introduce the service and pricing is planned for this summer as well. If you have any questions, or if you are interested in ITSM SaaS for your organization, please contact your [OTech Account Lead](#).

Service Requests Made Easier for OTech Customers

By Jamie Burke, Systems Integration/Solutions Architect Unit



Since OTech launched the redesigned Service Catalog website nearly one year ago, we have received an overwhelming positive response from our customers. We've taken this redesign one step further by consolidating downloadable content such as Product and Service Guidelines, submission documents, and standards. Customers are encouraged to access these downloads to ensure they provide the information needed, at the onset, to fulfill their requests. Specifically, these documents are provided to:

- Educate our customer-base about OTech product and service offerings, and their features
- Provide intake forms that should be completed prior to Service Request submittals
- Standardize submissions criteria for customers when requesting OTech services
- Communicate OTech's standards, policies, and procedures.

We are continuously updating and adding new content and documentation to the Service Catalog in an effort to enhance your experience. Constructive feedback, regarding customer experience(s) in referencing and utilizing these documents, is always welcomed and can be provided to your [OTech Account Lead](#).

Visit the [Service Catalog Downloads](#) today!

The Retirement of Physical Mainframe Cartridge Tapes!

By Louis Arredondo, Service Support Section Manager



The year 1984 was not the dystopia George Orwell envisioned when he published his futuristic novel in 1949. However, it was the year that IBM introduced cartridge tapes to replace its vintage 1964 reel tapes. As with many technologies, it typically takes longer than expected to retire a legacy system. California state government continued to use reel tapes and punch cards until the early 1990s and microfiche until January 2013. As of February 2014, customers are no longer using physical mainframe cartridge tapes. OTech had the last of this media confidentially destroyed in March at the Gold Camp Campus.

With the retirement of these portable media, customers transitioned to more secure, lower-cost technologies such as virtual tape, secure file transfer and various online services. In April, OTech surplused the old tape equipment through the CalRecycle program. This was the final stage in freeing up valuable raised floor space to support new customers and to allow existing customers to expand at OTech. Compared to 1984, the year 2014 may not exactly be Utopia, but now OTech is providing its customers with a brighter, cost-effective and secure technological future!

A Customer's Experience with OTech Services

By Ben Word, Chief Enterprise Architect, Department of Health Care Services



The Federal Affordable Care Act was implemented in California under the oversight and direction of the CA Health Benefit Exchange (HBEX) in coordination with the Department of Health Care Services (DHCS). DHCS leveraged OTech technical and project management services to establish and host the Health Exchange Medi-Cal Interface (HEMI) at OTech. HEMI is a web-based front end to the legacy system, providing future scalability and conformance with federal healthcare frameworks.

During our initial conversations with OTech about implementation of HEMI, we talked about how continual communication could be sustained throughout the lifecycle of the project since we would need to interact with multiple disciplines including Mainframe, Web Services, AIX, Network and Security. OTech explained their Project Management (PM) consulting services to us and how they could facilitate all activities needed on OTech's side, on our behalf. We pursued their PM offer through the Service Request process and the end result was a very successful project, mostly due to their PM consulting service. Their PM service was invaluable as they walked along side of us throughout the project, which in effect created more of a partnership relationship than a service provider/customer relationship.

The success of this project was built on very early conversations between DHCS and OTech. We had open and honest discussions specific to the needs of the project, without DHCS coming in with a proposed solution. This allowed the PM the opportunity to go back and talk to their team about potential solutions that not only met our time frames, but met or exceeded our project requirements.

One example of this is when OTech presented us a solution to a project requirement that was outside of our normal approach to gaining services. The requirement was to present a real time response from an application on the Mainframe. We were provided a middleware solution through OTech's service offerings that met our needs, and which was available to us by simply submitting a Service Request. This one example alone saved the project many months by avoiding the traditional procurement process, and we are extremely happy with the outcome of OTech's services and partnership.

“Their PM service was invaluable as they walked along side of us throughout the project...”

We greatly benefitted from engaging an OTech PM for our effort, and will consider this option in future endeavors.

Customer Quote



“In Spring 1989 the Department of Industrial Relations (DIR) moved its Mainframe operations from San Francisco to the Teale Data Center. In Fall '89 the Loma Prieta Earthquake shut down the San Francisco DIR facility. In 2008, DIR worked with OTech and a vendor to install a major Workers' Comp adjudication system at the state data center. During these events, and many more, DIR has relied on OTech (previously Teale Data Center) for over 25 years for robust and dependable data center services.”

~James Culbeaux, CIO
Department of Industrial Relations

OTech CMIPS II Team Recognized!

By Kevin Piombo, Engineering Division Deputy Director



On February 13, 2014, Health and Human Services Agency Secretary Diane Dooley presented the Department of Technology Director Carlos Ramos, a letter of recognition for OTech's contributions to the statewide implementation and rollout of the Case Management, Information, and Payrolling System (CMIPS) II. 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.

As of November 4, 2013, the CMIPS II application is available to In-Home Support Services (IHSS) users in all 58 California counties. This application is responsible for case tracking and payroll for in-home support staff that allow nearly 400,000 aged, blind, and disabled Californians to remain in their homes. CMIPS II provides modern web-based case management functionality and sophisticated payroll processing. This system automates the entry of about 800,000 timesheets per month.

Congratulations to the OTech staff that contributed to the success of the project!



*First Row: Ken Okuhara, Lance Nguyen, Gregory Parks, Manju Kamalamma, Chethana Manohar, Jorge Avila, Michael Cho
Second Row: Chris Nwakobi, Jack Zhu, Paul Tak, Daoud Antar, John Nguyen, Jon Fritts*

Get Involved in the CES Contract Procurement

By Keith Mitsuyasu, Windows Services Branch Manager



As we have discussed in prior newsletters, the California Email Service (CES) contract will end in October 2015. If you are a current or potential CES customer, and would like a voice in the next contract for this service offering, we encourage you to get involved in the development and review of the requirements for the next CES contract.

It is necessary to execute the new contract at least a year prior to the end of the current contract to allow time to work with a potential new service provider. 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 now at CESTechTeam@state.ca.gov.

The email requirements meeting is held on the first and third Thursday of each month, usually from 1:00 – 3:00 pm at the OTech Training & Education Center. We have had three sessions thus far, both of which had a very good turnout of participants. Thirty-five out of the 40 CES departments participated in the discussions and we are looking forward to further discussions with the continued support and participation of our customers. We are also encouraging CA.mail customers to participate in the CES discussions, as their experience with being a user of the state system will also provide valuable insight into shaping the new contract. Please contact us now, at the email address above, so we can provide specific meeting times to you. We look forward to your participation.

OTech Customer Service System (CSS) Training

OTech's customers use CSS to request most services from OTech. The Customer Delivery Division 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 & Education Center, located at 10860 Gold Center Drive, 1st Floor, Rancho Cordova, CA 95670. Training currently available for OTech customers is as follows:

Dates	Session 1	Session 2
May 20, 2014	9:00 a.m. to 11:00 a.m.	1:00 p.m. to 3:00 p.m.
June 19, 2104	9:00 a.m. to 11:00 a.m.	1:00 p.m. to 3:00 p.m.
July 24, 2014	9:00 a.m. to 11:00 a.m.	1:00 p.m. to 3:00 p.m.
August 14, 2014	9:00 a.m. to 11:00 a.m.	1:00 p.m. to 3:00 p.m.

Please register for the session through the [Event Calendar](#).

OTech's Major Maintenance Schedules and Event Calendar

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

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

JUNE						
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					

JULY						
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		

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						

Midrange Server Maintenance

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

Mainframe Maintenance

Please see the Maintenance Schedule

Other Maintenance Windows

- - Network (Sunday 0400 to 0700)

Customer Events/Freezes

- - CSS Training for Customers (See the article above)
- - Customer Requested Freezes** (known at the time of this publication)
- - Network Customer Forum, OTech Training & Education Center, 9:30 – 11:00am

*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](#).