



The Customer Connection

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

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Did You Know?

At the current rate of technology advancement, performance (as relates to price) doubles on average every 18 months.

Thoughts from the Chief

By Davood Ghods



Spring 2014 has been a busy time for OTech. We delivered two new services to California government customers: an IT Service Management Offering -- Remedy onDemand, and CalCloud services, both of which allow customers to manage their programs more efficiently.

In June, we implemented Remedy onDemand at OTech for our use, and we are excited to now offer this service to customers as well. On July 10, 2014, OTech launched CalCloud into production. This service empowers customers to self-provision server and storage resources and provides disaster recovery capability as well. Please discuss with your [Account Lead](#) how OTech cloud services and Remedy onDemand can benefit your operations.

In addition to new services, we are committed to strengthening existing services and service fulfillment. For example, OTech will incorporate additional security measures into its services to enhance its security posture. We are also initiating efforts to improve the customer experience in service fulfillment by improving CSS Web and our Service Catalog. Longer term, we will implement improvements to the structure of our service offerings and available features.

These service changes are being made with your feedback in mind, in hopes of meeting your IT needs and enhancing your experience with OTech! Read in more detail about what's new at OTech in this edition of the Customer Connection.

Get ready! The third annual Customer Satisfaction Survey is coming soon. We encourage you to take this upcoming opportunity to give us your feedback, as we value your opinions. Your responses help us to target areas and services requiring improvements, which should in turn enhance your overall experience with OTech. Look for the survey announcement, and please encourage your co-workers and staff to take the survey.

Goodbye to Ron Hughes



CalTech's Chief Deputy Director of Operations, Ron Hughes, retired from State of California service in July. Ron's vast knowledge and experience related to data center infrastructure design, power, and cooling led to many improvements over the years. Before becoming Chief Deputy Director of Operations, Ron served as the Director of OTech, where he was instrumental in

bringing cloud services to the data center. His vision of a private-public partnership to enable rapid provisioning of computing services and on-demand access to a shared pool of configurable resources was achieved with the launch of CalCloud last month.

We congratulate Ron on his successes at OTech and the Department of Technology, and extend our best wishes as he moves on to new endeavors.



Farewell to Jeff Uyeda



OTech's Assistant Chief, Jeff Uyeda has moved on to a new assignment at the Financial Information Systems for California (FI\$Cal). This is a great opportunity for Jeff, and we are happy for him to continue on his career path. Jeff joined OTech in 2011, and demonstrated a very high level of professionalism, conscientiousness, and concern for staff and customers alike while here. Jeff will continue to prove himself as an asset to whatever organization he works with. We wish Jeff the very best of luck and the greatest of success in his new role as Executive Partner at FI\$Cal.

Welcome New Deputy Director of STND



OTech is pleased to announce and introduce Barbara Garrett, the new Deputy Director for the Statewide Telecommunication and Network Division (STND).

Barbara comes to us from the Department of Managed Health Care (DMHC) where she was CIO and Deputy Director of the Office of Technology and Innovations. Her wealth of experience as a senior executive manager includes over 15 years of experience working within a data center environment. Barbara was instrumental in providing strategic technology direction and leadership on the development of complex customer applications supporting the department's critical business objectives.

Prior to DMHC, Barbara was a Branch Manager at Stephen P. Teale Data Center over the Network Architecture and Planning, and the Customer Support Branch. Additionally, she was on the team to consolidate the Teale Data Center, Health and Human Services Data Center and the Office of Network Services within the Department of General Services, to create the Department of Technology Services in 2005.

Barbara replaces long serving STND Deputy Director, Steve Rushing, who recently retired from state service. Please join us in welcoming Barbara to OTech.



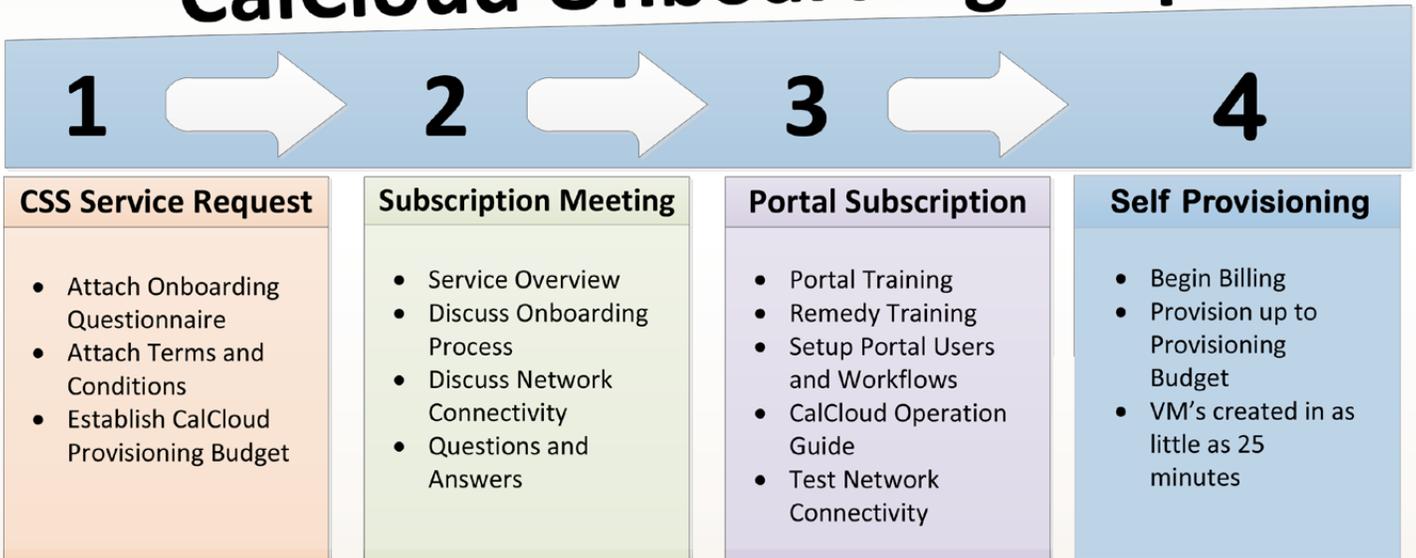
CalCloud Service Offering Has Launched

By Neeraj Chauhan, CalCloud Project Director



I am pleased to announce that CalCloud went live on July 10th! All the services are now available for use via the self-service portal. Once subscribed, customers can provision servers in hours! The subscription/on-boarding process is provided below. We will be reaching out to all the early adopters to subscribe them into CalCloud. Once a customer reaches the “Self Provisioning” step, there is no need to submit additional service requests to obtain additional server resources in CalCloud!

CalCloud Onboarding Steps



OTech will continue the effort to educate customers on this groundbreaking service. If you are interested in signing up for the service, please submit a CSS request. For questions please contact your [Account Lead](#), email CIOCalCloud@state.ca.gov or view posted information at [CalCloud information](#) in the OTech Service Catalog and at the [CalCloud marketing page](#). We would love to serve your computing needs through this exciting new service offering!



Powered by **IBM**

New Service: Enterprise Linux

By Robert Jenkins, Mainframe Services Branch Manager



Enterprise Linux, also known as “zLinux” or “Linux on z,” is one of OTech’s newest service offerings. It should be considered a Platform as a Service (PaaS) offering as it includes computing hardware, operating system and network infrastructure. The service

includes the installation, hardening and patching of Red Hat Linux OS, hardware refresh, infrastructure performance monitoring, capacity planning, and storage and network access.

Computing hardware, disk storage and disk backup storage are provided by Mainframe class hardware and configured as a single-system image cluster. This allows live Linux virtual servers to be relocated to different hardware to avoid down time for scheduled maintenance, delivering robust High Availability (HA) for all servers. All disk storage and disk backup storage is replicated from the Gold Camp data center to dedicated Enterprise Linux computing hardware located at the Vacaville data center, thus providing Disaster Recovery (DR) which has a Recovery Point Objective (RPO) of less than five minutes.

“Production” tier servers, which include reserved DR hot site capacity, are served at a higher priority than “non-production” servers, and will receive consistent access to resources. “Non-production” tier servers come at a lower cost and are ideal for test, development, and staging environments as DR is not included, and, in general, they consume fewer resources than “production” servers.

Enterprise Linux virtual servers are available with a variable number of cores and memory configurations to accommodate your application. In our Enterprise Linux virtual environment, virtual servers can be implemented and resized quickly, and servers can be cloned as needed to provide additional test systems

or scale up production capacity. A single Enterprise Linux core is equivalent to multiple cores in an AIX, Solaris or x86 (Windows) environment - for example, an Oracle workload requiring a 16 core Solaris T4 server can be accommodated on a 3 core Enterprise Linux server; thus realizing significant software savings when compared to our other PaaS offerings. Enterprise Linux is competitively priced and once HA and DR are factored in, along with potential software savings, the Total Cost of Ownership (TCO) is much lower.

Enterprise Linux is a high performing UNIX PaaS service offering as well. In a recent benchmark of one of our client’s large Oracle batch applications, the nightly run took 4 hours 45 minutes on Enterprise Linux compared to 11 hours 45 minutes on a Solaris T4 server. This is a result of the largest and fastest commercial processors available, superior virtualization and Mainframe-class I/O.

Enterprise Linux details and [pricing](#) is now available in the OTech Service Catalog. We encourage all our clients to consider Enterprise Linux for their computing requirements.



ITSM Service Offering: Remedy onDemand

By Timothy Lee, Customer Delivery Division Project Manager



On June 7, 2014, OTech successfully completed its upgrade of the Remedy application from version 7.6 to version 8.1. In less than nine months, OTech's premise-based Remedy application, which included data, functionality and a number of interfaces, was migrated to BMC's cloud-based Remedy onDemand solution. With no hardware, software or capital expense requirements, OTech is now enjoying lower Total Cost of Ownership (TCO) with rapid time-to-value. The new Remedy onDemand 8.1 application has been well received by users and customers, who are enjoying the more intuitive, best practices interface.



With the successful migration of OTech's Remedy suite, we are now turning our attention to maturing our Information Technology Service Management (ITSM) implementation and operations using Remedy onDemand while expanding the ITSM Software-as-a-Service (SaaS) offering for customers. The rates package and service description will be published as soon as they are approved for release. If you have any questions, or if you are interested in ITSM SaaS for your organization, please contact your [Account Lead](#).

CA Web Publishing Service Coming Soon!

By David Escobar, Web Services Section Manager



CA Web Publishing Service, the new web content management system, is targeted for roll-out at the end of 2014! The roll-out version will be feature rich, providing more functionality than originally envisioned.

The service is built on an industry leading, enterprise-class, commercial .NET product deployed in a fault tolerant, high availability N-Tier architecture including back-up services. Advantages of CA Web Publishing Service include automatic template updates whenever a new State web template is released, OTech-provided training, and a lower cost derived from shared architecture and economy of scale compared to multiple independent website deployments.

The initial release will provide features equivalent to the current OTech URSUS service functionality plus configurable approval workflows, improved WYSIWYG (what you see is what you get) editor for non-technical content editors, site dashboard, content classification for improved search engine optimization, better management of content (scheduling and versioning), content reuse, responsive design template, and easy integration with 3rd party applications.

Future releases will include additional social media integration, content personalization based on end-user behavior or locality, advanced analytics and the ability to create marketing campaigns. Additional features will be developed based on service subscriber feedback after the initial release of the service. Stay tuned for upcoming details for roll-out of this service.

CES Contract Procurement

By Keith Mitsuyasu, Windows Services Branch Manager

Thank You! to all those who participated in the requirements gathering process for the new California State Email Service (CES). The work group completed the list of recommended requirements for the new contract by the target date of July 1, 2014. Over 85 percent of the CES departments participated in the requirements gathering process along with many state department Information Security Officers (ISOs) and CA.mail customers. The current contract will end in October 2015. As stated in prior newsletters, 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.



With the completion of the requirements meetings, the next step is to assemble the associated procurement documentation and continue efforts associated with the bid solicitation. The recommended requirements have been vetted through the state Agency Information Officers (AIOs) and their input has been incorporated into the requirements. Volunteers have been solicited to participate as part of the bid review and selection process. If you have further comments on the new CES efforts please contact your AIO. Comments or questions regarding the completion of the email requirements or the procurement can be directed to CESTechTeam@state.ca.gov.

New Approach to Secure Certificates

By Alicia Johnson, Web Application Support Technical Lead



Secure Certificates have become an indispensable component in modern website and application architecture. Certificates encrypt data flowing between computers and networks so it cannot be stolen by malicious hackers. Certificates also provide websites with a validated identity to increase user trust and protect from phishing or website impersonation.

OTech's Secure Certificate service currently offers certificates to customers on a per website/URL basis. When we analyzed customer usage, we found that some customers have a need to manage large numbers of certificates, and in some cases without OTech's direct involvement. To accommodate the needs of our larger customers, we have changed the way OTech contracts for certificates. We believe this change will benefit our customers.

In the near future, OTech will provide Secure Certificates to California government agencies through Delegated Administrator access to OTech's Managed Primary Key Infrastructure. Delegated Administrator accounts will have the ability to generate an unlimited number of certificates within a pre-approved domain for a flat annual fee. In addition, Delegated Administrators will have full vendor support from OTech's public Certificate Authority. Delegated Administrators will also be able to create additional certificate types such as Extended Validation (EV) and Code Signing Certificates, for the same fixed annual rate.

This change will benefit medium to larger customers. We understand that some of our customers do not need a large enough number of Secure Certificates to justify even the low annual rate for their own Delegated Administrator. For these customers OTech will provide Secure Certificates, with or without the support of OTech installing the certificate, at a separate rate. Learn more about our existing Secure Certificate services, see our [Secure Certificate Guideline](#) on the Service Catalog or contact the Certificate Team at Certificate_Services@state.ca.gov.

The Value of CGEN and OTech Security Management: Monitoring the Network

By John Sweet, CGEN Service Lead



The California Government Enterprise Network (CGEN) provides WAN connectivity to large and small state agencies, departments, offices, boards, bureaus, and commissions. CGEN also provides connectivity for many cities and all 58 California counties, as well as several out of state connections.

CGEN is an advanced, next-generation network that supports Multiprotocol Label Switching (MPLS) and Class of Service (CoS). Its offerings include MPLS, Metro Ethernet, T1, wireless backup and more. Customers can enjoy their own Virtual Private Networks (VPN), encryption, and native data link switching (DLSw).

As the Enterprise solution for the state, the CGEN service includes the OTech Service Desk as a single point -of-contact -- a dedicated team with an effective escalation process, a proactive monitoring and notification program, strong Service Level Agreements (SLAs), and access to vendor portals for customer access to network status and reporting.

CGEN is the bridge connecting OTech services including mainframe, managed services, California Email Services (CES), CA.mail, Tenant Managed Services (TMS), CalCloud, and the Internet. Customers are connected to three regionally and vendor diverse Internet Service Provider (ISP) connections.

Since the network is critical to Californians, OTech customers, and many other users, significant security measures are in place. Secure access is provided to redundant, highly resilient services like Domain Name Services (DNS), network time keeping, encryption and more. Vendors are obligated by the CalNet contract to provide U.S. based support. OTech's Network staff must pass background checks as well and adhere to a number of other security practices.

OTech provides the features listed below to secure the enterprise network and core infrastructure. Beyond these, customers may take additional measures to secure their networks.

- Advanced Denial of Service Protection - a cloud-based solution, which protects against Denial of Service (DoS) and Distributed Denial of Service (DDoS).
- Secure Internet Gateway (SIG) Program Membership - an advanced proactive Internet Intrusion Prevention program designed to reduce external threats. Members collectively work to establish the highest level of security for the shared Internet links.
- Advanced Intrusion Prevention - a protection using industry leading technologies. This service includes an actively updated blacklist of IPs and URLs that not only stop known malicious hackers from getting in, but prevent end users from mistakenly getting redirected to known malicious sites.
- Intrusion Prevention Filtering Updates - a communication provided to users to address new emerging threats as they become known. This includes the most advanced Zero Day protection in the industry.

Please contact your [Account Lead](#) if you have questions about any of the above. Additionally, look for announcements for Quarterly Network Forums to obtain additional information on OTech's network.

The CDCR Virtualization, SAP-Replatform, and Migration Project (VRM) is a Success!

By Kimberly Whitaker, Customer Delivery Division Project Manager



The Business Information System (BIS) at the California Department of Corrections and Rehabilitation (CDCR) uses SAP software to control all of the department's administrative functions, from employee attendance and payroll to procuring food for the inmates at all of the California correctional institutions. In November of 2011, OTech joined CDCR in a one-of-a-kind partnership to virtualize the infrastructure, move the system from CDCR's Aerojet facility to OTech, and replatform the entire system from AIX/DB2 to Red Hat Linux/Oracle – all at once. To accomplish this, OTech hired a team of SAP specialists from Hewlett Packard Enterprise Services (HPES), most of who relocated from China for this project.

The VRM Project faced several significant challenges over the course of this effort in addition to the inherent complexity of the project. However, the staff of both OTech and CDCR persevered and made VRM a success. By the beginning of June 2014, the BIS system was fully operational in the new environment, and CDCR reports faster processing times for many of their applications.

Congratulations and thanks to all of the staff who worked tirelessly to make VRM happen!

Third Party Risk Assessment in Progress

By Debra Paschke, Vulnerability Management Section Manager



Department of Technology's Security Management Branch is currently conducting a Risk Assessment, via use of a third party vendor. The Security Risk Assessment began July 15, 2014, and will continue until December 31, 2014.

This is a carefully controlled-and-supervised engagement. The vendor is performing a security risk assessment of OTech's infrastructure, combining a traditional penetration test and other security assessment activities.

Risk assessments inform decision makers and enable them to provide appropriate risk responses by identifying:

- relevant threats;
- vulnerabilities, both internal and external;
- harmful impacts that may occur as a result of potential threats exploiting vulnerabilities; and
- the likelihood that harm will occur.

Results of the assessment include a list of information security findings that can be prioritized by risk level and used to inform risk response decisions. OTech will analyze the threats and vulnerabilities, determine the impact and likelihood of harm, and develop a risk mitigation plan as necessary. These risk mitigation efforts will result in increased security and less probability of a threat or vulnerability impacting OTech's production environment.

Performing the third party risk assessment provides better protection for you, our customers!

State Controller's Office: Thoughts on OTech Support

By Jan Ross, SCO CIO

As the Chief Information Officer for the State Controller's Office (SCO), I am happy to contribute a customer testimonial for publication in OTech's newsletter. The following comments are a blend of perspectives from my management team and myself.

SCO and OTech have maintained a robust and enduring relationship through a multitude of technological advances, against a backdrop of budgetary challenges that impacted everything from new initiatives to OTech staff availability. Throughout, OTech has gone above and beyond providing SCO with extraordinary service during critical incidents and after-hours escalations, when needed. The success of our sustaining partnership is seen in the vast number of stable computing services SCO delivers through the OTech infrastructure. However, it is worth recognizing some of the best and most notable aspects that have contributed to this vibrant relationship - OTech's shining stars.

SCO is privileged to have an OTech Account Director assigned to us. Over the past eight years, our Account Director has changed a few times and currently Michael Ochoa serves SCO in this capacity. Our OTech Account Director has an office on SCO premises and works onsite a few days per week. Having a dedicated resource is one of the best services OTech provides to the SCO from the perspective of managing systems provisioning, network design for Windows-based systems, or immediate connections to the inside teams at OTech. Our Account Director respects SCO's priorities and works as if they are his own.

The SCO designs and builds application platforms consisting of two- and three- tier server designs. It is invaluable having the services of an Account Director for planning, design and/or troubleshooting and bringing teams together from OTech to work through issues. The SCO does not rely on OTech to build and manage all aspects of the application delivery platform. SCO staff perform many system functions, such as systems administration, database administration, code promotion, etc., which require understanding the behind-the-scenes network topography, security models and build methodologies created by OTech. The OTech Account Director pulls together various teams at OTech into interdisciplinary meetings and project discussions, which vastly

improve SCO's ability to deliver, maintain and protect the technical assets and content.

Michael's relationship with SCO provides the foundation upon which SCO and OTech have established and built a trusted partnership. One example of Michael's instrumental influence can be seen in the assistance he provided SCO with the technical deployment of the Document Direct Proof of Concept. Michael facilitated initial discussions bringing together the OTech technical teams supporting the Windows server, ASG (vendor), and SCO's internal teams, as well as security. This was invaluable in jumpstarting the project, as so many areas had a vested interest in the overall success. Throughout the project, his follow-up ensured that all charges for the Proof of Concept setup and ongoing cost during the 90-day period were negotiated with the SCO, vendor and OTech. His continued follow through has kept the SCO on the radar so the procurement team was aware of critical timeframes needed for the execution of the ASG Document Direct contract. Michael also guided the SCO with recommendations to stand up the environment in the CalCloud, which will meet SCO's September 2014 go-live goal.

Some of the other OTech superstars we want to recognize for their considerable and endless contributions include Robert Jenkins, a trustworthy expert with keen knowledge of our mainframe environment. Also, Kevin Piombo has been a significant contributor in helping SCO and OTech successfully navigate daunting architectural challenges. And finally, Eric Ehnisz, who has always been a strong advocate for the customer. Eric accepts responsibility for OTech actions and/or issues and quickly corrects problems. He extends his willingness to solve problems by identifying which part of the OTech organization should be brought in to resolve complex, multi-platform problems. Eric is a straight shooter. SCO perceives his absolute commitment to getting things right for the customer and we deeply appreciate him fully explaining what we need to know about any subject we are discussing.

These are our proven go-to people, which make OTech our go-to technology provider!

Customer Service System Redesign

By Ellen Ishimoto, Customer Delivery Division Project Manager



YOU SPOKE...AND WE LISTENED!! During the last two customer satisfaction surveys, customers ranked CSS lower than any other service or business area. As a result of this feedback, and due to various CSS challenges, a study was conducted in March 2014 to determine if other OTech tools could provide the service request fulfillment functionality.

As part of this effort, over 50 customers accepted our invitation to participate in the CSS Customer Forum held on April 15, 2014. During this forum, customers discussed their service request needs and suggested improvements. This information was used to refine the business requirements of the new service request fulfillment system. OTech selected Remedy as the best platform to replace CSS functionality. Remedy will significantly improve functionality, provide a customer friendly interface, and streamline work flow capabilities—thereby enhancing the service request fulfillment process. Thanks to all of those who attended and participated in the forum!

The CSS-to-Remedy transition project charter and plan are now in development. OTech is taking a holistic approach to develop the Remedy tool, as well as improve the service request process overall. We will provide updates on the status of this effort in future newsletters.

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. Register for the session through the [OTech Event Calendar](#). Training currently available for OTech customers is as follows:

Dates	Session 1	Session 2
August 21, 2014	9:00 a.m. to 11:00 a.m.	1:00 p.m. to 3:00 p.m.
September 18, 2014	9:00 a.m. to 11:00 a.m.	1:00 p.m. to 3:00 p.m.
October 23, 2014	9:00 a.m. to 11:00 a.m.	1:00 p.m. to 3:00 p.m.
November 13, 2014	9:00 a.m. to 11:00 a.m.	1:00 p.m. to 3:00 p.m.

OTech's Major Maintenance Schedules and Event Calendar

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

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 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 (October 19, 2014, 0400 to 1000, Super Sunday Network Maintenance)

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](#).