



# Tech Alert

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

## TA 14-01: Enterprise Firewall Upgrade - Amended

**ATTENTION:** Department of Technology Network Customers

**ACTION REQUESTED:** Validate Network Connectivity to OTech

**DUE DATE:** January 11, 2014

### Overview:

OTech will upgrade the Enterprise Firewall environment to provide network routing functionality to the firewalls. As a result of this upgrade, OTech can provide disaster recovery redundancy services between our Gold Camp and Vacaville Data Centers.

The work will be done on Sunday, January 12, 2014; from 4:00 a.m. to 7:00 a.m. Customers will lose connectivity for approximately 15 minutes within this timeframe.

### Due Date:

The Requested Action below should be completed no later than the specified date.

### Requested Action:

We recommend completing the requested action steps.

1. Validate your network connectivity to the Gold Camp Data Center services no later than January 11, 2014.
2. Validate your network connectivity again between 7:00 a.m. and 8:00 a.m. on Sunday, January 12, 2014. If you encounter a connectivity issue during this time, call **1-866-277-4013, participant code 105923**.
3. If you encounter connectivity issues after 8:00 a.m. on Sunday, January 12, 2014, call the Service Desk at (916) 464-4311.

### Contact:

If you have questions or need further clarification, please contact your OTech Account Lead. If you are unsure who your Account Lead is, please use the [Account Lead Lookup](#), or call the Customer Delivery Division at (916) 431-5476.