



Oregon CNIC Project Update:

Moving Forward

Introduction

The Oregon CNIC Project Update is a non-technical quarterly newsletter to update the many stakeholders of the Computing and Networking Infrastructure Consolidation (CNIC) project. Topics include messages from leadership, work group progress and project milestones.

SDC Administrator Update

**Mark Reyer, Administrator
State Data Center (SDC)**

With all the activity surrounding the CNIC project, the one concern that I consistently hear from our prospective customers is: "Will I receive the same level of service that I received before?" This is followed with appreciation for their IT staff's customer service. It's clear from these conversations and from experience that while system availability and performance are important, great customer service is paramount.

We all know good and bad customer service when we see it in our everyday lives. It's the mechanic that takes ownership for your car's problems and fixes it to your satisfaction. Even if they don't get it right the first time, expressing concern and working to resolve the issue results in a satisfied customer. What else results in customer satisfaction? Taking ownership of a request or issue even if you're not the one that ultimately resolves it. Being courteous, respectful, and professional particularly when dealing with a difficult situation. Promising what you can deliver and delivering exactly what you promise when you promised it. Following up to ensure customer issues are resolved satisfactorily.

I'm sure you can think of many other examples of good customer service. The bottom line is that every customer call and interaction is a "moment of truth" that not only reflects on you but on all your teammates. Our goal at the SDC will be to use each of those moments to raise the level of satisfaction so that the SDC becomes the hallmark of customer service in the state!

-Mark Reyer

New Executive Sponsor

On September 14, Acting DAS Director Laurie Warner designated Bill Fink, Acting DAS Deputy Director, as the executive sponsor of the CNIC Project. The role of the CNIC executive sponsor continues to be project oversight, coordination, barrier removal and, as necessary, executive decision-making. Bill has been involved in the CNIC Project since the very early days of the project.

Network Update

The CNIC Network Work Group has finalized its deliverables for the detailed design of the State Data Center. This includes:

- Establishing network security zones for the data center.
- Defining standard equipment for physical and logical network switches, routers, racks and internet tools.
- Standards for private and public internet protocol and domain name switches, routers, racks and internet tools.
- Standards for private and public internet protocol and domain name space services statewide.
- Employing a network naming convention that reflects location, device type, trust zone and environment.

The group is now focusing its efforts on connecting the existing state network infrastructure to the SDC. This will enable the SDC to assume network management responsibilities (projected for November 1).

Project Manager Update

**Julie Bozzi,
CNIC Project Manager**

The last few months have been a period of excitement as we move forward with CNIC.

August launched the third stage of the project known as Implementation Planning. During this stage, we ready the SDC with new equipment and address the details of relocating the existing agency environments to the new environment of the State Data Center.

Following the network consolidation in November, the focus of the first transitions will be DHS, ODOT and DAS mainframes (Jan. to May 2006).

As we move ahead with implementation planning, we look forward to a detailed plan that will aid in successful implementation for our agencies and the new SDC.

-Julie Bozzi

Construction of State Data Center Complete

October marked completion of a major CNIC project milestone: construction of the 45,000 square foot State Data Center facility.

In March, the design of the facility was designated as Tier III by the Uptime Institute. Tier III standards ensure the building infrastructure will meet or exceed 99.982 percent availability.

Redundant systems for air conditioning, power supply, water supply, communications, and all the components that regulate and control these systems are elements SDC customers can rely on.

Accounting Work Group Update

The Accounting Work Group has been collaborating closely with SDC Administrator, Mark Reyer, to establish rates for the services to be offered by the State Data Center.

The group has continued to work through the details of a transitional chargeback model for the 2005-2007 biennium. They are also working on a cash flow recommendation modeled on House Bill 5166 as well as focusing on the development of guidelines for the transfer of assets from state agencies to the data center.

Going forward, the group will continue to develop an operational chargeback model for the 2007-2009 biennium and expand the methodology to fairly distribute the funding needs of the new State Data Center. As always, the group will be guided by its established principles of fair, predictable and easily understandable methodologies of cost recovery.

Information Sources

Consult the *What's New* section of the CNIC Web site for a listing of all new Web postings by date.

CNIC Web site:

http://www.oregon.gov/DAS/IRMD/cnic_welcome.shtml

Work Group Summaries:

http://www.oregon.gov/DAS/IRMD/cnic_workgroup_in dex.shtml

FAQ:

http://www.das.state.or.us/DAS/IRMD/cnic_welcome.shtml#Frequently_Asked_Questions

Employee-related CNIC Information:

http://www.oregon.gov/DAS/IRMD/cnic_employee_in dex.shtml

CNIC Survey

Leadership of the CNIC Project extends thanks to all who participated in the recent CNIC survey which was distributed to state employees on the CNIC ListServ. Over 250 out of 561 survey recipients responded to the survey. This 46 percent response rate represents a strong level of response.

The purpose of the survey was to assess the readiness of staff in each CNIC agency to navigate the change inherent in a consolidation initiative.

The results of the survey will be analyzed and used to improve project performance and outreach to affected staff. To participate in future CNIC surveys, sign up for the CNIC ListServ:

http://listsmart.osl.state.or.us/mailman/listinfo/cnic_updates

Transition Teams to Address Details of Moving

The Logistics Work Group has been working on "nuts and bolts" issues such as procurement and preparation of the SDC. In concert with those efforts and with the guidance of Mark Reyer, Implementation Teams have been established to pick up where technical work groups left off. To ensure agency ownership of these teams, they are led by agency technology managers with project office staff and consultants providing support. The Implementation Teams are currently in the planning process for transition and long-term staffing needs, SDC readiness and agency migrations. Team managers provide bi-weekly status reports to the CNIC Steering Committee.

An Enterprise Review Board has been formed to provide overall leadership to the implementation process. Board membership includes the SDC Administrator; CNIC Project Manager; and the data center managers of four agencies (DHS, ODOT, Corrections and DAS). The board meets frequently to review the work of the Implementations Teams.

CNIC Participating Agencies

Administrative Services ♦ Consumer & Business Services ♦ Corrections
Education ♦ Employment ♦ Forestry ♦ Housing & Community Services
Human Services ♦ Revenue ♦ State Police ♦ Transportation ♦ Veterans' Affairs

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