

Agenda

Enterprise Technology Services

Customer Utility Board



Members:

- Kurtis Danka – Chair**
ODOT
- Scott Harra – Vice-Chair**
Treasury
- Kyle Knoll**
PERS
- Vacant**
Local Gov't Representative
- Jim Conlin**
Judicial Dept.
- MaryKay Dahlgreen**
State Library
- Brian Henson**
DPSST
- Vacant**
Oregon State Police
- Eric Moore**
DHS/OHA
- Jean Straight**
DCBS
- Satish Upadhyay**
Forestry
- Vacant**
Parks & Recreation
- DAS Support Staff:**
- Bret West**
Interim CAO
- Alex Pettit**
Chief Information Officer
- Tony Black**
ETS Administrator
- Janet Savarro**
DBS Administrator
- Brian Fjeldheim**
DBS Analyst
- Debby Dyer**
Administrative Support

Meeting Date: **July 27, 2016**
 Time: 2:30 – 4:30 p.m.
 Location: Somerville Building | 775 Court St. NE

ITEM	PRESENTER	TIME
Welcome		
<ul style="list-style-type: none"> • Minutes Review • Action Item <ol style="list-style-type: none"> 1. Email to go to members prior to agenda setting meeting for agenda topic suggestions ~ completed • Membership discussion 	Kurtis Danka	2:30-2:40
Exclusion process		
	Tony Black Alex Pettit	2:40-3:05
Sustainability		
	Tony Black	3:05-3:25
Microsoft SQL Update		
	Tony Black	3:25-3:45
Budget Update		
<ul style="list-style-type: none"> • Discussion on proposed CUB recommendation 	Janet Savarro	3:45-4:00
ETS SLA CUB-Subgroup follow up		
<ul style="list-style-type: none"> • Review measure proposals approved by subgroup 	Greg Ripp	4:00-4:25
<p>Next Meeting: August 24, 2016 2:30 – 4:30 p.m. Somerville Building 775 Court St. NE Salem, Oregon 97301</p>		

Minutes

Enterprise Technology Services

Customer Utility Board



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Meeting Date: June 22, 2016
Time: 2:30-4:30 p.m.
Location: Somerville Building | 775 Court St. NE
Attendees: Brian Henson, Jean Straight, Scott Harra, Satish Upadhyay, Kurtis Danka, MaryKay Dahlgreen, Bill Coulombe (by teleconference for Eric Moore)
 DAS Support: Alex Pettit, Tony Black, Janet Savarro, Bret West, Ty Hendrix, Brian Fjeldheim, Debby Dyer
Guests: None
Absent: Kyle Knoll, Jim Conlin, Rebecca David

TOPIC	PRESENTER
Welcome	Kurtis Danka
<ul style="list-style-type: none"> • Minutes review - approved 	
CUB Satisfaction Survey results	Ty Hendrix
<p>Lowest results since 2013. Score below 6.</p> <ol style="list-style-type: none"> 1. Overall satisfaction with the CUB's? 2. Exchange of information flowing between customer and provider? <p>Possible influence may be that the CUB did not set rates this time as in the past. Most members feel they are back on track with rates but some feel they are "in limbo" and not certain where the CUB should be focused.</p> <p>Sub group meeting tomorrow – want to discuss SLA along with the performance measures. Working through an interesting time with the LFO.</p>	
Status of SQL Servers	Tony Black
<p>Tony spoke about Microsoft (MS) SQL site license for the state of Oregon. He has been talking to MS about many topics, and went up to Redmond WA to meet with them. Any agency across Oregon could use as much SQL as they need without cost, except for the annual cost. Does not include locals or Education, however. MS will not do an audit as long as we have a site license. At the end of 5 years they will look at it, but the license would have language that says they won't increase the rate more than 10%. MS did a 3 year look back, and then a 5 year look back to get an idea of what we're using. Based on a 34% growth rate. MS agreed to 32% growth rate over 5 years for total price point of \$28.6 million (\$5.73 million/year). We are currently in violation of copyright because we're operating without a license. All of the state agencies using SQL would roll up under this site license. (see the PowerPoint)</p> <p>Discussion: How do you divide up the cost for all agencies? SQL 05 is at end of life and no longer supported. This would always keep us current, and would allow us to get out of Oracle database and migrate to SQL. Oracle is no longer supporting any of their database. There are some mission critical systems unsupported right now. Solutions team from MS is coming to meet with Tony next week. SQL appears to be the platform of choice to replace Oracle systems going forward.</p>	
Legacy Network Migration	Tony Black
<p>Old applications – Gary – looking at simplifying our network and migrating into one network which is much easier to manage. A lifecycle replacement was done on the data center floor. 135 servers</p>	

on the version 3 network. 38 will need an IP address change (new IP address could break an unknown number of applications running on these servers). Asking the IT shops to list what is on these servers and if they are inward facing or outward facing. Have a lot of work to do to clean up the environment. Eventually migrating 1500 servers. Migration will begin in July after coordinating with each agencies IT department, intend to have migration complete six months after initial migration.

Discussion concerning agency breaches. Should there be a minimum level of security that all agencies have to adhere to?

SDC Power Distribution

Tony Black

The Data Center was built with more capacity than was needed, basically with 2 halves. Now the other half is needed, so how do we power it? In the process of doing the initial engineering survey now. Using a well-known respected data engineer. Want to have the dollar figure by the end of summer. Tony's initial estimate is \$15.0 million (± \$2.0 million). Janet Savarro recommends ETS/DBS follow up with the Capital Finance Group for funding options.

ETS is working to increase the power distribution capability- another generator, more circuit breakers.

Disaster Recovery

Tony Black/Bret West

- Bret took part in the Cascadia exercise. DAS is the co-lead in getting the servers up and running in case of emergency. The Pittock building in Portland holds quite a bit of our IT, and if the building goes down we would lose our connection to Montana and half of our band width. Talking about moving a second connection source to Montana through Bend. What if we turned Montana into a production center? What would that look like?
- Disaster recovery plans will typically look at loss of power, flooding. What use cases are there? Another example is, if there is an application that is really important that cannot ever be down, we could beef up the environment in Montana to protect that, in case Oregon has a Cascadia event. Need to know what systems are essential so we know what people need to be part of the first skeletal crew.
- Data Center currently has no idea what constitutes agency "must have" applications or data and needs agencies to identify these items for disaster recovery plans.
- DAS maintenance are trying out 2-way radios that have a 20 mile radius, to see if they would be a good option for communication in a disaster situation.
- Discussion around the room concerning disaster recovery.

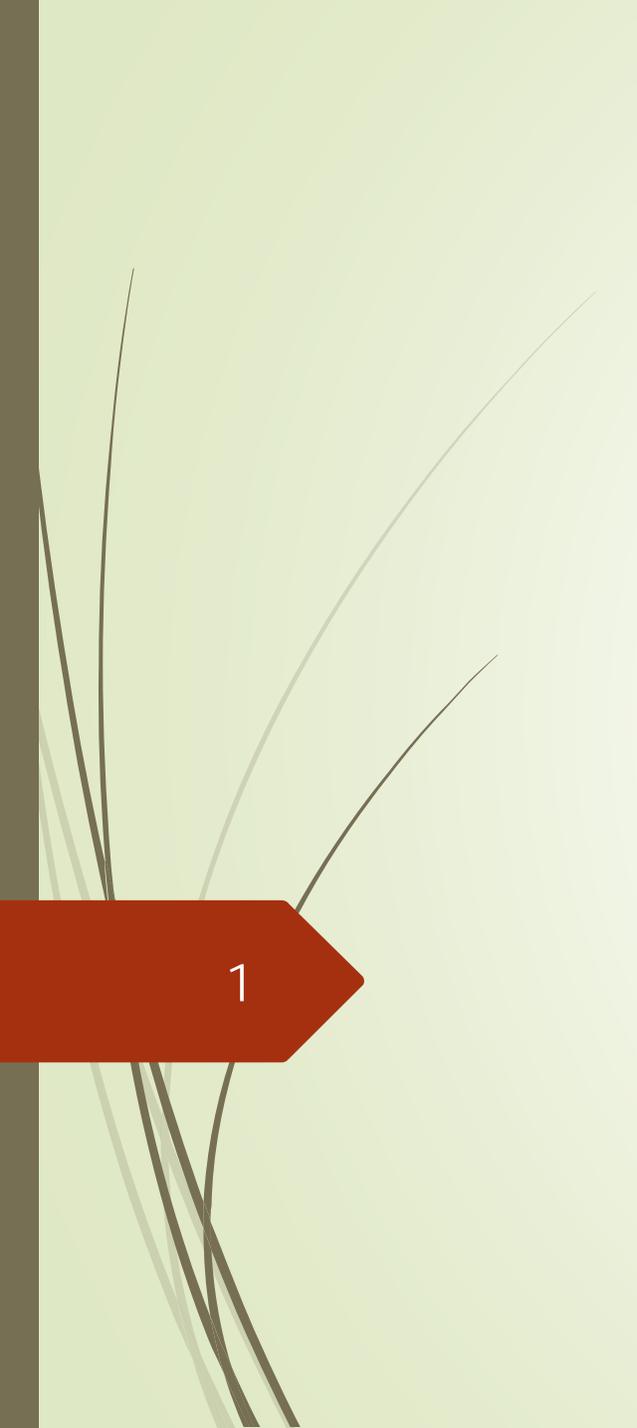
Roundtable

All

Future agenda?

ACTION: Debby will send out reminder before agenda setting meeting to give members an opportunity to send in agenda topic ideas.

Next meeting:
July 27, 2016
 2:30-4:30 a.m.
 Somerville Building
 775 Court St. NE
 Salem, Oregon 97301



ETS SLA CUB-Subgroup Discussion

June 23, 28, 30

CUB: Scott Harra, Jean Straight, Satish Upadhyay

DBS: Tyler Hendrix, Eric Sexton

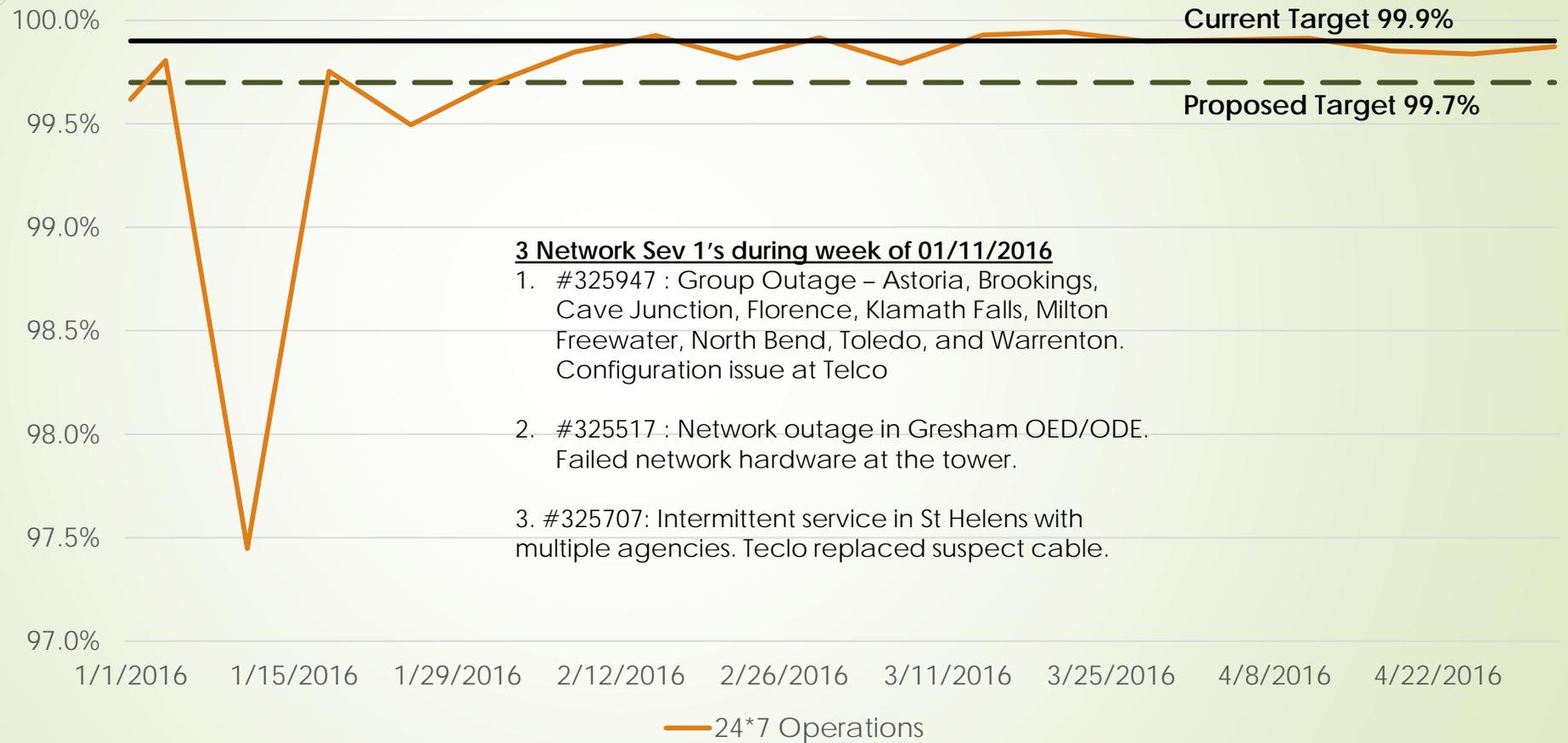
ETS: Tony Black, Gary Kreiger, Bryan Nealy, Darin Rand, Greg Ripp

ETS Sub CUB Measure Proposal

Measure	Proposed Change	Current Target	Proposed Target
Server Availability	No Change	ETS Sites 99.9%	-
		Customer Sites 99.0%	-
Router Availability	Lower Target	99.9%	99.7%
Back up job success	No Change	98.5%	-
Back up file success	Raise Target	99.5%	99.9%
On-Time Server Delivery	Change to number of servers delivered on time from tickets closed on time	90%	-
Success of server patching	Restore reporting capability with assistance from vendor	TBD	TBD
Time to respond	No Change	Sev.1: 90% in 15 minutes	-
		Sev.2 : 90% in 30 minutes	-
		Sev. 3 : 95% in 1 business day	-
		Sev. 4 : 95% in 2 business days	-
Time to restore	Separate tickets by SLA Reason and create new times to restore	Sev.1: 70% in 2 hours	Sev. 1 / Type 1 : 70% of incidents within 6 hours
			Sev. 1 / Type 2: 70% of incidents within 24 hours
		Sev.2 : 75% in 4 hours	Sev 2 / Type 1: 75% of incidents within 6 hours
			Sev 2 / Type 2: 75% of incidents within 24 hours
	Lower Targets for Sev 3 and 4	Sev. 3 : 90% in 1 business day	Sev. 3 : 75% in 1 business day
		Sev. 4 : 95% in 3 business days	Sev. 4 : 85% in 3 business days

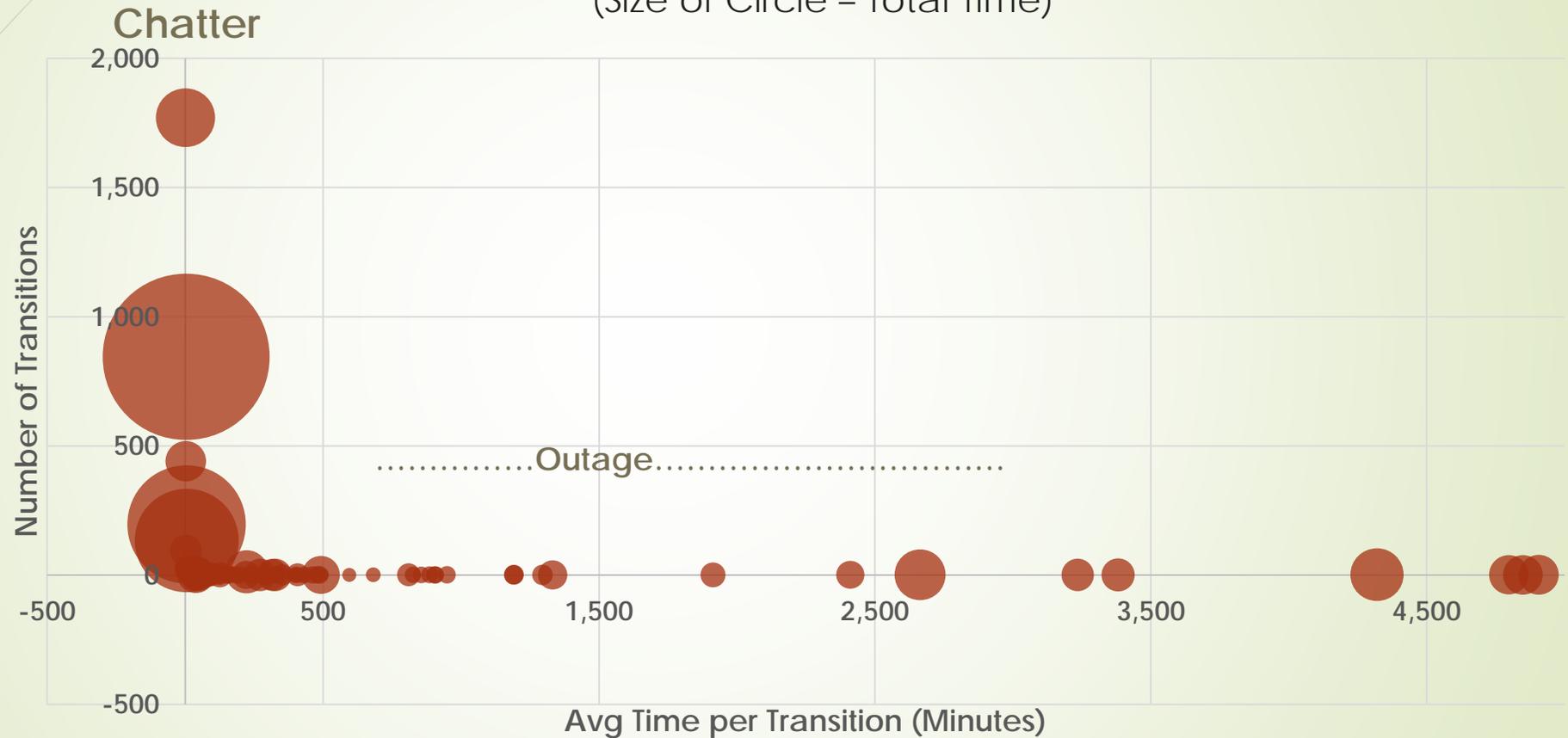
2. Router Availability (630 Routers)

January 1, 2016 – May 9, 2016



#2. Downtime of Routers (630 Routers)

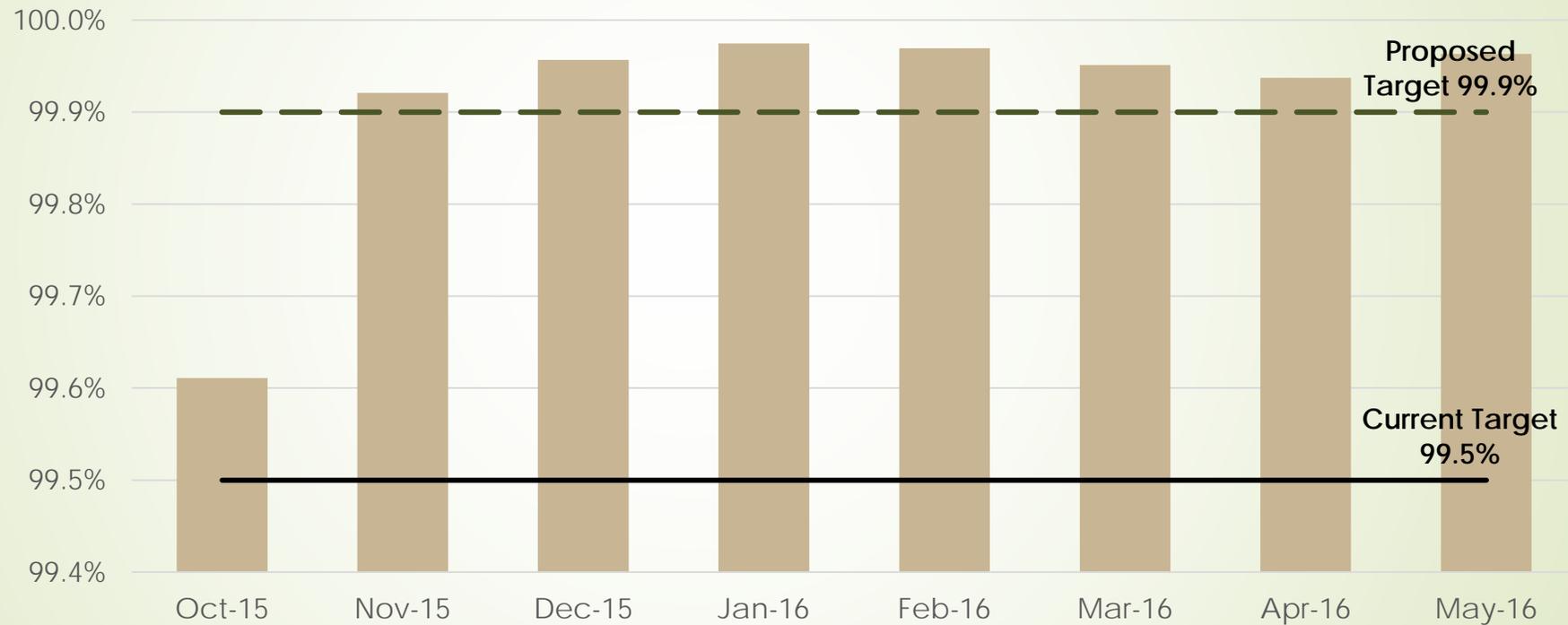
January 1, 2016 – May 9, 2016
(Size of Circle – Total Time)



- Difficult to separate chatter from outage with current status of reporting.
- 52% of Downtime has an average of 6 minutes or less.

#4 Backup Files

Success of Backup Files (4 million files monthly / 42% increase)



#5 Server Requests Delivered on Time

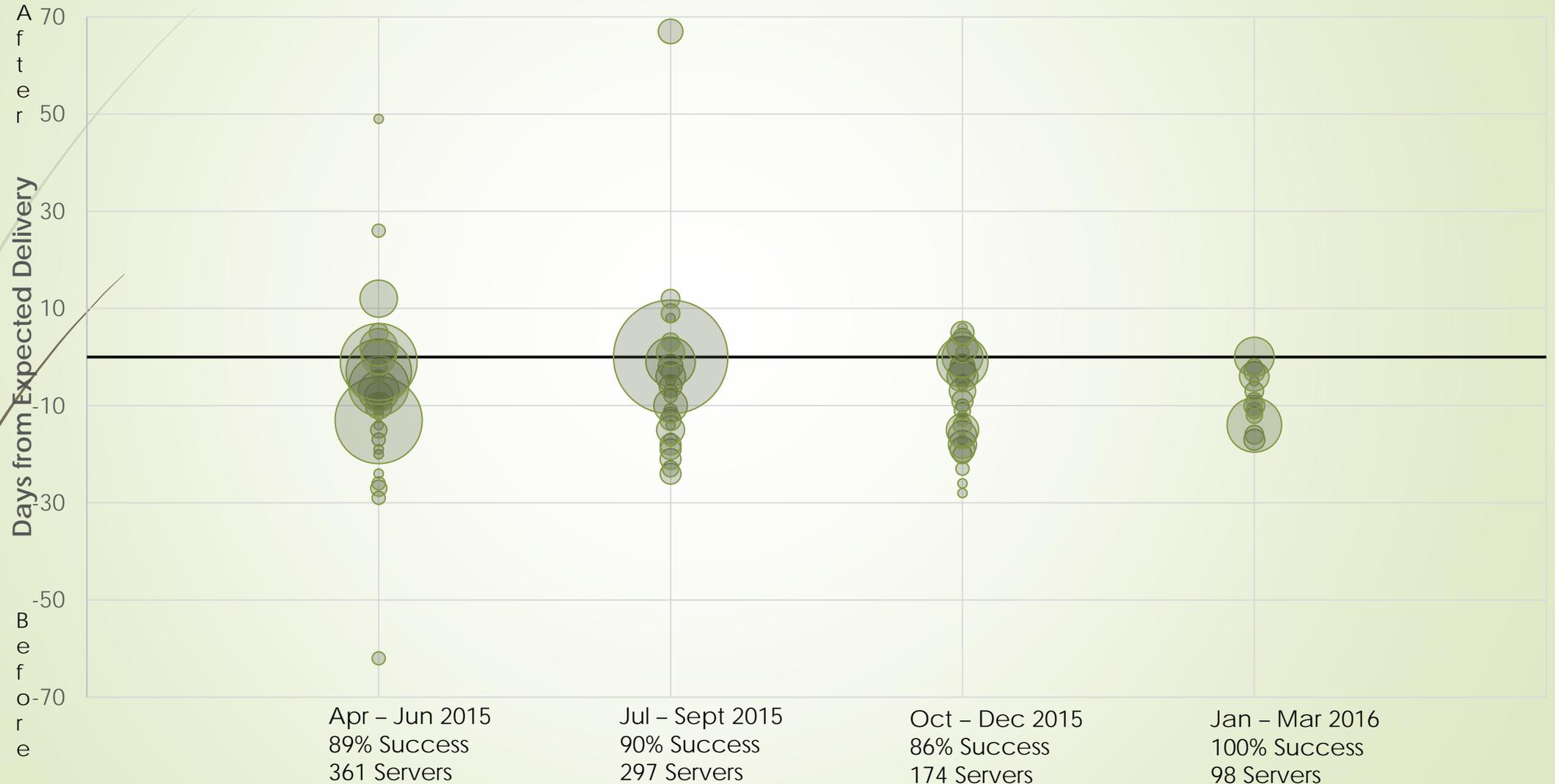
Measure #	Performance Measure	Target	3 Previous Quarters			Q4 2015 (Oct-Dec)	Trend
			Q1 2015 (Jan-Mar)	Q2 2015 (Apr-Jun)	Q3 2015 (Jul-Sep)	Current	
5	% of server instance requests delivered on time	90.0%	90.7%	88.5%	86.7%	93.0%	
	Total # of tickets for new server instances delivered on time		35	54	52	66	
	Total # of tickets for new server instances closed		37	61	60	71	

- Current measure tracks the customer tickets being closed on time.
- Possibility of 1 to 50 or more servers on a single ticket.
- Recommend changing to % of servers delivered on time.

#5 Server Requests Delivered on Time

7

ETS : Delivery of Virtual and Physical Servers as compared to Expected Delivery



#6 Servers Patched During Patching Cycle

6	% of servers successfully patched after patching cycle OCCURS	TBD	97.9%	97.7%	95.9%	No Data
	Total # of servers successfully patched		1,286	1,463	1,357	
	Total # servers that ETS is responsible for patching		1,314	1,498	1,415	

- Due to software upgrade, ETS lost the ability to run previously built reporting queries.
- ETS **is contracting** with the vendor to develop new reports.
 - Monthly reporting to agencies on the success of the patching process.
 - Quarterly reporting to the CUB
- Recommend delay in setting targets due to uncertainty of how well the new reports will align to old reports.

#8 Comparability of Time to Restore

	ETS	NIC-eGov	IBM (Telephony)	
Severity 1	2 Hours	1 day	Software	4 Hours
			Hardware	6 Hours
			Hardware outside Salem/Portland	8 Hours
Severity 2	4 Hours	2 days	Software	12 Hours
			Hardware	16 Hours
Severity 3	1 Business Day	14 days	Expected Service Level	24 Business Hours
Severity 4	3 Business Days			

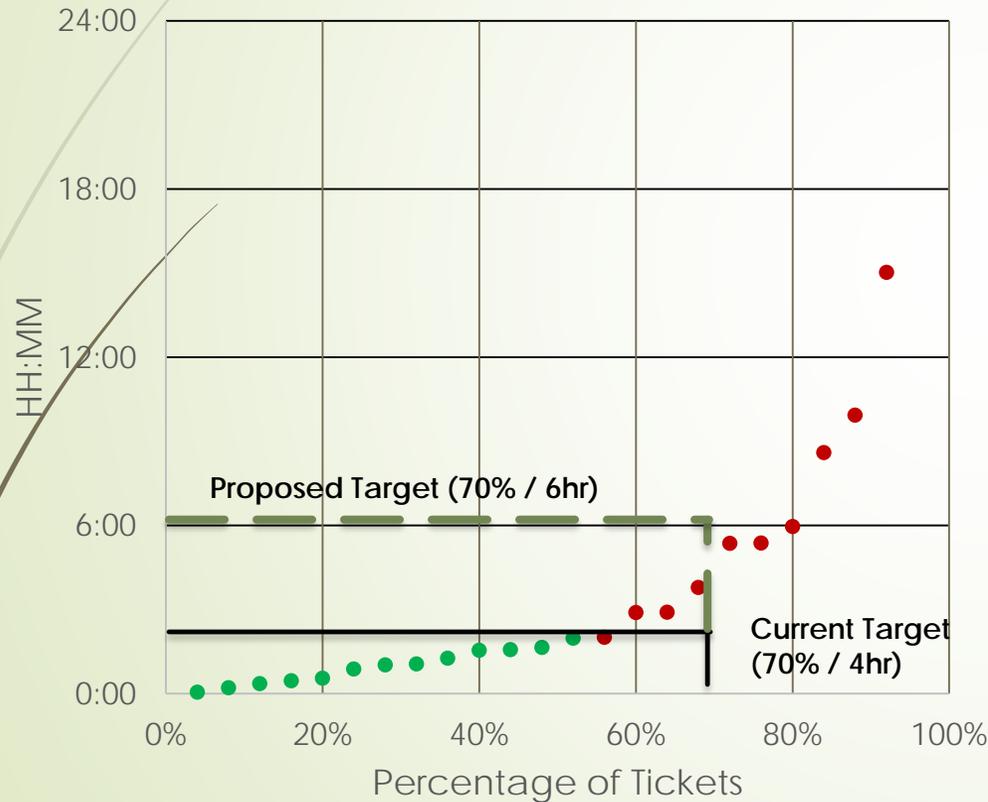
#8 Time to Restore - Sev 1

70% - 2 Hours

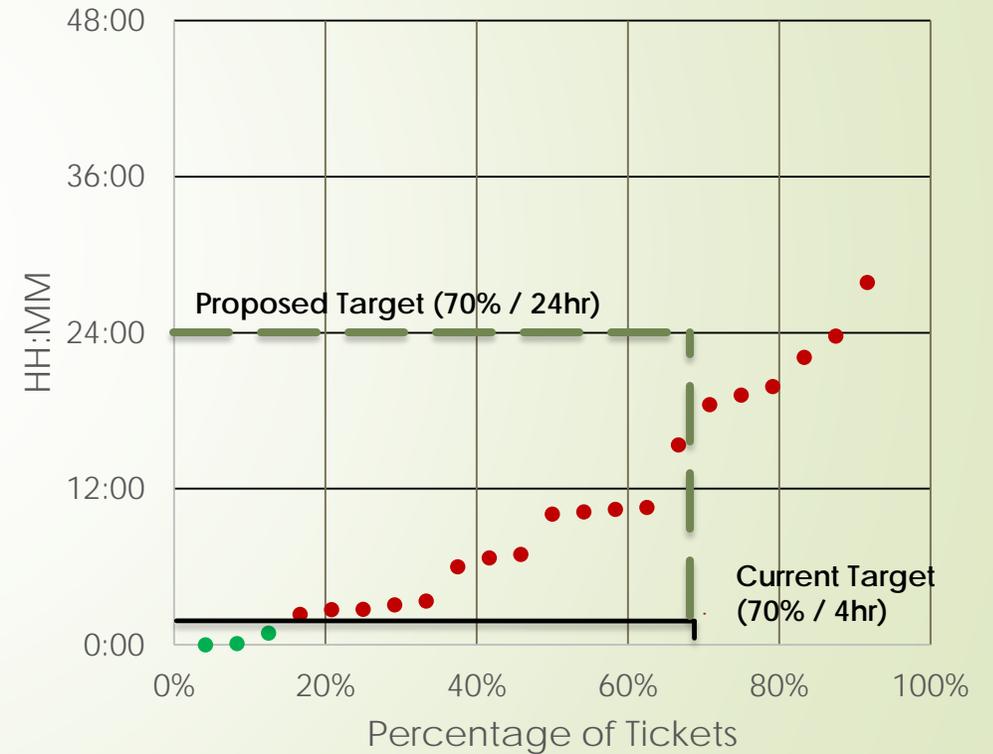
October 2015 - March 2016

11

Unknown and Unplanned / SDC Change / Vendor Change / Agency Change / Password reset



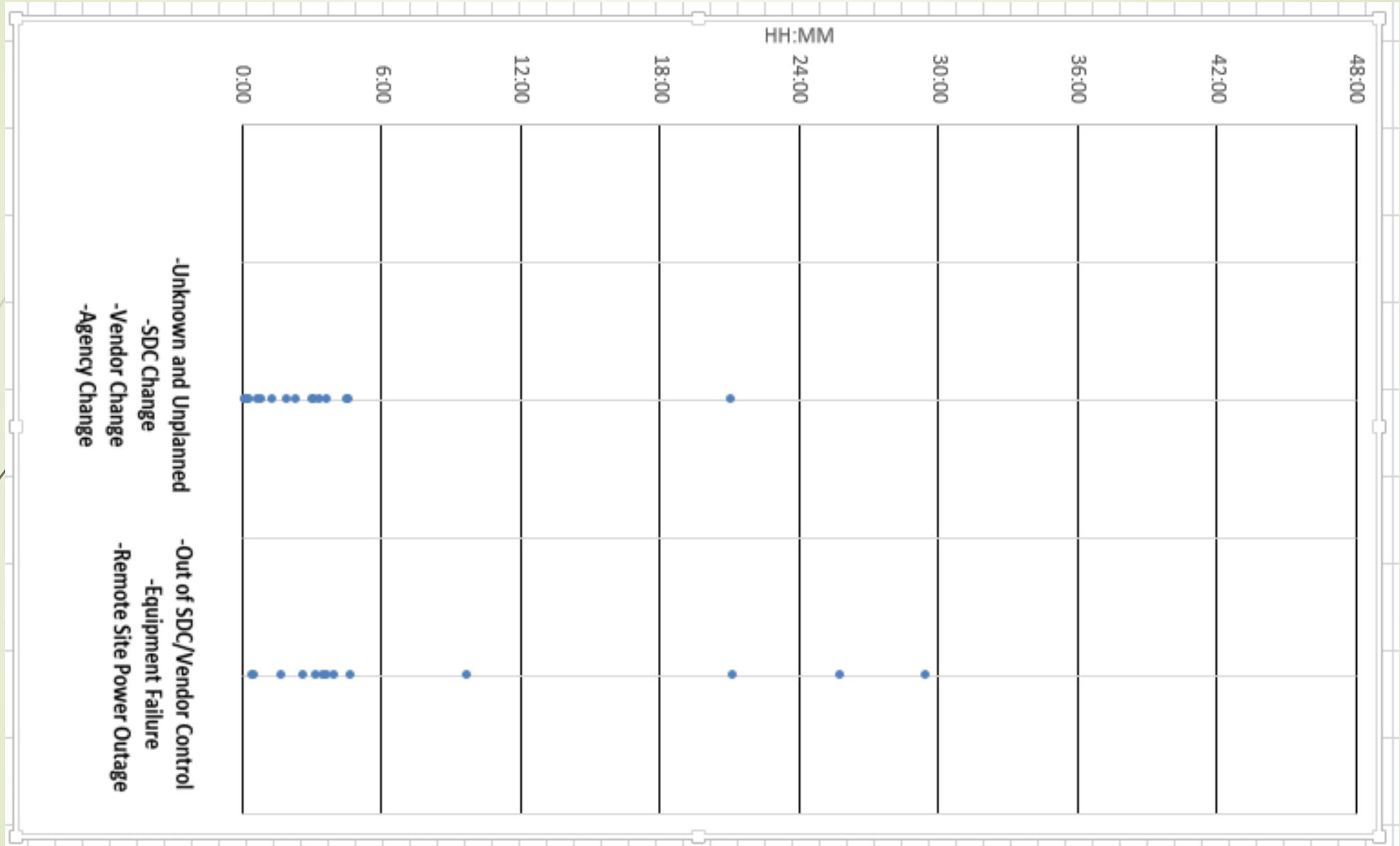
Out of SDC and Vendor Control / Equipment Failure / Remote Site Power Outage



- Recommend leaving 70% completed and changing time frame for completion.
- Rolling 6 month period of reporting

#8 Time to Restore - Sev 2

12



Equipment Failure, Remote Site Power Outage and Out of SDC/Vendor Control take significantly longer on Sev 2 also.

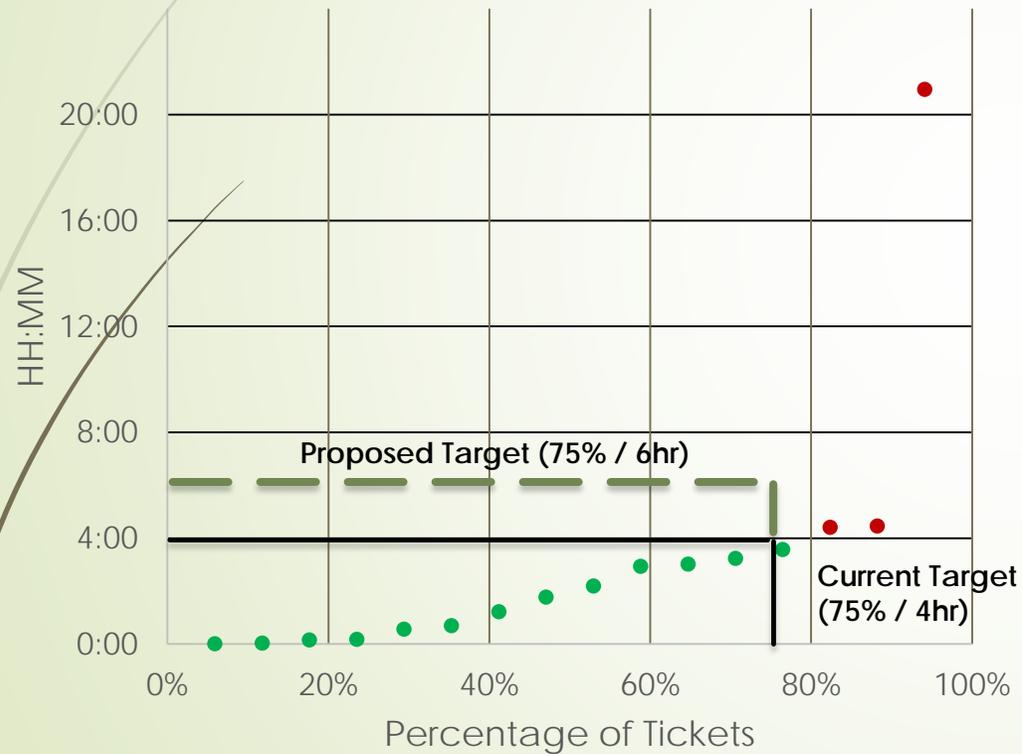
#8 Time to Restore - Sev 2

75% - 4 Hours

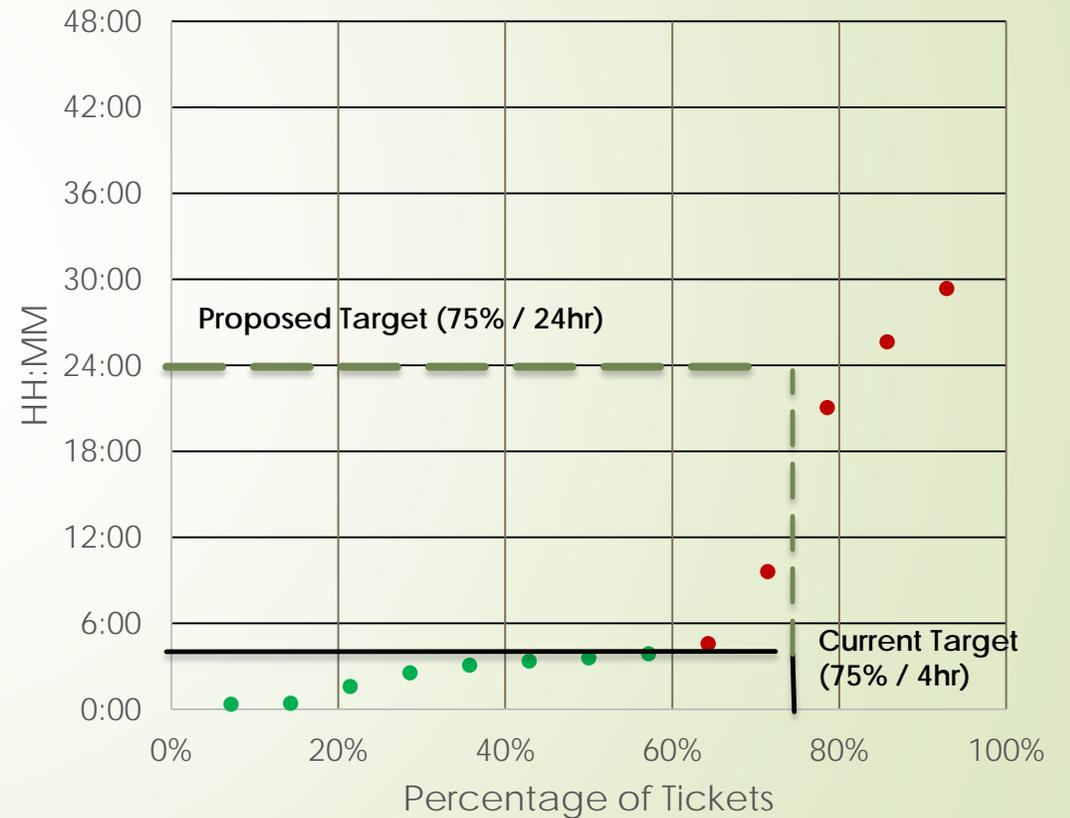
October 2015 - March 2016

13

Unknown and Unplanned / SDC Change / Vendor Change / Agency Change / Password reset



Out of SDC and Vendor Control / Equipment Failure / Remote Site Power Outage



- Use same times for completion as Sev 1.
- Leave 75% of completion within time frame.

#8 Time to Restore Sev 3 and 4

14

