

SUBJECT: Service Scope Exclusion Process	PROCESS NUMBER: 107-08-PRC010
DIVISION: Enterprise Technology Services	EFFECTIVE DATE: 10-27-2008

APPROVED:

Owner	State CIO
Approval Date	10/28/15 (ETS CUB)
Status	Approved
Review Period	Next review October, 2016

	Version	Revision Date	Modified by	Change Summary
Revision History	1.0	10/27/2008	C. Light	Initial approval
	1.2	1/15/2015	K. Alston	2015 Update
	1.3	9/14/2015	K. Alston	State CIO Update

PROCESS PURPOSE:

This process applies to Oregon State executive branch agencies that are ETS customers. These customers agreed to use ETS to provide their agencies IT infrastructure services based on the scope of services offered in the [ETS Service Catalog](#). To vary from that scope requires an approved exclusion request. This document describes the process for preparing, submitting, and getting approval for that request.

ETS is the principal provider for shared data center services for its customers. If any ETS customer uses or needs a service listed in the [ETS Service Catalog](#), ETS will provide that service. For new technical infrastructure needs, always consider ETS first before looking for alternate vendors. In cases where ETS cannot provide the needed services, there may be opportunities for ETS to broker services from an external source on the customer's behalf, or to partner with the customer to acquire the services externally.

ETS, its customer agencies, and by extension, the state, will likely incur additional costs because of significant changes in the scope or quantity of the services it delivers. These cost increases may be temporary and may lead to long-term savings, or they may permanently dilute the cost efficiencies ETS can offer. In either case, these changes need evaluation and a thoughtful decision on accepting the costs and associated risks.

Exclusion Requests:

This process activates when any ETS customer agency requests an exclusion from one or more in-scope services available through ETS and listed in the ETS Service Catalog. To request an exclusion means to request that a service be provided/hosted by an entity other than ETS.

Note – If one of the ETS customer agencies requests a non-standard solution to be provided by ETS, the customer agency should request an **ETS Exception to Standard**. Please see Section III of the [Technical Standards Development Process](#) for clarification and instructions on requesting an ETS Exception to Standard.

When making a request for an exclusion, agencies must include documentation that supports the request. Documentation must address reason for the exclusion, costs, benefits, risks, and risk mitigation. See Exhibit A for the Exclusion request form.

Agencies submit a request for an exclusion when a customer agency experiences one of the below conditions. If more than one agency is requesting an exclusion for the same solution, each agency must submit a request and supporting documentation addressing their individual situation unless the ETS CUB or State CIO agrees to review the requests as a single situation.

Exclusion Criteria:

- 1. The agency has business needs that require a solution that ETS cannot meet in an effective way.** For example:
 - If the technical solution is unique to one agency with no anticipated broader benefit or economies of scale for the enterprise;
 - If the level of integration between the application and operating systems is high such that the application only runs on platforms not supported by ETS;
 - If ETS cannot accommodate a fully integrated solution (software and all hardware);
 - If the level of integration from the front-end to the back-end is tightly intertwined, such as most imaging systems;

- 2. The agency has a documented emergency need that Enterprise Technology Services cannot meet in a timely manner.** For example:
 - If ETS cannot accommodate the agency's or agencies' delivery date requirements and delay of delivery would cause an unacceptable risk to the agency or agencies;
 - Emergency means unforeseen circumstances that create a substantial risk of loss, damage, interruption of services or threat to public health or safety where mitigation requires implementing an IT solution that ETS cannot accommodate;
 - Documentation of the emergency should state the circumstances requiring the prompt performance and the anticipated harm from failure to implement on an expedited basis.

- 3. The agency has business needs that require a technical infrastructure solution that is not in the best interests of ETS' customers.** For example:
 - If meeting the agency's request will create an unacceptable level of risk to ETS's customers, such as:
 - fiscal or political damage;
 - interruption or delay of services;
 - lack of performance;
 - loss of productivity;
 - requires non-ETS-supported components;

- over-extension or dilution of ETS resources such as staff, processing, storage, capacity, floor space, power, etc.;
- Documentation should state the circumstances posing the risk and the potential impact if the risk condition occurs.

4. The time-period or conditions associated with an existing scope exclusion are nearing an end and the exclusion must be re-evaluated. For example:

- If the agency was granted an exclusion for a set time period by ETS and the time period is within three months of expiring;
- If the agency was granted a conditional exclusion and those conditions no longer apply;

APPLICABILITY: All executive branch agencies who are customers of Enterprise Technology Services. Requesting permanent decommission of a customer’s system does not require this process.

If the customer is seeking a service not listed in the ETS Service Catalog, a formal Exclusion Request is **not needed**. The customer is encouraged to consider ETS as a possible vendor to provide a comparable solution alternative.

ATTACHMENTS: **Exhibit A:** ETS Scope Exclusion Request Form

Exhibit B: ETS Exclusion Request Analysis Template

DEFINITIONS:	Service:	A means of delivering value to customers by facilitating outcomes customers want to achieve without the ownership of specific costs and risks. (Source: ITIL v.3) ETS Services are described in the ETS Service Catalog
	Service Scope	The ETS service scope is the full set of services documented in the ETS Service Catalog
	Exclusion	Occurs when one of the ETS customer agencies requests an exclusion from one or more in-scope services available through ETS and listed in the ETS Service Catalog. The solution or service would be provided/hosted by an agency other than ETS
	Exception to Standard	Occurs when one of the ETS customer agencies requests a non-standard solution to be provided/hosted by ETS

PROCESS FLOW MODEL: The exclusion process begins with the [Initial Service Request Evaluation Process](#). If a formal exclusion is needed, the request then enters the [Service Scope Exclusion Request](#)

[Process](#). The basic steps of these processes are diagramed in the following models and described below.

- I. Initial Service Request Evaluation Process
- II. Formal Exclusion: Evaluation, Recommendation, and Decision
- III. Maintenance and Renewal of Exclusions

PROCESS CHANGE NOTES: OSCIO (Office of the State Chief Information Officer) may change criteria as new technologies and opportunities emerge.

I. Initial Service Request Evaluation Process

Step	Responsible Party	Related Documents	Action
1. Contact ETS Solutions regarding business need	ETS Customer	RT Ticket	<ul style="list-style-type: none"> Clearly articulate business need via RT ticket
2. ETS Solutions Review of Request	ETS Technology Architecture Committee (TAC)	RT Ticket	<ul style="list-style-type: none"> All conversations regarding request must be documented in original RT ticket request If business need is standard work listed in the ETS Service Catalog, and customer is satisfied with ETS service offering, request enters Standard ETS Request for Service process and formal Exclusion Request is not needed If business need is standard work listed in the ETS Service Catalog, and customer is not satisfied with ETS service offering, request is elevated to the STO for further discussion If business need is any service not listed in the ETS Service Catalog, a formal Exclusion Request is not needed. Customer is encouraged to consider ETS as a possible vendor to provide a comparable solution alternative
3. Review of request; analysis of alternative options to attempt to avoid a Formal Exclusion	ETS Customer, ETS TAC, STO	RT Ticket	<ul style="list-style-type: none"> All conversations regarding request, as well as any alternatives explored, must be documented in original RT ticket request All parties will meet to discuss business need, and will attempt to find alternative solution to a Formal Exclusion Request If no agreement is reached and customer determines exclusion is necessary, request enters ETS Service Scope Exclusion Request Process

II. Formal Exclusion Request: Evaluation, Recommendation, and Decision

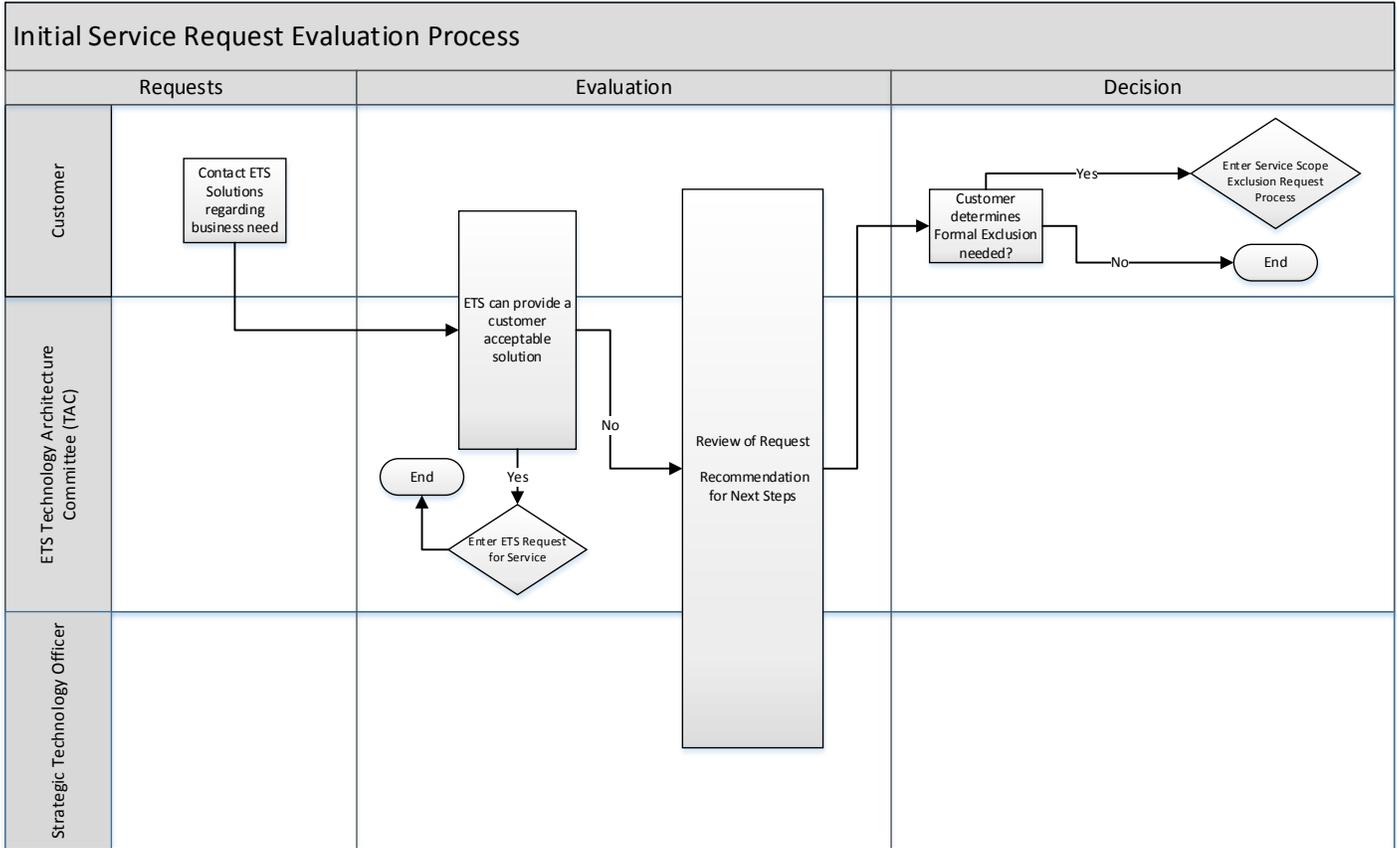
Step	Responsible Party	Related Documents	Action
<p>1. Receive Formal Exclusion Request and review for completeness and content</p>	<p>ETS TAC</p>	<p>ETS Scope Exclusion Request Form Factual supporting documentation</p>	<ul style="list-style-type: none"> • Acknowledge receipt of request within 3 working days • Review request and supporting documentation for completeness • Contact customer for additional information if necessary • Log and track request in manner that lets agency know status (in RT) • If ETS Scope Exclusion Request Form not complete, return to customer
<p>2. Review materials</p>	<p>ETS TAC ETS Account Management</p>	<p>ETS Scope Exclusion Request Form Factual supporting documentation</p>	<ul style="list-style-type: none"> • Determine if other ETS staff are needed to perform analysis • Inform customer of duration expected to respond to request once customer's information is sufficient and complete. Target duration is less than 2 weeks

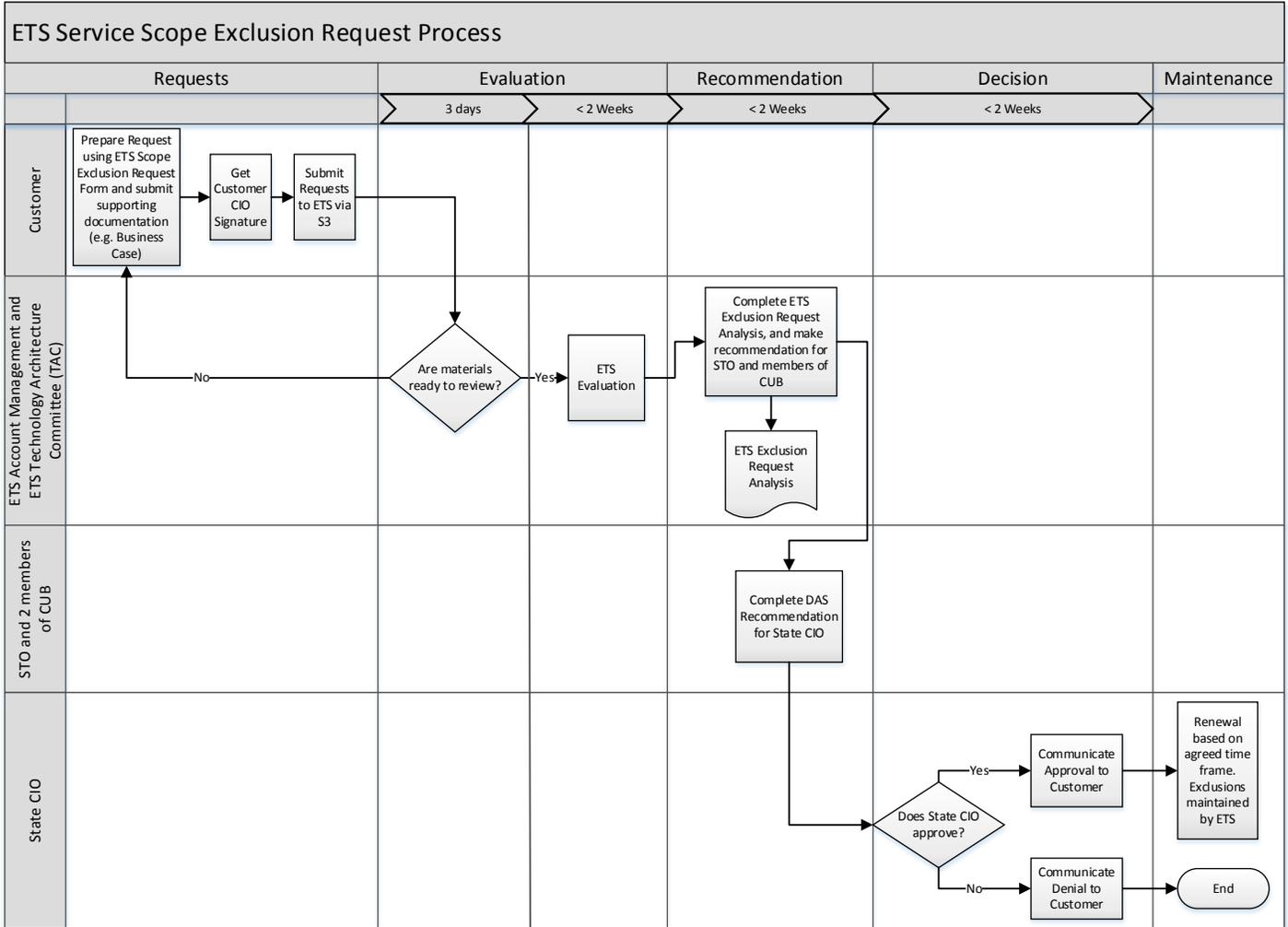
<p>3. Evaluate Impact of Request and Prepare Recommendation for the STO and members of CUB</p>	<p>ETS TAC ETS Account Management</p>	<p>ETS Scope Exclusion Request Form Factual supporting documentation ETS Exclusion Request Analysis</p>	<ul style="list-style-type: none"> • Once customer information is sufficient and complete: <ul style="list-style-type: none"> ○ Assess and document whether requestor's case fits criteria appropriately ○ Assess and document feasibility of implementing solution at ETS considering at a minimum: <ul style="list-style-type: none"> ▪ Impact on capacity ▪ Impact on processes ▪ Impact on FTE ○ Estimate immediate and ongoing biennial costs associated with request ○ Document analysis in ETS Service Review Analysis Template • Prepare a recommendation based on: <ul style="list-style-type: none"> ○ Analysis of documents submitted ○ Additional information submitted by agency ○ Supplemental information gathered by research ○ Application of criteria in this process • Present request, analysis findings, and recommendation to STO and members of CUB
<p>4. Prepare Recommendation for State CIO</p>	<p>STO and 2 members of CUB</p>	<p>ETS Scope Exclusion Request Form Factual supporting documentation ETS Exclusion Request Analysis</p>	<ul style="list-style-type: none"> • Prepare a recommendation based on: <ul style="list-style-type: none"> ○ Analysis of documents submitted ○ Additional information submitted by agency ○ Supplemental information gathered by research ○ Application of criteria in this process ○ ETS recommendation • Present request, analysis findings, and recommendation to State CIO

<p>5. Approve or Deny Request</p>	<p>State CIO</p>	<p>ETS Scope Exclusion Request Form Factual supporting documentation ETS Exclusion Request Analysis</p>	<ul style="list-style-type: none"> • Determine ETS response to request as one of the following alternatives: <ul style="list-style-type: none"> ○ Approve agency request as written ○ Deny request stating reasons why
<p>6. Present Response to Customer</p>	<p>State CIO</p>	<p>ETS Scope Exclusion Request Form Factual supporting documentation ETS Exclusion Request Analysis</p>	<ul style="list-style-type: none"> • Present and explain approval or denial to customer • Decision regarding request must be documented in original RT ticket request
<p>7. Recording Decision</p>	<p>State CIO ETS Account Management ETS TAC</p>	<p>ETS Exclusion Request Analysis</p>	<ul style="list-style-type: none"> • Account managers to obtain signed Exclusion Analysis from State CIO and bring to ETS for keeping • Processed Exclusions maintained by ETS TAC

III. Maintenance and Renewal of Exclusions

Step	Responsible Party	Related Documents	Action
1. Prepare Annual Summary of Requests and Actions to present at TAC	ETS TAC	ETS Scope Exclusion Requests and Actions Summary	<ul style="list-style-type: none"> • Summarize requests for ETS Scope Exclusions and their findings. Report includes: <ul style="list-style-type: none"> ○ Description of request ○ Summary of criteria justification and supporting documentation ○ Action taken by ETS
2. Maintain List of Exclusions	ETS TAC	ETS Exclusion List	<ul style="list-style-type: none"> • Maintain list of processed exclusions (approved and denied) and review approval dates for future renewals • Notify affected customers when exclusion is due for review
3. Update Process and Criteria	ETS TAC STO and 2 members of CUB State CIO	ETS Service Scope Exclusion Process	<ul style="list-style-type: none"> • Convene as needed • Apply changes to process and criteria as agreed to by Office of the CIO
4. Renewal of Exclusion	State CIO	ETS Scope Exclusion Request Form Factual supporting documentation ETS Service Analysis Form	<ul style="list-style-type: none"> • Renewal based on exclusion agreement





REFERENCES: **DAS Customer Utility Board Charters located at**
<http://www.oregon.gov/das/cub/Pages/index.aspx>

ORS 184.305 Purpose of DAS is: “to improve the efficient and effective use of state resources through the provision of . . . (1) Government infrastructure services that can best be provided centrally,” . . .and “(8) State information systems and networks. . .”

ORS 184.477 “(1) the purpose of enterprise management is to create a plan and implement a state government-wide approach for managing distributed information technology assets to minimize the total ownership costs from acquisition through retirement, while realizing maximum benefits for transacting the state’s business and delivering services to its citizens.”

ORS 291.038 directs DAS-coordinated statewide planning and activity related to the “planning, acquisition, installation and use of all information and telecommunications technology. . .” for the State.

ORS 283.140, 283.500, 283.505, 283.510 provide general and specific guidance to the Oregon Department of Administrative Services and state agencies regarding the procurement, management, use, and maintenance of telecommunications systems and services across state government.

Exhibit A

ETS Scope Exclusion Request Form

General Information

Request Title: <i>Enter a brief title that can be used for reporting on and tracking this request</i>			
Agency: <i>Enter the Agency and division making the request for exclusion</i>			
Agency Contact	Phone	Email	Fax
Agency CIO or equivalent	Phone	Email	Fax
Request Summary: <i>Briefly describe the request. Explain what is requested and why it can't be satisfied by ETS? Attach additional pages with information describing the solution to be excluded</i>			
CIO or equivalent Signature: <i>Certifies the information contained in this request is true and accurate</i>			

Applicable Criteria

Indicate which criterion applies to this exclusion request. *Refer to ETS Service Scope Exclusion Process Document for more information about these criteria.*

- The agency has a documented emergency need that Enterprise Technology Services cannot meet.
- The agency has business needs that require a technical infrastructure solution that is not in the best interests of ETS's customers.
- The agency has business needs that require a solution that ETS cannot meet in a timely or effective way.
- The time-period or conditions associated with an existing scope exclusion are nearing an end and the exclusion must be re-evaluated.

Under what conditions could the proposed solution be moved into ETS?

Basis for Request

Underlying Assumptions: *List any assumptions, constraints, or mandates driving this request*

Costs of technical infrastructure for proposed solution: *Fill in associated dollar amounts where applicable*

	Project & Implementation Costs	Operations, Ongoing Maintenance & Support	Source for Estimate
Hardware			
Software			
Staff:			
• User or Program Staff			
• IT Staff			
Services:			
• Personal Services			
• Other Services			
Supplies			
Other			
Totals			

Tangible Benefits of Proposed Solution: *Identify quantitative benefits from proposed solution*

Intangible Benefits of Proposed Solution: *Identify qualitative benefits from proposed solution*

Business and Organizational Risks and Mitigations: *Identify any risks to the business or organization associated with the proposed solution and how they would be mitigated.*

Technical Risks and Mitigations: *Identify any risks associated with the technology of the proposed solution and identify how they would be mitigated.*

Other Comments: *Identify any other factors or comments that should be considered in reviewing this request.*

Exhibit B

ETS Exclusion Request Analysis Template

General Information

Request Title: <i>Enter title from request form</i>			
Agency: <i>Enter the Agency and division making the request for exclusion</i>			
Agency Contact	Phone	Email	Fax
ETS Contact	Phone	Email	Fax
Request Summary: <i>Paste summary from request form</i>			

Process Progress

Steps	Date	Status
<Track progress against steps defined in process>		

Analysis Checklist

Item	Question	Response
1.	Has the customer interpreted the exclusion criteria correctly? <i>Insert comments relative to this question</i>	Yes <input type="checkbox"/> No <input type="checkbox"/>
2.	Has the customer considered alternative solutions? <i>Insert comments relative to this question</i>	Yes <input type="checkbox"/> No <input type="checkbox"/>

ETS Exclusion Request Analysis

Item	Question	Response
3.	Has the impact to ETS capacity been evaluated? <i>Insert comments relative to this question</i> <div style="border: 1px solid black; height: 80px; width: 100%;"></div>	Yes <input type="checkbox"/> No <input type="checkbox"/>
4.	Has the impact to ETS processes been evaluated? <i>Insert comments relative to this question</i> <div style="border: 1px solid black; height: 80px; width: 100%;"></div>	Yes <input type="checkbox"/> No <input type="checkbox"/>
5.	Has the impact to ETS workload and priorities for service delivery been evaluated? <i>Insert comments relative to this question</i> <div style="border: 1px solid black; height: 80px; width: 100%;"></div>	Yes <input type="checkbox"/> No <input type="checkbox"/>
6.	Has the impact to ETS FTE for ongoing support been evaluated? <i>Insert comments relative to this question</i> <div style="border: 1px solid black; height: 80px; width: 100%;"></div>	Yes <input type="checkbox"/> No <input type="checkbox"/>

Feasibility of Providing Service at ETS

If applicable, prepare and attach a price quote for providing this service at ETS.

ETS Recommendation and Considerations

<p>ETS agrees that it is in the best interest of ETS and its customers to grant this exclusion</p> <ul style="list-style-type: none"> • Exclusion will be re-evaluated {case-by-case time frame}, or when a regularly scheduled review of all exemptions is conducted by the ETS and the ETS CIO Advisory Board. • Additional Conditions: <div style="border: 1px solid black; height: 80px; margin-top: 5px;"></div>	<p>Yes <input type="checkbox"/> No <input type="checkbox"/></p>
<p>ETS does not support granting this exclusion for the following reasons:</p> <div style="border: 1px solid black; height: 80px; margin-top: 5px;"></div>	<p>Yes <input type="checkbox"/> No <input type="checkbox"/></p>

ETS Representative Signature: *Certifies the information contained in this request is true and accurate, and that ETS believes their recommendation to be in the best interest of both ETS and the customer.*

<div style="border: 1px solid black; height: 30px; margin-bottom: 5px;"></div> <div style="display: flex; justify-content: space-between; font-size: small;"> Print Name Signature Date </div>

STO and 2 Members of CUB Recommendation and Considerations

<p>STO and 2 members of CUB agree that it is in the best interest of ETS and its customers to grant this exclusion</p> <ul style="list-style-type: none"> • Exclusion will be re-evaluated {case-by-case time fame}, or when a regularly scheduled review of all exemptions is conducted by the ETS and the ETS CIO Advisory Board. • Additional Conditions: <div style="border: 1px solid black; height: 80px; margin-top: 5px;"></div>	<p>Yes <input type="checkbox"/> No <input type="checkbox"/></p>
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STO and 2 members of CUB do not support granting this exclusion for the following reasons: <div style="border: 1px solid black; height: 80px; margin-top: 5px;"></div>	Yes <input type="checkbox"/> No <input type="checkbox"/>
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STO and CUB Representatives Signatures: *Certifies the information contained in this request is true and accurate, and that DAS believes their recommendation to be in the best interest of both ETS and the customer.*

STO:		
Print Name	Signature	Date
CUB Member:		
Print Name	Signature	Date
CUB Member:		
Print Name	Signature	Date

State CIO Signature

<div style="border: 1px solid black; height: 30px; margin-bottom: 5px;"></div> <div style="border: 1px solid black; height: 30px; margin-bottom: 5px;"></div> <div style="border: 1px solid black; height: 30px;"></div>	<input type="checkbox"/> Approved <input type="checkbox"/> Denied
Comments:	

Signed copy of ETS Exclusion Request Analysis will be housed and maintained at ETS Account manager responsible for obtaining signed Analysis

ETS Active Exclusions

Agency	Request	Date
DAS	P&D Server Physical Location	05/27/16
DAS	Tririga Facilities Management Software Hosting	05/20/15
DAS	ORPIN Replacement - Implementation of a SaaS Application	08/23/11
DAS	HRSD Classification Compensation Initiative	05/09/11
DAS	EISPD E-Government Transition Project	02/10/09
DAS	HRSD E-Recruit Project	05/20/08
DCBS	ePermits Vendor Hosting	01/01/09
DEQ	LAN Exclusion	02/10/15
DHS/OHA	Oregon Health Alert System	09/14/11
DHS/OHA	MMIS Disaster Recovery Project	09/14/11
DHS/OHA	Prescription Drug Monitoring Program (PDMP) System	04/26/10
DHS/OHA	DHS AMH WITS Pilot Hosting	07/13/10
DHS/OHA	OSH Employee Health Tracking System	07/27/10
DHS/OHA	OSH Computerized Maintenance Management System Hosting	05/13/10
DHS/OHA	Oregon WIC Technology Upgrade - WIC EBT	02/24/14
DOJ	Justice - CED Wireless Initiative	07/27/10
ODF	Forest Watch Camera Project	04/27/09
ODOT	Isolated Voice Network	05/09/11
ODOT	DMV Phone System: Workforce Optimization (WFO) Server	05/09/11
OED	Unemployment Insurance (UI) Call Center Upgrade	04/16/15
OED	Hosted Audio Conferencing with Recording Services	
OED	Unisys Maintenance Upgrade Project	
OSP	CRIMEvue - Hardware Replacement	09/25/14

Sustainability Project Status Reports

Lifecycle Replacement - Data Center Infrastructure Network			Ann Andrews	Project Manager	Phase	Executing
RT# 238053	Status as of	07/21/16	Bryan Nealy	Sponsor	Overall	24%
	Project Start Date	06/18/14	Mike Sanchez, Frank Hoonhout (Network SMEs) Tim Marshall, Amir Ahmadian (Security SMEs)		Project Status	On Schedule
	Planned Project Completion Date	TBD			Project Score	3.50
Project Highlight						
Network services flowchart and exception process being drafted and coordinated with customer onboarding process. Network documentation and technical challenges to be documented in preparation for Network Architecture consultant engagement to evaluate current design and provide recommendations.						
Project Work (Milestones) Met or Missed						Status
Submit revised Cisco SOW for ACI Professional Services to procurement (3/25/16) - submitted Phase 1 SOW (Proof of Concept) for contract review and approval. It is a zero dollar phase. The remaining 2 phases are being evaluated and will be submitted later for contract/procurement review and approval.						Complete
VRF/IP Sec service deployment flowchart draft (7/8/16)						Complete
Discuss RFP process with procurement (7/20/16)						Complete
Planned Work (Milestones) On Schedule or At Risk						Status
Network connectivity service flow chart and exception process incorporated with customer onboarding process (8/15/16)						On Schedule
Collate Network architecture and design documentation (8/30/16)						On Schedule
Document issues which present challenges with current network design (8/30/16)						On Schedule
RFP to engage consultant to assist with network architecture and design (completion date TBD)						On Schedule
ACI Lab incorporated with Engineering Lab (completion date TBD) - waiting on Lab coordination and infrastructure available in Revenue Bldg.						On Schedule
MPLS Environment Router Replacement - 3 key routers for MPLS environment consisting of SDC, Bend and Portland - (7/31/16)						On Schedule
Network Core Router replacement (circuit aggregation; Revenue/PSB - dependent upon Revenue basement move; Data Center - equipment lease underway)						On Schedule
Internet Edge Router replacement - 3 of 4 routers targeted for 8/31/16. Cannot deploy 4th router until Revenue basement build is complete.						On Schedule
Open Issues		Status	Recommended Action		Assigned To	Due Date
1	Power capacity needed to implement new ACI network equipment to be deployed in parallel with existing equipment.	Medium	Reclamation of power dependent upon migration of legacy servers to UCP and other power reclamation activities to free up power to support parallel ACI environment and Data Center Non-ACI replacement equipment.		Bryan Nealy	Ongoing
2	Data Center Non-ACI equipment replacement schedule dependent upon Equipment Lease approval.	Medium	Lease paperwork submitted to Contract Services 6/8. DOJ has reviewed. Treasury currently reviewing. Approvals nearing completion.		Contract Services	08/12/16
Primary Purpose of Project or Initiative			Primary Focus of Quarter			Status
Replace Oregon Data Center and Montana network and wireless in support of Sustainability Program - Lifecycle Replacement.			OBJ 1	Enterprise Network Architecture and detailed design		On Hold
			OBJ 2	Cisco ACI Professional Services Statement of Work		In Progress
			OBJ 3	Non ACI equipment lease		In Progress
			OBJ 4	Legacy network equipment replacement		Not Started
			OBJ 5			

Lifecycle Replacement - Data Center Infrastructure Server			Ann Andrews	Project Manager	Phase	Executing
RT# 238054			Gary Kreiger	Sponsor	Overall	55%
Status as of	07/21/16	SMEs: Brian Tong, Dave Denson/Charles Mosley (Storage), Steve Hobson (Server Migration), Robert Barker (Server)			Project Status	At Risk
Project Start Date	06/18/14				Project Score	3.50
Planned Project Completion Date	12/31/16	Project Highlight				
Server Migration Event 1 cutover complete. Server Migration Event 2 preparation in final stages with cutover scheduled for 8/30. UCP Runbook engagement with Hitachi complete.						
Project Work (Milestones) Met or Missed						Status
First Agency Server Migration Event (5/30). Event 1 complete (ETS servers only). Event 2 involving Customer servers cutover scheduled for 7/30.						Late
Finish UCP Runbook Hitachi SOW engagement - Exhibit T (7/8/16)						Complete
Finalize list of servers for Migration Event 2 (7/11/16)						Complete
Server Migration Event 1 data staging (ETS servers only - 7/1 through 7/15)						Complete
Pod 3 (Montana) upgraded to Director 4.1.2						Complete
Create Server Migration Event 3 server list and deliver to Customers for review (7/12/16)						Complete
Server Migration Event 2 CAB (7/14/16)						Complete
Server Migration Event 1 cutover (7/16/16)						Complete
Server Migration Event 1 - Lessons Learned (7/19/16)						Complete
Planned Work (Milestones) On Schedule or At Risk						Status
CommVault (Montana) - Create CommVault design and create CommVault buildout and migration schedule (7/15/16) On Hold - date to be reset						On Schedule
Finalize Migration Event 3 server list (7/22/16)						On Schedule
Server Migration Event 1 storage vMotion complete (7/23/16) - Final step for Event 1						On Schedule
Server Migration Event 2 data staging (7/17 through 7/29)						On Schedule
Create Server Migration Event 4 server list and deliver to Customers for review (7/27/16)						On Schedule
Migration Event 3 CAB (7/28/16)						On Schedule
Server Migration Event 3 data staging (7/29 through 8/12)						On Schedule
Server Migration Event 2 cutover (7/30/16)						On Schedule
Server Migration Event 2 - Lessons Learned (8/2/16)						On Schedule
Pod 3 (Montana) - Create ETS buildout schedule (8/5/16)						On Schedule
Finalize Migration Event 4 server list (8/5/16)						On Schedule
Server Migration Event 2 storage vMotion complete (8/6/16) - Final step for Event 2						On Schedule
Migration Event 3 CAB (8/11/16)						On Schedule
Server Migration Event 3 cutover (8/13/16 and 8/14/16)						On Schedule
Server Migration Event 3 - Lessons Learned (8/16/16)						On Schedule
Open Issues		Status	Recommended Action		Assigned To	Due Date
1	Power availability must be carefully managed to implement remaining Hitachi equipment (CommVault and Physical Blades).	Medium	Initial priority of equipment to migrate has been determined to reclaim power to support new equipment power-up. Migration Events scheduled.		Gary Kreiger	Ongoing
2	UCP Pod 2 storage issue discovered and Hitachi's recommendation is no additional storage provisioned until problem fixed. This prevents migration of servers to Pod 2 until issue resolved.	Medium	Rebalance of SAN fabric is complete until Pod 2 upgrade is complete at which time the remaining rebalance will be completed. Once Pod 2 is upgraded and SAN rebalance is complete, Pod 2 can be used for server migrations.		Hitachi & ETS	08/15/16
3	Migration schedule completed but technical velocity and human support needs are not yet validated to ensure schedule can be achieved.	Medium	Evaluate technical and human support requirements during Migration Pilot and adjust schedule if needed.		Brian Tong / Ann Andrews	08/15/16
Primary Purpose of Project or Initiative			Primary Focus of Quarter			Status
Replace Oregon Data Center and Montana network, wireless, servers and storage in support of Sustainability Program - Lifecycle Replacement.			OBJ 1	Montana UCP implementation (Pod 3).	In progress	
			OBJ 2	Oregon UCP implementation (Pod 1).	Complete	
			OBJ 3	Migration to UCP planning and testing.	Complete	
			OBJ 4	Start server Migration to UCP.	Complete	
			OBJ 5	Implement Montana CommVault Equipment.	In progress	

LR - Field Office Servers			<i>Andrew Otte</i>	Project Manager	Phase	Executing
			<i>Gary Kreiger</i>	Sponsor	Overall	52%
RT# 238048	Status as of	07/25/16	<i>Jeff Chastain</i>	Tech Lead	Project Status	At Risk
	Project Start Date	04/02/14	<i>Core Team SME's: Jamie R, Sherrie A, Jordan H, & Jennifer M, LuAnne K, Rod R</i>			
	Planned Project Completion Date	10/30/16			Project Score	3.33
Project Highlight						
(106 of 220 Servers replaced during Phase 1) / (# of overall Servers reducing in Phase 2 to 207) / Completion = 106/207						
Project Work (Milestones) Met or Missed						Status
DOC has received 3 new host devices.						Complete
ODOT has 1 new host device						Complete
Released a PO to Dasher for the additional RAM						Complete
Planned Work (Milestones) On Schedule or At Risk						Status
Working on replacement schedule - ongoing.						On Schedule
Working with DHS on server list based on office closures and moves.						On Schedule
Order for additional RAM - in process						On Schedule
Open Issues		Status	Recommended Action	Assigned To	Due Date	
1	Reset project completion date	Medium	Set new project schedule based on equipment and resources	Andrew Otte	08/15/16	
2	Setting up new build room / table / space	Medium	Actions underway to move stuff currently occupying space	Andrew Otte	08/31/16	
3						
4						
Primary Purpose of Project or Initiative			Primary Focus of Quarter			Status
Replace servers in State of Oregon field offices that are four years old or older as part of the Sustainability Program - Lifecycle Replacement.			OBJ 1	Replace servers	In Progress	
			OBJ 2	Develop schedule in advance of replacements	In Progress	
			OBJ 3	Communicate with stakeholders	In Progress	
			OBJ 4	Post-deployment quality assurance and resolve any issues	In Progress	
			OBJ 5			

LR - Field Office Network and Wireless Equipment			<i>Andrew Otte</i>	Project Manager	Phase	Executing
			<i>Bryan Nealy</i>	Sponsor	Overall	64.79%
RT# 238045	Status as of	07/25/16	<i>Michael Gromek</i>	Tech Lead	Project Status	On Schedule
	Project Start Date	04/02/14	<i>Core Team SMEs: James K, Pete J, Rich R, Jennifer M, John T, Tim Smerdon</i>			
	Planned Project Completion Date	09/30/16			Project Score	3.89
Project Highlight						
627 Locations have been completed / 2,863 Devices have been replaced or installed (Baselined # of devices 4,419)						
Project Work (Milestones) Met or Missed						Status
On schedule to complete ODOT Region 2 Campus - Last 2 buildings scheduled for 7/22						Complete
Completed ODOT TLC building						Complete
Road trip scheduled for Southern Oregon (Roseburg, Medford, White City) for beginning of August						Complete
Planned Work (Milestones) On Schedule or At Risk						Status
Working on the remainder of the Project Schedule - monthly ongoing						On Schedule
5th Lease for equipment is out for quote						On Schedule
Working with Project MUSIC to make equipment replacements to meet MUSIC's schedule.						On Schedule
Working with DOC to schedule the OS Penitentiary						On Schedule
Working with Revenue to plan and schedule the Revenue building - meeting on 7/20						On Schedule
Working with DOC to schedule the Eastern Oregon CI in late September; the Dome building; and pharmacy/warehouse						On Schedule
Working with MUSIC and DHS to schedule OSH; - meeting scheduled for 7/27						On Schedule
Working with team to reset Project Completion date						On Schedule
Working on a multi-stop road trip for Central Oregon (Maupin, Madras, Redmond)						On Schedule
Working with OSP to replace gear in S. Oregon main location; coordinating effort with recabling effort being done by OSP						On Schedule
Open Issues		Status	Recommended Action		Assigned To	Due Date
1	Contractor expense reimbursement may still be in question.	Low	Team is moving forward		Andrew Otte	08/01/16
2	Planned completion date	Low	Team is reviewing the scope of work remaining		Andrew Otte	08/01/16
3	ODF is in fire season. Cannot do work on HQ building until October.	Low	Continue to monitor with ODF		Andrew Otte	09/30/16
4						
5						
Primary Purpose of Project or Initiative			Primary Focus of Quarter			Status
Replace network equipment (including wireless) in State of Oregon field offices that are five years old and older as part of the Sustainability Program - Lifecycle Replacement.			OBJ 1	Detailed planning for Execution phase including pilot		In Progress
			OBJ 2	Perform analysis of network equipment that will be replaced		In Progress
			OBJ 3	Finalize project plan and schedule		In Progress
			OBJ 4	Communicate with customers		In Progress
			OBJ 5			

Security Infrastructure and Load Balancing Replacement			Monica Sim	Project Manager	Phase	Executing
RT# 238030			Stefan Richards	Sustainability Sponsor	Overall	46%
Status as of 06/27/16			Shawn Wagoner	Project Sponsor	Project Status	Late
Project Start Date 06/01/14			Amir Ahmadian, Tim Marshall, Jason Iollev, Jonathan Cumminas, Jordan	Work Team		
Planned Project Completion Date 12/30/16			Michael Skreenock / Joe Terry	F5 Consultant	Project Score	
Project Highlight						
The SOW for F5 services has been executed, and the PO issued on July 12, 2016. ODOT border migration scheduled for Thursday, July 21st. OSP VPN solution implemented on 7-9-16, in customer testing.						
						Status
ODOT - Border migration scheduled for July 21, 2016.						Complete
ETS & ODC - Started the weekly work sessions for the border rules review and clean up work sessions with ETS section leads. Ongoing.						Complete
DHS - Started weekly work sessions on June 20, 2016. ESO and DHS continue with two meetings a week for the rule review and clean up.						Complete
OSBN - ASA device replacement agreed upon with ESO and OSBN. Target end date for the ASA device is end of July 2016.						Complete
OSP - VPN configuration successfully completed. OSP is testing the VPN solution.						Complete
DOC - Work- sessions and border migration has been postponed until ESO and ETS have an architecture that can support DOC's Fortigate appliance. 6-17-16						Complete
NWSDS - Border migration scheduled July 28, 2016 and RFC approved.						Complete
Vendor VIAN- Schedule meeting with Scott to start work sessions (DHS/ MMIS resource) . Completed.						Complete
Planned Work (Milestones) On Schedule or At Risk						Status
OSBN - ASA device replacement agreed upon with ESO and OSBN. Target end date for the ASA device is end of July 2016. OSBN to provide configuration information to ESO by Friday July						On schedule
PPC -Decommission PPC's FWSM context.						On schedule
DHS- Rule review started, because of the complexity of the environment the rule review and clean-up will take a few months.						On schedule
DEQ - Border migration scheduled on hold. DEQ and DMV internally have an application with a SSL / Cert issue. ETS Mainframe and ESO continue to work with DMV, with escalation to Vendor VIAN Move - Scott Kuhl and DHS do not have the recourses for the work sessions or the move of the Vendor VLAN within August or Sept. Schedule follow up meeting mid-August						On schedule
OSP - ESO Amir and the Engineering team working on separate F5 firewall device for OSP.						On schedule
ETS & ODC - Rule review and clean up work sessions with ETS section leads, ongoing. Network has a large quantity of rules to review and clean up. Schedule meetings with Network.						On schedule
Open Issues		Status	Recommended Action		Assigned To	Due Date
1	Issue: Manager/Lead Work effort -ETS Horizontal Security Roles/Responsibilities.	Medium	Management to review and determine the roles and responsibilities within ETS.		Stefan Richards	Ongoing
2	Issue: All Row firewall migrations are on hold until UCP is ready to support Legacy (v1-v3) to V4 moves	High	Coordinate scheduling of Row firewall migrations for when UCP is ready.		Tim Marshall	Ongoing
3	Risk: Conflicting Resources (e.g. Daily workload, Time off with ETS Staff & Agency, Customer commitments-MAGI).	High	Communicate resource conflicts with ETS Leadership, setting project/efforts priorities. Bringing on additional Covendis resources		Kristine Cornett & Shawn Wagoner	Ongoing
Primary Purpose of Project or Initiative			Primary Focus of Quarter			Status
Replace existing Security Infrastructure (Cisco FWSM & ASA modules and VPN devices) and Cisco Hardware Load Balancers with new F5 devices.			OBJ 1	Implement VPN with 2-Factor Auth for ETS staff	In Progress	
			OBJ 2	Design web filtering and reporting solution with implementation plan	On Hold	
			OBJ 3	Migrate firewall rules for ODOT, ODC, ETS Mgmt., EXT, DHS, DAS, TSC Clients	In Progress	
			OBJ 4	Decommissioning of FWSM contexts	In Progress	
			OBJ 5	Perform firewall rule review and clean-up for TSC Clients, ODC, ODOT, DAS, ODC.	In Progress	

ETS Sustainability/Equipment Lifecycle Replacement Budget Projections FY 2014-FY2021 as of July 2016

CASHFLOW					
	2013-15 Bien	2015-17 Bien	2017-19 Bien	2019-21 Bien	Total Project Cost**
2014 Session	\$8,644,690	\$18,743,502	\$18,316,211	\$3,748,833	\$49,453,236
Current Projection (July 2016)	\$7,143,036	\$21,661,435	\$10,261,884	\$3,262,811	\$42,329,167
Change (Decrease) - Increase	(\$1,501,654)	\$2,917,933	(\$8,054,327)	(\$486,022)	(\$7,124,069)

**(\$4.2m) of Total Project Cost is from holding the WAN Backbone.
Excluding the WAN backbone, savings are (\$2.9m).

	BUDGET			CURRENT SCHEDULE						
	Original Legislative Proposal Estimated Budget*	Current Estimated Total Budget	Change from Original Plan (Decrease) - Increase	Jan-Jun 2014	Jul-Dec 2014	Jan-Jun 2015	Jul-Dec 2015	Jan-Jun 2016	Jul-Dec 2016	Jan-Jun 2017
Data Center Network	\$5,778,000	\$5,081,791	(\$696,209)	Jun-14						Jun-17
Backup site in Montana not included.										
Data Center Computing & Storage	\$7,950,000	\$22,370,261	\$14,420,261	Jun-14					Dec-16	
Original plan was partial like for like replacement of physical servers with limited virtualization. Implementation is of new technology (Hitachi Unified Compute Platform (UCP)) and wide scale virtualization. Backup site in Montana not included.										
Field Office Servers	\$4,033,500	\$1,817,779	(\$2,215,721)	Mar-14						Mar-17
Agencies eliminated a significant number of field servers reducing costs.										
Field Office Network & Wireless	\$23,313,000	\$8,082,959	(\$15,230,041)	Mar-14						Mar-17
Competitive procurement process resulted in significant price reduction from vendor.										
Security	\$2,664,000	\$4,887,764	\$2,223,764							Jun-17
Key security equipment was missed when original budget estimate was created										
WAN Backbone	\$4,242,000	\$0	(\$4,242,000)							
On Hold Pending Broadband RFP										
Administration	\$0	\$88,613	\$88,613	Mar-14	Dec-14					
Administrative expenses were not included in original projections										

	Original Legislative Proposal Estimated	Current Estimated Total
*Excluding Interest	\$47,980,500	
Including Interest	\$49,453,236	\$42,329,167