



# The Customer Connection

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

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## Thoughts from the Director

by Ron Hughes

2013 is shaping up to be a year full of exciting changes at OTech! Starting in July, for the first time in our history, we will have Service Level Agreements that will guarantee the availability of services to our customers. Most services will have a guarantee of **99.9 percent availability** – the same as private sector data centers.



Later this year, OTech will begin offering cloud services. Once the contract is in place, our customers will have several choices for managing their IT services.

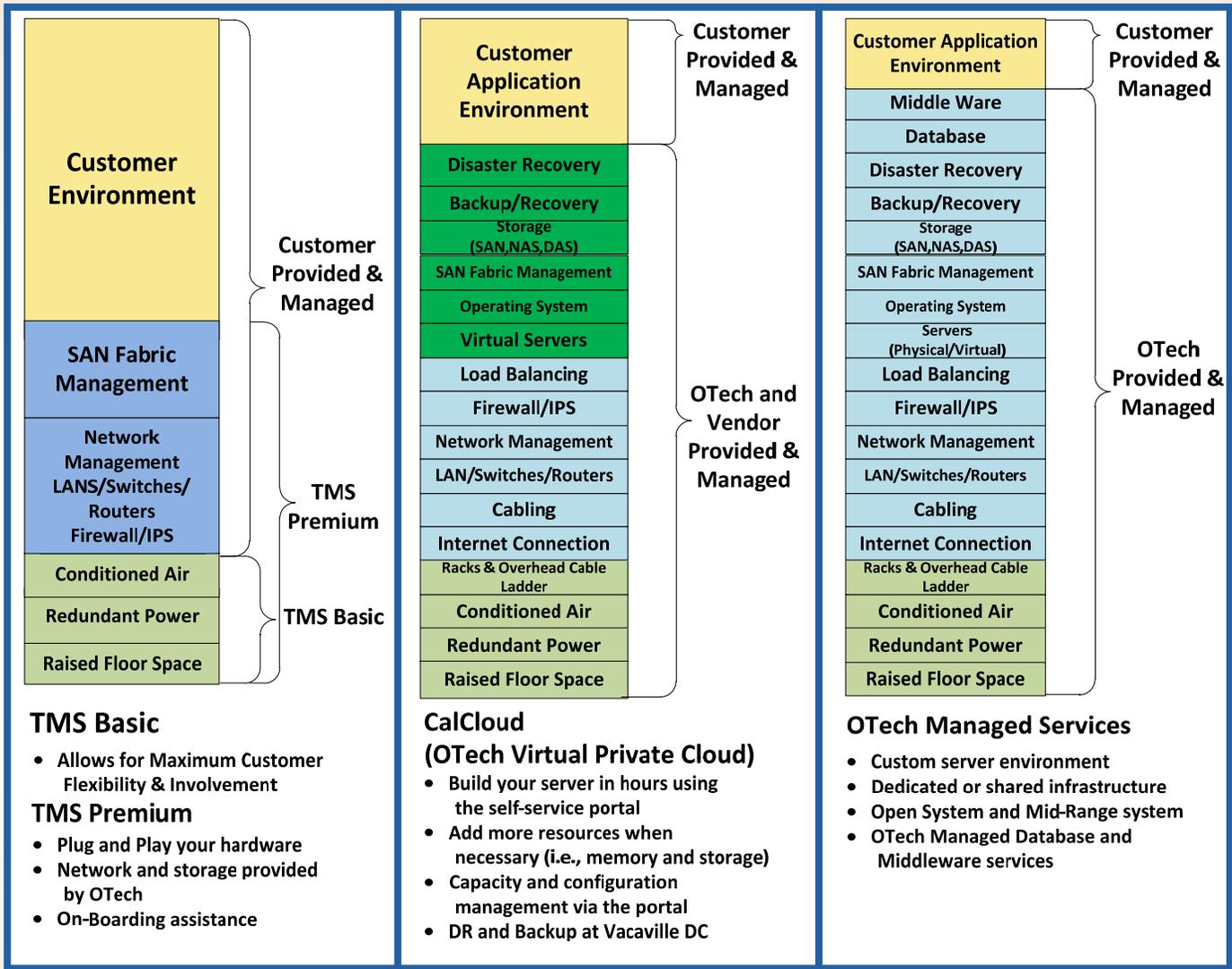
Customers can manage the services themselves in our Tenant Managed Services area, obtain services from our private cloud, or have OTech manage everything except the application. The "OTech Infrastructure Services" chart on page 2 details the three service offerings.

Additionally, we will offer Mobile Device Management Services. This service will allow customers to self-provision and manage their own devices with minimal assistance from OTech. See the "New Services" article on page 7 for more detail.

Our continuous goal is to provide you, our customers with choices and allow you to decide where and how you want to receive IT services, in a way that best meets your business requirements.

## Did You Know?

On July 1, 2013 the California Technology Agency will become **California Department of Technology** and Office of Technology Services will become **Data Center Services**.



## CalCloud Coming Soon

by Neeraj Chauhan, CalCloud Project Director



So your boss, or your staff, or that little voice in your head keeps telling you that the way forward is in the “Cloud”; but you have serious reservations: 1) what is this “Cloud” I keep hearing about, and 2) can you trust the “Cloud”? The term, “Cloud”, has come to mean many things and has been adopted and misused by many in the industry. According to the National Institute of Standards and Technology (NIST), Cloud Computing is:

*... a model for enabling ubiquitous, convenient, on-demand network access to a shared pool of configurable computing resources (e.g., networks, servers, storage, applications, and services) that can be rapidly provisioned and released with minimal management effort or service provider interaction... (NIST Special Publication 800-145)*

## “CalCloud Coming Soon” continued from page 2

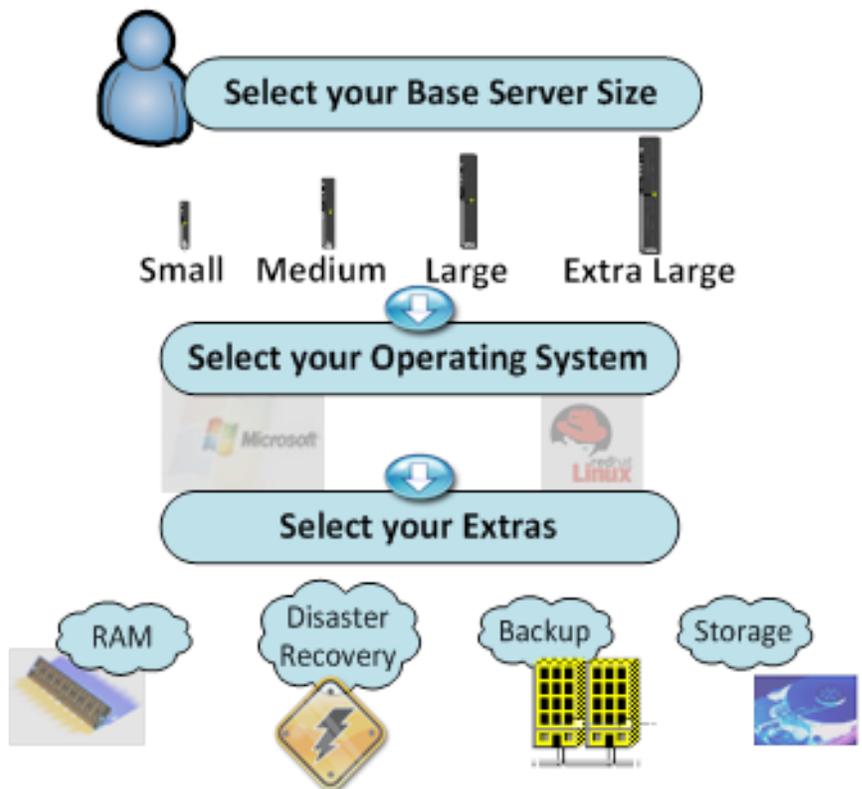
For our customers, NIST’s definition translates into improved services. And OTech will implement improved services through “CalCloud,” which will allow a clearer focus on business delivery and faster implementation for new applications and systems. CalCloud will give customers highly available virtual servers with an operating system within hours by the click of a button, from a self-service web portal. Additionally, customers will be able to add more resources, e.g., memory and storage, to the servers with the same easy process via the web portal. Customers will also be able to backup data and recover servers at the Vacaville data center in the case of a disaster at Gold Camp.

To implement CalCloud, OTech is acquiring an “on-premise, private cloud” service that will be maintained by a cloud service provider but physically located in OTech data centers under OTech’s control and oversight. The CalCloud will also be subject to OTech’s high security standards. Once fully implemented, “CalCloud” will be operated as a multi-tenant, government “community cloud” for State and local agencies.

Providing cloud services will allow OTech to accelerate our evolution as a data center and service provider. We want to be the service provider for iPad and Facebook generation consumers, who have grown up on services and applications that can be used immediately. The cloud is also an opportunity to improve, enhance and expand our technical and business skills and to provide our customers with the very best and lowest cost service possible.

Currently in the procurement phase, we are moving full steam ahead to launch CalCloud this Fall. Please contact your [Account Lead](#) if you have feedback to provide or questions regarding the CalCloud.

# CalCloud



# How Secure Do You Feel When It's "Cloudy"?

by Dave Langston, OTech IT Security Architect

Now that you understand what OTech will be offering as cloud services, you may be wondering how your critical business processes and data will be protected in our new environment.

The security requirements expected for CalCloud include the security provisions and/or guidance of several compliance authorities/standards found across the State, including:

- CA State Administrative Manual/State Information Management Manual
- Federal Information Processing Standards/National Institute of Standards and Technology (Federal Information Processing Standards and Technology)
- Internal Revenue Service
- Social Security Administration
- Health Insurance Portability and Accountability Act
- Payment Card Industry
- OTech Security Policies



OTech will be providing the connectivity to the Internet and State network(s) through which OTech managed Intrusion Prevention Systems (IPS) will be operated. In addition, there are a number of requirements and technologies that the contractor will have in place to ensure the safety of customer applications and data within CalCloud's virtual infrastructure. Some of the requirements include:

- Virtual networking controls that implement security zone and tier isolation equivalent to (or better than) that implemented via physical network firewalls and VLANs (with status reported to/visible by OTech)
- Storage isolation equivalent to physical implementations using shared storage
- Controls that limit the scope of customer access to resources in the environment
- Automated policy enforcing each of the above
- Hardening of all elements of the virtual infrastructure
- Virtualization optimized anti-virus for all workloads with current status reported to OTech
- Patch management of all virtual elements with reporting to OTech on current status
- Vulnerability scanning data/access available to OTech
- Background checks on contractor staff
- Contractor management access only from territorial USA via encrypted link with two-factor authentication
- Required contractor processes for change control and incident management with visibility by and coordination with OTech
- Logs from the virtual environment will be streamed to the OTech managed security information and event management system (SIEM)
- Optional encryption at rest for those customers that require it
- Optional Disaster Recovery services which are far easier to implement given the nature of virtualization and cloud technologies

As you can see, there will be significant security controls and technologies in place protecting your processes and data. Paraphrased from Neil MacDonald's Gartner blog of Sept. 6, 2012 *Five Myths and Realities of Virtualization Security*, "...it is a myth to believe physical environments naturally provide better security than virtual environments." We will all likely have first-hand experience with this concept in the near future!

# OTech Disaster Recovery Services Commended

by Fred Oravillo, Disaster Recovery Coordinator

Service Continuity Mainframe Services (SCMS) enables OTech to provide Disaster Recovery (DR) for the mainframe platform and mainframe data for OTech’s customers. Prior to implementing SCMS, OTech’s DR customers were serviced through a contract by a major vendor who provided hot site facilities from out of state. The California State Teachers Retirement System (CalSTRS), a long time OTech DR customer, converted to SCMS when the service became available and ran DR exercises twice during the 2012 fiscal year.

In July and October, CalSTRS performed two four-day windows of customer testing. All five of CalSTRS’s high priority goals and objectives were achieved during these critical tests. CalSTRS found improvements across the board, compared to the prior DR services. A summary of CalSTRS DR exercise experience and cost factors follows:

Comparison of Previous Provider and OTech DR Solutions	Previous DR Provider	SCMS at OTech
Issues to be resolved during the exercise	Many	None
Recovery Point Objective (RPO)	1-7 Days	5 Minutes
Recovery Time Objective (RTO)	72 Hours	Less than 24 hours
Difference in Cost		12% Lower

**OTech received a 100% customer satisfaction rating from CalSTRS for both DR exercises.** CalSTRS was very satisfied with OTech’s technical expertise, customer service and ability to quickly deliver the CalSTRS environment. OTech’s implementation of SCMS has provided customers with excellent service at a reasonable rate, while maintaining data integrity, data security and a reliable recovery environment. OTech’s data replication for mainframe customers has proven to be faster, more reliable, and simpler to maintain as opposed to tape backup technologies. In the case of CalSTRS, using SCMS equates to a savings of 12% for its disaster recovery costs.

If you are interested in learning more about the value OTech can bring to your department in the area of Disaster Recovery services, please contact your [Account Lead](#).



## OTech and CalSTRS DR Team

Top Row: Fred Oravillo, Mary Jo Chafin, Daniel Pere  
 2nd Row: Sandra Laxton, May Robinson, Theresa Davidson  
 3rd Row: Luladey Atnafseged, Terri Grosz  
 4th Row: Jamie Collins, Kevin Thompson, John Cramer  
 Bottom Row: Lori Calvillo, Najib Noori, Trina Rosa-Robinson, Andy Leung

## Recent Cyber Security Activity

*by Steve Rushing, Deputy Director, Statewide Telecommunications and Network Division*

As most organizations and service providers experience everyday around the world, OTech is continuously scanned, probed and tested via the Internet by foreign and domestic entities. Normally, OTech's "defense in depth" approach to security mitigates these attacks and they go unnoticed by customers.

Beginning December 2012, OTech has experienced several attacks that have affected the Domain Name Service (DNS). These Distributed Denial of Service (DDOS) attacks have been increasing in frequency and complexity. A DDOS attack is intended to disrupt the ability for computers and people to locate each other on the Internet.

DDOS cyber-attacks are occurring against multiple entities on the Internet. Recently, Spamhaus, a spam-fighting group, was allegedly attacked by Cyberbunker. This attack affected a vast multitude of Internet users who were unrelated to either group.

OTech has been experiencing DDOS attacks intermittently since December 2012. The DDOS attacks resulted in

degraded response time for some of our hosted web sites. In each instance OTech was able to mitigate the attacks with the assistance of our Internet Service Provider (ISP) partners. As of March 14, 2013, no further disruptions have occurred, even as attacks have increased in frequency and intensity.



Even though OTech has successfully battled these attacks, we continue to take additional steps to ensure uninterrupted DNS service. OTech continues to research and implement new means to protect the availability, integrity and confidentiality of services for our customers.

If you experience a service disruption of any kind, please contact the OTech Service Desk at (916) 464-4311.

## New Rate Package Saves Customers \$35.2 Million

*by Bill Liu, Chief, Financial Management Branch*



In its continuous effort to provide customers with new technologies at equitable rates, OTech recently announced new rates and adjustments for the current and next fiscal year. These rate changes are estimated to save OTech customers \$21.3 million for fiscal year 2012-13 and \$13.8 million for 2013-14.

Rate adjustments to OTech services were approved by the Department of Finance and are retroactively effective January 1, 2013, unless noted. Rate changes for fiscal year 2013-14 will be effective July 1, 2013.

The January 2013 reductions will eliminate the projected FY 2013 over-collection due to higher than expected customer utilization and lower software costs. Customers should see retroactive rate reduction credits applied to the May invoice. The rates effective July 1, 2013, reflect the expected normal utilization levels in order to recover the costs for services.

*“OTech Provides Rate Reductions and Introduces New Services!!” continued from page 6*

Services with Rate Changes			
Services	Rates Adjustment Percentage		
	January	April	July
<b>Mainframe CPU</b>			
- z/OS (per normalized CPU hour)	-24.6%		-24.6%
- zIIP (per normalized CPU hour)	-69.1%		-59.7%
<b>Mainframe Disk Storage (per GB/month)</b>	-79.0%		-36.0%
<b>Mainframe Tape Storage</b>			
- Virtual Tape (per GB/month)	-71.1%		-39.5%
- Tape Mounts (per mount)	-33.3%		
<b>OTech Fiber Ring</b>			
- 10 Mbps (per month)	-11.7%		
- 100 Mbps (per month)	-50.7%		
- 200 Mbps (per month)	-46.5%		
- 300 Mbps (per month)	-42.7%		
- 500 Mbps (per month)	-47.5%		
- 1 Gbps (per month)	-46.9%		
- 5 Gbps (per month)	-60.7%		
- 10Gbps (per month)	-67.5%		
<b>CSGNet Retirement Fee</b>	-25.0%		
<b>Secure File Transfer</b>			
- Per named user (per month)	-23.0%		
- Additional Data Transfer (per Gigabyte)	-23.0%		
<b>Tenant Managed Services</b>			
- Vacaville TMS Basic (per rack/month)		38.9%	

OTech’s goal is to provide a high level of service to our customers, at the lowest cost possible. We will continue to review our rates on a regular basis to ensure that we meet this goal.

## New Services at OTech

OTech recently introduced several new services and add-on components, effective April 1, 2013, including:

### Geographic Information Systems

The Geographic Information Systems service provides technologies using digital map data to connect vast amounts of information by their geographic locations.

### Disaster Recovery for CA.Mail

The CA.Mail Disaster Recovery add-on service provides customers e-mail services in the event of a disaster at the primary OTech campus in Rancho Cordova. A backup site is standard practice for e-mail providers in order to ensure business continuity of e-mail services which are critical to State departments.

### Mobile Device Management

The Mobile Device Management solution allows information technology (IT) administrators to manage Apple iOS, Android and Windows based devices. This service reduces the business risks by controlling and protecting the data and configuration settings with advanced capabilities. This cloud-based solution eliminates the need to purchase physical hardware resources or be burdened by patching or downtime.

*“New Services” continued from page 7*

New Services	
Services	Rates
<b>Geographic Information Systems</b>	
- GIS Web Application (one-time)	\$500
- Geocoding Subscription (per month)	\$1,200
- GIS Map Service Subscription (per month)	\$1,200
- GIS Application Hosting (per month)	\$1,200
- GIS Consulting and Training (per hour)	Published consulting rates
- Data Storage (per GB/per month)	Published consulting rates
<b>CA.Mail Disaster Recovery (per seat/month)</b>	\$.045
<b>Mobile Device Management Services</b>	
- MDM Service (per device/month)	\$5.25
- MDM Activation Fee (one-time)	\$1.05

More information regarding OTech service offerings and rates is [available here](#).

## Remedy as a Service

*by Randy Brown, ITSM Support Manager*

OTech is in the process of implementing BMC’s Remedy On Demand service. This service affords OTech a number of benefits including lower Total Cost of Ownership (TCO) and Integrated Disaster Recovery. However, the greatest benefit is OTech’s ability to provide Remedy-as-a-Service to other State agencies, departments and municipalities.



The Service program is in development, but is expected to include the following Remedy capabilities for customers:

- Incident management
- Change management
- Service request management
- Asset management
- Service level management
- Knowledge management
- Configuration management database (CMDB)
- Out-of-box ITIL v3 best practices
- Dashboards and analytics
- Discovery and dependency mapping
- IT business management
- Mobile ITSM applications

The Service will be further enhanced by OTech by offering:

- Distributed Remedy Administration
- ITSM Process Training and Consulting
- Remedy training
- Remedy application development
- 24x7 Remedy Support
- Service Level Agreements

OTech’s implementation is scheduled to be complete by September 2013. We anticipate making the service available to customers during spring of 2014.

# Tenant Managed Services Premium

by Nabil Fares, CIO, California Department of Public Health

The California Department of Public Health's (CDPH's) transition from a decentralized "silo" style of IT operations to an enterprise type of IT organization, requires the migration of hundreds of applications to a main hosting environment at OTech. For this transition, we chose to use OTech's Tenant Managed Services Premium (TMS-P). This new hosting environment will be used for all CDPH Intranet, Extranet and Internet applications. From the beginning of this transition, the on-boarding and service request processes were very organized and detailed, which allowed CDPH the ability to quickly move forward with our planned migration. The TMS-P on-boarding team was instrumental in getting all of our equipment and software moved and installed with an almost seamless transition. During the initial move, there were many meetings and discussions to ensure that every detail was handled promptly with a high level of customer service.



Our organization has now been in production using TMS Premium for the last four months. The TMS-P environment is a true tier-3 data center. This location has state of the art environmental controls, and a support staff that is knowledgeable, friendly, and responsive. Currently, CDPH has a total of three racks; two for servers and one for storage. The server racks include two HP blade server systems which host a total of 32 VMware hosts and 120 virtual servers so far. The storage rack includes a complete EMC VNX 5500 SAN storage system, with 70 TB of raw storage and 150 disks; 500 MB of which are fast cache solid state drives. Our hosting environments consist of two different network zones, Production and Edge. So far, we have migrated two production Extranet applications. The rest of our Intranet, Internet and Extranet applications are in the planning and staging phase.

Our overall experience of working and collaborating with the TMS-P team has been productive and positive. The CDPH Information Technology Services Division is looking forward to moving our remaining production applications to our new hosting environment through OTech's TMS-P service offering.

## Otech Customer Service System (CSS) Workshops

Otech's customers use the CSS to request most services from OTech. Customers submit Services Requests for items that have costs above what the customer currently pays, and for items that require a review by their Information Security Officer (ISO), as well as our ISO. 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. Classes are available at the following dates and times:

Date	Session 1	Session 2
June 18, 2013	9:00 a.m. to 11:00 a.m.	1:00 p.m. to 3:00 p.m.
June 20, 2013	9:00 a.m. to 11:00 a.m.	1:00 p.m. to 3:00 p.m.

Class registration available at <http://www.otech.ca.gov/calendar/#4>.

# OTech's Major Maintenance Schedules and Event Calendar

A four-month Calendar View: Scheduled Maintenance, Freezes and Customer Events.

MAY						
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	

JUNE						
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						

JULY						
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			

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

### Midrange Server Maintenance

- - Windows (Friday 1800 to Saturday 0100)
- - AIX (Sunday 0030 to 0430)  
AIX (Sunday 0030 to 0730 on May 19)
- - Linux (Sunday 2000 to 2359)
- - SQL Servers (Saturday 0700 to 1200)

### Other Maintenance Windows

- - Network (Sunday 0400 to 0700)

### Mainframe Maintenance

- - Gold Camp IPL various times\*
- - Gold Camp IML various times\*
- - Vacaville IPL and IML (Monday 0001 to 0200)

### Customer Events/Freezes

- - CSS Training for Customers (See the article above)
- - Customer Requested Freezes\* (known at the time of this publication)

\*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 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](#).