



The Customer Connection

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

In This Issue

- Thoughts from the Director. 1
- Cloud Services Conference 2
- 2012 Customer Satisfaction Survey Results Summary 2
- Service Level Agreements 6
- New Customer Freeze Request Process 6
- OnLine Customer Billing System 7
- Redundancy 8
- Security Management 9
- Defrag Project 10
- OTech Brings Solutions to Local Government 11
- Maintenance/Events Calendar 12
- Contact Us 12

Thoughts from the Director

by Ron Hughes

Happy New Year to all of you! As we enter 2013, I am really excited about delivering some of the promises we made to our customers in 2012. These include:



- Providing our customers with Service Level Agreements (SLAs). We have a first draft of our SLA's completed and will be forwarding them to our customers for review, which will include SLAs for our cloud service offering.
- Providing disaster recovery services for our mainframe and midrange customers and ultimately to our virtualized and cloud based customers.
- Implementing our cloud service offering. We will be prequalifying firms in the first quarter of 2013 and issuing an RFP for cloud services shortly thereafter. Our goal is to have our cloud service offering up and running by the end of Summer 2013. We will have four (4) modules as part of our service offering:

1. A private cloud located on our raised floor in Sacramento and Vacaville. The private cloud will be vendor provided, vendor supported and managed by the Office of Technology Services (OTech).
2. A public cloud service offering located on the vendor's raised floor.
3. Consulting services associated with migrating systems to the cloud.
4. A virtualized desktop service offering as part of the cloud services.

We look forward to working with our customers to give you choices when it comes to where you run your systems. I firmly believe that we can significantly reduce costs by letting our customers choose the appropriate platform based on your business requirements. I look forward to working with all of you in 2013.

Did You Know?

In 2010, it was reported that of the 160 billion emails sent daily, 97% were spam. In June 2012, spam was down around 40% because spam botnets were either shut down or have switched from spam to distributed denial of service attacks.

Cloud Services Conference

by Ron Hughes, OTech Director

In public sector today, we must find ways to deliver services to our clients more effectively and efficiently. The services offered in a cloud environment will assist us in meeting those goals. Understanding how to implement cloud technology requires a complete understanding of all available options, including policies on connectivity, data management and security.



Please reserve January 30, 2013, to attend our “Cloud Conference” regarding state government’s leveraging of the cloud for improved services. This is our opportunity to learn about this newest technology and to hear from both private and public sector leaders about their experiences with implementing and using cloud environments. The conference will include opening comments from Carlos Ramos, State CIO, keynote speaker Brian David Johnson, Intel Corporation Futurist and Director of Future Casting and Experience Research, and many more experts and implementers of cloud computing. The conference will offer three tracks to address all aspects of this newest technology: executive, management and technology. Session topics will include managing cloud environments, procurement methods, security issues and concerns, and supporting clouds. There will also be a hands-on lab and technology demonstrations. As you can see, this conference has something for everyone to become more knowledgeable in cloud computing.

The conference will take place at the Sheraton Grand Sacramento Hotel, 1230 J Street, Sacramento California. Registration is online at www.pspinfo.us/Cloud2013. Join us on January 30th, as together we explore new ways of streamlining services and moving ourselves onto a new path in the use of technology.

2012 Customer Satisfaction Survey Results Summary

by Rolundia Mitchell, Deputy Director, Customer Delivery Division

On October 16, 2012, OTech invited customers to participate in our first Annual Customer Satisfaction Survey. This survey is our attempt to obtain your feedback, which will help us to pursue improvements that will lead to a superior customer experience.

Your participation and feedback are both very important to us, and essential in helping us understand how we can improve our services to you. As promised in the November 2012 newsletter, and in an effort to provide full disclosure, we are sharing the results of the survey with our customers. The [detailed survey findings](#) for each of the service areas and business are available for your review.



For your immediate reference, a summary of the survey results follows.

Survey Overview

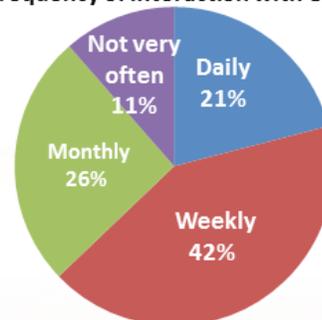
- OTech Account Managers provided customer names and contact information for their accounts—including executives, managers and staff who interact with OTech
- Small, medium and large size departments participated in the survey
- The survey was received by 380 customers at 64 departments.
 - 108 customers completed and returned the survey
 - A 28% Response Rate (industry standard* is 15-30%)
 - 38 of 64 (59%) of the departments responded
- Surveys were sent to customers on 10/16 and closed on 10/23
 - 3 reminder notices were sent
- Survey responses were returned anonymously
 - The first question asked the respondents to identify their demographics, including: department name; job level and frequency of interaction with OTech
- Responses to each question were rated based on a 1-5 scale

*Industry standard is for General Customer Satisfaction non-incentive surveys of medium length (12-25 questions) according to PeoplePulse.com.

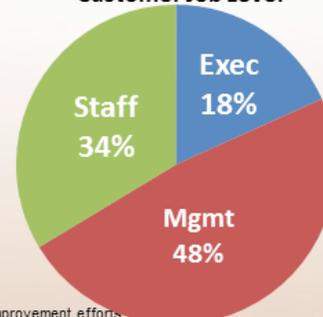
Survey Overview Demographics

Customer	Total Surveys
Air Resources Board	2
Child Support Services Department of	4
Consumer Affairs Department of	2
Controller's Office State	7
Corrections & Rehabilitation Department of	1
Developmental Services Department of	1
Education Department of	1
Employment Development Department	12
Equalization Board of	2
Finance Department of	2
Fish & Game Department of	2
Food & Agriculture Department of	1
Forestry & Fire Protection CA Department of	2
Franchise Tax Board	1
General Services Department of	2
Governor Office of the	1
Health Care Services Department of	5
Health Planning & Development Office of Statewide	1
Highway Patrol Department of the CA	1
Industrial Relations Department of	1
Insurance Department of	1
Motor Vehicles Department of	14
OSI: All Programs Except CWS	5
OSI: Child Welfare Services Case Management System	5
Other*	6
Public Health Department of	3
Secretary of State	1
Social Services Department of	2
State Hospitals Department of	1
Transportation Department of	7
Treasurer State	2
Victim Compensation & Government Claims Board CA	3
Water Resources Department of	7
Grand Total	108

Frequency of Interaction with OTech



Customer Job Level



Other was selected by customers if their department name was not in the drop down list.

**Survey responses received after the close of the survey period are not reflected but will be considered during improvement efforts.

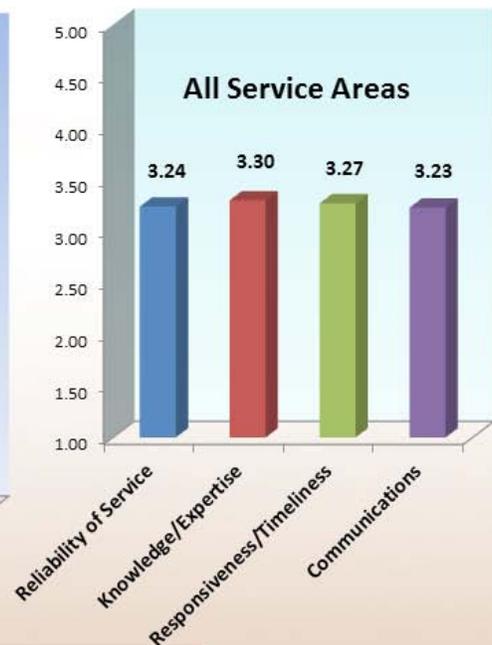
Survey Overview

Results Highlights

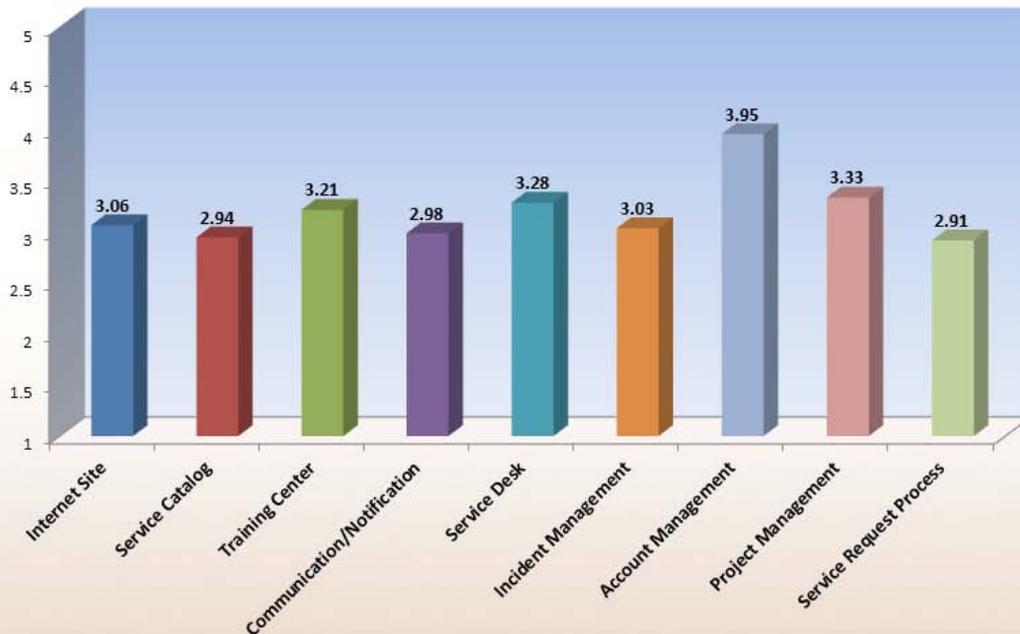
- When asked, customers gave OTech an overall “grade” of 3.35, which is slightly higher than the calculated overall rating of all questions in the survey, which was a comparable 3.25
- The survey included two primary groupings of questions: for service areas and business areas.
 - The *Highest-rated Service Area* was Mainframe Services at 3.67
 - The *Lowest-rated Service Areas* were Unix and Email (CES and CA.Mail) at 3.09
 - The *Highest-rated Business Area* was Account Management at 3.95
 - The *Lowest-rated Business Area* was the Service Request Process(CSS) at 2.86
- The *higher* the customer job level, the *lower* they graded us.
- The *more* the customers interacted with us, the *higher* they graded us.
- Customers were **most** interested in Disaster Recovery – Virtualized as a new service

Overall Survey Results – By Service

Reliability, Knowledge, Responsiveness and Comm.



Overall Survey Results By Business Area



Survey Takeaways/Next Steps

Survey Takeaways:

- Those who work with us most frequently are the happiest
- Technical staff are happier than executive level staff
- Survey Results provide suggested areas of improvements
- This is a baseline and we hope to significantly improve the ratings next year.
- In an effort to improve reliability, OTech recently partnered with an outside expert to analyze, evaluate, and make recommendations relative to OTech's redundancy in service areas and design.
- In an effort to improve communications, OTech recently launched the Customer Connection Newsletter, and the Tech Alerts.
- Survey Results were presented to the Customer Advisory Council in November

Next Steps:

- Each division will review their results and target areas of improvement
- Next Survey: Beginning of Fiscal Year 2013-14
 - Please encourage staff participation

More detailed survey results can be found at www.otech.ca.gov

Service Level Agreements at Last!

by Kevin Piombo, Deputy Director, Engineering Division

In response to customer requests, and to further our progress towards IT Service Management (ITSM) implementation, OTech is on the verge of providing Service Level Agreements (SLAs). The first SLAs will target five service areas: Mainframe, CA.mail, California Email Service (CES), California Government Enterprise Network (CGEN), and Virtualized Servers. The CES and CGEN SLAs will leverage the SLAs that are currently provided by the hosting vendors/providers.

The SLAs will initially focus on system availability. However, the SLAs will also include information about the standard support hours, the service features that will be measured, as well as measurement periods.

The SLAs, which have been presented to the OTech Customer Advisory Council, will be finalized by the end of the current fiscal year. Look for future announcements in this newsletter regarding the SLAs. Once completed, the SLAs will be published on OTech's website.



New Customer Freeze Request Process

by David Rial, OTech Account Director



On occasion, OTech customers request that some or all of their OTech-managed services be “frozen” for a short period of time, usually when the customer has scheduled application, network or other system changes. All customer Freeze Requests are reviewed

and evaluated by OTech Change Advisory Boards (CABs) for their impact(s) on other OTech customers, and for impact(s) on OTech scheduled preventive and/or remedial maintenance. OTech has developed a [new process](#) for requesting such freezes.

Freeze requests must be submitted to your Account Lead 60 days prior to the requested freeze start date to allow time for review by the OTech CABs and for negotiation of freeze request conditions, if needed. This process was implemented effective January 1, 2013. For example, freeze requests for March 1, 2013 should

have been submitted by January 1, 2013. This change was also communicated to customers in [Tech Alert 12-03](#) on November 30, 2012.

If you have additional questions or need further clarification, please contact your OTech Account Lead. To determine who your Account Lead is, please use the [Account Lead Lookup](#), or contact the Customer Delivery Division at (916) 431-5477.



California Technology Agency Launches New OnLine Customer Billing System

by Melissa Matsuura, Assistant Secretary, Office of Administration

To enhance and streamline the billing process for customers, the California Technology Agency launched an online consolidated billing system in November 2012. The new California Technology Agency Billing System (CalTABS) provides customers with quick and secure access to OTech's billing information.

CalTABS features include:

- Faster availability of invoice data
- Free 24/7 access to online invoices
- Enhanced detailed billing information
- Ability to create and export Excel reports

The new system provides options for customers to either quickly view their monthly billing information in a summarized format or obtain a more detailed report. With over 60 reports available, CalTABS users can easily customize their billing information to better meet their business needs.

This billing system is part of OTech's ongoing effort to reduce customer costs and increase efficiencies. CalTABS eliminates the previous manual processing, printing, and mailing of monthly invoices. In addition, the paperless invoices are environmentally friendly and help reduce paper clutter.

To assist customers in using CalTABS, the California Technology Agency recently provided hands-on training to over 250 users and will continue to hold monthly customer forums, which began in December 2012.

For more information on CalTABS, please visit the [CalTABS webpage](#) or contact your [Customer Account Lead](#).



From left to right:

1st row: Natividad Nevarez, Tim Lee, Jose Samano

2nd row: Mike Deraya, Ravikumar Jeenaraj, Elizabeth Brownfield, Cindy Maciel

3rd row: Bill Liu, Betty Penilton, Cheri Alvarez, Srini Anne, Lisa Silva, and Troy Dawson



Customer Forum on Redundancy

by Steve Rushing, Deputy Director

Statewide Telecommunications and Network Division

“.....we don’t want failure of any single piece of equipment causing loss of service to our customers.....”

Ron Hughes, Director

OTech “Redundancy” Customer Forum, October 30, 2012

Director Ron Hughes’ emphatic statement opened the Customer Forum which focused on redundancy for infrastructure, networks, and hosting services, along with planned enhancements and improvements.

Infrastructure: Director Ron Hughes discussed infrastructure relative to power, cooling, mechanical, and electrical. Various data center design best practices for OTech were presented.

Networks: Steve Rushing, Deputy Director, Statewide Telecommunications and Network Division, discussed network redundancy in the LAN and WAN environments. The LAN environments on both raised floors (Gold Camp and Vacaville) are designed for full redundancy. Situations where related Router/Switch/Server configurations may not take full advantage of redundancy are being corrected. Redundancy is built into most of OTech’s statewide WAN (including Internet feeds). We are actively addressing those locations where redundancy needs to be improved. Generally, this has to do with how we connect to the Telco Carriers at each data center.

Hosting Services: Kevin Piombo, Deputy Director, Engineering Division, addressed redundancy relative to mainframes, midrange servers, and services. The mainframe environment is fully redundant between OTech’s two data centers, including storage. Along with mainframe redundancy, customers also get disaster recovery (DR) built-in, because data is automatically replicated from one data center to the other. This

capability was significantly enhanced when OTech turned up much higher capacity connectivity between the sites.

In the midrange server environments, customers have various options for improving the availability of critical applications. These include, but are not limited to web load balancing, Server and Database clustering, virtualization, backup LPARs, and plain old application/equipment redundancy between sites.

There is always room for improvement in all areas of OTech service support and delivery. As part of the ongoing improvement process, OTech has partnered with an outside expert to analyze, evaluate, and make recommendations relative to OTech’s service areas and design. Look for additional upcoming improvements in redundancy as a result!



The Security Management Section at Work!

by Keith Parker and Debra Paschke
Security Management Section



Information is today's most sought after asset: this continues to be true as we enter into a new year. Whether it is corporate espionage or stealing personal data and money, cyber-crime is on the rise and it's everybody's responsibility and self-interest to protect these assets.

The Security Management Section (SMS) is responsible for Information Technology (IT) security within the OTech data center as well as the statewide data network(s): CSGnet and CGEN. Information security is the process of protecting the availability, privacy, and integrity of data. No security system is foolproof, but taking basic and practical steps to protect data is critical for good information security.

IT security threats are on the rise. In the second quarter of 2012, the Kaspersky IT Threat Evolution Report indicated detection of over one (1) billion threats and 89.5 million URLs serving malicious code.

Supporting the current IT infrastructure is exponentially more difficult than it was ten years ago. While supporting the hardware aspect of IT has gotten dramatically easier, supporting the rest of the IT infrastructure is much more difficult today than it was in the past. IT security faces increasingly complex configurations and environments in which customer services are delivered. Nearly all operating systems and applications use different security standards. Failures in IT security have far reaching consequences for OTech, ranging from interruption of service to loss of public trust.

In order to ensure system survivability and integrity, a "layered approach" to security architecture is applied to each customer system hosted at the data center, our shared services, and for staff. Prior to implementation of any system, each undergoes a rigorous review of system security requirements and architecture. OTech's SMS is responsible for programs designed to:

- Establish and manage a system of internal security standards, procedures, and controls that guide OTech's operation of its data centers and networks, and our customer's use of those services;
- Detect vulnerabilities within the data centers and work with the responsible parties to remediate;
- Respond to and manage security incidents when they occur; and
- Conduct periodic third party security risk assessments that evaluate the OTech physical, network, server, and application security controls as well as staff security awareness.

Make no doubt about it, the SMS is looking out for your cyber safety!



Defrag Project

by Jon 'Russ' Ray, Operations Hardware and Management Services Manager



The award winning Defrag Project at the OTech Data Center (Gold Camp) doubles the infrastructure capacity (power, cooling and server cabinet spaces) on the raised floor and rearranges (defrags) the data center layout/design to increase efficiencies of energy and space usage. This transformation, which began in 2008, is approximately

75 percent complete and is spearheaded by OTech Operations Hardware and Management Services (OHMS) and Facilities and Administrative Branch (FAB) in collaboration with external and internal OTech customers.

When the Defrag Project started in 2008, the mainframe-centric data center housed a large footprint of physical tape storage, support staff and office furniture. Since then:

- Staff and furniture were moved elsewhere and physical tape processing has almost been eliminated by the virtual tape system (VTS),
- Additional power and cooling infrastructure increased capacity from 1.8 MW to 3 MW (note: one (1) megawatt is a snapshot equivalent to electricity for 750 typical homes), and
- Floor space for server cabinets increased from ~500 to ~1000 (captured infill).

This was accomplished by equipment migrations, relocations, retrofits, upgrades and deployments of both data processing equipment and mechanical infrastructure. All platforms of OTech Managed Services are impacted, plus in-service, production equipment owned by 18 external client accounts requiring physical relocation (in increments of ½ server cabinet

up to 79 server cabinets each). Customer collaboration and cooperation have been key to our progress and is much appreciated.



To date, several industry 'Best Practice' energy efficiency efforts have been implemented, such as:

- Aligning a Hot Aisle/Cold Aisle configuration throughout the data center,
- Installing two environmental monitoring and control systems,
- Replacing end-of-life power and cooling infrastructure with energy-efficient upgrades,
- Installing airflow containment systems and chimneys to segregate air conditioned air from heat exhaust, and
- Installing overhead cabling ladders to improve subfloor airflow distribution.

Because of the energy efficiencies that will result from the Defrag project, American Recovery and Reinvestment Act (ARRA) grants and loans for energy efficiencies (30% improvement targeted) were awarded, and SMUD rebates were obtained. Although not yet complete, the project has already received recognition: the Best of California 2012 Green IT Award, and the Uptime Institute 2012 Green Enterprise IT Honorable Mention.

Here are the remaining items required to complete the Defrag Project:

- A few relocations of OTech Managed Service equipment (i.e., cabinets owned by an external customer)
- Additional installations of airflow containment systems and chimneys, and
- The procurement and deployment of additional UPS, electrical distribution and cooling equipment, to increase power and cooling capacity from 3 MW to 4 MW. This increase in capacity is required in order to accommodate standard OTech growth, additional customer platform migrations to Gold Camp, and new services, such as Cloud Computing.

OHMS, referencing industry governing bodies, is also working to create documented standards, procedures, policies, and improved databases for the management of the raised floor infrastructure. This information will pertain to the OTech Gold Camp and Vacaville Data Centers and will be made available to customers in 2013.

OTech Brings Solutions to Local Government

by Michael Ochoa, OTech Account Director



Last year, OTech and the City of Rohnert Park established a new “Government to Government” partnership to help the City of Rohnert Park leverage the OTech California Government Enterprise Network (CGEN) service offering, establishing OTech as the city’s Internet Service

Provider (ISP). Discussions first started in January of 2012, at a Northern Chapter Municipal Information Systems Association of California (MISAC) meeting held at the California Technology Agency (CTA) Training and Event Center in Rancho Cordova, California. After a tour of the OTech Gold Camp data center Rohnert Park CIO, Mr. David Rowley thankfully decided to ignore the common perception that the State couldn’t possibly be a viable alternative for local government business problems and to continue discussions to learn more about what OTech offers.

Mr. Rowley explained Rohnert Park had a multiyear contract with AT&T for ISP services that was due to expire at the end of the year and how the City was searching for a co-location disaster recovery site that he could trust, and how his City leadership was looking to him to provide advice on how Rohnert Park will enter the “Cloud” for the city’s computing needs. He asked if OTech would be able to help with any of this? In short, the answer was YES!

By the time the new 2012-13 fiscal year began, OTech and Rohnert Park were stepping through a deliberate CGEN discovery and planning process. As summer began, Rohnert Park had decided to have OTech become their ISP; by Thanksgiving of 2012, this was a done deal!

What about the other business problems presented that early January day in 2012? The solutions are on the way. Now that Rohnert Park has a connection to the State network, Disaster Recovery is now a possibility via OTech’s [Tenant Managed Services](#). As for Cloud Services...again, connections to OTech open them up to a portfolio of cloud services with choices that include: [California Email Services \(CES\)](#), [CA.Mail](#), [Server Based Computing \(SBCS\)](#), [List Serv](#) and [Secure File Transfer \(SFT\)](#). Finally, with the vision and leadership of OTech Director Ron Hughes, more cloud service choices for Rohnert Park and all OTech customers are on the horizon!

Thank you, David Rowley, and the City of Rohnert Park for the opportunity to prove that OTech is indeed a viable “government to government” solution for the IT communities in our California counties and cities. With partnerships like this, we hope to create a new perception of OTech and the services we provide; one satisfied customer at a time!

To learn more about OTech service offerings, contact your [OTech Account Lead](#). For more information about this article contact Michael Ochoa, OTech Account Director for Cities and Counties, 916-431-4274 or via email at Michael.Ochoa@state.ca.gov.



OTech's Major Maintenance Schedules and Event Calendar

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

JANUARY						
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		

FEBRUARY						
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		

MARCH						
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						

APRIL						
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				

Midrange Server Maintenance

- - Windows (Friday 1800 to Saturday 0100)
- - AIX (Sunday 0030 to 0430)
AIX (Sunday 0030 to 0730 on Feb 17)
- - 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

- - Cloud Conference (January 30, 8:00 a.m. - 5:00 p.m.)
- - 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. Each customer organization is assigned an Account Lead who is your advocate 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 necessary. If you have questions regarding any of the items in this newsletter or if you need assistance with OTech services, please call your Account Lead directly. To identify your Account Lead, [click here](#).