

DIR Shared Technology Services Outreach and Growth Webinar

NextGen Data Center Services (DCS) Overview
September 29, 2020





Agenda

2:02pm – Welcome, Introductions & Agenda – Neal Pierce, Capgemini

2:05pm – NextGen Data Center Services Overview – Tere Shade, DIR and Carrie Davie, Capgemini

2:45pm – External Portal – Neal Pierce, Capgemini

- Service Offerings and Requests
- Inter-Agency & Inter-Local Contracts
- Featured Service Offering(s) Of-The-Month

2:50pm – Email Subscriptions – Carrie Davie, Capgemini

NexGen Data Center Services (DCS)





DIR NextGen DCS Model

Customers

State Agency

State Agency

Local Government

K - 12 Education

Higher Education

• Market Place

• Service Management

• Customer Relationship Management

**Multi-Source Integrator
Cappemni**

• IT Business Management

• Operations Management

**Security
SAIC**

- Security Policies and Standards
- Privileged Access Management (PAM)
- Vulnerability Management
- Security Incident and Event Monitoring (SIEM)
- Active Threat Identification
- Security Incident Response Command

• Technology Planning

• Reference Architecture

**Technology Solution Services (TSS)
Deloitte**

• Solution Consulting

• Project Delivery

**TSS ADM
Deloitte**

- Application Development
- Application Maintenance
- Staff Augmentation

**Private Cloud
Atos**

- Managed Compute
- Managed LAN / WAN
- Operational Support
- Technical solutions
- Technical project delivery

**Public Cloud Mgr
Rackspace**

- Operational Support
- Technical solutions
- Technical project delivery
- Public Cloud Assessments

**Mainframe
Atos**

- Managed Mainframe
- Operational Support
- Technical solutions
- Technical project delivery

**Print Mail
Xerox**

- Managed Print & Mail
- Operational Support
- Technical solutions
- Technical project delivery

**Open Data
Portal
Socrata**

**Texas.gov
Deloitte &
Texas NIC**

**Managed
Security
Services
AT&T**

DCS components

STS components

Private Cloud, Computing Services & Facilities



DCS Texas Private Cloud, Computing Services and Facilities



The Texas Private Cloud provides server computing, data center facilities, and network management services for customers.

ATOS IT SOLUTIONS AND SERVICES, INC.

WHAT'S NEW: Several technologies will no longer be standard products (UNIX, and Solaris Supercluster). However, the Texas Private Cloud SCP will be providing alternative technology roadmaps and alternative solutions for customers.

Overall Value

TPC leverages advances in technology in the community cloud private data centers and positions customers towards standards and modern application design to ensure agile, flexible, cost effective solutions that leverage modern security controls.

How you benefit:

- Software Defined Data Center (SDDC) provides flexibility, scalability, and speed to value. SDDC allow for an easier evolution to DevOps that enables development teams
- Lower cost and higher quality infrastructure service

Choice

There are currently 3 service tiers available for servers in both consolidated and nonconsolidated locations.

How you benefit:

- Improved self-help through focus on Service Catalog
- Move to a Software Defined Network and Data Center for ease of service integration (e.g. improved DR, workload hosting selection, move to consolidated storage pricing)

Competitive Price

DIR's DCS technology strategy is to standardize Operating Systems and middleware to realize cost efficiencies.

How you benefit:

- Year over year reductions through automations, process improvements and cost-effective commodity product selection
- Consumption based Backup pricing
- Prorated managed services support pricing

Private Cloud Overview

- Initiate Service Evolution projects starting in transition and through October 2021
 - ▶ Implement a **Hyper Converged Infrastructure (HCI)** in the ADC/SDC
 - ▶ Implement a **Software Defined Data Center** that builds on SD LAN
 - ▶ Continuous improvement in **automation and orchestration self service** through Ansible, UIPath Mulesoft, Algosec, Vrealize Automation, Splunk – with a dedicated automation team
 - ▶ **Migrate workloads to HCI** in line with steady-state server refresh activities
 - ▶ **Migrate agencies to software defined network** within steady state year one
- **Continue consolidation** and virtualization of server workload to the CDCs
- **Continue consolidation of backup/restore** functions for workloads to a single tool (Avamar / Networker)
- Rationalize **Security and Compliance** solution against required controls
- **Datacenter** - Maintain two DIR data centers, in place, with replacement of incumbent facility manager (Ascent in place of Unisys)
 - Broad facilities management responsibilities of two existing DCs
 - Datacenter facilities leveraged to provide work facilities for all NextGen DCS SCPs
- Continuity of existing services (DBA, Middleware, File and Print, HIPS, etc..) while introducing new Services (CPA DRaaS, Enterprise Exadata, ESB)

Technology Solution Services (TSS)



DCS Technology Solution Services (TSS)



TSS provides DIR's customers with technical strategy management, solution design, and project delivery for DCS public and private cloud infrastructure. TSS will also provide managed application services to include application development, maintenance, and staff augmentation services for applications hosted in the DCS program's public and private clouds.

DELOITTE CONSULTING LLP

WHAT'S NEW: New Service Component Provider who will oversee and manage solution development driven by customer's requirements

Overall Value

TSS will assume Managed Application Services (MAS) that provide Application Development, Maintenance, and Staff Augmentation (Rate Card Resources), thereby replacing two current contracts.

How you benefit:

- Customer aligned Technical Advisory Services
- Legacy modernization consulting and services aligned to standards and industry best practices
- Establish optimal hosting strategy for each use case (public or private)

Choice

The new operational model for the DCS NextGen program is based upon the ability to provide a best in breed Service Delivery leveraging multi vendors to create an enhanced set of services.

How you benefit:

- Evolve services through Standard Product Architectures and Roadmaps while providing insight to industry trends

Competitive Price

- Application Development is paid on a project-based pricing per sprint.
- Application Maintenance is on a fixed price basis.
- Application Staff Augmentation is based on an agreed upon rate card.

How you benefit:

- Independent oversight of Program strategy and Customer solution to do what is in best interest of DCS Customers and the State
- Focus on viability of Cloud first strategies as part of Refresh and Technical Currency

Overview of Services to Deliver



Strategy Management

Cloud Assessments

Refresh and Technical Currency

Technology Planning

Reference Architecture Standards & Standard Products

Modernization Consulting

Solution Services

Solution Oversight and Management

Customer Technology Architecture

Project Management

Solution Architecture

Solution Architecture

Solution Architecture

Solution Architecture

Solution Architecture maintained by Tower SCP

Application Development & Maintenance

Application Development/Testing

Application Maintenance

Application Staff Augmentation Services

TSS Features



Customer Technical Architects

- This CTA role will be a crucial function to ensure the Customer technology needs are met and implemented in a manner consistent with the DCS program strategy direction while bringing Customer value.
- The CTA team will provide customers high level Rough Order of Magnitude (ROM) solutions at no additional cost within 5 business days. The ROM goal is to assist customers with quickly assessing the overall project effort and ROM costs to determine project feasibility.
- CTAs will be aligned to DCS designated agencies to advise, consult and guide agencies with DCS technology planning, refresh options and projects.

Modernization Consulting

- TSS will offer optional services to advise and support customers through the application modernization lifecycle. This includes application standardization, Disaster Recovery enhancements. Modernization services will be priced at the time the services are requested.

Cloud Assessments

- TSS will offer optional cloud assessments of customer's business applications, with recommendations on DCS cloud hosting options. These detailed assessments are offered on a price per server.

Security Operations Services



DCS Security Operations (SecOps) Overview



Security Operations Services is responsible for cybersecurity policies, oversight, and monitoring of the Data Center Services infrastructure.

SCIENCE APPLICATIONS INTERNATIONAL CORP. (SAIC)

WHAT'S NEW: Segregated independent SCP security operations and program oversight providing the highest security assurance.

Overall Value

Reduced risks to customers and SCPs by implementing a holistic security approach, including governance & the enablement of services extensible to all SCPs, infrastructure elements, & networks.

How you benefit:

- Independent security SCP setting DCS-wide security policies and standards
- Centralized access management, monitoring, and vulnerability analysis
- Enhanced security threat identification and resolution.

Choice

SecOps will set security policies to be implemented by operational SCPs instead of operational SCPs setting individual policies.

How you benefit:

- Enhanced security integration for solutions and providers.

Competitive Price

Security Operations costs will be allocated to customers consuming server, mainframe, public cloud and print/mail services.

How you benefit:

- Eliminate program redundancy with a single Enterprise security provider
- SecOps operations costs will be allocated to customers consuming server, mainframe, public cloud and print/mail services. SecOps cost will not be allocated to MSS or Microsoft O365 charges.

DCS Security Operations Core Services



Establish Rules and Environmental Controls

Security Policies and Standards

Privileged Access Management

Vulnerability Management Program

Identify and Lead Mitigation of Issues

Security Incident and Event Monitoring (SIEM)

Active Threat Identification

Security Incident Response Command

Provide Security Program Management

SecOps Features



Security Policies and Standards

- The SecOps engineers will provide independent representation to carry out DIR CISO policy expectations through setting and reporting of baseline standards across the DCS services.

Privileged Access Management (PAM)

- SecOps will provide a PAM tool and processes to track privileged IDs used to access services provided by DCS. This allows for centralized monitoring and the identification of ID-related vulnerability analysis

Vulnerability Management Program

- SecOps analysts will identify vulnerabilities by analyzing defined SCP-provided vulnerability scans, initiate mitigating actions as needed, and ensure the actions are followed through to closure

Security Incident and Event Monitoring (SIEM)

- SecOps Security Operations Center (SOC) analysts will leverage the SecOps SIEM for enterprise-level log aggregation and cross-tower correlation to assess and identify DCS services security threats

Active Threat Identification

- SecOps Security Operations Center (SOC) analysts will provide an active threat hunting role through proactive identification of active threats via analysis of SIEM events to identify threats and initiate mitigation as needed

Security Incident Response Command

- SecOps SOC analysts, leveraging the MSI major Incident management practices, will liaise with SCPs and DIR Customers are needed throughout the security incident management life cycle

DCS Security Operations Expertise



SAIC

- Prime supplier
- Brings SIEM and security operations expertise

Splunk

- Proven SIEM engine
- Providing proven, scalable Splunk SIEM as a Service capability

CyberArk

- Leveraging CyberArk implementation expert (Clango)

Print, Mail and Digitization Services



Print, Mail, and Digitization Services



Print, Mail, and Digitization Services include large, recurring, and one-time print jobs of various sizes and complexities that are sorted, inserted, and mailed, leveraging volume postal discounts. Contract will also allow for digitization of records for more efficient storage. Services are delivered from the state's Austin Data Center.

XEROX, CORP.

WHAT'S NEW: Provide customers the opportunity to create digital images for use by customer staff through the digital document management system and by constituents through Texas.gov's Texas by Texas (TxT) mobile application.

Overall Value

This contract seeks to reduce cost, infuse more flexibility into the program and modernize state agencies' paper-based practices through the introduction of a digital document management system.

How you benefit:

- New digital services
- Evolve service model to enable as-a-service pricing and performance delivery
- Increased capacity and improved productivity and quality

Choice

Price services according to the level of service provided (rather than one rate regardless of level of service) in order to allow customers to select service levels that meet their budgets.

How you benefit:

- New physical print and digital media options

Competitive Price

Incentivize customers to suppress printing jobs used by agency staff by providing cheaper digital document imaging services with a document management system capability.

How you benefit:

- Reduced cost for digital document management services
- Improved pricing tiers

Other Print Mail Elements



Digital Document Management

- Included in the cost of the digital image is a document management system for agencies to use internally. The purpose of the system is to assist agencies in suppressing manual print on reports that are currently couriered to agency employees.

Courier Service/Pick Up Window Option

- Austin customers that do not want to pay for courier services from the ADC to the agency's location, can take advantage of a Courier Service Pick Up Window.

Public Cloud Manager Services



DCS Public Cloud Manager

The Public Cloud Manager provides cloud computing operational support, technical and security assurances, and onboarding of public cloud services through AWS, Azure, and Google



RACKSPACE US

WHAT'S NEW: Industry leading view of Public Cloud service delivery with a focus on aligning the DCS Operating Model with Industry Best Practices. Leveraging Cloud Native tooling, the DCS Cloud Service model is poised to align to the value of Cloud Service Providers (AWS, Google, GCP) by evolving capabilities with investment in Service Evolution of the Public Cloud.

Overall Value

Expanded Public Cloud model to deliver IaaS, PaaS and SaaS services with products and tooling built for and within the Public Cloud to leverage the full benefits of Public Cloud services with the security assurances of DCS.

How you benefit:

- Technical and Security Program assurance of new and existing Services
- Expanded ability to leverage public cloud services
- Cloud center of excellence guidance and support

Choice

Full operational support for IaaS, PaaS and SaaS Offerings to meet the varying support needs by Agency

How you benefit:

- Leverage the best workload hosting strategy for each use case and find the right capability in the right platform at the right Service Tier based on Customer requirements
- Program that will keep pace with cloud service provider evolution of capabilities

Competitive Price

Reduce operating expense by automation, focus on proper service alignment and improved self service

How you benefit:

- Maximize Public Cloud advantage of capabilities and price inherent in Public Cloud use cases
- Standardized Instance Scheduling to turn on/off systems to reduce operating expenses within the Public Clouds
- Daily managed services support rates

Mainframe Services



DCS Mainframe Services



The Mainframe service provider provides compute, storage, database management and production operations for DIR's customers.

ATOS IT SOLUTIONS AND SERVICES, INC.

WHAT'S NEW: Implementation of a consumption-based financial model to allow customers to migrate off while not penalizing those continuing to consume the services (aka "last Customer standing"). Technology upgrade will provide enhanced performance at lower cost.

Overall Value

Consumption-based model and improved processing resiliency

How you benefit:

- Consumption-based pricing with fixed unit rates
- Improved processing performance, resiliency and technical currency via upgrade

Choice

Choice and capability to transform off or remain on Mainframe services

How you benefit:

- NextGen DCS model provides TSS advisory service to support Customer's transformation off the mainframe (evaluation and execution).
- Creates opportunity to migrate off the mainframe without impact to other customers

Competitive Price

Processor upgrade and consolidation provides lower, competitive price

How you benefit:

- Lower total cost of mainframe services
- Consolidated hardware platform provides significant savings

Financial Overview



NextGen DCS Financial Benefits



Enterprise

- Enhanced and modernized Services within existing FY21 appropriations at the Enterprise level and savings in FY22 and beyond
- One-time transition charges paid off within first two years

Private Cloud

- Fewer Resource Units more closely aligned with Public Cloud
- Volume-based discount pricing
- Consumption-based Backup pricing
- Pro-rated billing to account for mid-month start/stop of service

Print, Mail, Digitization

- Resource Units aligned with Service Levels
- Flat charges despite increasing labor and paper commodity cost increases

Security Operations & Technology Solution Services

- Enhanced Security, Strategy and Solutioning services funded from Private Cloud and Mainframe savings

Public Cloud

- Volume-based discount pricing
- Cloud Center of Excellence

Mainframe

- Enterprise cost reductions with platform refresh
- Fixed unit rates eliminate problem of 'last man standing' redistribution of fixed cost

Governance



STS Next Gen Governance Framework



Business Executive Leadership Committee

IT Leadership Committee

**Texas.gov
Solution Group**

TX.Gov Service Delivery
TX.Gov Technology
TX.Gov Issues

**Private Cloud/Mainframe
Solution Group**

Private Cloud Service Delivery
Private Cloud Technology
Private Cloud Issues
Network Service Delivery

**Public Cloud
Solution Group**

Public Cloud Service Delivery
Public Cloud Technology
Public Cloud Issues

**Print/Mail/Digitization
Solution Group**

Print/Mail Service Delivery
Print/Mail Technology
Print/Mail Issues

**Geographic Information Systems
Solution Group**

GIS Service Delivery
GIS Technology Planning
GIS Issues

**Contracts and Finance
Solution Group**

Finance/Invoice Service Delivery
Finance Technology
Finance/Contract Issues

**Technology Solution Services
Solution Group**

Technology Planning
Solution Services
App Dev/Maint.
Staff Augmentation

**Security
Solution Group**

MSS Service Delivery
Security Operations SD
Baseline Controls
Security Technology
Security Issues

Accessing more Info and/or Requesting Services on the STS Portal

Neal Pierce, Capgemini Multi-sourcing Services Integrator (MSI)





STS External Portal – Home Page

Visit DIR's **Shared Technology Services External Portal** <https://dirsharedservices.service-now.com/dir>

This online framework presents DIR STS Service Offerings with high-level views and additional drill-down details.

Although designed for prospective STS customers, including governance (city, county and state) and higher education, current customers (including those without internal portal credentials) may also view DIR STS Service Offerings.

DIR Shared Technology Services

Internal STS Portal Service Offerings Eligibility Tours

Welcome to Shared Technology Services

The mission of the [Texas Department of Information Resources \(DIR\)](#) is to serve Texas government by leading the state's technology strategy, protecting state technology infrastructure, and offering innovative and cost-effective solutions for all levels of government. You can use the buttons, to the right or below, to gather more information about some of our service offerings such as Data Center Services or Managed Security Services.

What is STS?

The objective of DIR's Shared Technology Services Program is to supply access to managed IT as a Shared Service, allowing Customers to focus on supporting their mission and business functions rather than directly managing IT services.

STS Values

- Diverse Technology Solutions - Meeting customer needs today while anticipating future demands through proven industry best practices and research.
- Assurance - Services are competitively procured with secure, reliable, and scalable

Search

Data Center Services (DCS)

Texas.gov

Managed Security Services (MSS)

Open Data Portal (ODP)

Texas.gov | [Subscribe to our mailing list!](#) | [Submit Feedback](#)

STS Service Offerings




Service Offerings with high-level views and additional drill-down details

Data Center Services (DCS)

Home Page




Print to Delivery



Your documents, by courier or digital delivery.

View Details

Print to Mail



Save on everything from paper to postage when sending mail.

View Details

Service Offerings Page

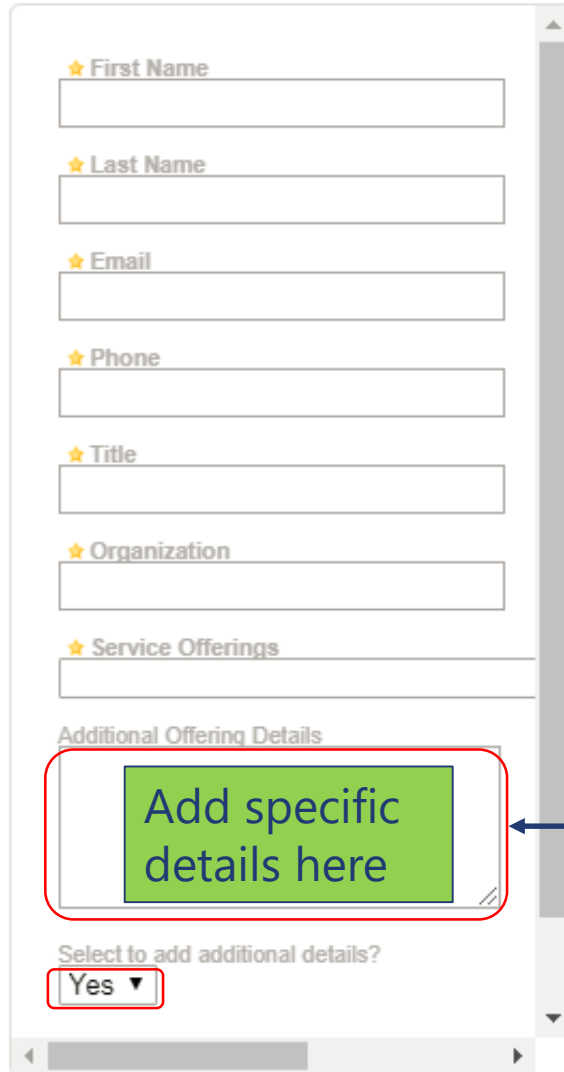


Categories

- [-] STS Service Offerings Catalog
 - [-] Data Center Services (DCS)
 - DCS Texas Private Cloud
 - DCS Public Cloud
 - DCS Print, Mail, and Digitization (...)
 - DCS Mainframe Services
 - DCS Technology Solution Service...
 - Enterprise Security Operations
 - Texas.gov
 - [+] Managed Security Services (MSS)
 - Open Data Portal (ODP)

Request More Information about Service Offerings

- Prospective Customers should submit requests for offering information at any drill-down.
- Current Customers should use the Internal Portal for an Service Level Agreement (SLA) Request For Solution (RFS).



★ First Name

★ Last Name

★ Email

★ Phone

★ Title

★ Organization

★ Service Offerings

Additional Offering Details

Select to add additional details?

Mandatory fields

- 
- Application Development
 - Application Maintenance
 - Backup as a Service
 - Digital Forensics
 - Disaster Recovery as a Service
 - Endpoint Management System
 - Intrusion Detection and Prevention Systems
 - Mainframe Services
 - Malware Detection and Prevention Systems
 - Managed Firewall and Web Application Firewall (WAF) Services
 - Microsoft O365 Subscription Services
 - Multiple Services
 - Penetration Testing
 - Print & Mail
 - Public Cloud Server and Storage Services
 - Risk and Cloud Compliance Assessments
 - Security Incident and Response Management Services
 - Security Information and Event Management (SIEM)
 - Security Operations Center (SOC)

Select Offering from within Pull-Down Menu

Add specific details here



Inter-Agency & Inter-Local Contracts Structure

Prior to receiving Shared Technology Services from DIR, all customers must sign either an Inter-Agency Contract (IAC) or an Inter-Local Contract (ILC)

Global IAC/ILC (Level 1)

Global, general terms that apply to all Shared Technology Services. **By signing**, the Customer gains general access to the Shared Technology Services program and may contract for one or more specific programs of service.

On the **Eligibility Page** of the STS External Portal

Program Terms and Conditions (Level 2)

DIR will provide separate terms for each program of service. Acceptance of the terms is communicated through an acceptance email to DIR, which enables the Customer to request a specific service or solution in the program.

Solution Terms (Level 3)

A specific request for service (RFS), including a solution design and cost estimate, which the Customer approves within ServiceNow ticket to execute the project or purchase.

Service Offering Of-The-Month

Each month STS Outreach and Growth promotes a Service Offering with

- Email Communication(s)
- Links to Service Offerings and Pertinent Publication(s)
- Webinar(s)

2018

- Oct = STS Overview
- Nov = Hybrid Cloud Services
- Dec = Managed Application Services

2019

- Jan = Data Center Services
- Feb = Texas.gov
- March = Open Data Portal
- April = Managed Security Services
(Security Monitoring & Device Mgt)
- May = Print Mail
- June = Managed Security Services
(Incident Response and Risk & Compliance)
- July = STS Video and MSI Overview
- Nov = MSS SPECTRIM
- Dec = DCS BUaaS/DRaaS

2020

- Jan = Texas.gov (NIC & Deloitte)
- Feb = Robotic Process Automation (Perspecta)
- April = MSS Incident Response (AT&T)
- May = Open Data Portal (Tyler Tech)
- June = MSS SPECTRIM S4L (AT&T)
= MSS Risk and Compliance (AT&T)
- July = Print Mail (Xerox)

Sept

= NextGen DCS (DIR & Capgemini)

- Oct = Technology Solutions Services (Deloitte)
- Nov = Public Cloud (Rackspace)
- Dec = Private Cloud & Mainframe Services (Atos)

2021

- Jan = MSS Security Monitoring & Device Mgt (AT&T)

STS Email Subscribers

Carrie Davie, Capgemini Multi-sourcing
Services Integrator (MSI)



STS Email Subscribers

Texas.gov |

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[Submit Feedback](#)



We encourage all current and prospective customers to subscribe to our Shared Technology Services newsletter to receive more information about the DIR STS Program.

Subscribers will receive 2-3 emails each month highlighting an “offering of-the-month” as well as invitations to monthly webinars.

- Only subscribers will receive webinar calendar invites.
- We use the same subscription box for email campaign and webinar invites – so no need to subscribe each month.

Marketing emails will include links to offerings and publications posted on the STS External Portal.

Email Subscription for Shared Technology Services News

Form fields for email subscription:

- First Name *: Neal
- Last Name *: Pierce
- Email *: neal.pierce@capgemini.com
- Job Title *: MSI Outreach and Growth Mgr
- Organization *: Capgemini

Submit



STS is powered by the following providers:



Contact Us

Neal Pierce

MSI Outreach and Growth Mgr

512-636-0706

Neal.Pierce@Capgemini.com

Carrie Davie

MSI Communications Mgr

512-914-6509

Carrie.Davie@Capgemini.com

Tere Shade

DIR Customer Service Director

512-463-4110

Terese.Shade@DIR.Texas.gov



Thank You!

