ADOA-ASET-IO DATA CENTER MOD SPACE REQUEST PROCESS

OCTOBER2016

REVISION HISTORY

REVISION #	DATE OF RELEASE	PURPOSE
v.1.0	10/14/2015	NEW PROCEDURE
v1.0	JUNE 26, 2017	PUBLISH

APPROVALS

NAME	ROLE	DATE
ALLAN GAZZA	IT INFRASTRUCTURE MANAGER, ASET-SDC	10/14/2016

PURPOSE

When a customer meets the current criteria (June 2017) to host physical hardware in the MOD space in the IO Data Center, certain criteria needs to be obtained to accurately provide a quote from CenturyLink.

INPUTS

- Agency/Board/Commission Name
- Customer Contact Name
- Customer Contact Phone number
- Customer Contact Email
- Address
- CenturyLink Tour
- CenturyLink Detailed Migration Plan

PROCESS

	IO Data Center	
Step	**Responsibility**	**Action**
1.	Agency	Contact CenturyLink Presales contacts for tour of IO Data Center and receive information on moving your agency servers, storage devices and other equipment. Tour attendee list & titles is required 24 hours prior to scheduled tour. **PRESALES CONTACTS** CHAD ROHNER STATE OF ARIZONA ACCOUNT MANAGER 602 512-2551 WK 480 577-1852 CELL CHAD.ROHNER@CENTURYLINK.COM CHAD COLBY STATE OF ARIZONA ACCOUNT MANAGER 602 512-2529 WK 480 560-1890 CELL CHAD.COLBY@CENTURYLINK.COM MICHAEL PHILLIPS SOLUTIONS ARCHITECT 602 865-0134 WK 602 451-6708 CELL MICHAEL.R.PHILLIPS@CENTURYLINK.COM

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2.	Agency	Bring Driver's license to security gate for check-in at vehicle entrance at IO Data Center, 615 N 48th St, Phoenix, AZ 85008
3.	CenturyLink Presales contacts	Conduct tour and provide information about IO Data Center.
4.	Agency	Prepare requirements for data center infrastructure (space/power and/or managed hosting). Based on equipment and that is being relocated to IO Data Center. In addition the agency should contact AZNet Service Desk and request an RFI ticket for IO relocation and the logical options. CenturyLink can provide Consulting/Assessment Services to gather required information. The following information is needed for a data center infrastructure quote: • Rack elevation drawing(s) • Equipment bill of materials and/or existing equipment inventories • Equipment power requirements • Structured cabling description/cut sheet • WAN connectivity requirements • Intra data center connectivity requirements • Specific physical security requirements
5.	Agency	Review logical connections that are available from your agency to IO Data Center through ADOA. See Image 1 below for Logical connection paths. IMAGE 1
6.	Agency	Submit their requirements To CenturyLink requesting a quote for Data Center Services at IO Data Center.
7.	CenturyLink Presales contacts	Prepare the Quote and SOW, resubmit back for agency approval.

8.	CenturyLink Presales contacts/Agency	CTL TO PREPARE THE TASK ORDER FOR EXECUTION.
9.	CenturyLink Presales contacts/ IT Infrastructure Manager	Send Task order over to ADOA-ASET-EIC for processing.
10.	Agency	Contact AZNet II Support desk at AZNETSUPPORTDESK@azdoa.gov to create a ticket for your move. • AZNet II will assign a Project Manager. • AZNet II will follow their internal process for provisioning the DWDM equipment to support your connection.
11.	CenturyLink Presales contacts	**REVIEW CENTURYLINK RESPONSIBILITIES WITH AGENCY.** All power circuits, receptacles, modules, WAN cross connects, and intra data center cross connects must be purchased from and installed by CenturyLink. Intra data center cross connects are free. WAN cross connects have a monthly recurring fee that is in addition to the monthly WAN circuit cost. WAN cross connect prices vary with the circuit type and bandwidth. Only CenturyLink can install data center infrastructure components (Cages, Cabinets, Racks, Ladders, PDUs, etc.) in the IO Data Center and there is a one-time charge for installation. If a customer uses another vendor besides CenturyLink for structured cabling, the customer must pay CenturyLink the remote hands hourly support rate to oversee the cabling install.
12.	CenturyLink Presales contacts	**Review Customer Responsibilities with Customer.** • WAN circuit connectivity has to be ordered separately through AZNet and can be purchased and installed by various carriers. All WAN circuits terminate at the IO Data meet-me-room. From the meet-me-room cross connects are run to the customer's space. • Customers can purchase data center infrastructure (Cages, Cabinets, Racks, Ladders, PDUs, etc.) from CenturyLink or buy their own. • Customers can buy their structured cabling from CenturyLink or another vendor. • CenturyLink can provide installation services for all existing or new network equipment (CPE). • Any new network equipment that is needed for the data center has to be ordered separately through the Network Equipment and Services contract.
13.	Agency	Identify any additional **Data Center services** that your agency would like quoted. **COLOCATION - THIS WILL BE DONE THROUGH ADOA** **MOD SPACE** • Space, Power

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		- Data Center Infrastructure – Cages, Modules, Cabinets, Racks, Ladders, PDUs, etc. - WAN and Intra Data Center Connectivity - Physical Security - Security Cameras **REMOTE HANDS (GOLD HANDS) - CENTURYLINK** - CROSS CONNECT MAINTENANCE - ROUTINE MIGRATION AND UPGRADE SERVICES - SERVER INSTALLATION - SOFTWARE INSTALLATION AND SUPPORT - TELCO SUPPORT - SERVICE DESK/ADAPTIVE DESK CENTURYLINK CAN PROVIDE INSTALLATION SERVICES FOR ALL EXISTING OR NEW NETWORK EQUIPMENT (CPE).
14.	Agency	Identify any additional **Consulting services** that agency would like quoted. **DATA CENTER** - MIGRATION AND CLOUD READINESS ASSESSMENT - MIGRATION GAP ANALYSIS - MIGRATION CONSULTING - INFRASTRUCTURE ASSESSMENT - APPLICATION PERFORMANCE ASSESSMENT - DATA CENTER MIGRATION PROGRAM (DCMP) – ACTUAL MIGRATION - INFRASTRUCTURE OPTIMIZATION ASSESSMENT - INFRASTRUCTURE OPTIMIZATION PROGRAM **CLOUD** - ADVANCED CLOUD ON-BOARDING SERVICE **DATA CENTER SECURITY** - NETWORK VULNERABILITY ASSESSMENT AND PENETRATION TESTING - IT RISK AND CONTROLS ASSESSMENT - DLP ASSESSMENT - WEB APPLICATION VULNERABILITY ASSESSMENT AND PENETRATION TESTING - PCI READINESS & REMEDIATION **DATA CENTER DISASTER RECOVERY** - DISASTER RECOVERY-AS-A-SERVICE - BUSINESS IMPACT ANALYSIS - RESILIENCY READINESS & CAPABILITY ASSESSMENT - DR ENABLEMENT - DR AUDIT & FAILOVER TESTING - DRAAS IMPLEMENTATION
15.	CenturyLink Post Sales Contacts	After contract is executed reach out to CenturyLink Post Sales contacts: **COLOCATION AND PORTAL SUPPORT TEAM**

		800 884-3082 COLO.SUPPORT@CENTURYLINK.COM **DATA CENTER OPERATIONS TEAM** PH1_OPERATIONS@CENTURYLINK.COM **JOSEPH COKENS** CENTURYLINK DATA CENTER OPERATIONS MANAGER PH1 360 649-3016 WK JOSEPH.COKENS@CENTURYLINK.COM **JAMES NGUYEN** DATA CENTER OPERATIONS TECHNICIAN 602 374-1114 X94960886 JAMES.NGUYEN@CENTURYLINK.COM **JAQUAY REED** DATA CENTER OPERATIONS TECHNICIAN 602 374-1110 WK JAQUAY.REED@CENTURYLINK.COM

OUTPUT

EXIT CRITERIA
TBD

EXTERNAL REFERENCES:
TBD

ADDITIONAL CONSIDERATIONS/ASSUMPTIONS
N/A

STAKEHOLDERS
CENTURYLINK, ADOA-ASET-EIC

SLR CONSIDERATIONS
N/A

PROCEDURE ATTRIBUTES
- Procedure Owner: ADOA-ASET-SDC - IT Infrastructure Manager
- Review Cycle: 360 days

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- Stakeholders for Approvals and Changes: ADOA-ASET-SDC

REVISION NUMBER	REVISION DATE	RESPONSIBLE PERSON FOR REVISION	REASON OF REVISION
1.0	10/14/2016	ALLAN GAZZA	NEW DOCUMENT

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