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| **Attendees: Y/N/R/P (yes/no/phone)** | | | | | |
| Y | \*Chris Unnewehr | P | Matthew Grant - CH | P | Chris Gray - HC |
| Y | \*Chuck Brown – 90/10 | Y | John Abretske - AG | Y | Suresh Pallamreddy - ED |
| N | \*Gary Heller - EV | Y | Jennifer Pittman-Leeper - AD | Y | Suzan Tasvibi-Tanha – Managed Svcs./EIC |
| Y | \*Jennifer Dvorak | Y | Marcy Rangel - CC | P | Zach Kartchner- CH |
| P | \*Joe Nicoletti - DC | Y | Neil Karaczan – Managed Svcs./EIC | Y | Peter Henning - JC |
| P | \*Mike Collins - GM | Y | Jason Barajas – Managed Svcs. |  |  |
| N | \*Mike Upchurch - HC | Y | Matt Hanson - AD |  |  |
| N | \*Owen Zorge - MA | Y | Karen Ziegler - AD |  |  |
| Y | \*Pam Dreyer - EIC |  |  |  |  |
| Y | \*Robert Fisher - EIC |  |  |  |  |
| P | \*Roger Baune - PS |  |  |  |  |
| Y | \*Sally Grimm - DE |  |  |  |  |
| N | \*Sandip Dholakia - RV |  |  |  |  |
| N | \*Tami Price - DT |  |  |  |  |

AZNet II – Voice & Network Oversight Committee Meeting Minutes 4/12/2018

Meeting: Planning and Discussion Sessions Minutes: Laura Flores

Location: Big Horn Conference Room Call in #: (877)820-7831 Participant# 874672

100 N. 15th Ave, 4th Floor

\*Denotes a voting member.

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| **Agenda:** |  |
| Introductions | * Performed |
| SIP Transition (Bob F) | * Suzan communicated the SIP model was introduced prior, but the State decided not to proceed as it would have cost roughly $1 Million more. This is no longer the case. The total Monthly future cost would be $53,862.70. * Bob went through the pricing model - current local monthly cost is $91,093.49. Total projected local monthly cost savings is $37,230.79. We selected CenturyLink is the carrier. * Bob explained from the customer center side nothing will be noticed as far as changes. Shared INFRA will notice a price difference of going down. * Angel explained it would provide more stability. * SIP processing is much faster in turn up and disconnects. * Bob spoke to long distance agencies will see savings, but since its billed-on usage Bob provided an estimate. * Suzan spoke to SIP billing allows more visibility to the user behavior when making unapproved calls. |
| WebEx Storage (Bob F.) | * Bob communicated our current space allocation on WebEx server - 50GB \* Current utilization is @ 80%. * Tami Price inquired what happens when she hits the limit will her recording stop recording. Bob and Steve K communicated that the recording will continue to record even if you hit your limit, Tami at that time would need to move the recordings locally to free up the space. These are the devices that the ADOT ATT circuits passed through on over to 1510. Marcy offered to provide instructions to walk through the process. * Expansion was discussed for capabilities up to 1TB @ additional $1000.00 x 27 Months = $27,000.00 for a one-time charge. * Recommendations * Each Agency should follow their own retention schedules * Recordings should be downloaded for long term storage * Instructions are located on the AZNet or Cisco web page(s) * <https://aset.az.gov/aznet-ii-arizona-network> * <https://collaborationhelp.cisco.com/article/en-us/napa89j> |
| Shared Hosted Data Center (Allan) | * Allan spoke to the IO Data Center Updates * 1920 RU being built out in 4 server rows * 480 RU available now, remaining being configured now * 4th Server row cabinets installed   Fiber Connections   * 144 additional fiber ports to MMR installed on diverse paths * Direct ADOA owned fiber hand-off to DC-1 raised floor space - 24 strands on diverse paths * Direct ADOA owned fiber hand-off to DC-7 Network Modular - 96 strands on diverse paths * All fiber meets stringent Tier 1 & Tier 2 testing * Data Center Specifications * Data Center specifications written to include the following specifications: * All fiber infrastructure is tested to Tier 1 & Tier 2 standards to avoid future connectivity issues. * All fiber infrastructure including patch cords are cleaned and scope tested until passing results are achieved. Cyxtera also required to perform this on any State of Arizona connections. * All fiber is required to be fusion spliced. No unicam or hand polished fiber accepted. * Standardized Parts list * GrayBar will carry inventory of common parts used by the State of Arizona at IO Data Center so there will be no lead time on receiving parts. Parts list to be available soon for all agencies of in-stock products. (Includes Panduit fiber cassettes, Quicknet panels, fiber cleaners, patch cords, and other high use items) * Let me know if there are other items your agency orders frequently. |
| AZNet III Timeframe | * Pam spoke to the AZNet III RFP Timeline. We already had our kick off meeting. * Suzan spoke to those on the phone to think outside of the box on what they envision for this new contract. |
| Carrier Metro Optical Ethernet (MOE) Hosts - Current | * Cox - Two hosts * Phoenix 500M bandwidth profile/10G interface * Tucson 500M bandwidth profile/1G interface * CenturyLink - Three hosts * Phoenix IO 1G bandwidth profile/10G interface * Phoenix 206 2G bandwidth profile/10G interface - No change * Tucson 1G bandwidth profile/1G interface * Level 3/CenturyLink - Two hosts * Phoenix 1G bandwidth profile/10G interface - No change * Tucson 1G bandwidth profile/1G interface - No change * Zayo (formerly known as Electric Lightwave formerly known as Integra) * Phoenix 100M bandwidth profile/1G interface * Tucson 500M bandwidth profile/10G interface |
| Carrier Metro Optical Ethernet (MOE) Hosts - New | * Current bandwidth is not sufficient to support the needs of agency remotes.  Orders placed to increase bandwidth profile. The path is to increase the circuits when they hit over 70 percent utilization. * Cox orders in progress to increase from 500M to 2G bandwidth profile on 10G interface (Phoenix IO & Tucson) * Total monthly increase to Shared INFRA is $699.00 (excluding taxes and fees) * CenturyLink orders in progress to increase from 1G to 2G bandwidth profile on 10G interface (Phoenix IO & Tucson) * Total monthly increase to Shared INFRA is $2,520.00 (excluding taxes and fees) * Level 3 1G bandwidth profile on 10G interface - no change.  Currently working with CenturyLink Team to acquire more information on the merger and what the future entails of the existing Level 3 infrastructure. * Zayo orders in progress to increase from 500M to 1G bandwidth profile on 10G interface (Phoenix IO & Tucson). * Total monthly increase to Shared INFRA is $1,718.00 (excluding taxes and fees) |
| Hosted Mainframe Services Operations (Suzan) | * Suzan spoke of the transition of ADOA Mainframe workload to IBM zCloud in place of Patrick. * Transition began on July 7th to be able to retire our on-premise equipment and will see cost savings as well as performance improvements. * Schedules had to be redone due to jobs completing much more quickly. * ADOA Mainframe Workload to IBM zCloud – results * First full business day of processing; Monday January 22, 2018 * Realized Benefits: * Support Staffing – IBM bench strength brings in depth support * Mainframe process that were taking weeks are now running in days * 400%+ Overall performance increase due to upgraded processor and storage systems. * ADOA /ASET Operational budget stability * Business Continuity Services * Disaster Recovery site no longer in Phoenix * Robust network capability for Business Continuity * Available staffing for any recovery scenarios and long term recovery * Hardware and Software currency (N-1) thus eliminating the need for Capital Expenditures for newer processors, storage and software.   + ***Successfully transitioned current ADOA Mainframe Operational environment to IBM***     - 19 ADOA employees rebadge to IBM employees to ensure continuity of service to agencies.     - Rebadged employees relocated to IBM Phoenix office   + ***Network between ADOA and Boulder established November 2017***   + ***Mainframe Disk Storage Data Replicated December 4, 2017***   + ***First Dry run accomplished December 11th, 2017***   + ***Second Dry Run accomplished January 7th, 2018***   + ***All Mainframe agencies transitioned to production environment in Boulder on January 21st, 2018.***   + ***Successfully transitioned current ADOA Mainframe Operational environment to IBM***     - 19 ADOA employees rebadge to IBM employees to ensure continuity of service to agencies.     - Rebadged employees relocated to IBM Phoenix office   + ***Network between ADOA and Boulder established November 2017***   + ***Mainframe Disk Storage Data Replicated December 4, 2017***   + ***First Dry run accomplished December 11th, 2017***   + ***Second Dry Run accomplished January 7th, 2018***   + ***All Mainframe agencies transitioned to production environment in Boulder on January 21st, 2018.***   + ***uccessfully transitioned current ADOA Mainframe Operational environment to IBM***     - 19 ADOA employees rebadge to IBM employees to ensure continuity of service to agencies.     - Rebadged employees relocated to IBM Phoenix office   + ***Network between ADOA and Boulder established November 2017***   + ***Mainframe Disk Storage Data Replicated December 4, 2017***   + ***First Dry run accomplished December 11th, 2017***   + ***Second Dry Run accomplished January 7th, 2018***   + ***All Mainframe agencies transitioned to production environment in Boulder on January 21st, 2018.***   + ***Successfully transitioned current ADOA Mainframe Operational environment to IBM***     - 19 ADOA employees rebadge to IBM employees to ensure continuity of service to agencies.     - Rebadged employees relocated to IBM Phoenix office   + ***Network between ADOA and Boulder established November 2017***   + ***Mainframe Disk Storage Data Replicated December 4, 2017***   + ***First Dry run accomplished December 11th, 2017***   + ***Second Dry Run accomplished January 7th, 2018***   + ***All Mainframe agencies transitioned to production environment in Boulder on January 21st, 2018.***   + ***Successfully transitioned current ADOA Mainframe Operational environment to IBM***     - 19 ADOA employees rebadge to IBM employees to ensure continuity of service to agencies.     - Rebadged employees relocated to IBM Phoenix office   + ***Network between ADOA and Boulder established November 2017***   + ***Mainframe Disk Storage Data Replicated December 4, 2017***   + ***First Dry run accomplished December 11th, 2017***   + ***Second Dry Run accomplished January 7th, 2018***   + ***All Mainframe agencies transitioned to production environment in Boulder on January 21st, 2018.***   + ***Successfully transitioned current ADOA Mainframe Operational environment to IBM***     - 19 ADOA employees rebadge to IBM employees to ensure continuity of service to agencies.     - Rebadged employees relocated to IBM Phoenix office   + ***Network between ADOA and Boulder established November 2017***   + ***Mainframe Disk Storage Data Replicated December 4, 2017***   + ***First Dry run accomplished December 11th, 2017***   + ***Second Dry Run accomplished January 7th, 2018***   + ***All Mainframe agencies transitioned to production environment in Boulder on January 21st, 2018.*** |
| IBM Hosted Mainframe Contractual Update | * Jason spoke to the update * Customer Impacting * ○ Amendment 1: * IBM will monitor the Control-M Enterprise Manager including AHCCCS and HRIS open system processing. * ○ Amendment 2:   + IBM will measure Software Currency to be at N or N-1 per the State’s directive as part of the Task Order SLR’s * Non-Customer Impacting * ○ Amendment 1:   + IBM will be supplied State Employees actuals from 08/31/17 payroll to assist in rebadging process * ○ Amendment 2:   + To align with the acceptance of IBM’s exceptions SLR Factor was adjusted to the agreed upon 150%. |
| Adobe (Heather) | * Heather spoke to the low adoption of Adobe and is looking at a different approach to bring these numbers up. Heather has been holding stakeholder’s meetings on the project renewal and performing demos for justifiable replacements. * Heather provided the Adobe Timeline and she is working on buying programs. * The adobe contract is two contracts – creative cloud suite and the other is e-signature. * All Adobe applications in the Creative Cloud Suite and Adobe Sign (e-Signature) are available statewide * Adobe Sign (4/1/16 - 4/11/18) * Total Sent: 9309 * Canceled or Rejected: 622 * In Process: 392 * Completed: 7636 * Expired: 659 * Unique Senders: 119 * Our goal is bringing the adoption numbers much higher through education and training. |
| Round Table and Adjourment | * There was a question asked if agencies could place their own switches into our IO Data Center. Suzan stated no as it would cause conflict with our current switches. |

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| **New Action Items:** | | | |
| **#** | **Action Items** | **Responsible Party** | **Due** |
|  | Provide additional information on Webex | Bob/Marcy | TBA |