



Georgia's Data Center Consolidation

I'm Just the Messenger, Folks

- **GTA – Georgia Technology Authority**
- **GSCCCA – Georgia Superior Court Clerks' Cooperative Authority**
- **By statute, GSCCCA is specifically exempt from technical oversight and contracting.**
- **As such, the GSCCCA data center consolidation story is **quite** boring.**
- **BUT – The State of Georgia has a good story to tell, and we wanted to present it on their behalf**

I Promised I Wouldn't Say Anything Bad



Video Clip:

Governor's Announcement

Full Video:

http://gta.georgia.gov/00/article/0,2086,1070969_110066443_127824071,00.html

Over 4 million notification letters since 2005



March 27, 2006

Dear retirement system member/retiree,

The Georgia Bureau of Investigation (GBI) is investigating an incident in which an intruder broke into state computers through the Internet in late February 2006. The Georgia Technology Authority (GTA) discovered the illegal access shortly after it occurred and notified the GBI.

We understand that the intruder got into a GTA computer which contained confidential information about state employees and pension payees on record with the state Employees' Retirement System (ERS). This information includes names, Social Security numbers and bank account information used for direct deposit of pension checks.

You are receiving this notice because your information was on the computer that was compromised.

At this point we have no evidence that confidential information was read, downloaded or used in any manner. No one has reported any problems to GTA or ERS. The GBI is continuing its investigation.

The break-in did not alter pension benefits or records. Monthly checks will be processed and delivered on schedule. All payroll and pension records are intact.

As a precaution, we advise you to watch your banking and credit accounts for any indication that someone else is using your personal information. You may wish to monitor the use of your personal information by regularly requesting a credit report. Please see the back of this page for details.

If you believe you have experienced identity theft or unauthorized use of your personal information, please inform your local law enforcement officials.

We regret the concern and any inconvenience this situation may have caused you. We take very seriously our responsibility to protect information entrusted to the state. We want to assure you that we are

The Need for Consolidation

- **State IT operation was, historically, not well run**
- **Underinvestment and poor project management**
 - Result being that equipment and processes were often outdated before they were installed.
- **Disconnect between business needs and IT solutions which often cost millions of dollars**
- **Numerous risks to the security of the state's data and real risks to the day-to-day operations of state government**



In Their Own Words

Video Clip:

Technology Change

Full Video:

http://gta.georgia.gov/00/article/0,2086,1070969_110066443_169164231,00.html

More than Just Consolidation

- **Privatized state IT operations in 2009**
 - Infrastructure services with IBM
 - Managed network services with AT&T
- **State was carrying too much risk, not keeping up with changing technology**

**Technology is not a core competency
of government**



Georgia's Technology Transformation

- **14 full-service infrastructure service customer agencies**
 - Infrastructure services with IBM
 - \$873 million over 8 years with two, one-year renewal options
 - Delivering and managing mainframe, servers, print, service desk, end-user computing, disaster recovery and data security
- **1,400 managed network service customers statewide**
 - Managed network services with AT&T
 - \$346 million over 5 years with two, one-year renewal options
 - Delivering and managing wide area network, local area network and voice
- **Savings of \$181 million over the life of both contracts**

It's Not for Everyone Though

- **Participation was required for some agencies, voluntary for others**
- **Some agencies that were originally in-scope were withdrawn**
 - Sometimes, an agency's unique business requirements cause it not to be a good "fit" for consolidation
 - The technical college system of Georgia is one such example, but their interaction with local communities and non-profits made it a poor fit.



Money Isn't Everything.

- **Cost Savings was Not the Most Significant Factor**
 - Goal was keeping everything revenue neutral for agencies during the first year
 - Savings will be realized after year three, but this was not the primary business driver

Major Accomplishments

- **Consolidated 21 help desks into a single help desk providing 24/7/365 support for the first time**
- **Established the state's first enterprise disaster recovery program**
 - 3 DR exercises completed to date
 - State's ability to recover mission-critical systems improves with each exercise
- **Implemented consistent backup and recovery**
 - Metrics provided by agency to track progress
 - 97% success rate, target is 99.5%

Major Accomplishments To Date

- **Migrating and consolidating agency servers at state-of-the-art data center**
- **Replacing old servers and end-user computers**
 - Upgraded 100 end-of-life and chronically failing servers in 2010
 - Upgraded almost 5,000 desktops and laptops in 2010; targeted to upgrade more than 8,000 in 2011
- **Re-engineered state's wide area network for greater speed and security**
 - Capacity increased 100%
 - Full failover capability for the first time

Consolidating Assets

- **GTA uses VMWare for Consolidation**
- **Migration from older servers to quad or hex core IBM x-series servers**
- **Actual number of assets to be removed from service is hard to predict**
 - Regulatory concerns
 - Licensing issues (Oracle)



Questions?

- For more information, you may contact Steve Nichols at GTA directly
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