

**OFFICE OF THE STATE CIO**  
**IT POLICY LETTER**

NUMBER:

**ITPL 10-14**

SUBJECT:

**DATA CENTER ASSIGNMENTS AND CONSOLIDATION**

**EMPHASIS:** Closure of Non-Tier III-Equivalent Data Centers and Server Rooms

DATE ISSUED:

October 29, 2010

EXPIRES:

Until Rescinded

REFERENCES:

Government Code Section 11545  
Chapter 404, Statutes of 2010  
Public Contract Code Section 1102  
State Administrative Manual Sections 4819.2, 4982.1, 4982.2, and 6560  
Statewide Information Management Manual Sections 05A, 67A, and 67B  
Information Technology Policy Letter 09-04

ISSUING AGENCY:

OFFICE OF THE STATE CHIEF  
INFORMATION OFFICER

**Note: Agency<sup>1</sup> Chief Information Officers (Agency CIO) and Department CIOs are requested to forward a copy of this Information Technology Policy Letter (ITPL) to your Project Management Office and Information Technology (IT) Project Managers.**

**DISTRIBUTION**

Agency Secretaries  
Department Directors  
Agency Chief Information Officers  
Department Chief Information Officers

**PURPOSE**

The state has a compelling need to consolidate IT services and operations to minimize overlap, redundancy, and cost in state operations. Accordingly, the purpose of this ITPL is to announce:

- Changes to state policy regarding consolidation of Executive Branch IT computing facilities and Data Center assignments.
- Associated planning and reporting requirements, including new content and updates to existing content of the State Administrative Manual (SAM) and the Statewide Information Management Manual (SIMM).

**BACKGROUND**

Within the authority of Government Code Section 11545, the Office of the Chief Information Officer (OCIO) has responsibility and authority for the establishment and enforcement of state IT in California State Government. Chapter 404, Statutes of 2010 ([AB 2408](#)) specifies that mission critical and

<sup>1</sup> When capitalized, the term “Agency” refers to one of the state’s super Agencies such as the State and Consumer Services Agency or the Health and Human Services Agency. When used in lower case, the term “agency” refers to any office department, board, bureau, commission or other organizational entity within state government. Within this ITPL, “agency” and “department” are used interchangeably.

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public facing applications transition to Tier III data centers designated by the OCIO, and that all other existing server rooms are to be closed by June 2013. In addition, Chapter 404 has specified data center square footage reductions of 25 percent by July 2010 and 50 percent by July 2011.

An IT Facilities Consolidation Workgroup was formed with the goal of closing all existing server rooms that house non-network equipment by June 2013. This will be accomplished by consolidating server rooms into Tier III-equivalent data centers. This action will improve IT efficiency, effectiveness, agility, security and reliability while reducing costs and energy usage.

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**POLICY AND  
PROCEDURE**

It is the state's policy to transition out of non-Tier III data centers and server rooms and to end upgrades during the transition, unless there is an emergency. The following is the state's policy for determining an agency's Tier III-equivalent facility assignment:

1. The Hawkins Data Center serves as the Tier III-equivalent facility for the Department of Justice. Agencies assigned to other state-designated Tier III-equivalent facilities whose official business requires access to the data contained in the California Criminal Justice Information System's (CJIS) data repositories, including those agencies utilizing the California Law Enforcement Telecommunications System (CLETS), shall access CJIS serviced data repositories and CLETS through the Hawkins Data Center.
  2. The Department of Water Resources Data Center serves as the Tier III-equivalent facility for the Natural Resources Agency and its associated departments.
  3. The Franchise Tax Board (FTB) Data Center serves as the Tier III-equivalent data center for the FTB.
  4. The following Office of Technology Services (OTech) facilities serve as the Tier III-equivalent Data Centers for all other agencies in the state:
    - a. The OTech Gold Camp Data Center serves as the production data center for the Executive Branch. In addition, the Gold Camp Data Center manages services and provides disaster recovery services to all state agencies not identified in 1, 2, and 3 above.
    - b. The Federated Data Center (FDC) located at the OTech Gold Camp facility serves as a physically partitioned-off Data Center shared by agencies.
    - c. The OTech Vacaville Data Center serves as a disaster recovery site with a secondary role as a production data center.
    - d. Any other Tier III-equivalent facility designated by the OCIO.
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To facilitate timely completion of consolidation activities:

1. The OTech Customer Owned Equipment Managed Services (COEMS) is discontinued. COEMS customers shall transition to one of the state's Tier III-equivalent facilities previously referenced.
2. Departmental server rooms will be closed by June 30, 2013.
3. New applications, server refreshes, storage replacements, and new virtualization clusters shall be located at a state Tier III-equivalent facility.
4. Agencies shall review all IT projects that are in progress in order to plan transition of servers and storage to a state Tier III-equivalent facility.
5. The Computer Room Construction policy and requirements established in ITPL 09-04 remain in effect.
6. Facility upgrades for server rooms designated for shutdown are limited to emergencies. Agencies shall utilize the approval procedures described in ITPL 09-04.

As a reminder, "Emergency" as defined in Public Contract Code 1102 is a "sudden, unexpected occurrence that poses a clear and imminent danger, requiring immediate action to prevent or mitigate the loss or impairment of life, health, property, or essential services". The SAM Section 6560 specifies that emergency expenditures cannot exceed \$25,000, unless approved by the Department of Finance.

Section 4982.1 of the SAM will be updated to include the policy changes previously described. An advance copy of the SAM Section 4982.1 update is included in this ITPL as Attachment A.

To facilitate planning, transition, and reporting activities, and determining data center assignments, the IT Facilities Consolidation Workgroup has developed a Data Center Consolidation Survey and Assessment (S&A) which is added to the SIMM as Section 67.

The S&A follows an agency's progress in developing and executing a migration plan and tracking progress against the plan through five levels: 1) Preparation, 2) Assessment/Baseline, 3) Planning, 4) Migration and Consolidation, and 5) Completion.

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The S&A must be submitted to your OCIO PMO representative in accordance with the following schedule:

| Level And Description  | Date       |
|--|------------|
| 1 – Preliminary planning activities and assigning resources            | 10/30/2010 |
| 2 – Inventory systems, facilities and infrastructure                   | 12/31/2010 |
| 3 – Develop migration/consolidation plan to meet OCIO directives       | 3/31/2011  |
| 4 – Migrate/Consolidate in process for systems and data center closure | 3/30/2012  |
| 5 – All targeted data centers have been closed                         | 6/28/2013  |

A listing of PMO Managers and Principals and their departmental assignments can be found at the OCIO Web site located at: [http://www.cio.ca.gov/Contact\\_Us/staff\\_assignments.html](http://www.cio.ca.gov/Contact_Us/staff_assignments.html).

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#### APPLICABILITY

All state agencies under the direct executive authority of the Governor's Office are required to comply with this policy, and is applicable to state owned, leased and contracted IT facilities.

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#### SAM AND SIMM CHANGES

The SAM Section 4819.2, Definitions, will be updated to include definitions for: (1) Emergency; (2) Federated Data Center; (3) Network Equipment; (4) Public Facing Application; (5) Server Room; (6) Tier III-equivalent Data Center; and (7) Virtualization. In addition, the SAM Section 4982.1 will be updated to include the policy changes previously discussed. Finally, the SAM Section 4982.2 will include minor name changes to the items concerning "Data Center Financial Management" and "Exchange of Data Between Data Centers". An advance copy of the SAM updates is included as Attachment A.

"[Mission Critical](#)" is defined on the Office of Information Security Definitions Web page.

The SIMM, located at [http://www.cio.ca.gov/Government/IT\\_Policy/SIMM.html](http://www.cio.ca.gov/Government/IT_Policy/SIMM.html), has been updated to include the following changes:

- **SIMM 05A, Required IT Reports and Activities** – Updated to include the instructions and timeframes for submitting completed S&A Progress Report Templates to the OCIO PMO.
- **SIMM 67, Data Center Consolidation Survey and Assessment** – Added the S&A User Guide and Frequently Asked Questions, and the S&A Progress Report Template as SIMM Sections 67A and 67B.

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#### CONTACT

Questions concerning this policy should be directed via email to Carol Kelly, Project Director, Consolidation, Office of the State Chief Information Officer at [carol.kelly@state.ca.gov](mailto:carol.kelly@state.ca.gov).

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**SIGNATURE**

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Teri Takai,  
Chief Information Officer  
State of California

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## State Administrative Manual Changes

### 4819.2 DEFINITIONS

(Revised xx/10)

**Emergency:** A sudden, unexpected occurrence that poses a clear and imminent danger, requiring immediate action to prevent or mitigate the loss or impairment of life, health, property, or essential public services". SAM Section 6560, specifies that emergency expenditures cannot exceed \$25,000, unless approved by the Department of Finance.

**Federated Data Center:** A centralized Tier III-equivalent data center providing participating state departments the ability to operate their own environment with a degree of independence in the overall management of their server infrastructure. Federated Data Center (FDC) services will evolve to provide, at a minimum, shared network, storage, and backup infrastructures. Additionally, agencies can plan utilization of the FDC as a disaster recovery site.

**Network Equipment:** Equipment facilitating the use of a computer network. This includes routers, switches, hubs, gateways, access points, network bridges, modems, firewalls, and other related hardware and software.

**Public Facing Applications:** Any web-facing application designed and delivered with the intent of access by individuals or organizations over the public internet. Public facing applications are exposed to the broadest base of potential users (e. g. citizens), and are accessed via a web-browser.

**Server Room:** Any space that houses computer operations. Such computer operations could utilize mainframes, servers, or any computer resource functioning as a server.

**Tier III-Equivalent Data Center:** Data Center facility consisting of multiple active power and cooling distribution paths; however, only one path is active. The facility has redundant components and is concurrently maintainable providing 99.982% availability.

**Virtualization:** A framework or methodology of dividing the resources of a computer into multiple execution environments, by applying one or more concepts or technologies such as hardware and software partitioning, time-sharing, partial or complete machine simulation, emulation, quality of service, and many others.

**For information only, the following are defined within the Office of Information Security's ["Definitions" Web page:](#)**

**Mission-Critical Applications.** Applications that support business activities or processes that could not be interrupted or unavailable for the Recovery Time Objective (RTO) defined by the agency without significantly jeopardizing the organization.

Related terms: Critical Application, Recovery Time Objective (RTO)

**Mission Critical Activities.** The critical operational and/or business support activities (either provided internally or outsourced) required by the organization to achieve its objective(s) i.e. services and/or products.

**Mission Critical Business Functions.** The critical operational and/or business support functions that could not be interrupted or unavailable for more than a mandated or predetermined timeframe without significantly jeopardizing the organization. An example of a

business function is a logical grouping of processes/activities that produce a product and/or service such as Accounting, Staffing, Customer Service, etc.

Related Terms: Critical Business Function, Essential Functions, Critical Resources

#### **4982.1 DATA CENTER CONSOLIDATION AND DETERMINATION OF AGENCY DATA CENTER ASSIGNMENTS**

(Revised xx/10)

It is the state's policy to transition out of non-Tier III data centers and server rooms and to end upgrades during the transition, unless there is an emergency. The following policy shall be used to determine an agency's Tier III-equivalent facility assignment for services, and to ensure consolidation activities proceed timely:

1. The Hawkins Data Center serves as the Tier III-equivalent facility for the Department of Justice. Agencies assigned to other state-designated Tier III-equivalent facilities whose official business requires access to the data contained in the California Criminal Justice Information System's (CJIS) data repositories, including those agencies utilizing the California Law Enforcement Telecommunications System (CLETS), shall access CJIS serviced data repositories and CLETS through the Hawkins Data Center.
2. The Department of Water Resources Data Center serves as the Tier III-equivalent facility for the Natural Resources Agency and its associated departments.
3. The Franchise Tax Board (FTB) Data Center serves as the Tier III-equivalent data center for the FTB.
4. The following Office of Technology Services (OTech) facilities shall serve as the Tier III-equivalent Data Centers for all other agencies in the state:
  - a. The OTech Gold Camp Data Center serves as the production data center for the Executive Branch. In addition, the Gold Camp Data Center manages services and provides disaster recovery services to all state agencies not identified in 1, 2, and 3 above.
  - b. The Federated Data Center (FDC) located at the OTech Gold Camp facility serves as a physically partitioned-off Data Center shared by agencies.
  - c. The OTech Vacaville Data Center serves as a disaster recovery site with a secondary role as a production data center.
  - d. Any other Tier III-equivalent facility designated by the OCIO.
5. To facilitate timely completion of consolidation activities:
  - a. The OTech Customer Owned Equipment Managed Services (COEMS) is discontinued. COEMS customers will transition to one of the state's Tier III-equivalent facilities previously referenced.
  - b. Departmental server rooms will be closed.
  - c. File and print services in the greater Sacramento area will be consolidated.
  - d. New applications, server refreshes, storage replacements, and new virtualization clusters shall be located at a state Tier III-equivalent facility.
  - e. Agencies shall review all IT projects that are in progress in order to plan transition of servers and storage to a state Tier III-equivalent facility.

- f. The Computer Room Construction policy and requirements established in ITPL 09-04 remain in effect.
  - g. Facility upgrades for server rooms designated for shutdown will be limited to emergencies. Agencies shall utilize the approval procedures described in ITPL 09-04.
6. Agencies shall use the Data Center Consolidation Survey and Assessment (S&A) included in SIMM Section 67, and will be reported to the OCIO PMO in accordance with the timeframes and submittal instructions included in SIMM Section 05A.

## **4982.2 POLICIES FOR DATA CENTER MANAGEMENT**

(Revised xx/10)

Note: With the exception of Data Center Financial Management, SAM Section 4982.2 remains unchanged. The change to Data Center Financial Management is as follows:

**Data Center Financial Management**—See SAM Section 6780 for the financial management policy applicable to the Office of Technology Services.

**Exchange of Data Between Data Centers**—The exchange or transfer of data between data centers by intercoupling or telecommunications shall be made only with the approval of the OCIO. Requests for approval to exchange or transfer data between data centers must contain programmatic justification and describe how the exchange or transfer will be accomplished. The request must also clearly describe what safeguards will be established to provide data confidentiality and security in compliance with SAM Sections 5300-5399, Security and Risk Management Policy.

This section does not prohibit the transmission of data from the Department of Motor Vehicles to the Hawkins Data Center in order to obtain vehicle registration and driver license data for criminal justice purposes, or the transmission of data between centers in the same state agency.