## TA 14-04:  Enterprise Firewall Replacement

**ATTENTION: Department of Technology Network Customers**

**ACTION REQUESTED: Validate Network Connectivity to OTech**

**DUE DATE: February 15, 2014**

## Background:

On January 12, 2014, OTech implemented firewalls to provide network routing functionality for disaster recovery services between the Gold Camp and Vacaville Data Centers. During that change window, temporary firewalls were installed and used to validate the network changes and secure the network. The original firewalls remained in place during the January 12, 2014 change in the event of a roll back.

## Next Steps:

With validation completed on the test firewalls, OTech will make identical network configuration changes on the original firewalls and place them back into production during this upcoming preventative maintenance window.

The work will be done on Sunday, February 16, 2014, from 4:00 a.m. to 7:00 a.m.  Customers will lose connectivity for approximately 15 minutes within this timeframe.

## Due Date:

The requested action below should be completed no later than the specified date.

## Requested Action:

We recommend completing the following steps:

1. Validate your network connectivity to the Gold Camp Data Center services no later than February 15, 2014.
2. Validate your network connectivity again between 7:00 a.m. and 8:00 a.m. on Sunday, February 16, 2014. If you encounter a connectivity issue during this time, call 1-866-277-4013, participant code 105923.
3. If you encounter connectivity issues after 8:00 a.m. on Sunday, February 16, 2014, call the Service Desk at (916) 464-4311 to open an incident report.

## Contact:

If you have questions or need further clarification, please contact your OTech Account Lead. If you are unsure who your Account Lead is, please use the Account Lead Lookup, or call the Customer Delivery Division at (916) 431-5476.