



Tech Alert

from the **Customer Delivery Division**
"Your Gateway to OTech Services"

TA 14-11: CalCloud Service Launched

ATTENTION: All OTech Customers

ACTION REQUESTED: Information Only

DUE DATE: CalCloud Launched July 10, 2014

Introduction:

The Office of Technology Services (OTech) is pleased to announce the launch of our new CalCloud service offering. CalCloud, the State of California's private cloud solution, is up and running as of today, July 10, 2014. The CalCloud service is a public/private partnership between IBM and OTech. It will provide our customers with all of the advantages of cloud services while ensuring the integrity of the data by housing it in the state's data centers in Sacramento and Vacaville.

Despite the service not being on-line until today, demand for the services provided in CalCloud has been strong. Many customers have already submitted their Service Requests to take advantage of this new service. To meet this initial demand, customers will be migrated to CalCloud in a phased approach. Some customers have already begun the onboarding process, while others will be contacted by their Account Lead to schedule a meeting with the CalCloud team, to begin the onboarding process. During the onboarding process, customers will receive training on the use of the CalCloud portal, a user's guide and administrative log in credentials.

To learn more about this new service offering, please visit the CalCloud information home page at <http://www.servicecatalog.dts.ca.gov/services/future/calcloud/overview.html>.

Features and Benefits:

CalCloud is a private cloud located at the OTech data centers in Sacramento and Vacaville. CalCloud customers will have the ability to rapidly provision services through the self-service portal and will have on-demand access to a shared pool of configurable resources that will be released with minimal effort or interaction.

CalCloud's shared virtual infrastructure will eliminate the need for capitalized expenditures and will allow customers to realize significant cost savings, compared to physical server environments. Additional features, such as Disaster Recovery for mission critical systems, options on how your Storage and Backups are configured and options for additional memory will also be available through the portal.

Requested Action:

To sign up for CalCloud services or to begin the onboarding process, please contact your Account Lead.

When:

As of July 10, 2014, CalCloud is in production and ready to begin onboarding customers.

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.

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