

	FY2015 - FY2017	FY2017 - FY2019	FY2019 - FY2021	
<b>Business Strategies</b>	<p><b>Where We Are Now</b></p> <p><b>Business</b></p> <p>WaTech business model, capabilities and culture are evolving. Will focus on earning our customers' trust and confidence.</p>			<p><b>Where We Are Going</b></p> <p><b>WaTech: Trusted Broker of IT Services</b></p> <ul style="list-style-type: none"> <li>WaTech business model transforms from utility service provider to a broker and value-added provider of cloud and other IT services</li> <li>Agencies choose WaTech because of our unique qualifications, reliable products and unparalleled level of service, support and accountability</li> </ul>
<b>Enterprise Apps &amp; Data</b>	<p><b>Change the Way We Work Together</b></p> <ul style="list-style-type: none"> <li>Enhance our working experiences</li> <li>Build a diverse workforce of the future</li> <li>Build a new identity for Washington's central IT organization</li> </ul> <p><b>Modernize Applications</b></p> <p><b>Data is State's Core Asset</b></p> <p><b>Modernize Infrastructure</b></p> <p><b>Transform Our Customer's Experience</b></p> <ul style="list-style-type: none"> <li>Provide the technical foundation that enables agencies to focus on their highest value</li> <li>Become the supplier of choice for state agencies</li> <li>Be intentional with customer relationships</li> </ul> <p><b>Leverage the Cloud</b></p> <p><b>Anytime, Anywhere</b></p> <p><b>Security and Privacy</b></p> <p><b>Execute With Excellence</b></p> <ul style="list-style-type: none"> <li>Increase accountability and trust with stakeholders</li> <li>Simplify; increase reliability and resilience</li> <li>Continuous improvement is paramount</li> </ul> <p><b>Optimize Data Centers</b></p> <p><b>Continuity of Service</b></p>			<p><b>Continuous Modernization of Apps and Data</b></p> <ul style="list-style-type: none"> <li>Modern application and data platforms enable systems to be updated on a continual basis rather than once every decade</li> <li>Data is the core asset of the state and is managed in a sustainable, accountable manner – driving advances in quality, authority and accessibility</li> </ul>
<b>Endpoint Computing</b>	<p><b>Enable the Mobile Workforce – Enhanced MDM + BYOD</b></p> <ul style="list-style-type: none"> <li>Provide leadership to move mobility strategy from only phone management to true anytime, anywhere computing.</li> <li>Enhance MDM products and policies to support mobile application gateway, consumer-grade devices and BYOD</li> </ul> <p><b>Managed Desktop Services + Virtual Desktop</b></p> <ul style="list-style-type: none"> <li>Managed desktop service marketed to small agencies</li> <li>Virtual desktop infrastructure expanded to new customers</li> </ul> <p><b>Expand Managed Desktop Services</b></p> <ul style="list-style-type: none"> <li>Virtual Workspace access from any device</li> <li>Enterprise Mobile Mgmt - BYOD fully supported</li> <li>Secure remote access from personal devices</li> </ul> <p><b>Office 365 – Planning and Preparation for Hybrid Integration</b></p> <ul style="list-style-type: none"> <li>Planning to migrate State to cloud versions of e-mail, messaging, conferencing, collaboration</li> <li>Hybrid cloud/on-premises infrastructure</li> <li>Identity management (EAD) maintained on-premises, but enhanced and extended in hybrid, single tenant architecture</li> <li>Upgrade existing on-premises email system to Exchange 2016 to prepare for hybrid integration</li> </ul> <p><b>Office 365 Enterprise Migration</b></p> <ul style="list-style-type: none"> <li>Execute enterprise project to migrate WaTech's email, SharePoint, and Skype for Business services to the Office 365 cloud services</li> <li>Identity management (EAD) maintained on-premises, but enhanced and extended in hybrid, single tenant architecture</li> <li>Agencies procure appropriate licenses for Office 365 and Enterprise Mobility Suite prior to migration</li> <li>Many agencies will move file stores to OneDrive for Business – assuming the product meets State security standards and records retention rules</li> <li>Leverage WaTech "Cloud Highway" for secure, flexible, high-performance connectivity</li> </ul> <p><b>Mobility is Fully Integrated Into Support Strategy</b></p> <ul style="list-style-type: none"> <li>Mobility is just another aspect of client and network support</li> <li>Services expect to support diverse clients and networks</li> <li>WaTech leads the evolution of policies and standards for usage and security</li> <li>Universal, common client computing experience: State employees can seamlessly move between any client type and network</li> </ul>			<p><b>Mobile Computing is Mainstream</b></p> <ul style="list-style-type: none"> <li>Mobility is the norm - State IT resources available to authorized employees anytime, from anywhere, on any device, including personally owned devices</li> <li>More desktops become virtual enhancing mobility and resilience</li> </ul> <p><b>Services Keep Pace with Rapid Change</b></p> <ul style="list-style-type: none"> <li>Office and enterprise productivity apps integrated with cloud services to deliver greater agility and value</li> <li>Service rates remain market competitive</li> </ul>
<b>Compute &amp; Hosting Platforms</b>	<p><b>Private Government Cloud (IaaS)</b></p> <ul style="list-style-type: none"> <li>Highly secure, on-premises infrastructure</li> <li>Increased agility and speed of provisioning</li> <li>Automated processes reduce overhead, improves quality and reliability</li> <li>Tiered service levels and predictable pricing</li> </ul> <p><b>Public Cloud Brokerage &amp; Hybrid IT</b></p> <ul style="list-style-type: none"> <li>Public clouds are aggregated and integrated to deliver a secure, high performance cloud platform</li> <li>Pre-configured network and security infrastructure streamlines provisioning, reduces customer learning curve</li> <li>WaTech strategically sources services and manages contracts with cloud providers</li> <li>Leverage WaTech "Cloud Highway" for secure, flexible, high-performance connectivity</li> </ul> <p><b>Private Cloud 2.0 Enhanced IaaS Features</b></p> <ul style="list-style-type: none"> <li>Disaster Recovery; Advanced load balancing</li> <li>Automated replication</li> <li>Advanced security and compliance</li> <li>Lower cost storage</li> </ul> <p><b>Managed Web Platform Service</b></p> <ul style="list-style-type: none"> <li>Web site development</li> <li>Fully managed platform and hosting</li> </ul> <p><b>Enhanced Storage Performance and Enabling Technologies</b></p> <ul style="list-style-type: none"> <li>Expanded use of enterprise solid-state drives to enable VDI and Hosted Virtual Workspaces</li> <li>Software Defined Storage; assess integrated public cloud platforms</li> </ul> <p><b>Platform-as-a-Service (PaaS) – Big Data Analytics</b></p> <ul style="list-style-type: none"> <li>Application (aPaaS) and database (dbPaaS) hosting platforms.</li> <li>Enhancement to WaTech IaaS cloud, hybrid, or brokered</li> <li>Evaluate demand and TCO for Linux on System z</li> <li>Platform support for Big Data analytics</li> </ul> <p><b>Hybrid Data Processing Environment</b></p> <ul style="list-style-type: none"> <li>Software-as-a-Service solutions enabled through enterprise single-sign-on</li> <li>Cloud Transaction Processing via hybrid PaaS</li> <li>Mainframes downsized but still viable</li> </ul> <p><b>Expand and Enhance Brokered Services</b></p> <ul style="list-style-type: none"> <li>Add additional brokered services</li> <li>Continue to improve efficiency – automate more workflows</li> <li>Regular upgrades to integrate innovative new features and technologies</li> </ul> <p><b>Hosted Virtual Workspaces as a Service</b></p> <ul style="list-style-type: none"> <li>Enhance WaTech Private Cloud to support Virtual Workspaces as a Service</li> <li>Server-based virtual workspaces; virtual applications; enterprise app stores</li> <li>Multi-tenant security and administration</li> <li>High availability, enables robust state-wide business continuity (BC)</li> <li>Potential state-wide savings – defer PC replacements or replace with low-cost thin clients</li> </ul> <p><b>Emerging Storage Technology and Innovation</b></p> <ul style="list-style-type: none"> <li>Public clouds to range integration</li> <li>Seamless data mobility between WaTech platforms and cloud partners</li> <li>Take advantage of storage innovations to reduce costs and to increase capacity, speed, security and agility</li> </ul> <p><b>Expand to New Markets</b></p> <ul style="list-style-type: none"> <li>Make services available to non-SGN customers as authorized by RCW and contracts</li> </ul>			<p><b>Hybrid IT - Flexible, Value-Focused Services</b></p> <ul style="list-style-type: none"> <li>Platforms and products are sourced for best performance, agility and value</li> <li>Some services provided on premises, others are brokered, and others are a hybrid of the two, whatever meets customer needs best</li> <li>WaTech cloud customers seamlessly manage server workloads running in the private or public cloud environments from a single management console</li> <li>More desktops are virtualized for ease of administration and anywhere, any device access</li> <li>Multiple high-availability and disaster recovery options available for self-provisioning</li> <li>Cloud model allow for more rapid innovation and addition of new features</li> <li>WaTech designs services so they can be used by any customer group authorized by RCW and contracts – this is especially important for non-SGN custom groups</li> </ul>
<b>Networks</b>	<p><b>Network Operational Improvements – Performance, Resilience, Capacity</b></p> <ul style="list-style-type: none"> <li>Improved network operations &amp; management processes</li> <li>Develop network consolidation plan; allocated costs</li> <li>Network extended to remote site for BC/DR</li> <li>Assess requirements for 40GbE, 100GbE</li> <li>Incorporate software-defined networking for IaaS</li> <li>Evolve network to improve resilience – eliminate points of failure</li> <li>Comprehensive DR planning and exercises</li> <li>Network optimized for cloud workloads, VDI, video</li> </ul> <p><b>Cloud Enablement – Highway to the Cloud: Secure, private network and cloud hub service that connects multiple cloud providers to the State Government Network</b></p> <p><b>Capacity planning and management; capacity expands to meet demands of high-bandwidth apps (e.g. Big data, cloud, video, OneDrive)</b></p> <ul style="list-style-type: none"> <li>End-to-end performance monitoring and diagnostics, including extended segments to cloud providers</li> </ul> <p><b>Emerging Network Technology and Innovation</b></p> <ul style="list-style-type: none"> <li>Experiment with self-healing networks, automated recovery and Software Defined Networking</li> <li>Experimenting with Fixed-Mobile Convergence (Wired/WiFi/4G), and multivendor protocols</li> <li>Assess new technologies to optimize bandwidth</li> </ul> <p><b>IPv6 Phase 1 – Enterprise Plan and Security</b></p> <p><b>Enterprise IPv6 Transition – All WaTech and customer's networks and applications move off of IPv4 to IPv6 network addressing</b></p> <p><b>Voice / Data Network Convergence – Transition all telephone systems to Voice over Internet Protocol (VoIP)</b></p> <p><b>WaTech Wi-Fi Service Refreshed</b></p>			<p><b>Networks Managed as Critical State Asset</b></p> <ul style="list-style-type: none"> <li>State network extended to strategic cloud partners</li> <li>All state-wide networks managed consistently end-to-end, even extended segments to cloud providers</li> <li>All networks transitioned to IPv6 for optimal compatibility and security</li> <li>All digital and analog telephone systems transitioned to Internet protocols</li> </ul>
<b>IT Security &amp; Asset Protection</b>	<p><b>New and Enhanced Security Capabilities</b></p> <ul style="list-style-type: none"> <li>Statewide Mobility Support</li> <li>Web Application Firewall</li> <li>Statewide Discovery Tool Service</li> <li>Statewide Anti-Virus Service</li> <li>Statewide Data Loss Prevention</li> </ul> <p><b>Enhanced Identity &amp; Access Management</b></p> <ul style="list-style-type: none"> <li>Expanded single sign-on</li> <li>Identity synchronization</li> <li>Automated user provisioning</li> <li>Credential Management</li> <li>Design for Office 365 and Azure Active Directory integration</li> </ul> <p><b>Integrated Cloud-Based Identity Services</b></p> <ul style="list-style-type: none"> <li>Cloud identity management service is used to enable single sign-on where it is cost-effective and provides the necessary levels of security, integration and manageability</li> </ul> <p><b>Efficient, Resilient Data Centers</b></p> <ul style="list-style-type: none"> <li>OB2 data center vacated and shutdown by July 2015</li> <li>SDC space built-out as agency consolidations continue</li> <li>SDC offers competitive colocation rates &amp; services</li> <li>Quincy DR site fully integrated with SDC</li> <li>Move Spokane node site to Quincy DR site</li> <li>Offer remote hands and smart hands services in both SDC and Quincy</li> <li>Enhanced two factor access controls</li> <li>Assess readiness for major earthquake and mitigate findings</li> </ul> <p><b>Facilitate Data Center Consolidation</b></p> <ul style="list-style-type: none"> <li>Finish space in SDC data hall #2 to serve demand from new public agency customers</li> <li>Enable colocation customers to easily integrate or migrate to WaTech managed services</li> <li>Continue assisting state agencies with consolidation to the State Data Center</li> </ul> <p><b>Audited Compliance With Standards</b></p> <p>SDC security and operations audited and documented, compliant with appropriate standards, e.g. SSAE16 SOC2, IRS, HIPAA</p> <p><b>Consolidate DR and High-Availability to Quincy Site</b></p> <ul style="list-style-type: none"> <li>Implement appropriate DR and high-availability for WaTech services not previously covered; Mainframe DR relocated, if practical</li> <li>Upgrade Quincy network for high availability</li> <li>Assist customer with DR planning, acquiring appropriate services, from cold stand-by to full hot/hot load-balanced high availability</li> </ul> <p><b>Culture Shift – Resilience First</b></p> <ul style="list-style-type: none"> <li>Culture shift from recovery after outage to continuous availability and resilience</li> <li>End-to-end monitoring and automated recovery for critical infrastructure</li> <li>Fully integrated BC/DR plan; disciplined execution</li> <li>Relationships with emergency mgmt. agencies</li> <li>HA/DR integrated to all critical WaTech services</li> <li>WaTech collaborates with customers to ID dependencies &amp; integrate plans</li> </ul>			<p><b>WA. State's Data and IT Assets are Secure</b></p> <ul style="list-style-type: none"> <li>Identity and Access Mgmt is at the core of every enterprise system and will remain staunchly under state control - seamlessly integrated with select cloud services</li> <li>Sophisticated security capabilities at multiple levels, protecting state assets on prem and in cloud</li> </ul> <p><b>State's Critical IT Operations are Protected</b></p> <ul style="list-style-type: none"> <li>Secure, efficient, resilient data center facilities</li> <li>No longer paying for obsolete data centers</li> <li>Compliant, high-value services provided</li> <li>The State Data Center is the best option for state agencies to streamline their own IT operations</li> </ul> <p><b>Continuity of Government IT is Assured</b></p> <ul style="list-style-type: none"> <li>Resilience first – culture of continuous availability</li> <li>WaTech provides leadership for state IT DR</li> <li>WaTech services share an integrated BC/DR plan</li> <li>Long-term presence in remote site, integrated with SDC; resilient infrastructure and services for DR and high-availability.</li> </ul>