

DIR Shared Technology Services Outreach and Growth Webinar

Texas Private Cloud (TPC) and Mainframe

March 24, 2021



Agenda:



2:02pm – Welcome, Agenda & STS Overview – Neal Pierce, Capgemini

2:05pm – Texas Private Cloud – Harold Gilchrist, Atos

2:30 pm – Customer Experience – Janalee Paiz, OPUC

2:37 pm – Customer Experience – Doug Fox and Brian Braden, ASU

2:45pm – Mainframe – Bobby Bruner, Atos

2:50pm – External Portal – Neal Pierce, Capgemini

- Service Offerings and Requests
- Inter-Agency & Inter-Local Contracts
- Featured Service Offering(s) Of-The-Month

2:55pm – Email Subscriptions – Carrie Davie, Capgemini

DIR Shared Technology Services Model



Multi-sourcing Services Integrator (MSI)

- Marketplace
- Service Management
- Business Management
- Operations Management
- Customer Relationship Management

Data Center Services

- Texas Private Cloud (TPC)
- Public Cloud Manager (PCM)
- Mainframe Services
- Technology Solution Services (TSS)
- Print, Mail, & Digitization

Texas.gov

- Constituent Payment Portal
- Texas by Texas Digital Assistant
- Identity Solutions

Managed Security Services

- Device Monitoring
- Incident Response
- Assessments

Open Data Portal

- Official State Repository of Publicly Available Electronic Data

DIR Shared Technology Services: Data Center Services



Multi-sourcing Services Integrator (MSI)

Capgemini

- Marketplace
- Service Management
- Business Management
- Operations Management
- Customer Relationship Management

- Privileged Access
- Policies & Standards

DCS Security Operations

SAIC

- Active Threat Identification
- Security Incident and Event Management

- Technology Planning
- Reference Architecture

Technology Solution Services (TSS)

Deloitte

- Solution Consulting
- Project Delivery

Application Services

Deloitte

- Application Development
- Application Maintenance
- Legacy Modernization
- Staff Augmentation

Private Cloud

Atos

- Managed Server Compute
- Managed LAN/WAN
- Data Center Facilities

Public Cloud Manager

Rackspace

- AWS, Azure, Google
- Managed Cloud Services
- Email O365
- Geographic Information Systems

Mainframe

Atos

- Managed Mainframe Services

Print Mail

Xerox

- Managed Print & Mail
- Digitization
- Document Management System

Texas Private Cloud

Harold Gilchrist, Atos
Chief Technology Officer





Trusted Partner for your Digital Journey

110,000
headcount

73
countries

Atos

Local
presence,
Global
strength

Strong
Digital
credentials

Automation
powered
services



Serving enterprises and institutions in over 73 countries across 30+ different industries



110,000 employees
digital-ready workforce



Strategic preferred partnerships with leading industry players such as Siemens, Google, AWS, Dell Technologies, Microsoft



Innovation-powered services: 5000+ Patents and 9 Customer Innovation Centers around the world



Worldwide IT Partner of the Olympic Games since 2001



DCS Private Cloud, Computing Services and Facilities

The Texas Private Cloud will provide server computing, data center facilities, and network management services for DIR's government customers.

ATOS IT SOLUTIONS AND SERVICES, INC.

WHAT'S NEW: Several technologies will no longer be standard products (UNIX, and Solaris Supercluster). However, the Texas Private Cloud SCP will be providing alternative technology roadmaps and alternative solutions for customers.

Overall Value

TPC leverages advances in technology in the community cloud private data centers and positions customers for standards and modern application design ensuring agile, flexible, cost effective solutions leveraging modern security controls.

How you benefit:

- Software Defined Data Center (SDDC) provides flexibility, scalability, and speed to value. SDDC allows for an easier evolution to DevOps that enables development teams
- Lower cost and higher quality infrastructure service

Choice

There are currently 3 service tiers available for servers in both consolidated and nonconsolidated locations.

How you benefit:

- Improved self-help through focus on Service Catalog
- Move to a Software Defined Network and Data Center for ease of service integration (e.g., improved DR, workload hosting selection, move to consolidated storage pricing)

Competitive Price

DIR's DCS technology strategy is focused on standardizing Operating Systems and middleware to realize cost efficiencies.

How you benefit:

- Year over year reductions through automations, process improvements and cost-effective commodity product selection
- Consumption based Backup pricing
- Prorated managed services support pricing

Private Cloud, Computing Services & Facilities

Scope of Services



Data Center
Services

Data Protection
Related
Services

Storage Related
Services

Compute
Related
Services

Network
Related
Services

Security
Related
Services



Backup as a Service (BUaaS)

Backup as a Service (BUaaS) is intended for non-full-service customers who only need their data protected. This is an incremental service and enables the agency to continue doing their server administration with the added benefit of knowing their data is protected

Cost Effective

Atos provides an Avamar/Networker client for installation on eligible customer servers

- Backups occur “over the wire” and replicated between the two DCS Data Centers (ADC & SDC)
- Data is maintained onsite in the two data centers with no need for tape restoration in the event of data recovery or full disaster recovery
- Atos supports the backup schedule and customers can view reports to ensure their server data is protected

Atos offers an optional Dark Capacity service that provides agencies with a virtual server to recover data in the event of a disaster

- Currently supporting Windows and Linux with plans to add AIX

Customer Experience





Private Cloud On-boarding Journey

OPUC (Office of Public Utility Counsel)

Janalee Paiz – Director of Administration

Where the Journey began for OPUC:

- OPUC had a support change with their then 3rd party provider.
- The reason Atos and The Private Cloud was the answer and route for OPUC; a smaller agency with 12 Full Time Employees with multiple responsibilities.

Atos and the Program provided:

- Security
- Stability
- Reliability
- Established processes, options, services (time savings, cost savings, planning savings).

Key Areas in the Journey for OPUC:

- Onboarding process and Program Management
- Change Management – all changes are approved, set days for patching, Ad-Hoc patching, or changes coordinated and communicated



The Angelo State University (ASU) Experience:

Doug Fox – Chief Information Officer

Brian Braden – Executive Director and Chief Technology Officer

Where the Journey Began for ASU:

- ASU has been part of the State Data Center Services program since its inception over 20 years ago.
- Our experience has seen a significant growth in the depth and breadth of services offered to our state partners.

Key Services Offered to ASU:

- High availability environment of critical ASU campus systems.
 - Student, HR/Payroll, Finance, Financial Aid, Advancement, Campus Portal & other critical systems.
- Mature security framework that provides layered protections and ensures currency of hardware & software.
- Successful annual disaster recovery tests of ASU campus systems.

Key Benefits to ASU:

- *Robust service delivery model* to ensure students, faculty, and staff have 24x7 access to critical campus systems.
- *Volume pricing of services* that our benchmarked against industry pricing on a routine basis.
- *Shared customer-focused governance model* to provide direction and expansion of the program services.
- *Continuous improvement model* with customer feedback mechanisms.
 - The program's structure helped grow and mature ASU's operational processes.

Mainframe

Bobby Bruner, Atos

Service Delivery Manager



DCS Mainframe Services



The Mainframe service provider will provide compute, storage, database management and production operations for DIR's customers.

ATOS IT SOLUTIONS AND SERVICES, INC.

WHAT'S NEW: Implementation of a consumption-based financial model to allow customers to migrate off while not penalizing those continuing to consume the services (aka "last Customer standing"). Technology upgrade will provide enhanced performance at lower cost.

Overall Value

Consumption-based model and improved processing resiliency

How you benefit:

- Consumption-based pricing with fixed unit rates
- Improved processing performance, resiliency and technical currency via upgrade

Choice

Choice and capability to transform off or remain on Mainframe services

How you benefit:

- NextGen DCS model provides TSS advisory service to support Customer's transformation off the mainframe (evaluation and execution).
- Creates opportunity to migrate off the mainframe without impact to other customers

Competitive Price

Processor upgrade and consolidation provides lower, competitive price

How you benefit:

- Lower total cost of mainframe services
- Consolidated hardware platform provides significant savings

Accessing more Info and/or Requesting Services on the STS Portal

Neal Pierce, Capgemini Multi-sourcing Services Integrator (MSI)





STS External Portal – Home Page

Visit DIR's Shared Technology Services External Portal: <https://dirsharedservices.servicenow.com/dir>

- This online framework presents DIR STS Service Offerings with high-level views and additional drill-down details.
- Although designed for prospective STS customers, including governance (city, county, and state) and higher education, current customers (including those without internal portal credentials) may also view DIR STS Service Offerings.

The screenshot shows the top navigation bar with the DIR Shared Technology Services logo on the left and links for Internal STS Portal, Service Offerings, Eligibility, and Tours on the right. Below the navigation is a large banner image of a field of blue flowers with the text "Welcome to Shared Technology Services" centered over it. To the left of the banner is a paragraph of text describing the mission of the Texas Department of Information Resources (DIR). To the right is a search bar and a vertical list of service offering buttons: Data Center Services (DCS), Texas.gov, Managed Security Services (MSS), and Open Data Portal (ODP). Below the banner, the text reads: "The mission of the Texas Department of Information Resources (DIR) is to serve Texas government by leading the state's technology strategy, protecting state technology infrastructure, and offering innovative and cost-effective solutions for all levels of government. You can use the buttons, to the right or below, to gather more information about some of our service offerings such as Data Center Services or Managed Security Services."

What is STS?

The objective of DIR's Shared Technology Services Program is to supply access to managed IT as a Shared Service, allowing Customers to focus on supporting their mission and business functions rather than directly managing IT services.

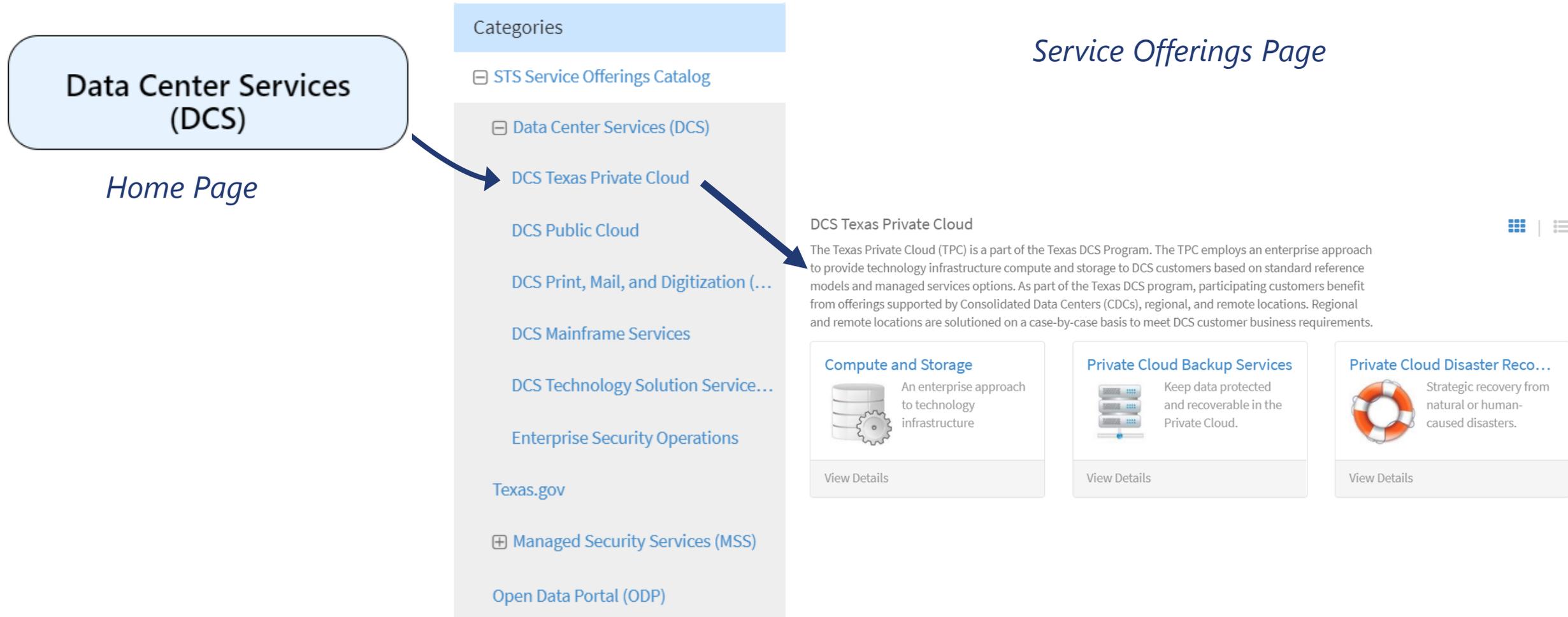
STS Values

- Diverse Technology Solutions - Meeting customer needs today while anticipating future demands through proven industry best practices and research.
- Assurance - Services are competitively procured with secure, reliable, and scalable

STS Service Offerings



Service Offerings with high-level views and additional drill-down details.



Request More Information about Service Offerings

- Prospective Customers should submit requests for offering information at any drill-down.
- Current Customers should use the Internal Portal for an Service Level Agreement (SLA) Request For Solution (RFS).

Mandatory fields

Select Offering from within Pull-Down Menu

Add specific details here

Select to add additional details?
Yes ▾

- Application Development
- Application Maintenance
- Backup as a Service
- Digital Forensics
- Disaster Recovery as a Service
- Endpoint Management System
- Intrusion Detection and Prevention Systems
- Mainframe Services
- Malware Detection and Prevention Systems
- Managed Firewall and Web Application Firewall (WAF) Services
- Microsoft O365 Subscription Services
- Multiple Services
- Penetration Testing
- Print & Mail
- Public Cloud Server and Storage Services
- Risk and Cloud Compliance Assessments
- Security Incident and Response Management Services
- Security Information and Event Management (SIEM)
- Security Operations Center (SOC)



Inter-Agency & Inter-Local Contracts Structure

Prior to receiving Shared Technology Services from DIR, all customers must sign either an Inter-Agency Contract (IAC) or an Inter-Local Contract (ILC)

Global IAC/ILC (Level 1)

Global, general terms that apply to all Shared Technology Services. **By signing**, the Customer gains general access to the Shared Technology Services program and may contract for one or more specific programs of service.

On **Eligibility Page** of the External STS Portal

Program Terms and Conditions (Level 2)

DIR will provide separate terms for each program of service. Acceptance of the terms is communicated through an **acceptance email** to DIR, which enables the Customer to request a specific service or solution in the program.

Solution Terms (Level 3)

A specific request for service (RFS), including a solution design and cost estimate, which the Customer **approves** within ServiceNow **ticket** to execute the project or purchase.



Service Offering Of-The-Month

Each month STS Outreach and Growth features a Service Offering(s) with weekly Email communications that include links to Service Offering(s) and Pertinent Publication(s) followed by a monthly Webinar.

2021	Topic	SCP Presenter	Webinar
January	Managed Security Services (MSS) Overview	AT&T	Jan 27 th
February	Public Cloud Manager (PCM)	Rackspace	Mar 3 rd
March	Texas Private Cloud (TPC) and Mainframe	Atos	Mar 24th @ 2pm
April	Texas.gov Application and Payment Services	Deloitte & Texas NIC	Apr 21 st @ 2pm
May	Disaster Recovery as a Service (DRaaS)	Capgemini, Atos & Rackspace	May 19 th @ 2pm
June	Office 365, Texas Imagery Services, Salesforce as a Service, Backup Solutions, Remote File Service, and Database Services	Rackspace	
July	Print, Mail and Digitization	Xerox	
August	MSS Security Monitoring and Device Management	AT&T	
September	Open Data Portal	Socrata & DIR	Sept 15 th @ 2pm
October	DCS Application Services	Deloitte	
December	MSS Incident Response and Risk & Compliance	AT&T	

STS Email Subscribers

Carrie Davie, Capgemini Multi-sourcing
Services Integrator (MSI)



STS Email Subscribers

Texas.gov |

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[Submit Feedback](#)



- We encourage all current and prospective customers to subscribe to our Shared Technology Services newsletter to receive more information about the DIR STS Program.
- Subscribers will receive 2-3 emails each month highlighting an “offering of-the-month” as well as invitations to monthly webinars.
 - Only subscribers will receive webinar calendar invites.
 - We use the same subscription box for email campaign and webinar invites – so no need to subscribe each month.
- Marketing emails will include links to offerings and publications posted on the STS External Portal.

Email Subscription for Shared Technology Services News

First Name *

Last Name *

Email *

Job Title *

Organization *



STS is powered by the following providers:



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Thank You!





Appendix

Private Cloud, Computing Services & Facilities

Scope of Services



Scope Details

Multiple DCS locations

Standards & Capacity

Tier II Resiliency

Data Center
Services

Data Protection
Related
Services

Storage Related
Services

Compute
Related
Services

Network
Related
Services

Security
Related
Services

Technology

Service Management
Manual

UptimeInstitute®



Private Cloud, Computing Services & Facilities

Scope of Services



Scope Details

Backup Over the Wire

Protecting 5PB of Data

Over 900 DCS Locations

Backup as a Service

Data Center
Services

Data Protection
Related
Services

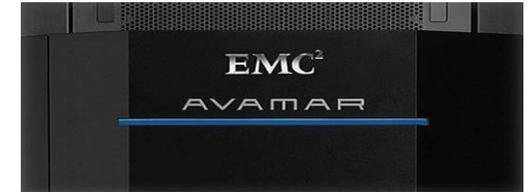
Storage Related
Services

Compute
Related
Services

Network
Related
Services

Security
Related
Services

Technology



Private Cloud, Computing Services & Facilities

Scope of Services



Scope Details

EMC VMAX All Flash Storage

Hyperconverged VSAN Storage

Multiple Enterprise Class Storage Tiers

Encryption at Rest

Data Center Services

Data Protection Related Services

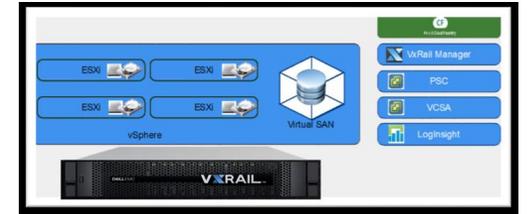
Storage Related Services

Compute Related Services

Network Related Services

Security Related Services

Technology



Private Cloud, Computing Services & Facilities

Scope of Services



Scope Details

Hyperconverged Compute

Software Defined Data Center

Fractional AIX

Enterprise Exadata

Fractional Oracle

Data Center Services

Data Protection Related Services

Storage Related Services

Compute Related Services

Network Related Services

Security Related Services

Technology



Private Cloud, Computing Services & Facilities

Scope of Services



Scope Details

Software Defined Network

Cisco ACI/VXLAN

VMWare NSX

Data Center
Services

Data Protection
Related
Services

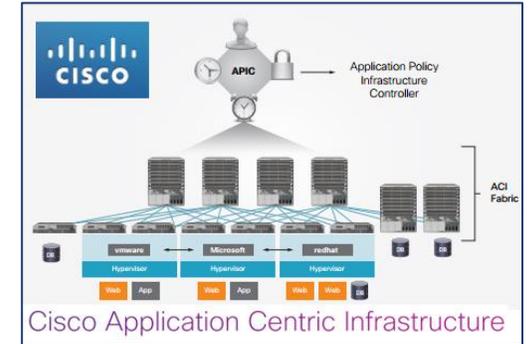
Storage Related
Services

Compute
Related
Services

Network
Related
Services

Security
Related
Services

Technology



Private Cloud, Computing Services & Facilities

Scope of Services



Scope Details

Network Based Intrusion Detection

Server Anti-virus

Server HIPS/HIDS

Vulnerability Management

SIEM

Data Center Services

Data Protection Related Services

Storage Related Services

Compute Related Services

Network Related Services

Security Related Services

Technology



Mainframe Scope of Services



Data Protection
Related
Services

Storage Related
Services

Compute
Related
Services

Security
Related
Services

Mainframe Scope of Services



Scope Details

IBM Virtual Tape

DFHSM/DFSMS/DFDSS

Protecting 610TB of Storage

Data Protection
Related
Services

Storage Related
Services

Compute
Related
Services

Security
Related
Services

Technology



Mainframe Scope of Services



Scope Details

IBM DS8000 All Flash Storage

Encryption at Rest

Data Protection Related Services

Storage Related Services

Compute Related Services

Security Related Services

Technology



Mainframe Scope of Services



Scope Details

IBM z15 Compute

Consolidate from 9 CECs to 2

2 Dedicated Disaster Recovery CEC

Mainframe as a Service

Data Protection
Related
Services

Storage Related
Services

Compute
Related
Services

Security
Related
Services

Technology



Mainframe Scope of Services



Scope Details

Network Based Intrusion
Detection

RACF/Top Secret

SIEM

Data Protection
Related
Services

Storage Related
Services

Compute
Related
Services

Security
Related
Services

Technology

