Overview of the Georgia Enterprise Technology Services (GETS) Environment

for

Request for Proposal Respondents

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Overview

The Georgia Enterprise Technology Services (GETS) program is an ongoing venture between the Georgia Technology Authority (GTA) and key state agencies to stabilize, consolidate, and improve information technology (IT). These goals are being achieved by contracting with private-sector leaders in technology service delivery to provide agencies in the GETS program with infrastructure and managed network services, including a state-of-the-art data center hosting environment.

Infrastructure services includes mainframe, server, service desk, end user computing, disaster recovery and security. *Managed network services* include the state's wide area network, local area networks, and voice services.

The GETS model of IT-as-a-service is consumption-based. State agencies no longer buy and maintain costly hardware that quickly becomes obsolete. Instead, GETS agencies pay only for the IT services that they use, and they have the ability to add or delete services at will based on business needs.

IT Projects in the GETS Environment

Each state agency owns its IT projects and associated applications to ensure that the projects align with overall agency mission and business strategy. The agency requests IT services to develop, test, and operate its applications from GETS service tower providers (STPs). Based on the agency's requirements, the STPs respond with service solutions that meet GTA architectural and governance standards. In its role as the project owner and integrator, the agency coordinates project activities across its staff, STPs, third-party vendors, and other stakeholders from inception through implementation in the production environment.

With several partners in every implementation including the agency, the application vendor, the STPs, and GTA, the GETS environment is highly complex. It requires adherence to a mature project management methodology and framework to define and delineate roles and responsibilities, an effective system of accountability for all parties, and highly skilled project managers.

To that end, the state contracts with a multi-sourcing integrator (MSI) to manage and coordinate the work of the incumbent STPs using the Information Technology Infrastructure Library (ITIL) framework. The MSI ensures the delivery of quality and competitive services, guides innovation and evolution of service offerings, and standardizes processes and tools across the environment. This includes processes and tools for IT project management.

In addition to following prescribed processes, projects in the GETS environment comply with GTA policies, standards and guidelines (PSGs) available at: http://gta.georgia.gov/psg/book-page/enterprise-policies-standards-and-guidelines.

Additional information on the GETS program is available at http://gta.georgia.gov.

GETS Service Tower Providers (STPs)

As of May 2017, GETS STPs include:

- AT&T, who provides managed network services including local area network, wide area network, voice, and security. Contract term ends 2020.
- Capgemini, who acts as the multi-sourcing integrator, provides the GETS service desk, and the cross-functional services of asset, incident, problem, change, service request, and project management. Contract term ends 2022.
- IBM, who provides data center management (mainframe and midrange), print shop, desktop management, security, incident management, and disaster recovery. Contract term ends 2017. GTA is currently planning for the re-procurement of infrastructure services using the competitive procurement process. More information is available at http://gta.georgia.gov/infrastructure-services.
- Microsoft, who provides email services. Contract term ends 2019.

State of Georgia Data Center Hosting Environment

The North Atlanta Data Center (NADC) is a Tier IV data center designed specifically for data center operations. There are multiple layers of physical security, including biometric access. Access to the center meets and exceeds state and federal safety and security standards. ***Agency staff and their system/application/software/middleware providers have limited access to the NADC and must be approved in advance.***

The facility has fully redundant mechanical and electrical systems and a round-the-clock electrical and mechanical technical support staff. The center's modern fire detection and suppression uses dry chemicals. Computers are fully protected against water damage, lightning, and severe weather, including winds up to 175 mph.
Currently, there are hundreds of computer applications running in the data center that support the business functions of more than 50 state agencies. There are four main computing platforms: IBM Z series mainframe, UNIX, Linux, and Windows.

Governance of the data center and its operations are routinely performed by several auditing authorities, building superintendents, fire and safety inspectors, agency and GETS personnel, service providers and quality control analysts.

North Atlanta Data Center Roles and Responsibilities

Production Hardware Support	GETS service tower providers (STPs) perform maintenance and upkeep of underlying computing hardware. **Agencies and their system/application/software/middleware providers (providers) must provide specific requirements for hardware and operating system (OS) prior to GETS STPs provisioning the underlying hardware and associated OS.**
Data Backups and Restores	GETS STPs perform systematic backups of configuration information for underlying hardware and main OS as part of routine operational maintenance. This is also true in the event that a restoration is necessary (terms and conditions of that activity are available upon request). **Agencies and their providers must specify what must be captured as part of backup activity, the required intervals, and restoration procedures particular to the provider's system/application/software/middleware.**
Disaster Recovery	GETS STPs lead and perform periodic Disaster Recovery (DR) exercises. If a disaster is declared, GETS is the controlling entity throughout the event. **Agencies rate the criticality of the system/application/software/middleware.** **Agencies and their providers must participate in this program and must specify restoration procedures for their system/application/software/middleware once the underlying operational infrastructure is declared operational. This includes order of restoration, verification specifics and participation in post DR activities.**
Business Continuity	GETS STPs lead and perform periodic Business Continuity (BC) exercises. If a disaster is declared, GETS is the controlling entity throughout the event. **Agencies rate the criticality of the system/application/software/middleware business processes.**

	Agencies and their providers must participate in this program and must specify restoration procedures for their business processes once the underlying operational infrastructure is declared operational. This includes order of restoration, verification specifics and participation in post BC activities.
Change Management	GETS STPs provide formal Change Management (CM). Access is extended to authorized agency personnel only. **Agencies and their providers must coordinate changes initiated by either party and input those into GETS CM system.**
Incident Management	GETS STPs provide formal Incident Management. Access is extended to authorized agency personnel only. **Agencies and their providers must coordinate the details of the incident prior to reporting the incident to the GETS Help Desk or GETS IN system.**
Infrastructure (severs, firewalls)	GETS STPs provide fully functional and secure underlying computing infrastructure. **Agencies and their providers must specify all requirements that support optimum performance of their system/application/software/middleware prior to GETS provisioning for underlying infrastructure.**
Network (LAN, WAN, load balancers)	GETS STPs provide fully functional and secure underlying network infrastructure. **Agencies and their providers must specify all requirements that support optimum performance of their system/application/software/middleware prior to GETS provisioning for underlying network.**
End User Computing (desktop PCs, laptops)	GETS STPs provide fully functional and secure end user computing (EUC) hardware. **Agencies and their providers must specify all requirements that support optimum performance of their system/application/software/middleware**

	through the use of EUC prior to GETS provisioning for EUC.
Database	GETS STPs provide fully functional and secure underlying network infrastructure and network connectivity to support the use of databases. **Agencies and their providers must specify all requirements for type, sizing, and support needed (logical and physical) for their system/application/software/middleware to operate at optimum performance.**
SAN Storage	GETS STPs provide Storage Area Network (SAN) functionality if requested. **Agencies and their providers must specify all requirements for sizing, retention timeframe, access frequency, and support needed for their system/application/software/middleware to operate at optimum performance.**
Security	GETS STPs provide a secure data center and its underlying computing infrastructure and network. **Agencies and their providers must specify all security requirements for the successful operation of their system/application/software/middleware prior to provisioning services. The agency and their providers are also responsible for protecting the data that is at rest and in transit inside and between components that comprise the system/application/software/middleware as a whole. This includes encrypting and decrypting data that egresses their system/application/software/middleware.**
Security Assessments	GETS STPs conduct periodic security assessments of underlying infrastructure and network. **Agencies and their providers must conduct periodic security assessments on their system/application/software/middleware.**
Service Solutions	GETS STPs develop formal service solutions. Access is extended to authorized Agency personnel only.

	Agencies initiate IT service requests using the GETS Service Request Management (SRM) portal.
Remote Access	Remote access for developers is available in development and test environments.
User Access to GETS Services	Access to GETS services is extended to authorized agency employees. Services can be accessed via the online GETS Products and Service Catalog or by calling the GETS Help Desk.
Data Sharing Services	Georgia Technology Authority is the business owners for the Enterprise Service Bus.
www.georgia.gov	Georgia Technology Authority is the business owners for the georgia.gov and ga.gov domains.

Glossary of Acronyms

BC	Business continuity
CM	Change management
DR	Disaster recovery
EUC	**End user computing**
GETS	Georgia Enterprise Technology Services
GTA	Georgia Technology Authority
IN	Incident management
IT	Information technology
ITIL	Information Technology Infrastructure Library
MSI	Multi-sourcing integrator
NADC	North Atlanta Data Center
OS	Operating system
PSG	Policy, standard, and guideline
RFP	Request for Proposal
SAN	Storage area network
SRM	Service Request Management
STP	Service tower providers