Washington State Cloud

Last updated 10/23/23.

The Washington State Cloud (WS Cloud) provides customers with an Infrastructure-as-a-Service (IaaS) cloud located within the State Data Center (SDC) and Quincy Data Center (QDC). Using a self-service portal, customers have on-demand access to a shared pool of compute resources that can be rapidly provisioned as virtual servers on a pay-as-you-go basis.

The WS Cloud shared virtual infrastructure reduces or eliminates the need for capital expenditures by the customer and allows them to realize cost savings compared to physical server environments. Options such as increasing storage, server memory and virtual processors are available during and after provisioning through the WS Cloud self-service portal.

The WS Cloud portal and hosting infrastructure is available 99.9% excluding scheduled maintenance on the portal. Additionally, the capacity of the infrastructure is monitored and the process to add capacity begins when we reach 70% capacity.

Intended customers

The WS Cloud can be used by large, medium, small agencies, boards, commissions, and Tribal governments on the State Government Network (SGN) or Private Government Network (PGN). Currently, the WS Cloud hosts over 1,400 virtual servers for 29 agencies, boards, and commissions.

Options available with this service (fees may apply)

- Customers can utilize VMware NSX for micro-segmentation. Micro-segmentation is a firewalling technology that works to inspects traffic at the virtual NIC level and acts on that traffic based on rule sets to protect the guest.
- Soon, customers will be able to access public cloud services which utilizes an established highway to the cloud networking.
- Managed Server Support is an optional service where WaTech will manage the operating system of the virtual machine (VM).
- File storage services with Netapp.
- Disaster Recovery (DR) services using Zerto for VMs on the WS Cloud. Zerto replicates a VM in the WS Cloud in the SDC to the QDC. During a outage in the SDC, the VM can be brought up in the QDC quickly without an IP address change.
- Server Backup Service with Veeam.

Customer engagement

- Semi-annual customer Town Hall with all Computing Services teams providing updates and gathering customer feedback.
- Monthly Technology Management Council (TMC) and Business Management Council (BMC) meetings for agency CIOs and IT leaders to inform and sponsor enterprise strategy, policy and investments.
- Regularly scheduled meetings between customers and Business Relationship Managers (BRM) to connect, advise, address concerns and provide solutions.
- Weekly group calls for state CIOs and CISOs to provide updates on important and immediate issues and actions.

Helpful information

Service category
Cloud

Service availability
24/7/365

Planned maintenance
Performed as required during non-peak hours.

Related services
- Server Backup Service
- Managed Server Support
- NetApp storage:
  - Firewall Services
  - DNS Service
  - VPN Service
  - SGN
  - Voice Services
  - Colocation Olympia
  - Colocation Quincy

How to request service
Submit a request for service through our Customer Portal.

Service owner
Bill Moneer

- Regular outreach to solicit feedback, provide updates and inform agencies on emerging projects, initiatives, and services.
- Requests for new consultations and modifications to existing applications.

Action plan

Current activity

- Developing Business Plan for Public Cloud service offerings and rate.
- Adding new features to the cloud portal to allow customers agencies to perform more zero day (upon creation) and day 2 activities without the need to engage WaTech VMware staff.
- Integrate cloud portal with other service offerings such as Veeam and Zerto to empower customers to have more control to their environment.
- Review and update Terms of Service and review rate for Private Cloud and Network Attached Storage.
- Increase power availability in the enclosures used by WS Cloud hosts in Quincy.
- Replace and upgrade end of life hosts.
- Combine dedicated SQL cluster with general to increase capacity and performance of WS Cloud.
- Build out AWS IaaS and add a Direct Connect.
- Update WS Cloud Disaster Recovery Plan
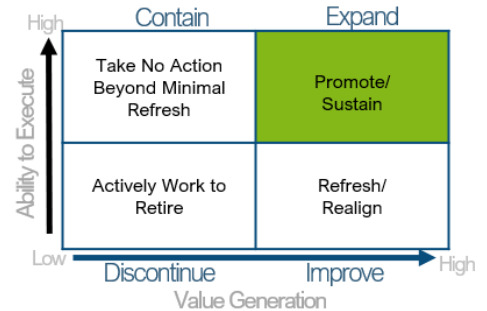
One- to two-year goals

- Integrate cloud portal with Azure and AWS so customers can deploy directly to those environments using the same portal they are familiar with.
- Upgrade current on premises VMware environment to latest supported version (8.x).
- Once the Azure environment is customer-ready, shift customers currently using on premises Zerto solution from the Quincy disaster recovery (DR) site to Azure. At the same time, WaTech will work with customers wishing to move current on-premises workloads to Azure or AWS.
- Continue to work with the office of the State Chief Technology Officer (CTO) to build the cloud capability and provide cloud services to more agencies.
- Continue to work with the WaTech Enterprise Cloud Computing (ECC) team to assess additional hybrid cloud services and improvements we can provide for customer agencies.
- Coordinate with ECC to develop a patching strategy for server operating system.
- Upgrade NetApp disks to all flash when they reach end of life.

Three- to five-year goals

- Build out expertise in helping customers transition to Platform as a Service (PaaS).
- Continue to expand and adapt to public cloud offerings.
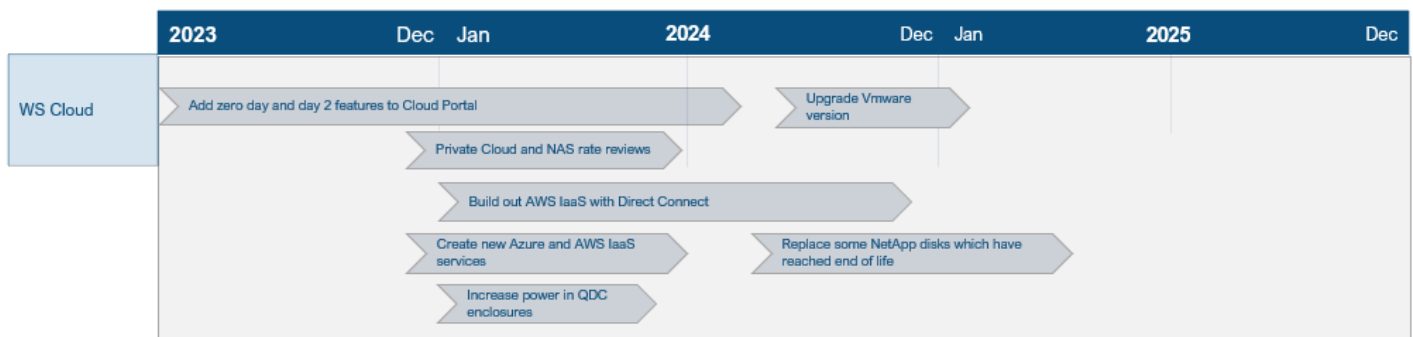
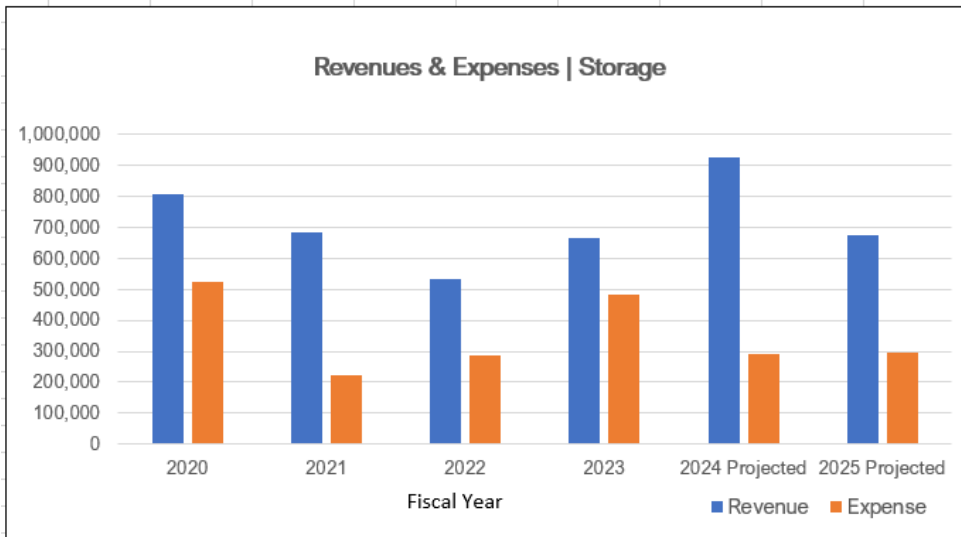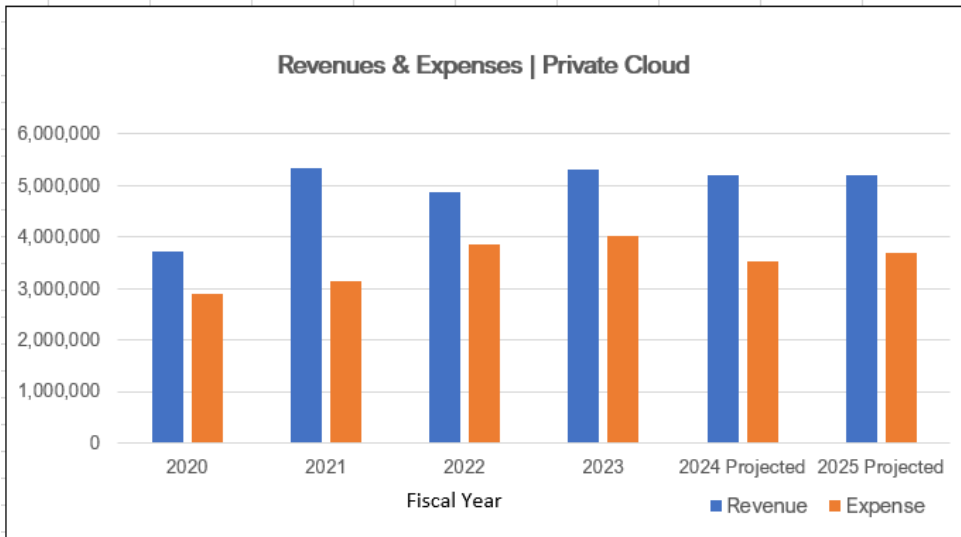# Service review and fully loaded service budget projection

Revenue source

The service operates on a pay-per-use rate structure. Revenue received from this rate structure goes directly against the cost incurred to provide the service.

Net income over time:

WaTech onboarded many new customers in 2020 and 2021 and bought new hosts to support the new business. End of life hosts were replaced in FY23, and more hosts will be replaced in FY24.

Network Attached Storage rates were reduced in 2022 from .10 per GB per month for commodity storage to .07 cents per GB per month.

Decision packages

None