TEXAS DATA CENTER SERVICES

EFFECTIVE SOLUTIONS FOR TODAY'S GOVERNMENT

What is Texas Data Center Services?

Government entities are under never-ending requirements to meet rising constituent demands, provide transparent access to all, do more with less, and increase the value they deliver to the public. Modern and effective use of technology is an increasingly critical component of the solution.

Agency IT executives realize that limited staff and budgets are best spent on business applications and client projects to advance their agency missions and serve their stakeholders. The desire and ability to dedicate in-house staff to maintain the data center infrastructure that runs these applications just no longer makes sound business sense.

The Texas Data Center Services (DCS) program allows the state to employ an enterprise approach to improve management of major technology infrastructure projects and promote efficient and effective data center operations. It includes two hardened data centers, designed around government security and disaster recovery requirements, and flexible service tiers to meet needs and budgets. Joining the program allows agencies delegate data center management while they focus on delivering direct, mission-related value to their business users and clients.

The Need

State governments face all of the technology challenges of their private-sector counterparts—rising customer expectations, increasingly sophisticated security threats, and competition for skilled IT resources—with additional requirements of being open, transparent, and auditable. Compliance can be costly, and directing resources toward these vital tasks can draw attention away from developing creative solutions that build additional value for citizens.

The Solution

The Texas Data Center Services program was designed from the ground up with government security, and budgetary and regulatory requirements in mind. By leveraging the Texas

"...participating Texas agencies receive upgraded technology, robust security, and fully-tested disaster recovery."

Data Center Services program for infrastructure, participating Texas agencies receive upgraded technology, robust security, and fully tested disaster recovery. Using an owner-operator governance model, agencies retain control of program direction while the service providers handle daily operations. Through a fully managed service delivery model, the DCS program takes care of the technology infrastructure so agency IT staff can do what they do best—serve their customers.

The Data Center Services Program

The DCS program enables state agencies to access data center computing as a managed service. State and local agencies are able to pay for the amount of services used, rather than owning hardware, software, and hiring staff to operate and maintain their IT infrastructure at an individual agency level.

Program Benefits

As part of the Texas DCS program, participating agencies benefit from the following program offerings, which are included as standard with all services:

- Uptime Institute Tier 2 Level Rated Environment

- Industry standard service levels

- Disaster recovery in alternate data center, including options for annual full disaster recovery test

- Full compliance with FBI Criminal Justice Information Services (CJIS) requirements, Texas State Auditor requirements, annual SSAE 16 audits, and biannual IRS audits

- Architectural design services and reference models to guide new server builds

- Control at executive through technical staff levels through governance committees

- DIR contract management, oversight, and budgeting support

- Optional mainframe and competitively priced bulk print/ mail services

Service Providers

The multisourcing service integrator (MSI) is responsible for leading the integration of all data center services in coordination with the Texas Department of Information Resources (DIR). The MSI drives a consistent way of doing business across the program by providing a service integration and management layer that supports DCS functions and coordinates work across the service component provider (SCP) towers and suppliers.

The SCP provides server, mainframe, and bulk print/mail services from the Austin and San Angelo data centers. The SCP also provides architectural support, project management, and serves as the primary customer service interface.★

THE DEPARTMENT OF INFORMATION RESOURCES

The Texas Department of Information Resources provides contract management and oversight functions for DCS contracts. DIR provides statewide leadership and oversight for management of government information and communications technology. Its mission is to provide technology leadership, solutions, and value to Texas state government, education, and local government entities to enable and facilitate the fulfillment of their core missions.

For more information on Data Center Services, visit the DIR website: www.dir.texas.gov, or contact Sally Ward, Data Center Services Director, (512) 463-9003, sally.ward@dir.texas.gov

DIR