

REGIS Technical Committee Meeting
Thursday, July 30, 2015
10:00AM
GVMC Offices

1. **Call to order:** J. Weiss, called the meeting of the REGIS Technical Committee to order at 10:00am. Introductions were made.

Present:

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| Paul Gerndt | City of Wyoming |
| Pat Firestone | City of Wyoming |
| Matt Goeree | Kent County Road Commission |
| Bill Dudgeon | City of Kentwood |
| John Weiss | GVMC |
| Erin Haviland | GVMC |
| Greg Carlino | GVMC |
| Jing Han | GVMC |
| Jason Moore | GVMC |

2. J. Weiss explained that part of the reorganization or restructure of the organization a very extensive evaluation was done at the data center. Evaluating REGIS equipment, hardware and software. Looking at needs, goals and budgets. A complete audit was done at the data center by Trivalent. The issue was that money was being budgeted for upgrades but was not being utilized. It was determined to bring in Trivalent to determine what REGIS has and how it is working, why are there system performance problems, basically how it is all functioning at the data center. The goal is that the system will become sustainable, performing at its peak level. REGIS is also evaluating the maintenance services offered by others such as Oracle versus SQL Server.

Trivalent will present a more technically oriented presentation. This is a summary of that presentation.

K. Zimmer explained that the audit showed that a lot of the REGIS equipment was not necessary or end of life. Things have been neglected. Trivalent's history with REGIS has been reactive rather than proactive. In the long run it is more expensive to be reactive versus proactive. Trivalent looked into what everything within the data center was doing, and what horse power is needed. At that point there were mission critical servers that were not covered under any type of maintenance. The first step was to put all the mission critical servers under Service Express maintenance. Those changes were made within days of discovering the issue. Another issue that was discussed was Oracle versus SQL Server, the costs associated with the two. J. Moore stated that the industry standard is SQL Server. Costs are still being evaluated, but overall the research is showing that SQL Server would be a better choice for REGIS. K. Zimmer stated that the overall suggestion, after looking at all the hardware, that the plan is to reutilize some of the existing newer Dell servers and add another server. The storage is NetApp, it is very old and not supported other than by Service Express. Trivalent recommends that REGIS change their primary hypervisor from Citrix XenServer to VMware.

Trivalent also recommends using a more robust backup system for the data, not rely on external USB drives for any production data, and to upgrade the primary NAS storage on the NetApps. The last recommendation is to increase the priority of upgrading those systems to a supported operating system.

J. Weiss stated that part of Phase 1 will be paid from the FY2014-2015, and the remainder will be paid from FY 2015-2016. One project, two checks. Phase 1 will be approx. \$92,558.

K. Zimmer did a whiteboard display for the committee showing what the data center looks like now and what it will look like once the upgrades are complete. J. Moore passed out a diagram of the current state of the data center.

K. Zimmer stated the next step is with Citrix ZenApp, do we need Citrix once the upgrades are complete. It is possible that REGIS will only need RDS connectivity. The last piece in this process is assessing long-term, what is the best method to maintain all of this going forward. Again in the past Trivalent was more reactive rather than proactive, the goal is to be more proactive moving forward.

J. Weiss asked K. Zimmer to walk them through the GVMC REGIS Results and Recommendations letter that was passed out to each committee member. K. Zimmer stated that they started by gathering information in the following ways:

- Interviews with REGIS staff members familiar with the server and storage infrastructure.
- A general network audit scan
- A Dell Performance Analysis Collection Kit (DPACK) scan and report.

Recommendations:

- Phase 0: Basic Supportability for the current environment
- Phase 1: Core server environment and infrastructure upgrades
- Phase 2: Network environment and infrastructure upgrades
- Phase 3: Application environment upgrades
- Phase 4: Implementation of a new ongoing maintenance strategy

Phase 0 is complete, Phase 1 is underway, Phase 2 is replacing key network components-switches.

Recommendation from the committee that Phase 1 and Phase 2 be done at the same time.

J. Weiss asked J. Han to talk about the tape backups. J. Han stated that currently the tape backups are not working, the manger system is from 2003 and is currently the software is no longer supported. REGIS has a 3rd party vendor that provides support. J. Weiss stated there is a cost for the backup and storage of the tapes but currently they are not being done due to the issues noted above. NetApp Data=tape storage. Discussion Ensued.

J. Weiss asked the committee is the equipment list and costs look good. P. Firestone stated that the costs are in line with industry standard.

MOTION by B. Dudgeon, **SUPPORT** by P. Gerndt, to recommend that the upgrading of the data center continue to move forward according to the plan developed by Trivalent and REGIS staff. **MOTION CARRIED UNANIMOUSLY**

Tentative Timeline:

- August 3rd- PO and signed SOW provided to Trivalent by REGIS-equipment ordered.
- August 10 week- Project kickoff meeting
- August 17 week- Product begins to arrive
- September 2nd- Project work commences
- September 30th - Anticipated project close

J. Weiss asked the committee if they wanted to be a part of the discussion about implementation. Technical committee showed interest in being a part of the Kickoff Meeting on August 10th week.

The meeting of the Technical Committee adjourned at 11:15am.