The NWRDC Policy Board is pleased to provide you with this comprehensive report outlining several of NWRDC’s major accomplishments over the past fiscal year. These projects have had a profound impact on our customers.

On behalf of my colleagues on the NWRDC Policy Board, I am extending my appreciation for the superb service the dedicated staff members are continually providing to each client. This year we continued to build on the success of the previous year by having all cost centers operate in positive cash flow. All accounting activities were aligned to best accounting practices. We also experienced a growth in the annual operating budget as well as an expansion of service offerings and the addition of a new portfolio of services. These successes are the direct result of the enthusiasm and expertise of NWRDC’s team.

In the coming year, we will be evaluating options for our mainframe services. We are cost-conscious and it is our philosophy to seek alternatives to contain cost while introducing emerging technologies.

Our core values and mission are centered around customer satisfaction and providing superior service. This is evident in the various mechanisms through which we engage our customers and our efforts to broker relationships with key technology vendors on their behalf. Hybrid cloud solutions are becoming increasingly popular; those offered by NWRDC have been well-received by many state agencies and educational institutions. This is of particular importance for entities under budget constraints. The capacity-on-demand model has enabled our customers to maximize cost efficiency, generating substantial savings over traditional solutions. We will maintain our commitment to providing the highest level of customer service in the upcoming year.

I wish to express my gratitude to my colleagues on the Policy Board. Their firm commitment in moving the mission of the center forward is noteworthy. I am both honored and humbled to be re-elected as the chair again. I also wish to extend a warm welcome to our new board members. We truly look forward to working with you and seeking your expertise to reshape the future of NWRDC.

I congratulate my colleagues on the Policy Board and NWRDC’s staff on the center’s excellence. I look forward to continued success in the upcoming year.

Thank you,
Thank you for taking the time to review the Northwest Regional Data Center (NWRDC)’s FY 2018-2019 Annual Report. Our 47th year focused on positioning the center as Florida’s cloud broker, in alignment with the State’s Cloud First initiative.

In March, NWRDC was established as the first government-based Microsoft Cloud Service Provider for Azure through a joint partnership with SHI and Microsoft. We also expanded our considerable footprint as a security provider with the addition of Symantec, an industry leader in security products and services. Through these successes, our partnership program continues to grow, with the program’s budget becoming our largest cost center.

This year’s other achievements include service engagements that helped our customers improve their service reliability and performance. We completed efforts to upgrade our core storage service, now based on high-end, all solid-state components. We finalized negotiations for next generation upgrades to our backup service offering, resulting in considerable improvements and value-adds to the service at no additional cost to you. We also worked with multiple agencies and organizations to improve their disaster recovery status, incorporating a mixture of NWRDC services and cloud partners.

While the panhandle of Florida is still recovering from Hurricane Michael, NWRDC weathered the storm with zero service interruptions, due to the dedication and work of our great staff. This event helped underscore the importance of the shared service model of NWRDC and as a result, several new customers among Florida’s cities and counties have established disaster recovery sites through us for their business functions.

As always, NWRDC continued to find ways to improve service costs, resulting in several services ending with surplus balances at the end of the year. Per our Charter, these surpluses will be credited back to our customers. Once again, I challenge you to find another cloud services provider where the customers approve all of the service rates and receive refunds for surpluses at the fiscal year’s end!

This fall, NWRDC and its Policy Board will kick off the next generation of discussions to outline a strategic plan for our future. If you are seeing the need for a solution to a particular problem, the odds are your peer organizations have a similar need. We welcome your input and suggestions.

As always, if NWRDC can be of any service, please let us know. Thank you!
LEADERSHIP

DIANNA NORWOOD
Associate Director, Administration
Prior to joining the center in 2013, Dianna served as Marketing and Public Relations Director for FSU’s Division of Finance and Administration. Her career at FSU has spanned over 30 years. She earned her Bachelor of Science degree in Business Communication and Marketing from FSU.

MATT STOLK
Chief Technology Officer
Matt brings more than 20 years of hands-on technical and managerial experience in enterprise information technology architecture. He held a number of positions at the Florida Department of Corrections and other entities prior to joining NWRDC in 2007.

JULIA CUNNINGHAM
Financial Operations Manager
Julia joined NWRDC in 2018 and brought with her over eight years of non-profit accounting and financial management experience as a former Director of Finance and Administration and Contracts and Grants manager. She holds a Bachelor degree from Florida A&M University.

MISSION STATEMENT

Our mission is to be the most efficient and innovative data center in the state of Florida through state-of-the-art technology, leadership and partnerships. We are a dedicated service organization committed to providing a wide range of technology support for primarily public and not-for-profit entities on a cost recovery basis. We fulfill our mission by supporting our customers in accomplishing their goals and missions.

POLICY BOARD

NWRDC is governed by a Policy Board consisting of its major customers. Policy Board membership is determined based on the percentage of revenue paid to the center and reviewed annually.

Dr. Mehran Basiratmand, Chair
Small User Representative
Chief Technology Officer, Information Resource Management
Florida Atlantic University

Henry Martin, Vice Chair
K-12 Representative
Management Committee Chair
Chief Information Officer
Walton County School District

Jesus Arias
Institutional Affiliate
Business Continuity/Disaster Recovery Manager
Florida International University

Michael Dieckmann
Chief Executive Officer
Florida Virtual Campus (FLVC)
University of West Florida

Ronald Henry
Associate Vice President, Information Technology
Florida A&M University

Gene Kovocs
Management Committee Member
Assistant Vice Chancellor
State University System of Florida/Board of Governors
Information Resource Management

Damu Kuttikrishnan
Chief Information Officer
Florida Department of Revenue

Jane Livingston
Associate Vice President, Chief Information Officer
Florida State University

Andre Smith
Management Committee Member
Deputy Commissioner, Division of Technology and Innovation
Florida Department of Education

Sandra Stevens
City, County and Local Government Representative
IT Director
City of Boca Raton, Florida
CYXTERA & CENTURYLINK
NWRDC’s strategic public/private partnership with CenturyLink and Cyxtera’s Atlanta Data Center Facility extends its secure raised floor space, power and network services to all of our customers at competitive rates. NWRDC customers can also utilize CenturyLink’s global cloud services, including, but not limited to, Cloud IaaS, DRaaS, Cloud Storage, and DDoS mitigation services.

FORESCOUT & SHI INTERNATIONAL
NWRDC has partnered with SHI International to bring ForeScout’s CounterAct solution to our service catalog through our exclusive Visibility as a Service offering. Dynamically identify and evaluate network endpoints the instant they connect to your network. Overall security can be enhanced by integrating this service with ITSM, CMDB, SIEM, or other existing tools.

MICROSOFT & SHI INTERNATIONAL
NWRDC has been named the first governmental Microsoft Cloud Service Provider (CSP) in the world. In partnership with SHI International, we can support your entire Azure lifecycle from start to finish at competitive rates.

SECUREWORKS
Offering a full suite of security services, our partnership with SecureWorks is designed to assist in evaluating a customer’s network as well as in identifying vulnerable information assets.

SYMANTEC
NWRDC is proud to partner with Symantec to offer their leading cybersecurity solutions and services through our service catalog. Customers can utilize Symantec’s Secure One to extend their teams with cybersecurity experts, accelerate their detection and response capability, minimize organizational risk, and leverage flexible coverage at predictable costs.

TELAFORCE
NWRDC has joined with TelaForce to provide both staff augmentation for special projects, as well as end-user support. TelaForce’s Service Desk supports end-user computing devices including traditional PCs, tablets and smartphones. Calls are answered by trained staff with an emphasis on resolving all questions and issues on first contact without the need for transfers, call-backs or dispatching of field technicians.

Patch management is the foundation for mitigating risk around data confidentiality and system integrity. NWRDC’s process has been designed to account for the various test, development and production environments, OS types (and versions), as well as hardware variations. The result has been a strengthening of the overall security posture for NWRDC and our customers.

NWRDC PROUDLY OFFERS SERVICES THROUGH:

<table>
<thead>
<tr>
<th>PARTNERSHIPS</th>
<th>6</th>
</tr>
</thead>
<tbody>
<tr>
<td>CYXTERA &amp; CENTURYLINK</td>
<td></td>
</tr>
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<td></td>
</tr>
</tbody>
</table>

Facts:

- 6 PARTNERSHIPS
- NWRDC PROUDLY OFFERS SERVICES THROUGH:
  - CYXTERA & CENTURYLINK
  - FORESCOUT & SHI INTERNATIONAL
  - MICROSOFT & SHI INTERNATIONAL
  - SECUREWORKS
  - SYMANTEC
  - TELAFORCE

- 1,742 PATCHES ACROSS 1,203 SERVERS TOTALING OVER 2,100,000 PATCHES

- 94 CUSTOMERS
  - Spanning the entire state of Florida, including K-12, College, University, State, City, County and Local Governments, as well as other non-profit organizations.

- $21,243,899 OPERATING BUDGET
  - Including $4,350,715 in Operating Reserve and $60,861 in Depreciation. All revenues over expenses were refunded to our customers through either individual credits or service rate adjustments.

- 2,591 HOURS PROFESSIONAL DEVELOPMENT
  - NWRDC requires 30 hours of professional development for all Administrative & Professional (A&P) employees, and 20 hours of professional development for all University Support Personnel System (USPS) employees each year. Staff exceeded the minimum requirement for 2018-2019 by 50%.

- 62 EMPLOYEES
  - 21 Infrastructure Services
  - 15 Technology Services
  - 14 Server Services
  - 7 Administrative Services
  - 5 Senior Management

- NWRDC requires 30 hours of professional development for all Administrative & Professional (A&P) employees, and 20 hours of professional development for all University Support Personnel System (USPS) employees each year. Staff exceeded the minimum requirement for 2018-2019 by 50%.

- CUSTOMERS
  - Spanning the entire state of Florida, including K-12, College, University, State, City, County and Local Governments, as well as other non-profit organizations.
NWRDC ended its fiscal year with a positive balance. As a cost-recovery organization, our budgetary savings of $756,468 was returned to our customers in the form of credits or rate reductions for FY 2019-2020.

**SALARIES AND BENEFITS**

<table>
<thead>
<tr>
<th>BUDGETED</th>
<th>ACTUAL</th>
<th>% SPENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Salaries</td>
<td>5,933,950</td>
<td>5,040,690</td>
</tr>
<tr>
<td>Other Personal Services (OPS)</td>
<td>0</td>
<td>38,326</td>
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<tr>
<td><strong>TOTAL SALARIES AND BENEFITS</strong></td>
<td>5,933,950</td>
<td>5,079,016</td>
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</table>

**RESELLER EXPENSES**

<table>
<thead>
<tr>
<th>BUDGETED</th>
<th>ACTUAL</th>
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<tr>
<td>Contractual Services</td>
<td>3,079,904</td>
<td>3,562,407</td>
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<tr>
<td>Depreciation</td>
<td>669,402</td>
<td>635,116</td>
</tr>
<tr>
<td>Freight and Postage</td>
<td>150</td>
<td>245</td>
</tr>
<tr>
<td>Hardware Maintenance</td>
<td>459,970</td>
<td>456,276</td>
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<tr>
<td>Insurance</td>
<td>39,432</td>
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<tr>
<td>Memberships and Subscriptions</td>
<td>2,000</td>
<td>1,075</td>
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<tr>
<td>Printing and Duplicating</td>
<td>13,825</td>
<td>6,349</td>
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<tr>
<td>Rentals</td>
<td>62,456</td>
<td>61,893</td>
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<tr>
<td>Repairs and Maintenance</td>
<td>141,254</td>
<td>193,660</td>
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<tr>
<td>Repairs and Maintenance - Projects</td>
<td>65,117</td>
<td>27,800</td>
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<tr>
<td>Software Maintenance</td>
<td>1,831,467</td>
<td>1,776,231</td>
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<tr>
<td>Supplies</td>
<td>12,000</td>
<td>14,186</td>
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<tr>
<td>Supplies - IT</td>
<td>93,277</td>
<td>75,500</td>
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<tr>
<td>Telecommunications</td>
<td>83,380</td>
<td>85,903</td>
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<tr>
<td>Travel and Training</td>
<td>138,890</td>
<td>52,054</td>
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<tr>
<td>Utilities</td>
<td>412,742</td>
<td>399,251</td>
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<tr>
<td><strong>TOTAL GENERAL EXPENSES</strong></td>
<td>7,140,829</td>
<td>7,394,694</td>
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</table>

**INTRAFOUND TRANSFERS**

<table>
<thead>
<tr>
<th>BUDGETED</th>
<th>ACTUAL</th>
<th>% SPENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>1,172,899</td>
<td>1,175,346</td>
<td>100%</td>
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</tbody>
</table>

**AUXILIARY FEES**

<table>
<thead>
<tr>
<th>BUDGETED</th>
<th>ACTUAL</th>
<th>% SPENT</th>
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</thead>
<tbody>
<tr>
<td>612,312</td>
<td>593,786</td>
<td>97%</td>
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</table>

**OTHER CAPITAL OUTLAY**

<table>
<thead>
<tr>
<th>BUDGETED</th>
<th>ACTUAL</th>
<th>% SPENT</th>
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<tbody>
<tr>
<td>104,149</td>
<td>235,342</td>
<td>226%</td>
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</tbody>
</table>

**PASS-THROUGH EXPENSES**

<table>
<thead>
<tr>
<th>BUDGETED</th>
<th>ACTUAL</th>
<th>% SPENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>(5,763,405)</td>
<td></td>
</tr>
</tbody>
</table>

*Includes pass-through expenses
Despite significant increases in expenses, NWRDC has kept its indirect rate under 14% for over five years.

As NWRDC operates on a cost-recovery basis, neither our Charter nor Florida Statutes permit retention of financial surpluses. Our customers have benefited from account credits and service rate reductions for over nine years in a row.

NWRDC experienced significant growth in its contract management business over the last fiscal year. This cost center includes a wide variety of services offered through our six partnerships.
FLORIDA’S CLOUD BROKER

NWRDC solidified its standing as Florida’s cloud broker by becoming the first certified governmental partner in the Microsoft Cloud Solution Provider (CSP) program in March of this year. This designation, made possible through partnership with SHI, allows NWRDC to support the customer’s entire Azure life cycle from start to finish at competitive rates.

Through NWRDC, customers will be working with an extension of Microsoft with the added benefit of an agile and manageable business relationship focused and tuned to their specific cloud infrastructure needs. The Azure suite of services joins Amazon Web Services, CenturyLink, and NWRDC’s own community cloud on the list of cloud hosting offerings available through the center.

Microsoft relies on its partner network to actively implement and support Azure Cloud and its many services. As a Microsoft CSP, NWRDC can easily assist its customers with their specific Azure billing requirements, insuring they only pay for the Azure they are utilizing. Added benefits include: a simplified procurement process; consolidation of monthly or annual billing; and 24/7/365 technical support for Microsoft Cloud products and services as well as IT operational managed services offerings.

NWRDC also provides easy access to relevant Microsoft Cloud products and services, as well as those of supporting vendor partners, including Symantec, SecureWorks, ForeScout, TelaForce, SHI, and VIONL. All of our cloud services are fully integrated with our Storage as a Service (STaaS) and Backup as a Service (BaaS) offerings.

Customers will also benefit from Microsoft’s detailed IT infrastructure assessment tool. Custom reporting includes:

- Inventory: All network and server hardware and operating systems
- Current Costs: Total infrastructure estimated from server core level detail
- Performance: Data from 55+ system metrics
- Right Sizing: Optimization recommendations for each server
- Cloud Candidacy: Identification of servers and operating systems that could migrate
- Hybrid Cloud: Potential deployment recommendations

If you are interested in migrating your services to the cloud or relocating a portion of your IT infrastructure, including SQL, Data Backup, or Disaster Recovery, please contact us to learn more.

At NWRDC’s March 29, 2019 Policy Board meeting, SHI’s John Breed and Microsoft’s Dawn Miller congratulated NWRDC Board Chair Mehran Basiratmand, Executive Director Tim Brown, and Chief Technology Officer Matt Stolk on becoming the first governmental Microsoft Cloud Solution Provider (CSP).
On April 18, 2019, NWRDC was excited to showcase several of our customers during the Florida Technology Council’s Tech Day at the Capitol. IT leaders who spoke with attendees about their experiences with NWRDC included: Tony Powell, Chief Information Officer and Paul Chafin, Chief Technology Officer for the Florida Department of Health; Andre Smith, Deputy Commissioner for the Florida Department of Education; Damu Kuttikrishnan, Chief Information Officer for the Florida Department of Revenue; and Henry Martin, Chief Information Officer for Washington County Schools. Partners CenturyLink, Dell, ForeScout, SecureWorks, SHI, Symantec and TelaForce were also on hand to discuss their solutions.

The Storage Team successfully upgraded NWRDC’s Open Systems Storage system by migrating customers’ data to new Storage Area Network devices, replacing virtual storage platforms in both Tallahassee and Atlanta. The move provides increased data access speeds and has greatly reduced the overall rack footprint for STaaS.

Exceeding cost-to-performance abilities available through other platforms, the new storage infrastructure also allows for maximum business continuance with minimum downtime. The solution retains STaaS’ high flexibility for increasing and decreasing storage requirements.

The year-long project encountered several challenges, including creating space for the new SAN on the data center floor, unanticipated deduplication issues on the new equipment, and working around customer black-out windows when scheduling migrations. The team’s persistence and dedication paid off with the project’s successful conclusion in April.

The storage migration was also key in the implementation of Criminal Justice Information Security specifications (CJIS) standards at NWRDC. STaaS now provides the necessary physical and virtual environmental safeguards to ensure customers who require adherence to these stringent security specifications can meet them.

Through our staff’s hard work, NWRDC has once again been able to offer improved efficiencies and services. Congratulations to our team!
INDUSTRY INVOLVEMENT

NWRDC leadership attended and presented at numerous conferences during the 2018-2019 Fiscal Year, including EDUCAUSE, FAEDS, FLGISA and Gartner. Other conferences included the Tallahassee ISACA Chapter’s Cybersecurity Summit, where Executive Director Tim Brown and Compliance Officer Sam Gardner offered a presentation on developing an effective risk management program.

SERVICE MILESTONES

PAUL BAGEANT

Mainframe specialist Paul Bageant retired after 25 years with the State of Florida, including his 16 years at NWRDC.

MIKAL HANEY

Associate Director Mikal Haney retired after a 40 year career in IT, including 16 years at NWRDC.

TERRIE MOCK

Mainframe specialist Terrie Mock retired after 38 years with the State of Florida, including her 16 years at NWRDC.

JARED MAYNARD

Operator Jared Maynard was awarded FSU’s Sustained Service Award for his 20 years at NWRDC.

OUR STAFF ARE DEDICATED TO CUSTOMER SERVICE

Executive Director Tim Brown and Chief Technology Officer Matt Stolk were recognized as the ForeScout Customer Reference Rockstars of the Month for April 2019. Both were gifted with custom bobble-heads in their likenesses.


Chief Technology Officer Matt Stolk and Associate Director Geoff Bards bid a fond farewell to Terrie Mock on June 26, 2019.

Executive Director Tim Brown presents Mikal Haney with a gift at his retirement reception held January 3, 2019.

Executive Director Tim Brown presents Mikal Haney with a gift at his retirement reception held January 3, 2019.
Hurricane Michael made landfall near Mexico Beach, approximately 100 miles southwest of the Northwest Regional Data Center, as a Category 5 storm early Wednesday afternoon, Oct. 10, 2018. The storm’s heavy rain, high winds, and extreme storm surges caused massive destruction in its path and spawned numerous tornadoes. Hurricane Michael was the first Category 5 storm in recorded history to make landfall in the northeast Gulf Coast.

Due to the rapid formation of this system, we began following our storm-preparedness plans on Sunday, October 7, beginning as soon as the storm was officially named Tropical Storm Michael. Early Monday morning, our host institution, Florida State University, announced it was closing at midnight through the remainder of the week. We immediately confirmed the members of our storm team and second shift replacements, ensuring technical staff were included to assist our colocation customers if necessary. We purchased food and supplies for their stay at NWRDC and made hotel reservations in Lithia Springs, Georgia in the event we needed to send staff to work the situation from our off-site location. We contacted all managed service customers to ensure the viability of their backup jobs and replications. The technical team reviewed our DR plans and made determinations on how to address any pre- or post-storm failovers. Large trees near the south corner of the data center were removed and our roof drains inspected and cleared of debris.

A total of 11 staff plus 7 family members rode out the event together at NWRDC. Our staff worked over 347 hours of compensatory time in order to guarantee service continuity. The city-wide power outages caused by this storm marked the longest time spent on generator power since Hurricane Kate passed through Tallahassee in 1985. We remained on the primary generator from 3:43 PM on Wednesday till 7:52 PM on Friday, using 2,700 gallons of fuel from our primary tank. We did not have to switch over to our secondary generator. There were no service interruptions during either the cutovers to generator power or back to city electricity.

On Thursday at 9:30 AM, the all-clear advisory was issued, lifting the hurricane warnings for the Tallahassee area. We initiated our after-event protocols. Staff inspected the property and building’s exterior for damage; none was reported. NWRDC employees were contacted by the operations team to check on their welfare and verify their connectivity status. We are pleased to report NWRDC and its staff weathered Hurricane Michael with minimal damage.
On April 25, 2019, NWRDC participated in the national Take Our Sons and Daughters to Work initiative with a full-day program designed to both entertain and educate the children in attendance. Ranging from Grades 3 through 8, our six future IT professionals spent their day learning about the center and its services through fun activities. Highlights included: Project Management BINGO, where the kids sat-in on our weekly project management meeting, listened for key IT terms, and won prizes; and a server disassembly, which provided a hands-on opportunity to learn about different hardware components. They also got to try their hands at degaussing and crushing drives.

Following a pizza lunch, the kids received a special tour of the data center floor from the Executive Director, and collaborated on ways to improve our building’s physical security. Their security plans, which they presented to staff, showcased both traditional measures as well as more creative solutions, including lava pits, abominable snowmen guards, and moats filled with alligators.

The day ended on an especially sweet note with an ice cream social on the back lawn. NWRDC was visited by Mama P’s Ice Cream truck to celebrate the completion of our 2018-2019 storage migration project. Staff and kids alike enjoyed a bevy of frozen treats all provided in recognition of the Storage Team’s hard work. At the day’s end, participant Claire Wasson remarked, “I had no idea your job was so cool, mom!”

MENARD COMPUTING SUITE AND BaaS NOW CJIS COMPLIANT

Working with Florida’s Departments of Law Enforcement and Highway Safety & Motor Vehicles, NWRDC’s Menard Computing Suite is now approved to house Criminal Justice Information Systems (CJIS) data. Administered by the Federal Bureau of Investigation, the CJIS Security Policy integrates presidential directives, federal laws, FBI directives and the criminal justice community’s APB decisions along with nationally recognized guidance from the National Institute of Standards and Technology. This year long project required NWRDC staff to complete additional training and background checks as well as adjustments to the center’s building access procedures. With the completion of this project, NWRDC customers can now utilize CJIS compliant data center floor space.

In addition to our floor space service, NWRDC’s BaaS as a Service also successfully completed a CJIS review. Available as a flexible on-demand service, BaaS provides customers advanced control over their backup and recovery processes. With data encrypted both in transit and at rest, you can easily manage your backup environment through a secure self-service portal, where your team can configure backup schedules, select retention periods, view job progress alerts, and perform restores. Available at multiple data center locations, NWRDC’s BaaS offering provides a secure, cost effective means to protect your data.

DOE DISASTER RECOVERY

Multiple NWRDC and Florida Department of Education technical teams collaborated on a disaster recovery initiative for select applications, databases and servers. The target facility is housed at NWRDC’s remote data center in the Atlanta, GA area, and the master project consists of several sub-projects. Phase one was the establishment of offsite backups using NWRDC’s BaaS as a Service (BaaS) solution. Phases two and three consisted of data replication of databases and application servers, respectively. These portions of the project required the design of a “DR” network and replication was achieved using both physical servers and NWRDC’s community cloud platform. The project will extend through FY 19-20. At this point, over seventeen database servers/clusters and forty-plus application servers are being replicated at near real-time.

OUTREACH

On April 25, 2019, NWRDC participated in the national Take Our Sons and Daughters to Work initiative with a full-day program designed to both entertain and educate the children in attendance. Ranging from Grades 3 through 8, our six future IT professionals spent their day learning about the center and its services through fun activities. Highlights included: Project Management BINGO, where the kids sat-in on our weekly project management meeting, listened for key IT terms, and won prizes; and a server disassembly, which provided a hands-on opportunity to learn about different hardware components. They also got to try their hands at degaussing and crushing drives.

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