

IT/Operations Weekly Project Status Report 6/7/13

Melissa O'Connor

NOC Build Out & Process development

Project Lead: Derek Moore















Project Summary:

IT/Operations will be building a NOC to support critical services 24x7x365. The project will take a phased approach utilizing outsourcing as necessary. In concert with NOC implementation, Mozilla will implement common core processes for x-functional teams addressing incident, change and problem management.

Assumptions:

- 1) NOC will be live by June 7, 2013
- 2) Processes will involve IT Operations, Release and Service Operations as well as customer support (SUMO) organizations
- 3) 3 Services will be supported at the end of Phase 1; Marketplace, Persona, Product Delivery

Overall Project Status

Tasks	% Complete	Status	Risks
Phase 1			
 Hire NOC Manager	75%	Interviews being done	
 Documentation working sessions	100%		
 Alerts from services sent to Taos - NOC	95%	Missing some catchpoint alerts and documentation that the Mozilla team is working on.	Missing documentation from Persona and Marketplace team.
 Conduct x-functional process workshops with representatives from each team by May 10th	100%	3 x-functional sessions held as of May 10th as planned.	
 Publish initial process documentation for syndication and alignment by May 17th	100%		
 Develop KPI and Process Metrics by May 24th	100%	Recommended KPI metrics submitted for review	
 Develop Business Requirements for Case Management System by May 17th	100%	Requirements document initiated in concert with SF Demo held May 15th	Delay in Demo session will delay delivery of requirements based on 'gaps'.
 Develop Training Material for process by May 21st	100%	Core team reviews of process documentation held May 21-23 in feedback sessions. Revisions being incorporated. Training outline provided for review.	
 Salesforce Development to handle alerts	100%		Requirements not delivered to Taos by 17-May
 Taos Agent Training on alert handling	100%		
 Mozilla IT Training on Salesforce	100%		
 Complete Training sessions for staff May 31	100%		
 NOC Pilot	95%	Pilot went well this week but we need to test the process from end to end including the SUMO team	
 Go-Live	0%	June 7 - delayed - waiting for additional alerts from pilot to assure the process is intact.	

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AMO/Marketplace Refresh

Project Lead: Corey Shields






Project Summary:

Refresh hardware for addons.mozilla.org and marketplace in PHX1. This work will help isolate the external services from internal to create greater resiliency to services delivered to our external customers and also ensure we are taking steps to meet SLA's of future carriers and partners.

Assumptions:

- 1) Services team will spec hardware and vendor
- 2) IT Team will rack, stack and network all gear
- 3) Services team will make hardware "production ready" and determine "go-live" criteria and dates

Overall Project Status

Tasks	% Complete	Status	Risks
 Order Hardware	100%	Hardware ordered	
 Hardware delivery	100%	Hardware delivered 3/22	Delay in delivery has pushed services work to Q2
 Data Center operations rack hardware	100%	Hardware handed off to Services team	
 Networking infrastructure	95%	VLAN IP range work complete	Any additional network work needed in support of deployment
 Service Team configuration and setup	80%	Delayed start due to hardware delivery	

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Move IT Infrastructure out of MTV

Project Lead: Derek Moore

Project Summary:

All equipment IT supports in MTV needs to be relocated either to the new MTV space or to SCL3.

Assumptions:

- 1) Evacuate by 12/31/13 for 1/31/14 lease expiration
- 2) IT team is leading all infrastructure moves
- 3) RelEng, A-Team and other groups will be involved as necessary

Overall Project Status

Tasks	% Complete	Status	Risks
Hold initial planning meeting with RelEng	100%	Initial meeting held 3/13, list of action items and next steps identified	
Determine move plan for Tegras	75%	mrz has a draft proposal which he needs to review with Sylvie	

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SCL3 Construction

Project Lead: Derek Moore










Project Summary:

Part of the overall data center consolidation initiative as part of the IT strategy. Expanding the space in SCL3 to accommodate growth and movement of equipment from other data centers.

Assumptions:

- 1) MTV, SCL2 and SCL3 gear will move to this space
- 2) The SCL3 expansion will also support the new Virtualization/Storage project

Overall Project Status

Tasks	% Complete	Status	Risks
 Develop plan for expansion of the data center space	100%		
 Work with Qbuilders to identify build/construction plan	100%	Quotes received	
 Submit project kickoff form	100%	Form submitted	
 Legal review of construction contract	100%	Contract reviewed and signed	
 PO Submission to Vendor	100%	PO has been submitted	
 Design	50%		Long durations for design work
 Permits	0%		City Review and approvals
 Construction	0%		
 Hand over space to Mozilla	0%	Target date is August 16th, working with vendor to pull this in.	Date is after our July 31 deadline.

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Data Center Consolidation

Project Lead: Derek Moore

Project Summary:

These projects align with our IT Strategy for data center consolidation.

Assumptions:

- 1) Services will be moved in Q2.
- 2) Other teams will be leveraged as necessary.

Overall Project Status

Tasks	% Complete	Status	Risks
Terminate agreement and retire/relocate services running in the Amsterdam data center	75%	In progress	
Terminate agreement with Layer42 (SCL2) and relocate services to one of the major compute centers (SCL3/Vantage, PHX1, or AWS)	85%	In progress	

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Persona Authentication

Project Lead: Jake Maul

Project Summary: Improve users experience with a single username and password for internally facing websites.

Assumptions:

- 1) Two sites will be part of initial deployment, intranet.mozilla.org, mana.mozilla.org.
- 2) Production Environment will be in three regions in AWS (East Coast, West Coast, and Europe).

Overall Project Status

Tasks	% Complete	Status	Risks
Deploy production idp instance			
Staging environment live, QA begins	100%	Target end of day Friday May 3rd	
Security Review	90%	Working through final security review	
QA testing phases	85%	Testing continues	
Deploy Persona authentication on internally facing Mozilla websites	0%	Not started	