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	90%	Missing some catchpoint alerts and documentation that the Mozilla team is working on.	
🟢	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	80%	Recommended KPI metrics submitted for review	
🟡	Develop Business Requirements for Case Management System by May 17th	80%	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%	Week of May 27	Requirements not delivered to Taos by 17-May
🟢	Taos Agent Tranining on alert handling	100%	Week of May 27	
🟢	Mozilla IT Training on SalesForce	100%	Week of May 27	
🟢	Complete Training sessions for staff May 31	100%	Week of May 27 - On Target for 1st Training Session	
	NOC Pilot	0%	On target for June 3-6	
	Go-Live	0%	June 7	

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	75%	Delayed start due to hardware delivery	

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 is working on a proposal which will include 2 options for handling the Tegras	

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 contstruction contract	100%	Contract reviewed and signed	
●	PO Submission to Vendor	100%	PO has been submitted	
●	Design	10%		Long durations for design work
●	Permits	0%		City Review and approvals
●	Construction	0%		

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	50%	In progress	
●	Terminate agreement with Layer42 (SCL2) and relocate services to one of the major compute centers (SCL3/Vantage, PHX1, or AWS)	50%	In progress	

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	85%	Working through final security review	
QA testing phases	80%	Testing continues	
Deploy Persona authentication on internally facing Mozilla websites	0%	Not started	