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) Processes will involve IT Operations, Release and Service Operations as well as customer support (SUMO) organizations
2) 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	100%	Albert starts Monday 6/24	
🟢	Documentation working sessions	100%		
🔴	Alerts from services sent to Taos - NOC	100%	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 Tranining on alert handling	100%		
🟢	Mozilla IT Training on SalesForce	100%		
🟢	Complete Training sessions for staff May 31	100%		
🟡	NOC Pilot	100%	Pilot went well this week but we need to test the process from end to end including the SUMO team	
🟡	Go-Live	100%	Going live Monday June 24 for all services.	

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	95%	Services team expects to be serving traffic by the end of the quarter	

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	85%	Email discussions being held on the proposal.	

IT/Operations Weekly Project Status Report
6/28/13

Melissa O'Connor

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	100%		
🟢	Permits	100%	Structural permit approval received today and expect the electrical permit by the 25th	City Review and approvals
🟢	Construction	25%		
🟡	Hand over space to Mozilla	0%	Date has been pulled in a bit to August 9th, still working to improve on that	Date is after our July 31 deadline.

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	100%	Termination agreement submitted	
●	Terminate agreement with Layer42 (SCL2) and relocate services to one of the major compute centers (SCL3/Vantage, PHX1, or AWS)	100%	Termination agreement submitted	

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	100%		
🟢	QA testing phases	100%	Final testing being done	
🟡	Deploy production IDP instance	100%		
🔴	Deploy Persona authentication on internally facing Mozilla websites	0%	Go live for mana and intranet is delayed until Q3.	