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
hase 1			
Hire NOC Manager	75%	Interviews being done	
Documentation working sessions	100%		
Alerts from services sent to Taos - NOC		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		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		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.	

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



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%		Any additional network work needed in support of deployment
Service Team configuration and setup	80%	Delayed start due to hardware delivery	

Move IT Infrastructure out of MTV

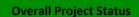
Project Lead: Derek Moore

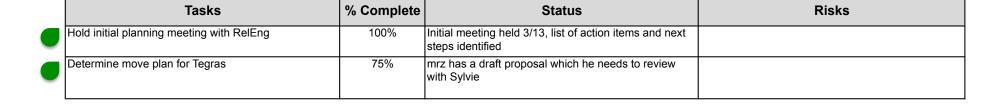
Project Summary:

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





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	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.

Data Center Consolidation

Project Lead: Derek Moore

Project Summary:

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

Assumptions:

- Services will be moved in Q2.
 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)		In progress	

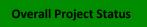
Persona Authentication

Project Lead: Jake Maul

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

Assumptions:

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



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	