IT/Operations Weekly Project Status Report 3/29/13

NOC Build out

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 2) 3 Services will be supported at the end of Phase 1 as necessary.

Assumptions:

- 1) NOC will be live by May 15, 2013
- - Marketplace
 - Persona
 - Product Delivery

Overall Project Status

| Tasks | % Complete | Status | Risks |
|---------------------------|------------|--|--|
| Phase 1 | | | |
| Outsourced Tier 0 | | Agreements received from vendor, being reviewed by legal | Legal Review of agreements May 15 launch date |
| Hire NOC Manager | 0% | Finalizing job description | Sourcing |
| Process Documentation | | | |
| Phase 2 | | | |
| Portland Space build out | | | |
| Phase 3 | | | |
| Second location build out | | | |

IT/Operations Weekly Project Status Report 3/29/13

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 | 0% | Delayed due to hardware delivery | |

IT/Operations Weekly Project Status Report 3/29/13

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



| Tasks | % Complete | Status | Risks |
|---|------------|---|-------|
| Hold initial planning meeting with RelEng | | Initial meeting held 3/13, list of action items and next steps identified | |
| Hold initial planning meeting with A-Team | | | |
| Desktop team identify equipment to move to new office or to the data center | | | |

IT/Operations Weekly Project Status Report 3/29/13

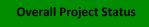
SCL3 Construction Project Lead: Derek Moore

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:

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



| Tasks | % Complete | Status | Risks |
|---|------------|--------|-------|
| Develop plan for expansion of the data center space | 100% | | |
| Work with Qbuilders to identify build/construction plan | 85% | | |