

CASE STUDY: DATA CENTER MIGRATION IMMIGRATION AND CUSTOMS ENFORCEMENT (ICE)

CHALLENGE

The establishment of the Federal Data Center Consolidation Initiative put political pressure on many Government organizations to migrate current long standing operations and engineering environments into large enterprise data centers in hopes of realizing cost savings while also sharing in economies of scale. The Department of Homeland Security Immigration and Customs Enforcement (ICE) had a unique and time sensitive operating scenario in which they had a pressing need to move out of the Department of Justice Data Center into the DHS Managed Services Data Center before their annual hosting agreement was to expire. ICE had years of dated operating procedures, legacy computing and storage equipment, and a fairly flat network architecture which had to be discovered, assessed, migrated, and tested before being put into operations within the new data center environment. All of this was to be conducted transparently so as no disruption caused to the more than 20,000 employees in more than 400 U.S. offices and 48 foreign countries. It was also mandated this occur within eighteen months to avoid putting ICE into a position of financially supporting two operational data centers concurrently.

SOLUTION

To accomplish the mission, our team leveraged years of project management and engineering experience around data center migration and relocation service efforts within the Federal Government. Using a very ITIL-centric approach, we developed a methodology that centered around four major relocation phases. In the initial phase, we conducted an exhaustive data center discovery, or understanding of that which comprised ICE's physical and logical asset inventory. After that which was identified at the project onset had been sufficiently documented, we subsequently identified the migration approach and strategy along with the appropriate planning and project schedule required to execute the move. This involved activities such as providing pre-provisioned compute, network, and storage architectures, conducting application mapping to physical assets in order to properly characterize mission systems, as well as leading process integration activities that would provide the necessary guidance for how the environment would be supported within the new data center operating model. This effort was developed to support 67 discreet mission critical applications, each of which can tolerate little to no downtime. The entire project was condensed from an originally projected completion timeline of eighteen months down to twelve.

RESULT

All 67 mission critical applications were successfully migrated to the new DHS Enterprise Data Center. The migration included integration of all applications into the new data center onto brand new computing infrastructure along with geographically dispersed Disaster Recovery, both of which included round the clock monitoring and support. ICE is now able to take advantage of a tiered network architecture inclusive of an enhanced security posture as well as enjoy key support services such as load balancing, compliance management, systems monitoring, centralized log management, and state of the art facility environmental controls. Additionally, this effort yielded a newly accredited and certified FISMA compliant system of record with updated System Security Plan (SSP) and Business Continuity Plans (BCP) in accordance with the newly established data center support model.

ABOVE & BEYOND

For the Department of Homeland Security's Immigration and Customs Enforcement (ICE) agency, the migration and consolidation of their computing environment to the new data center was considered to be extremely successful. It allowed the agency to consolidate legacy resources into a more resilient data center comprised of a new computing infrastructure. ICE was able to realize a reduction in operational maintenance costs for greater efficiency and economies of scale while also taking advantage of key enterprise delivery services, such as Change Management and Disaster Recovery, provided by the Department. Knight Point Systems was an integral partner with DHS and ICE for the planning, scheduling, and execution of the project.

ABOUT KNIGHT POINT

Knight Point Systems, LLC (KPS) was founded in 2005 to address the IT and infrastructure challenges facing Federal government agencies. Since that time, KPS has established itself as one the fastest growing providers of technology and consulting services across Federal government, State and Local government, and commercial enterprises. Our staff maintain expertise spanning a wide spectrum of IT management, technology, and service solutions. We are repeatedly recognized as a "Best Place to Work" for maintaining an exceptional work environment for our employees. KPS is appraised at Capability Maturity Model Integration (CMMI) Level 2 and holds ISO 20000-1:2011 and ISO 27001:2005 certifications. Through KPS' Horizon, our customers are able to consume technology and services traditionally, cloud-enable their data centers on premises through our 'as a Service' offerings, or transition services off premises to KPS' cloud environment.

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