



Tennessee General Assembly

Five Minutes of Fame

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WHAT WE DO:

Everyday we try hard to build and deliver exceptional customer experience to our members and their staff. We do this by investing in the right people, processes and technologies.

WHY WE DO IT:

If we do this right – our members and their staff will be able to deliver exceptional customer service to the citizens of the great state of Tennessee.

PEOPLE



Highlights in 2018

- Cordell Hull Move
- Infrastructure
- Windows 10 in a hurry!



The MOVE

- Long process spanning several years of planning and one year of execution.
- Zero Downtime!
 - Parallel datacenters.
 - Long before users were moved to the new facility they were connected to the new data center.
 - When move day came it was as easy as moving computers and plugging them up in the new building. Nothing was different from the user standpoint.



Cordell Hull Infrastructure

- Data Center
 - Everything is new.
 - We were able to pick everything by spec.
- Security
 - All security infrastructure was changed to different technologies.
- Connectivity
 - 39 Switches
 - 2000 physical ports
 - Port security
 - 288 access points
 - 5.8 GHZ Only

Windows 10

- 550 workstations
- In place upgrade
- We did it in less than two months with a small staff and no outside assistance.
- Great training set the stage for a great user experience.
- Edge Browser
 - No Acrobat