




M E M O R A N D U M

Date: January 27, 2022

To: California State Lottery Commission

From: Alva V. Johnson, Director 

Prepared By: Jennifer Chan, Deputy Director
Information Technology Services Division

Subject: Item 8(b) – Juniper Network Maintenance & Support Contract

ISSUE

The California State Lottery (Lottery) is requesting approval to enter into a three-year agreement with Castro International to renew the Juniper Optimum Care service package for support services to ensure continued reliability and readiness of the Lottery network. The total contract amount is \$523,262 with a term date beginning April 1, 2022 and ending March 31, 2025.

BACKGROUND

The Lottery network is essential to conducting Lottery business operations and supports critical functions within the organization. The routers, switches, firewalls, and associated network software provide the conduit for servers and computers to communicate internally and externally with retailers and partners. Communication between computers and systems allow Lottery employees to send and receive email, access business applications, connect to gaming system applications, utilize the internet to conduct business, and collaborate with others. Additionally, the network is essential for continued use of Voice over Internet Protocol (VoIP) in the headquarters building and other Lottery buildings for business phone services.

Currently, the Lottery's network switch environment consists of all Juniper hardware and this hardware is critical to the ongoing availability of the Lottery network. The availability of technical assistance from Juniper has been essential to resolving network issues in a timely manner to ensure ongoing uninterrupted services reliant on the Lottery network.

DISCUSSION

Lottery Information Technology Services Division (ITSD) staff perform routine maintenance and support tasks such as software upgrades, configuration changes, and first level troubleshooting. Through the Juniper annual support and maintenance contract the Lottery has access to very specialized and expert level resources to assist in risk avoidance and resolution of potential hardware, software, configuration, and security issues. Specifically, the Juniper annual support and maintenance contract provides the ability for the Lottery to proactively open support tickets on a 24x7 basis, perform device configuration analysis, software updates, advanced hardware replacement, and engage expert technical consulting support.

Through this support and maintenance contract, the Lottery obtains the required hardware and software updates to keep the network in a secure and optimal state. For example, the annual support and maintenance contract ensures that the Lottery network will not be exposed to security vulnerabilities and receives regular software updates which can improve performance, stability, and functionality. It also ensures that the Lottery will be able to obtain technical assistance from Juniper when necessary.

The Lottery currently relies on Juniper network appliances to provide critical business services to Lottery staff, business partners and players. Since the last support renewal took place, the Lottery has been consistently improving the network infrastructure. This is achieved through configuration improvements, security patches and operating system upgrades. These efforts require a Juniper support contract to be in place to keep the business operating without interruption. For example, last year the Lottery finished replacing aging Juniper firewalls with Palo Alto Network firewalls. During that transition, the Lottery leveraged the Juniper support services extensively to triage issues that arose and coordinate a migration strategy with minimal interruption to the business. This year, the Lottery is upgrading and adding an additional Juniper QFX switch to support the Server Farm at the Lottery Data Center. The benefits of this effort are enhanced security and providing redundancy in the event of an outage for a critical component of Lottery's IT infrastructure, the server farm. Juniper support is required to ensure that these large scale and complicated efforts are completed without interruption to Lottery operations.

ITSD is in the process of developing and refining its technology roadmap and strategy to support business services and to increase operational efficiencies. As part of this roadmap and strategy, ITSD will continue to regularly evaluate and assess the Lottery's technology to ensure it continues to meet the ever-changing needs of the business. The last evaluation and assessment were completed in 2010 when the Lottery's network switch hardware was transitioned from Cisco to Juniper.

ITSD is currently conducting another evaluation and assessment to determine if Juniper is still the best solution for the Lottery. If it is determined that there is better alternative to

Juniper, this support contract will carry the Lottery through the migration (2-3 years to complete) and provide necessary support for current network roadmap initiatives that include the QFX upgrade, Core switch enhancements and wireless network integration support which are deemed critical projects.

RECOMMENDATION

Lottery Staff recommends that the California State Lottery Commission approve the proposed three-year network maintenance and support contract with Castro International. The maximum authorized contract expenditure amount is \$523,262. The contract term will begin on April 1, 2022 and end in March 31, 2025.