THE UNIVERSITY OF TEXAS AT AUSTIN
ITS· Information Technology Services

Web Central Service Retirement
Document Version 1.0
Prepared by *Jenn Coast and Christina Konstantinidou, ITS*
Last Edited May 8, 2015

PLAN › REQUIREMENTS › SOLUTION ANALYSIS › DESIGN › BUILD › TEST › TRAIN/DEPLOY › MAINTENANCE

Project Charter

Executive Summary

With the endorsement of IT Governance in 2012 as part of the UT Web Infrastructure Project, Information Technology Services (ITS) plans to retire Web Central, the legacy shared Web hosting and UTS email service at the University. Because Web Central has been a Web hosting and email service for over twenty years – it currently hosts more than 1200 current and legacy websites and 500 email addresses – the service retirement project will require a detailed migration plan and guidelines to assist users in determining what actions to take and to where to migrate their websites or email service. At the completion of the project, all Web Central websites and email addresses will be migrated, archived, or deleted, and all physical or virtual hardware associated with Web Central will be decommissioned.

Business Need and Background

Web Central is the original shared Web hosting service for the University that has been in place since the early 1990s. Web Central was the first home of the www.utexas.edu website and continues to host departmental, college, and school websites today. The Web Central service also includes the Unix Timesharing Service (UTS), which not only provides the method by which users publish their website content but also is used by University faculty and staff members to run Unix programs, host personal websites, or send and receive email.

Retirement Justification

The Web Central infrastructure is an aging, out-of-warranty hardware platform built primarily on physical machines running the Solaris operating system. With the adoption of Red Hat Enterprise Linux (RHEL) as the Unix-based operating system for the University and with the adoption of virtualized machine services, the Web Central Solaris platform is being phased out.

The aging infrastructure requires tedious and time-consuming management efforts to support the home-built packages and out-of-date technologies that make up the Web Central environment. Security vulnerabilities are not easily addressed due to the effort involved in updating the software stack and the large impact that changes to the system have to departments, colleges, and schools that host sites on the service. Many departments no longer have experienced software developers or webmasters that can undertake changes to their code.

Replacement Offerings

UT Web, the shared web hosting environment built to replace Web Central, launched in October 2014. ITS also offers a managed WordPress service at sites.utexas.edu, and is developing a managed Drupal service that will

launch in 2015. These three offerings, combined with the University Wiki Service, SharePoint, and UT Virtual services, provide the replacement systems and services necessary to meet the web hosting and publishing needs of colleges, schools, departments, and individuals.

For email services, ITS has identified more robust and secure alternatives to the UTS email service such as Microsoft Office 365 and UTmail.

There will be no ITS centrally managed Unix environment for running Unix scripts or other programs for which faculty or staff may have used UTS, although scripts and programs affiliated with web hosting can be migrated to the UT Web environment.

Web Central Customers

There are more than 100 colleges, schools, departments, or individuals that have over 1200 unique websites within the www.utexas.edu namespace or as custom domains on Web Central, of which 65% will most likely be archived or deleted.

Based on 2014 data, the Web Central/UTS email service has about 500 active users of @www.utexas.edu and @uts.cc.utexas.edu addresses.

Infrastructure Resources

The physical and virtual hardware associated with Web Central service will be retired or decommissioned. There are 15 Sun physical servers located in UDC-C that will be decommissioned and retired and seven RHEL virtual machines that are part of the Commodity ESX environment that will be decommissioned. The shared storage space on ITS' NAS storage services will be released. Any licenses or agreements with vendors required to operate the service will no longer be required and will not be renewed.

Project Description and Scope

The Web Central Service Retirement project will include the following:
- Identify the up-to-date list of sites, files, and programs that exist currently on Web Central and the departments that own them.
- Identify the up-to-date list of email addresses in use and the people who use them.
- Identify alternative options for hosting Web content or email services and document the appropriate application of each service.
- Identify and create the process by which Web Central files will be archived in order to comply with University's records retention policies.
- Document the transition procedures for the departments to use while they transition from Web Central.
- Create detailed transition planning in waves, including lists of specific sites to be transitioned to each service per wave.
- Define and coordinate all activities related to the decommissioning of Web Central, including cancelling of any licensing and support agreements.

Out of Scope

This project will not include the actual transition of sites to other hosting options. Each department will be responsible for the development work and migration of the sites to the available alternatives.

Project Goals

- Provide guidelines for each recommended alternative to Web Central hosting or email service.
- Enable customers to identify appropriate actions to take to independently migrate Web Central sites to alternative solutions.
- Ensure that customers migrate, archive, or delete all Web Central sites, files, programs, and active email addresses according to the retirement schedule.
- Transition archived web content files to the University Digital Archives location of choice at the close of the project.
- Decommission all Web Central hardware and software.

Project Schedule

This project will include five main phases: Plan, Design, Migration, Decommission, and Close. The Plan phase will include all the project initiation activities. During Design the migration process will be defined. The Migration phase will involve the actual customer migration of sites, files, programs, and active email addresses to the available options and it will take place in waves. After the Decommission phase, where all necessary hardware will be decommissioned, the project will close out.

A high-level project schedule is outlined below. At this time, the estimated completion is August 2016.

Start March 2015	**Plan** Mar-Apr 2015	**Design** May - July 2015		**Decommission** June - July 2016	**Close** Aug 2016	Finish August 2016
		Migration June 2015 – June 2016				

Project Management and Governance

Role	Names/Organizations	Responsibilities
Executive Sponsor	Julienne VanDerZiel, Director of ITS Applications	Review and approve parts of project documentation, changes in project scope, schedule and budget.
Internal Steering Committee	Dave Moss, ITS Systems Rachel Strain, ITS Applications Paul Grotevant, ITS Applications Farhad Fatahalian, ITS Applications Ruby Philipose, ITS Customer Support Services Jason Wang, ITS Networking	Provide sign-off for project deliverables. Make recommendations regarding changes to project scope, schedule, and budget. Assign resources for project activities when needed during the project.
Project Manager	Christina Konstantinidou, ITS Applications	Create project deliverables and documentation. Track and report on project progress.
Web Strategist	Jenn Coast, ITS Applications	Create project deliverables and documentation. Manage customer communications.
Systems Technical Lead	Mic Kaczmarczik, ITS Systems	Create project deliverables and documentation for decommission phase.
Stakeholder(s)	Architecture and Infrastructure Committee Web Technologies and Infrastructure Subcommittee ITS Applications Web & Contract Services Team ITS Systems Managed Server Support ITS Systems Shared Campus Services Team ITS System UT-V Team University Communications	

Project Facilities and Resources

The following resources will be required during all of the project phases except from the Decommission phase:

- Web Strategist: 0.75 FTE
- Project Manager: 0.25 FTE
- Web Central Administrator: 0.15 FTE

The Web Central decommission will require the following resources:
- Web Strategist: 0.15 FTE
- Project Manager: 0.15 FTE
- Systems Technical Lead: 0.15 FTE
- System Administrator: 0.15 FTE

Impact Analysis

- All users that currently host sites on Web Central will be required to migrate, delete, or archive those sites.
- All users that host UTS personal websites will need to migrate, delete, or archive those sites.
- All users who currently send and receive email via UTS or Web Central will be required to move to another mail service or email address.
- The alternative services and archive resources will most likely have an increase in customer requests and customer support needs.

Assumptions

- The project will include consultation to customers to determine the most suitable alternative to Web Central hosting or email service. Once the alternative service is determined, the service managers and stewards will be responsible for customer support for migration efforts.
- ITS, in collaboration with University Communications, will be responsible for making decisions about orphaned sites and accounts that no longer have active University-affiliated staff.
- ITS Applications Web & Contract Services team members will be responsible for archiving or deleting orphaned files.

Constraints

- The project schedule will be dependent on departments following the migration plan. Any delays during the migration will result in delaying the actual retirement date of Web Central.
- Users who will migrate to the Managed Drupal service will not be able to do so until the service has launched.

Risks

- The migration timeline and overall project schedule may be impacted if the Managed Drupal service launch is delayed.
- Any lack of resource availability may affect the overall project schedule.

- Departments may want to redesign their websites at the same time as migrating and this may impact their migration timeline.

Revision History

Version	Date	Updater Name	Description
V 0.1	3/13/2015	Jenn Coast and Christina Konstantinidou	Initial draft completed.
V 0.2	3/20/2015	Jenn Coast and Christina Konstantinidou	Feedback about the scope and resources from reviewers incorporated.
V 0.3	3/30/2015	Jenn Coast and Christina Konstantinidou	Approved by the Director with minor edits.
V 1.0	4/24/2015	Jenn Coast and Christina Konstantinidou	Approved by the ISC.