



Tech Alert

from the **Customer Delivery Division**
"Your Gateway to Technology Services"

TA 15-15: Server Load Balancing Services Improvements

ATTENTION: **Customers Using Microsoft Internet Security and Acceleration (ISA) Proxy Services**

ACTION REQUESTED: **Submit Service Request for Migration to the Server Load Balancing/Reverse Proxy Service**

DUE DATE: **August 31, 2015**

Overview:

The Department of Technology currently uses Microsoft Internet Security Acceleration (ISA) services to protect your IT environment from Internet threats while allowing secure remote access to applications and data. ISA also provides load balancing capabilities to multiple back end web farms, if required.

To provide improvements to load balancing services, the Department of Technology is migrating to a more current method: Server Load Balancing/Reverse Proxy service. This service also includes an option for Secure Socket Layer (SSL) Offloading that will unload the HTTPS SSL function to a hardware load balancer, and also an option for Application Security Manager (ASM) - a flexible web application firewall that secures web applications in traditional, virtual and private cloud environments.

The monthly rate for this new Server Load Balancing/Reverse Proxy service will be \$150 per server instance. In addition, for customers who use SSL Offloading and/or ASM functionality, the rate for each function will be \$325 per Virtual IP address (VIP).

All migrations from ISA to the Server Load Balancing/Reverse Proxy service will be completed by April 1, 2016. Department of Technology network staff will work with CDD Account Leads to coordinate customer migration dates. During the migration effort, customers will need to verify the current production Virtual IP address (VIP), test the new VIP, and also identify acceptable downtime periods for the Domain Name System (DNS) change.

Requested Action:

Customers should submit a Service Request (SR) for the migration from ISA to the Server Load Balancing/Reverse Proxy service. Within the next two weeks, your Account Lead will contact your department and provide the specific language required for the SR.

Due Date:

Customers must submit their migration SRs by **August 31, 2015** to ensure all migrations are completed by April 1, 2016.

Contact:

If you have questions or need further clarification, please contact your [Account Lead](#), or call the Customer Delivery Division at (916) 431-5476.



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