

Annual Report

2024 / 2025

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Message

From the Vice President

Tim Brown, Ph.D.

Thank you for taking the time to read of our accomplishments for fiscal year 2024–2025. Over the last year, the Northwest Regional Data Center (NWRDC) continued its mission to deliver innovative, cost-effective IT services to Florida's public sector. Serving customers across universities, colleges, K–12 districts, and government agencies, NWRDC reinforced its role as Florida's leading cloud broker and technology ally.

Key achievements included:

- Service Modernization: Consolidation of IT Service Management into a unified ServiceNow platform, enhancing customer experience and operational efficiency at both NWRDC-Innovation Park (NWRDC-IP) and NWRDC-Southwood (NWRDC-S).
- Infrastructure Upgrades: Major refreshes to switch networks, SAN fabrics, and enterprise storage systems improved reliability and performance.
- Cloud Innovation: Deployment of the Morpheus Cloud Management Platform and completion of the Community Cloud migration positioned NWRDC for scalable hybrid cloud services.
- Technical Debt Reduction: Strategic efforts to retire legacy systems and align platforms with modern standards strengthened long-term sustainability.
- Security & Identity Management: Implementation of SailPoint for automated user provisioning and expanded firewall certifications to bolster cybersecurity.
- Professional Development: Staff completed over 7,000 hours of training, with 39% holding certifications, in addition to NWRDC hosting statewide workshops on AI, cloud, and ransomware.



Financially, NWRDC continues to operate on a cost-recovery basis, keeping our expenses under budget for the 16th consecutive year. This budget surplus of over \$3.85 million in savings is returned to our customers. Through our contract management partners, we negotiated joint contracts on behalf of our customers, resulting in an additional \$5 million in savings over the last year. Additional savings were made by NWRDC's sibling organization, The Florida Virtual Campus (FLVC), and I invite you to review their annual report for more information on their accomplishments on behalf of the State of Florida.

These accomplishments are not just due to our outstanding staff of professionals; The contributions of ALL of our stakeholders made this possible, including our Policy Board, our customers, our friends in the State of Florida, and Florida State University. As I always say, we are stronger working together! Thank you!



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About **NWRDC**

Florida's Leading Data Center Provider

The Northwest Regional Data Center (NWRDC) is Florida's leading computing provider, delivering services to a wide range of universities, colleges, and K-12 school districts, as well as state, county, and city governments.

Established in 1972 under Florida State University, NWRDC began by offering mainframe services to universities across the state. Over the past decade, we have expanded to include a wide range of managed services well beyond the traditional footprint of the normal data center. And through multiple strategic business partnerships, we have positioned ourselves as Florida's Cloud Broker, providing cybersecurity, cloud, and end-user support solutions at significant discounts.

NWRDC strengthened its commitment to serving the IT needs of Florida's public and educational communities with the addition of the Florida Virtual Campus (FLVC) in 2020 and the Florida State Data Center in 2022. With over 50 years of experience, we pride ourselves on our superior customer service, cost-effective solutions, and unwavering dedication to customer satisfaction.





→ Our Mission

Our mission is to be the most efficient and innovative data center in the State of Florida through state-of-the-art technology, leadership and partnerships. We are a mission-driven service organization focused on delivering comprehensive technology support to public and not-for-profit entities, operating on a cost-recovery basis. We fulfill our mission by supporting our customers in accomplishing their goals and missions.

→ Why NWRDC?

Our status as an auxiliary of Florida State University enables our customers to contract directly with us for many IT support solutions without engaging in a lengthy procurement bid process. As Florida's Cloud Broker, we pride ourselves on our superior customer service, cost-effective solutions, and an unwavering commitment to customer satisfaction.

Our Values at NWRDC

01. Customer-Centric Service

At NWRDC, we prioritize our customers' needs by offering enterprise-level IT solutions tailored for Florida's public sector. Our commitment to a customer-first approach ensures that we provide cost-effective, scalable, and reliable services to support our customers' missions.

02. Innovation & Efficiency

We strive to be the most efficient and innovative data center in Florida by leveraging state-of-the-art technology and fostering strategic partnerships. Our services, including cloud infrastructure, storage, and managed services, are designed to deliver high performance and adaptability in a rapidly evolving digital landscape.

03. Empowerment Through Collaboration

NWRDC was founded as a nonprofit consortium to share mainframe services among local universities. Today, we continue this legacy by collaborating with educational institutions and government agencies, providing them with the tools and support needed to achieve their goals while realizing significant cost savings.

Message

From the Board Chair

Gene Kovacs

It is my pleasure to once again be able to be a part of presenting the accomplishments of the Northwest Regional Data Center (NWRDC). Another year has passed, and NWRDC continues its upward trajectory of technical innovation while maintaining fiscal stability.

Knowing when to adopt emerging technologies, retire legacy systems, or when to pivot as the technical landscape changes is a feat normally only seen in large commercial entities. But NWRDC, with its small but dedicated team, continues to rival larger groups on uptime, innovation, and cost savings. While at the same time, it is continually holding firm on industry compliance standards, thus lowering risk for the state of Florida.

Key to this success is the NWRDC leadership, NWRDC staff, and support from Florida State University. The leadership's dedication to continuing education and technical staff skill development has allowed the data center to excel at providing technology services to a wide range of customers. NWRDC staff continue to obtain industry certifications as new technologies are offered, allowing them to consolidate and upgrade platforms in-house, saving a tremendous amount of money for Florida's taxpayers.

With dedication to education that you would expect from an organization at a preeminent university, NWRDC has expanded its vision of professional development to include its customers. This initiative empowers NWRDC customers to better leverage the technologies offered by NWRDC. Customers can now



meet their business goals more effectively and efficiently. Again, saving money for Florida's taxpayers.

A review of NWRDC's fiscal history reveals it is a beacon of fiscal effectiveness, demonstrating year after year that proper stewardship of public funds for technology is achievable. Unlike many organizations, the data center's fiscal information is readily accessible. This fiscal stability is a direct reflection of the dedication and professionalism exhibited by the staff.

NWRDC has effectively replicated this success as it has grown. This annual report is only a highlight of the overall effort of the data center staff. Daily attention to detail and the focus on the mission are what brings this success.

I want to personally thank the NWRDC staff, leadership, and FSU for the level of professionalism and dedication they provide to ensure this continued success.

NWRDC

Policy Board

*Management Committee Member



Sandra Stevens (Vice Chair)*
City, County, Local Gov. Rep.
IT Director
City of Boca Raton



Paul Chafin
Large Customer Rep.
Chief Information Officer
Dept. of Health



Dr. Gale Etschmaier* [6/23 - 3/25]
FLVC Members Council Rep.
Dean - Library Services
Florida State University



Jonathan Fozard*
Host Institution Rep.
Chief Information Officer
Florida State University



Robert Fuselier
FLVC Members Council Rep.
Director - Distance Learning &
Student Services
Florida State University



Jimmie Harrell
Midrange Customer Rep.
Chief Information Officer
Dept. of Revenue



Kenneth Kicia
Large Customer Rep.
Chief Information Officer
Dept. of Corrections



Mike Kirgan
Small User Rep.
University IT Director
Florida International University



Sila Lott
FLVC Members Council Rep.
Director - Library Services
Tallahassee State College



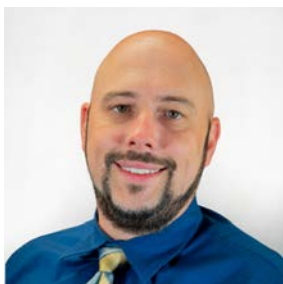
Henry Martin
K-12 Rep.
Chief Information Officer
Walton County School District



Sandra McGlohon
At-Large Rep.
IT Policy Coordinator
Executive Office of the Governor



Dr. Andre Smith*
Large Customer Rep.
Deputy Commissioner
Dept. of Education



Cole Sousa
Large Customer Rep.
Chief Information Officer
Dept. of Children & Families



Josh Strigle
FLVC Members Council Rep.
Director - Distance Learning &
Student Services
College of Central Florida



V.Y. "Trey" Tillander III, P.E.
Large Customer Rep.
Executive Director - Transportation
Technology
Dept. of Transportation



Faye Watkins [3/25 - Current]
FLVC Members Council Rep.
Dean - Library Services
Florida A&M University

NWRDC

Executive Leadership

NWRDC's Executive Leadership Team represents decades of IT experience and success. Led by Assistant Vice President Tim Brown, Ph.D., the team has successfully transitioned the data center from a strict mainframe computing utility to a multi-IT service organization. With a wealth of experience in building successful organizations, their proven leadership has helped secure NWRDC's commitment to innovation and customer service.



**Tim
Brown, Ph.D.**

Assistant Vice President
for FSU ITS, NWRDC & FLVC



**Julia
Cunningham**

Director of Finance &
Administration
NWRDC & FLVC



**Matt
Stolk**

Director of IT
Chief Technology Officer
NWRDC & FLVC

NWRDC

Senior Management



Geoff Burda
Associate Director
Infrastructure Services



Justin Congdon
Program Director
Central Services



Hans Cardenas
Program Director
Enterprise Architecture,
Commercial Cloud & DR



Derick Jackson
Program Director
IT Service Management (ITSM)



Jim Jackson
Program Director
Windows



Ulysses Jenkins
Compliance Officer



Cathy Kreiensieck
Associate Director
Infrastructure & Operations



William Lamb
Deputy CTO
Strategic Cloud Infrastructure



Brett Simpson
Deputy CTO
Strategic Cloud/Applications



Carlene Smith
Director - Customer Engagement &
Communications



Thomas Stevenson
Deputy Director
Finance



Scott Sutterfield
Associate Director
Core Services



Elisa Weber
Program Director



James Stewart
Mainframe Administrator



George Zimmerman
Information Security Manager

Servicing Customers

Across Florida

At the Northwest Regional Data Center (NWRDC), everything we do begins with our customers. Since 1972, we have proudly supported Florida's universities, colleges, K-12 school districts, and state, county, and city governments by providing technology services that are reliable, cost-effective, and aligned with their missions.

We recognize that our customers' work is vital to the communities they serve, which is why we have built our model around their needs. As a cost-recovery service organization, NWRDC ensures that every dollar is reinvested in delivering value, whether through upgraded infrastructure, enhanced cybersecurity, or new cloud offerings. By operating this way, our customers gain enterprise-grade solutions without the high costs of going it alone.

Through strategic partnerships with major providers such as AWS, Microsoft Azure, Oracle Cloud, Google and Ensono, we are positioned as Florida's cloud broker, providing our customers with access to cutting-edge cloud and cybersecurity solutions at significant discounts.

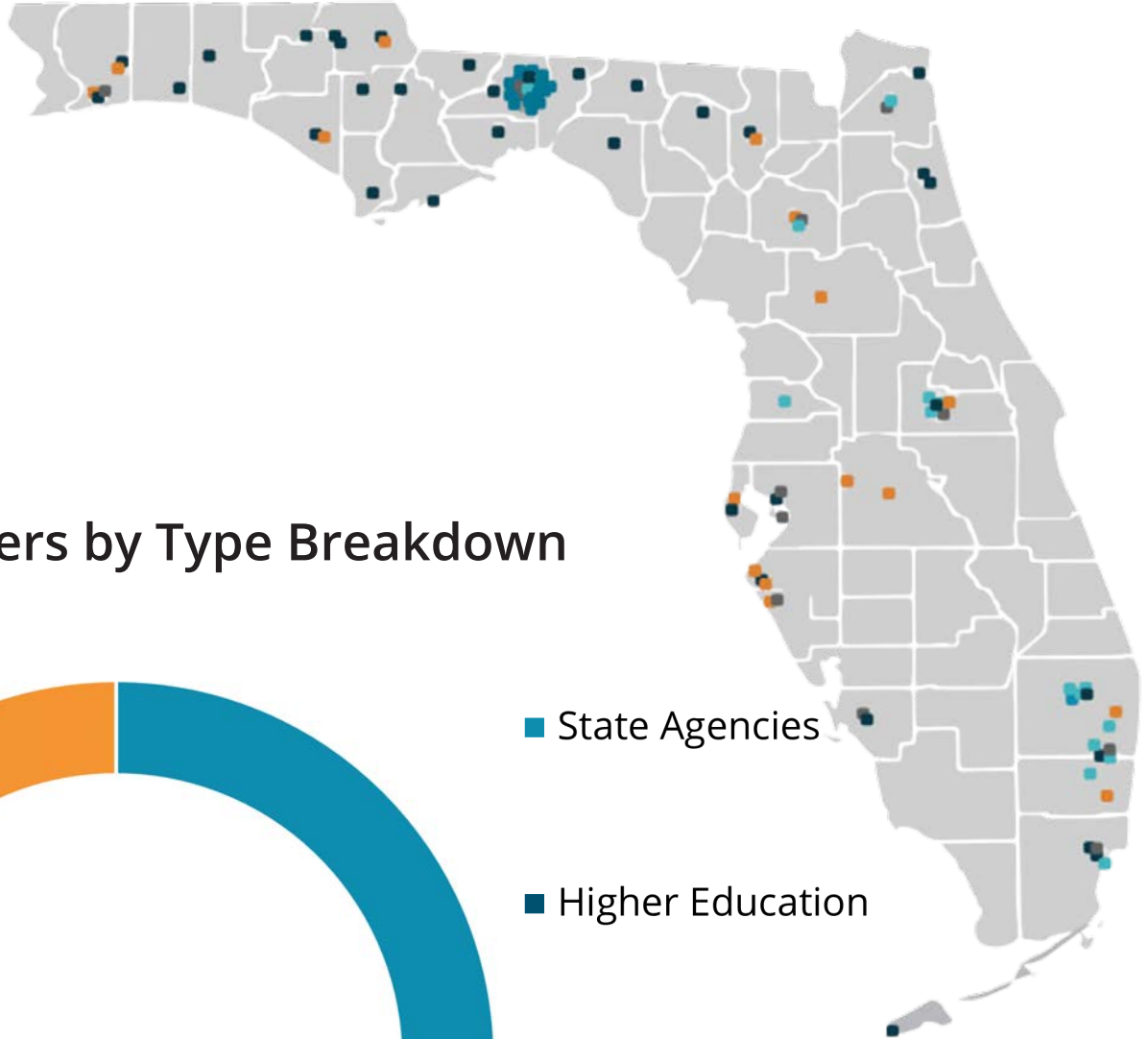
We also recognize that technology is not solely about infrastructure; it is about people. Our customers rely on us for 24/7 operational support, rapid incident resolution, and proactive guidance. With a team of more than 175 professionals dedicated to continual learning and development, NWRDC maintains the expertise necessary to respond to evolving customer needs while upholding the highest standards of reliability and security.

Looking ahead, NWRDC remains dedicated to advancing innovation while preserving the customer-first values that define our organization. By continuing to align our services with the missions of those we serve, we ensure that our customers, whether educators, government entities, or community partners, have the technology foundation they need to succeed.

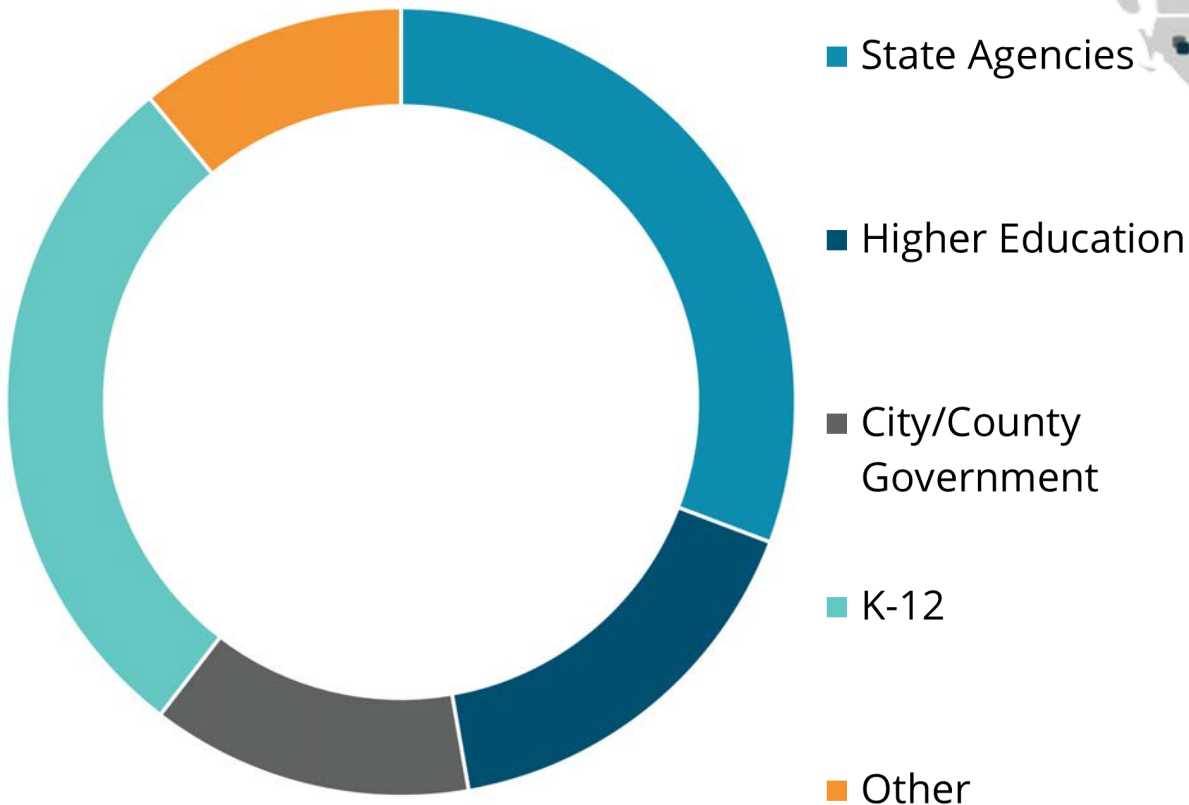


91 Total Customers

Geographic Distribution & Customer Types



Customers by Type Breakdown



Services in Action

NWRDC's catalog includes a wide range of managed services well beyond the scope of a traditional data center.

Backup & Recovery

Protecting your most valuable resource

Data is the backbone of every organization and protecting it is essential. NWRDC's backup and recovery strategies defend against cyber threats and unexpected disasters, ensuring fast restoration and minimal downtime. Explore the key statistics below to see the scale of backup operations happening at NWRDC:

- Over 4,000 total protected servers
- 5,583 backup jobs executed daily
- 134.78 PBs of pre-compressed data
- 16.253 PBs of backend storage
- 98.25% of backup jobs completed successfully at NWRDC-IP
- 99.98% of backup jobs completed successfully at NWRDC-S
- 849 restore requests fulfilled
- 2.9% total growth rate over FY 24/25 at NWR-IP
- 10% total growth rate over FY 24/25 at NWR-S

Disaster Recovery

Resilience when it matters most

Unexpected disruptions can strike at any time; your recovery plan should not wait. With NWRDC's disaster recovery services, organizations can protect critical data, quickly resume operations, and minimize risk. Our comprehensive solutions give you the confidence to stay focused on your mission, even during challenging times. Gain insight from the key statistics that underscore the importance of disaster recovery today:

- 350 total number of systems enrolled in DR services
- 10 customers with active DR environments
- 500 TBs of total DR capacity allocated at secondary data center
- 2 TBs of total DR capacity allocated in Public Cloud

Cloud Infrastructure

Flexible, reliable, and built for growth

NWRDC's Cloud Infrastructure Services (CIS) provide the agility and security organizations need to thrive. Our cost-effective solutions scale seamlessly to meet evolving demands, without the burden of maintaining hardware. From physical to virtual environments, we deliver the tools you need to innovate and grow. Check out the statistics below that showcase the success of our CIS offerings:

- 2,310 virtual machines
- 59 physical machines across all data centers
- 62 virtual environments/private cloud tenants supported
- 5,464 Core Physical Processors in the virtual environment(s)
- 110.37 TBs host RAM in virtual environment(s)

Facilities

Secure, scalable, and built for performance

At NWRDC, safeguarding your data is our mission. Our advanced facilities provide redundant power and cooling. The highest level of security is maintained and at the same time we provide secure convenient access to our client base. Both facilities are CJIS compliant and have rigid procedures in place to protect our clients IT infrastructure. Our clients can trust that their systems are secure and available so they can focus on achieving their business goals. Discover the key highlights of NWRDC's facilities below:

- NWR-S: hurricane rated 200 MPH, Uptime Institute Certified Tier III facility – Concurrent Maintainability.
- NWR-IP: hurricane rated 139 MPH
- Staffed and available 24x7x365
- Built on concentric security circles
- Maintain multiple levels of redundancy for all infrastructure equipment (UPS, generators, HVAC)
- High level of security awareness with extensive security procedures

Partner Services

Making unaffordable solutions affordable

Our partnership program has delivered over \$5 million in savings through strategic contract management.

CURRENT PARTNERS



Mainframe as a Service

The power of the mainframe, without the complexity

NWRDC's MFaaS delivers high performance, security, and reliability, without the costs and challenges of in-house management. By leveraging our services, organizations can reduce infrastructure expenses while maintaining the strength and dependability of mainframe technology. Explore the statistics below that highlight the impact of our MFaaS environment:

- Two IBM z15 mainframes delivering 4,738 MIPS of processing capacity
- 16 defined LPARs supporting MFaaS
- 70 IMS, CICS and DB2 regions actively managed
- 9 Mainframe applications supported
- 726 changes implemented over FY 24/25 averaging approximately two changes daily
- 584 IPL upgrades completed during FY 24/25

Managed Services

Focus on your mission while we handle the technology

With NWRDC's managed services, organizations gain access to specialized expertise, cost savings, and improved operational efficiency. Our proactive IT support ensures you can concentrate on what matters most, delivering results. Dive into some key statistics on the growing adoption of managed services at NWRDC:

- 2,351 total servers managed
- 128 servers added/upgraded
- 27 Oracle databases added/upgraded
- 18 SQL servers added/upgraded
- 122,407 total patches applied
- 256 Oracle databases/instances
- 301 SQL server Instances
- 189.91 TBs of database storage managed
- 1,456 high-risk vulnerabilities remediated
- processors in the virtual environment(s)

Storage

Scalable solutions for a data-driven world

As data volumes continue to grow, organizations need storage strategies that are both secure and cost-effective. NWRDC provides reliable, scalable solutions that ensure easy access, data integrity, and long-term business continuity. Below is the vast amount of data safeguarded within NWRDC's storage platforms:

- 5,095 TBs of block storage (enterprise storage provisioned)
- 20,576 LUNs provisioned
- 2,602 TBs of available object storage (cloud file storage) managed
- 1,838 TBs of provisioned object storage (cloud file storage) managed

Networking

Connecting you with speed and reliability

Keep your organization running smoothly with NWRDC's Networking Services. Our high-performance, secure network solutions enable fast, dependable communication and data exchange across all locations. As a Florida LambdaRail (FLR) partner, we deliver redundant 10G connectivity via the 26-mile Tallahassee Fiber Loop (TFL). Key highlights about NWRDC networking services listed below:

- 232 network devices managed
- 104 firewalls managed
- 9,281 network ports managed
- 700 network changes processed with a 96%+ completion rate
- 1,400+ F5 VIPs, 100+ firewalls, and 250+ switch/router devices supporting 11,000+ physical connections
- 60,000+ active routes across multiple data centers
- 72 end-of-life switches replaced with zero customer outages.

Enhancing Service Delivery Through a Unified Platform

As part of NWRDC's ongoing commitment to operational excellence and customer service, the organization has made a significant leap forward in modernizing its IT Service Management (ITSM) framework. During the 2024-2025 fiscal year, NWRDC undertook a major initiative to consolidate its ITSM processes from two data centers into a single, unified platform: ServiceNow.

This strategic consolidation enables customers to interact with NWRDC through one streamlined Service Portal, regardless of where their equipment is hosted. By removing legacy silos and unifying support pathways, the transition to ServiceNow is designed to simplify customer interactions, standardize service workflows, and ultimately improve responsiveness across all service areas.

While implementation is still in its final stages, the foundational elements of the new platform are in place, and full deployment is expected within the coming months. Once complete, customers will benefit from a consistent experience when submitting requests, reporting issues, or tracking the status of their tickets, no matter which systems or services they use.



Deployment of ServiceNow is just the beginning. In the coming months, NWRDC will be rolling out additional features and integrations designed to further enhance both customer and internal experiences. Planned next steps include:

- Microsoft Teams Integration for streamlined collaboration
- Major Incident Management to accelerate resolution of critical issues
- Apptio Integration for improved cost transparency
- Customer Integrations
- Service Order Enhancements and Change Request Risk Assessments to strengthen service delivery governance
- LogicMonitor Integration for NWR-S to enhance monitoring capabilities
- Service Portal Enhancements for better usability
- Customer Surveys to capture actionable feedback
- Hardware Asset Management and Hardware Support Contract Management for improved lifecycle tracking
- Services in the CMDB to strengthen configuration management
- Discovery for NWR-S Back Office to expand visibility
- Service Operations Workspace for centralized IT operations
- On-Call Calendar for better resource coordination

These enhancements will allow NWRDC to not only improve day-to-day service operations but also to anticipate customer needs, drive efficiency, and support a culture of continuous improvement.

Beyond customer convenience, the ServiceNow consolidation strengthens NWRDC's internal ability to monitor, analyze, and continuously improve service delivery. With enhanced visibility into workflows and performance metrics, NWRDC is now better equipped to identify trends, optimize processes, and adapt quickly to changing needs.

This initiative reflects NWRDC's broader mission to deliver reliable, forward-looking IT solutions that empower our partners and enhance the value of shared services.



NWRDC ServiceNow Team



From left to right: Jamie Godwin, Derick Jackson, Sam Marshall, Evan Wilson, Laura Whitfield, Janet Hines, Vance Mahan.

Strengthening Systems for Long-Term Success

Reducing Technical Debt

Reducing technical debt remains one of NWRDC's top strategic priorities. Technical debt accumulates when systems, processes, or technology are maintained in ways that sacrifice long-term efficiency for short-term convenience. Left unaddressed, this debt can hinder performance, inflate costs, and limit innovation.

Over the past year, NWRDC has made significant progress in reducing technical debt across our enterprise systems. Much of this work focused on addressing long-standing challenges tied to legacy platforms and outdated environments. By migrating critical workloads into modernized infrastructure, retiring end-of-life systems, and consolidating resources, we have simplified operations and strengthened the reliability of our services. These improvements have not only lowered support costs but also increased efficiency, creating a more stable foundation for our customers.



Another major area of focus has been aligning our platforms with industry best practices and modern standards. This has meant updating core systems, re-architecting services for greater scalability, and adopting proactive maintenance practices. These efforts have already reduced complexity, eliminated redundant tools, and improved our ability to respond quickly to customer needs. Together, these accomplishments represent a major step forward in managing technical debt and positioning NWRDC for long-term success.

Looking ahead to FY 25/26, NWRDC's work will continue with an emphasis on building sustainable technology practices that prevent the re-accumulation of debt. As we move forward, tackling technical debt is not just an IT initiative, it is a shared responsibility that ensures we remain efficient, adaptable, and prepared for growth.

Key initiatives for the next year, include further standardizing processes across platforms, enhancing system architecture for scalability and resilience, and deepening our investment in monitoring and lifecycle management. These actions will allow us to deliver faster, more reliable services while freeing up resources for innovation.

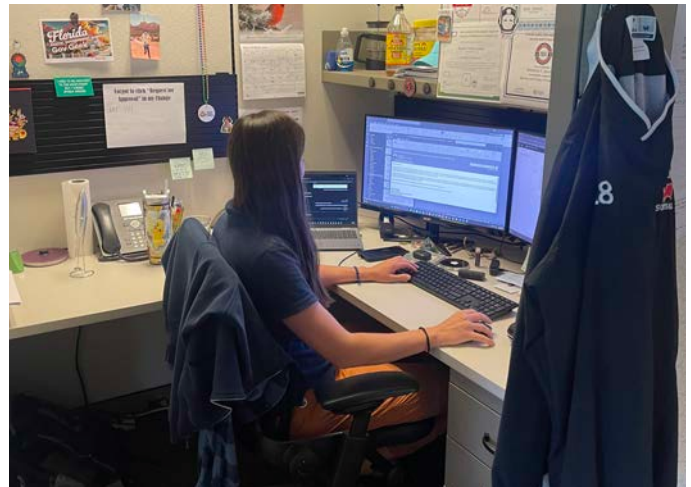
Technical debt reduction is not a one-time project but an ongoing discipline. By continuing to prioritize modernization and process improvement, NWRDC is ensuring that our technology remains efficient, adaptable, and ready to support the evolving needs of our customers well into the future.

Driving Hybrid Cloud Innovation

Morpheus Cloud Management Platform

At the start of FY 24/25, NWRDC embarked on a major step forward in its cloud strategy with the deployment of the Morpheus Cloud Management Platform (CMP) at the Innovation Park (NWRDC-IP) data center. By the close of the same fiscal year, the platform had been successfully extended to the Southwood (NWRDC-S) facility, ensuring enterprise-wide access to its powerful capabilities.

Morpheus was selected to help modernize and simplify the way NWRDC provisions, manages, and scales resources across multiple environments. The platform empowers the Cloud Infrastructure Services team with a centralized dashboard that unifies visibility and control, enabling them to deliver faster, more reliable services for customers while driving operational efficiencies.



The benefits of Morpheus are wide-reaching. With built-in tenant organization and flexibility, the platform allows customers to maintain secure, scalable, and isolated environments tailored to their unique requirements. Features supporting mobility, resiliency, and simplicity ensure services remain highly available while reducing complexity for administrators. Key advantages include:

- Unified Management and Hybrid Agility - Consolidates oversight of workloads and resources across hybrid cloud environments, providing agility without added complexity.
- Operational Efficiency and Cost Reduction - Automates provisioning and governance processes, reducing manual effort and lowering long-term costs.
- Future-Ready Cloud Services - Establishes a strong foundation for the expansion of NWRDC's hybrid service portfolio, ensuring readiness for the evolving needs of customers.

The rollout of Morpheus across both primary data centers represents more than just a new tool; it is a transformative investment in the future of NWRDC's cloud infrastructure. By aligning technology with customer needs, the platform reinforces NWRDC's commitment to delivering secure, efficient, and forward-looking solutions that support the region's most critical services.

NWRDC

Achievements in Action

Upgrading for the Future: NWRDC Completes Major Switch Network Refresh

Seamless switch migration strengthens NWRDC's reliability with zero downtime

To ensure continued reliability and performance for all customers, NWRDC's Internal Network and Network team recently completed a major upgrade of the switch infrastructure at the NWR-S data center. This large-scale project involved replacing 72 end-of-life switches, a significant undertaking given the volume of ports and the critical nature of the systems they support.

Recognizing the importance of a smooth transition, teams invested weeks of preparation ahead of the migrations. Every port was carefully labeled, and configurations were verified to minimize risk and ensure continuity of service. This meticulous groundwork laid the foundation for a seamless execution.

The actual migration spanned three weekends of coordinated switch replacements, during which the teams worked tirelessly to keep customer impact to a minimum. Thanks to the detailed planning and dedication of everyone involved, the upgrade was completed with little to no instances of disruption.

The successful replacement of these aging switches strengthens the resilience of NWRDC's infrastructure, positions the data center to better support customer needs, and demonstrates the organization's commitment to proactive service management.



Strength in Collaboration: Modernizing File Storage for the Future

How NWRDC's unified approach is delivering secure, resilient, and cost-effective file solutions

NWRDC recently completed a major file migration initiative, moving multiple customers to the Cloud File infrastructure. This large-scale effort brought together the expertise of our Storage and Windows teams, who worked closely with customers to identify data needs, plan each step of the process, and validate the integrity of every file.

The result is a streamlined, modern storage environment that offers far more than just a new location for data. Customers now benefit from a single, centralized repository designed with built-in high availability, ensuring critical files remain accessible even in the face of unexpected disruptions. The upgraded platform also provides advanced capabilities, including self-recovery for deleted data, ransomware protection, and robust file auditing, all at a reduced operational cost.

This migration underscores NWRDC's commitment to delivering secure, resilient, and cost-effective technology solutions that help customers focus on their missions with confidence. By combining technical expertise with careful planning, our teams ensured a smooth transition and positioned customers to take full advantage of modern file storage innovations.

Reinforcing Cloud: NWRDC Completes Community Cloud Migration Ahead of Schedule

Empowering customers with a stronger, more resilient cloud foundation

NWRDC's Cloud Infrastructure, Open Systems, and Windows teams recently achieved a major milestone with the successful migration of all workloads into the new Community Cloud environment. Designed and built at the Southwood data center, this environment seamlessly integrates with existing Cloud Infrastructure Service (CIS) offerings at Innovation Park and Lithia Springs, creating a unified and modernized platform for customers across the state.

The migration effort was extensive, involving the transition of 1,497 virtual machines (VMs) from the legacy Southwood virtual environment. As part of the project, 113 legacy hosts were retired and replaced by 27 new hosts built on industry standards and best practices. This architecture provides greater consistency, improved performance, and enhanced security, ensuring that customer workloads are supported by a resilient and future-ready infrastructure.

In addition to its technical impact, the project stands out for its execution. Despite the scale and complexity of the migration, the NWRDC teams completed the work nearly three months ahead of the planned schedule. This accomplishment reflects not only the teams' expertise and coordination but also their commitment to minimizing disruption for customers while delivering lasting improvements.

With the Community Cloud migration now complete, CIS customers benefit from a streamlined, modern environment that positions NWRDC to continue delivering reliable, secure, and high-performing cloud services for years to come.

Building on Success

Additional Highlights from NWRDC

Enterprise Storage Upgrade Strengthens NWRDC Services

Seamless migration reduces risk, improves efficiency, and enhances customer support

The NWRDC Storage Team successfully completed a major enterprise block storage replacement, benefitting all customers and internal services across the Innovation Park, Southwood, and Lithia Springs data centers. This large-scale initiative replaced all legacy block storage arrays with new Hitachi infrastructure, selected through a competitive Invitation to Negotiate (ITN).

To minimize disruption, NWRDC engaged Hitachi professional services to assist with data migration. This partnership allowed migrations to be completed faster and with minimal customer impact. The project was particularly complex at NWR-S, where eleven arrays from multiple vendors were consolidated into a single, modern Hitachi environment.



Standardizing the storage infrastructure across all data centers brings significant benefits, including reduced risk through removal of outdated systems, lower administrative overhead, and improved staff efficiency as all environments now run on the same model. The unified platform also strengthens NWRDC's knowledge base and enhances long-term support for customers.

This achievement was made possible through close collaboration across multiple NWRDC teams, ensuring migrations were executed smoothly while maintaining reliable service delivery. The result is a more resilient, efficient, and future-ready storage environment for all NWRDC customers.

Powering the Future of Reporting

Modernized Data Protection Advisor (DPA) Platform Brings Faster, Smarter Service to BaaS Customers

NWRDC Backup and Recovery teams have completed a full refresh and redeployment of the DPA reporting environment, the system responsible for generating nearly 100 reports daily. This modernization effort streamlines workflows, upgrades the underlying operating systems, and enhances overall reliability for customers.

As part of the project, two main servers and two agent servers were deployed. The agent servers play a key role by collecting information more efficiently, preventing unnecessary storage build-up, and ensuring reports are delivered faster.

All BaaS reports are now being generated and delivered through the upgraded platform, providing NWRDC-IP BaaS customers with a more robust, modern, and responsive reporting system.

Strengthening Storage Performance with SAN Fabric Upgrades

Improved reliability, reduced costs, and enhanced performance for NWRDC customers

The NWRDC Storage Team recently completed a major upgrade to the Storage Area Network (SAN) infrastructure at the Innovation Park and Southwood data centers. This initiative impacted all enterprise block storage customers and delivered significant improvements in performance, reliability, and cost efficiency.

As part of the project, the team replaced aging SAN fabric switch gear with next-generation hardware designed to increase bandwidth and accelerate performance through faster internal components. The new design enhances system reliability, ensuring minimal disruption to customers and other infrastructure services during the migration.

In addition to performance gains, the upgrade is expected to reduce costs of operation and maintenance over the next three years, delivering long-term value for customers while keeping NWRDC's enterprise block storage environment modern and efficient.

The project also highlighted the strength of NWRDC's collaborative approach. Teams worked seamlessly to coordinate migration schedules, maintain daily operations, and minimize customer impact. Their efforts not only ensured a smooth transition but also reinforced NWRDC's commitment to delivering high-quality, dependable storage solutions to its valued customer base.



Internal Innovation

External Impact

Advancing Identity Management: SailPoint Implementation at NWRDC

ITSM and Server Applications Team Lead the Way in Streamlining User Access

The IT Service Management (ITSM) and Server Applications team recently completed the first phase of NWRDC's SailPoint implementation, a project designed to strengthen identity management and improve efficiency in user access processes across the organization. SailPoint, a widely used identity governance tool, provides organizations with the ability to effectively manage user access while supporting future access reviews.

While SailPoint is commonly paired with HR systems such as FSU's OMNI or the State's PeopleFirst system, NWRDC lacked direct connectivity to these platforms. To overcome this, the team selected ServiceNow as the system of record, requiring the design of unique workflows and integrations between SailPoint and ServiceNow, something not previously attempted by the vendor.



In this initial phase, the team successfully integrated SailPoint with both Active Directory (AD) and EntraAD. One of the most impactful outcomes was the creation of an automated workflow to provision certain user accounts based on inputs in ServiceNow, replacing what had previously been a manual and time-consuming process. Deliverables were met with success, including automated provisioning and decommissioning for account types within the project's scope.

Future phases will build upon this foundation, expanding automation to the majority of user accounts where possible. This will further enhance security, efficiency, and consistency in access management across the organization.

The success of this phase is a direct reflection of the hard work and collaboration of the ITSM and Server Applications teams, whose dedication ensured the project not only met its goals, but did so well under the purchased professional services hours. This achievement allows NWRDC to advance to subsequent phases and additional integrations without incurring extra costs, maximizing both efficiency and value for the organization.

Building Expertise to Better Serve Customers

Additional NWRDC Network Team Members Earn Advanced Network Security Certifications

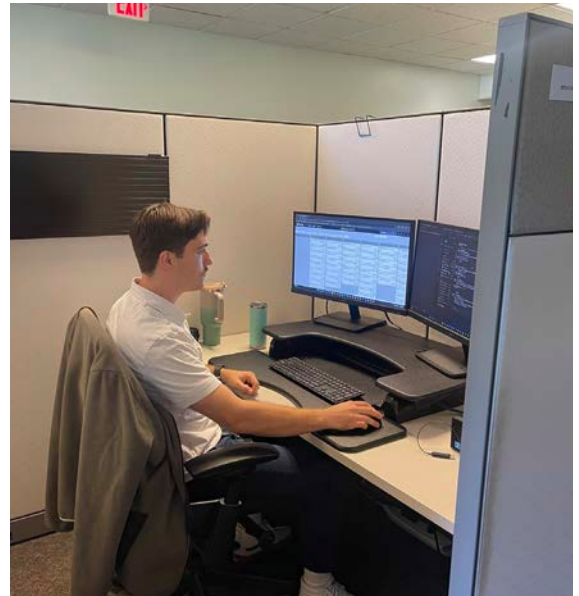
The NWRDC Network team continues to strengthen its expertise to maximize benefits for customers, most recently through advanced training and professional certification in next-generation firewall technologies for additional team members not already certified. Acknowledging the essential role of modern firewall systems in safeguarding customer environments across NWRDC's data centers, the members of the Network Team prioritized the expansion of their knowledge and capabilities to ensure the highest levels of security and service delivery.

To achieve this, Network staff participated in vendor-led training programs and engaged in extensive hands-on work with enterprise-level firewall solutions. Team members also dedicated personal time to studying for industry-recognized network security certification exams. Collaboration was a key part of the effort, as staff worked together, sharing research and strategies to ensure collective success.

As a result of this commitment, three Network team members earned new security certifications, solidifying their expertise and deepening the team's overall understanding of firewall management and network protection. This enhanced knowledge directly benefits all customers who rely on NWRDC's secure network infrastructure by ensuring that staff are well-prepared to configure, manage, and optimize these systems.

While these recent certifications mark an important achievement, they are only part of the story. The Network team as a whole is exceptionally credentialed, holding a wide range of industry-leading certifications across networking, cybersecurity, and cloud technologies. This depth of expertise ensures that NWRDC customers benefit from not only specialized skills but also a comprehensive foundation of knowledge and experience.

The dedication demonstrated by the Network team highlights their ongoing commitment to professional growth and to delivering secure, reliable, and high-quality services for customers.



A Peek Ahead

Preparing for FY 25/26

Building a Stronger Foundation: NWRDC to Begin Implementing New Network Core Design

Upgraded design lays the groundwork for long-term customer success

As part of its ongoing commitment to strengthen reliability and performance across all customer services, NWRDC has finalized plans for a new network core design at its NWRDC-IP and NWRDC-ATL data centers. This effort refreshes aging, end-of-life cores and aligns the infrastructure at all three facilities: NWR-IP, NWR-ATL, and NWR-S with a consistent, future-ready design.

The project required months of collaboration between NWRDC's Network team and multiple technology vendors to evaluate solutions that would meet the needs of all customers. After extensive technical reviews and architectural planning, the team designed a system that supports much higher port speeds while standardizing the core design across data centers. This uniform approach will promote ease of support, faster troubleshooting, and greater efficiency in day-to-day operations.



Using products from three different vendors, the final design balances flexibility with best-in-class performance. The design was reviewed and validated by both vendors and NWRDC's Network Architects, ensuring the solution meets both immediate and long-term operational goals.

Once implemented, the new cores will make NWRDC's data centers more resilient, easier to manage, and better equipped to serve customers into the future.

Safeguarding the Cloud: NWRDC's Backup Team Evaluates M365 Solutions

Comprehensive vendor evaluations ensure secure, reliable protection for internal and customer Microsoft 365 environments

The NWRDC Backup and Recovery teams are undertaking an important initiative to strengthen data protection across internal operations and customer environments by evaluating a modern backup solution for Microsoft 365 (M365). With more organizations relying on cloud-based productivity tools, ensuring the integrity and recoverability of this data has become a critical priority.

Working collaboratively across both the NWRDC-IP and NWRDC-S teams, staff engaged in multiple proof-of-concept (POC) evaluations with leading vendors. Each product was carefully tested and graded against both objective benchmarks and subjective user experiences. This dual approach provided a well-rounded view of the strengths and limitations of each solution.

The final evaluation report, which captures the detailed findings from each POC, will provide executive leadership with the information needed to make a fully informed decision on the vendor and product best suited to protect M365 environments. This effort required careful balancing, as teams managed these complex POC projects while continuing to deliver on their everyday customer support and backup responsibilities.

Through this rigorous process, NWRDC demonstrates its commitment to proactively investing in solutions that ensure secure, reliable, and scalable protection for all customers' data in the cloud.

Building Tomorrow, Together

Shaping NWRDC's Strategic Direction for FY 25/26

In FY 25/26, NWRDC is embarking on a new strategic planning initiative to chart our path forward. This effort centers on listening to our stakeholders, through interviews, surveys, and focus groups, while also reviewing past plans and performance data to ground our future in real-world insights.

Workshops with leadership and governance will turn this input into actionable priorities, culminating in a report that outlines opportunities, challenges, and strategies for the years ahead.

This is more than a planning exercise, it is a commitment to transparency, accountability, and innovation. By engaging customers, staff, and leadership alike, NWRDC is ensuring that our next chapter reflects the needs of our partners and strengthens our role as Florida's trusted technology ally.



FY 24/25

Financials

Income Statement

As a cost recovery organization, our budgetary savings of \$3,852,683 was returned to our customers in the form of credits or cost reductions

Revenue	Budgeted	Actual	Over/ (Under)
Operating Revenue	\$51,597,483	\$52,431,664	\$834,181
Contract Management Revenue	\$37,934,016	\$39,223,483	\$1,289,467
Intrafund Transfers In	\$27,642,409	\$27,344,204	(\$298,205)
Total Net Revenue	\$117,173,908	\$118,999,351	\$1,825,443
EXPENSES - INCLUDING INDIRECT			
	\$117,128,841	\$114,499,195	(\$2,629,646)
INDIRECT COST BREAKOUT			
	12.50%	12.26%	
Indirect Costs	\$8,327,990	\$8,342,601	\$14,611

FY 24/25 Net Income: \$4,500,156

Includes pass-through expenses.

These statements are representative of NWRDC's financials only and do not include data from FLVC.

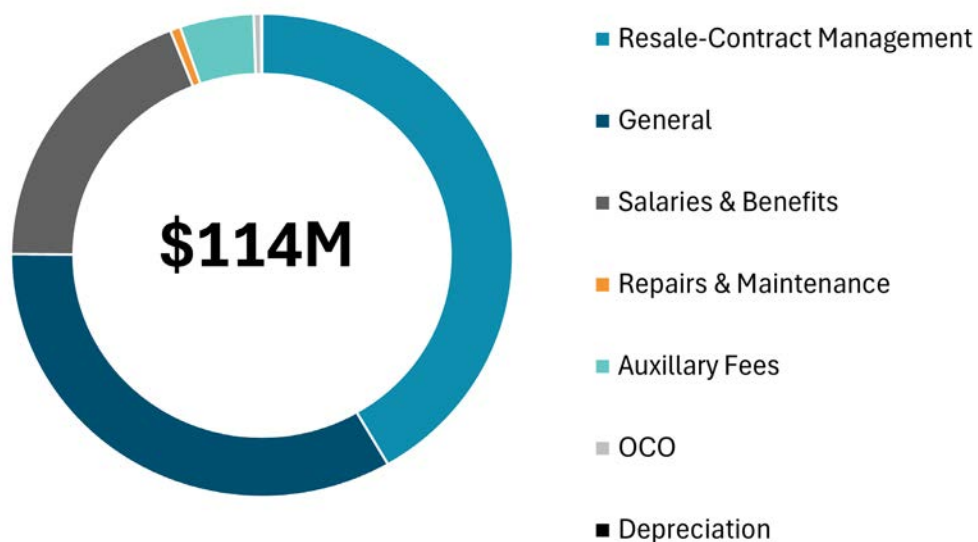
Expense Details

	Budgeted	Actual	% Spent
Salaries and Benefits - Includes OPS	\$18,736,249	\$17,136,744	91%
General Expenses	\$32,359,762	\$30,507,315	93%
Repairs and Maintenance	\$639,740	\$603,299	94%
Repairs and Maintenance - Projects	\$46,841	\$41,930	90%
Depreciation	\$60,193	\$40,777	68%
Other Capital Outlay	\$358,864	\$438,840	122%
Resale - Contract Management	\$36,475,015	\$37,632,495	103%
Intrafund Transfer/Internal Expenses	\$24,450,129	\$24,095,746	99%
Auxiliary Fees	\$4,302,048	\$4,302,048	100%
Surplus/Deficits from Previous Fiscal Year	(\$300,000)	(\$300,000)	100%
Total	\$117,128,841	\$114,499,195	99%

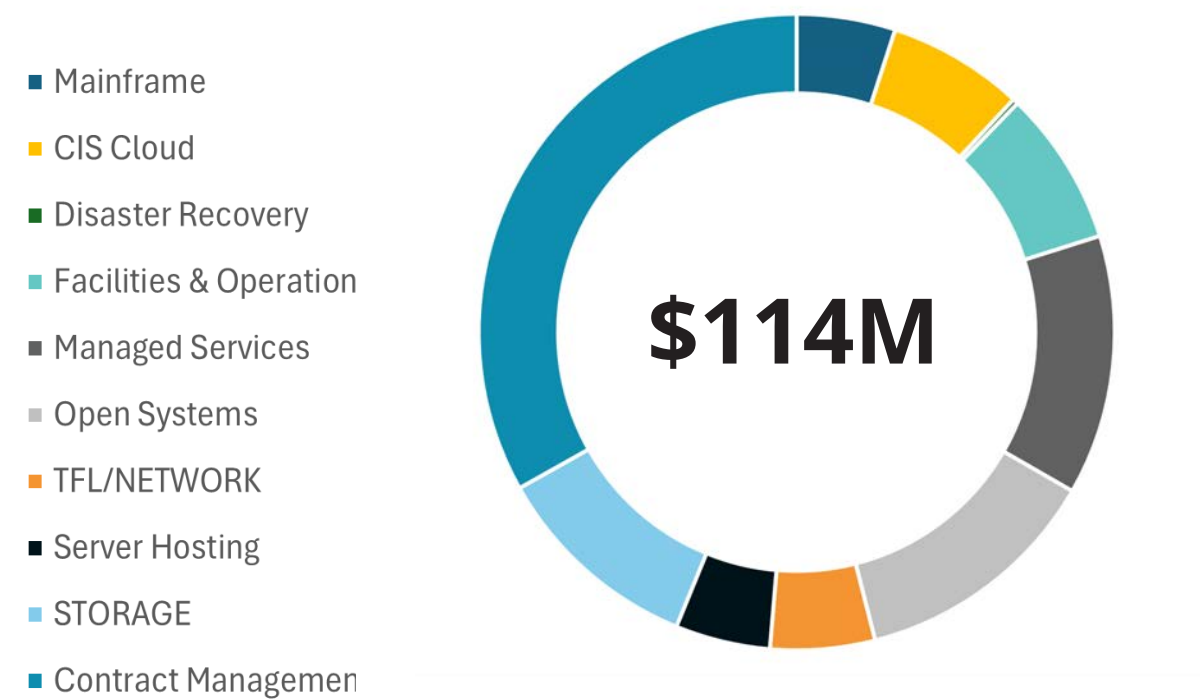
General Expense Details

	Budgeted	Actual	% Spent
Contractual Services	\$15,906,483	\$17,899,269	113%
Freight and Postage	\$1,000	\$458	46%
Hardware Maintenance	\$1,419,330	\$1,205,107	85%
Insurance	\$76,250	\$4,722	6%
Membership and Subscriptions	\$1,764	\$2,500	142%
Non-OCO Hardware	\$1,236,957	\$1,399,950	113%
Non-OCO Software	\$311,021	\$175,173	56%
Printing and Duplication	\$5,400	\$7,775	144%
Rental	\$337,218	\$343,933	102%
Software and Maintenance	\$11,340,233	\$7,821,211	69%
Supplies	\$10,000	\$22,391	224%
Supplies - IT	\$47,120	\$101,561	216%
Telecommunications	\$901,140	\$901,374	100%
Travel and Training	\$284,676	\$96,561	34%
Utilities	\$474,670	\$524,710	111%

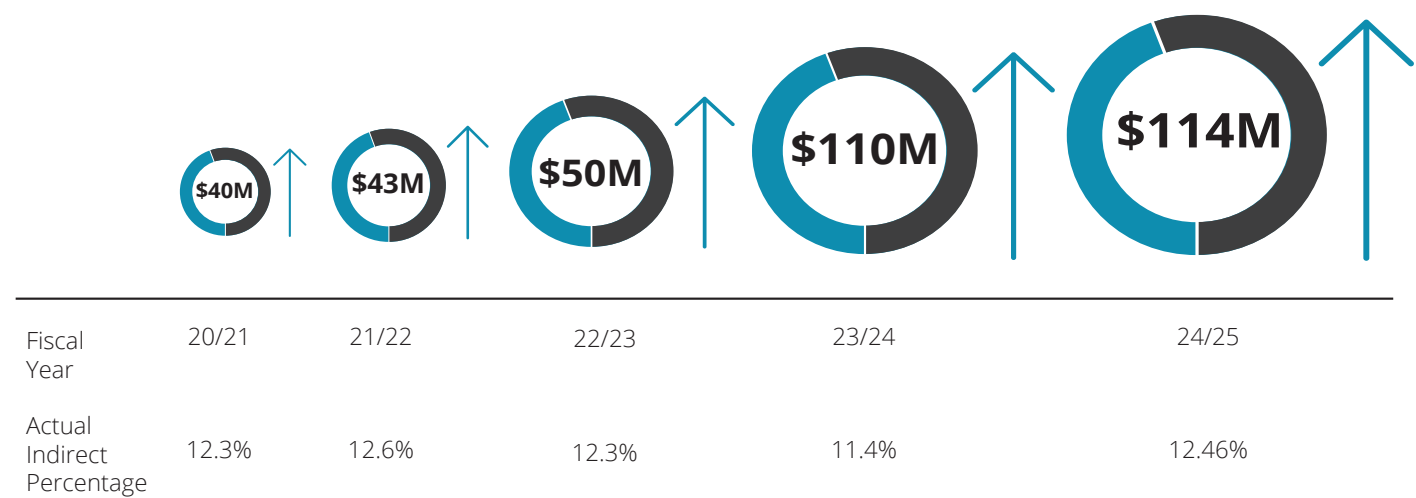
FY 24/25 Expenses by Type



FY 24/25 Expense by Cost Center



5-Year Revenue and Indirect Comparison



Statewide Support for Learning & Success

FLVC

About FLVC

The Florida Virtual Campus (FLVC), a vital division of the Northwest Regional Data Center (NWRDC), provides essential educational support services across Florida's 40 public colleges and universities, as well as K-12 school districts. Through its centralized, shared-services model, FLVC delivers cost-effective programs in library services, distance learning, and academic advising. This approach streamlines operations, maximizes resources, and reduces costs, making FLVC an indispensable part of Florida's educational system.

This Year's Work

During this period, FLVC advanced the centralized, integrated library system used by all public postsecondary institutions, improved the efficiency of statewide library e-resources, expanded its centralized catalog to include profiles of all technical colleges and centers, significantly enhanced its suite of student resources on FloridaShines.org, provided training and professional development for institutional staff, and strengthened the security of its systems and infrastructure.

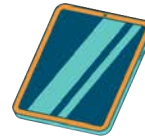
In collaboration with the Florida Department of Education, FLVC also made progress on several strategic initiatives—developing a statewide credential registry, and supporting the implementation of a new K-12 career planning platform.

FLVC remains a vital component of FSU's Northwest Regional Data Center and an indispensable partner in supporting Florida's K-20 educational system.

Core Services



The **centralized library system** used by all 40 public colleges and universities statewide.



a **centrally-licensed, statewide portfolio** of library e-resources for Florida's colleges and universities



Resources for **college and career planning**



Support services for statewide higher education **distance learning**.



FloridaShines.org, a statewide website and mobile app for student access to all FLVC services.



Online transfer options for students

Senior Leadership



Dr. John Oppen

Executive Director
FLVC Distance Learning &
Student Services



Elijah Scott

Executive Director
FLVC Library Services



Ray Bogan

Deputy Chief Technology Officer



Lisa Ryals

Associate Director
Budget & Financial Services

Investing in Knowledge

A Culture of Continuous Learning

At NWRDC, professional development is more than a checkbox; it is a core value that supports our ability to deliver secure, innovative, and reliable IT services to Florida's public sector. In today's fast-paced technology landscape, remaining current on industry trends and tools is critical. That is why NWRDC requires every employee to complete a minimum of 20-30 hours of professional development training each fiscal year, based on their job classification.

Equally important is our commitment to extending these learning opportunities to our customers. By hosting virtual and in-person training sessions, NWRDC empowers our partners to better understand, utilize, and secure their IT environments.

This ongoing investment ensures that both our staff and customers have access to the most up-to-date knowledge in cybersecurity, cloud services, data analytics, and operational excellence. During the 24/25 fiscal year, NWRDC hosted a variety of high-impact training sessions offered in both virtual and in-person formats, including:

- AWS Day
- Oracle AI & Analytics Workshop
- Anatomy of a Ransomware Discussion- Parts 1 & 2
- Professional Development Workshop - Time Management

These sessions provided valuable insights for both team members and customers into emerging technologies, AI-driven solutions, and real-world cybersecurity challenges. By sharing knowledge and fostering open discussion, NWRDC aims to build a stronger, more informed technology community across the state.

Through both internal and external learning opportunities, NWRDC continues to reinforce a culture where growth, innovation, and professional excellence are not just encouraged, they are expected. Our commitment to development ensures that our team and our partners are ready to meet tomorrow's challenges with confidence.

Oracle AI & Analytics Workshop



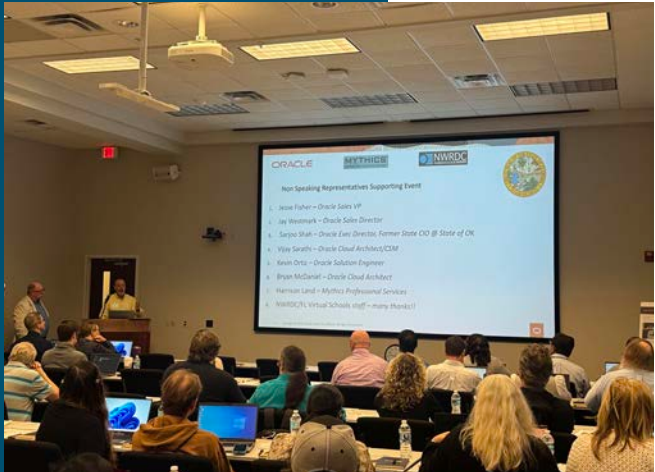
AWS Day Training



AWS Day Training



Oracle AI & Analytics Workshop



NWRDC

Staff Achievements

Sustained Service Awards

As part of the Academic Affairs Employee Recognition Awards program, FSU recognizes employees who have served 10, 20, 30, 35, and 40+ years as university employees.

NWRDC would like to recognize two employees who have received this honorable distinction.

10 Years



Sam Marshall

ITSM Knowledge Manager

20 Years



Geoff Burda

Associate Director -
Infrastructure Services

Promotions



Hans Cardenas

Promoted to
Program Director
Enterprise Architecture,
Commercial Cloud and DR



Mary Sanders

Promoted to
Program Manager
Budget and Financial Services

New Degrees



Tim Brown, Ph.D.

In May 2025, Tim Brown, Assistant Vice President for FSU ITS, NWRDC & FLVC, earned his Ph.D. in Business Administration from Florida Atlantic University (FAU).

Professional Development

NWRDC has a robust professional development program, requiring 30 hours for A&P staff, and 20 hours for USPS staff on an annual basis. We also offer a certification incentive program, which provides monetary bonuses for the achievement of certain professional certifications.

7182

Total Hours

Professional development
completed

39%

Of Staff

Hold one or more professional
certifications



Northwest Regional Data Center

2024 / 2025

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