



Nuts and Bolts

CIO Council Meeting
May 8, 2013



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Windows 7



Windows 7 Status

Milestones:

- Load-set completion – 58 of 68

Milestones	Window 7 Planned	Windows 7 Complete	% Complete
In-place conversion	34,357	5,259	15.31%
PC refresh conversion	21,003	9,060	43.14%
Total conversion	53,354	14,319	26.84%

- Completed a one month look-ahead schedule with a longer-range outlook underway.
 - Agencies will be presented with conversion schedule through March 2014
 - Requesting agencies be ready for conversion to meet their respective presented scheduled timelines
 - Windows 7 in-place and PC refresh being scheduled separately
 - Agencies without approved load-sets will be moved to end of schedule
 - Missing deadlines and scheduled migrations will impact compliance with COV security policies

Aggressive conversion scheduling underway

Windows 7 In-place Activity

- Scheduling
 - October 2013 is the deadline for Windows 7 load-set completion
 - Allows scheduling and planning for in-place migration and PC refresh completion by the end of March 2014
- Agency-wide approval for in-place conversion
 - Agencies with an approved Windows 7 load-set will be scheduled for in-place upgrades during 2013
 - Agencies without approved Windows 7 load-set moved to the end of the year and the first quarter of 2014 and may not be scheduled by March 2014
 - May require Windows XP security mitigation at additional cost
- Northrop Grumman personnel will coordinate conversion schedule dates directly with local agency offices and locations.

Agency support for Windows 7 schedules needed

At-risk Agency Load-sets Status

Risk Level to Complete	Agency (PC Inventory)	Responsibility - Action
HIGH	DFS (354)	Window 7 testing timeline dependent upon current Agency for Forensic-Science (Forensic Advantage - LIMS) applications internal project work - April of 2014. LIMS Project Deployment schedule as conversion/deployment at April 2014. Will not meet End-March 2014 conversion if not resolved by EOY.
HIGH	VEC (2,672)	Agency/NG - Transformation plan needed to establish a Windows 7 Kiosk configuration for Public facing systems.
HIGH	DGIF (574)	Agency - Testing and Applications development in-progress. Finish date expected January 2014 to migrate Agency Apps to Win7 x64. Meeting End-March14 at risk.
MEDIUM	VSP (1,776)	Agency - Load-Set testing on-plan to October 2013. Desktop transformation plan needed to meet migration objectives.
MEDIUM	DCR (384)	Agency - Load-Set testing on-plan to October 2013.
MEDIUM	ABC (1,018)	Agency - Load-Set testing on-plan to October 2013.
LOW	VOF (57)	Compliance Date: 30 June 2013 Confirmed by Agency AITR
LOW	VCBR (138)	Final Approval of Base Load Set by End June 2013. Testing in Progress Confirmed by Agency AITR
LOW	DBHDS (4,242)	Agency - Final Approval of Base Load Set by End-June 2013. Testing in Progress. Confirmed by Agency AITR
LOW	LVA (145)	Agency - Final Approval Expected by End-May 2013. Final testing in-progress.

Requesting that agencies continue to prioritize Windows 7 migration activity

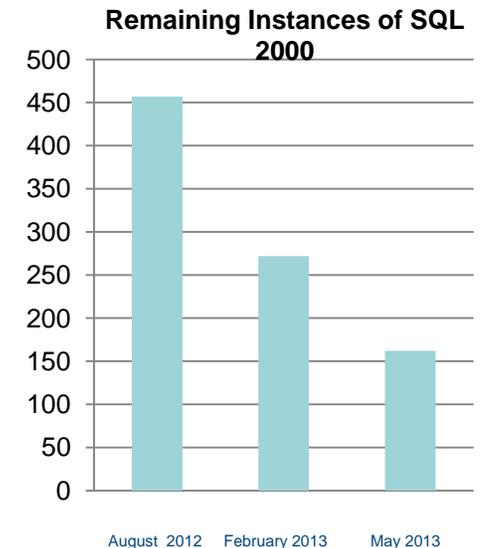
Questions?



SQL Server



- Microsoft support for SQL 2000 ended April 9, 2013
 - An approved security exception is required for Sec 501 compliance
- SQL 2000 instances reduced from 272 to 155 since February 2013
- Agencies need to focus on server-hosted desktop edition instances (application based):
 - Verify that the application is still needed
 - Will need to upgrade or decommission the application
 - Contact Eddie McAndrew (edward.mcandrew@ngc.com) if you need more information
- Agencies have used the upgrade to SQL2008 to consolidate instances:
 - Reduces server footprint
 - Provides for easier administration



Next Steps

- Plan and initiate eliminating or upgrading from SQL 2000, **OR**:
 - Submit a security exception with a plan to remediate SQL 2000 instances
 - We will implement additional security controls
- Review and address server-hosted desktop edition instances
 - Let us know if you need support
- Contact the SQL2000 project manager (Eddie McAndrew edward.mcandrew@ngc.com) for information on your active SQL 2000 instances or if you need help
 - He is happy to plan a working meeting or discuss upgrade schedule

Questions?



Windows 8





Enhanced Incident Management Measures (Action 1127)

Information Technology Operations Center (ITOC)



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ACTION 1127 (CIO Council)

Consider if a measure can be made for time between the alert of an outage and notification to customer.

Goal	Action	Status
Improve Incident Management responsiveness	Reengage Rapid Response Team (RRT)	Completed - 2/1/13
Improve timeliness of Critical Service Alerts (CSA) to Agency	Transition CSA responsibilities from Service Desk to IT Operations Center (ITOC)	Completed - 3/4/2013
Define escalation level notifications on Critical and Urgent Incidents	Assigned escalations based on incident timeline	Completed - 2/10/2013
Improve engagement of support teams on Critical and Urgent Incidents	Activation of NotiFind - Emergency and incident notification system for enhanced RRT and On-call (After-hours and weekends)	Completed – 2/1/2013
Establish incident ticket status update guidelines based on incident Severity	Created guidelines for all incident Severity Severity 1 – within 45 minutes, then every 1 hour Severity 2 – within 1 hour, then every 2 hour Severity 3 – every 4 business hours Severity 4 – once a day (M-F Business hours)	Completed - 2/15/2013
Ensure CSA updates are made per the established schedule	Modified Critical Incident Dashboard to notify CSA Initial : < 30 minutes CSA Update/Resolve: every 2 hours	Completed – 2/1/2013
Improve Communication and escalation to AOM, Support Teams and VITA DUTY OPS (including after-hours & weekends)	Developed communications guidelines and escalation levels based on incident visibility	Completed – 2/ 10/ 2013

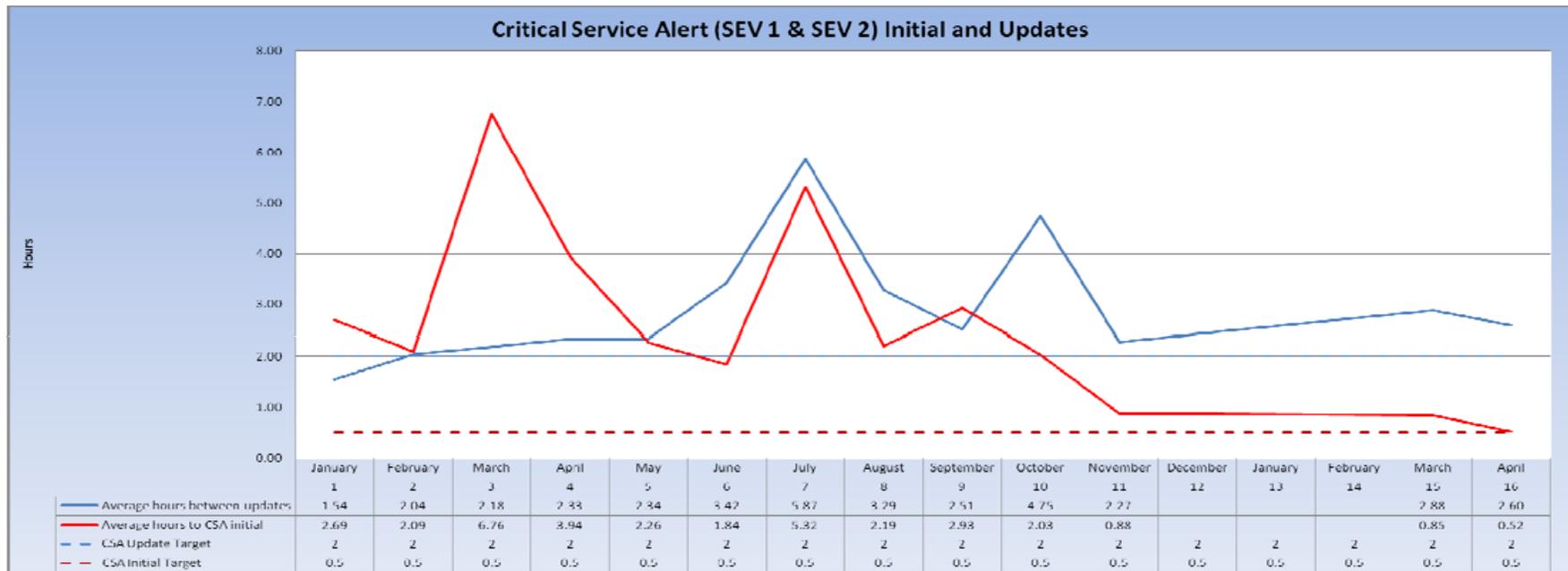
Where We Were and Where We Are Today

Customer service alert (CSA)

ITOC data review and reporting (1569 total, SEV 1 - 869, SEV 2 - 700) (Jan – Nov 2012)

Average hours from Open to CSA Initial **2:58** (GOAL < :30 minutes) → **:39 minutes**

Average hours between updates **3:09** (GOAL < 2 hours) → **2:44 (includes CSA suspends)**



ITOC focus - streamline CSA process

Rapid Response Team (RRT) Process

ITOC has FULLY engaged the new RRT processes via the NotiFind system.

- **NotiFind** - Emergency and incident notification system used by the ITOC to establish contact with key personnel, deliver critical messages, and exchange real-time two-way status updates during an event – no matter where people are located.

Rapid Response Team Process (RRT):

Step 1 - RRT 15 minute notification / agency operations manager to contact agency within first 60 minutes

Step 2 – RRT (Technical) Bridge with key support resources (within first hour if teams and/or resources are no closer to incident determination / resolution, additional resources required)

Step 3 – RRT (Management – Team / Tower Leads) (within first two - three hours if teams and/or resources are no closer to incident determination / resolution, additional resources required) (**New**)

Step 4 – RRT (Senior Management – Program) (engagement at mid-point of service level agreement if teams and/or resources are no closer to incident determination / resolution, additional resources required) (**New**)

ITOC focus – Fully engage new RRT Processes for Severity 1 and 2

Future Activities

- Continued proactive efforts through trending and research on incidents
- Transition to new IT service management (ITSM) tool to provide dashboards views
- Continue enhancements to CSA / RRT processes
- Improvements with critical incident communications
- Work instruction and procedure improvements
- NotiFind Tool: enhance RRT and on-call engineer communications and notifications
- Incident manager – Provide virtual command center capabilities

Questions?



HP Open View Update

Alvin Cajigas



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- HP Open View (HPOV) information overview:
 - Agencies can receive severity 1 or 2 incident tickets when associated to a server environment which hosts registered vital business functions (VBF)
 - Agencies must provide vital business functions residing on servers
 - Agency operations managers (AOM) can assist agencies with updates or any additional information regarding VBF capability
 - AOM toolkit provides agency specific trending data for CPU, RAM and disk utilization

- HP Open View (HPOV) information overview:
 - HPOV alerts and historical data are available via a Web portal
 - Agency can request HPOV Web portal access via the AOM
 - Portal access is limited to agency information technology resource (AITR) and/or AITR designee
 - Internal direct attached storage disk (DASD) monitoring with HPOV
 - There are associated unique HPOV alerts and messages for potential internal disk issues that generate incident tickets

Internal DASD Monitoring Update

- Internal DASD monitoring requirement
 - Linux/Unix/Windows
 - Monitor all filesystems visible to the operating system
 - Standard threshold set at 95 percent
 - Percent utilized threshold can now be set by the engineer based on agency feedback (significantly reduces false positives)

Internal DASD Monitoring Update

- Hardware monitoring
 - Monitoring for hardware alerts has been integrated with current implementation procedures, and simple network management protocol (SNMP) is now being configured to send traps to HPOV
 - Daily reports are created based on errors from previous day
 - HPOV team reviews daily the hardware error logs
 - HPOV team creates tickets manually for all errors
 - » 292 hardware failure alerts have been captured with corresponding trouble tickets created since March 2012
 - Tools team is developing an Altiris report to be available by mid-second quarter to help server operations identify servers that will need configuration changes that enables hardware monitoring
 - Future feature/function will be developed in new IT service management (ITSM) toolset(s)

Hardware Monitoring Pilot Results at DARS

- All Aging and Rehabilitative Services (DARS) servers have been configured by server services and SNMP are configured to send traps to HPOV
- DARS staff have been provided access to online reports detailing CPU, RAM and storage usage for their servers
- Six proactive hardware tickets open since Dec. 1, 2012 for DARS
 - Two servers received proactive hard drive repairs
 - Replacement ensured no loss of data in a RAID5 configuration
 - Four servers received proactive drive controller battery replacement
 - Replacement ensured no loss of data due to drive controller failure

Where We are Headed with the ITSM Project

- Transition to the Enterprise System Monitoring and Management (ESMM) suite in the fourth quarter of this year
- Extend HPOV reporting work into the ITSM/ESMM environment to provide seamless transition to new platform
- Integration of the ESMM and ITSM (ticketing system) first quarter of 2014
- Improved performance reporting (SLA, availability and capacity)
- Enhanced physical and virtual infrastructure metrics views



HP Open View



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Questions?