

Operational Improvement Initiatives

Operational Improvements

- ✓ Rapid Response Team
- *Agency Technical Empowerment*
- ✓ PC Depot
- ✓ Expedited PC Replacement Shipping
- ✓ Help Desk Re-design
- ✓ Inventory and Billing Disputes
- *Inventory and Billing Errors*
- *Storage Management*
- ✓ Work Request Process Re-design
- *Work Request and Procurement Times*

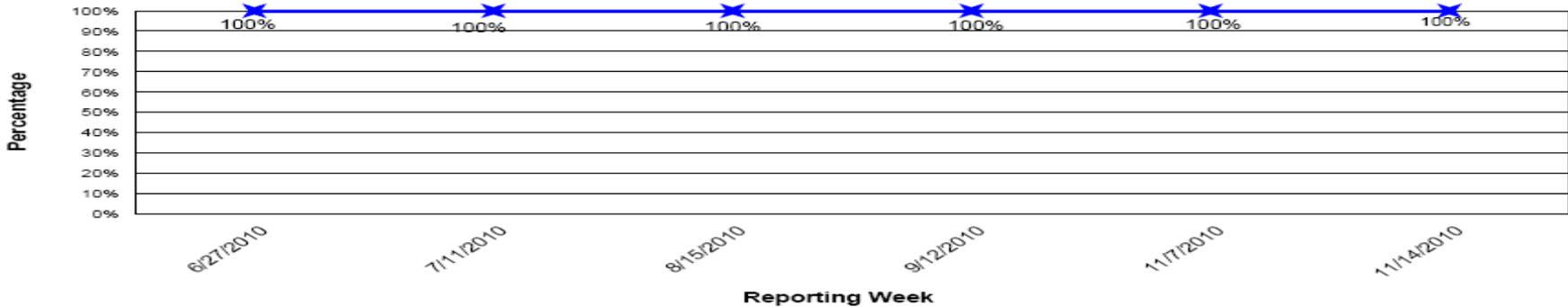
Significant progress toward completing all initiatives

Rapid Response Team

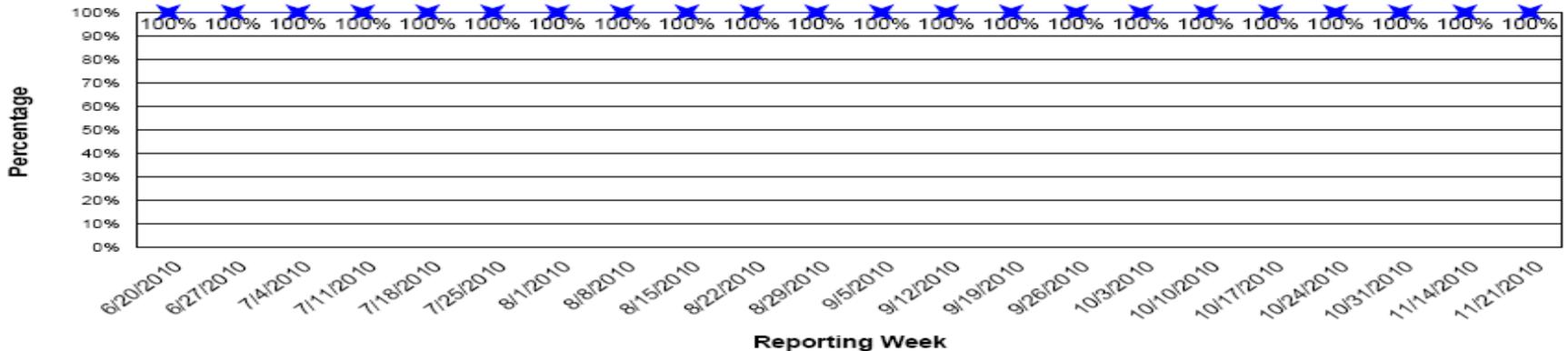
- Provides timely support and communications to resolve severity 1 and 2 incidents
- Goal
 - Notify agency within 15 minutes of incident diagnosis
 - Provide immediate access to technical resources

Rapid Response Team - Metrics

Time to Notify Severity 1 Incidents



Time to Notify Severity 2 Incidents



- 112 incidents resulted in notifications to agencies since reporting began in June
- All notified within 15 minutes of incident diagnosis

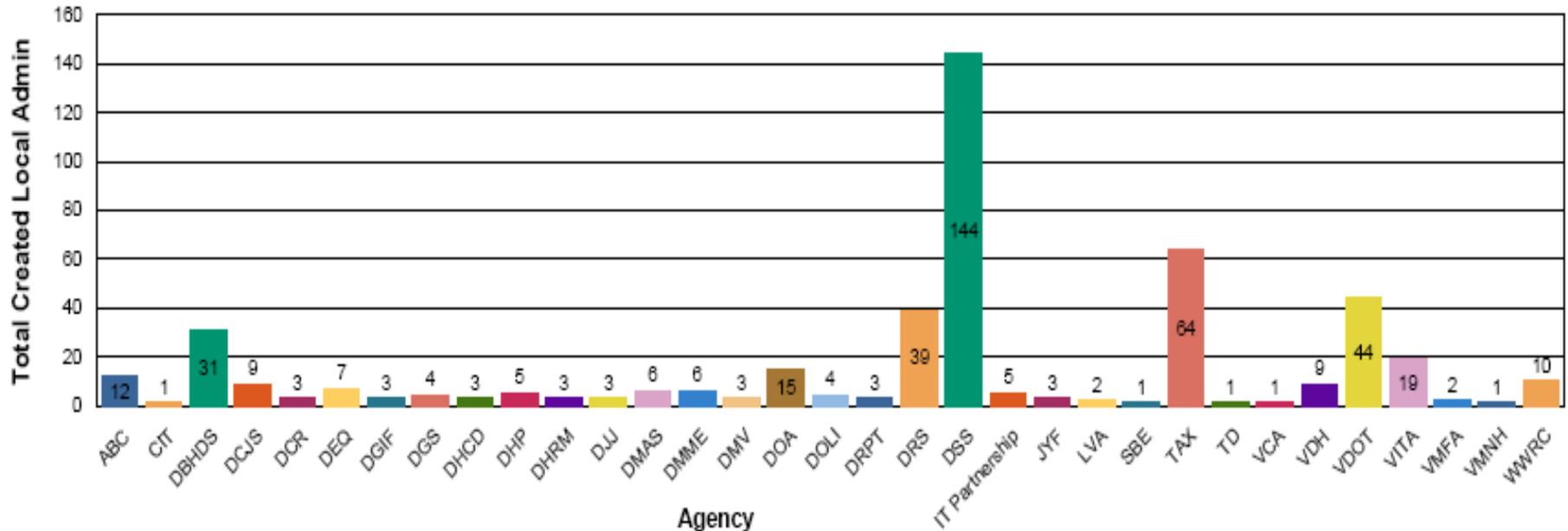
Rapid focus, timely response and communications

Agency Technical Empowerment

- Provides administrative rights for agency IT staff to better support business needs
- Goal
 - Provide local admin rights to PCs upon request
 - Provide server admin rights to servers upon request

Agency Technical Empowerment - Metrics

Total Created Local Admin by Agency



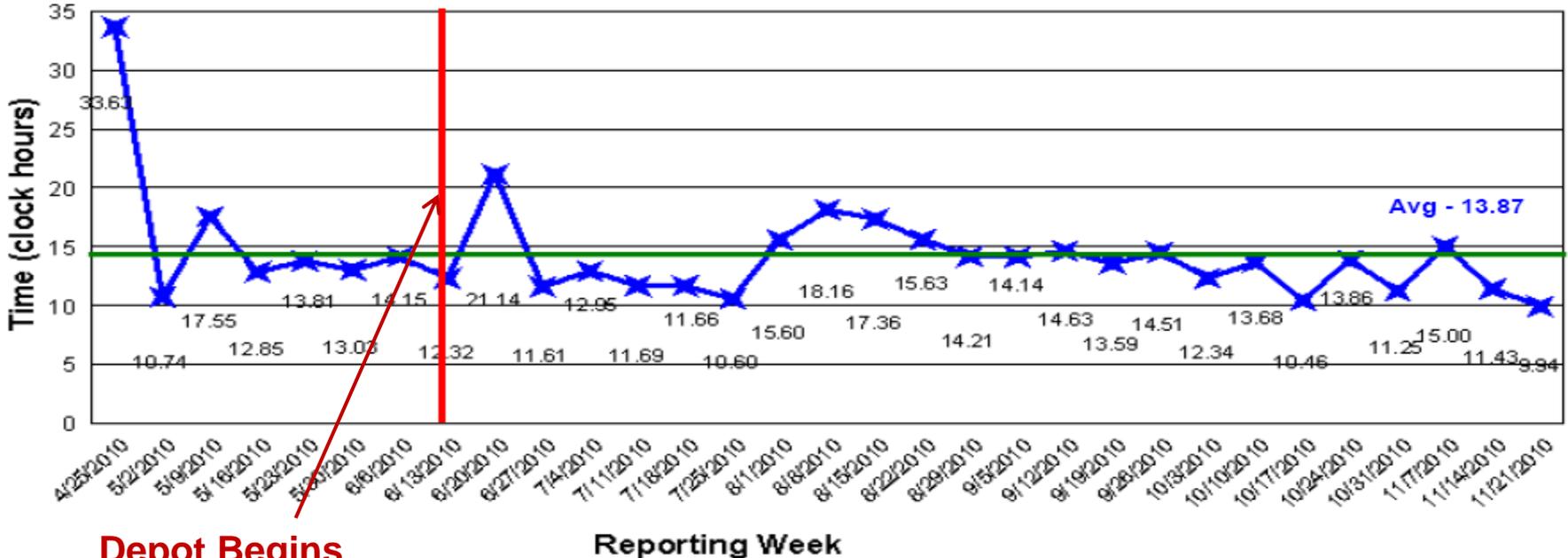
Providing agencies admin rights where needed to meet business needs

PC Depot

- Reduces repair time of PCs by having a replacement supply of equipment available
- Goal
 - Replacement in 24 hours in the metro Richmond, Hampton Roads, NoVA areas
 - Other locations within 48 hours

PC Depot - Metrics

Mean Time to Repair for PC Hardware Incidents



- Averaging approximately 13.9 hours to repair PC hardware issues

Depots are reducing repair time of PCs

Expedited PC Shipping

- Ships replacement PCs on request for employees at remote locations, including homes, as an optional service
- Goal
 - Have qualified, agency-configured replacement assets to employees next business day (where available)

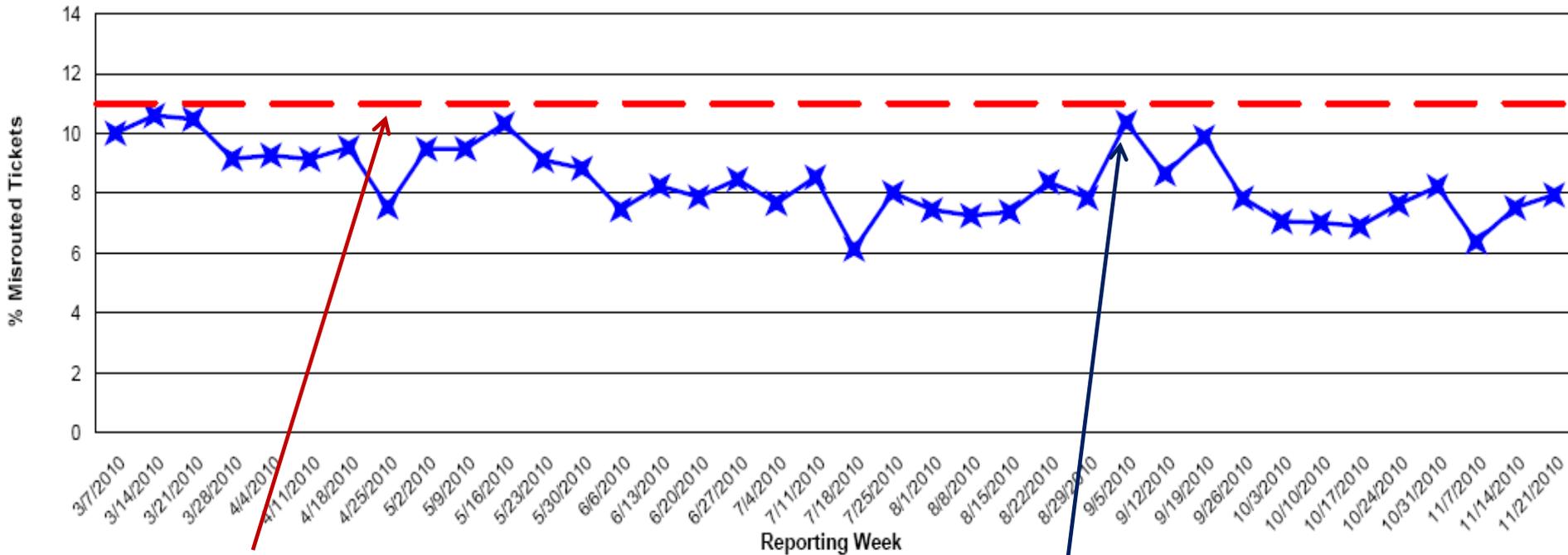
Pricing being incorporated into a statement of work

Help Desk Re-Design

- Changes in staffing models, procedures and quality assurance reviews at the VCCC to continuously improve service
- Goal
 - Decrease misrouted tickets while improving the quality of ticket resolution
 - Decrease re-worked tickets while improving the quality of ticket resolution

Help Desk Re-Design - Metrics

Misrouted Tickets



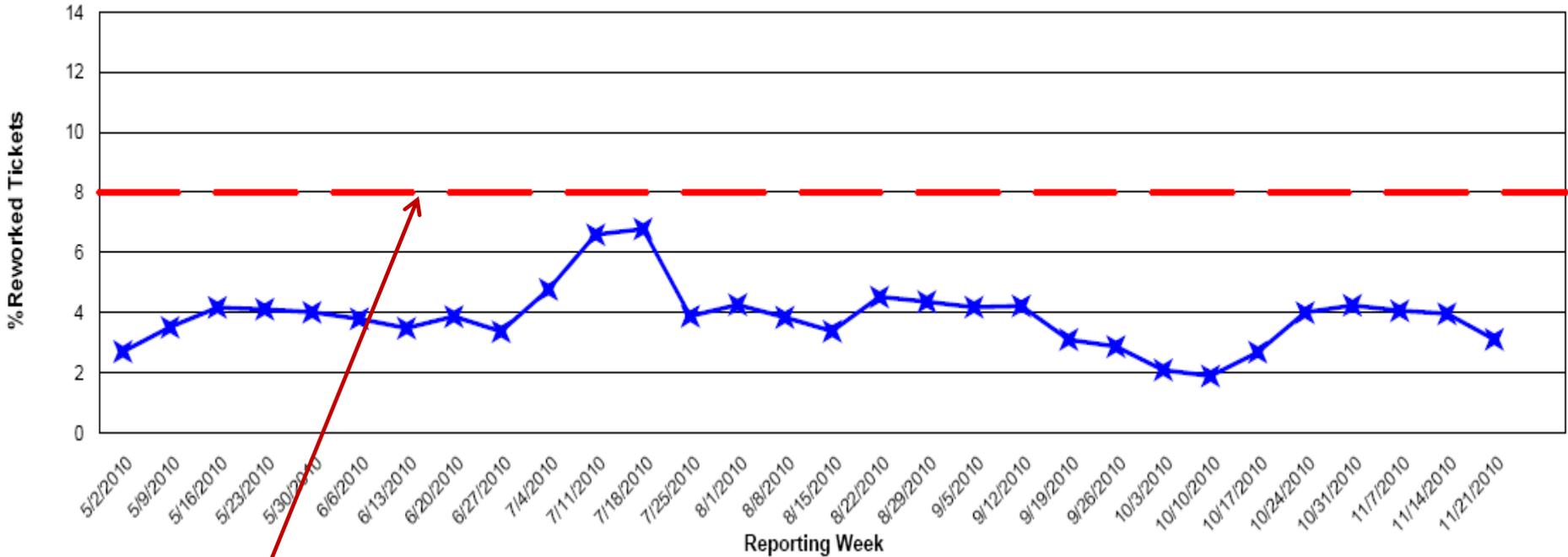
Benchmark = 11%

Re-advertised Incident Management Process

Misrouted tickets continue to remain below target benchmark

Help Desk Re-Design - Metrics

Reworked Tickets



Benchmark = 8 %

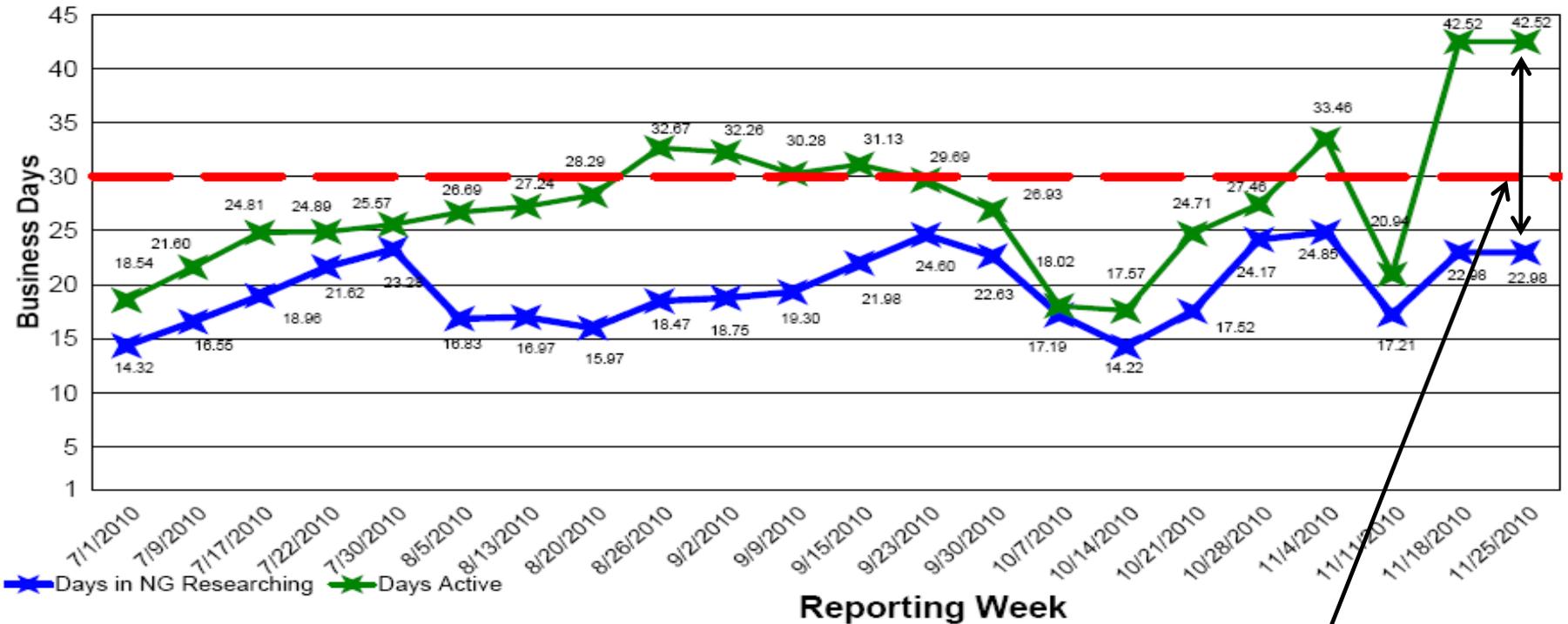
Reworked tickets continue to remain below target benchmark

Inventory and Billing Disputes

- Puts an IT corrections process in place to formalize request, routing and resolution of billing disputes
- Goal
 - Ensure billing dispute resolution remains a priority
 - Commit to addressing Northrop Grumman actions within a 30-day period

Inventory and Billing Disputes - Metrics

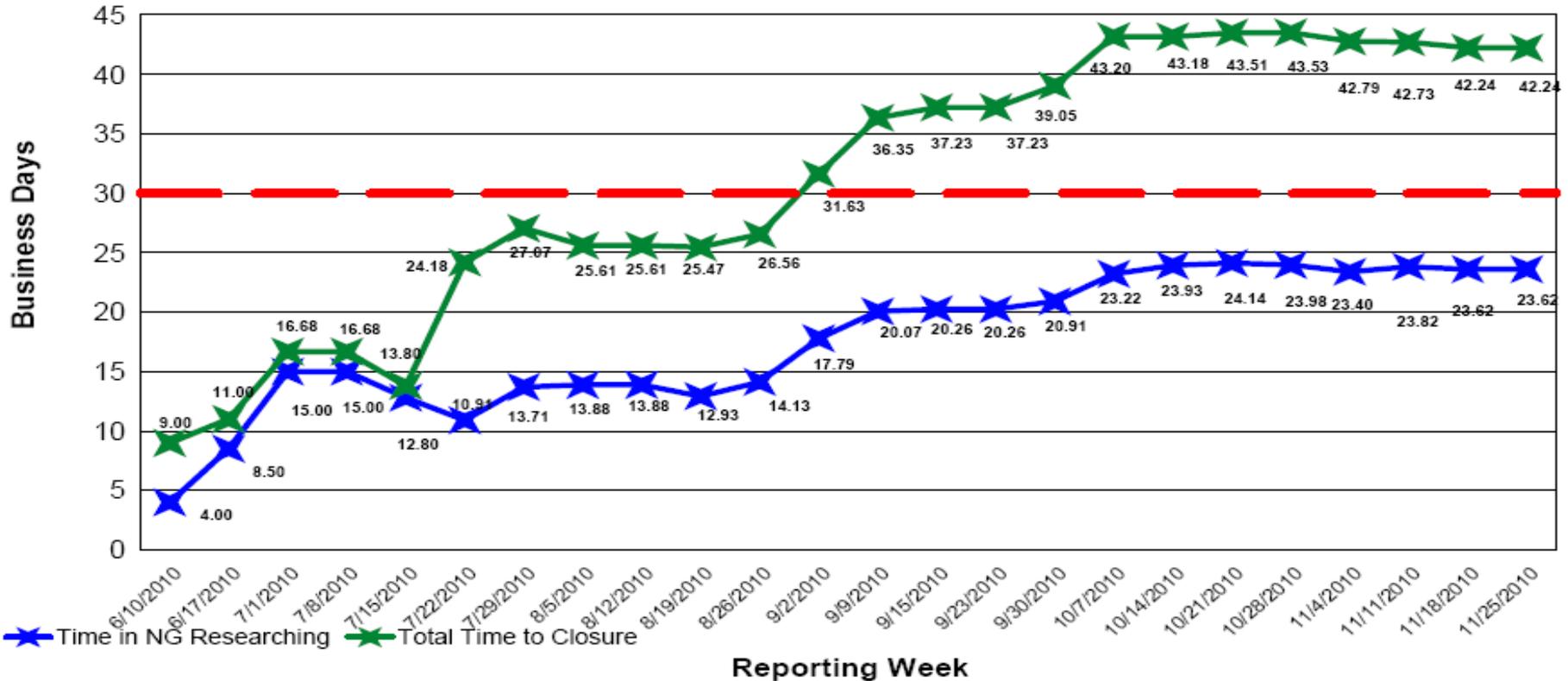
Average Time That Active Billing Disputes Have Been Open



- 67 open billing disputes in process as of Nov. 25
- Days between Northrop Grumman research complete and dispute closure allows changes to be validated in the next bill

Inventory and Billing Disputes - Metrics

Average Time To Resolve Billing Disputes



91 billing disputes have been CLOSED as of Nov. 25

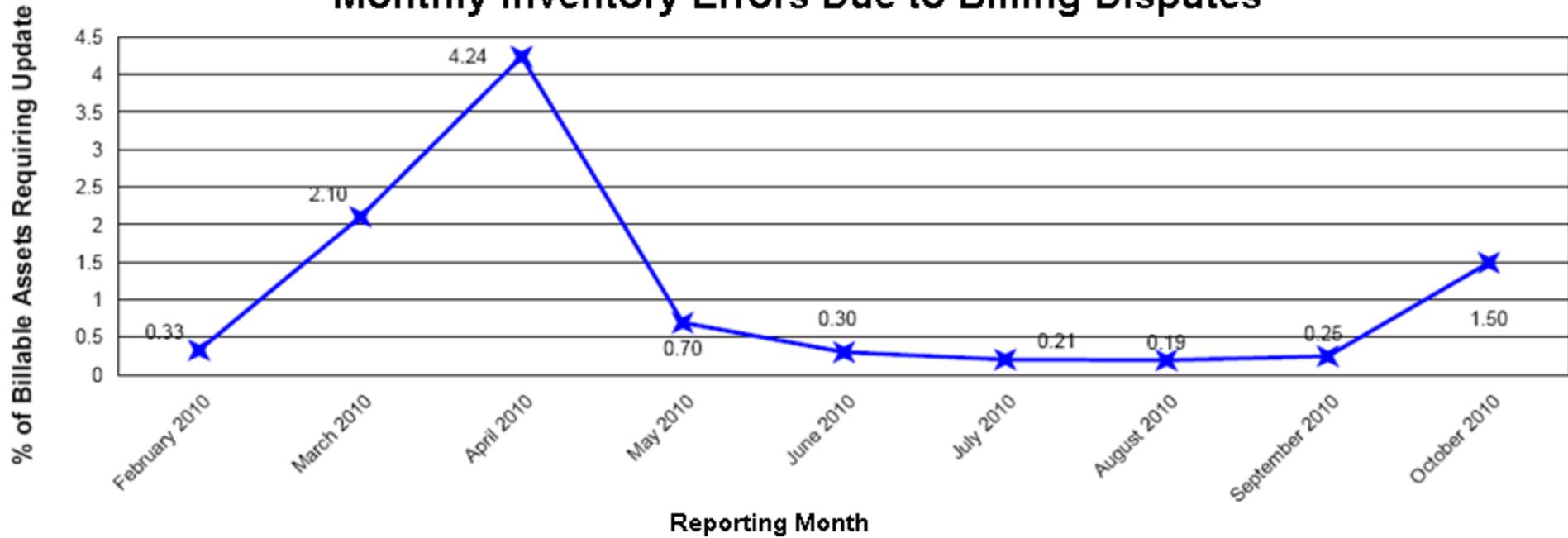
Inventory and Billing Errors

- Tracks inventory quantity errors identified by agencies through billing disputes
- Goal
 - Reduce billing related errors
 - Implements new asset verification process

Initial data now is being reported

Inventory Errors - Metrics

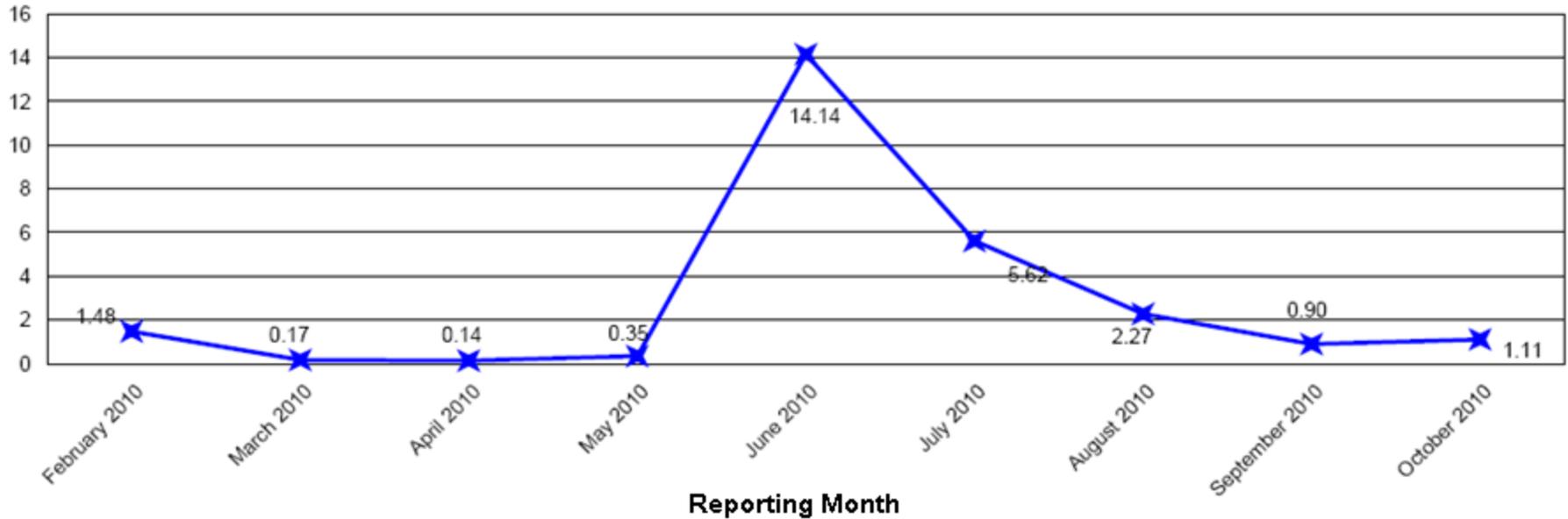
Monthly Inventory Errors Due to Billing Disputes



Inventory Errors - Metrics

Monthly Inventory Errors due to Rework

% of Dispute Updates Not Completed



End User Asset Validation Survey

- Pop-up window to appear on each end user's screen to validate user, address, asset type (laptop/desktop), asset tag and agency data
- Survey data to be validated against existing inventory
- Pop-up window distribution will be for devices with Altiris
- Benefits of the survey when combined with the validation and verification (V & V) process:
 - Improved accuracy of data fields –user and address data
 - Enhanced billing accuracy
 - Assists end user services in PC refresh activity

End User Asset Validation Survey

Asset Validation Survey



User Information:

First Name Last Name

Phone E-mail

Agency:

Select an Agency

Agency Code	Agency Abbr	Agency Name
00136	VITA	Virginia Information Technologies Agency

Site Location:

Select a Site

Address Line 1

Address Line 2

City State Zip Code

Asset Information

Asset Tag Found. Please enter asset tag:
 Asset Tag Not Found.

Asset Type:

End User Asset Validation Survey

Results as of December 1

Agency	End User Completed Survey	Survey Displayed, Not completed	Total PCs that have received survey
GOV	138	38	176
VITA	280	15	295
VDH	4166	302	4468
DOC	4910	879	5789
DSS	5159	630	5789
DJJ	1343	144	1487
ABC	680	78	758
Grand Total	16676	2086	18762

- Working to deploy to all eligible PCs by end of year
- Being used as a source of data in our monthly V&V process
- Collected data available to agencies through partnership asset reporting system (PARS)

Work Request Process Re-Design

- Ensures timely, effective solution proposals delivered to agencies
- Goal
 - Improve and implement process changes to reduce backlog of work
 - Defining most frequently requested services as standard products for service catalog
 - 10 standard forms in production

Redesign of the Work Request Process is Complete

Standard Work Request Forms	Number of Agency Submissions
ABC Managed Router and Firewall	5 Work Requests
Managed Router	Ready for Use
Managed Firewall	16 Work Requests
Site to Site VPN	3 Work Requests
Wireless Network Service (New)	1 Work Requests
Wireless Network Service (Replacement)	4 Work Requests
Software Installation	8 Work Requests
Data Storage	Ready for Use
Virtual Server Service	Ready for Use
Infrastructure Labor	2 Work Requests

Work Request and Procurement Processing Times

- Establishes work request and procurement processing times to improve delivery and execution
- Goal
 - Time to deliver – From requirements completion until delivery of the work proposal to VITA
 - Time to commence – From receipt of the notice to proceed to project kick-off meeting
 - Ordering time - From receipt of purchase orders in eVA to order placed by Northrop Grumman

Data collection in progress

Storage Management

- Provides guidance and how-to information to better manage agency storage consumption
- Goal
 - Establish awareness of new storage offerings
 - Provide guidance on managing storage
 - Assist agencies in choosing the right tier(s) of storage

Storage management communications continue to be delivered

Storage Management - Status

- Business Readiness Plan created by VITA
- Communicate via existing communication vehicles:
 - ✓ AITR meetings
 - ✓ CIO Council meetings
 - ✓ Customer Account Managers (CAM)
 - ✓ Network News
 - ✓ VITA website > AITR section
- Gather questions from agencies
- Develop series of mini-newsletters
- Instructional videos on managing storage from Windows and UNIX/LINUX have been posted to the VITA website, AITR section
- A question-and-answer teleconference will be scheduled soon

Storage Management – Tip Sheets

Storage Management Tip Sheet

The Storage Management Tip Sheet has been developed to provide you with tools and information to better manage storage utilization at your agency. Please contact your Customer Service Lead (CSL) if you have any questions.

This issue: Migration of data to newer Tier 1 subsystems and Tier 2 will begin this month.

Oct. 15, 2010

At a glance ...

- Data migration begins now and will continue into the second quarter of 2011.
- Moving the data will require a brief outage period.

Commonwealth Enterprise S Infrastructure Upgrade Schedule

- Dates provided are for planning purposes
- All work will be done during Saturday night

Oct. 27, 2010	<ul style="list-style-type: none"> • Meeting with agencies • Time: 10 a.m. - 12 p.m. • Place: CES • Contact: IT Information
Oct. 23-24, 2010	<ul style="list-style-type: none"> • Storage area network • Agencies reduce/stop work
Nov. 14, 2010	<ul style="list-style-type: none"> • Tier 1 subsystem • Agencies reduce/stop work • VITA network attached
Nov. 21, 2010	<ul style="list-style-type: none"> • Tier 2 subsystems • Agencies reduce/stop work
Nov. 27-28, 2010	<ul style="list-style-type: none"> • Tier 1 mainframe • Dec. 5, 2010 fall break
Dec. 20, 2010	<ul style="list-style-type: none"> • Begin Tier 2 cutover • Commence agency requirements and testing
Jan. 9, 2011 through second quarter 2011	<ul style="list-style-type: none"> • Continue agency migration

Storage Management Tip Sheet

The Storage Management Tip Sheet has been developed to provide you with tools and information to better manage storage utilization at your agency. Please contact your Customer Service Lead (CSL) if you have any questions.

This issue: Understanding what each tier of storage offers is important in selecting where to place your agency's data.

Nov. 1, 2010

At a glance ...

- Most agency data will be on Tier 2.
- Submit a work request to move data from one tier to another or to request a one-time backup.
- Direct attached storage device (DASD) storage is raw space – whether or not you are using all of it, you pay for the whole device.
- Tiers 1 and 2 are storage area networks (SAN); space is allocated. You pay for only what you use.

Choosing the right tier

Tier 1 at CESC	<ul style="list-style-type: none"> • Critical data should be on this tier • Data is automatically replicated • Highest performance and availability
Tier 2 outside CESC	<ul style="list-style-type: none"> • High performance and availability • Data backed up regularly • Agency location
Tier 2 at CESC	<ul style="list-style-type: none"> • High performance and availability • Data backed up regularly
DASD	<ul style="list-style-type: none"> • An option for static data • Lowest performance and availability • Data backed up regularly
Tier 2 at CESC no backup	<ul style="list-style-type: none"> • No backup option is for entire tier • Similar to Tier 2 at CESC but v
DASD no backup	<ul style="list-style-type: none"> • An option for static data • Lowest performance and availability • No backup option is for entire tier

For more details on storage offerings, visit the website: www.vita.virginia.gov/councils/default.aspx

What you can expect next ...

1. Storage Management Tip Sheets on topics such as backups and disaster recovery
2. Instructional videos on how to use storage management tools

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Storage Tiers

Storage Management Tip for Nov 1

- **Purpose:** Discusses what each tier of storage offers and the importance of selecting where to place agency's data
- **Facts:**
 - Most agency data will be on Tier 2
 - Work requests are needed to move data from one tier to another and to request a one-time backup
 - Direct attached storage device (DASD) storage is raw space – you pay for the whole device no matter usage
 - Tier 1 and 2 are storage area networks (SAN) –pay for usage only

Storage Management Tip for Nov 1

Choosing the right tier

<i>Tier 1 at CESC</i>	<ul style="list-style-type: none"> • Critical data should be on this tier • Data is automatically replicated to SWESC • Highest performance and availability 	\$2.86 per gigabyte
<i>Tier 2 outside CESC</i>	<ul style="list-style-type: none"> • High performance and availability • Data backed up regularly • Agency location 	\$2.69
<i>Tier 2 at CESC</i>	<ul style="list-style-type: none"> • High performance and availability • Data backed up regularly 	\$2.58
<i>DASD</i>	<ul style="list-style-type: none"> • An option for static data • Lowest performance and availability • Data backed up regularly 	\$2.29
<i>Tier 2 at CESC no backup</i>	<ul style="list-style-type: none"> • No backup option is for entire server • Similar to Tier 2 at CESC but without backup 	\$1.29
<i>DASD no backup</i>	<ul style="list-style-type: none"> • An option for static data • Lowest performance and availability • No backup option is for entire server 	\$.92

For more details on storage offerings, visit the VITA website:
www.vita.virginia.gov/councils/default.aspx?id=12542