

Work Request Portfolio

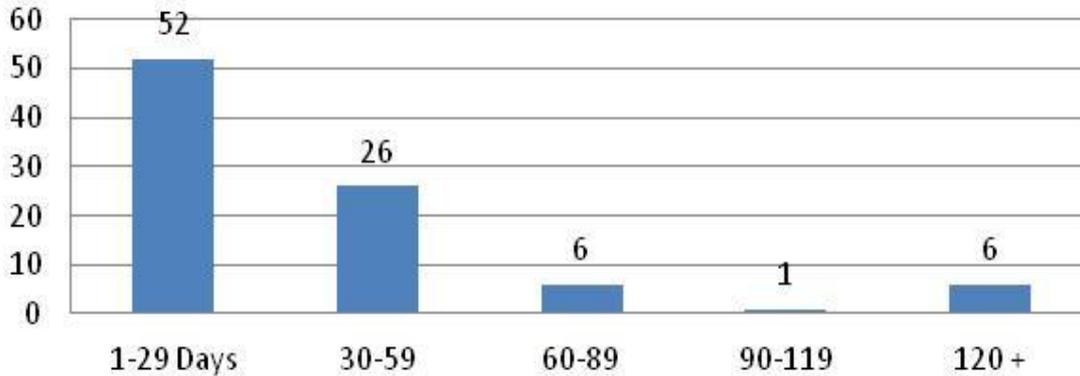
Phase (as of)	Aug 1	Sep 1	Oct 1
Solution Development	93	89	93
Awaiting NTP	40	47	32
Implementation	172	175	198
Close-out	25	22	36
Total Projects	330	337	359
Completions in last 90 Days	173	151	138

Work Request Activity Summary

Solution Development	Jul	Aug	Sep
Requests for Solution	67	69	73
Proposals Delivered to VITA	49	55	47
Requirements Returned by NG	2	5	3
Cancellations by Agency	13	7	12
Proposals Withdrawn by NG	0	3	5
Implementation	Jul	Aug	Sep
NTPs Issued (Custom WR)	29	28	41
NTPs Issued (Standard Forms)	23	16	29
Notification of Completions	44	39	55
Cancellations by Agency	11	1	0

- Progress being made towards resolution of applicable incremental labor charges, however, issue continues to delay custom work requests
- Teams preparing to implement concept of Solution Design Proposal as defined within OIP revised Work Request process
- Enhancing Schedule Management activity through weekly meetings with Service Areas/PMs

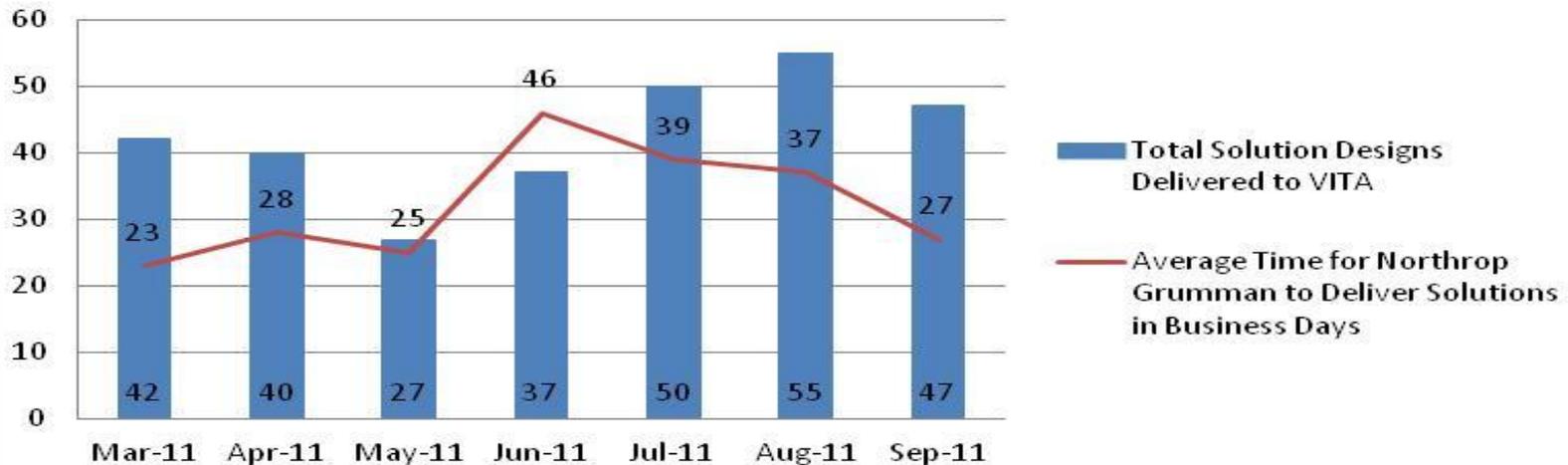
Solution Development Aging, as of Oct 1



60+ Days Aging Variance

Status	Count
VDEM Transformation Related	4
Pending UCaaS Deployment Schedule	1
Solution Development	4
Pending Requirements Clarification	4

Work Request Custom Solutions Delivered





September Accomplishments

- ✓ Updated VITA Service Catalog website to reflect updated numbering scheme
- ✓ Revised pricing on forms based upon JLARC revised rates
- ✓ Implemented improvements to existing forms based on completed implementations
 - ✓ 7-001 non-CESC Storage Modification
 - ✓ 8-005 Bandwidth Modification
- ✓ Gathering lessons learned via pilots for:
 - ✓ 6-001 Enterprise Handheld Devices
 - ✓ 7-003 CESC Storage Modification

New Number	Status
1 - Cross Functional Services	
1-001: Infrastructure Related Labor	In Production
1-026: DR Server Deinstallation	NG Development
5 - Desktop Computing Services	
5-001: Software Installation (desktop)	In Production
5-002: PC Encryption	NG Development
6 - Messaging Services	
6-001: Enterprise Hand Held Devices	In Production
7 - Mainframe and Server Services	
7-001: Data Storage Service (Non-CESC)	In Production
7-002: CESC Storage Back-up Opt-out	Piloting form
7-003: SAN Storage Modification (CESC/SWESC)	Piloting form
7-004: NAS Storage Modification (CESC/SWESC)	Labor Dispute
7-005: Storage Authorization for Snap and Clone (CESC/SWESC)	VITA/NG Collaboration
7-026: Virtual Server (CESC/Windows/small, 1-2 CPU)	In Production
7-027: Virtual Server (CESC/LINUX/small, 1-2 CPU)	NG Revising to align with updated template
7-028: Virtual Server (Non-CESC/Windows/small, 1-2 CPU)	NG Revising to align with updated template
7-029: Virtual Server (Non-CESC/LINUX/small, 1-2 CPU)	NG Revising to align with updated template
7-051: Physical Server (CESC/Windows/small, 1-2 CPU)	NG Revising to align with updated template
7-052: Physical Server (CESC/LINUX/small, 1-2 CPU)	NG Revising to align with updated template
7-053: Physical Server (Non-CESC/Windows/small, 1-2 CPU)	NG Revising to align with updated template
7-054: Physical Server (Non-CESC/LINUX/small, 1-2 CPU)	NG Revising to align with updated template
8 - Data Network Services	
8-001: ABC Managed Router & Firewall	V1.1 revised to include PCI license for new office. Need NG's input to proceed. V1.0 is being used as a stopgap measure.
8-002: Managed Router	In Production
8-003: Managed Firewall	In Production
8-004: Site to Site VPN	In Production
8-005: Bandwidth Modification	In Production
8-006: Temporary LAN Ports	VITA and NG disagree on the cost approach for this WR. Mutually agreed to put this form on hold.
8-007: Data Infrastructure Relocation	Comments returned to NG
8-090: Wireless LAN (New)	Contract dispute regarding PCI/HIPAA Language. Being addressed by the CM-IPT. Form not available for use until issue is resolved.
8-091: Wireless LAN (Replacement)	Contract dispute regarding PCI/HIPAA Language. Being addressed by the CM-IPT. Form not available for use until issue is resolved.
9 - Voice and Video Telcom Services	
9-001A: UCaaS Service	Contract dispute regarding disposal of existing phone equipment
9-001B: UCaaS Service	Contract dispute regarding disposal of existing phone equipment