Work Request – Summary

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Work Request Portfolio

Phase (as of)	**Sep 1**	**Oct 1**	**Nov 1**
Solution Development	112	131	142
Awaiting NTP	34	27	26
Implementation	217	223	224
Total Active Projects	**363**	**381**	**392**

Work Request Activity Summary

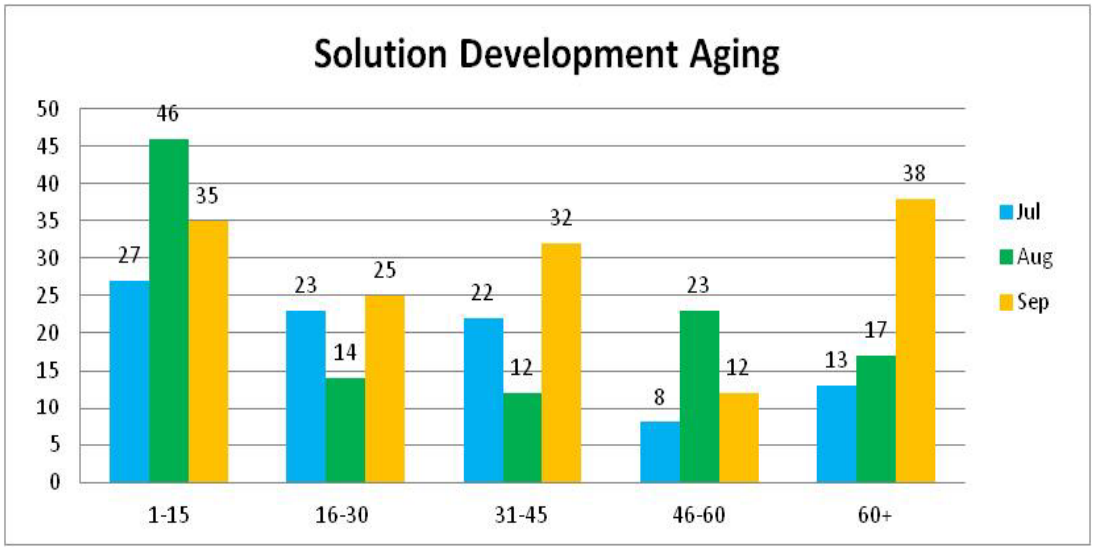
Solution Development	**Aug**	**Sep**	**Oct**
Requests for Solution	54	46	64
Proposals Delivered to VITA	36	24	38
Requirements Returned	0	0	2
Cancellations by Agency	4	1	4
Proposals Withdrawn	0	0	3
Implementation	**Aug**	**Sep**	**Oct**
NTPs Issued (Custom WR)	35	22	30
NTPs Issued (Standard Forms)	51	64	58
Notification of Completions	94	55	79
Cancellations by Agency	1	1	6

Standard Form Status

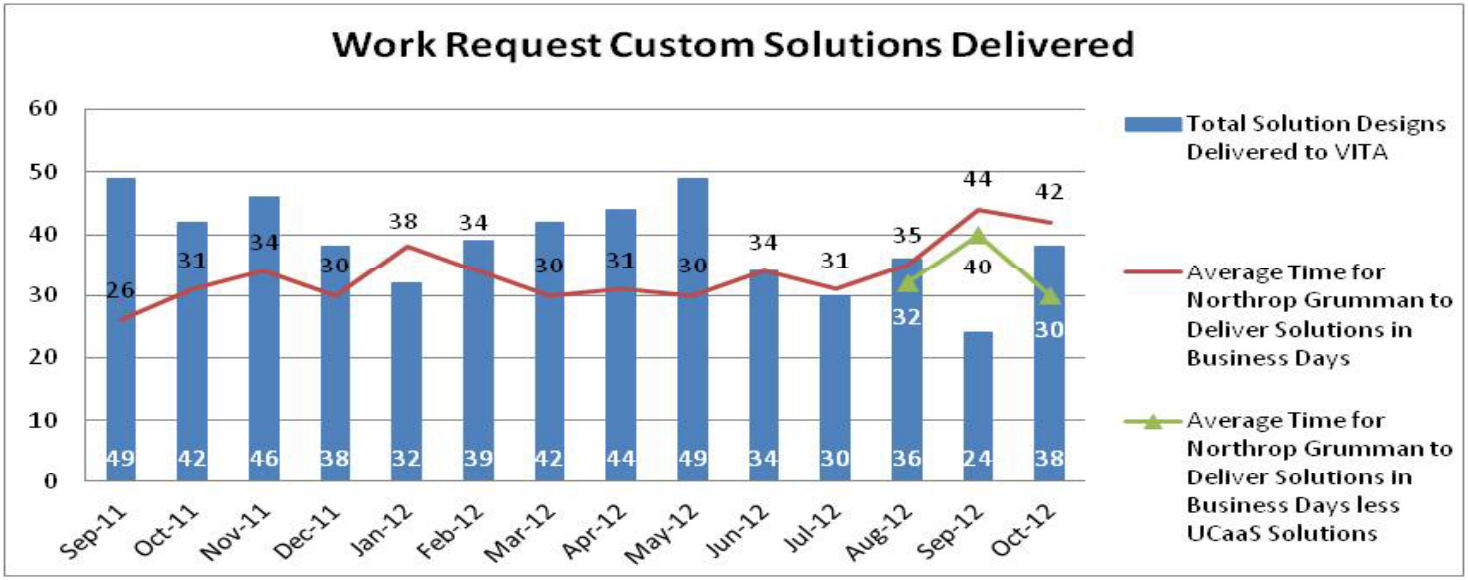
Forms Status	**Sep 1**	**Oct 1**	**Nov 1**
NG Development	8	7	8
VITA/NG Collaboration	1	2	1
Form Pilot	3	3	5
In Production	17	17	17
On-hold/Dispute	4	1	1

- Work Request IPT formalized, meetings underway
- *Connection of 3rd party printers (Issue 1065 opened Sept-11) – Creation of standard form delayed*
- Server Standard Forms being updated to account for resolution of Server OS minimum storage requirements
- Tier 1 storage increment requirement – Under discussion. Impacts several forms

Work Request – Solution Development Summary



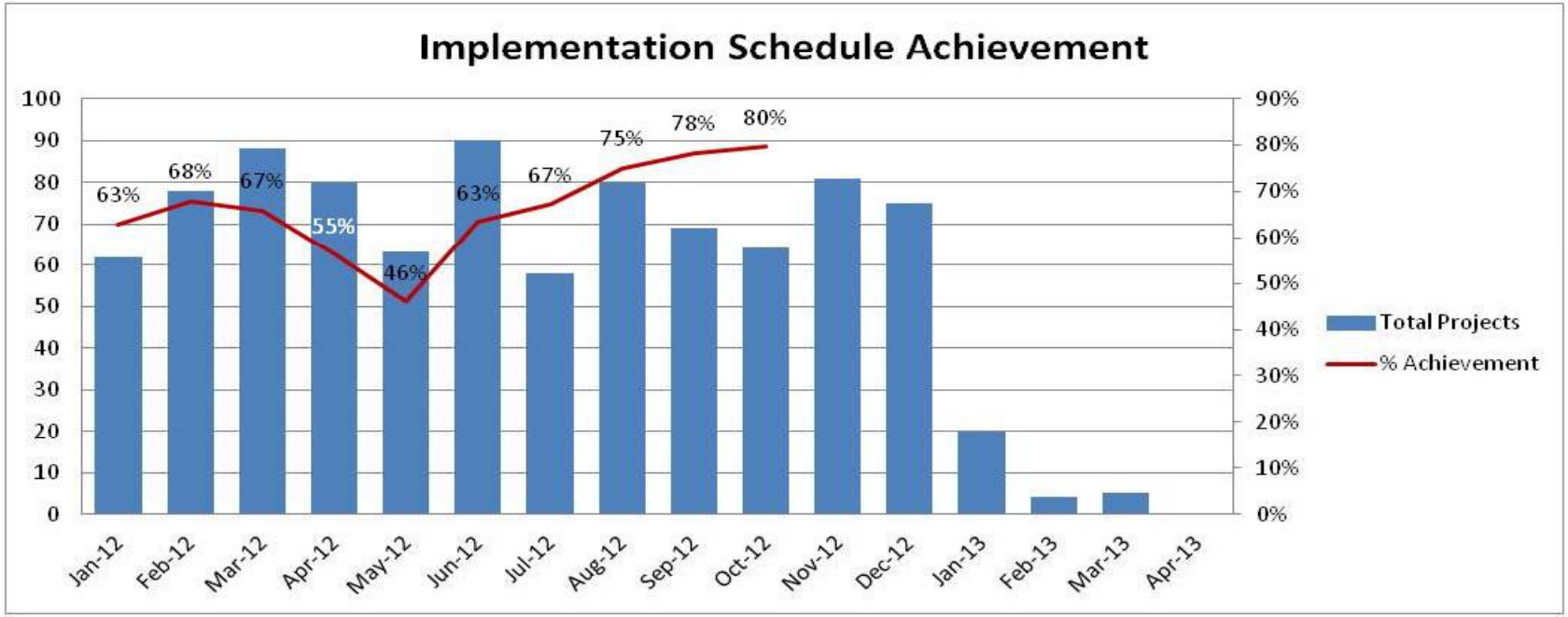
45+ Day Status	Count
UCaaS Schedule	18
Approval Process	15
Solution Development	12
Pending Requirements	5
Total	50



Improving Process Efficiency to Consistently Achieve Delivery Targets

Work Request – Implementation Summary

- September Implementation Highlights
  - 64 projects scheduled for completion: 28 exceeded plan, 23 achieved plan, 13 missed plan
- Implementation Schedule Achievement continues to be major focus area



Focusing on Improving Delivery to Committed Timelines