

Work Requests Process Update

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Focus: Responsiveness – Improve timely delivery of custom work request (WR) proposals

Success Criteria: Proposals delivered for aging backlog* of in-scope custom WRs

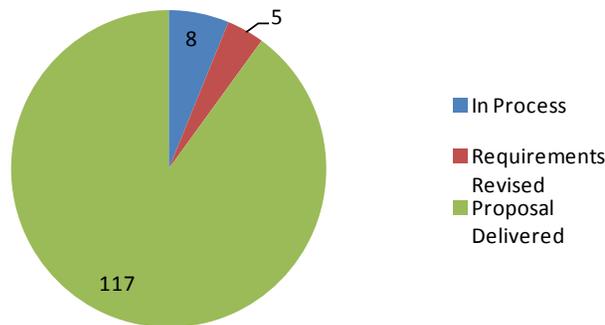
- 90% of backlog proposals completed
- In process to be delivered by April 30

*Requirements received prior to Jan. 1, 2013

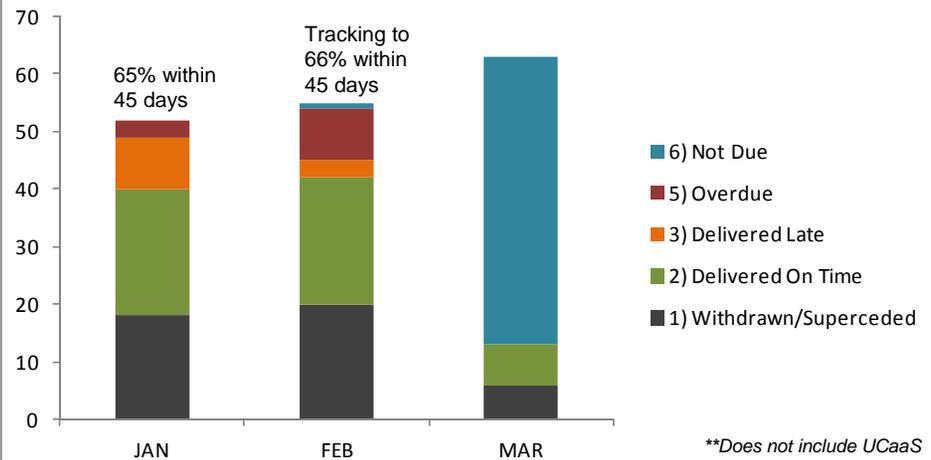
Success Criteria: Achieve 90% proposal delivery within 45 calendar days for new in-scope custom WRs

- Proposal throughput improving; average proposals/day increased by 40% since January
- Significant requirements change (including cancellations) during proposal development phase

Proposal Backlog
Requirements Received prior to 1/1/13



Custom WR Proposals Delivery vs. Requirements Received Date**



Focus: Meets commitments – Improve on-time completion of WR implementation projects

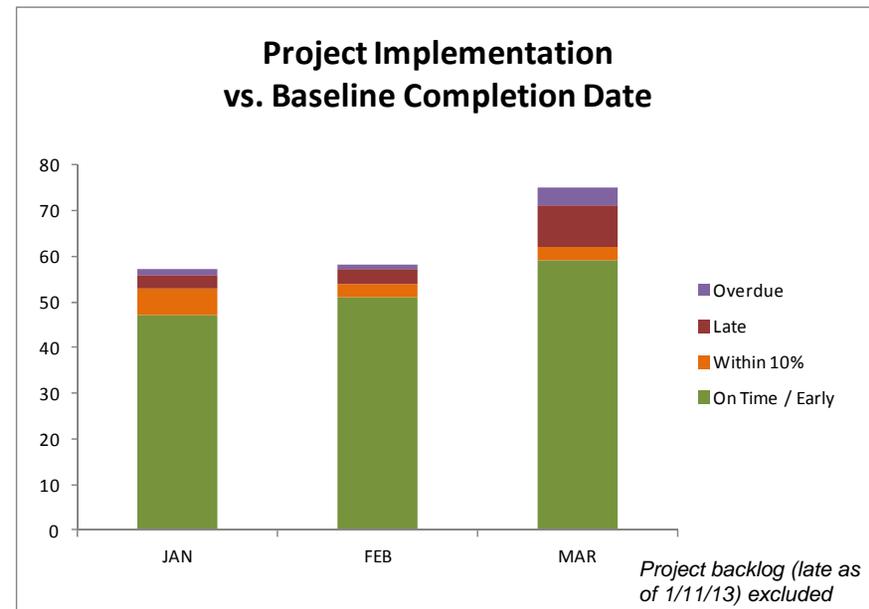
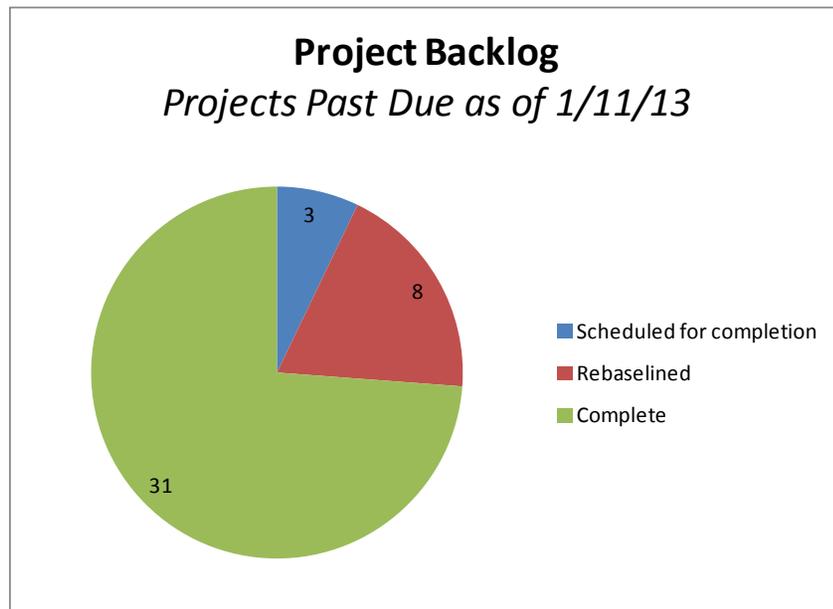
Success Criteria: Existing portfolio of implementation projects that are past completion date as of Jan. 13 are brought to closure

- 74% of backlog implementation projects completed
- Remaining schedules in place with target completion dates (ECD April 26)

Success Criteria: Achieve 90% of projects meet or exceed completion schedule

Success Criteria: Achieve 95% of projects complete with less than 10% schedule variance

Results	JAN	FEB	MAR
On-Time	82%	88%	79%
Within 10%	93%	93%	83%



- **New Standard Forms**

- 1-051 SharePoint services

- 1-052 SharePoint service modification

- 8-007 Enterprise remote connectivity services (ERCS)



- **(Custom) Work Request Proposal Development**

- Formal notification of requirements review completion with Northrop Grumman proposal manager contact info

- Streamlined and improved proposal statement of work format

- Continued improvement with cycle time reduction and consistency



- **Work Request Implementation**

- Use of lean Six-Sigma methods to increase speed and/or eliminate unplanned delays

- Rapid improvement event completed to improve server on-boarding cycle time

- More consistent, formal, standardized project management processes

- Schedule change management

- Notification of WR completion

ID	Title	Team	Close?
1178	Engaging the customer during requirements and solution development	AITR Team	✓
1179	Turnover on WR staffing	AITR Team	✓
1182	Update posted process flows with revised KPIs	AITR Team	✓
1183	Tools for WR transparency and efficiency	AITR Team	✓
1177	Proposal development KPI briefed Feb. 13	AITR Team	
1180	Some requests should not be in WR process	AITR Team	
1181	Coordinate with an AITR work group (re: WR improvements)	AITR Team	
1184	Some WR items disputed between Northrop Grumman and VITA	AITR Team	
1111	Process to ensure requirements of a WR are met	CIO Council	
1112	Identify lessons learned from WR	CIO Council	

AITR 1178 – Engagement with Agency

- **Comment:** Should be engaging customer regarding requirements during solution development
- **Response:**
 - Northrop Grumman solution engineers currently reach out during solution development when additional understanding / clarification is needed
 - Northrop Grumman identified proposal manager when requirements have been reviewed and assigned

AITR 1179 – Turnover of WR Staff

- **Comment:** There was significant turnover in Northrop Grumman staffing on WRs in 2012
- **Response:**
 - As discussed at Feb. 13 AITR meeting, Northrop Grumman brought in senior program managers to augment staff prior to turnover
 - Staffing is monitored and adjusted according to resource requirements

AITR 1182 – Work Request Documentation

- **Comment:** Question about the availability of WR process documentation
- **Response:**
 - The WR process brief is now posted to the AITR Resources SharePoint site
 - The brief contains:
 - Overview of both the custom and standard WR processes
 - Performance goals for each process
 - Links to the Service Catalog (including Forms Library) and Services Ordering Guide

AITR 1183 – Approval of WRs

- **Comment:** Would like to be able to approve WRs via e-mail
- **Response:**
 - E-mails are acceptable forms of approval for the following activities
 - Approval of the completion of the WR
 - Signed approval is required for customer quotes (custom and standard)
 - Verification is needed because agency is committing funds to VITA
 - To speed processing, signed forms may be scanned and e-mailed or faxed to VITA with the original delivered at a later date
 - Documentation must be consistent and auditable



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Questions?