



Work Request Process

VITA – CSPMO
4/9/13





Purpose

- Provide an overview of the work request process relative to an agency's role and use
 - For the purpose of this brief, agency means any department, authority, board, post, commission, division, institution, or office of the commonwealth
- Describe the different types of work requests
- Provide performance and delivery goals of the process



IT Infrastructure Services Ordering Processes

- IT infrastructure services can be ordered from VITA via several different processes
 - Work request, eVA, telecommunications service request (TSR), VCCC
- The ordering process used depends on the type of service requested
 - The IT service catalog and the services ordering guide are available to assist the agency with identifying the correct ordering process
 - The VITA customer account manager (CAM) and the Northrop Grumman agency operations manager (AOM) can provide additional support as needed



Northrop Grumman and the CIA

- The commonwealth contracted with Northrop Grumman to be the state's primary IT infrastructure services provider
- Formalized in the comprehensive infrastructure agreement (CIA)
- The IT infrastructure program with Northrop Grumman provides services* to the commonwealth, not materials
 - Wireless service, not hardware for a wireless access point
 - Application hosting services, not hardware and support for a server

* Requirements may be needed to ensure the services perform as expected



Types of Work Requests

- Custom work request: a request for services where specific business requirements must be received from the agency
- Standard form: a standardized solution to requested services based on predefined conditions
 - Forms are available for a variety of services offered by the IT infrastructure program
 - Benefit: the solution is already developed, saving time and allowing implementation of the request to begin immediately
 - Limitation: predefined conditions must be met



Custom Work Request Process

- The custom work request process is comprised of four phases
 1. Initiation
 2. Planning
 3. Implementation
 4. Close-out



Custom Work Request Process – Initiation

- Agency identifies and documents business and functional requirements
 - Requirements document is completed and reviewed
 - Includes acceptance criteria established by the agency, supporting documentation and schedules from the agency or their third party vendors if available
- CAM/AOM confirms the agency's request should not be handled via another ordering process or service ticket

Initiation is dependent primarily upon the agency
CAM and AOM are available to assist



Custom Work Request Process – Planning

- Northrop Grumman develops a technical proposal based on the agency's business and functional requirements
 - Changes to requirements must be documented and resubmitted
- Northrop Grumman develops proposal cost
- VITA reviews and approves proposal and cost for conformance to the CIA
- Agency reviews the proposal and pricing
- Agency agrees to proceed/commits to fund

Planning is dependent upon multiple parties working together
Agency may be asked for additional information during this phase



Custom Work Request Process – Implementation

- Northrop Grumman collaborates with the agency on the implementation plan
- Northrop Grumman implements the proposal / executes to plan
 - Changes to the proposal must be processed and approved by the customer via a change order
 - Performance to and changes in the implementation schedule are managed and communicated by the project manager



Custom Work Request Process – Implementation

- Northrop Grumman verifies the proposal has been completed

Implementation is dependent primarily upon Northrop Grumman Dependencies on agency, agency's third party vendors or access can impact delivery



Custom Work Request Process – Close-out

- The agency is asked to verify implementation is complete
- Agency reviews and accepts the work
 - Based on acceptance criteria listed in statement of work
 - 30-day review period after which the work request is closed unless issues are identified
- All parties work together to resolve issues
 - The work request may be returned to the implementation phase depending upon the severity of the issue

Close-out is dependent primarily upon the agency



Custom Work Request Process – Timelines

- The time needed to complete a custom work request from initiation to close-out will vary

| Activity | Responsible Party | Time |
|--|-------------------|---|
| Identification of need and development of requirements | Agency | Dependent upon agency |
| Development of a proposal | Northrop Grumman | Goal of ≤ 45 days |
| Review and pricing of the proposal | VITA | Goal of ≤ 10 days |
| Agency review and pricing of the proposal | Agency | Up to 30 days (an additional 30 days can be requested) |
| Notice to proceed issued to Northrop Grumman | VITA | Goal of ≤ 24 hours from receipt of signed customer quote |
| Implementation | Northrop Grumman | Varies (schedule to be provided by NG) |
| Agency acceptance of work | Agency | Up to 30 days to identify issues |

*Days are calendar days



Standard Work Request Process

- The standard work request process is comprised of three phases
 1. Initiation
 2. Implementation
 3. Close-out



Standard Work Request Process – Initiation

- Agency determines that a standard form can be used to address the agency's need
 - Based on the conditions listed in the form
 - Customer's signed approval is still required
- Agency completes and approves the form

Initiation is dependent primarily upon the agency

CAM and AOM are available to assist



Standard Work Request Process – Implementation

- Northrop Grumman implements the pre-defined solution found on the standard form approved by the agency
- Northrop Grumman verifies the requested service has been completed

Implementation is dependent primarily upon Northrop Grumman
Data Errors on form and agency/agency vendor dependencies can impact the
delivery of the services



Standard Work Request Process – Close-out

- The agency is asked to verify implementation is complete
- Agency reviews and accepts the work
 - Based on acceptance criteria listed in the standard form
 - 30-day review period after which the work request is closed unless issues are identified
- All parties work together to resolve issues
 - The work request may be returned to the implementation phase depending upon the severity of the issue

Close-out is dependent primarily upon the agency



Standard Work Request Process – Timelines

- The time needed to complete a standard form from initiation to close-out will vary

| Activity | Responsible Party | Time |
|--|-------------------|---|
| Identification of need and completion of the standard form | Agency | Dependent upon agency |
| Notice to proceed issued to Northrop Grumman | VITA | Goal of ≤ 24 hours from receipt of properly completed and signed standard form |
| Implementation | Northrop Grumman | Varies (time needed for implementation is noted on each form) |
| Agency acceptance of work | Agency | Up to 30 days to identify issues |

*Days are calendar days



Billing of Work Requests

- The customer is billed for services as the costs are incurred by VITA
 - Costs may be billed prior to the completion of the work request
 - VITA will work with customers in cases of special billing requirements such as federal grant money
 - CAMs can assist with addressing billing disputes



Useful Links

- IT service catalog
 - <http://shop.vita.virginia.gov>
 - The form library for standard forms is located at this site
- Infrastructure services ordering matrix
 - <http://1.usa.gov/IZhgLS>