



Work Request Performance Measures

CIO Council
May 16, 2012



Assigned Action

- *“Brief current and prospective measures for work request process performance”*
- Agencies would like greater visibility and understanding of the work request process performance measures used by VITA
 - Does VITA measure and report its performance?
 - Are those measures appropriate?
 - What do those measures tell us?
 - What action is taken based on the data?



History of Work Request Process

- July 2006 – June 2008 (contract years 1-2)
 - Cost plus pricing environment with process in its infancy
 - 41 requests for service (RFS) completed
- July 2008 – March 2010 (contract years 3-4)
 - Resource unit (RU) rate-based billing with ordering process maturing
 - Significant contractual disputes delayed delivery of RFSs
 - 142 RFSs completed
- April 2010 – present (contract years 5+)
 - Mod 60 resolved many contractual issues
 - Work request process and standard forms introduced
 - 991 work requests completed through April 2012



Current Work Request Performance Reporting

- Northrop Grumman reports its work request process performance monthly at the Joint Rhythm Review (JRR)
 - Attended by VITA's CIO and staff and Northrop Grumman's vice-president and staff
- Work request performance reporting has evolved over time due to changes in the process and changing areas of concern
- The data Northrop Grumman presents is reviewed and validated by VITA for accuracy
- Work request portion of the monthly JRR brief is posted on the AITR resources page on the VITA website



Work Request Summary

Work Request Portfolio

| Phase (as of) | Feb 1 | Mar 1 | Apr 1 |
|------------------------------|------------|------------|------------|
| Solution Development | 71 | 92 | 76 |
| Awaiting NTP | 32 | 27 | 33 |
| Implementation | 226 | 249 | 219 |
| Total Active Projects | 329 | 368 | 326 |

Work Request Activity Summary

| Solution Development | Jan | Feb | Mar |
|------------------------------|------------|------------|------------|
| Requests for Solution | 41 | 73 | 40 |
| Proposals Delivered to VITA | 32 | 39 | 42 |
| Requirements Returned | 2 | 2 | 0 |
| Cancellations by Agency | 12 | 9 | 3 |
| Proposals Withdrawn | 0 | 2 | 1 |
| Implementation | Jan | Feb | Mar |
| NTPs Issued (Custom WR) | 33 | 25 | 32 |
| NTPs Issued (Standard Forms) | 45 | 46 | 62 |
| Notification of Completions | 81 | 63 | 106 |
| Cancellations by Agency | 0 | 1 | 1 |

Standard Form Status

| Forms Status | Jan | Feb | Mar |
|-----------------------|-----|-----|-----|
| NG Development | 3 | 4 | 4 |
| VITA/NG Collaboration | 9 | 6 | 4 |
| Form Pilot | 1 | 3 | 1 |
| In Production | 13 | 14 | 17 |
| Form Modification | 1 | 0 | 0 |
| On-hold/Dispute | 3 | 3 | 3 |

Custom Requirements package collaboration complete, scheduled for introduction and Pilot at 4/19 AOM/CAM meeting

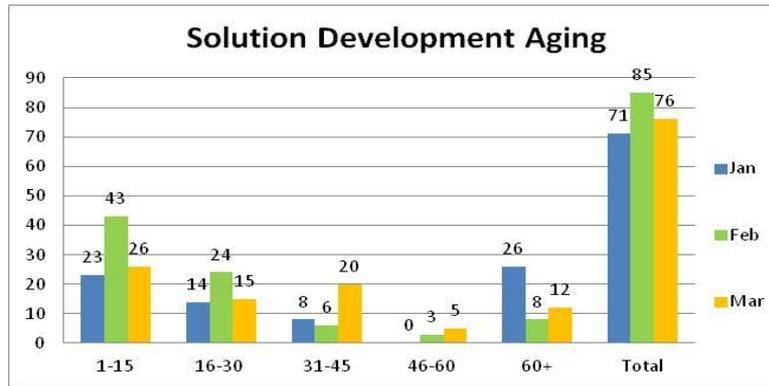
Promoted Standard Forms for Hosted Mail Archive, PC Encryption and Storage Authorization for Clone to Production

Joint preparation underway for CIO Council presentation in May

Streamlined delivery of custom quote to AITR



Work Request Solution Development Summary

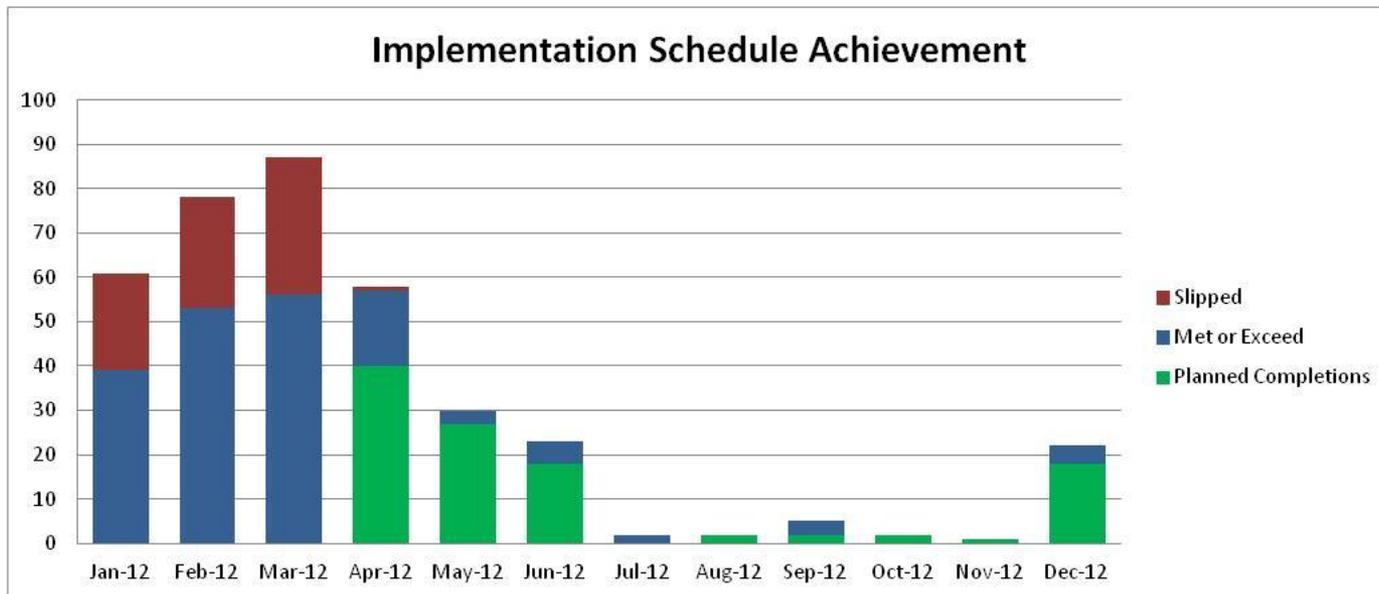


| Age Driver | Count |
|-----------------------|-------|
| Pending Requirements | 1 |
| Approval Cycle | 8 |
| UCaaS Schedule | 4 |
| Solution Development | 2 |
| Pending Agency Action | 1 |
| Pending Cancellation | 1 |
| Grand Total | 17 |



Work Request Implementation Summary

- Improving the delivery of work request implementations
 - Realignment of project management to simplify coordination
 - Enhanced views into schedules and resource management
 - Increasing frequency and quality of project communications





Work Request Performance Reporting

- VITA and requesting agencies also impact the delivery of work request proposals
- Average impact is 16.4 business days (12 months)
 - VITA proposal review and pricing: 5.5 days*
 - Agency approval of custom work request proposal: 9.6 days*
 - VITA notice of customer approval issued to Northrop Grumman: <1 day**

*Excludes standard work requests that do not require a proposal review, pricing, or lengthy customer review

** Includes time to review of standard form



Process Improvements – Completed This Year

- Six new standard forms put in production or piloted
- Two additional standard forms revised and returned to production
- Requirements document for custom work request modified to improve data collection and customer experience
 - New document currently being piloted
- Delivery of custom work request solutions to AITR streamlined to reduce time and accidental delays
- Receipt of customer approved work request solutions (custom and standard) streamlined to reduce time and accidental delays
- Significantly updated Infrastructure Ordering Guide



Process Improvements - Planned

- Four new standard forms in development
 - Two for physical servers (CESC and Non-CESC)
 - UCaaS
 - Third party printer installation
- Next release of the Service Catalog and Work Request Database
 - Release currently in testing
 - Will allow all AITRs to access Work Request Database
- Continued identification of pain points in the process, the causes and action to resolve



Conclusion

- JRR brief contains work request measures which detail Northrop Grumman's performance
- Work request portion of the JRR brief is posted for AITR access
- Continual improvements to the work request process have been made and are continually made