



Key Performance Indicators

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NORTHROP GRUMMAN

Key performance indicators

- Key performance indicators (KPI) used to measure infrastructure process and activity performance
- New KPIs stood up when service delivery performance gaps identified
 - Quantifying the problem through data collection
 - Analyzing data to identify improvements and corrective action
- Some KPIs originally measured for corrective actions left in place because of importance of service delivery area

Service delivery improvement KPIs

- Help desk (VITA Customer Care Center or VCCC)
- Asset management
- Work requests

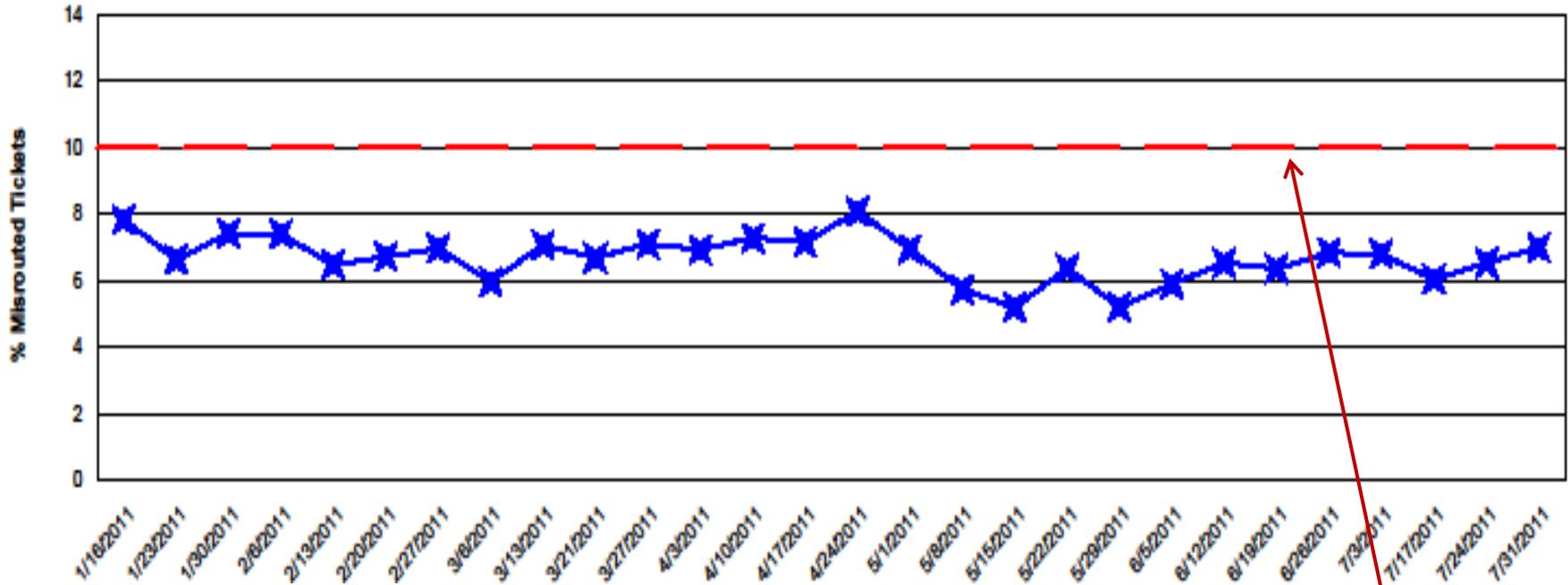
Misroutes - Percent of incident tickets closed that had a misroute

Rework - Percent of incident tickets closed that required rework

Improvements

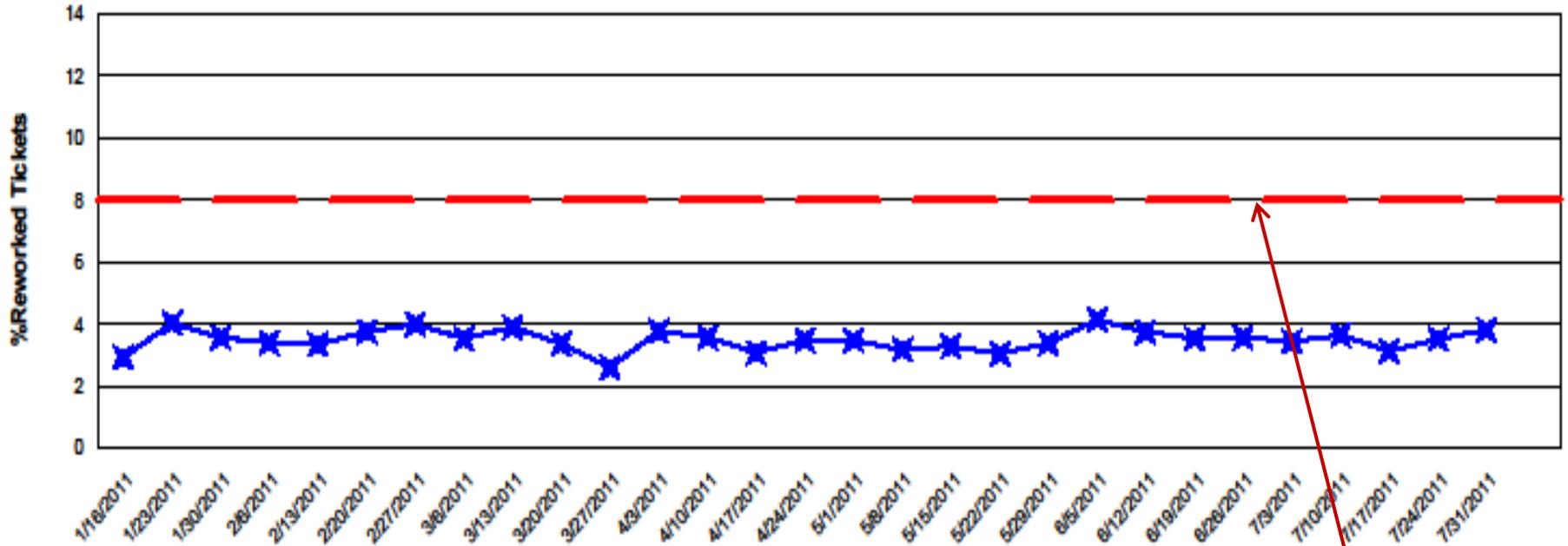
- Updated transformation knowledge documents to reflect managed services
- Replaced product type “other” with correct agency application and service area product
- Actively pursued opportunities to leverage VCCC to perform other duties from other service areas (i.e. account administration)
- Formed cross functional operations group to discuss service improvements

Misrouted Tickets



Benchmark 10%

Reworked Tickets



Benchmark 8 %

Inventory errors - percent of billable assets determined to be billed in error through IT corrections (ITC) process

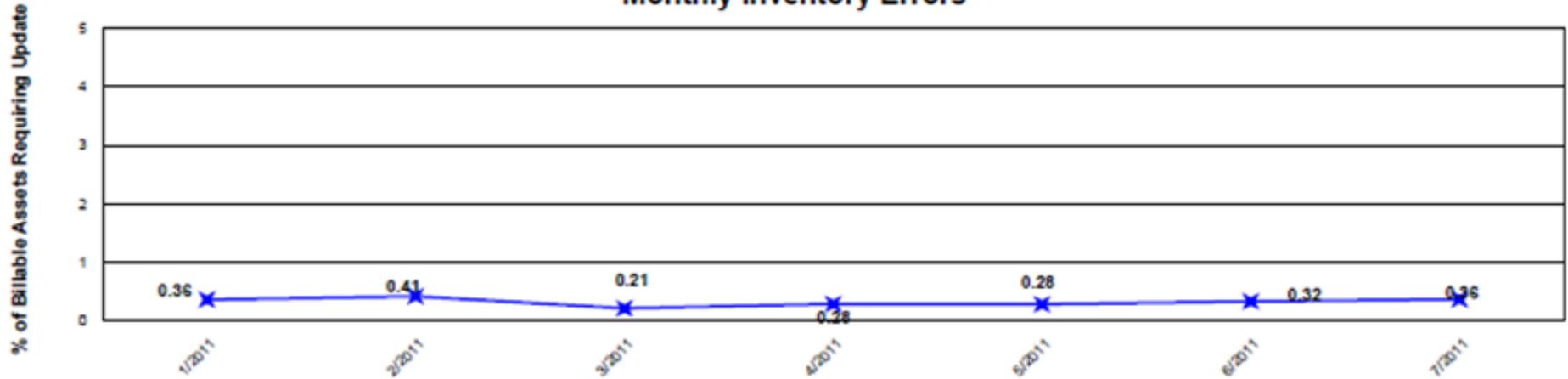
Inventory rework - percent of asset errors from ITC process present as repeat billing errors as a result of failing to apply corrections

Improvements

- Formalized validation and verification (V & V) process in use; leverages automated exception reporting
- Implemented Altiris “pop-up” survey to capture and verify asset user/location data regularly
- Enhanced asset change control processes implemented
- Weekly Northrop Grumman/VITA effort to clear backlog of disputes related to resource-unit billing

<u>Month Reflected</u>	<u>Total Billable Assets</u>	<u>Total Asset Errors due to Billing Disputes</u>	<u>% of Total Asset Errors</u>
January 2011	83,780	298	0.36%
February 2011	85,146	353	0.41%
March 2011	84,385	174	0.21%
April 2011	84,011	236	0.28%
May 2011	84,717	235	0.28%
June 2011	83,746	272	0.32%
July 2011	83,529	303	0.36%

Monthly Inventory Errors



<u>Month Reflected</u>	<u>Total Asset Errors due to Billing Disputes</u>	<u>Total Repeat Billing Errors</u>	<u>% of Repeat Billing Errors</u>
January 2011	298	9	3.02%
February 2011	353	4	1.13%
March 2011	174	0	0.00%
April 2011	236	3	1.27%
May 2011	235	2	0.85%
June 2011	272	0	0.00%
July 2011	303	0	0.00%

Monthly Inventory Rework

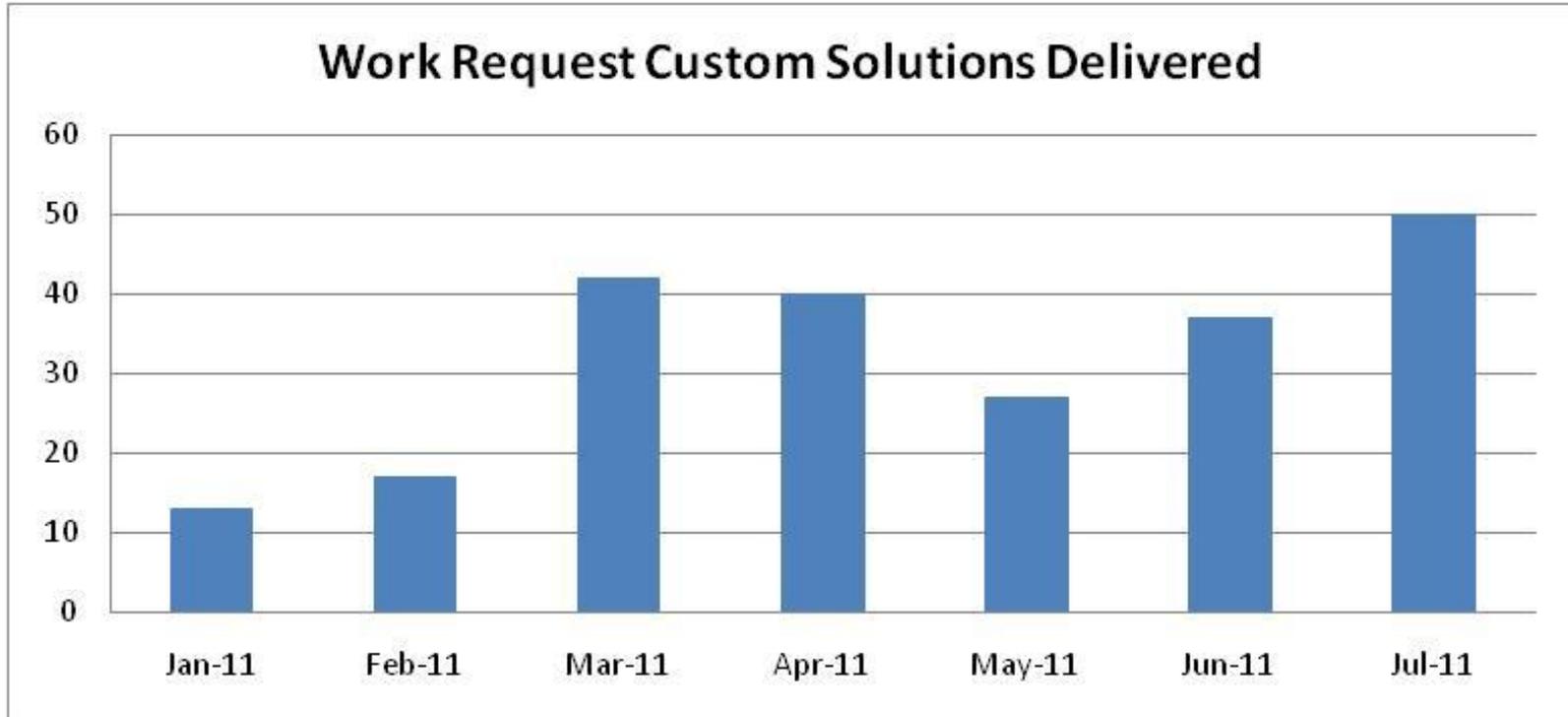


Work requests

Improvements

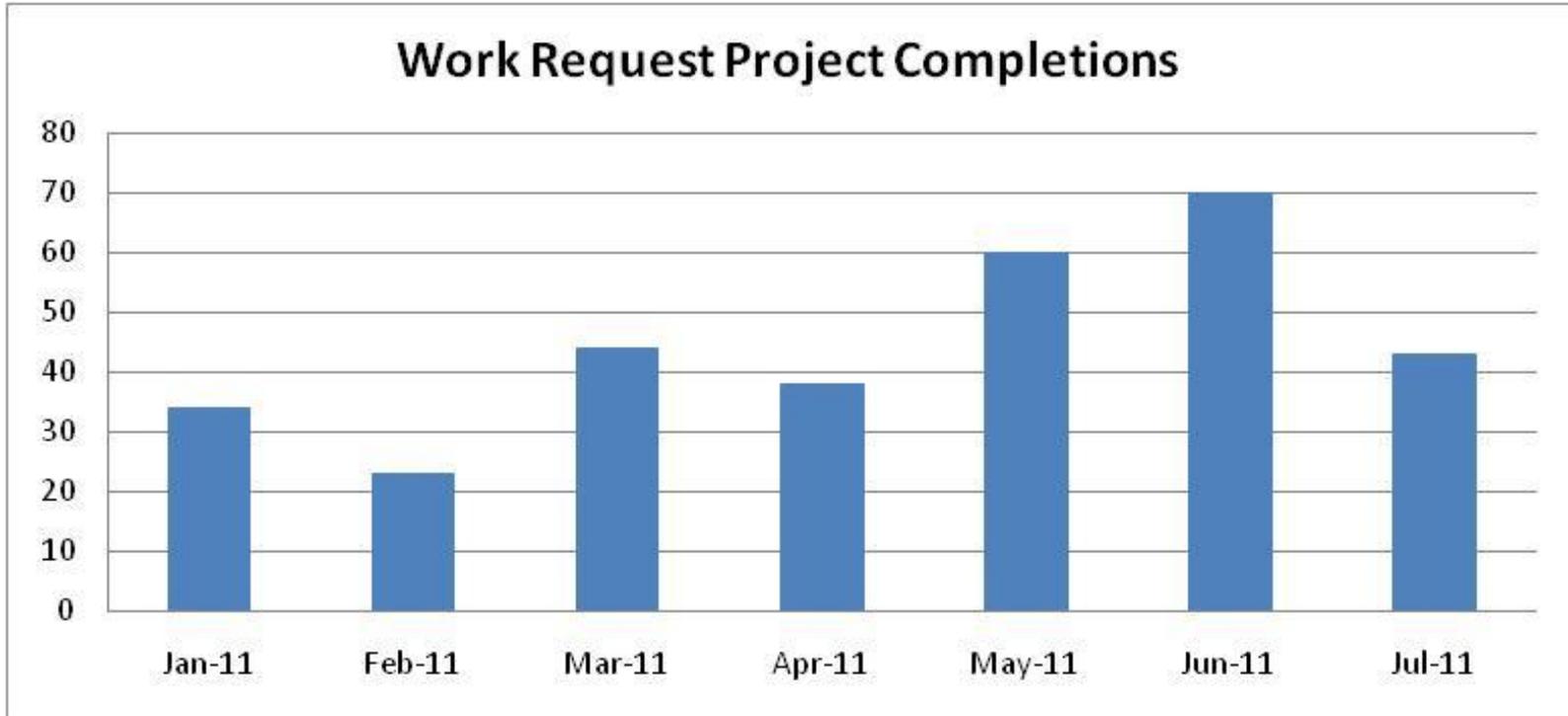
- Enhanced processes resulting in improved efficiency
- Standard forms contributing to rapid delivery of services
- Improving communications through the customer account team

Increasing Throughput of Solution Development



Increasing Output of Custom Solution Development Proposals

Work Request Implementation 2011 Progress



Managing Implementations via Governance, Monitoring and Controls

Questions?