

**APPENDIX 1 TO SCHEDULE 3.2
TO THE
COMPREHENSIVE INFRASTRUCTURE AGREEMENT
TRANSITION PLAN – HIGH LEVEL SUMMARY**

Transition Services Plan

Northrop Grumman will transition the Commonwealth’s IT functions, including the implementation and migration of services from the Commonwealth’s existing data center facilities. The Northrop Grumman transition plan includes an initial 5-month startup period from the Effective Date for the transfer of current operations from the Commonwealth to Northrop Grumman on the Service Commencement Date. The subsequent transformation of the environment to a managed service will occur over a 36-month period after the Service Commencement Date. This transition plan includes the Northrop Grumman and Commonwealth’s tasks, timeline schedule of milestones, responsibilities, critical milestones, and transition completion dates and deliverables.

Transition Deliverables

Exhibit 1 provides a list of the program deliverables for the Comprehensive Infrastructure Agreement. The exhibit includes transition-specific deliverables, as well as program deliverables.

TRANSITIONAL DELIVERABLES	CLASSIFICATION (T) = TRANSITION (P) = PROGRAM
Site survey results	(T)
LAN design	(T)
WAN/router design (including VPN)	(T)
Service functionality description (including MPLS, VPN, VoIP)	T
IP address plan	(T)
Comprehensive Transition Plan	(T)
Laptop/Desktop Standard Core Images	(T)
Employee Transition Plan (final)	(T)
Certificate of insurance, with annual updates	(P)
Offer letters to VITA employees	(T)
Report of VITA employees accepting offers from NGC (monthly for 4 months)	(T)
Acceptance Testing Procedures	(T)
Plan for developing initial Procedures Manual	(T)
Procedures Manual	(T), (P)
Source list of small, women-owned, and minority-owned business (SWAMs)	(P)
Participating SWAMs report, with updates	(P)

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TRANSITIONAL DELIVERABLES	CLASSIFICATION (T) = TRANSITION (P) = PROGRAM
Annual economic development strategic plan	(P)
Quarterly SWAM usage report	(P)
Annual economic development strategic plan update	(P)
Communications and cultural change management report	(T), (P)
Transition status report	(T)
Program status report	(P)
Software licensing report, with updates	(P)
Annual technology refresh plan	(P)
Service level performance report, with updates	(P)
Disaster recovery plan (post-Sungard)	(T)
Disaster recovery test results report	(P)
Certificate of occupancy for Richmond Enterprise Solutions Center	(T)
Certificate of occupancy for Southwest Enterprise Solutions Center	(T)
Strategic server and storage consolidation plan	(T)
Tactical server and storage consolidation plan by agency	(T)
Strategic print consolidation plan	(T)
Tactical print consolidation plan by agency	(T)
Completion of RPB relocation letter	(T)
Assessment of VITA Current Projects	(P)
Enterprise Security Operations Center (SOC)	(T)
Enterprise Vulnerability Assessment Program (VAP)	(T)
Computer Security Incident Response Center (CSIRC)	(T)
Escalation/notification procedures from CSIRC to VITA	(P)
System security acceptance, validation and testing program planning document	(P)
Production Incident Management System/Single Point of Contact (SPOC) Help Desk	(T)
Integration test plan for systems management and incident management (alerts and notifications and escalations)	(T)
Help Desk VIP cards	(P)
Desktop and Asset Management System	(T)

TRANSITIONAL DELIVERABLES	CLASSIFICATION (T) = TRANSITION (P) = PROGRAM
Desktop Refresh	(T)
Single Agency-wide address list	(T)
Single Agency-wide messaging system	(T)
Workload migration plan for Mainframe/Server/Print workload move to Richmond ESC	(T)
Personnel relocation plan from RPB to Richmond ESC	(T)
Notification of Mainframe/Server/Print workload moved Richmond ESC	(T)
Southwest ESC Disaster Recovery backup site	(T)
Enterprise Network Operations Center (NOC)	(T)

Exhibit 1 Infrastructure Contract Deliverables

Vendor and Commonwealth Roles and Responsibilities

Northrop Grumman has combined the Northrop Grumman and Commonwealth roles and responsibilities. Roles and responsibilities are organized by Service Area. For each Service Area, a table is included which outlines the Northrop Grumman and Commonwealth roles and responsibilities. For roles in which the Commonwealth has responsibilities, the last column indicates the level of support required in staff-hours over a time span in weeks or months. It should be noted that these roles and responsibilities are supplementary to the Commonwealth roles and responsibilities defined in the Appendices to Schedule 3.3.

Cross Functional Services

Exhibit 2 delineates the roles and responsibilities for Cross Functional Services and includes Program Management Office roles and responsibilities.

ROLES AND RESPONSIBILITIES FOR CROSS-FUNCTIONAL SERVICES		NORTHROP GRUMMAN TEAM	VITA	VITA HOURS/WEEK (ESTIMATED)
1.	Support transition kickoff meetings, town hall meetings	P		
2.	Assist with scheduling transition kickoff and town hall meetings, attend meetings, address action items, as necessary		P	40 hours/month for 9 months
3.	Identify Northrop Grumman Team points of contact (POC), coordinate activities with VITA for all Transition activities, plans	P		

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4.	Identify VITA POCs, coordinate activities with Commonwealth Agency POCs. Support transition related activities Provide input to transition project plan changes, as necessary		P	20 hours/week for 24 months
5.	Support Human Resources activities, transfer VITA employees to Northrop Grumman in accordance with the HR Plan	P		
6.	Facilitate VITA HR activities		P	20 hours/week for 8 weeks
7.	Support communications and outreach program in accordance with the HR Plan	P		
8.	Facilitate communications and outreach program, approve content for communications as necessary, send communications to employees as necessary		P	10 hours/week for 20 weeks
9.	Perform site visits, conduct interviews with key VITA staff, perform job shadowing	P		
10.	Coordinate site visits, facilitate visit, customer POCs, interviews and job shadowing		P	10 hours/week for 20 weeks
11.	Establish job responsibilities, performance goals and reporting for Managed Employees	P		
12.	Identify VITA team POC's Provide input to job responsibilities, performance goals and reporting structure for Managed Employees		P	10 hours/week for 3 months
13.	Provide all existing standard operating procedures (SOPs) in electronic format		P	160 hours/week for 4 weeks
14.	Review existing SOPs	P		
15.	Perform gap analysis of existing SOPs, develop recommendations to fill missing SOPs, begin adoption of ITSM practices	P		
16.	Approve recommendations for completion of the SOP baseline and ITSM changes		P	80 hours/week for 4 weeks
17.	Perform post-due diligence discovery activities to validate assumptions, staffing allocations	P		
18.	Facilitate post due-diligence discovery		P	160 hours/week for 16

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ROLES AND RESPONSIBILITIES FOR CROSS-FUNCTIONAL SERVICES		NORTHROP GRUMMAN TEAM	VITA	VITA HOURS/WEEK (ESTIMATED)
				weeks
19.	Assess current VITA projects	P		
20.	Facilitate assessment of current VITA projects		P	16 hours/week for 12 weeks
21.	Validate and refine plans for each transition/transformation project	P		
22.	Review and approve transition / transformation projects		P	40 hours/week for 4 weeks for each project
23.	Track and report status against the approved transition plan	P		
24.	Define “As is” baseline performance metrics in accordance with service-level requirement	P		
25.	Approve recommendations to “As is” baseline service level targets		P	20 hours/week for 4 weeks
26.	Begin tracking and reporting performance metrics	P		
27.	Establish and populate the knowledge database	P		
28.	Development and maintenance of procedures manual	P		
29.	Support VITA branding and business development efforts	P		
30.	Approve branding activities. Facilitate / sponsor interaction with Agencies and customer organizations for branding and business development activities.		P	20 hours/week for 10 weeks
31.	Validate Bill of Materials (BOM)	P		
Communications/Change Management				
1.	Finalize communications plan	P		
2.	Approve communications plan		P	40 hours/week for 1 week
3.	Finalize change management plan	P		
4.	Approve change management plan		P	40 hours/week for 1 week
5.	Establish change management infrastructure	P		
6.	Develop performance measurement infrastructure	P		
7.	Develop and deliver launch-related	P		

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ROLES AND RESPONSIBILITIES FOR CROSS-FUNCTIONAL SERVICES		NORTHROP GRUMMAN TEAM	VITA	VITA HOURS/WEEK (ESTIMATED)
	communications			
8.	Approve content for communications, as necessary. Send communications to Managed Employees / End Users		P	4 hours/week for 20 weeks
9..	Conduct communications activities for employee transformation	P		
10.	Conduct change management activities for employee transformation	P		
11.	Approve change management activities as necessary		P	4 hours/week for 20 weeks
12.	Conduct communications activities for each of the service transition/transformation projects	P		
13.	Approve communications activities as necessary		P	8 hours/week for 20 weeks
Disaster Recovery				
1.	Identify emergency coordinator	P		
2.	Identify emergency response team	P		
3.	Collaborate to identify VITA and Agency response teams		P	20 hours/week for 2 weeks
4.	Obtain and review current Disaster Recovery plans	P		
5.	Provide current DR plans		P	4 hours/week for 1 week
6.	Obtain and review current Richmond Plaza Building business impact analysis plans	P		
7.	Provide current BIA plans		P	4 hours/week for 1 week
8.	Obtain and review all current SunGard contracts	P		
9.	Provide current SunGard contracts		P	8 hours total
10.	Perform a gap analysis of existing business impact analysis plans for current SunGard contracts; implement measures to address gaps; provide to VITA a revised business impact analysis plan	P		
11.	Interview other agencies to assess availability of BIA plans	P		

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12.	Facilitate interviews with Agencies for BIA assessment		P	20 hours total per Agency/BIA
13.	Review and validate overall disaster recovery strategy	P		
14.	Approve recommendations for follow-on DR strategy		P	20 hours/week for 4 weeks
15.	Determine software, application, and data recovery dependencies	P		
16.	Facilitate assessment of dependencies		P	40 hours/week for 16 weeks
17.	Perform agency business impact analysis as required by the change order process on a project by project basis	P		
18.	Facilitate development of BIAs and approve BIA plan.		P	4 hours/week for each agency requiring BIA
19.	Develop detailed disaster recovery plans	P		
20.	Support development of DR plan with user Agencies, approve DR plan		P	4 hours/week for each agency requiring a Disaster Recovery Plan
21.	Perform disaster recovery testing during transition	P		
22.	Assist DR testing by coordinating with user Agencies, approve DR test results		P	20 hours/week for 6 weeks
23.	Track and report IT service continuity and DR test results to VITA	P		
24.	Initiate new SunGard contract for current mainframe and server configurations	P		
25.	Develop action plan to address any issues arising from IT service continuity and disaster recovery testing	P		
26.	Facilitate and address action items as necessary		P	4 hours/week for 6 weeks
Training				
1.	Develop and document training and knowledge database requirements and policies	P		
2.	Participate in development, review, and approval of training requirements		P	20 hours/week for 10 weeks

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ROLES AND RESPONSIBILITIES FOR CROSS-FUNCTIONAL SERVICES		NORTHROP GRUMMAN TEAM	VITA	VITA HOURS/WEEK (ESTIMATED)
3.	Develop and document procedures that meet training requirements and adhere to defined policies	P		
4.	Approve training procedures		P	20 hours total
5.	Develop program to instruct Commonwealth personnel on the provision of the services (e.g., rules of engagement, requesting services)	P		
6.	Approve communications activities as necessary		P	20 hours/week for 6 weeks
7.	Approve training program		P	40 hours total
8.	Coordinate training for Northrop Grumman Team and Managed Employees	P		
9.	Facilitate the performance and management of training for Managed Employees as necessary		P	4 hours/week (Note: this will vary based on the number of Managed Employees)
10..	Participate in Commonwealth-delivered instruction on the business and technical environment	P		
11.	Develop and document training requirements that support the ongoing provision of the services, including refresher courses as needed and instruction on new functionality	P		
12.	Provide training when substantive technological changes as defined by VITA (e.g., new systems or functionality) are introduced into the Commonwealth environment to facilitate full exploitation of all relevant functional features	P		
13.	Provide ongoing training materials for help desk personnel on Commonwealth business and technical environments as defined by VITA		P	40 hours/week for each business/ technical change
14.	Provide VITA-selected training for standard commercial off-the-shelf (COTS) applications	P		
Documentation				
1.	Define documentation requirements and formats that are in accordance with mutually agreed-on change management and IT service continuity	P		

ROLES AND RESPONSIBILITIES FOR CROSS-FUNCTIONAL SERVICES		NORTHROP GRUMMAN TEAM	VITA	VITA HOURS/WEEK (ESTIMATED)
	and DR requirements and procedures			
2.	Participate in defining documentation requirements and formats as appropriate		P	40 hours/week for 4 weeks
3.	Approve documentation requirements and formats		P	8 hours (one time)
4.	Establish and maintain documentation library	P		
5.	Document and update system specifications and configurations (e.g., interconnection topology, configurations, network diagrams)	P		
6.	Provide existing Commonwealth-specific System operating requirements		P	16 hours per system
7.	Provide VITA-designated and authorized personnel access to all documentation as required by VITA	P		
Facilities				
1.	Develop building design (external) for Richmond ESC	P		
2.	Develop internal building design for Richmond ESC	P		
3.	Review and provide feedback on RESC design (internal and external). Approve design as required).		P	60 hours/week for 4 weeks
4.	Develop Richmond Plaza Building migration plan	P		
5.	Approve Richmond Plaza Building migration plan		P	20 hours/week for 4 weeks
6.	Develop building design for Southwest ESC	P		
7.	Develop internal building design for Southwest ESC	P		

Exhibit 2 Cross-Functional Services Roles and Responsibilities

Internal Application Services

Exhibit 3 delineates the roles and responsibilities for Internal Application Services.

ROLES AND RESPONSIBILITIES FOR INTERNAL APPLICATIONS SERVICES		NORTHROP GRUMMAN TEAM	VITA	VITA HOURS/WEEK (ESTIMATED)
1.	Develop skills and coverage matrix for new staff	P		
2.	Install configuration management software in lab environment	P		
3.	Review and approve software configuration		P	20 hours (one time)
4.	Evaluate existing development hardware and software	P		
5.	Request existing processes	P		
6.	Locate and provide existing processes		P	20 hours (one time)
7.	Review and evaluate existing processes	P		
8.	Incorporate any key items of existing processes into our processes	P		
9.	Train Internal Applications team on new processes and applications	P		
10.	Assess quantity and status of packaged applications	P		
11.	Transition existing projects to maintenance umbrella	P		
12.	Analyze metrics for decision and analysis	P		

Exhibit 3 Roles and Responsibilities for Internal Application Services

Security Services

Exhibit 4 delineates the roles and responsibilities for Security Services.

ROLES AND RESPONSIBILITIES FOR SECURITY SERVICES		NORTHROP GRUMMAN TEAM	VITA	VITA HOURS/WEEK (ESTIMATED)
1.	Design and implement ESOC	P		
2.	Review ESOC architecture and approve ESOC design		P	40 hours (one time)
3.	Design and implement CSIRC	P		
4.	Review CSIRC architecture and approve CSIRC		P	40 hours (one time)
5.	Develop ESOC SOPs	P		
6.	Support development of ESOC SOPs by assisting in defining incident levels and in		P	8 hours/week (1-6 months)

ROLES AND RESPONSIBILITIES FOR SECURITY SERVICES		NORTHROP GRUMMAN TEAM	VITA	VITA HOURS/WEEK (ESTIMATED)
	defining escalation path			
7.	Review and approve ESOC SOPs		P	40 hours (one time)
8.	Review and approve VIP list		P	20 hours (one time)
9.	Develop security plans	P		
10.	Recommend security policy enhancements and/or amendments	P		
11.	Approve security policy enhancements, implement security policy enhancements, approve security policies		P	8 hours per week (on going)
12.	Design and implement the VITA vulnerability assessment program (VAP)	P		
13.	Approve enterprise VAP design		P	16 hours (one time)
14.	Design VITA Enterprise Security Services Portal	P		
15.	Review and approve the Enterprise Security Dashboard design		P	16 hours/week (1-3 months)

Exhibit 4 Security Services Roles and Responsibilities

Help Desk Services

Exhibit 5 delineates the roles and responsibilities for Help Desk Services.

ROLES AND RESPONSIBILITIES FOR HELP DESK SERVICES		NORTHROP GRUMMAN TEAM	VITA	VITA HOURS/WEEK (ESTIMATED)
1.	Provide VIP list/VITA escalation contact list		P	60 hours (month 1)
2.	Finalize automated call director routing	P		
3.	Approve automated call routing		P	20 hours (one time)
4.	Finalize and load VIP lists	P		
5.	Issue VIP cards	P		
6.	Finalize escalation lists (VITA and Northrop Grumman Team)	P		
7.	Import current knowledge source documents from Agencies into knowledge management system	P		
8.	Schedule and coordinate meetings to gather		P	8 hours per Agency

ROLES AND RESPONSIBILITIES FOR HELP DESK SERVICES		NORTHROP GRUMMAN TEAM	VITA	VITA HOURS/WEEK (ESTIMATED)
	additional Agency related FCR (First Contact Resolution) procedures			
9.	Finalize help desk management report templates	P		
10.	Review and approve help desk management report templates		P	24 hours (month 1)
11.	Develop end-user satisfaction survey and process	P		
12.	Approve end-user satisfaction survey		P	8 hours
13.	Support development of end-user satisfaction survey process		P	120 hours (months 1, 2)
14.	Develop and test logic rules for priority severity events	P		
15.	Approve logic for priority severity events		P	24 hours (one time)
16.	Develop process for remote take-over	P		
17.	Review and approve process for remote take-over		P	
18.	Schedule and coordinate meetings to gather additional Agency related remote take-over approval		P	8 hours per Agency

Exhibit 5 Help Desk Services Roles and Responsibilities

Desktop Computing Services

Exhibit 6 delineates the roles and responsibilities for Desktop Services.

ROLES AND RESPONSIBILITIES FOR DESKTOP SERVICES		NORTHROP GRUMMAN TEAM	VITA	VITA HOURS/WEEK (ESTIMATED)
1.	Develop skills and coverage matrix for new staff	P		
2.	Install and test servers and software for desktop and asset management systems in lab environment	P		
3.	Review and approve server and software configuration		P	20 hours/week for 4 weeks
4.	Install and test servers and software for desktop and asset management systems in production	P		

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ROLES AND RESPONSIBILITIES FOR DESKTOP SERVICES		NORTHROP GRUMMAN TEAM	VITA	VITA HOURS/WEEK (ESTIMATED)
	environment			
5.	Develop proof of concept test desktop and asset management systems on a test group of machines	P		
6.	Review and approve proof of concept test		P	20 hours (one time)
7.	Implement and staff Program Support Center (PSC)	P		
8.	Define requirements for core image(s)		P	40 hours (one time)
9.	Develop and test core image(s)	P		
10.	Test and approve core image(s)		P	40 hours (one time) for each new core image/update
11.	Provide packaged and to-be packaged software for analysis and packaging		P	8 hours (one time) for each new package/application
12.	Assess quantity and status of packaged applications	P		
13.	Package and test applications for electronic software delivery	P		
14.	Load images and software packages	P		
15.	Develop site visit plan	P		
16.	Review and approve site visit plan		P	40 hours (one time)
17.	Perform site visits prior to desktop refresh activities to validate asset count, location contact, schedule, etc.	P		
18.	Provide site contacts within agency locations, assist in scheduling and resolving schedule conflicts		P	40 hours/week for 20 weeks
19.	Perform sample proof of concept (POC) refresh activities	P		
20.	Review and approve POC test		P	20 hours (one time)
21.	Develop refresh plan for desktop environment	P		
22.	Review and approve Refresh plan		P	20 hours (one time)

Exhibit 6 Desktop Computing Services Roles and Responsibilities

Messaging Services

Exhibit 7 delineates the roles and responsibilities for Messaging Services.

ROLES AND RESPONSIBILITIES FOR MESSAGING SERVICES		NORTHROP GRUMMAN TEAM	VITA	VITA HOURS/WEEK (ESTIMATED)
1.	Provide existing detail documentation of as-is messaging system: design documents, operating procedures, requirements documents for existing systems		P	40 hours/4 week
2.	Review documentation of as-is messaging service	P		
3.	Develop enterprise directory normalization (naming scheme)	P		
4.	Approve enterprise directory normalization design		P	40 hour/week for 2 weeks
5.	Develop border services design—Simple Mail Transfer Protocol (SMTP), antivirus, and spam filtering	P		
6.	Approve border services design		P	40 hours/week for 2 weeks
7.	Develop disaster recovery design	P		
8.	Conduct Active Directory (AD)/messaging workshops	P		
9.	Design messaging directory synchronization	P		
10.	Pilot messaging directory synchronization	P		
11.	Approve messaging directory structure		P	40 hours/week for 2 weeks
12.	Deploy messaging directory synchronization	P		
13.	Develop messaging service Proof of Concept	P		
14.	Approve messaging service Proof of Concept		P	40 hours/week for 2 weeks
15.	Provide test-to-production plan	P		
16.	Review and approve test-to-production plan		P	40 hours/week for 2 weeks
17.	Deploy messaging service	P		
18.	Deploy legacy messaging integration and co-existence	P		

ROLES AND RESPONSIBILITIES FOR MESSAGING SERVICES		NORTHROP GRUMMAN TEAM	VITA	VITA HOURS/WEEK (ESTIMATED)
19.	Deploy border services such as SMTP, antivirus, and spam filtering	P		
20.	Migrate agencies to messaging service	P		
21.	Perform disaster recovery validation	P		

Exhibit 7 Messaging Services Roles and Responsibilities

Mainframe and Servers Services

Exhibit 8 delineates the roles and responsibilities for Mainframe and Server Services.

ROLES AND RESPONSIBILITIES FOR MAINFRAME SERVER SERVICES		NORTHROP GRUMMAN TEAM	VITA	VITA HOURS/WEEK (ESTIMATED)
1.	Provide current escalation lists		P	8 hours (one time)
2.	Prepare escalation lists	P		
3.	Provide contact information and desired escalation points of contact		P	4 hours (one time)
4.	Evaluate/document current environment (Hardware/Software/Processes/Documentation)	P		
5.	Review and provide feedback on documentation of environment developed and/or provided by Vendor		P	40 hours (one time)
6.	Develop consolidation macro plan (physical move/collapse, virtualize, or rationalize IT resources)	P		
7.	Review and provide feedback on high level consolidation and virtualization plans and processes developed by Vendor		P	40 hours (one time)
8.	Develop consolidation (detailed) plans (approximately 40)	P		
9.	Review and approve all consolidation plans and schedules		P	16 hours/plan/Agency
10.	Perform application profiling activities	P		
11.	Review and approve server applications to be profiled and review/approve profiling procedure		P	40 hours
12.	Develop RPB move/consolidation plans for mainframe and servers	P		

ROLES AND RESPONSIBILITIES FOR MAINFRAME SERVER SERVICES		NORTHROP GRUMMAN TEAM	VITA	VITA HOURS/WEEK (ESTIMATED)
13.	Approve RPB move/consolidation plans		P	120 hours (one time)
14.	Perform RPB move/consolidation based on approved plans	P		
15.	Support move/consolidation plans by coordinating change windows and testing		P	16 hours/week for 30 months
16.	Perform mainframe automation activities (tape, console)	P		
17.	Support automation activities (tape, console) E.G. assist with application specific JCL changes. Changes will utilize standard naming conventions for classes and file names		P	4 hours/week for 40 weeks
18.	Perform annual disaster recovery test	P		
19.	Support disaster recovery (application) testing		P	40 hours/week for 4 weeks

Exhibit 8 Mainframe and Server Services Roles and Responsibilities

Data Networks Services

Exhibit 9 delineates the roles and responsibilities for Data Network Services.

ROLES AND RESPONSIBILITIES FOR DATA NETWORK SERVICES		NORTHROP GRUMMAN TEAM	VITA	VITA HOURS/WEEK (ESTIMATED)
1.	Prepare escalation lists	P		
2.	Provide input to escalation lists		P	20 hours (one time)
3.	Conduct site visits	P		
4.	Provide site visit coordination, access, provide site specific information		P	8 hours (per site)
5.	Document site survey results	P		
6.	Review site survey results		P	20 hours (one time)
7.	Develop LAN design	P		
8.	Review and approve LAN design		P	16 hours (one time)
9.	Develop WAN/router design (including VPN)	P		
10.	Review and approve WAN/router design		P	16 hours (one time)
11.	Develop IP addressing	P		

ROLES AND RESPONSIBILITIES FOR DATA NETWORK SERVICES		NORTHROP GRUMMAN TEAM	VITA	VITA HOURS/WEEK ESTIMATED)
12.	Review and approve IP addressing plan		P	24 hours (one time)
13.	Prepare service functionality description (including MPLS, VPN, and VoIP services)	P		
14.	Review and approve service functionality description		P	24 hours (one time)
15.	Implement MPLS core	P		
16.	Transition agency to MPLS network	P		
17.	Move NOC to Richmond Enterprise Solutions Center	P		
18.	Establish NOC in Southwest Enterprise Solutions Center	P		
19.	Establish connectivity between data centers	P		
20.	Establish redundant facilities for Richmond Enterprise Solutions Center	P		
21.	Participate in development of procedures		P	20 hours for 10 weeks
22.	Approve procedures		P	24 hours (one time)
23.	Provide network policy		P	8 hours for 26 weeks
24.	Review and approve network design/addressing scheme		P	40 hours for 52 weeks
25.	Approve project plans/schedules		P	40 hours for 26 weeks

Exhibit 9 Data Network Services Roles and Responsibilities

Voice and Video Telecommunications Services

Exhibit 10 delineates the roles and responsibilities for the Voice and Video Telecommunication Services.

ROLES AND RESPONSIBILITIES FOR VOICE AND VIDEOS TELECOMMUNICATION SERVICES		NORTHROP GRUMMAN TEAM	VITA	VITA HOURS/WEEK ESTIMATED)
1.	Coordinate access to Commonwealth sites		P	20 hours/week for 16 weeks
2.	Work with Eligible Customers regarding provision of service charge details for station equipment		P	20 hours/week for 3 weeks

ROLES AND RESPONSIBILITIES FOR VOICE AND VIDEOS TELECOMMUNICATION SERVICES		NORTHROP GRUMMAN TEAM	VITA	VITA HOURS/WEEK ESTIMATED)
3.	Work with Eligible Customers regarding provision of data from Private Branch Exchanges (PBXs)		P	30 hours/week for 3 weeks
4.	Conduct site surveys	P		
5.	Provide coordination and site access for site visits (Clarification: the intent is for there to be one site visit that would cover the multiple towers)		P	80 hours/week for 20 weeks

Exhibit 10 Voice and Video Telecommunications Services Roles and Responsibilities

Proposed Milestone Schedule

The MS Project Transition Schedule is provided below:

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ID	Task Name	Scheduled Completion Date	Penalty Date	Year -2		Year -1		Year 1		Year 2		Year 3		Year 4		Year 5	
				H1	H2	H1	H2	H1	H2	H1	H2	H1	H2	H1	H2	H1	H2
41	Quarterly Reports	Sat 11/29/08	NA														
42	<i>Participating SWAMs report (with updates) Y1Q1</i>	<i>Tue 3/14/06</i>	<i>NA</i>														
43	<i>Participating SWAMs report (with updates) Y1Q2</i>	<i>Mon 6/12/06</i>	<i>NA</i>														
44	<i>Participating SWAMs report (with updates) Y1Q3</i>	<i>Sun 9/10/06</i>	<i>NA</i>														
45	<i>Participating SWAMs report (with updates) Y1Q4</i>	<i>Sat 12/9/06</i>	<i>NA</i>														
46	<i>Participating SWAMs report (with updates) Y2Q1</i>	<i>Fri 3/9/07</i>	<i>NA</i>														
47	<i>Participating SWAMs report (with updates) Y2Q2</i>	<i>Thu 6/7/07</i>	<i>NA</i>														
48	<i>Participating SWAMs report (with updates) Y2Q3</i>	<i>Thu 9/6/07</i>	<i>NA</i>														
49	<i>Participating SWAMs report (with updates) Y2Q4</i>	<i>Wed 12/5/07</i>	<i>NA</i>														
50	<i>Participating SWAMs report (with updates) Y3Q1</i>	<i>Tue 3/4/08</i>	<i>NA</i>														
51	<i>Participating SWAMs report (with updates) Y3Q2</i>	<i>Mon 6/2/08</i>	<i>NA</i>														
52	<i>Participating SWAMs report (with updates) Y3Q3</i>	<i>Sun 8/31/08</i>	<i>NA</i>														
53	<i>Participating SWAMs report (with updates) Y3Q4</i>	<i>Sat 11/29/08</i>	<i>NA</i>														
54																	
55	<i>Participating SWAM Usage Report Y1Q1</i>	<i>Tue 3/14/06</i>	<i>NA</i>														
56	<i>Participating SWAM Usage Report Y1Q2</i>	<i>Mon 6/12/06</i>	<i>NA</i>														
57	<i>Participating SWAM Usage Report Y1Q3</i>	<i>Sun 9/10/06</i>	<i>NA</i>														
58	<i>Participating SWAM Usage Report Y1Q4</i>	<i>Sat 12/9/06</i>	<i>NA</i>														
59	<i>Participating SWAM Usage Report Y2Q1</i>	<i>Fri 3/9/07</i>	<i>NA</i>														
60	<i>Participating SWAM Usage Report Y2Q2</i>	<i>Thu 6/7/07</i>	<i>NA</i>														
61	<i>Participating SWAM Usage Report Y2Q3</i>	<i>Thu 9/6/07</i>	<i>NA</i>														
62	<i>Participating SWAM Usage Report Y2Q4</i>	<i>Wed 12/5/07</i>	<i>NA</i>														
63	<i>Participating SWAM Usage Report Y3Q1</i>	<i>Tue 3/4/08</i>	<i>NA</i>														
64	<i>Participating SWAM Usage Report Y3Q2</i>	<i>Mon 6/2/08</i>	<i>NA</i>														
65	<i>Participating SWAM Usage Report Y3Q3</i>	<i>Sun 8/31/08</i>	<i>NA</i>														
66	<i>Participating SWAM Usage Report Y3Q4</i>	<i>Sat 11/29/08</i>	<i>NA</i>														
67																	
68	Operations Deliverables (Non-Transition)	Sun 4/30/06	NA														
69	<i>Disaster Recovery Test (Current Ops)</i>	<i>Sun 4/30/06</i>	<i>NA</i>														
70																	
71	Enterprise Transition Activities	Sun 9/27/09	NA														
72																	
73	Data Collection & Validation	Fri 8/11/06	NA														
74	<i>Site Surveys (On-site & Remote) 90%</i>	<i>Fri 8/11/06</i>	<i>NA</i>														
75																	

APPENDIX 1 TO SCHEDULE 3.2 TO THE COMPREHENSIVE INFRASTRUCTURE AGREEMENT
TRANSITION PLAN – HIGH LEVEL SUMMARY

ID	Task Name	Scheduled Completion Date	Penalty Date	Year -2		Year -1		Year 1		Year 2		Year 3		Year 4		Year 5	
				H1	H2	H1	H2	H1	H2	H1	H2	H1	H2	H1	H2	H1	H2
76	Infrastructure & Services Design	Wed 7/29/09	NA														
77	Network Infrastructure & Services	Wed 7/29/09	NA														
78	<i>WAN/Router Design (including VPN) Design Complete</i>	<i>Sun 10/15/06</i>	<i>NA</i>														
79	<i>LAN Design Complete</i>	<i>Sun 10/15/06</i>	<i>NA</i>														
80	<i>VoIP Recommendations</i>	<i>Wed 4/1/09</i>	<i>NA</i>														
81	<i>VoIP Design Complete</i>	<i>Wed 7/29/09</i>	<i>NA</i>														
82	<i>MW Architecture Blueprint Addressing Plan</i>	<i>Sun 10/15/06</i>	<i>NA</i>														
83	<i>MPLS Services Design Complete</i>	<i>Sun 10/15/06</i>	<i>NA</i>														
84	<i>DNS / WINS Design Complete</i>	<i>Tue 10/10/06</i>	<i>NA</i>														
85																	
86	Security Services	Tue 8/15/06	NA														
87	<i>Security Certification and Accreditation Program Planning</i>	<i>Tue 8/15/06</i>	<i>NA</i>														
88																	
89	Directory & Messaging Services	Tue 10/10/06	NA														
90	<i>Common Directory Services Design Complete</i>	<i>Tue 10/10/06</i>	<i>NA</i>														
91	<i>Unified Messaging Design Complete</i>	<i>Tue 10/10/06</i>	<i>NA</i>														
92																	
93	Infrastructure & Services Deployment	Sun 9/27/09	NA														
94	Enterprise MW Infrastructure & MW Services	Sun 9/27/09	NA														
95	<i>MPLS Service Offering Established</i>	<i>Fri 3/9/07</i>	<i>Tue 5/8/07</i>														
96	<i>Integrated DNS Infrastructure in place</i>	<i>Wed 2/7/07</i>	<i>NA</i>														
97	<i>Integrated WINS Infrastructure in place</i>	<i>Wed 2/7/07</i>	<i>NA</i>														
98	<i>VoIP Infrastructure</i>	<i>Sun 9/27/09</i>	<i>NA</i>														
99	Enterprise Directory & Messaging Services	Fri 3/9/07	NA														
100	<i>Common Messaging Backend Infrastructure in place</i>	<i>Fri 3/9/07</i>	<i>NA</i>														
101	<i>Single Agency Wide Global Address List in place</i>	<i>Mon 9/11/06</i>	<i>Sun 12/10/06</i>														

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				H1	H2	H1	H2	H1	H2	H1	H2	H1	H2	H1	H2	H1	H2
102	Enterprise Standards & Information Services	Sun 2/3/08	NA														
103	<i>Knowledge Management System Operational</i>	<i>Sat 4/15/06</i>	<i>NA</i>								4/15						
104	<i>Procedures Development Plan</i>	<i>Sat 4/15/06</i>	<i>NA</i>								4/15						
105	<i>Procedures Manual (SSO Manual)</i>	<i>Tue 6/13/06</i>	<i>Fri 6/30/06</i>								6/13						
106	<i>Escalation / Notification Procedures for CSIRC Delivered to</i>	<i>Fri 12/15/06</i>	<i>NA</i>									12/15					
107	<i>ITIL Process Optimization Complete</i>	<i>Sun 2/3/08</i>	<i>NA</i>														2/3
108	Enterprise Operations Deployment	Sun 7/15/07	NA														
109	Network Operations	Tue 5/1/07	NA														
110	<i>Temporary NOC Operational</i>	<i>Sat 7/1/06</i>	<i>NA</i>								7/1						
111	<i>Enterprise NOC Operational</i>	<i>Tue 5/1/07</i>	<i>Tue 5/1/07</i>										5/1				
112	<i>SWESC NOC Operational</i>	<i>Tue 5/1/07</i>	<i>NA</i>										5/1				
113	Security Operations	Sun 4/8/07	NA														
114	<i>Interim Security Incident Tracking & Mgmt System estal</i>	<i>Mon 6/12/06</i>	<i>NA</i>								6/12						
115	<i>Transitional Security Operations Center established</i>	<i>Wed 2/7/07</i>	<i>NA</i>										2/7				
116	<i>Transitional CSIRC Operational</i>	<i>Wed 2/7/07</i>	<i>NA</i>										2/7				
117	<i>Enterprise Security Operation Center Complete</i>	<i>Fri 3/9/07</i>	<i>Fri 3/9/07</i>										3/9				
118	<i>Enterprise Vulnerability Assessment Program Complete</i>	<i>Fri 3/9/07</i>	<i>Tue 5/8/07</i>										3/9				
119	<i>Computer Security Incident Response Center Complete</i>	<i>Sun 4/8/07</i>	<i>Thu 6/7/07</i>										4/8				
120	Enterprise Helpdesk (SPOC)	Mon 1/8/07	NA														
121	<i>Incident Mgmt System Web Accessible (Interim)</i>	<i>Thu 4/13/06</i>	<i>NA</i>								4/13						
122	<i>Integration Test plan for System Mgmt/Incident Mgmt</i>	<i>Thu 11/9/06</i>	<i>NA</i>										11/9				
123	<i>Dedicated Incident Mgmt Systems and Agent Workstatio</i>	<i>Mon 1/8/07</i>	<i>NA</i>										1/8				
124	<i>Installation of Avaya Telephony System</i>	<i>Thu 11/9/06</i>	<i>NA</i>										11/9				
125	<i>SWESC Staffed & Trained</i>	<i>Thu 11/9/06</i>	<i>NA</i>										11/9				
126	<i>Transition Service to SWESC</i>	<i>Mon 1/8/07</i>	<i>NA</i>										1/8				
127	<i>Production Incident Management System Operational</i>	<i>Mon 1/8/07</i>	<i>Tue 5/8/07</i>										1/8				
128	Systems Management	Sun 7/15/07	NA														
129	<i>Asset Management System Operational</i>	<i>Sun 9/10/06</i>	<i>NA</i>									9/10					
130	<i>Desktop Management System Operational</i>	<i>Sun 9/10/06</i>	<i>NA</i>									9/10					
131	<i>Laptop / Desktop Standard Core Images developed</i>	<i>Sun 9/10/06</i>	<i>NA</i>									9/10					
132	<i>Interim ISOC Operational (HPOV @ MIC)</i>	<i>Sun 7/15/07</i>	<i>NA</i>														7/15
133	<i>Production ISOC Operational (RESC)</i>	<i>Thu 3/15/07</i>	<i>NA</i>														3/15
134																	
135	Disaster Recovery	Thu 6/7/07	NA														6/7
136	<i>DR Test Completed at SWESC - Results delivered</i>	<i>Thu 6/7/07</i>	<i>Thu 6/7/07</i>														6/7
137																	
138	New Facilities Build-Out	Mon 1/8/07	NA														
139	<i>RESC Data Center Ready for Occupancy</i>	<i>Tue 10/10/06</i>	<i>NA</i>										10/10				
140	<i>SWESC Data Center Ready for Occupancy</i>	<i>Tue 10/10/06</i>	<i>NA</i>										10/10				
141	<i>Commissioning Certificate RESC</i>	<i>Tue 10/10/06</i>	<i>NA</i>										10/10				
142	<i>Commissioning Certificate SWESC</i>	<i>Mon 1/8/07</i>	<i>NA</i>														1/8
143																	

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ID	Task Name	Scheduled Completion Date	Penalty Date	Year -2		Year -1		Year 1		Year 2		Year 3		Year 4		Year 5	
				H1	H2	H1	H2	H1	H2	H1	H2	H1	H2	H1	H2	H1	H2
144	Internal Application Management	Fri 12/15/06	NA														
145	Process Cutover Complete	Fri 9/15/06	NA														
146	Standup Configuration Mgmt (CM) Environment	Fri 9/15/06	NA														
147	Migrate Existing Projects into Maintenance Umbrella	Wed 11/15/06	NA														
148	Internal Applications Transformation Complete	Fri 12/15/06	NA														
149																	
150	Site (Agency) Transition Activities	Sun 6/19/11	NA														
151																	
152	Data NW Infrastructure / Service Installation & Configuration	Sun 6/19/11	NA														
153	NW Connectivity to RESC	Fri 12/15/06	NA														
154	NW Connectivity to SWESC	Fri 12/15/06	NA														
155	Agency Sites (Richmond & Remote)	Mon 9/22/08	NA														
156	LAN Migration 15%	Sat 6/30/07	NA														
157	LAN Migration 30%	Fri 9/28/07	NA														
158	LAN Migration 45%	Thu 12/27/07	NA														
159	LAN Migration 60%	Wed 3/26/08	NA														
160	LAN Migration 75%	Tue 6/24/08	NA														
161	LAN Migration 90% (Complete)	Mon 9/22/08	Mon 9/22/08														
162	Voice Service Optimization	Sun 6/19/11	NA														
163	VoIP Implementation (Begin)	Mon 1/25/10	NA														
164	VoIP Implementation (90% Completed)	Sun 6/19/11	NA														
165																	
166	Data Center Optimization Initiatives	Fri 2/15/08	NA														
167	RPB Server Consolidation/Virtualization Complete	Sun 10/15/06	NA														
168	RPB to RESC Mainframe/Server Workload Migration Complete	Fri 11/30/07	NA														
169	Richmond Plaza Building Migration Complete	Fri 12/15/06	Thu 3/15/07														
170	Relocate Legacy Mainframes / Servers to SWESC For DR	Mon 1/8/07	NA														
171	Tape Automation Complete	Fri 11/30/07	NA														
172	Mainframe Print Consolidation (90% for agencies that participa	Fri 2/15/08	NA														
173																	
174	Server Consolidation (Agency Sites)	Tue 2/3/09	NA														
175	Server Consolidation 25% Complete (included Datacenter in cak	Thu 3/15/07	NA														
176	Server Consolidation 65% Complete (included Datacenter in cak	Tue 4/8/08	NA														
177	Server Consolidation 90% Complete (included Datacenter in cak	Tue 2/3/09	Tue 2/3/09														
178																	
179	Desktop HW/SW Refresh	Thu 10/30/08	NA														
180	DS Refresh-1 (Begin)	Sun 9/10/06	Fri 11/10/06														
181	DS Refresh- Q1 (12% Complete)	Thu 11/9/06	NA														
182	DS Refresh- Q2 (25% Complete)	Wed 2/7/07	NA														
183	DS Refresh- Q3 (37% Complete)	Tue 5/8/07	NA														
184	DS Refresh- Q4 (50% Complete)	Tue 8/7/07	NA														
185	DS Refresh- Q5 (60% Complete)	Mon 11/5/07	NA														
186	DS Refresh- Q6 (72% Complete)	Sun 2/3/08	NA														
187	DS Refresh- Q7 (84% Complete)	Sat 5/3/08	NA														
188	DS Refresh- Q8 (90% Complete)	Thu 10/30/08	Sat 11/29/08														
189																	
190	Enterprise Messaging	Wed 1/28/09	NA														
191	Agency Wide Messaging System Cutover complete (90% of eligib	Wed 1/28/09	Sat 2/28/09														