



## Corrective Action Plans Status a/o 12/07

### APA Audit Report of Commonwealth IT Governance and VITA Operations a/o 4/7/06, Issued 5/06

APA Ref	Short Title	Summary	Due Date	Responsible Person(s)	Status	Status Date	Task / Comments
18	Adopt Uniform Infrastructure Procedure	Service Mgmt. Org. should adopt uniform procedures that apply to all aspects of VITA's infrastructure.	6/08	Fred Duball	U	Initial Plan 5/06	A complete plan for establishing consistent, ITIL conformant procedures manual by 8/06. Existing processes will be compiled into a centralized repository by 10/06. Starting in 3/07, as services are transformed, ITIL conformant processes are deployed with all procedures ITIL conformant by 6/08.
						7/06	The project started on July 1.
						9/06	Executing to plan, on track to meet milestones. Workshops have been scheduled to develop procedures.
						12/06	Many Critical Interim Operational Procedures have been identified & implemented, while others remain under development & are on schedule to complete. Executing to plan, on track to meet milestones. Phase 1 ITIL Project (Change, Configuration, Release) Workshops have been completed. Phase 1 Design phase pending final reviews.
						3/07	Staff has received ITIL training.
							Running one month behind schedule on developing procedures. Priority is on security procedures. Project the procedures manual being back on schedule in August 07. Phase 1 ITIL project (Change, Configuration, Release) scheduled to deploy to IT Infrastructure staff from April to June. Agency personnel deployments start in July.
						6/07	Phase 1 of the ITIL project (Change, Configuration, Release) has been delayed to complete the Acceptance Test Plan pre-live testing and adopt a phased rollout approach for ITP Infrastructure staff to minimize agency impact. The phased rollout to ITP infrastructure staff will occur from July to August. Agency personnel deployments are projected to start in August. This Phase 1 delay should not impact the Phase 2 rollout (Incident, Problem, Capacity, and Availability) which is scheduled to start in August 07. The infrastructure aspects of the procedures manual project will be back on schedule by August 07.

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APA Ref	Short Title	Summary	Due Date	Responsible Person(s)	Status	Status Date	Task / Comments
							Populating the procedures manual with content is significantly behind schedule, but should be complete by 6/08.
						9/07	Phase 1 of the ITIL project (Change, Configuration, and Release) has been deployed to all ITP staff for internal Change Management. ITIL compliant Change Management, to include agency participation, is scheduled to roll out starting in November. Phase 2 processes (Incident, Problem, Capacity, and Availability) are nearly one month behind schedule. The procedures manual project has made progress in formalizing the process for procedures submission and review; however, the team is significantly behind on execution. A revised plan is due 10/31/07 to correct the deficiencies, and meet the June 2008 date for a ITIL conformant procedures manual.
						12/07	<b>Phase 1 of the ITIL project (Change, Configuration, and Release) has been deployed to all ITP staff for internal Change Management. ITIL compliant Change Management, to include agency participation, is significantly delayed due to process maturity issues. Phase 2 processes (Incident, Problem, Capacity, and Availability) are now over three months behind schedule. The procedures manual project has made progress in formalizing the process for procedures submission and review; however, the team is significantly behind on execution. A recovery plan is under review. While the June 2008 date for the procedures manual is at risk, NG has committed to providing the resources to achieve this milestone.</b>

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## Corrective Action Plans Status a/o 12/07

### Electronic Media Disposal Report, Issued 9/07

Ref	Short Title	Summary	Due Date	Responsible Person(s)	Status	Status Date	Task/Comments
1.	Test Data Removal Practices	Establish audit function for random testing of electronic media. Function should assess the effectiveness of VITA/contractor data removal efforts.	<del>11/07</del> <b>3/08</b>	Fred Duball	U	Initial Plan 9/07  <b>12/07</b>	An audit function to randomly test data removal practices will be implemented.  <b>Determined to be more of a Quality Control function. Tools for verifying data removal are non-existent short of complete forensic analysis. Revised approach now being considered that will put more emphasis on removal tool to report. Targeting completion of a draft process during this next quarter.</b>
2.	Revise VITA's Policy to Conform With the COV STD	Amend VITA Policy to include these provisions from the COV STD.	1/08	Peggy Ward	U	Initial Plan 9/07  <b>12/07</b>	The VITA Policy will be amended to include recommended provisions of the STD.  <b>Draft of amended VITA Policy to include provisions of the STD is completed and will go through PPRAT for review and be published in 1/08.</b>



Electronic Media Disposal Report, Issued 9/07

Ref	Short Title	Summary	Due Date	Responsible Person(s)	Status	Status Date	Task/Comments
3.	Revise STD & VITA Policy for Maintenance to Malfunctioning Disk Media	Revise the COV STD & VITA Policy to clearly define requirements for maintenance of malfunctioning disk media that contains data	4/08	Peggy Ward	U	Initial Plan 9/07	The STD & VITA Policy will be revised to include requirements for maintenance of malfunctioning disk media that contains data.
						12/07	COV STD has been revised to include requirements for maintenance of malfunctioning disk media. ORCA comment period ends 1/15/08. Draft of revised VITA Policy is completed and will go through PPRAT for review to be published in 1/08.

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### Electronic Media Disposal Report, Issued 9/07

Ref	Short Title	Summary	Due Date	Responsible Person(s)	Status	Status Date	Task/Comments
4.	Revise VITA Policy on Logging & Tagging Requirements	Ensure that a training program is developed, documented & implemented for appropriate operations staff on logging & tagging requirements as outlined in the STD.	11/07	Fred Duball	C	Initial Plan 9/07  <b>12/07</b>	Training program will be developed and implemented based on new procedures.  <b>Complete</b>
5.	Develop Electronic Data Removal Procedures	Develop procedures to provide detail instructions for removing data. These procedures should be aligned with the STD & the VITA Policy.	11/07	Fred Duball	C	Initial Plan 9/07  <b>12/07</b>	Will develop procedures that support the revised VITA policy on data removal.  <b>Complete</b>
6.	Revise VITA Policy to Address Data Removal Responsibilities	Revise the VITA Policy to address VITA & the agencies' data removal responsibilities.	1/08	Peggy Ward	U	Initial Plan 9/07  <b>12/07</b>	Will revise the VITA Policy to include data removal roles and responsibilities.  <b>Draft of revised VITA Policy with data removal roles and responsibilities is completed and will go through PPRAT for review to be published in 1/08.</b>

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