



CIO Council Meeting

Verizon Business Program Management

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NORTHROP GRUMMAN

Verizon Business Program Management - Overview

- In 2010, NG implemented a focused effort on improving our vendor management approach with VZB
- Engaged VZB at multiple leadership levels
- Assigned a program manager to drive regular improvements
- Accomplishments
 - Re-homed many circuits to eliminate unnecessary route miles
 - Engaged on a regular Chronic Site activity to eliminate troubled circuits
 - Established closer teamwork thru bi-weekly executive meetings and quarterly program reviews
 - Agreed to mutual objectives for service improvement

Verizon Business Program Management – 2010 Performance

- **MTTR averaged 3.1 hours**
 - Only 1 month exceeded 4 hrs
 - Low 2.18 (May)
 - High 5.47 (Aug)
- **Long Duration tickets averaged 9.09% of total priority 1 volume**
 - Low 5.8% (Jan & May)
 - High 20.8% (Aug)
- **High Bandwidth Circuits averaged less than 10% of priority 1 tickets**
 - Low 2.9% (Jan)
 - High 8.9% (Mar)
- **Focus on Chronic Sites helped keep performance steady**
 - 62 sites fixed with no repeats
 - 22 sites currently monitored
 - Proactively seeking to resolve potential incidents before end user detection
- **Monthly ticket trend continued to flow with seasonal weather patterns**
 - Average 358 priority 1 tickets
 - Low 225 (Mar)
 - High 503 (May)

Verizon Business Program Management – 2011 Challenges

- Recent 2 months have seen several fiber cuts and long duration outages at remote sites
 - Service impacts from weather are factor
 - Performance from local carriers to respond timely
- Will follow our Problem Management process to analyze recent outages
- Actions
 - Engaged with VZB to escalate service performance improvements
 - RCAs for long duration outages and fiber cuts
 - Weekly NG/VZ status calls continuing
 - Provide service offerings for redundancy at critical sites