

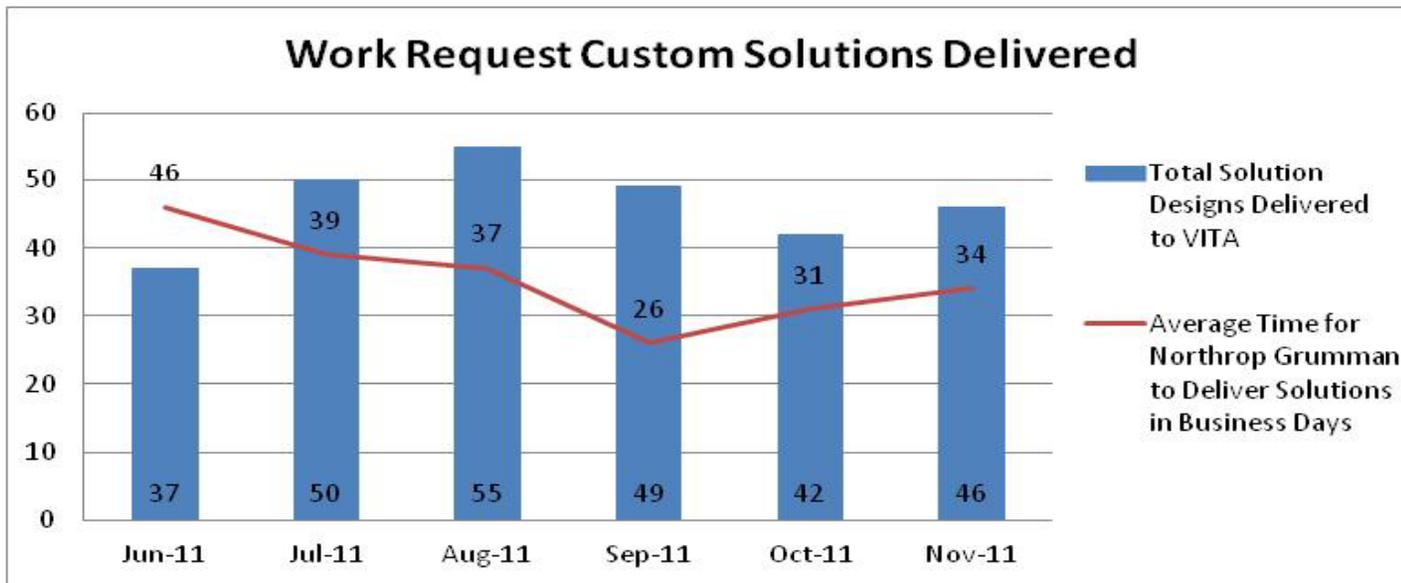
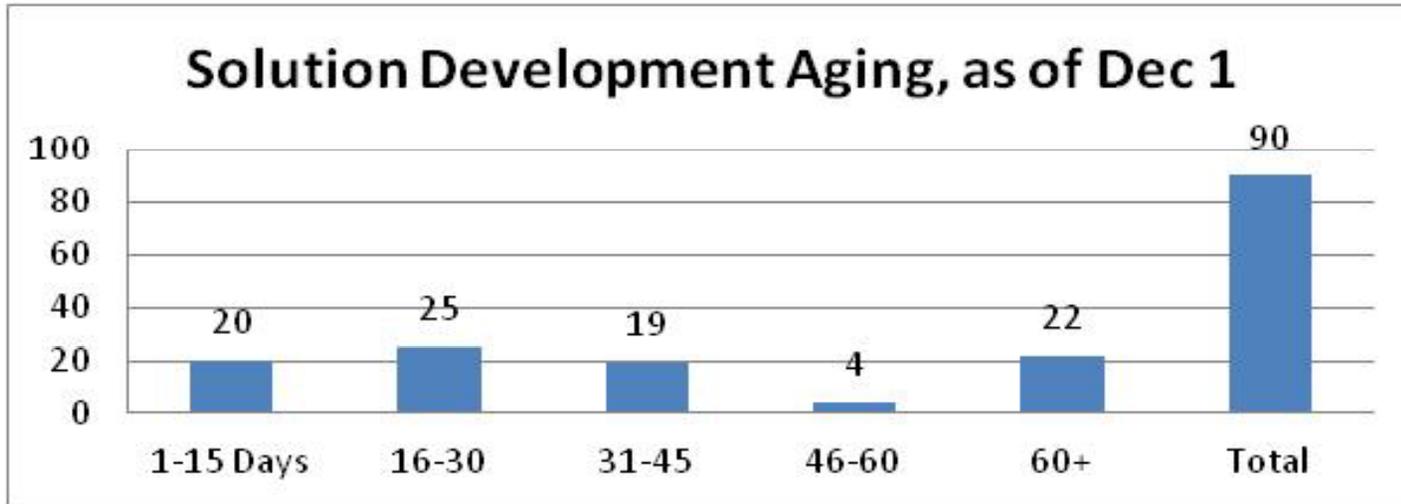
### Work Request Portfolio

Phase (as of)	Oct 1	Nov 1	Nov 28
Solution Development	93	80	90
Awaiting NTP	32	42	47
Implementation	198	223	214
Close-out	36	38	77
<b>Total Projects</b>	<b>359</b>	<b>383</b>	<b>428</b>

### Work Request Activity Summary

Solution Development	Sep	Oct	Nov
Requests for Solution	73	47	46
Proposals Delivered to VITA	49	42	46
Requirements Returned by NG	3	8	5
Cancellations by Agency	12	0	4
Proposals Withdrawn by NG	5	1	0
Implementation	Sep	Oct	Nov
NTPs Issued (Custom WR)	41	26	35
NTPs Issued (Standard Forms)	29	40	24
Notification of Completions	55	37	71
Cancellations by Agency	0	0	0

- Progress being made towards resolution of applicable incremental labor charges, however, issue continues to delay a small number of custom work requests
- Enhanced project oversight for implementations
- Developing additional standard forms to streamline request fulfillment
- Planning underway to leverage additional features of VITA Work Request Log



Maintaining Focus on Timely Solution Delivery

## Solution Development – 45+ Day Age Variance

Work Request	WR Title	Solution Development Aging	Action Required
VDEM-0109	Dedicated Service Area Support	187	Pending requirements resubmission
VDEM-0110	Redundant Network Access	187	Pending requirements resubmission
VDEM-0111	User Authentication and Email	187	Pending requirements resubmission
VDEM-0108	ALTIRIS	184	Pending requirements resubmission
SBE-0036	UCaaS	181	Pending Call Center ECP
ABC-0211-R1	Storage Revision 1	124	Pending Agency cancellation
DSS-0355	Prime Power Migration	108	Pending requirements resubmission
VDH-0387	Chesapeake Server Upgrade	103	Pending Agency obtainment of Security Waiver
DOC-0172-R1	BizTalk Servers Requirements Revision 1	98	Agency placed WR on hold, action required to return to 'Customer Initiation' phase
VSP_0407	Appomattox CME Phone System	98	Pending Transformation
VSP_0408	Wytheville CME Phone System	98	Pending Transformation
VSP_0409	Ft Pickett CME Phone System	98	Pending Transformation
DMV-0402	Server/Storage Decommission	97	Pending cancellation, placeholder until DMV-0455 is accepted by Agency
DJJ-0421	High Availability Study	91	NG to redeliver revised cost proposal based on Labor Agreement reached on 11/17/2011
VSP-0457	Security Services Design	79	Pending requirements resubmission
VSP-0458	Platform Management Design Change	79	Pending requirements resubmission
VSP-0459	Network Design Change	79	Pending requirements resubmission
VSP-0460	Nortel VPN to Cisco DMVPN	79	Pending requirements resubmission
VSP-0461	VCIN Application-Centric Security	79	Pending requirements resubmission
VSP-0472	Redundant Core Switch	76	Pending requirements resubmission
TRS-0491	Virtualize Dev Environment	66	NG to deliver cost/technical proposal
TD-0177	CHKPRO Network	58	Agency meeting scheduled for 12/1, meeting requested on 11/4, Agency availability provided on 11/14, meeting request sent on 11/14
VITA-0518	JAVA Upgrade	55	NG to complete solution and submit
DSS-0573	UCaaS Call Manager	48	Pending Call Center ECP
ABC-0540	Development Servers	47	NG to complete solution and submit

**85% of Aging Solutions Require Agency Assistance or ECPs**

## November Activity

- ✓ Enhanced reporting to monitor form performance in-flight and post closure
- ✓ Revised Server forms based on Collaboration; ECD for redelivery 12/6
- ✓ Initiated collaboration on PC Encryption form
- ✓ Developing additional forms scheduled to commence Collaboration in Dec.
  - Above Standard Server RAM Request
  - Additional forms to be developed based on outcome of labor discussions

Form Number and Name	Status
<b>1 - Cross Functional Services</b>	
1-001: Infrastructure Related Labor	In Production
1-026: DR Server Deinstallation	NG Development - VITA has not received the draft template yet.
<b>5 - Desktop Computing Services</b>	
5-001: Software Installation (desktop)	In Production
5-002: PC Encryption	Draft form in review with VITA and NG
<b>6 - Messaging Services</b>	
6-001: Enterprise Hand Held Devices	In Production.
<b>7 - Mainframe and Server Services</b>	
7-001: Data Storage Service (Non-CESC)	In Production
7-002: CESC Storage Back-up Opt-out	Piloting form
7-003: SAN Storage Modification (CESC/SWESC)	In Production
7-004: NAS Storage Modification (CESC/SWESC)	NG requested to update form based on proposed labor agreement.
7-005: Storage Authorization for Clone (CESC/SWESC)	Need NG Contracts to provide form. Ready to pilot.
7-006: Above Standard RAM	NG Development
7-026: Virtual Server (CESC/Windows/small, 1-2 CPU)	In Production. V1.2 in collaboration
7-027: Virtual Server (CESC/LINUX/small, 1-2 CPU)	NG revising template to match format used on form 7-026
7-028: Virtual Server (Non-CESC/Windows/small, 1-2 CPU)	NG revising template to match format used on form 7-026
7-029: Virtual Server (Non-CESC/LINUX/small, 1-2 CPU)	NG revising template to match format used on form 7-026
7-051: Physical Server (CESC/Windows/small, 1-2 CPU)	Draft form received and in collaboration
7-052: Physical Server (CESC/LINUX/small, 1-2 CPU)	NG revising template to match format used on form 7-026
7-053: Physical Server (Non-CESC/Windows/small, 1-2 CPU)	NG revising template to match format used on form 7-026
7-054: Physical Server (Non-CESC/LINUX/small, 1-2 CPU)	NG revising template to match format used on form 7-026
<b>8 - Data Network Services</b>	
8-001: ABC Managed Router & Firewall	V1.1 revised to include PCI license for new office. Need NG's input to proceed. V1.0 is being used as a stopgap measure.
8-002: Managed Router	In Production
8-003: Managed Firewall	In Production. Revision prepared by VITA to include FW for 10+ users.
8-004: Site to Site VPN	In Production
8-005: Bandwidth Modification	In Production
8-006: Temporary LAN Ports	VITA and NG agreed to put this form on hold due to cost issues.
8-007: Data Infrastructure Relocation	Comments returned to NG
8-090: Wireless LAN (New)	Contract dispute regarding PCI/HIPAA Language. Being addressed by the CM-IPT. Form not available for use
8-091: Wireless LAN (Replacement)	Contract dispute regarding PCI/HIPAA Language. Being addressed by the CM-IPT. Form not available for use
<b>9 - Voice and Video Telcom Services</b>	
9-001A: UCaaS Service	Contract dispute regarding disposal of existing phone equipment
9-001B: UCaaS Service	Contract dispute regarding disposal of existing phone equipment