



Work Requests

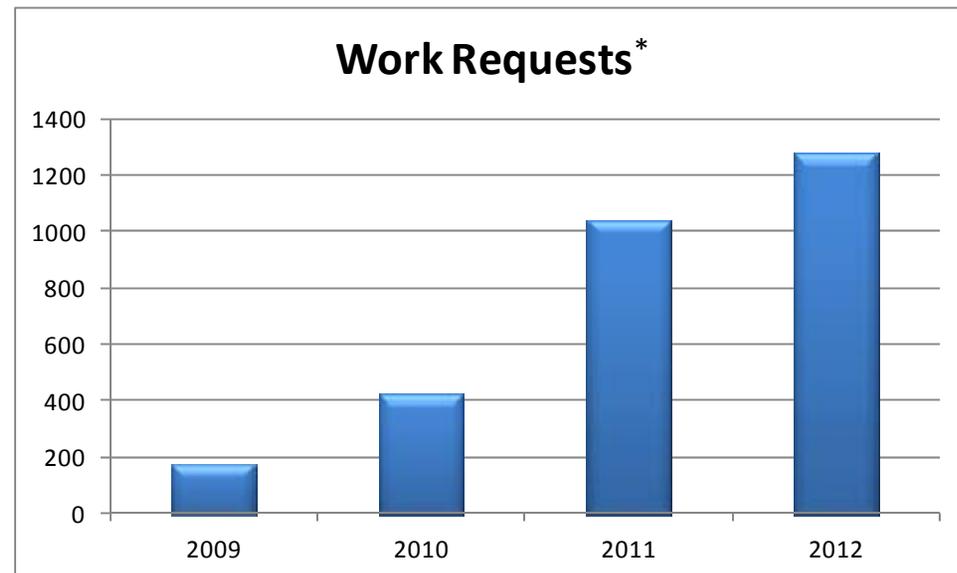
Teresa Weldon, Northrop Grumman

Feb. 13, 2013



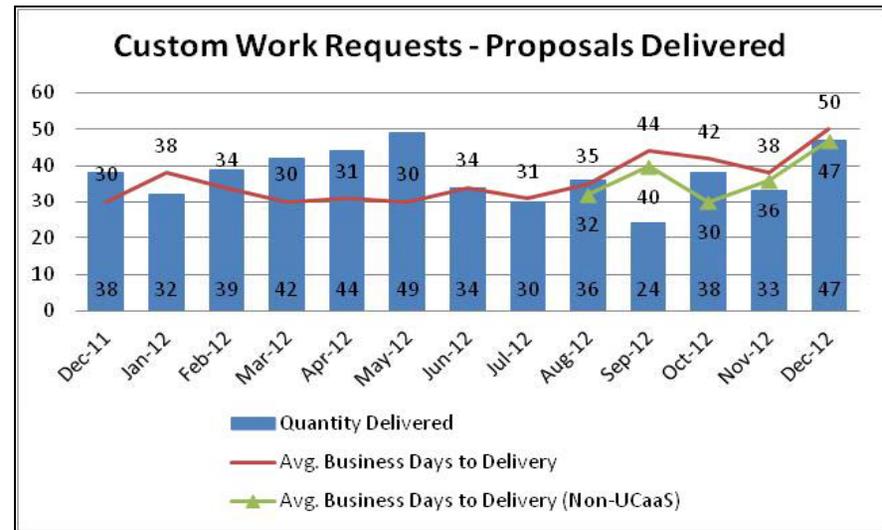
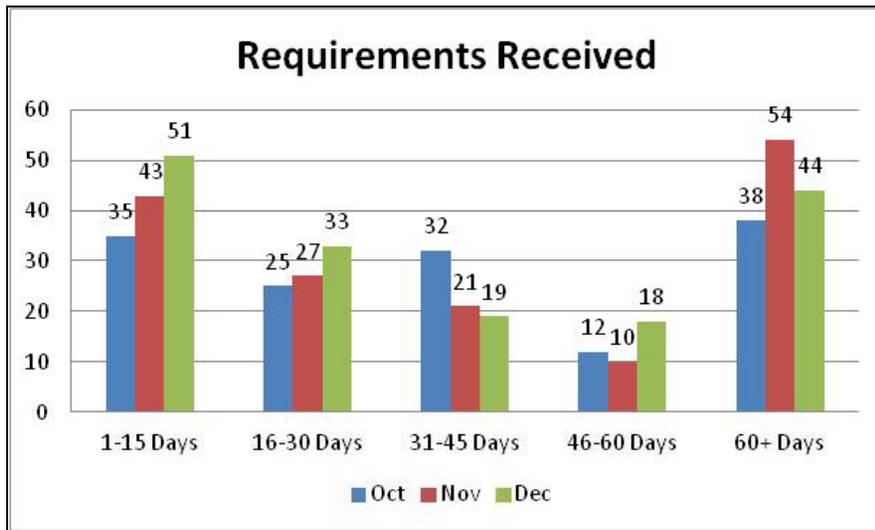
NORTHROP GRUMMAN

- **Volume of work requests (WR) has increased substantially over time**
- **Factors contributing to increased volume**
 - Agencies completing transformation
 - Moved from telecommunications service request (TSR)
 - Moved from service requests (Q-tickets)
 - Large agency projects
 - New services



* Custom and standard form work requests

- Backlog of aging custom work request requirements in proposal development
- Key performance indicator (KPI) of average business days* from requirements receipt to proposal delivery



*Measure to be converted from business days to calendar days in 2013

- **Focus Area: Responsiveness**

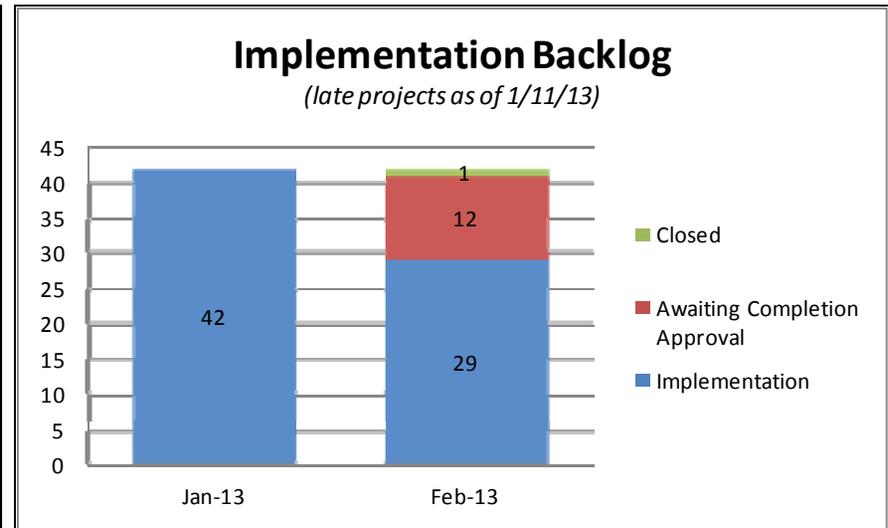
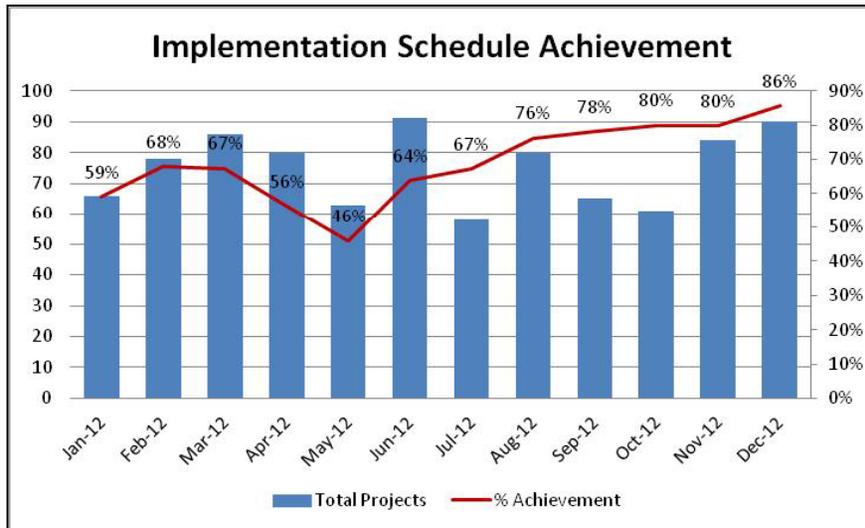
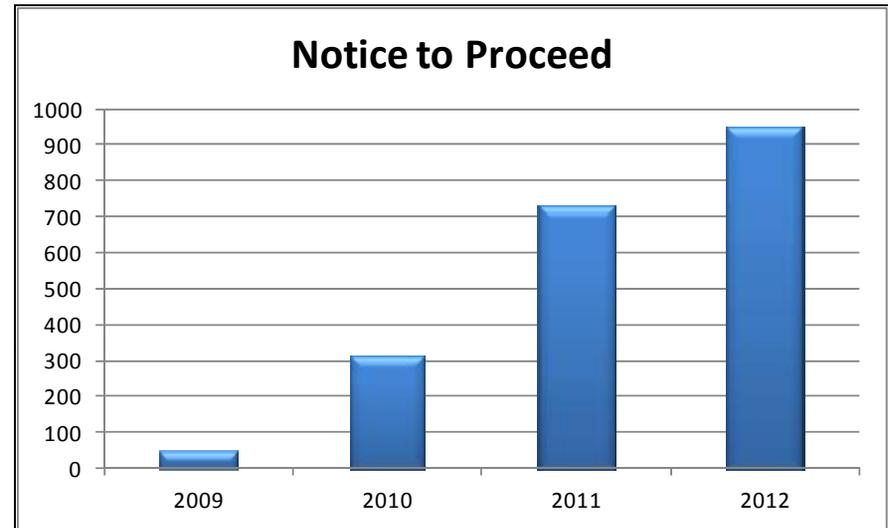
- Improve timely delivery of custom WR proposals
- Eliminate aging backlog (requirements received prior to Jan. 1, 2013)
- Improve proposal throughput
 - Reduce cycle time and increase capacity
 - Decrease cycle time variability

- **Success Criteria**

- Proposals delivered for identified backlog of aging in-scope custom work requests
- Achieve 90 percent proposal delivery within 45 calendar days for new in-scope custom work requests

Step	Status	Due Date
Utilize “tiger team” to complete proposals for existing inventory of aging in-scope work requests as of Jan. 1, 2013	In process	April 1
Modify process steps to reduce in-scope work request proposal start up and approval cycle times	Partially complete	March 1
Implement process improvements including simplified templates, enhanced standard forms and greater solution reuse to streamline in-scope work request proposal development	In process	March 31
Improve monitoring and control activities for on-going process health	Complete	Jan. 28

- Work request implementation project volume has increased over time
- Projects completion impact
- Backlog of projects



WR Implementation – Service Improvement Plan (SIP)

- **Focus Area: Meets Commitments**

- Improve on-time completion of WR projects
- Complete existing late projects (scheduled for completion prior to Jan. 11, 2013)
- Improve project management
- Improve project resource planning and utilization
- Improve monitoring and control to identify risks and obstacles early and take action

- **Success Criteria**

- Existing portfolio of projects that are past completion date are brought to closure
- Achieve 90 percent of projects meet or exceed completion schedule
- Achieve 95 percent of projects complete with less than 10 percent schedule variance

Step	Status	Due Date
Assign senior project manager to drive closure of WRs that are past due as of Jan. 11, 2013	Complete	Jan. 10
Complete projects that are past completion date as of Jan. 11	In process	TBD
Implement process improvements within project management methodology to improve stakeholder communications, schedule development and management	Partially complete	March 31
Implement additional monitor and control activities including cross-functional project reviews, enhanced schedule monitoring, standing PMO and implementation team coordination meeting	Partially complete	March 31

- **Work Request Submissions**
 - Requirements process is difficult
 - Questions on requirements come late; sometimes ask for technical input
 - Need more standard forms
- **(Custom) Work Request Proposal Development**
 - Takes too long
 - Appearance of lack of quality control leads to missed requirements and rework
- **Work Request Implementation**
 - Better project management needed during implementation
 - Inconsistent communication around implementation
- **Overall**
 - Need finite timelines
 - More visibility/transparency needed

- **Work Request Submissions**



- ✓ New custom work request requirements document
<http://shop.vita.virginia.gov/Default.aspx?id=6442469325>
- ✓ Initial requirements review within 2 days of receipt from VITA

- Updated and new standard forms:

Revised during Q4'12/Q1'13

5-001: Software Installation (desktop)

7-003: SAN Storage Modification (CESC/SWESC)

7-026: Virtual Server (CESC/small)

7-028: Virtual Server (Non-CESC/small)

In Pilot Q4'12/Q1'13

1-051: SharePoint Services

1-052: SharePoint Service Modification

1-054: SharePoint Training (VITA staff only)

8-007: Enterprise Remote Connectivity Services

In Development Anticipated Q1/Q2'13

5-003: 3rd Party Printer/Copier Connection

8-008: ABC ERCS & Firewall

8-009: Custom Network Bandwidth Analysis

8-010: 3rd Party Device Network Connection

8-0nn: Request for New Circuit

9-001: (A & B): UCaaS Service

- **(Custom) Work Request Proposal Development**

- Streamlined and improved proposal package
- Cycle time reduction and consistency
- ✓ Technical design review and proposal review for quality control

- **Work Request Implementation**

- More consistent, formal, standardized project management processes
- Stakeholder communications, including greater transparency
- Schedule change management

- **Where can you get help?**

- CAM/AOM as point-of-contact for work request questions and concerns
- Service catalog

<http://shop.vita.virginia.gov/Default.aspx?id=6442469325>

- Work request database

<https://ssl01.apps.vita.virginia.gov/WorkOrderRequest/default.aspx>

- **How can you help?**

- Engage CAM/AOM early
- Respond quickly to questions about requirements
- Provide visibility to business value / impact of project
- Recognize and help with agency dependencies
- Provide feedback to CAM/AOM

Questions?