



IT Infrastructure Committee

Minutes

Thursday, April 16, 2009

Chesterfield Enterprise Solutions Center (CESC)

11751 Meadowville Lane

Chester, Virginia 23836

Attendance

Members Present:

Mr. Leonard M. Pomata, Chairman

Mr. James F. McGuirk II

Mr. Hiram R. Johnson

Others Present:

Mr. Kenneth S. Johnson, Sr.

Mr. Doug McVicar, NGC

Mr. Fred Duball, VITA

Mr. Perry Pascual, VITA

Mr. Lemuel Stewart, Jr., CIO VITA

Mr. John Westrick

Mr. Walter J. Kucharski

Welcome and Call to Order

IT Infrastructure Committee Chairman, Leonard Pomata, called the meeting to order at 11:00 a.m. At the request of the Chairman, Mr. Fred Duball called the roll and confirmed the presence of a quorum.

Approval of the Minutes

Chairman Pomata introduced the draft minutes from the January 15, 2009, meeting. He then asked for a motion to approve the minutes as presented.

Mr. Hiram R. Johnson made a motion to approve the minutes as presented; Mr. Hiram R. Johnson, seconded the motion. The motion passed unanimously.

Infrastructure Partnership Briefing

Chairman Pomata opened the Partnership Briefing by noting that we have a full agenda that Mr. Fred Duball and Mr. Doug McVicar will cover, please feel free to ask questions as we go through this information.

Mr. Duball began by informing all in attendance that the focus of this report would be transformation, service delivery, managed services, the Joint Legislative Audit and Review Commission (JLARC) review and Auditors of Public Accounts (APA) audits.

Transformation

Mr. Duball began the transformation report by informing all in attendance that to date and surge view we have 33,600 of approximately 61,000 desktop, laptop and tablet PCs hardware refreshed. We have 45,000 of 61,149 inventory agents installed. He then noted that until all agents are on the pc the pc is not completely transformed. There are 12,500 plus email accounts spanning 12 agencies transitioned to enterprise email, in additions we have active directories that need to be completed. Mr. Duball then included that there are 46,505 end users across 78 agencies supported by the Enterprise help desk and we have the SWESC Disaster Recovery (DR) Infrastructure Stand-up and Test planned for Quarter 4.

Chairman Pomata noted that with regards to the DR they went through the initial test last year. Mr. Duball agreed and noted that the test was successful. He added that this is the annual test requirement and that this year we would conduct a test around this time but it has been delayed by three months and with agreements from the agencies to do this so we do not run into delays with transformation. Chairman Pomata then asked what level of DR do we have now. Mr. McVicar replied that the critical systems are in place now.

Mr. Kenneth S. Johnson, asked with regards to DR, the agencies with emergency critical systems - is there an action to capture them now. Mr. Duball replied Commonwealth wide, yes - with the COOP Plan out of which comes a potential requirement from them.

Moving on, Mr. Duball reported that with the Transformation Surge the first bullet notes that NGC has completed re-baseline plans for the top 20 agency surges. Mr. Duball noted that while we have shared information the agencies responsibilities on the plans have not yet been agreed to; however, we are working to get this complete. He then announced that the network surge is on track and slated to be April 30th incorporating lessons learned from service interruptions as a result of network transformation. Mr. Duball then informed all in attendance that we have had an outage in the production environment and incorporated those lessons learned. Department of Juvenile Justice (DJJ) is the first top 20 agency over the 90% goal; the remaining 10% represents completing service level management requirements. He included that enterprise-wide, 916 of 1,883 network sites are meeting service level management requirements.

With regards to the transformation graph , Mr. McVicar reported that this chart shows all network transformation requirements. He noted that there are 1,915 total; the green line is the plan starting in February, the blue solid shows progress and the dash red lines shows where we will be. Mr. McVicar announced that by July 1st we hope to have 1,800. He added that all of Virginia State Police (VSP) will be complete by July. We have achieved enough so that downstream activities can be achieved.

Chairman Pomata asked what could be shared with the VSP experience moving forward. Mr. Duball noted that we have met with VSP and we have a draft Memorandum of Understanding (MOU); they are in the process of review the MOU and we have received good feedback from the Federal Government as to what we are trying to do. The first draft is based upon examples of what has been done in other states. Mr. Duball then assured all in attendance that we are engaging with VSP on operational and technical issues before this is final.

Proceeding, Mr. Duball reported on the Projected Agency Transformation Completion Schedule for all 90 agencies. He noted that this slide shows the month that the agency would be completely transformed and we are projecting 23 agencies for June. He included that there are detailed plans to support each date and we will be in constant discussion with each agency.

Chairman Pomata asked if all the agencies are willing to go along with this plan. Mr. McVicar replied that this is an assumption plan.

Mr. Johnson asked what is the down side if we continue to miss the deadlines. Mr. Duball replied the service levels will be difficult to reach and enforce. This will also extend the time to complete services and some inventory issues in terms of billing and accuracy. He added that the major issue is improving the level of service that we would like to meet.

Chairman Pomata then asked if the top 20 are to be completed by September or October what is the rational for having the Governor's office and the Secretary of Technology office scheduled for December. Mr. Victor replied we will be transforming the offices for the incoming administration due to the election year.

Continuing on to establishing service level measurements, Mr. Duball reported that there are 196 SLA's to be in production by June 1, 2009. He added 87 are approved for interim use and reporting, 21 are reporting and nine are not reporting. Mr. Duball then noted that these were APA findings and a repeat finding estimating a four month slip. He then informed all in attendance that resources are dedicated to accelerate this activity.

Chairman Pomata asked if the remaining wave are the ones that will slip. Mr. Duball replied yes. The 30 due on March 1st will come in around July 1st and the ones due in June we expect an October/November date. Chairman Pomata then asked what is the level of confidence of meeting the four month slip and what is the critical issue. Mr. McVicar replied it is primarily a resource driven challenge and we have a work load of outages due to the non-transformed side. He added that the key is to prioritize those that are not reporting; however, they will be placed in production according to reporting. Mr. Duball added that it is critical we have this now because it is what you will use to hold each other accountable.

Service Delivery

Mr. McVicar reported on the Service Level Dashboard. He informed all in attendance that we have 89% from production metrics; however, the interim half is not yet meeting targets. He noted that slide eight of the presentation shows the SLA percentages. Mr. Duball noted that if you look at slide ten with regard to the production SLA summary the SLA's for 7.14 and 7.15 have 18% of windows servers being measured and monitored with reviewed and approved DCD's and they are doing very well. He added that this is 157 out of 859 in the CESC building and 8% are UNIX production servers and this is 19 out of 207 servers here at CESC.

Chairman Pomata asked if we could do these one of the others. Mr. McVicar replied that they are attached to network servers and there are many checklist items to fulfill before we can move a server into this building. It is difficult to monitor servers not on the MPLS server and there are additional capabilities in place to monitor the service. Chairman Pomata then asked if the network and IP readdressing in active directory. Mr. McVicar replied no, the active directory is not a dependency.

With regards to Cross Functional on slide nine of the presentation, Mr. McVicar reported that red in February is due to an irregular workload and we are continuing to look for ways to deal with the surge workload. He then reported that with the Help Desk, procedures are in place to put messages in front of the call for call abandonments. Email response time requires manpower and we are bringing in 12 more level responders to the help desk. He added that the shrink wrap issue is due to training and coding the tickets properly. He then announced that additional training is coming to the helpdesk on coding and responding. Mr. McVicar then noted that with regards to the Internal Applications we need to look at process and procedures.

Mr. McVicar added that we will enforce compliance in June but we still have work to do on the interim SLA's . The ability to respond is a manpower, process issue. We expect as transformation progress there will be fewer incidents to meet the response time.

Chairman Pomata asked if this is a critical thing. Mr. Duball replied that the major contribution is process maturity; this is one of the hardest things to do and there is process development and training that needs to be completed.

Moving on to the significant 1st Quarter Incidents, Mr. Duball reported that the outages listed on slide 26 of the presentation are all in transformed areas and specific to the environment. He then noted that the outage for the Virginia Department of Taxation (TAX) was due to a change made to a server that was thought to be a security breach. The outage for the Virginia Department of Corrections (DOC) was a power outage and we could have resolved more quickly. Lastly, the outage for Virginia Department of Correctional Education (DCE) was due to transformation activities causing a production outage. He then reported that outages at different agencies that are not transformed are high due to the equipment being older and change management and problem management processes that could help us succeed. Mr. Duball then noted that on slide 28 of the presentation the two outages with Virginia Department of Motor Vehicles (DMV) and Virginia Department of Mental Health, Mental Retardation and Substance Abuse Services (DMHMRSAS) were lengthy and we do need process improvements to address this.

Managed Services

Chairman Pomata asked with regards to quality basis are we experiencing more in terms of instances and he also asked where we are on stability. Mr. Duball replied that we do track instances; however, he does not have that information available at this time.

With regard to the physical asset inventory reconciliation, Mr. McVicar reported that we are experiencing transformation and network challenges that contribute to instance volume; it will be a while before things are stable across the environment and before we see trends that are stable. Mr. Duball added that the slide on page 30 of the presentation shows where we are in terms of completing this activity. He added that we hope to have this completed in April and there may be slippages with Virginia State Police (VSP), the Department of Social Services (DSS) and possibly the Department of Forensics Science (DFS) which may not to be completed until May.

Continuing on with non-physical assets, Mr. Duball reported that CPU/server counts, data ports transformed; data ports legacy, network storage and lines of print all need to be quantified; they are causing concern in completing this task. He added that network transformation will not be completed until the middle of next year.

Chairman Pomata asked with regards to slide 30 of the presentation, the green indicates that you will have a new bill based on the physical inventory. Mr. Duball replied that this is the bill that NGC presents to VITA this is the physical assets. VITA will then produce a mock bill for the agency. Chairman Pomata then asked for a short discussion on what is in the rebase line on servers. Mr. Duball replied that NGC counts the number of servers and quantify the dimension of all servers transformed, which will be easy; they then count the untransformed servers, which we will have to rely on a manual process, which will take a little more time. NGC then sends a bill to VITA and it will show the characteristics to the server and we use the profile of the server to bill back the agency.

Moving on, Mr. Duball then noted that with regard to the billing systems and process the objectives are to reach an agreement on the resource unit quantities for the adjusted

baseline. Based on the outcome of the resource unit quantities, in aggregate, fees may need to be adjusted. He added that we also would like to implement and test the process, procedures, and tools to enable resource unit invoicing for Contract Year 4 by July '09. Mr. Duball then noted that the key activities would be the asset inventory, both physical and non-physical. He then announced that completing all re-base lining activity by the June date is at risk and testing is dependent on the completion of the billing system, RU's, DCD's and associated documents. Mr. Duball noted that the key ingredient is that re-base lining is a one time event and must be completed accurately given impact to NGC fees and VITA's rate setting.

Chairman Pomata asked what on the critical path needs to be the most focused on to make this heroic or not and when will we know we are "going off the cliff". Mr. Duball replied that the RU's need to be completed. Chairman Pomata then asked are they completed yet. Mr. Duball replied no. Chairman Pomata then asked what percentage is complete. Mr. Duball replied 55 to 65%. Chairman Pomata asked when are they due. Mr. Duball responded that this is why we are meeting regarding RU negotiations weekly to try and get this complete. Chairman Pomata then suggested that we readdress this issue as we move further.

Mr. Johnson asked what is contributing to the inaccurate billing. Mr. Duball replied the Change Management Process.

Mr. Duball reported that Contract Year 1 Financial and Operational Audits were rejected. Contract Year 2 Financial Audit should be completed by the end of April, which is six months late. Contract Year 2 Operational Audit had no agreement on the scope to date. VITA deemed the Year 2 Operational Audit has been missed and requested that NGC focus efforts on developing and agreeing to scope for Year 3 Financial and Operational Audits due on Nov. 1, 2009.

Chairman Pomata asked Mr. McVicar where he was with this. Mr. McVicar replied that he would have to get back to the Committee on this he has not been involved with this process.

JLARC Review and APA Audits

Continuing, Mr. Duball reported on the JLARC Review and noted that this is specific to the Partnership activities. He then noted that the areas of concern are as follows: timely completion of milestones, delays at the agencies; timely development of service levels and reporting to SLA's and delays and readiness for resource unit billing and asset management. Mr. Duball noted that this review has revealed consistencies with the APA report; there are work plans for the APA dates and times to address these issues that go out to October/November.

In closing, Mr. Duball noted that we are doing the right things; however, we do need to pay attention to a lot of other things. He then assured all in attendance that he and Mr. McVicar are both committed to doing the right thing for the Commonwealth.

Chairman Pomata commented that a lot has been accomplished and there is no doubt about that. The question is, with the findings what is the impact and how do we resolve this. Chairman Pomata then asked if we are engaging with the agencies on a new date as opposed to the June 30th date and is it implied and not explicit to the Contract. He then wanted to know if it was now December date that is proceeding and is there some risk in this schedule and are we covering this with the agencies and making progress. Mr. McVicar replied that the last few weeks we have gotten to the high 30/low 40s for sites transformed per week. In three more weeks we will be in the network surge mode and there are two

risks: technical risk of complexities that we did not expect, impact of the agency business operations; they can only handle transformation for certain times of the month. He added that there is still a lot of work ahead that the agency will be involved with to get there resources available and testing. Chairman Pomata noted that the Committee will look at this and take it to the Board.

Mr. James F. McGuirk, extended his apologies for being late. He noted that he was at the Governor's Agency meeting this morning. Mr. McGuirk then briefed all in attendance on the feedback from this meeting and suggested that Mr. Duball and Mr. McVicar add this important feedback to their findings as well. Mr. McGuirk started by given a synopsis noting that you have to think of this as a contractor gutting your house and starting from scratch so you could have more capacity. Everyone has confirmed that they understood we would not complete this own schedule and they are being patient about this. Mr. McGuirk noted one of the things that keep the frustration level up is the questions around billing for what they have and what you were doing. He noted that a lot of the concern is an agency may increase or decrease things why does the bill not change and when do I start getting individual bills on my capacity and my requirements. Mr. McGuirk noted that the agencies would like confidence that the bills will be consistent and if they want to do something more than what they already have someone will be able to tell them how much it will cost and if it would be competitive pricing. He then noted that while we are in the weeds on inventory, RU's and wrestling with each other there's a crowd out there wanting to know when you will look at us. He then informed VITA and NGC that we need to get things complete. The thing of paying consistently and paying for what I am using needs to be corrected. We all understand that it will take a while longer and it is not easy and the agencies are patient; however, the billing is an issue and it needs to be a priority.

Other Business

Chairman Pomata asked if there were any questions from Committee members. There were none.

Chairman Pomata then asked if there were any questions from non-Committee members. There were none.

Chairman Pomata asked if there was any other business new or old for discussion. There was none.

Public Comment

Chairman Pomata asked if there was any public comment. There was none.

Adjourn

Chairman Pomata asked for a motion to adjourn.

Mr. Hiram Johnson made a motion to adjourn the meeting; Mr. James F. McGuirk seconded the motion. The motion passed unanimously. The meeting adjourned at 12:08p.m.