



IT Infrastructure Partnership Program

Fred Duball and Doug McVicar
Program Directors

April 16, 2009



NORTHROP GRUMMAN

- **Transformation**
- **Service Delivery**
- **Managed Services**
- **JLARC Review and APA Audits**

Transformation

Transformation Achievements

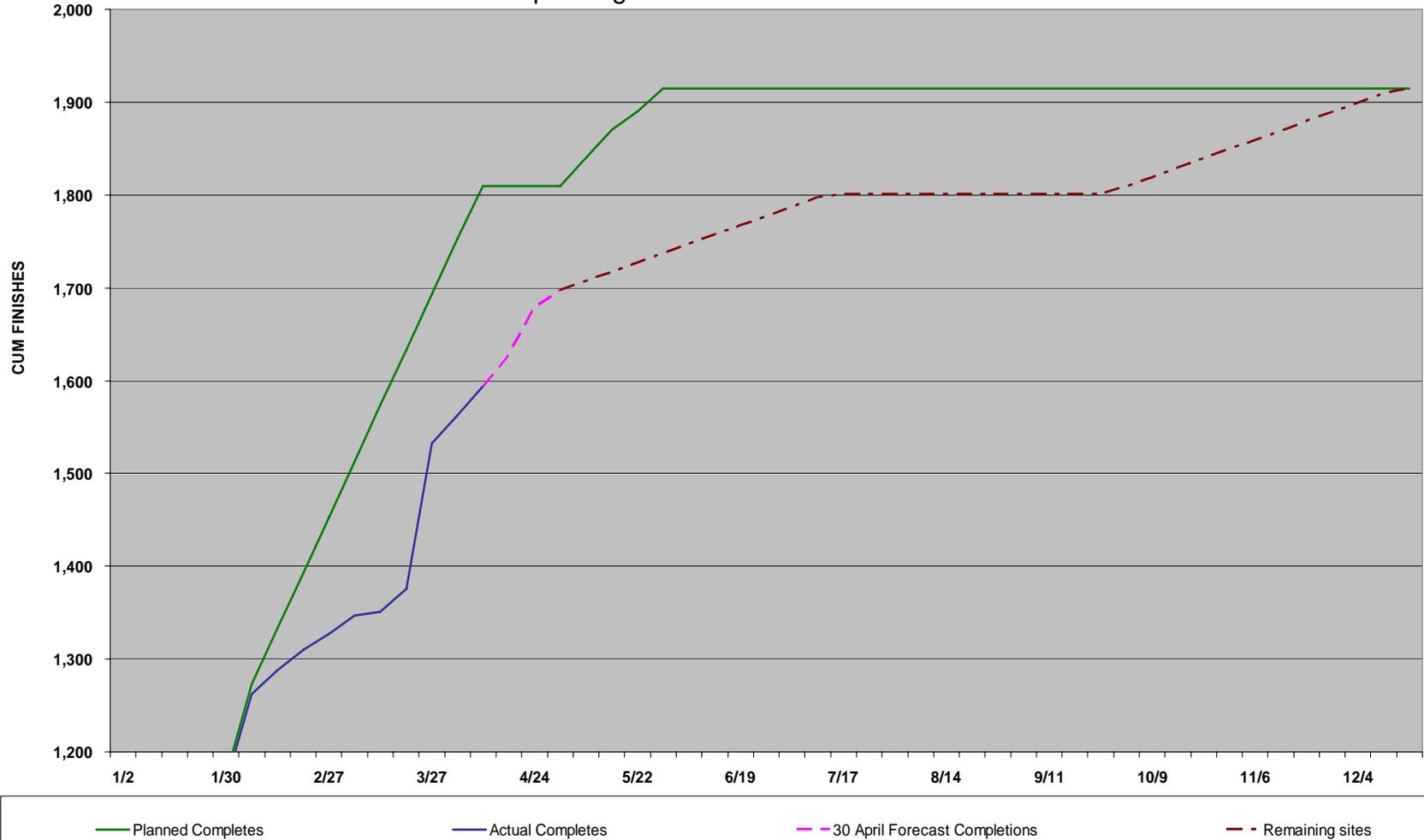
To Date

- 33,600 of approximately 61,000 desktop, laptop and tablet PCs hardware refreshed
 - 51,000 of 61,149 software updates complete
 - Management tools installed
 - 45,000 of 61,149 Inventory Agents Installed
 - 45,000 of 61,149 Software Distribution agents
 - 21,234 of 61,149 Patch Management agents
 - 14,233 of 61,149 Application Metering agents
 - 0 of 61,149 Remote Control agents installed
 - Security tools installed:
 - 45,000 of 61,149 Antivirus agents
 - 8,000 of 61,149 Firewall agents
- 12,500+ email accounts spanning 12 agencies transitioned to enterprise email (target ~66,000)
- 46,505 end users across 78 agencies supported by the enterprise help desk
- SWESC Disaster Recovery Infrastructure Stand-up and Test planned for Q4

Transformation Surge

- NG has completed re-baseline plan for Top 20 agency surge
 - Scheduling and planning documents have been shared with 28 agencies with ongoing refinement via NG ADM's
 - Network surge - on track to complete by April 30 – incorporating lessons learned from service interruptions as a result of network transformations
 - DJJ first Top 20 agency over 90% goal on agency dashboard – remaining 10% will complete service level management requirements
- 916 of 1,883 (49%) network sites meeting service level management requirements
 - 1,539 of 1,883 (82%) agency sites network converted to MPLS

Top 20 Agencies Site Level Network Activations

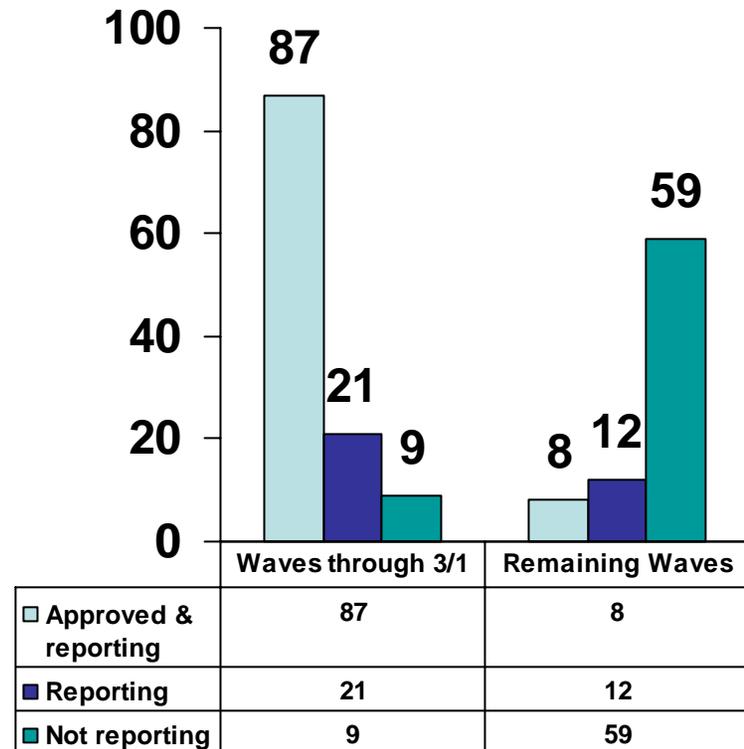


2009

	June	July	August	September	October	November	December
	Conservation and Recreation	Agriculture and Consumer Services	Alcoholic Beverage Control	Housing and Community Dev	Taxation		State Police
	Corrections	Correctional Education	Social Services	Motor Vehicles			
	DMHMRSAS	General Services	Transportation	Virginia Employment Commission			
	Education	Health					
	Environmental Quality						
	Game and Inland Fisheries						
	Juvenile Justice						
	Rehabilitative Services						
Top 20	8	4	3	3	1		1
	Accounts	Aviation	Chippokes Plantation Farm Foundation	Board of Towing and Recovery Operators	Board of Accountancy	Compensation Board	Office of the Governor
	Aging	Charitable Gaming	Health Professions	Criminal Justice Services	Business Assistance	Veterans Services	Secretary of Administration
	Blind and Vision Impaired	Commonwealth's Attorneys' Services	Military Affairs	Emergency Management	Forensic Science	Virginia Museum of Natural History	Secretary of Ag and Forestry
	Center for Behavioral Rehab	Historic Resources	Professional and Occupational Reg	Frontier Culture Museum of Virginia	Marine Resources Commission		Secretary of Commerce and Trade
	Comp Services for At-Risk Youth & Families	Innovative Technology Authority	The Science Museum of Virginia	Human Resource Management	Medical Assistance Services		Secretary of Education
	Deaf and Hard-of-Hearing	Rail and Public Transportation	Treasury	Jamestown-Yorktown Foundation	School for Deaf and Blind at Staunton		Secretary of Finance
	Employment Dispute Resolution	Virginia Commission for the Arts	Virginia Enterprise Application Program	Labor and Industry	The Library of Virginia		Secretary of Health & Human Resources
	Fire Programs	Virginia War Memorial	Virginia Rehab Ctr for Blind & Vision Impaired	Mines, Minerals, and Energy	Virginia Museum of Fine Arts		Secretary of Natural Resources
	Forestry		Virginia School for Deaf, Blind at Hampton	Motor Vehicle Dealer Board			Secretary of Public Safety
	Gunston Hall		Virginia Veterans Care Center	Planning and Budget			Secretary of Technology
	Human Rights Council			Sitter & Barefoot Veterans Care Center			Secretary of the Commonwealth
	Minority Business Enterprise			State Board of Elections			Secretary of Transportation
	Virginia Board for People with Disabilities			State Council of Higher Education			
	Virginia Information Technologies Agency			Virginia Outdoor Foundation			
	Virginia Racing Commission						
Others	15	8	10	14	8	3	12

Establishing Service Level Measurements

- 196 SLA's to be in production by 6/1/09
 - Scheduled in waves for 7/1/08, 8/1, 1/1/09, 3/1, 5/1 and 6/1
 - Late for interim reporting and “burn-in”
- Outstanding issues with coverage
 - Applicability to legacy environment
 - Certain qualifications for eligibility
- APA finding



Service Delivery

Service Level Dashboard

Production

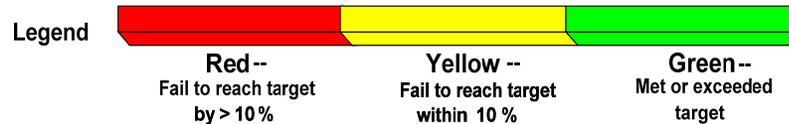
	Jan	Feb	Mar
G	96%	99%	89%
Y	4%	1%	6%
R	0%	0%	5%

Interim (Pre-Production Tuning)

	Jan	Feb	Mar
G	69%	60%	44%
Y	6%	9%	6%
R	25%	31%	50%

SLA Coverage	68%	75%	85%
--------------	-----	-----	-----

SLA Coverage	22%	25%	19%
--------------	-----	-----	-----



Production SLA Summary

Tower	SLA #	Measure	Covered	SLA Target	J	A	S	O	N	D	J	F	M
Cross Functional	1.31	Incremental Backup – at CESC	98%	99%	98%	99%	99%	99%	99%	99%	99%	99%	99%
	1.33	Full Backup Summary – at CESC	98%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%
	1.35	Archive Backup Summary – at CESC	100%	99%	100%	100%	100%	99%	99%	100%	99%	99%	100%
	1.41	Restore Request – Production Systems - at CESC	100%	95%	77%	100%	100%	100%	100%	87%	100%	100%	100%
	1.51	Disaster Recovery – BIA Application Type 1	100%	98%					Note A				
	1.52	Disaster Recovery – BIA Application Type 2	100%	98%					Note A				
	1.53	Disaster Recovery – BIA Application Type 3	100%	98%					Note A				
	1.54	Disaster Recovery – BIA Application Type 4	100%	98%					Note A				
	1.55	Disaster Recovery – BIA Application Type 5	100%	98%					Note A				
	1.56	Disaster Recovery – BIA Application Type 6	100%	98%					Note A				

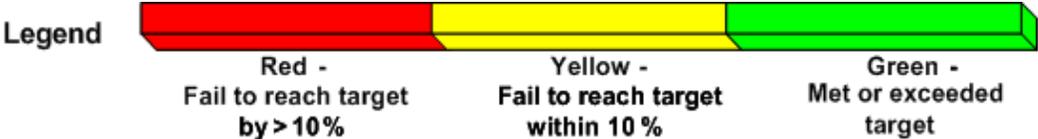
Legend



Note A: No Instances during the reporting interval

Production SLA Summary

Tower	SLA #	Measure	Covered	SLA Target	J	A	S	O	N	D	J	F	M
Mainframe Server	7.11	Mainframe OS (Class 1) Availability	100%	99.8%	100%	100%	100%	100%	100%	99.8%	100%	100%	100%
	7.12	CESC/Mainframe Production Sub-Systems – IBM Availability	100%	99.5%			99.9%	99.8%	99.9%	99.6%	99.9%	99.9%	99.9%
	7.13	CESC/Mainframe Production Sub-Systems - Unisys	100%	99.5%	100%	100%	100%	99.9%	99.9%	100%	100%	100%	100%
	7.14	Windows Production Servers	18%	99.5%	100%	100%	100%	100%	100%	100%	99.9%	100%	99.9%
	7.15	UNIX Production Servers	8%	99.5%									

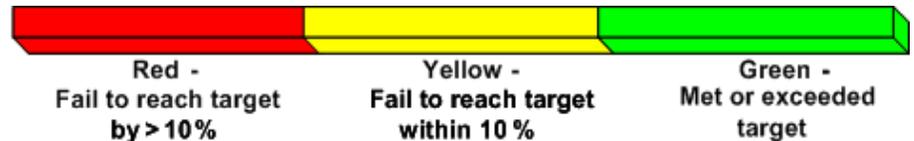


Note A: No Instances during the reporting interval

Production SLA Summary

Tower	SLA #	Measure	Covered	SLA Target	J	A	S	O	N	D	J	F	M	
Mainframe Server	7.16	QA & Test Servers	0%	98%										
	7.17	Development Servers	0%	98%										
	7.31	Production Mainframe Online System Response Time	100%	80% to 99%	Target Met									
	7.32	Application Platform Online Resp. Time – Intel and UNIX	0%	90% <= 1s 95% <= 1.5s 100% <= 3s										
	7.33	Application Platform Online Resp. Time – Intranet/Extranet Web Services	0%	80% <= 1.5s 95% <= 2.5s 99.9% <= 3.5s										
	7.34	Application Platform Online Resp. Time – Internet Web Service	100%	50% <= 5s 80% <= 30s 99.9% <= 2m										Note A

Legend



Note A: No Instances during the reporting interval

Production SLA Summary

Tower	SLA #	Measure	Covered	SLA	J	A	S	O	N	D	J	F	M
Mainframe Server	7.41	Mainframe Production Scheduled Batch	100%	99.5%							100%	100%	100%
	7.42	Batch Processing – Demand Production/Test Batch	100%	95%	99%	99%	99%	99%	99%	99%	99%	99%	99%
	7.44	Batch Processing – Setup or Modify Job Scheduler Definitions or Dependencies	100%	99.5%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	7.45	Batch Processing – One Time Schedule Change	100%	99.5%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Legend



Red -
Fail to reach target
by > 10%

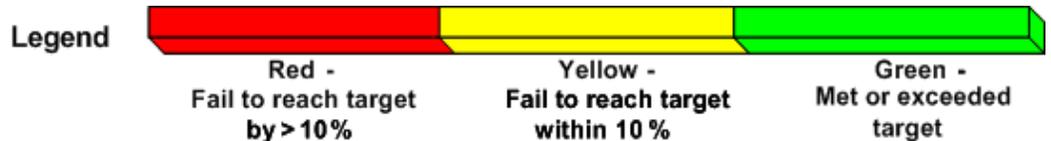
Yellow -
Fail to reach target
within 10%

Green -
Met or exceeded
target

Production SLA Summary

Tower	SLA #	Measure	Covered	SLA	J	A	S	O	N	D	J	F	M
Desktop	5.11	Desktop-On-Site Dispatch Response Time (within 8 hrs to desk-side-70)	100%	70%								80%	76%
		Desktop-On-Site Dispatch Response Time (within next business day desk-side 90%)	100%	90%								93%	90%
	5.12	Desktop-Advanced Exchange	100%	90%							Note A	Note A	Note A
	5.13	Break-Fix Repairs – Depot Repair	100%	90%							Note A	Note A	Note A
	5.21	IMAC 1-10	100%	90%		82%	77%	74%	88.5%	85.9%	91.5%	56.8%	83%
	5.22	IMAC 11-15	100%	90%		Note A	100%	100%					
	5.31	Desktop/Software Installations/Core Software (Shrink Wrap)	100%	90%							Note A	Note A	Note A
	5.32	Desktop/Software Installations/Operating System	100%	90%							Note A	Note A	100%
	5.33	Desktop/Software Installations/Agency-Specific Software	100%	90%							Note A	Note A	100%
	5.34	Desktop/Software Installations/Core Software	100%	90%							Note A	Note A	Note A

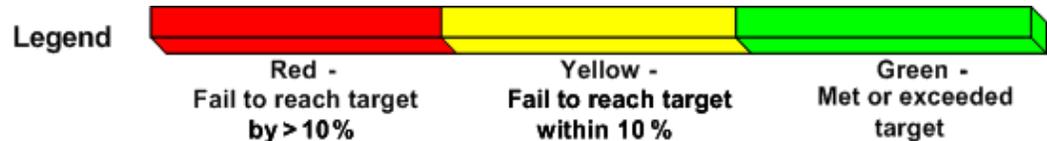
Note A: No Instances during the reporting interval



Production SLA Summary

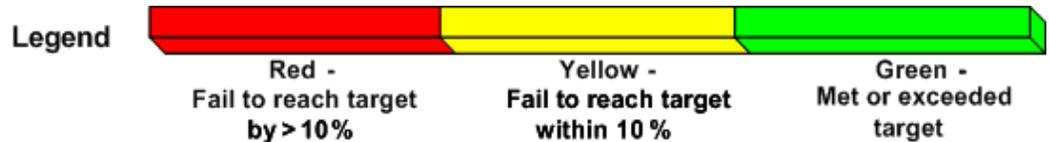
Tower	SLA #	Measure	Covered	SLA Target	J	A	S	O	N	D	J	F	M
Desktop	5.41	Procurement of new devices	100%	90%	Note A								
	5.51	Desktop/System Updates-Refresh/Desktops	100%	90%							Note A	Note A	Note A
	5.52	Desktop/System Updates-Refresh/Laptops	100%	90%							Note A	Note A	Note A

Note A: No Instances during the reporting interval



Production SLA Summary

Tower	SLA #	Measure	Covered	SLA	J	A	S	O	N	D	J	F	M
Help Desk	4.11	PSynch availability	76%	99.9%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	4.12	Availability - End User Support	76%	99.9%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	4.14	On Call IT Operations and Technical Support 99.9% =< 15 minutes	76%	99.9%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	4.21 (03/09)	Average Speed to Answer	76%	60 sec	19s	54s	74s	21s	69s	92s	18s	25s	56s
	4.22	VIP Response Time (% < 15 min)	100%							34%	7%	37%	40%
	4.23	VIP Time To Resolve (% < 12 bus hrs)	100%							58%	100%	48%	52%
	4.24 (03/09)	Average Call Abandon Rate	76%	<= 5%	1%	6%	8%	2%	8%	10%	1%	2%	6%
	4.25 (03/09)	Average Email Response Speed 90.0% =< 1 hr response time	76%	90%	97%	93%	89%	93%	84%	84%	93%	89%	79%
	4.31 (03/09)	Average First Call Resolve Rate	76%	70%	84%	84%	85%	90%	90%	90%	92%	93%	95%
	4.32 (03/09)	Average Shrink Wrap Resolutions 90% =< 2 hours	76%	90%	50%	43%	40%	44%	40%	44%	51%	59%	78%



Note A: No Instances during the reporting interval

Production SLA Summary

Tower	SLA #	Measure	Covered	SLA	J	A	S	O	N	D	J	F	M	
Help Desk	4.33	Incident Closure Notice (via email and/or phone)	100%	100%							100%	94%	99%	
	4.41	New User Acct 1-5 (% < 12 bus hrs)	76%	95%						70%	78%	64%	90%	
	4.42	New User Acct 6-20 (% < 36 bus hrs)	76%	95%							Note A	Note A	100%	
	4.43	New User Acct 20+	76%	95%							Note A	Note A	100%	
	4.44	Automated Password Resets (%<5min)	100%	100%								100%	100%	
	4.45	Privilege Changes (%<12 bus hrs)	100%	90%								77%	77%	97%
	4.46	Disable Access – Domain (%< 60 min)	100%	95%								Note A	Note A	100%
	4.47	Disable Access – Other (%< 24 hrs)	100%	95%								Note A	Note A	100%

Legend



Red - Fail to reach target by >10%

Yellow - Fail to reach target within 10%

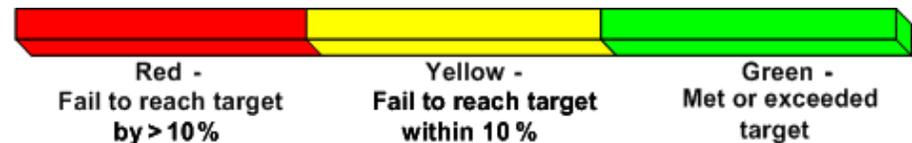
Green - Met or exceeded target

Note A: No Instances during the reporting interval

Production SLA Summary

Tower	SLA #	Measure	Covered	SLA	J	A	S	O	N	D	J	F	M	
Security	3.41	Security – Vulnerability Scanning - Tracking	46%	98%	98%	95%	100%	98%	100%	99%	92%	98%	100%	
	3.21	Firewall Management - Implementation of Rule	100%	90%								99%	94%	95%
	3.31	Security Intrusion Detection - NIDS/NIPS Availability	100%	99.6%								100%	100%	100%
	3.32	Security Intrusion Detection – HIDS-HIPS Availability	100%	99.6%								100%	100%	100%
	3.33	NIDS-NIPS – Review Priority 1 & 2 Alerts, Notify and Respond	100%	90%								Note A	SLA Met	SLA Met
	3.34	Security/Intrusion Detection/HIDS-HIPS – Review Pri 1 and 2 Alerts, Notify and Respond	11%	90%								Note A	100%	100%
	3.35	Security Intrusion Detection – NIDS-NIPS/HIDS-HIPS Changes	100%	90%								100%	Note A	100%

Legend

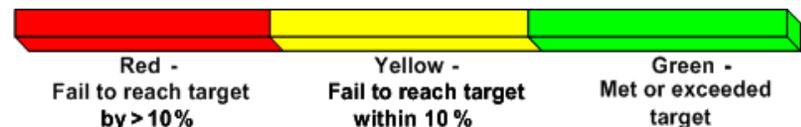


Note A: No Instances during the reporting interval

Production SLA Summary

Tower	SLA #	Measure	Covered	SLA Target	J	A	S	O	N	D	J	F	M
Internal Apps	2.11	Project Estimation Tools Used for Cost and Schedule	100%	100%	Note A								
	2.12	Project Estimation Accuracy for Cost and Schedule	100%	90%	Note A								
	2.14	Project Milestones Completed for Critical and Non-Critical Milestones	100%	95%	Note A								
	2.21	Application Availability	100%	99%	100%	100%	100%	100%	100%	99%	100%	100%	100%
	2.22	Service Requests	100%	95%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	2.23	Quality # Errors or Defects/Number of Changes	100%	95%	Note A								
	2.24	SEI/CMMI Level (Reported Annually)	100%	95%	Note D	Note D	Note A						

Legend

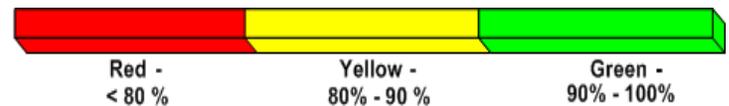


Note A: No Instances during the reporting interval

Production SLA Summary – Per Event

Tower	SLA #	Measure	Covered	SLA	J	A	S	O	N	D	J	F	M	
Network	8.11 (01/09)	WAN Connectivity – Large	70%	99.95%	0/22	5/22	0/21	2/26	0/23	1/28	0/30	2/30	2/26	
	8.12 (01/09)	WAN Connectivity – Medium	70%	99.90%	1/45	3/54	3/52	7/63	1/95	5/128	11/150	11/171	11/214	
	8.13 (01/09)	WAN Connectivity – Small – Critical	70%	99.90%	0/0	0/0	0/0	0/0	0/0	0/0	0/0	0/0	0/0	
	8.14 (01/09)	WAN Connectivity – Small	70%	99.85%	103/828	74/874	8/836	59/868	58/904	32/921	64/601	43/628	43/676	
	8.14a	WAN Connectivity – (Managed Router)	70%	99.70%								26/339	30/341	24/342
	8.2	Special High Availability Site	100%	99.9%								Note A	Note A	Note A
	8.3	Network Availability Internet Access	70%	99.9%								100%	100%	100%

Per Event Legend



Note A: No Instances during the reporting interval

Production SLA Summary – Per Event

Tower	SLA #	Measure	Covered	SLA	J	A	S	O	N	D	J	F	M
Network	8.40 (01/09)	Router Connectivity – Large	70%	99.95%	0/22	0/22	1/21	4/26	2/23	1/28	2/30	0/30	0/26
	8.41 (01/09)	Router Connectivity – Medium	70%	99.95%	0/45	2/54	2/52	2/63	3/95	2/128	1/150	0/171	2/214
	8.42 (01/09)	Router Connectivity – Small - Critical	70%	99.95%	0/0	0/0	0/0	0/0	0/0	0/0	0/0	0/0	0/0
	8.43 (01/09)	Router Connectivity – Small	70%	99.70%	12/828	17/874	12/863	9/868	16/904	5/921	6/601	3/628	3/676
	8.43a	Router Connectivity – (Managed Router)	70%	99.70%							5/339	1/341	1/342
	8.50 (01/09)	LAN Connectivity – Large	70%	99.70%	0/22	1/22	1/21	1/26	0/23	0/28	0/30	0/30	1/26
	8.51 (01/09)	LAN Connectivity – Medium	70%	99.70%	0/45	0/54	3/52	1/63	0/95	0/128	1/150	1/171	3/214
	8.52 (01/09)	LAN Connectivity – Small - Critical	70%	99.70%	0/0	0/0	0/0	0/0	0/0	0/0	0/0	0/0	0/0
	8.53 (01/09)	LAN Connectivity – Small	70%	99.70%	1/828	2/874	65/836	4/868	0/904	0/921	0/601	1/628	6/676

Per Event Legend



Red -
< 80 %

Yellow -
80% - 90 %

Green -
90% - 100%

Production SLA Summary – Per Event

Tower	SLA #	Measure	Covered	SLA	J	A	S	O	N	D	J	F	M
Network	8.6	VPN – Remote End User Connection - Availability	100%	99.7%							100%	100%	100%
	8.61	VPN- Branch to Branch Connection	100%	99.9%							100%	100%	100%
	8.7	Remote Access – Analog / ISDN - Availability	100%	99.7%							100%	100%	100%
	8.71	Firewall Availability	100%	99.9%							0/4	0/6	0/6
	8.72	IDS - Availability	100%	99.7%							0/1	0/10	0/10
	8.81	Network Transit Delay	70%	< 80ms RTD	145/ 895	202/ 895	220/ 909	214/ 957	168/ 1022	133/ 1077	123/ 442	134/ 829	5/ 1051
	8.81a	Network Transit Delay (Managed Router)	70%	99.70%							5/ 339	0/ 341	0/ 342

Note B: 8.81a & 8.82a roll up to 8.81 & 8.82

Note A: No Instances during the reporting interval

Per Event Legend



Red -
< 80 %

Yellow -
80% - 90 %

Green -
90% - 100%

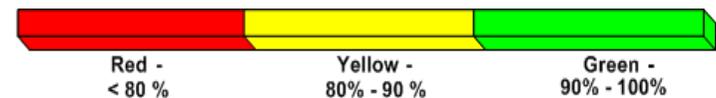
Production SLA Summary – Per Event

Tower	SLA #	Measure	Covered	SLA	J	A	S	O	N	D	J	F	M
Network	8.82	Network Packet Loss	70%	<= .05% Data Loss	3/895	2/895	7/909	94/957	10/1022	2/1077	5/442	3/829	26/1051
	8.82a	Network Packet Loss (Managed Router)	70%	<= .05% Data Loss							5/339	0/341	0/342
	8.83	Jitter (Real-Time Classes of Service)	70%	98%							0/3	0/3	0/3
	8.91	Technology Solution Design	70%	95%							Note A	Note A	Note A
	8.92	IMAC-service addition or change as scheduled under Change control process	70%	90%							Note A	Note A	Note A
	8.93	Implementation of version or major release updates	70%	99.85%							Note A	Note A	Note A

Note B: 8.81a & 8.82a roll up to 8.81 & 8.82

Note A: No Instances during the reporting interval

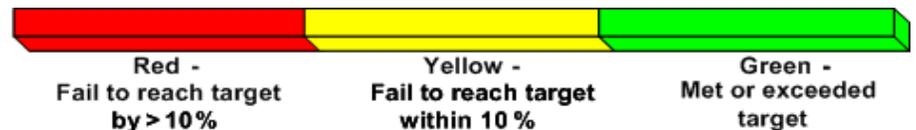
Per Event Legend



Production SLA Summary – Per Event

Tower	SLA #	Measure	Covered	SLA Target	J	A	S	O	N	D	J	F	M	
Voice & Video	9.13	Voice & Video Availability – Local Service	100%	99.77%					Note A	Note A	0 misses	4 misses	0 Misses	
	9.14	Voice & Video Availability – Long Distance	100%	99.77%								Note A	Note A	
	9.15	Voice & Video Availability – Incoming (Inbound)	100%	99.97%								100%	100%	
	9.16	Voice & Video Availability – Wireless	100%								100%	100%	100%	
	9.32	Install Access Facility - Verizon Install Access Facility - MCI	100%						75%	100%	100%	100%	100%	98%
			100%						100%	100%	100%	100%	100%	
	9.35	Centrex End-User Account Changes	100%	99.7%								100%	99.5%	100% 97%
	9.36	Non-Premise Based IMACs (Verizon) Non-Premise Based IMACs (COVANET)	100%							100%	100%	100%	97.9%	100%
100%												Note A	100%	
9.37	Voice & Video-PBX/VOIP Change Implementation	100%	90%							Note A	100%	Note A	Note A	

Legend



Note A: No Instances during the reporting interval

Interim SLA Summary

Tower	SLA #	Measure	Covered	SLA	J	A	S	O	N	D	J	F	M
Cross Functional (Incidents Resolved Critical Data Ctr Locations)	1.11	Severity 1 Mainframe	100%	95% < 2 hrs									Note A
	1.12 (06/09)	Severity 1	100%	90% < 4 hrs	40%	54.5%	50.0%	50.0%	72.7%	50.0%	37.5%	20%	36%
	1.13 (06/09)	Severity 2	76%	95% < 8 hrs	64%	90%	44.4%	80.4%	77.0%	79.8%	85.6%	75%	85%
	1.14 (06/09)	Severity 3	76%	95% < 16 hrs	50%	64%	73.5%	72.6%	65.9%	72.7%	79.4%	63.6%	63%
	1.15 (06/09)	Severity 4	76%	95%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	1.16	Root Cause Analysis	100%	90% < 24 Bus hrs									
Cross Functional (Incidents Resolved Other Locations)	1.21 (06/09)	Severity 1	100%	85% < 8 hrs	53%	68%	46.6%	50.0%	62.0%	63.3%	62.0%	62.2%	61%
	1.22 (06/09)	Severity 2	76%	90% < 16 hrs	63%	86%	73.4%	67.1%	62.2%	78.9%	80.7%	74.7%	78%
	1.23 (06/09)	Severity 3	76%	90% < 18 hrs	56%	74%	71.5%	72.6%	68.7%	71.2%	78.8%	63.4%	68%
	1.24 (06/09)	Severity 4	76%	95%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	1.25	Root Cause Analysis	100%	90% < 24 Bus hrs									

Legend



Red - Fail to reach target by > 10%

Yellow - Fail to reach target within 10%

Green - Met or exceeded target

Note A: No Instances during the reporting interval

Interim SLA Summary

Tower	SLA #	Measure	Covered	SLA	J	A	S	O	N	D	J	F	M
Messaging	6.11	Availability – Microsoft Exchange	100%	<= 02:00									99.9%
Mainframe/ Server	7.24	Availability – CESC Development Servers	100%	98%									Note A
	7.61	Notification of Priority 1 Outage to Help Desk – Response Time	100%	99.5% < 10 min									66.67% 2/3
	7.62	Notification of Priority 2 & 3 Outage to Help Desk – Response Time	100%	99.5% < 20 min									61.9% 13/21
	7.96	Refresh – individual Requisite Patches per Database	100%	Same Bus Day									Note A
	7.97	Refresh – Service Packs & Updates to “dot” Release	100%	< 5 Bus days									Note A
	7.98	Refresh – Version or Major Release	100%	< 5 Bus days									Note A

Legend



Red - Fail to reach target by > 10%

Yellow - Fail to reach target within 10%

Green - Met or exceeded target

Note A: No Instances during the reporting interval

Significant 1st Quarter Incidents

Department of Taxation (TAX) Incident #s IM395150, IM402984, IM410712, IM446110

- January 7th, duration until the workaround was put in place 4.75 hours, CITRIX login limit problem prevented some staff from logging in to service clients
- January 20th, duration 5.75 hours, loss of the Virginia TAX Online (VTOL) website
- January 30th, duration until a workaround was implemented 23.5 hours, loss of application data access due to a failed drive mapping issue. The public was not directly impacted during this time
- March 24th, duration 28 hours, loss of access to a virtual server due to a suspected security issue. As a result the servers were taken off line while investigation continued. The public was impacted by having no access to the Tax filing process

Department of Corrections (DOC) Incident # IM402915

- January 20th, duration 5.5 hours, loss of data and voice telephone service due to a circuit failure. The cause was due to a loss of electrical power to the network equipment closet.
- The public was impacted by the loss of inbound and outbound calling service and the DOC staff could not access the applications

Virginia Department of Health (VDH) Incident # IM392551

- January 5th, duration 6.75 hours, offices in Chesterfield, Powhatan, and Colonial Heights experienced a loss of network connectivity due to a circuit failure.
- VDH employees could not provide online service and the clients had to wait or reschedule appointments

Department of Correctional Education (DCE)

- April 2nd, duration 6.25 hours; loss of Internet connectivity due to a routing issue caused by transformation implementation. The Domain Name Service (DNS) for DCE was impacted by the switch from legacy to transformed circuit. No impact to the public.
- April 3rd, duration 3.75 hours; loss of connectivity due to the confusion involving the proper configuration of the Network Transformation verses what remained on the legacy network. No impact to the public.

Significant 1st Quarter Incidents

Marine Resources Commission (MRC) Incident # IM408825

- January 28th, duration 23.5 hours
- MRC office in Newport News began experiencing problems with their Novell Border Manager Firewall server, due to a failed system board in the Firewall Server.
- The public was impacted by the MRC staff being unable to respond to all customer inquiries with the applications not being available.

Department of Social Services (DSS) Incident # IM423417

- February 23rd, duration 28 hours
- DSS office in Heathsville experienced loss of network connectivity due to an Agency-activated Dynamic Host Configuration Protocol (DHCP) server causing the incorrect handling of Internet Protocol addresses for devices on the network.
- The public was impacted by delays and having to reschedule appointments

Department of Health (VDH) Incident # IM426469

- February 26th, 27 hours
- Medical Examiner's office in Richmond began experiencing a loss of application connectivity due to a Windows 2000 server failure. Partnership staff ordered and rebuilt a new server to restore service
- The public was impacted by the National Violent Death Reporting System not being available

Significant 1st Quarter Incidents

Department of Motor Vehicles (DMV) Incident # IM434708

- March 9th, duration 25 hours
- DMV office at the Pentagon began experiencing a loss of connectivity due to a legacy network circuit failure
- The public and the DMV staff at the Pentagon site were impacted by not being able to process Driver's license or registration renewals during this time

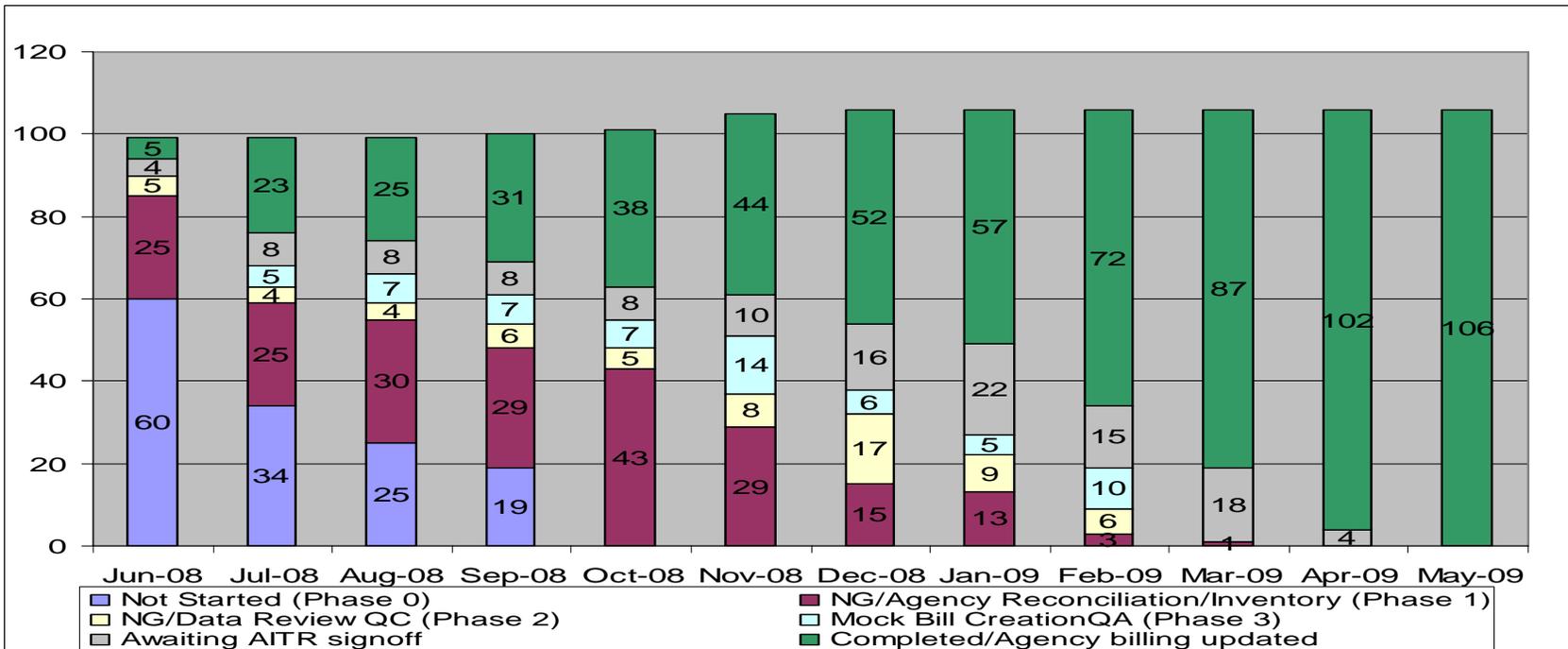
Department of Mental Health, Mental Retardation and Substance Abuse Services (DMHMRSAS)

- March 30th, duration 91.75 hours
- Petersburg office Financial Management System (FMS) on old hardware failed and was unable to recover, the Partnership Transformation team worked in parallel to build a new virtual environment system to run the FMS. Customer is pleased with new environment with greater potential reliability and recoverability.
- Public was not impacted

Managed Services

Physical Asset Inventory Reconciliation

- Summary Agency counts (as of April 7)
 - 91 – Agency Acceptance/Sign off
 - 14 -- Mock bill pending sign off
 - 1 -- Target delivery of VSP mock bill – April 14
 - 106 -- Total
- Risk of 3 or 4 agency sign offs slipping from April to May
 - Mitigation: Aggressively managing issues to stay on schedule
 - Mitigation: Following escalation process
- All agencies to be billed based on completed asset inventory reconciliation by May with few exceptions
- Inventory issues with VDH being resolved. Meeting with Agency next week to focus on root cause and corrective actions



Non-Physical Assets

Activity	Inventory Count	Invoicing	Re-Baseline	Comments
CPU / Server Counts	Mar 09	Apr 09	May 09	Continuing to analyze and validate CPU data. Currently 70% of servers have CPU information validated by NG. NG's target completion is April. Upon completion by NG, VITA will need to review and validate Server data.
Data Ports: Transformed	Feb 09	Apr 09	May 09	Active ports counted via electronic means. Data Port re-base lining dependent on completion of Site List reconciliation
Data Ports: Legacy	Feb 09	N/A	May 09	Active Legacy port counts collected to be incorporated into re-base lining. Data Port re-base lining dependent on completion of Site List reconciliation
Network Storage	Apr 08	May 09	May 09	NG proposing to revise definition to account for physical and remote storage; continuing to validate data. Upon completion by NG and agreement by VITA on new definition, VITA will need to review and validate data
Lines of Print	May 09	May 09	May 09	NG pursuing proposal to move all print to DMV. Print offering to be discussed with VITA. Requires further discussion with DMV and buy-in after VITA approval.

Billing Systems & Processes

Objectives

- Reach agreement on the Resource Unit Quantities for the Adjusted Baseline. Based on outcome of the Resource Unit Quantities (in aggregate), Fees may need to be adjusted
- Implement and test the process, procedures, and tools to enable Resource Unit Invoicing for Contract Year 4 (July '09)
- Determine NG Invoice data requirements to support VITA Chargeback

Key Activities

- Asset Inventory, both Physical and Non-Physical
- Resource Unit Definition, Documentation & Quantities
- Documentation detailing the process, procedures, and tools used to derive quantities
- Formal testing of procedures and invoicing system
- Joint VITA/NG Reviews of Test Invoices
- Re-Baseline (Definitions, Quantities & Price) Discussions
- Close Issues / VITA concurrence on Invoice and supporting details
- Submission of three Mock Bills capturing Actual RU Usage Invoices

Billing Systems & Processes - continued

Completing all re-base lining activity by June is at risk

- Continued challenges in providing the Commonwealth with accurate and complete baseline information
- Review and approval of RU DCD's and associated process and procedures documents behind schedule
- Testing dependent on the completion of Billing System, RU DCD's and associated documents
- Risk that VITA will not have the resources to review and approve documents and perform parallel testing

Re-base lining is a one-time event and must be completed accurately given impact to NG fees and VITA rate setting

Customer dissatisfaction with inaccurate bills and rates from VITA will continue to be a major issue

CIA Audits Status

Contract Year 1

• Financial Audit (due Nov 1, 2007)

- VITA agreed to revised due date of Apr 1, 2008
- Completed Spring 2008 and delivered to VITA Jun 17, 2008
- Corrective Action Plans for audit findings delivered Jun 30, 2008
- Following final review of Audit report and answers provided by NG, VITA determined that the Audit was materially insufficient and VITA will not accept the Year 1 Financial Audit

• Operational Audit (due Nov 1, 2007)

- Audit Completed Spring 2008 and delivered to VITA Jun 17, 2008
- Corrective Action Plans for audit findings delivered Jun 30, 2008
- Following final review of Audit report and answers provided by NG, VITA determined that the Audit was materially insufficient and VITA will not accept the Year 1 Operational Audit

Contract Year 2

• Financial Audit (due Nov 1, 2008)

- Audit fieldwork completed based on Dec 8, 2008 meeting of agreement of scope with some corrections needed
- Sampling method submitted to VITA for review Jan 2009
- Audit draft observations report was submitted to VITA Feb 25, 2009
- Audit draft report was submitted to VITA Mar 27, 2009
- Final audit report to be provided to VITA before the end of April

• Operational Audit (due Nov 1, 2008)

- VITA provided NG with initial scope for audit; NG requested a reduced scope. No agreement on scope to date.
- NG is preparing proposed scope and objective alternatives for each of the Year 2 and Year 3 Operational Audits
- VITA deemed the Year 2 Operational Audit has been missed and requested that NG focus efforts on developing and agreeing to scope for Year 3 Operational audits due on Nov. 1, 2009

JLARC Interim Review and APA Audits

JLARC Review

- In accordance with General Assembly mandate, JLARC issued and reviewed it's interim report of VITA and the partnership in December 2008 with final report due December 2009. ITP observations and concerns are in Chapter 2 and Appendices E and F for service levels and transition milestones, respectively.
- Areas of concern:
 - timely completion of milestones

“Some elements of the transformation process have been delayed...some agencies will not be completed by the June 30, 2009 deadline in the contract...”
 - delays at agencies

“...the Partnership appears not to have fully understood the complexities of some State agencies.... Similarly, the Partnership appears not to have fully understood the complex funding arrangement of some agencies.”
 - timely development of service levels and reporting to SLA's

“Some service level agreements have not been developed on time.” ref Fig 5 and App E
 - delays and readiness for resource unit billing and asset management

“Accurate inventory of IT assets has not been completed”

APA Audits

- The APA completed an audit and issued it's interim review of the VITA SMO and IT Partnership in March 2009. Four findings and recommendations supplement or augment three previous findings.

	Finding	Status
1	<p>Continue to apply resources, as well as hold Northrop Grumman accountable to its contractual responsibility to develop the procedures manual <i>(continued/repeat of 4/06 finding #18)</i></p>	<ul style="list-style-type: none"> • 6 of 24 chapters have been approved • Current schedule completion 7/09 but SMO forecasts need for two additional months based on prior experience
2	<p>Continue to work with NG to complete milestones at an acceptable level and institute financial penalties when necessary until milestones are completed</p>	<ul style="list-style-type: none"> • Highlight weekly to NG proximity to completion dates and status of Acceptance Criteria and Test Plans • Assess milestone deficiencies and determine financial implications in conjunction with other partnership issues
3	<p>With the assistance of NG, develop a contingency plan in the likely event the planned deadlines are not met. Also encourage SMO to properly validate resource unit inventories and Data Control Documents (DCDs) submitted by NG</p>	<ul style="list-style-type: none"> • Executing to initial schedule developed 2/20. Estimated completion of all re-base lining activities (i.e. DCD development, Acceptance Criteria and Test Plans, including testing of Resource Units to validate baselines and ongoing measurements) scheduled for 7/14/09 • Assess performance to plan and determine financial implications in conjunction with other partnership issues
4	<p>Continue to work with NG to create DCDs that meet the needs of the partnership <i>(continued of 4/08 finding #2)</i></p>	<ul style="list-style-type: none"> • Contractual and technical issues are being addressed • Estimate completion 10/09



IT Infrastructure Partnership Program

Fred Duball and Doug McVicar
Program Directors

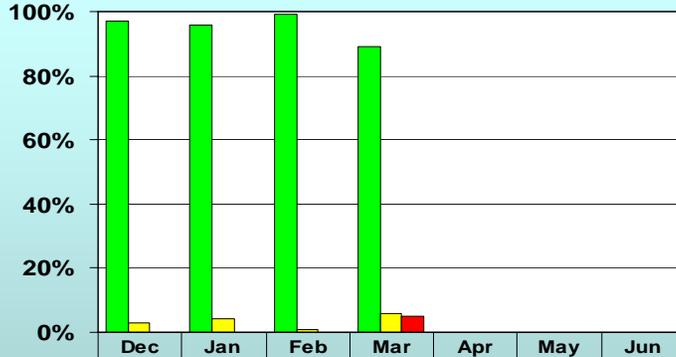
April 17, 2009



NORTHROP GRUMMAN

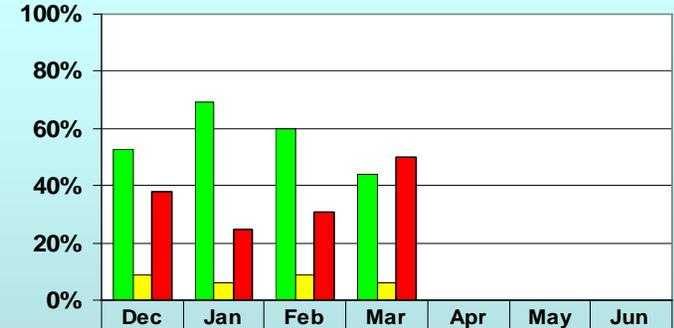
Supplemental

Production SLA Performance



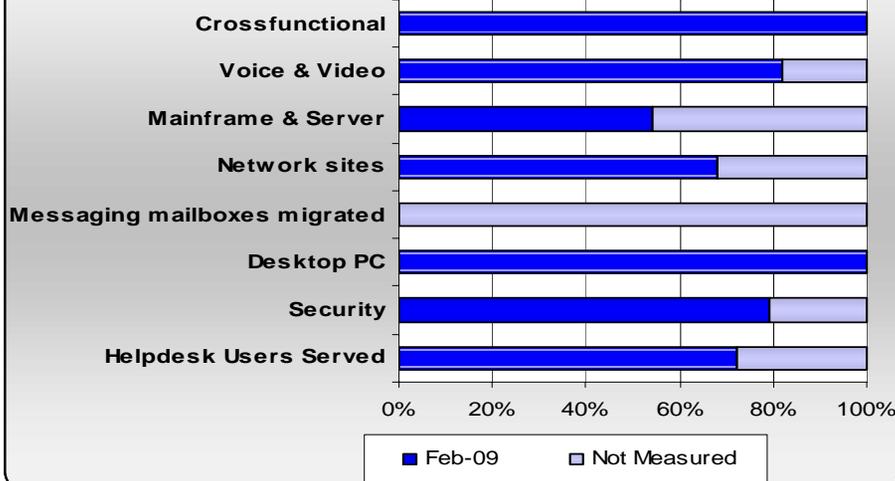
Met or exceeded target	97%	96%	99%	89%			
Failed to reach target within 10%	3%	4%	1%	6%			
Failed to reach target by > 10%	0%	0%	0%	5%			

Interim SLA Performance

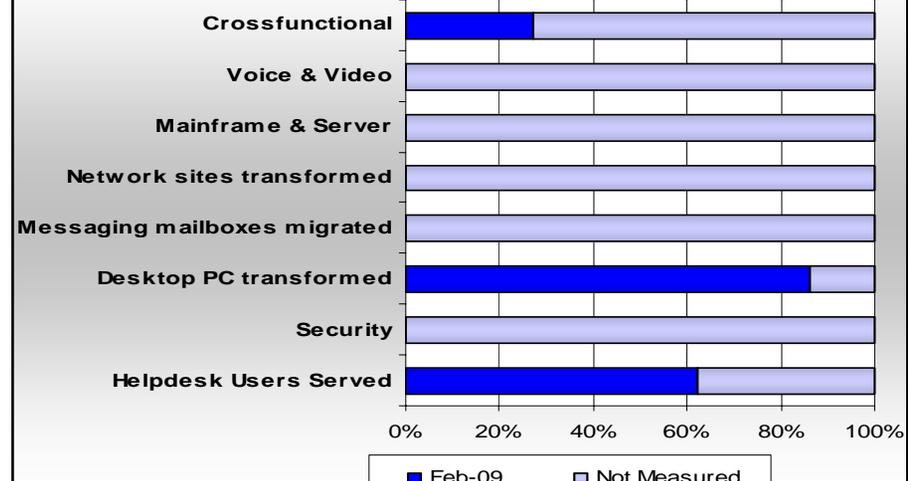


Met or exceeded target	53%	69%	60%	44%			
Failed to reach target within 10%	9%	6%	9%	6%			
Failed to reach target by > 10%	38%	25%	31%	50%			

Production SLA % Coverage



Interim SLA % Coverage



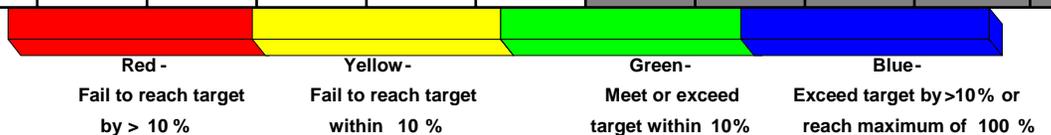
Legacy Central Operations Metrics

Domain	Measure	SLO/SLA	A	M	J	J	A	S	O	N	D	J	F	M
End User	Average Speed to Answer	60 sec	18	22	35	19	*	*	*	*	*	*	*	*
	Call Abandon Rate	< 5%	1.90%	2.21%	3.69%	1.94%	*	*	*	*	*	*	*	*
	Email Response	90% in 60 min*	98.66%	97.33%	90.18%	94.18%	*	*	*	*	*	*	*	*
	First Call Resolution	>70%	86.55%	87.01%	85.71%	84.61%	*	*	*	*	*	*	*	*
	VITA Messaging System Availability	>99.0%	99.98%	99.99%	99.97%	99.81%	100%	100%	99.96%	99.81%	99.99%	99.99%	100%	100%
	Shared Messaging System Availability	>99.0%	100%	99.99%	99.96%	99.99%	100%	99.99%	99.98%	99.78%	99.79%	99.79%	100%	99.88%
Data Center	IBM Mainframe Availability	>99.8%	100%	100%	99.99%	99.99%	*	*	*	*	*	*	*	*
	Unisys Mainframe Availability	>99.8%	100%	99.99%	100%	100%	*	*	*	*	*	*	*	*
	UNIX Server Availability	>99%	99.78%	99.94%	99.99%	99.99%	99.92%	99.99%	99.93%	99.85%	99.98%	99.81%	100%	99.67%
	Windows Server Availability	>99%	99.94%	99.96%	99.92%	99.97%	99.98%	99.96%	99.92%	99.88%	99.70%	99.85%	99.9%	99.98%
Network	Circuits Availability (1,996 COVANET circuits)	99.2%	99.59%	99.57%	99.58%	99.42%	99.40%	99.40%	99.55%	99.65%	99.44%	99.36%	99.66%	**
Security	ACF2 Logon Requests	95%	100%	100%	100%	99.50%	100%	100%	100%	100%	100%	100%	100%	100%
	Security Incident Reporting	95%	100%	100%	100%	100%	100%	100%	100%	*	*	*	*	*

* Covered in SLAs, retiring SLO metric

** Verizon provides actual availability on the 15th of the month by agreement with VITA

Legend



Legacy Field Metrics

	SLO	# Agencies	SLO/SLA	A	M	J	J	A	S	O	N	D	J	F	M	
End User	Average Speed to Answer (DMV and TAX)	2	60 Sec	28.5s	40s	41s	47.50s	97s	85s	26.5s	24s	66s	18s	25s		
	Call Abandonment Rate (DMV and TAX)	2	5.0%	3.3%	3.6%	2.9%	7.0%	7.14%	5.9%	3.9%	3.7%	5.7%	1.40%	2.73%		
	First Call Resolution	2	70.0%	93.7%	88.5%	87.5%	86.9%	84.6%	83.4	81.2%	87.2%	82.5	92.49%	93.79%		
	Average Time On-hold	1	90 Sec	13s	11s	11s	4s	5s	3s	2s	1s	2s	2s	3s		
	Help Desk Password Resets	3	90.0%	96.8%	95.7%	95.8%	95.3%	94.3%	93.0%	98.9	90.8%	92.6	98.6%	98.2%		
	Service via Incident Ticket	1	78.0%	90.7%	86.4%	93.8%	78.4%	89.2%	90.4%	99.3%	76.5%	94.9%	82.5%	99.1%		
	Service via Service Request	2	80.0%	98.4%	98.2%	97.7%	91.3%	95.5%	99.5%	93.7%	92.8%	90.6%	86.5%	87.1%		
	Incident Repair	3	80.0%	93.1%	97.8%	87.6%	87.0%	86.2%	90.4%	88.7%	89.5%	94.7%	78.0%	74.4%		
	Messaging Service	6	99.0%	99.9%	99.99%	99.94%	99.8%	99.9%	99.9%	99.9%	99.9%	99.8%	99.9%	100%	100%	
	Data Center	Windows Mission Critical Servers	6	99.0%	99.9%	99.94%	99.97%	99.8%	99.9%	99.9%	99.9%	99.8%	99.9%	99.7%	99.9%	
RISC/Unix Mission Critical Servers		5	99.0%	100%	99.99%	99.97%	99.8%	99.9%	100%	99.9%	99.7%	99.9%	100%	100%		
Windows Other Server		5	90.0%	99.8%	99.84%	99.91%	99.8%	99.9%	99.9%	99.9%	99.9%	99.9%	99.6%	99.9%		
RISC/Unix Other Servers		3	90.0%	100%	99.99%	99.44%	99.7%	99.8%	99.9%	99.8%	99.1%	100%	100%	99.9%		
QA/Test Systems and Servers		3	90.0%	99.8%	100%	99.98%	99.9%	99.9%	99.9%	99.9%	98.7%	100%	99.5%	100%		
Development Servers		4	90.0%	99.9%	99.99%	99.93%	99.8%	99.9%	99.9%	99.9%	99.9%	100%	100%	99.6%	100%	
Network	Internet Access	5	99.8%	100%	99.99%	100%	100%	99.9%	99/9%	99.9%	100%	100%	99.5%	100%		

Legend



Red - Fail to reach target by > 10%

Yellow - Fail to reach target within 10%

Green - Meet or exceed target within 10%

Blue - Exceed target by >10% or reach maximum of 100%