



IT Infrastructure Partnership Program

Fred Duball and Doug McVicar
Program Directors

July 24, 2009



NORTHROP GRUMMAN

- **Transformation**
- **Service Delivery**
- **Managed Services**

Transformation

Transformation - Plan to complete

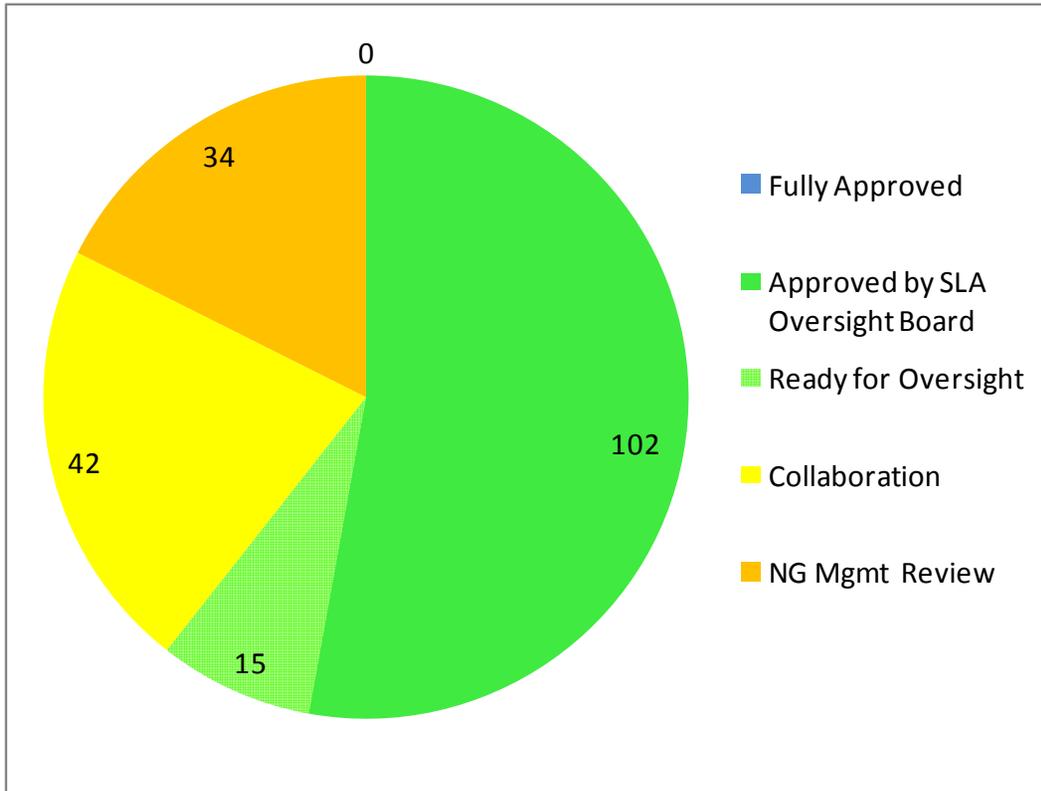
- June 30, 2009 contract date to complete transformation has passed - additional transformation activity remains
 - Schedule re-planning, to include securing agency agreement to transformation schedule in progress – Plan due August 31
- Transformation, despite the challenges of completion, has proceeded at an aggressive pace alongside the transition to a managed services delivery model
- 13 agencies now have more than 90% of tasks related to transformation completed, an increase of 12 agencies since last quarter – this, however, does not represent Service Level implementation
 - Significant acceleration in establishing agency site connectivity to partnership networks has been successful
 - Over 90% of all agency sites now have all transformed circuits in place. As a result, remaining downstream transformation activity can proceed

Transformation Progress

Activity	Q1	Q2	Target*	Percent complete	Comments
Hardware Refresh	33,600	36,102	38,983	93%	Remaining 20,000+ devices to be refreshed under managed services (per plan)
Management Tools					
Inventory Agent	45,000	49,008	61,149	80%	
Software Distribution Agent	45,000	48,329	61,149	79%	
Patch Management Agent	21,234	45,367	61,149	74%	Dependency on multiple transformation elements to allow deployment
Application Metering Agent	14,233	46,096	61,149	75%	
Remote Control Agent	0	0	61,149	0%	Agent deployment on hold to ensure additional security measures are in place prior to deployment
Security Tools					
Antivirus Agent	45,000	45,213	61,149	74%	
Windows Firewall Agent	8,000	56,582	61,149	93%	Progress to stop as agent is replaced by Proventia solution
Proventia Desktop Agent	0	11,232	61,149	18%	Technical complications have slowed agency deployment - replaces Windows firewall solution
Mailbox Transformations	12,500	16,955	61,149	28%	Dependency on network transformation. Activity now accelerated due to network completions.
VCCC Helpdesk users supported	46,505	50,407	61,149	82%	
Network Sites Transformed	1,539	1,809	2,000	90%	Transformed sites includes MPLS and non-MPLS circuits
Sites SLA Measured	916	1,617	1,905	85%	Measurement lag of 45+ days once circuit is installed to allow for full month of data collection

* Target #'s are subject to finalization

SLA Approval Status



- Data for 159 of 193 SLAs are being collected as of June reporting period
- 191 of 193 SLA Data Collection Documents have been drafted pending transformed elements to measure
- Although joint SLA oversight board has agreed to more than half of all DCDs, none have been fully approved
- Revised template finalized by joint team and will be applied to all DCDs

Service Delivery

Service Level Dashboard

	Apr	May	Jun
SLAs Reporting	113	121	159
G	94%	95%	91%
Y	4%	3%	4%
R	2%	2%	5%
SLA Coverage	56%	58%	58%

Legend

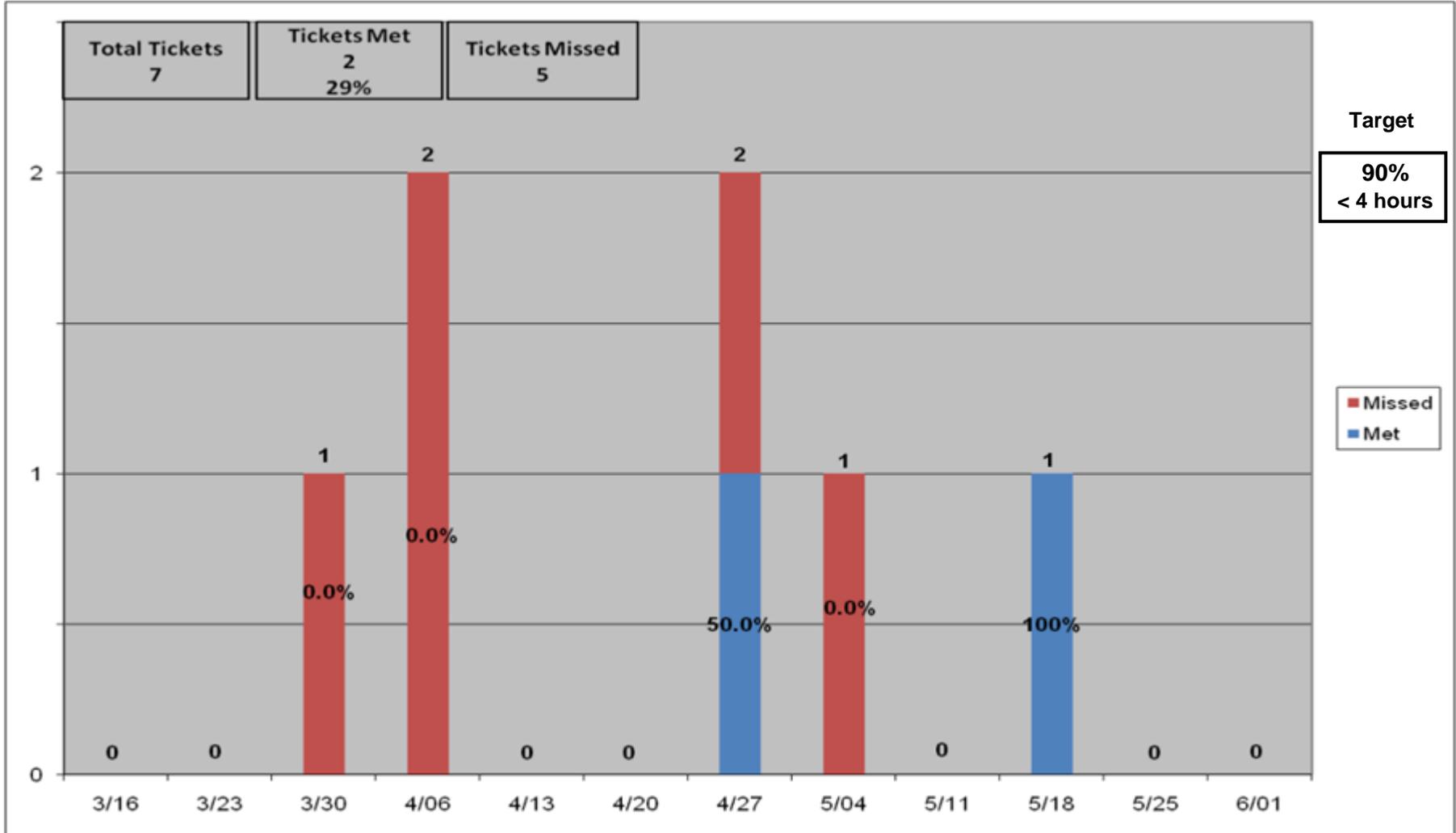


Red --
Fail to reach target
by > 10%

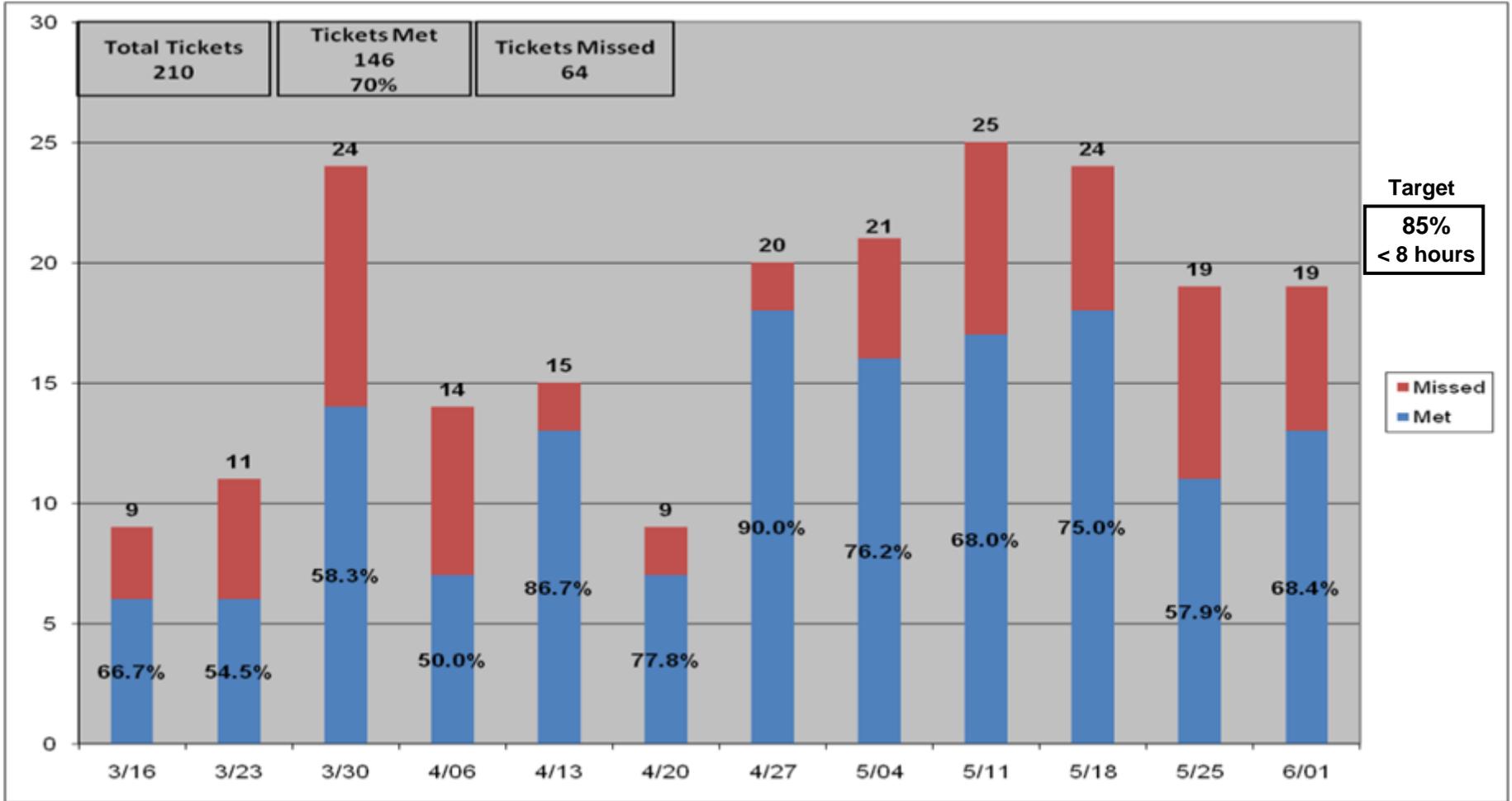
Yellow --
Fail to reach target
within 10%

Green --
Met or exceeded
target

Severity 1 Incidents at CESC & SWESC



Severity 1 Incidents at Remote Locations

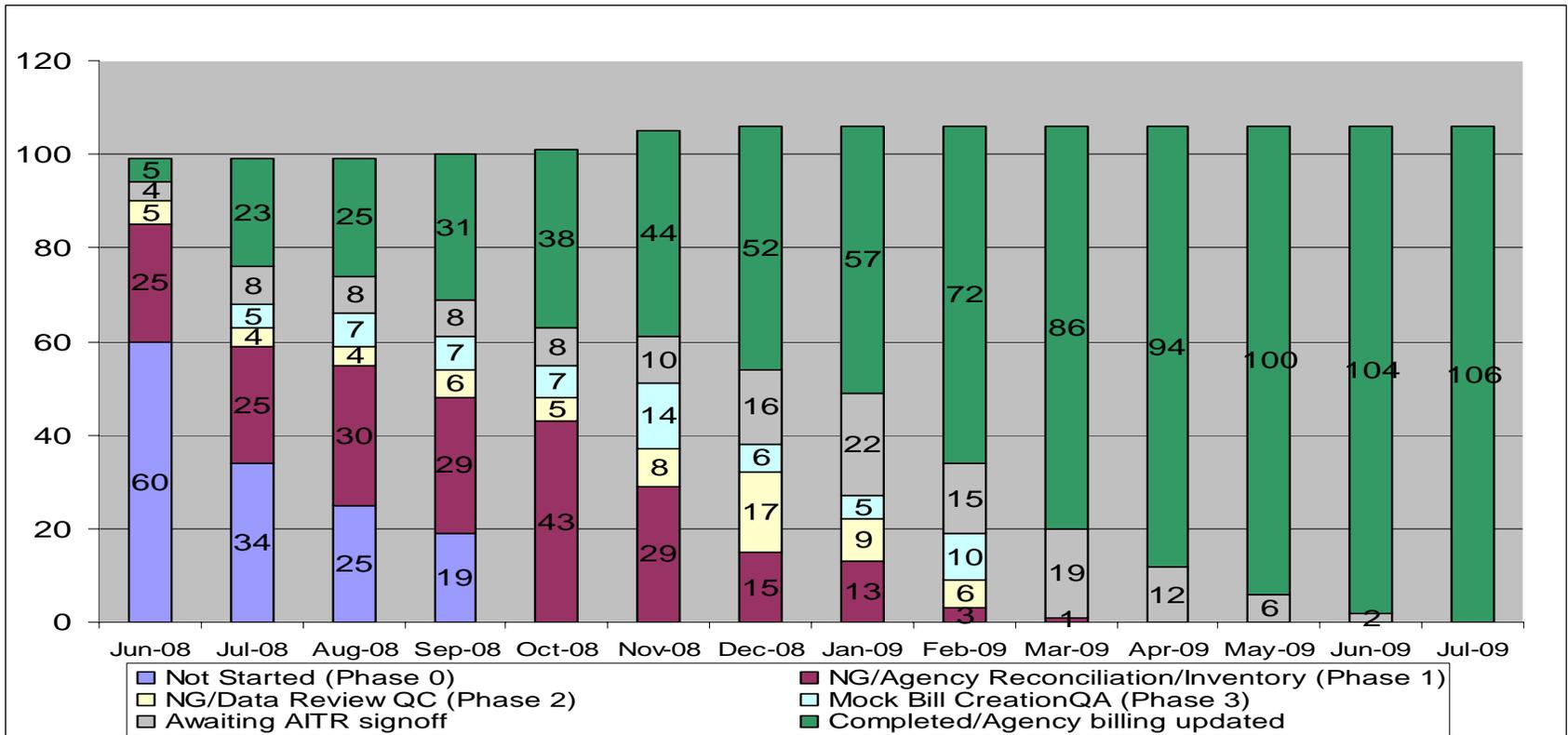


Managed Services

Physical Asset Inventory and Reconciliation

Summary counts (as of July 23):

- 106 –Signoffs – Physical Inventory is essentially complete



Non-Physical Asset Inventory

Activity	Inventory Count (agreed "Q")	Re-Baseline	Comments
CPU / Server Counts	Aug 09	Sep 09	NG continuing to analyze and validate CPU data and is sharing with VITA as available. Currently 70% of servers have CPU information validated by NG. NG's target completion is July. VITA will still then need to validate the data.
Data Ports: Transformed	Aug 09	Sep 09	Active ports counted via electronic means for current transformed sites. VITA will still then need to validate the data.
Data Ports: Legacy	Aug 09	Sep 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. VITA will still then need to validate the data.
Network Storage	Aug 09	Sep 09	Continuing to analyze and validate Storage data and is sharing with VITA as available. NG's target completion is July. VITA will still then need to validate the data.
Lines of Print	Phase 2 – Nov/Dec 09	Nov/Dec 09	VITA and NG pursuing proposal to move all print to DMV. Requires further discussion with DMV and buy-in after VITA approval. Interim plan is to continue the use of the existing CIA RU definition.

Billing Systems & Processes

Re-baselining is a one-time event and must be completed accurately given impact to NG fees for the term of the contract, on-going billing, and VITA rate setting

Re-baselining activity now estimated to be completed by October

- Overcoming previous challenges in providing the Commonwealth with accurate and complete baseline information
- Review and approval of RU DCDs, procedures, and tools on target for 27 of 32 RU groups to complete in October.
- Schedule risks exist for 5 RUs: IMAC PC, PC Support, IMAC Ports, Storage, Microsoft
- Testing dependent on the completion of Billing System, RU DCDs and associated documents
- Until transformation is complete, verification of Q's will be via both automated and manual efforts

Customer disputes with billing accuracy will diminish with increased automation

Actions to Improve Billing Accuracy and Timeliness

- Past Year – many corrective actions taken – limitations based on inventory completion
- Residual Issues
 - Complete documentation on Revenues & Allowable Costs, process for developing federal Cost Allocation Plans, and certain definitions in existing documents
 - Address corrective actions to duplicate inventory information and agency use fields
 - Present accurate & timely bills to agencies to allow allocations of cost
- New “Team” approach
 - Team from NG and VITA have worked out detail plan to get to final invoice.
 - Plan has person by person tasks that have been reviewed by participants.
 - Agree target – mock bill from Northrop Grumman on “hard” assets by end of September (produced in October)
 - First Resource Unit based invoice to VITA for October services.
 - “Soft” and lower priority inventory assets target end of November
- Data integrity, process documentation, agency use data options workplan in draft
- New “Team” approach
 - Team from NG and VITA have worked out detail plan to get to final invoice.
 - Plan has person by person tasks that have been reviewed by participants.
 - Agree target – mock bill from Northrop Grumman on “hard” assets by end of September (produced in October)
 - First Resource Unit based invoice to VITA for October services.
 - “Soft” and lower priority inventory assets target end of November
- Data integrity, process documentation, agency use data options workplan in draft



IT Infrastructure Partnership Program

Fred Duball and Doug McVicar
Program Directors

July 24, 2009



NORTHROP GRUMMAN

Supplemental

	Summary Transformation Progress			Current Tower Transformation Progress					
	Q1 '09	Q2 '09	07/17/09	Network	Desktop	Messaging	Server		Help Desk
							Transform	Relocation	
Total - All Agencies	57%	70%	73%	93%	73%	37%	91%	78%	96%
Accounts	53%	56%	58.0%	98%	100%	12%	100%	19%	100%
Aging	91%	96%	96.4%	100%	100%	100%	100%	100%	100%
Agriculture and Consumer Services	53%	85%	84.9%	73%	100%	81%	100%	100%	100%
Alcoholic Beverage Control	61%	73%	73.7%	100%	100%	19%	100%	90%	100%
Attorneys' Services Council	65%	94%	94.0%	100%	100%	100%	100%	100%	100%
Aviation	59%	64%	65.5%	100%	100%	1%	100%	73%	100%
Blind and Vision Impaired	55%	79%	82.7%	100%	100%	91%	100%	88%	100%
Board for People with Disabilities	42%	75%	81.0%	100%	100%	90%	100%	100%	100%
Board of Accountancy	41%	56%	58.3%	100%	100%	1%	89%	19%	100%
Board of Elections	46%	57%	59.8%	100%	100%	3%	100%	100%	100%
Board of Towing and Recovery Operators	91%	96%	96.5%	100%	100%	100%	100%	100%	100%
Business Assistance	71%	87%	96.0%	100%	100%	100%	100%	100%	100%
Center for Behavioral Rehabilitation	74%	81%	81.3%	100%	100%	39%	100%	57%	100%
Charitable Gaming	54%	82%	84.8%	100%	100%	86%	100%	100%	100%
Chippokes Plantation Farm Foundation	74%	92%	91.8%	100%	100%	86%	100%	100%	100%
Commission for the Arts	43%	49%	49.5%	0%	100%	2%	100%	19%	100%
Compensation Board	50%	60%	62.9%	100%	100%	12%	100%	100%	100%
Comprehensive Services for At-Risk Youth and Families	68%	78%	78.3%	100%	100%	0%	100%	100%	100%
Conservation and Recreation	58%	80%	81.9%	100%	100%	74%	100%	83%	100%
Correctional Education	54%	72%	75.9%	97%	100%	71%	100%	84%	59%
Corrections	55%	72%	74.9%	98%	100%	53%	100%	79%	98%

	Summary Transformation Progress			Current Tower Transformation Progress					
	Q1 '09	Q2 '09	07/17/09	Network	Desktop	Messaging	Server		Help Desk
							Transform	Relocation	
Total - All Agencies	57%	70%	73%	93%	73%	37%	91%	78%	96%
Council of Higher Education	49%	51%	50.8%	27%	100%	0%	100%	19%	100%
Criminal Justice Services	48%	69%	69.6%	100%	100%	5%	100%	100%	100%
Deaf and Hard-of-Hearing	78%	88%	93.7%	100%	100%	89%	100%	100%	100%
Education	65%	81%	81.1%	96%	100%	99%	100%	55%	100%
Emergency Management	44%	57%	57.9%	55%	57%	7%	100%	89%	100%
Employment Commission	42%	66%	66.2%	92%	94%	48%	48%	67%	100%
Employment Dispute Resolution	82%	95%	96.0%	100%	100%	100%	100%	100%	100%
Enterprise Application Program	39%	69%	69.5%	41%	84%	3%	100%	100%	99%
Environmental Quality	56%	87%	89.7%	100%	100%	85%	100%	100%	100%
Fire Programs	54%	64%	65.4%	17%	100%	2%	100%	86%	100%
Forensic Science	39%	26%	26.6%	0%	0%	3%	100%	72%	0%
Forestry	61%	76%	76.2%	100%	100%	9%	100%	76%	100%
Frontier Culture Museum	49%	67%	79.2%	100%	100%	0%	100%	100%	100%
Game and Inland Fisheries	65%	88%	89.2%	98%	100%	99%	100%	72%	100%
General Services	55%	72%	74.0%	76%	100%	81%	100%	100%	100%
Gunston Hall	73%	93%	95.1%	100%	100%	90%	100%	100%	100%
Health	70%	86%	87.7%	99%	100%	100%	100%	84%	100%
Health Professions	60%	75%	78.8%	100%	92%	22%	100%	85%	100%
Historic Resources	51%	68%	69.0%	99%	100%	0%	100%	22%	100%
Housing and Community Development	42%	75%	89.0%	100%	100%	56%	100%	100%	100%
Human Resource Management	52%	63%	64.0%	100%	100%	35%	100%	19%	100%
Human Rights Council	61%	83%	83.5%	100%	100%	16%	100%	100%	100%
Information Technologies Agency	70%	76%	79.1%	96%	100%	50%	80%	100%	100%

	Summary Transformation Progress			Current Tower Transformation Progress					
	Q1 '09	Q2 '09	07/17/09	Network	Desktop	Messaging	Server		Help Desk
							Transform	Relocation	
Total - All Agencies	57%	70%	73%	93%	73%	37%	91%	78%	96%
Innovative Technology Authority	49%	63%	63.6%	100%	100%	1%	100%	71%	100%
Jamestown-Yorktown Foundation	61%	71%	71.6%	100%	100%	0%	100%	49%	100%
Juvenile Justice	92%	97%	97.4%	100%	100%	100%	100%	100%	100%
Labor and Industry	65%	76%	90.8%	100%	65%	100%	100%	84%	100%
Library	67%	72%	74.0%	99%	94%	98%	100%	21%	100%
Marine Resources Commission	69%	78%	79.6%	100%	100%	12%	100%	93%	100%
Medical Assistance Services	46%	41%	48.7%	0%	88%	1%	100%	54%	100%
Mental Health, Mental Retardation, and Substance Abuse Services	61%	74%	77.0%	100%	100%	69%	100%	75%	100%
Military Affairs	56%	69%	77.4%	98%	100%	0%	100%	100%	100%
Mines, Minerals, and Energy	48%	60%	62.4%	100%	100%	13%	100%	36%	100%
Minority Business Enterprise	83%	96%	96.7%	100%	100%	100%	100%	100%	100%
Motor Vehicle Dealer Board	42%	45%	57.5%	100%	100%	0%	100%	19%	100%
Motor Vehicles	38%	54%	62.3%	99%	11%	33%	62%	82%	60%
Museum of Fine Arts	69%	83%	83.8%	100%	100%	100%	100%	45%	100%
Museum of Natural History	58%	67%	76.9%	99%	100%	0%	100%	20%	100%
Office of the Governor	36%	39%	40.6%	0%	100%	0%	100%	100%	100%
Planning and Budget	72%	63%	71.5%	54%	100%	10%	100%	100%	100%
Professional and Occupational Regulation	56%	71%	72.6%	100%	100%	1%	100%	87%	100%
Racing Commission	93%	94%	94.7%	100%	100%	100%	100%	100%	100%
Rail and Public Transportation	53%	79%	82.0%	100%	100%	8%	100%	100%	100%
Rehabilitative Services	64%	78%	81.3%	100%	100%	81%	100%	92%	100%
Rehabilitation Center for Blind & Vision Impaired	56%	85%	91.8%	98%	100%	89%	100%	100%	100%
School for Deaf and Blind at Staunton	42%	50%	58.5%	97%	100%	0%	100%	19%	100%

	Summary Transformation Progress			Current Tower Transformation Progress					
	Q1 '09	Q2 '09	07/17/09	Network	Desktop	Messaging	Server		Help Desk
							Transform	Relocation	
Total - All Agencies	57%	70%	73%	93%	73%	37%	91%	78%	96%
School for Deaf, Blind, and Multi-Disabled at Hampton	61%	100%	100.0%	100%	100%	100%	100%	100%	100%
Science Museum	68%	72%	74.5%	97%	100%	1%	100%	100%	100%
Secretary of Administration	54%	55%	56.8%	0%	100%	0%	100%	100%	100%
Secretary of Agriculture and Forestry	55%	55%	57.0%	0%	100%	0%	100%	100%	100%
Secretary of Commerce and Trade	55%	55%	57.0%	0%	100%	0%	100%	100%	100%
Secretary of Education	55%	56%	57.1%	0%	100%	0%	100%	100%	100%
Secretary of Finance	55%	55%	57.0%	0%	100%	0%	100%	100%	100%
Secretary of Health and Human Resources	55%	55%	57.0%	0%	100%	0%	100%	100%	100%
Secretary of Natural Resources	55%	55%	57.0%	0%	100%	0%	100%	100%	100%
Secretary of Public Safety	55%	64%	66.0%	47%	100%	0%	100%	100%	100%
Secretary of Technology	55%	55%	57.0%	0%	100%	0%	100%	100%	100%
Secretary of the Commonwealth	54%	55%	56.2%	0%	100%	0%	100%	100%	100%
Secretary of Transportation	55%	55%	57.0%	0%	100%	0%	100%	100%	100%
Sitter & Barefoot Veterans Care Center	55%	74%	92.8%	98%	100%	100%	100%	100%	100%
Social Services	56%	78%	81.2%	98%	99%	46%	100%	96%	100%
State Police	12%	23%	24.6%	27%	19%	0%	100%	41%	0%
Taxation	61%	78%	84.4%	100%	100%	63%	100%	95%	99%
Transportation	55%	60%	62.1%	99%	44%	32%	100%	56%	100%
Treasury	51%	55%	56.2%	100%	100%	0%	100%	20%	100%
Veterans Care Center	50%	73%	75.1%	97%	100%	0%	100%	84%	100%
Veterans Services	53%	59%	63.7%	90%	100%	0%	100%	16%	100%
Virginia Outdoor Foundation	42%	81%	88.7%	90%	80%	89%	100%	100%	100%
Virginia War Memorial	54%	93%	94.1%	100%	100%	100%	100%	100%	100%

SLA Summary – Performance Credit Eligible

					2009					
Tower	SLA #	Measure	SLA Target	% Reporting	J	F	M	A	M	J
Cross Functional	1.11	Mainframe and Peripherals	Mainframe 90% < 2 hrs	100%			Note A	Note A	Note A	0%
	1.12	Severity 1	90% < 4 hrs	100%	37.5%	20%	36%	80%	66.6%	100%
	1.13	Severity 2	95% < 8 hrs	79%	85.6%	75%	85%	84%	82.6%	86%
	1.14	Severity 3	95% < 16 bus. hrs	79%	79.4%	63.6%	63%	74%	80.7%	91%
	1.15	Severity 4	95%	79%	100%	100%	100%	100%	100%	100%
	1.16	Root Cause Analysis Reporting	95% < 24 bus. hrs	79%			0%	5%	16%	70%
	1.21	Severity 1	85% < 8 hrs	100%	62%	62.2%	61%	91%	71%	75%
	1.22	Severity 2	90% < 16 hrs	79%	80.7%	74.7%	78%	84%	79.8%	92%
	1.23	Severity 3	90% < 18 bus. hrs	79%	78.8%	63.4%	68%	82%	83.6%	86%
	1.24	Severity 4	95%	79%	100%	100%	100%	100%	100%	100%
	1.25	Root Cause Analysis Reporting	95% < 24 bus. hrs	79%			0%	19%	38.8%	74%

Data preceding blue line denotes interim data collected prior to PCE status

Note A: No Instances during the reporting interval



SLA Summary – Performance Credit Eligible

Tower	SLA #	Measure	SLA Target	% Reporting	2009					
					J	F	M	A	M	J
Cross Functional	1.31	Incremental Backup (CESC)	99%	100%	99%	99%	99%	99%	99%	99%
	1.32	Incremental Backup	99%	100%					99.5%	99%
	1.33	Full Backup Summary (CESC)	99%	100%	99%	99%	99%	99%	99%	99%
	1.34	Full Backup	99%	100%					99.2%	99%
	1.35	Archive Backup Summary (CESC)	99%	100%	99%	99%	100%	100%	99%	100%
	1.36	Full Archive	99%	100%					99.9%	100%
	1.37	Full Backup - Remote Locations	99%	0%						Note A
	1.38	Full Archive - Remote Locations	99%	0%						Note A
	1.41	Restore Services – Restore Request for Production Data in CESC	95%	100%	100%	100%	100%	83%	100%	100%
	1.42	Restore Services – Restore Request for Production Data in CESC and SWESC	95%	100%					Note A	100%
	1.43	Restore Services – Restore Request for Production Data in Remote Sites	95%	0%						Note A
	1.44	Restore Services – Restore Request Recovery of Off-site Stored Data	95%	0%						Note A

Data preceding blue line denotes interim data collected prior to PCE status

Note A: No Instances during the reporting interval

Legend



SLA Summary – Performance Credit Eligible

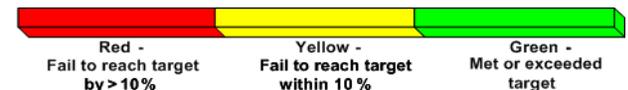
Tower	SLA #	Measure	SLA Target	% Reporting	2009					
					J	F	M	A	M	J
Cross Functional	1.51	Disaster Recovery - BIA Application Type 1 Recovery Time	98%	100%	Note A					
	1.52	Disaster Recovery - BIA Application Type 2 Recovery Time	98%	100%	Note A					
	1.53	Disaster Recovery - BIA Application Type 3 Recovery Time	98%	100%	Note A					
	1.54	Disaster Recovery - BIA Application Type 4 Recovery Time	98%	100%	Note A					
	1.55	Disaster Recovery - BIA Application Type 5 Recovery Time	98%	100%	Note A					
	1.56	Disaster Recovery - BIA Application Type 6 Recovery Time	98%	100%	Note A					
	1.61	Accuracy of Data in Asset Tracking Database – Serial Number	95%	79%					Note H	Note H
	1.62	Accuracy of Data in Asset Tracking Database – Location	95%	79%					Note H	Note H
	1.63	Accuracy of Data in Asset Tracking Database – Hardware/Software Configuration	95%	79%					Note H	Note H
	1.71	Scheduled Survey – End User Satisfaction Rate	80%	79%					Note L	Note L

Note A: No Instances during the reporting interval

Note H: Reported Quarterly, No Report for June 2009

Note L: Reported Semi-Annually, No Report for June 2009

Legend

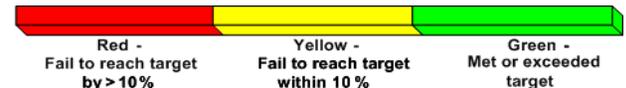


SLA Summary – Performance Credit Eligible

Tower	SLA #	Measure	SLA Target	% Reporting	2009					
					J	F	M	A	M	J
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	90%	100%	Note A					
	2.13	Application Operations & Maintenance - Service Requests	90% - 95% in Month 7	100%	100%	100%	100%	100%	100%	100%
	2.14	Project Milestones Completed for Critical and Non-Critical Milestones	95%	100%	Note A					
	2.15	Project Milestones Completed for Critical and Non-Critical Milestones	95%	100%						Note A
	2.16	Quality # Errors or Defects/Number of Changes	95%	100%						Note A
	2.17	CMMI Compliance # Items Assessed	95%	100%						Note A
	2.21	Application Availability	99%	100%	100%	100%	100%	100%	100%	100%
	2.22	Application Development – Service Requests	90% - 95% in Month 7	100%	100%	100%	100%	100%	100%	100%
	2.23	Quality # Errors or Defects/Number of Changes	95%	100%	Note A					
	2.24	CMMI Compliance # Items Assessed	95%	100%	Note A					

Note A: No Instances during the reporting interval

Legend



SLA Summary – Performance Credit Eligible

Tower	SLA #	Measure	SLA Target	% Reporting	2009					
					J	F	M	A	M	J
Security	3.11	Global Systems Security Request	95%	100%						Note A
	3.12	Security Patches & Anti-Virus Updates	95%	14%					Note A	100%
	3.21	Firewall Administration	90%	100%	99%	94%	95%	93%	96%	90%
	3.31	Security Intrusion Detection – Availability	99.6%	100%	Note A	100%	100%	100%	100%	100%
	3.32	Security Intrusion Detection – HIDS-HIPS - Availability	99.6%	18%	Note A	100%	100%	100%	100%	100%
	3.33	Security Intrusion Detection (NIDS/HIPS – Priority 1/2)	90%	100%	Note A	100%	Note A	100%	100%	100%
	3.34	Security Intrusion Detection - HIDS-HIPS - Review Priority 1 and 2 Alerts, Notify and Respond	95%	18%	Note A	100%	100%	100%	100%	Note A
	3.35	Security Intrusion Detection - NIDS-NIPS/HIDS-HIPS Changes	90%	19%	100%	Note A	100%	100%	100%	100%
	3.41	Security Vulnerabilities & Penetration - Testing of Vulnerabilities	98%	48%	92%	98%	100%	99%	99%	100%

Legend



Data preceding blue line denotes interim data collected prior to PCE status

Note A: No Instances during the reporting interval Note G: No data was recorded for SLA May 2009

SLA Summary – Performance Credit Eligible

Tower	SLA #	Measure	SLA Target	% Reporting	2009					
					J	F	M	A	M	J
Help Desk	4.11	Automated Password Support	99.9%	26%	100%	100%	100%	100%	100%	100%
	4.12	Availability - End User Support	99.9%	79%	100%	99.1%	100%	100%	100%	100%
	4.13	IT Operations and Technical Support	99.9%	79%					100%	100%
	4.14	On Call IT Operations and Technical Support 99.9% =< 15 minutes	99.9%	79%	100%	100%	100%	100%	99.9%	100%
	4.21	Average Speed to Answer	60 sec	79%	18s	25s	56s	36s	46s	52s
	4.22	VIP Response Time (Percent < 15 min)	**	100%	7%	37%	40%	88%	56%	0%
	4.23	VIP Time To Resolve (Percent < 12 bus hrs)	**	100%	100%	48%	52%	85%	71%	100%
	4.24	Average Call Abandon Rate	<= 5%	79%	1%	2%	6%	3%	4%	5.6%

Data preceding blue line denotes interim data collected prior to PCE status

** For Reporting Purposes Only



SLA Summary – Performance Credit Eligible

Tower	SLA #	Measure	SLA Target	% Reporting	2009					
					J	F	M	A	M	J
Help Desk	4.25	Average Email Response Speed =< 1 hour response time	90%	79%	93%	89%	79%	88%	95%	91%
	4.26	Average Voicemail Response Rate =< 30 Minutes Response Time	90%	79%				Note A	Note A	Note A
	4.31	Average First Call Resolve Rate	70%	79%	92%	93%	95%	95%	92%	93%
	4.32	Average Shrink Wrap Resolutions 90% =< 2 hours	90%	79%	51%	59%	78%	69%	69%	72%
	4.33	Incident Closure Notice (via email and/or phone)	100%	79%		94%	99%	99%	99%	99%
	4.41	New User Account 1-5	95%	28%	78%	64%	90%	98%	100%	100%
	4.42	New User Account 6-20	95%	28%	Note A	Note A	100%	100%	100%	100%
	4.43	New User Account 20+	95%	28%	Note A	Note A	100%	Note A	100%	100%
	4.44	Automated Password Resets	100% < 5 Min	27%	Note A	100%	100%	100%	100%	100%
	4.45	Privilege Changes	90%	27%	77%	77%	97%	95%	100%	100%
	4.46	Disable Access - Domain	95%	28%	Note A	Note A	100%	100%	100%	100%
	4.47	Disable Access - Other	95%	28%	Note A	Note A	100%	Note A	100%	100%

Data preceding blue line denotes interim data collected prior to PCE status

Legend



Red - Fail to reach target by > 10%

Yellow - Fail to reach target within 10%

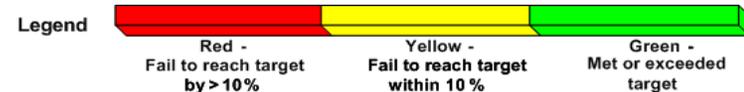
Green - Met or exceeded target

SLA Summary – Performance Credit Eligible

Tower	SLA #	Measure	SLA Target	% Reporting	2009					
					J	F	M	A	M	J
Desktop	5.11	On-site Dispatch Response Time	90%	79%	Note A	SLA Met				
	5.12	Advanced Exchange	90%	79%	Note A	Note A	Note A	Note A	Note A	Note A
	5.13	Break-Fix Repairs / Depot Repair	90%	79%	Note A	Note A	Note A	Note A	Note A	Note A
	5.21	IMAC 1-10	90%	100%	91.5%	56.8%	83%	90%	87.3%	91%
	5.22	IMAC 11-15	90%	100%	Note A	100%	100%	100%	100%	100%
	5.23	IMAC – Urget Request	90%	100%				Note A	Note A	Note A

Data preceding blue line denotes interim data collected prior to PCE status

Note A: No Instances during the reporting interval

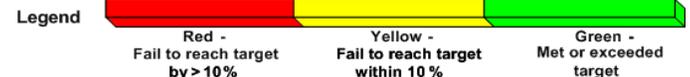


SLA Summary – Performance Credit Eligible

Tower	SLA #	Measure	SLA Target	% Reporting	2009					
					J	F	M	A	M	J
Desktop	5.31	Software Installations / Core Software	90%	0%	Note A					
	5.32	Software Installations / Operating System (including service packs and non-critical security patches)	90%	0%	Note A	Note A	100%	Note A	Note A	Note A
	5.33	Software Installations / Agency-Specific Software	90%	0%	Note A	Note A	100%	Note A	Note A	Note A
	5.34	Software Installations / Core Software (messaging ,browser , etc)	90%	0%	Note A					
	5.41	Procurement of new devices	95%	100%	Note A					
	5.51	Desktop System Update/Refresh Desktops	90%	100%	Note A					
	5.52	Desktop System Update/Refresh Laptops	90%	100%	Note A					
	5.53	Desktop/System Updates-Refresh/Hand-held	90%	100%					Note A	Note A

Data preceding blue line denotes interim data collected prior to PCE status

Note A: No Instances during the reporting interval



SLA Summary – Performance Credit Eligible

Tower	SLA #	Measure	SLA Target	% Reporting	2009					
					J	F	M	A	M	J
Messaging	6.11	Messaging Services for Microsoft Exchange	2 hrs	28%			32 min	0 min	0 min	54 min
	6.21	Internal Delivery - Production Exchange	99%	28%					73%	100%
	6.31	Implement Service Packs & Updates to 'dot' Releases	90%	28%					Note A	Note A
	6.32	Implement Version or Major Release Updates	90%	28%					Note A	Note A
	6.33	Messaging Monitoring & Management - Polling	99%	28%						3.2%
	6.34	Messaging Monitoring & Management – Monitor Threshold Exceeded	99%	28%						Note A
	6.35	Messaging Services Performance Management Reporting	99%	28%						100%
	6.36	Messaging Environment and Procedures Document Repository	99%	28%						Note A
	6.41	“Dial Tone” Messaging Service Recovery	95%	28%					Note A	Note A
	6.42	Email Messaging Service Recovery	95%	28%					Note A	Note A

Data preceding blue line denotes interim data collected prior to PCE status

Note A: No Instances during the reporting interval

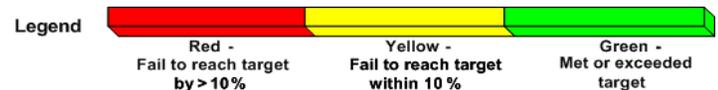


SLA Summary – Performance Credit Eligible

Tower	SLA #	Measure	SLA Target	% Reporting	2009					
					J	F	M	A	M	J
Mainframe & Server	7.11	Mainframe OS (Class 1) Availability	99.8%	100%	100%	100%	100%	100%	100%	99.8%
	7.12	CESC/Mainframe Production Sub-Systems – IBM Availability	99.5%	100%	99.9%	99.9%	99.9%	99.9%	99.9%	99.9%
	7.13	CESC/Mainframe Production Sub-Systems - Unisys	99.5%	100%	100%	100%	100%	100%	99.9%	99.5%
	7.14	Systems Availability – CESC Windows Production Servers	99.5%	21%	99.9%	100%	99.9%	99.9%	100%	99.9%
	7.15	Systems Availability – CESC UNIX Production Servers	99.5%	17%	Note B	Note B	Note B	100%	100%	99.9%
	7.16	Systems Availability – CESC QA & Test Servers	98%	6%	Note B	Note B	Note B	100%	100%	100%
	7.17	Systems Availability – CESC Development Servers	99%	10%	Note B	Note B	Note B	100%	100%	100%

Note A: No Instances during the reporting interval

Note B: No Performance Credit Eligible Infrastructure to measure



SLA Summary – Performance Credit Eligible

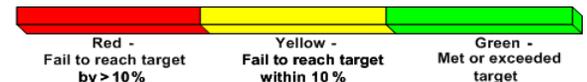
Tower	SLA #	Measure	SLA Target	% Reporting	2009					
					J	F	M	A	M	J
Mainframe & Server	7.21	Systems Availability – All Mainframe OS (Class 1)	99.8%	100%					100%	99.8%
	7.22	Systems Availability – All Mainframe Production Subsystems – IBM	99.5%	100%					99.9%	99.9%
	7.23	Systems Availability – All Mainframe Production Subsystems – Unisys	99.5%	100%					100%	99.5%
	7.24	Systems Availability – All Production Windows Server Instances	99.5%	17%					99.9%	99.8%
	7.25	Systems Availability – All Unix Production Servers	99.5%	10%					100%	99.9%
	7.26	Systems Availability – All QA & Test Servers	98%	3%					100%	100%
	7.27	Systems Availability – All Development Servers	98%	9%					100%	99.9%
	7.31	Production Mainframe Online System Response Time	80% to 99%	100%	Target Met					
	7.32	Application Platform Online Resp. Time – Intel and UNIX	90% <= 1s 95% <= 1.5s 100% <= 3s	0%	Note A					
	7.33	Application Platform Online Resp. Time – Intranet/Extranet Web Services	80% <= 1.5s 95% <= 2.5s 99.9% <= 3.5s	0%	Note A					

Data preceding blue line denotes interim data collected prior to PCE status

Note A: No Instances during the reporting interval

Note B: No Performance Credit Eligible Infrastructure to measure

Legend



SLA Summary – Performance Credit Eligible

Tower	SLA #	Measure	SLA Target	% Reporting	2009					
					J	F	M	A	M	J
Mainframe & Server	7.34	Application Platform Online Resp. Time – Internet Web Service	50% <= 5s	2%	Note B	Note B	Note B	Target Met		Note A
			80% <= 30s							
			95%							
	7.36	Production Mainframe Online System Response Time	SLA Met	100%					SLA Met	SLA Met
	7.37	Application Platform Online Response Time – Intel & Unix	SLA Met	0%						Note A
	7.38	Application Platform Online Response Time – Intranet/Extranet Web Services	SLA Met	0%						Note A
	7.39	Application Platform Online Response Time – Internet Web Service	SLA Met	2%					Note A	Note A
	7.41	Mainframe Production Scheduled Batch	99.5%	100%	100%	100%	100%	100%	100%	100%
	7.42	Batch Processing – Demand Production	95%	100%	99%	99%	99%	99%	99%	99%
	7.43	Batch Processing – Demand Test Batch	95%	100%						99%
7.44	Batch Processing – Setup or Modify Job Scheduler Definitions or Dependencies	99.5%	100%	100%	100%	100%	Note A	100%	100%	
7.45	Batch Processing – One Time Schedule Change	99.5%	100%	100%	100%	100%	100%	100%	100%	

Note A: No Instances during the reporting interval

Note B: No Performance Credit Eligible Infrastructure to measure

Legend



SLA Summary – Performance Credit Eligible

Tower	SLA #	Measure	SLA Target	% Reporting	2009						
					J	F	M	A	M	J	
Mainframe & Server	7.51	Mainframe Print within Richmond Metro Area	99%	100%							100%
	7.52	Mainframe Print Delivery outside Richmond Metro Area	99%	100%							Note A
	7.53	Mainframe Print – Remote Delivery of Print Queue	99%	100%							Note A
	7.61	Notify of Priority 1 Outage to Helpdesk	99.50%	100%			66.6%	Note A	Note A	Note A	Note A
	7.62	Notify of Priority 2 & 3 Outage to Helpdesk	99.50%	100%			61.9%	100%	70.73%	96%	96%
	7.71	Allocate Additional Server Storage Resources	99%	0%					Note A	Note A	Note A
	7.72	On Demand Disk Storage Capacity Change Requests	99%	0%					Note A	Note A	Note A
	7.73	Storage Administration Request (Work Pack, Pools)	99%	0%					Note A	Note A	Note A
	7.74	Capacity/Performance Trend Analysis and Reporting	99%	100%							100%
	7.81	Implementation of Service Packs and Updates to "dot" Releases	90%	0%					Note A	Note A	Note A
	7.82	Implementation of Version or Major Release Updates	95%	0%					Note A	Note A	Note A
	7.85	Mainframe & Server Hardware Refresh	99%	0%					Note A	Note A	Note A

Data preceding blue line denotes interim data collected prior to PCE status

Note A: No Instances during the reporting interval



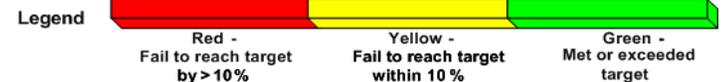
SLA Summary – Performance Credit Eligible

Tower	SLA #	Measure	SLA Target	% Reporting	2009					
					J	F	M	A	M	J
Mainframe & Server	7.91	Database Administration-Allocate Additional Storage Space	Procedures Manual	0%					Note A	Note A
	7.92	Database Administration- Instance Creation and Refresh	99%	0%					Note A	Note A
	7.93	Database Administration- Data Definition Requests	99%	100%					33.3%	30%
	7.94	Database Administration- Schema Changes and Stored Procedures	99%	0%					Note A	Note A
	7.95	Database Administration- Recovery	99%	0%					Note A	Note A
	7.96	Refresh – Individual Requisite Patches per Database	99%	0%			Note A	Note A	Note A	Note A
	7.97	Refresh – Service Packs and Updates to “dot” Release	99%	0%			Note A	Note A	Note A	Note A
	7.98	Refresh – Version or Major Release Updates	99%	0%			Note A	Note A	Note A	Note A
Chargeback	28.11	Accuracy – quantity of error-free chargeback statements generated and distributed to correct Eligible Customers	95%	0%						Note B
	28.12	Timeliness – time to generate and distribute statements to Eligible Customers	95%	0%						Note B

Data preceding blue line denotes interim data collected prior to PCE status

Note A: No Instances during the reporting interval

Note B: No Performance Credit Eligible Infrastructure to measure



SLA Summary – Per Site

Tower	SLA #	Measure	SLA Target	% Reporting	2009					
					J	F	M	A	M	J
*Network	8.11	WAN Connectivity – Large	99.95%	85%	0/30	1/30	2/26	0/40	3/47	3/46
	8.12	WAN Connectivity – Medium	99.90%	85%	11/150	9/ 171	11 / 214	6/260	11/272	16/302
	8.13	WAN Connectivity – Small - Critical	99.90%	100%	0/0	0/0	0/0	0/0	0/0	0/0
	8.14	WAN Connectivity – Small	99.85%	85%	64/ 601	22/ 628	43/676	31/697	51/ 700	71/685
	8.20	Special High Availability Site	99.99%	100%	Note A	Note A	Note A	Note A	Note A	Note A
	8.30	Network Availability Internet Access	99.9%	85%	Note A	Note A	Note A	Note A	100%	100%
	8.40	Router Connectivity – Large	99.95%	85%	1/30	0/30	0/26	0/40	1/47	0/46
	8.41	Router Connectivity – Medium	99.95%	85%	1/150	0/171	2/214	0/260	2/272	5/302
	8.42	Router Connectivity – Small - Critical	99.95%	100%	0/0	0/0	0/0	0/0	0/0	0/0
	8.43	Router Connectivity – Small	99.70%	85%	6/ 601	0/ 628	3/676	4/697	9/ 700	4/685

Note A: No Instances during the reporting interval

Per Event Legend



Red -
< 80 %

Yellow -
80% - 90 %

Green -
90% - 100%

Fail/Total

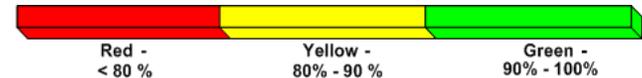
SLA Summary – Per Site

Tower	SLA #	Measure	SLA Target	% Reporting	2009					
					J	F	M	A	M	J
Network	8.50	LAN Connectivity – Large	99.70%	81%	0/0	1/30	1/26	2/40	2/47	5/46
	8.51	LAN Connectivity – Medium	99.70%	81%	1/ 150	6/ 171	3/214	3/260	1/ 272	10/301
	8.52	LAN Connectivity – Small - Critical	99.70%	100%	0/0	0/0	0/0	0/0	0/0	0/0
	8.53	LAN Connectivity – Small	99.70%	81%	0/ 601	4/ 628	4/676	0/697	1/ 700	2/685
	8.60	VPN - Remote End User Connection - Availability	99.7%	100%	Note A	Note A	Note A	Note A	Note A	100%
	8.61	VPN – Branch to Branch Connection	99.9%	100%	Note A	Note A	Note A	Note A	100%	100%
	8.70	Remote Access – Analog / ISDN – Availability	99.7%	100%	0/1	Note A	Note A	Note A	0/1	100%
	8.71	Firewall Availability	99.9%	100%	Note A	0/6	0/6	1/6	0/6	0/6
	8.72	IDS – Availability	99.7%	100%	Note A	0/10	0/10	0/10	0/10	0/10
	8.81	Network Transit Delay	< 80ms RTD	74%	123/ 781	134/ 1170	5/1051	4/1144	9/1378	6/1399

Note A: No Instances during the reporting interval

8.81: Primary data source unavailable. Alternate data source utilized.

Per Event Legend



Fail/Total

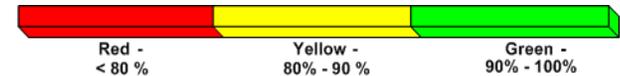
SLA Summary – Per Site

Tower	SLA #	Measure	SLA Target	% Reporting	2009					
					J	F	M	A	M	J
Network	8.82	Network Packet Loss	<= .05% Data Loss	74%	5/ 781	3/ 1170	26/1051	5/1144	9/1378	25/1399
	8.83	Jitter (Real-Time Classes of Service)	98%	100%	Note A	0/3	0/3	0/9	0/9	0/9
	8.91	Technology Solution Design	95%	0%	Note A	Note A	Note A	Note A	Note A	Note A
	8.92	IMAC—service addition or change as scheduled under Change Control process	90%	85%	Note A	Note A	Note A	Note A	Note A	Note A
	8.93	Implementation of version or major release updates	99.85%	85%	Note A	Note A	Note A	Note A	Note A	Note A

Note A: No Instances during the reporting interval

8.82: Primary data source unavailable. Alternate data source utilized.

Per Event Legend



Fail/Total

SLA Summary – Per Event Managed Routers & Firewalls

					2009					
Tower	SLA #	Measure	SLA Target	% Reporting	J	F	M	A	M	J
Network	8.14a	WAN Connectivity - (Managed Router)	99.70%	85%	26/339	30/341	24/342	19/343	13/359	17/359
	8.43a	Router Connectivity - (Managed Router)	99.70%	85%	5/339	1/341	1/342	1/343	1/359	1/359
	8.71a	Firewall Availability – (Managed Firewalls)	99.9%	0%						Note A
	8.81a	Network Transit Delay - (Managed Router)	99.70%	74%	5/339	0/341	0/342	0/343	0/359	0/359
	8.82a	Network Packet Loss - (Managed Router)	<= .05% Data Loss	74%	5/339	0/341	0/342	0/343	0/359	0/359
Security	3.21a	Network Administration – (Managed Firewalls)	90%	0%						Note A

* Reporting methodology altered to reflect transformed environment and to exclude agency/VITA resolved incidents

Note A: No Instances during the reporting interval 8.82: Primary data source unavailable. Alternate data source utilized.

Per Event Legend



SLA Summary – Per Site

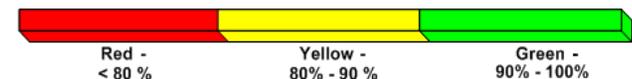
Tower	SLA #	Measure	SLA Target	% Reporting	2009					
					J	F	M	A	M	J
Voice & Video	9.11	Voice & Video- Availability – Premise Equipment Critical	99.95%	100%					100%	100%
	9.12	Voice & Video- Availability – Premise Equipment Standard	99.6%	100%					99.1%	100%
	9.13	Availability - Local Service	99.77%	100%	100%	100%	100%	100%	100%	100%
	9.14	Availability - Long Distance	99.77%	0%	Note D	Note A	Note D	Note D	Note D	Note A
	9.15	Availability - Incoming (Inbound) Toll-Free	99.77%	100%	Note D	100%	100%	100%	100%	100%
	9.16	Availability - Wireless	Per 3rd Party Contract	0%	Note A					
	9.20	Availability – Video Conferencing	90% No Interruptions	100%						90%

Note A: No Instances during the reporting interval

Note G: No data was recorded for SLA May 2009

Note D: Actual Performance pending completion of physical Inventory

Per Event Legend



SLA Summary – Per Site

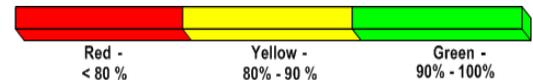
					2009					
Tower	SLA #	Measure	SLA Target	% Reporting	J	F	M	A	M	J
Voice & Video	9.21	VoIP Availability - Large	99.90%	0%			10/TBD	0/TBD	0/TBD	0/0
	9.22	VoIP Availability - Medium	99.90%	20%			11/TBD	3/TBD	0/TBD	0/8
	9.23	VoIP Availability – Critical Small	99.90%	100%			0/TBD	0/TBD	0/TBD	0/0
	9.24	VoIP Availability - Small	99.90%	15%			4/TBD	1/TBD	1/TBD	0/8
	9.25	Availability – Video over IP (Network Service)	90%	0%					100%	100%
	9.31	Telecom - Responsiveness - Technology Solution Design	95%	0%						Note A
	9.32	Responsiveness - Install Access Facility	Per 3rd Party Contracts	100%	100%	100% F 100% B	100% F 100% B	100% F 98% B	100% F 100% B	100% F 100% B

F: Front End Processing B: Back End Processing

Note A: No Instances during the reporting interval

Note D: Actual Performance pending completion of physical Inventory

Per Event Legend



Fail/Total

SLA Summary – Per Site

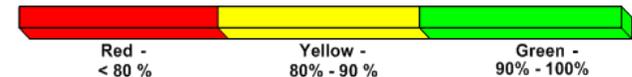
					2009					
Tower	SLA #	Measure	SLA Target	% Reporting	J	F	M	A	M	J
Voice & Video	9.33	Responsiveness – Premise Equipment End-User Account Changers and IMAC's	95%	100%						100%
	9.34	Voice & Video - Responsiveness – End User Account Changes and MACs	Per 3rd Party Contracts	100%	Note A	Note A	Note A	Note A	Note A	100%
	9.35	Centrex End User Account Change	99.7%	100%	Note A	100% F 99.5% B	100% F 97% B	100% F 100% B	Note A	100% F 100% B
	9.36	Voice & Video - Responsiveness - Non-premise-based IMACs	Per 3rd Party Contracts	100%	Note A	Note A	100% F 100% B	100% F 100% B	Note A	100% F 100% B
	9.37	Data Network Services/ Administration Services / Implementation of Version or Major Release Updates	90%	0%	Note A	Note A	Note A	Note A	Note A	Note A
	9.38	VoIP End-User Service Initiations, Installs and Adds	95%	100%					62.5%	80%

Note A: No Instances during the reporting interval

F: Front End Processing B: Back End Processing

Note D: Actual Performance pending completion of physical Inventory

Per Event Legend



Significant 2nd Quarter Incidents

Department of Mines, Minerals, and Energy (DMME) Incident # IM463595

- April 16th, duration 26 hours - DMME office in Big Stone Gap lost network connectivity due to a defective interface card in an onsite Cisco network switch. The Partnership technician determined that traffic was not passing through the switch and reconfigured an alternate switch to restore the service. The technician placed a call to replace the original Cisco switch.
- The public was impacted with delays in service while the DMME staff could not research inquiries from the public.

Department of Motor Vehicles (DMV) Incident #s IM472536, IM519698

- April 29th, 25.5 hours - DMV CSC in Clintwood lost network connectivity due to a circuit failure. Verizon coordinated the Local Carrier Cable Technicians in the field. The cable technicians discovered and replaced a failed doubler network device and repaired multiple cable faults to recover the service.
- The public was impacted at the Clintwood CSC by delays and having to reschedule appointments for driver's license and registration renewals
- June 29th, 31 hours - DMV CSC in Bland experienced a loss of network connectivity due to a suspected circuit failure. Verizon coordinated the local carrier, Embarq, and the vendor Cisco dispatched to the site. Embarq replaced the router and the Wide Area Network Interface card and the power supply to restore the service.
- The public was impacted at the Bland CSC by delays and having to reschedule appointments for driver's license and registration renewals during this time.

Virginia Employment Commission (VEC) Incident # IM470266

- April 25th, 81 hours - VEC application server lost connectivity to the data storage array due to a hardware failure in the disk array controller device. The case was escalated and new hardware was ordered for a rebuild of the system. The Partnership team with VEC permission created a Virtual Machine server; restored the customer data; provided a test environment for the customer to verify and accept the platform for Production. The replacement hardware never completed rebuilding and that recovery was discontinued.
- VEC Agency staff were pleased with the Partnership taking the creative approach to recovery
- Although an alternate website was available for the public to file claims, the public was impacted by delays in service for databases supporting the VEC website and delays in access to the Virginia Workforce Network application during this time.

Significant 2nd Quarter Incidents

Virginia State Police (VSP) Incident # IM486443

- May 16th, 77.5 hours - VSP office in Newport News experienced a loss of their Integrated Services Digital Network (ISDN) circuit due to a faulty mounting for a network doubler device and a faulty F2 cable pair.
- Verizon replaced multiple parts and cables and eventually had to create a work around at the Verizon Central Office by rerouting the circuit to a new cable pair.
- The public was impacted by the State Police staff being unable to access the Internet to perform their daily online functions.

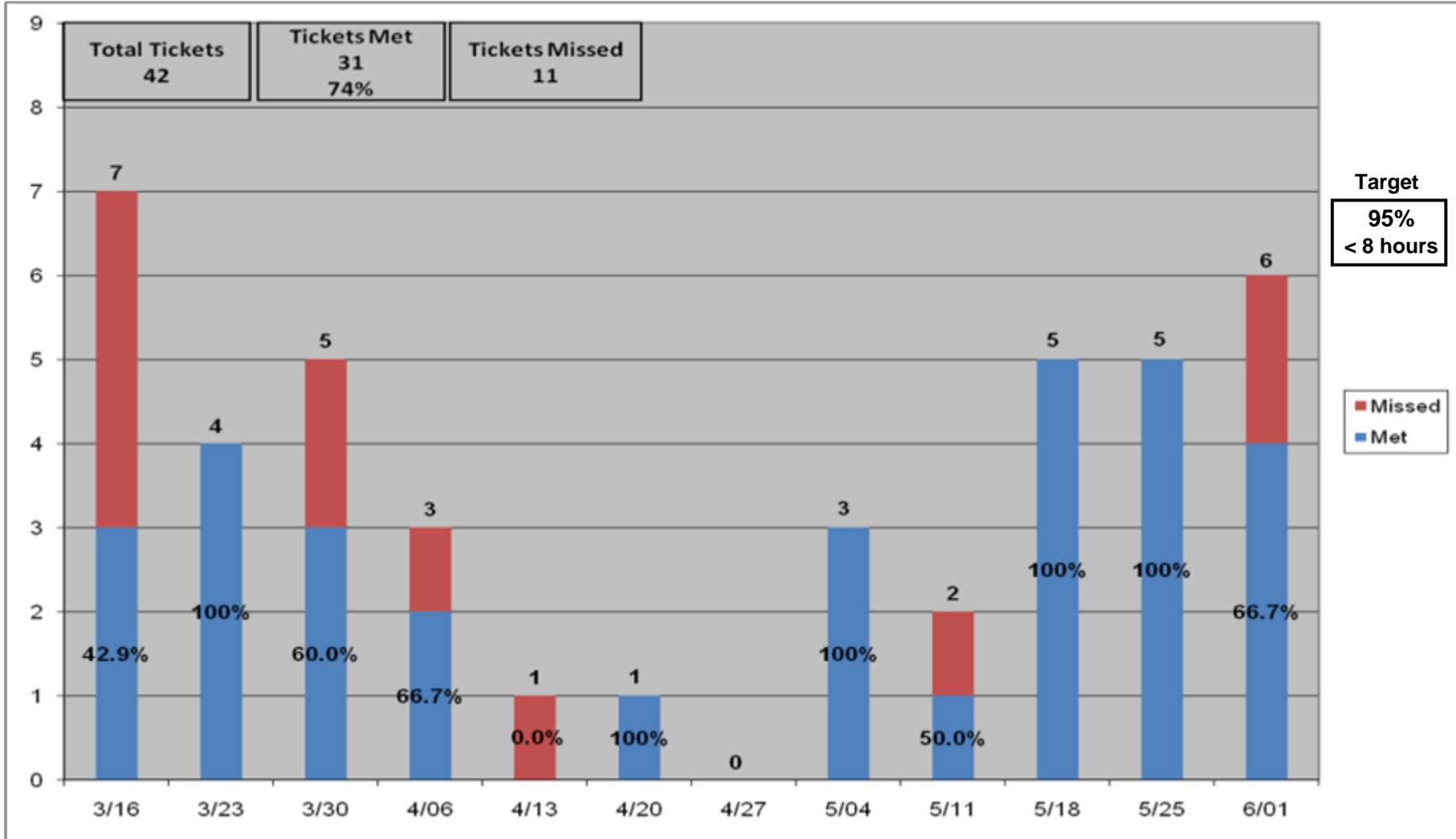
Department of Environmental Quality (DEQ) Incident # IM491575

- May 24th, 46.5 hours - DEQ office in Roanoke lost network connectivity due to a suspected circuit failure.
- Verizon tested the circuit clean to the site. The Partnership technician was dispatched to verify the equipment and found the Uninterruptable Power supply (UPS) required a reset.
- The public was impacted by the DEQ staff in Roanoke being unable to use the telephone or access online applications during this time.

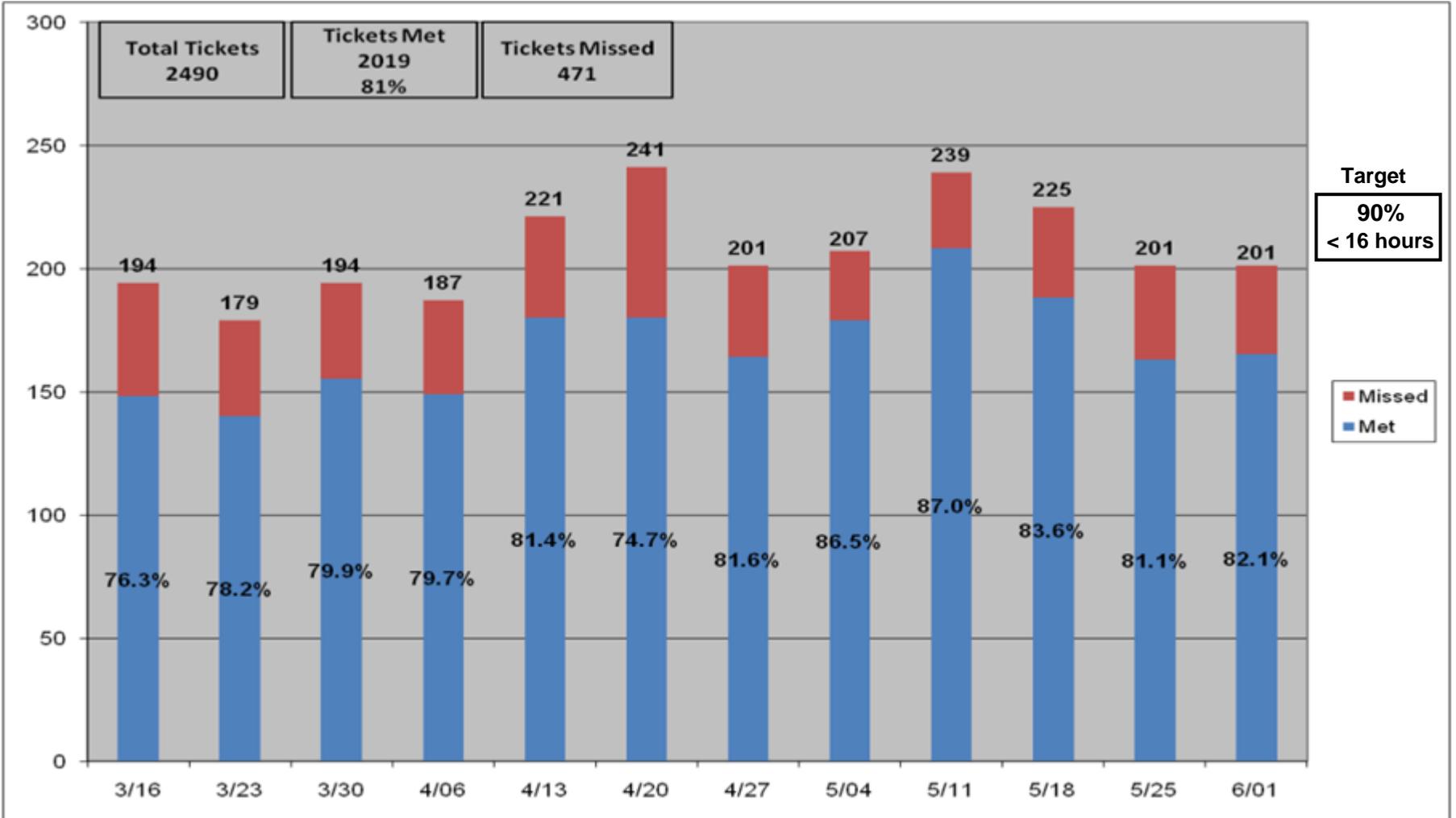
Virginia Department of Social Services (DSS) Incident # IM515318

- June 23rd, 34.5 hours - DSS office in Newport News experienced a loss of network connectivity due to a suspected circuit failure. Initial Verizon testing could not loopback from the SmartJack and a cable technician was dispatched. The Verizon cable technician discovered and repaired an F2 cable pair to restore the service.
- The public was impacted by the DSS staff not being able to access online applications causing delays and rescheduling of appointments during this time.

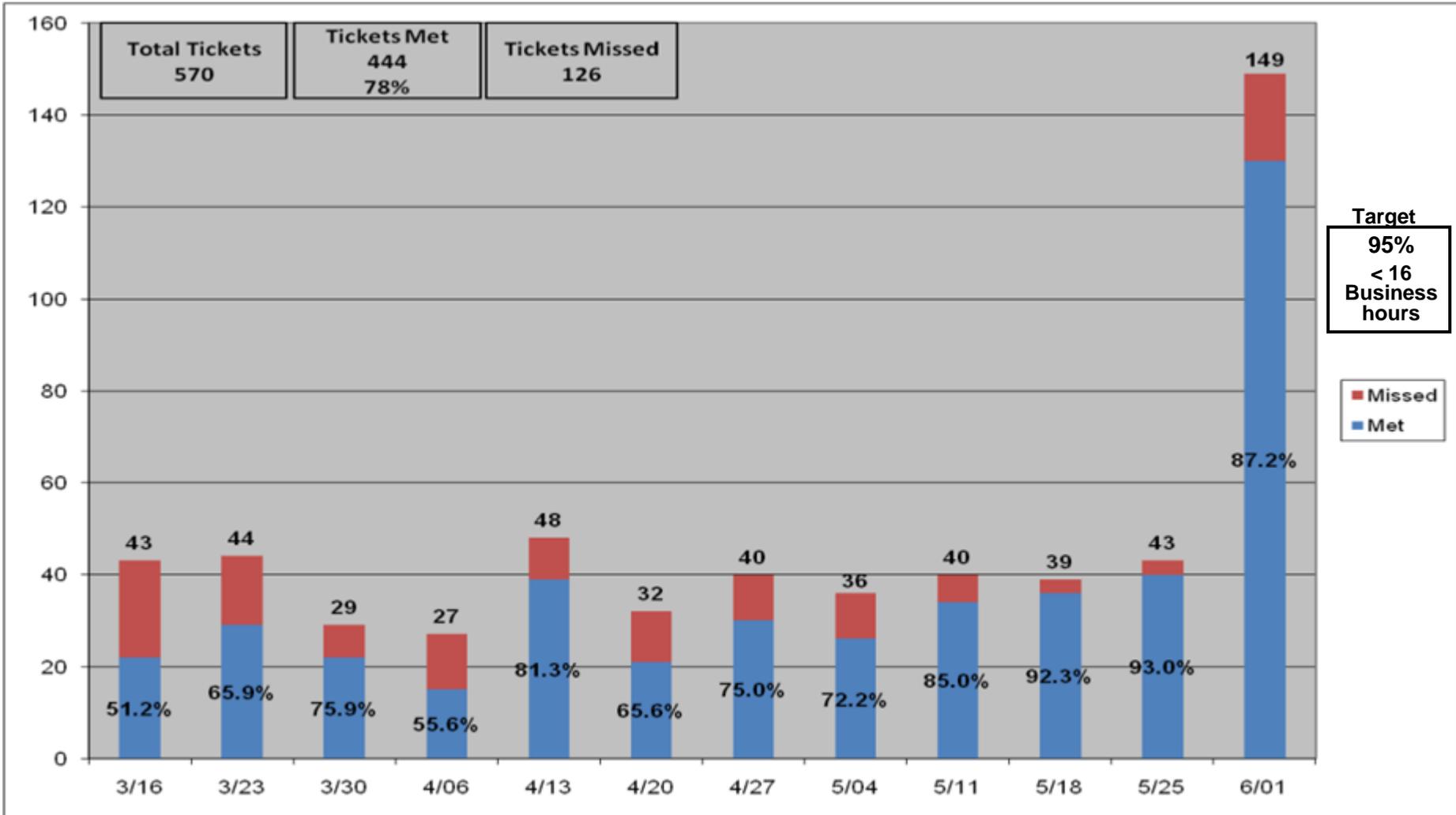
Total Severity 2 Incidents at CESC or SWESC



Total Severity 2 Incidents at Remote Locations



Total Severity 3 Incidents at CESC or SWESC



Total Severity 3 Incidents at Remote Locations

