



IT Infrastructure Committee Minutes

Wednesday, April 18, 2007

VITA Operations Center
110 S. 7th Street, Richmond

Attendance

Members Present:

Len Pomata, Chairman
Jim McGuirk
Hiram Johnson

Dr. Mary Guy Miller
Scott Pattison

Others Present:

Fred Duball, VITA Service Management
Organization Director
Joe Fay, Northrop Grumman Relationship
Manager
Jenny Hunter, VITA, Committee Staff

Walter Kucharski, ITIB Member
Judy Napier, Deputy Secretary of
Technology
Lemuel C. Stewart, Jr., CIO of the
Commonwealth

Welcome and Call to Order

IT Infrastructure Committee Chairman Len Pomata called the meeting to order at 1:01 p.m. At the request of the Chairman, Committee Staff Jenny Hunter called the roll and confirmed the presence of all Committee members.

Approval of the Minutes

Mr. Pomata introduced the draft minutes from the January 17, 2007, meeting of the Committee.

Dr. Miller made a motion to approve the minutes as presented; Mr. Johnson seconded the motion. The motion passed unanimously.

IT Infrastructure Partnership Briefing

At the request of Mr. Pomata, VITA Service Management Organization Director Fred Duball and Northrop Grumman Relationship Manager Joe Fay provided an update on the IT Infrastructure Partnership. The Transformation program is underway; customer experience and satisfaction is at the forefront of all program activities; and partnership finances continue to be managed closely.

Service Delivery

Mr. Fay presented service delivery metrics, including percentage of enterprise covered and quality of service. All central measures remained at or above service level objectives, with

the exception of help desk. The “average speed to answer” was 47 seconds (the service level objective is less than 30 seconds). The average speed to answer measures how long it takes for a caller to reach a person. Mr. Fay explained the increase in time was due to installation of Peregrine, the new incident management tool, and the unexpected loss of two staff members. In response to questions from Mr. Pomata, Mr. Fay said that current staffing level is back to 15, with two more employees joining by the end of April.

In response to questions from several Committee members, Mr. Duball explained the central help desk is currently located in the Richmond Plaza Building and will move to the Commonwealth Enterprise Solutions Center (CESC) in July. The primary help desk ultimately will be located at the Southwest Enterprise Solutions Center (SWESC) in Russell County. The SWESC is scheduled to be completed in November 2007, with the migration to an enterprise-wide help desk during the first two quarters of 2008.

In response to a question from Dr. Miller, Mr. Fay said that callers to the VITA Customer Care Center (VCCC), the central help desk, do get information about where they are in the queue while waiting to speak to a help desk specialist. There are more than 40 help desks in the field and they do not have a common approach to what information is supplied while callers are on hold, which could impact call abandonment rates. Mr. Duball said he would like to see the help desk include recorded information about widespread outages, such as the recent Blackberry outage, to be more customer-friendly and avoid a surge of demand on help desk staff.

Mr. Fay reported the field metrics are improving. In response to questions from Mr. McGuirk and Mr. Johnson, Mr. Fay said the call abandonment rate reflects two agencies that can track such metrics—Virginia Department of Transportation and Department of Taxation. Mr. Fay agreed to contact these agencies to understand the factors that might be driving call abandonment rate above seven percent consistently over the last six months. Mr. Duball said average speed to answer metrics and call abandonment rate are usually related. If average speed to answer is high, it is usually reflected in a high call abandonment rate. In this case, the average speed to answer well exceeds the service level objectives.

Mr. Fay reported there have been 33,371 incidents reported since July 1. Of those, 204 were critical. VITA and Northrop Grumman have completed 223 post-incident reports and 78 root cause analyses out of 97 in process. In response to questions from Dr. Miller, Mr. Duball confirmed that all root cause analyses are completed and closed out. Some take longer to investigate, and a portion of the closeout process includes a meeting with the impacted agency.

Transformation

Mr. Fay described the continued emphasis on supporting people—employees and customers—through Transformation. Based on surveys in Fall 2006, 66 percent of managers are comfortable explaining Transformation and 50 percent of employees expect their jobs to change within six months. Employees want more information about the Partnership and what Transformation means in terms of jobs, training and opportunities.

Attrition across the program since July 2006 is 4.8 percent, which is considerably lower than the 13.6 percent industry average. Attrition of managed employees is 8.6 percent and 4.3 percent for employees who transitioned to Northrop Grumman. In response to questions from Mr. Pomata, Mr. Stewart said most managed employees are long-term, retirement-eligible staff, so the attrition rate will be higher than for the rest of the program. He and Mr. Fay confirmed exit interviews are in place.

Transformation rollouts have begun. Desktop refresh—replacing desktop, laptop and tablet computers—has been completed at four pilot agencies and the Department of Employment Dispute Resolution. Desktop refresh for three, large public safety agencies has begun. Including these refreshes and refresh activities requested since July, the Partnership has replaced 3,487 computers. While desktop refresh is behind schedule to achieve 51,304 units replaced by March 1, 2009, the program is taking corrective action. Mr. Duball said the desktop refresh should recover from its late start and be back on track in early 2008.

In response to questions from Mr. Pomata, Mr. Duball said the program is supporting telework initiatives in agencies, and encouraging agencies to replace desktops with laptops where feasible. Mr. Fay said peripherals, such as printers, are not being refreshed as part of the desktop refresh program. It is a separate service. In response to questions from Dr. Miller, Mr. Fay said the desktop team has a discovery phase to identify potential software or peripherals that could be impacted by replacing the hardware. That assessment is shared with the agency. Mr. Duball described an instance where a desktop computer eligible for refresh was attached to a label printer that could not function with newer hardware and operating system. This was taken to the agency and it decided to move forward with the refresh and to replace the printer.

Peregrine has been implemented at the VCCC and five sites at the Department of Mental Health, Mental Retardation and Substance Abuse Services. Due to problems with Peregrine in the production environment, the help desk team began implementation later than planned and is expected to be back on track before the end of 2007. In response to questions from Mr. Pomata, Mr. Duball said the single help desk is scheduled to be operational by July 1, 2008. As the help desk is being migrated, agencies continue to request help or report problems as they do today. In response to a question from Mr. McGuirk, Mr. Fay affirmed the program plans to have help desks working in parallel until the single, central help desk is operational.

In the messaging domain, the global address list synchronization was completed earlier than planned, in March. The end user migration to Exchange/Outlook begins in the last quarter of 2007 and is completed in the second quarter of 2009. Mr. McGuirk recommended converting the simple, straightforward e-mail systems first to show early wins, followed by the more complicated systems that are integrated with applications and process workflows. Mr. Duball said there are many factors that are considered, including network dependencies. Most e-mail servers are located at an agency site and will be moved into the CESC.

Server consolidation is in progress for the servers located in the Richmond Plaza Building. The next two phases include the Richmond metro area and then the remainder of the state. Server consolidation started late due to damage to a server rack that was dropped on the loading dock during delivery and virtualization software problems. Consolidation was also slowed to accommodate agency business constraints. In response to questions from Mr. Pomata, Mr. Fay said the original baseline included nearly 600 servers, based on technical viability for consolidation. Machines purchased with Federal funds cannot be consolidated until they reach the end of their useful life. The revised forecast includes 415 servers; there are 179 servers purchased with Federal funds that need to be addressed.

The initial network approach has been socialized internally and detailed planning is under way. Mr. Fay said the multi-protocol label switching (MPLS) network rollout is scheduled to begin with pilots this quarter, with implementation beginning next quarter. The CESC will be connected to the network in early June.

Customer Satisfaction

Mr. Duball said customer satisfaction continues to be a top priority for the program. The first of three Web-based surveys was implemented in February for help desk. Customer satisfaction with help desk services is very high, averaging 5.46 overall on a scale of one to six. Current efforts are focused on increasing the response rate, currently 3.8 percent. Dr. Miller recommended sending a reminder notice after the initial notice. The program directors will share results from the next two surveys—desktop and messaging—at the July meeting.

The request for service (RFS) process handles new “project” work that is incremental to the contract, such as supporting an agency’s physical move to a new facility. RFS requests have increased exponentially over the last quarter. The program received 15 new requests in the month of March; it received 16 requests in the first six months combined. The program processed 40 RFS requests valued at \$6.7 million last quarter, with 19 proposals valued at \$4.8 million in implementation or completed.

Procure to pay (P2P) is a transactional process for acquiring goods and services, such as ordering a new computer for a new employee, and can be in-scope to the contract or incremental. The volume of transactions increased last quarter and are expected to spike in the current quarter due to end-of-year, discretionary spend. Mr. Fay said the delays in the P2P process have impacted customers and the program is committed to addressing them. The program is adding staff, addressing bottlenecks and accelerating the online service catalog for standard commodities.

Partnership Financials

Mr. Duball presented several contract modifications that have been implemented to address the \$11 million revenue shortfall in year one. Of the modifications, \$6 million are reductions to milestones and \$5 million is reduction of pre-pays. VITA pre-paid maintenance and was to be reimbursed by Northrop Grumman. Instead, that money will be used to fund transformation. The total budget is reduced from \$236 million to \$225 million.

Mr. Duball shared the budget forecast and actuals for the current year. Cumulative expenses through March are tracking closely to the budget, largely due to the delay of several milestones.

Independent Verification & Validation (IV&V)

Mr. Duball said CACI has completed two of four scheduled assessments, with net 192 positive findings and 115 minor negative findings. There have been no major negative findings. Remaining assessments are scheduled for May and November 2007.

New Business/Public Comment

Mr. Pomata thanked the program directors and complimented them and their teams on the progress made and attention to those items that need to be worked. Mr. Pomata asked for new business and public comment. There was no new business and no public comment.

Adjournment

Mr. Pomata adjourned the meeting at 2:37 p.m.