



Infrastructure Operations

June 8, 2011



NORTHROP GRUMMAN



PC Refresh 2011

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June 8, 2011



Benefits:

- Technologically improved hardware (generation 4 assets)
- From generation 1 to generation 4 machines:
 - Two processors (versus one in generation 1 machines)
 - Double the memory
 - More than double the disk space
 - 23 percent increase in processor speed
 - Enhanced graphics
- Improved system reliability
- Required for compatibility with Windows 7 rollout
- Agency input to improve billing accuracy

Hardware Request form - All identified 2011 eligible devices

- Provided to agencies early to mid-February
- Schedules based on eligible refresh date and geographical locations
- Active and not-billed assets reported via:
 - Asset management billing data
 - Asset management survey
 - Implemented in 2011 to assist with verifying device and end-user information
 - Asset number, site location, agency and user contact information
 - PARS, Altiris, Active Directory, CISCO, ePO/Security

Agencies to...

- Validate end user and address information
- Select hardware type desired for replacement
- Indicate devices for IMAC, billing dispute
- Return Hardware Request form to AOM with any agency blackout dates
- Approve schedule (or revise as required); return to desktop refresh team

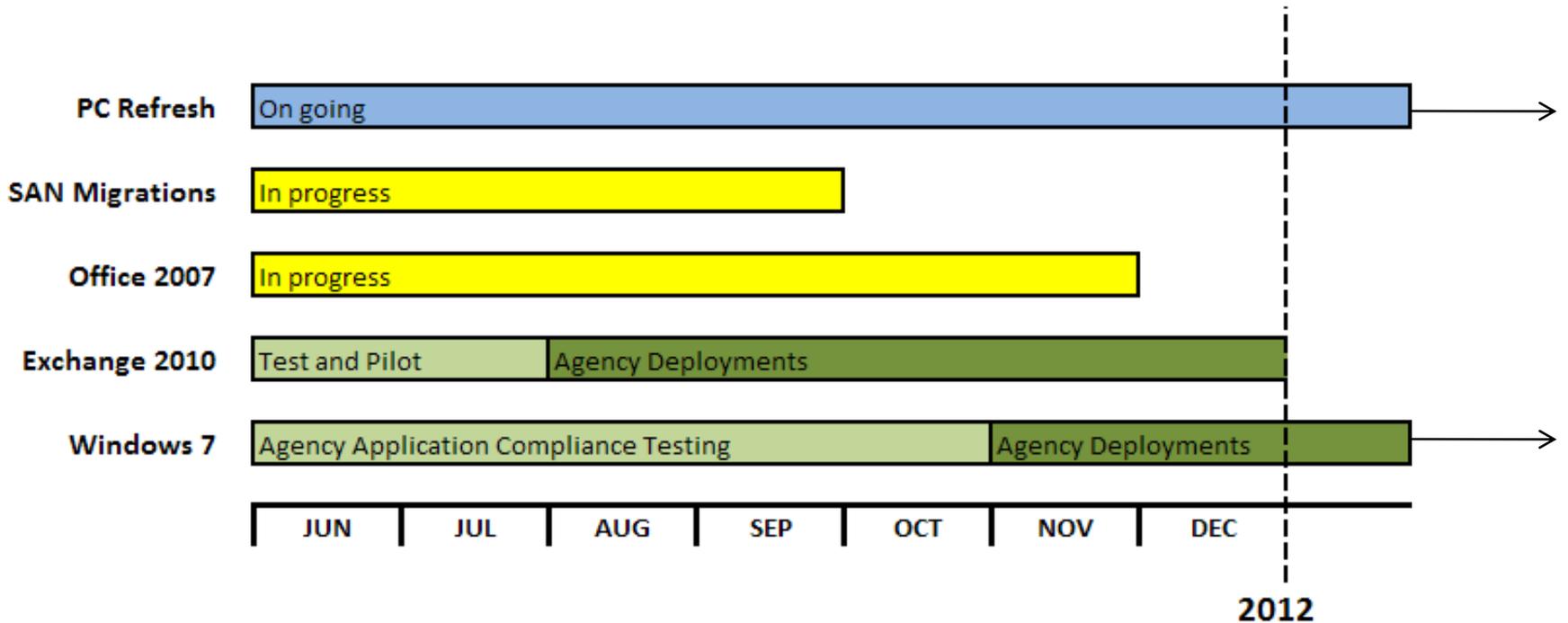
Desktop refresh team to...

- Schedule devices for refresh; provide agency a schedule for approval
- Order/ship standard devices; advise agency when to submit eVA request
- Begin refreshing devices

2011 devices - eligibility by month and status

Agency	Months												TOTAL	MSR Status
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec		
VDH	94	62	163	265	131	100	69	70	125	391	253	73	1796	Validating MSR data
DOC	4	2	27	17	210	146	226	399	428	136	19	52	1666	Q2-Q4 MSR pending
DMV	3	8	28	131	10	19	978	55	1	7	7		1247	MSR thin-client refresh in progress
VEC		106	9		14		19	5	1	113	76	630	973	MSR completed
DJJ	2	14	69	124	49	23	23	26	36	13	16	9	404	MSR pending
VDOT	11	34	21	21	27	9	6	33	30	23	41	72	328	Validating MSR data
DGIF		1	32	180	3			7	20				243	MSR pending
ABC							9	78	1	98		1	187	MSR pending
DSS	4		2	5	4	22	13	36	44	9	16	15	170	Partial provided; working remainder
TAX			30					5	17		6	32	90	MSR completed
DCE		1	1	4	50	2	2	7	2	3	1	4	77	MSR completed
										6				

2011 Infrastructure Schedule Overview



August 15 - Exchange 2010 Deployment Begins

November 1 - Windows 7 Deployment Begins



Exchange 2010 Deployment

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June 8, 2011



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Exchange 2010 Overview

What's new?

- **Mailbox sizes**
 - Will double to 200MB for standard users; users with 500MB mailboxes will remain at 500MB
 - 80 percent of all e-mail users will see an increase in mailbox size
- **In Exchange 2010, new features allow for improved high availability and site resiliency**
 - Effects of server and storage infrastructure issues greatly reduced
- **Expanded capabilities in Outlook Web Access (OWA)**
 - More consistent with look and feel of Outlook 2007
 - New features to manage messages and folders
 - Office Communicator integration

Enhanced Outlook Web Access View and Features

The screenshot displays the Microsoft Outlook Web App interface. On the left, the 'Mail' navigation pane shows folders for 'Inbox (24)', 'Sent Items', and contacts like 'Bob Kelly'. The main area shows the 'Inbox (30 Items, 24 Unread)' with a search bar and a list of messages. A context menu is open over the 'Come One, Come All!' folder, listing actions such as 'Reply', 'Reply All', 'Forward', 'Chat', 'Forward as Attachment', 'Mark as Unread', 'Retention Policy', 'Create Rule...', 'Junk E-Mail', and 'Delete'. A callout box labeled 'Instant Messaging' points to the 'Chat' option in this menu.

On the right, the 'Conversation View' of the 'Come One, Come All!' folder is shown. It displays a thread of messages. The top message is from Oleg Anashkin, dated Thursday, March 12, 2009 3:05 PM, with the subject 'RE: Come One, Come All!'. Below it is a reply from Alan Shen, dated Thursday, March 12, 2009 3:12 PM, with the subject 'RE: Come One, Come All!'. A callout box labeled 'Conversation View' points to the thread. The interface also includes a search bar, 'Options', and 'Expand All' buttons.

Exchange 2010 Schedule

- System design and planning phase – *Complete*
- Development lab build-out – *Complete*
- Production build and validation – *In progress through Aug. 2, 2011*
 - Production environment build-out, test and validation
 - Pilot migrations
- Agency deployment and migration – *Not started*
 - Aug. 15 – Dec. 15, 2011

Migrations are performed in the Exchange infrastructure without any need for action by e-mail users

Exchange 2010 Testing FAQs

- **Will we have to modify any of our applications that use mail relay services?**
 - No, all mail relay functions are doing so using the COV IronPort devices. There are no current applications performing mail relay off of COV Exchange.
- **What if I have applications that read e-mail from a resource mailbox?**
 - Mailbox names will not change; however agencies will need to confirm that applications are compatible with Exchange 2010.

Preparing for Exchange 2010

What can your agency do to be ready?

- Support server and storage migration activities that get scheduled for your agency
 - Needed to complete Exchange 2010 production test and validation timeline
- Support Office 2007 deployment
 - Outlook 2007 is required for the Exchange 2010 migration
 - More than 25 agencies still need to deploy Office 2007
- Communicate with your end user community
 - Distribute communications and “Tips and Tricks” document

Enterprise Email Users Will Need Office 2007 Installed



Windows 7 Deployment

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Windows 7 Overview

What's new?

- 64-bit operating system
- Enhanced security, networking and navigation
- Increased operating system stability
- Improved personal computer (PC) reliability for mobile and remote workers
- Measurable PC power dollar savings per machine through greater use of sleep/standby/hibernate functions
- Enhanced usability feature set

IT Partnership Responsibilities

- Ensure PC hardware is compliant
 - Refresh first generation hardware as scheduled through PC refresh process
- Validate and test standard supported “core” applications for Windows 7 compliance
- Work with agencies on scheduling and testing requirements
- Provide Windows 7 agency load set

Agency Responsibilities

- Consider user training approach
- Support deployment of Office 2007, Internet Explorer 8 and completion of COV transformation activities
- Provide IT Partnership with agency software, testing timeline requirements and agency point of contact (POC)
- Participate in creating and validating business unit deployment priorities
- Complete Windows 7 agency load set application testing and any required remediation

Windows 7 Schedule

- Enterprise Architecture approvals – *Complete*
- Internal partnership testing – *Complete*
- Agency test phase – *In progress throughout June 2011*
 - Pilots on going at VITA, DSS and VSDB
- Windows 7 availability for testing – *June 2011*
- Agency application compliance testing - *June – October 2011*
- Windows 7 deployment – *November 2011- March 2014*
- Windows 7 deployments must be completed due to Windows XP end of life - *April 2014*

Deployment completion target is fourth quarter 2013

Windows 7 Testing FAQs

- **What will be provided for testing?**
 - We will provide up to two PCs for testing. This is simply the **testing** phase. Agencies need to ensure applications load and work as they should on the Commonwealth Windows 7 platform. The **deployment** phase of Windows 7 will begin at a later date.
- **How much time will be scheduled for testing?**
 - There is an initial eight-week testing period in the schedule. We expect the majority of smaller agencies to be completed during this time. For larger agencies, a review will occur after the fourth week to determine how much, if any, additional time is needed.

Windows 7 Testing FAQs

- **What are the options if an application is not Windows 7 compliant?**
 - The agency is responsible for agency application compliance with Windows 7.
- **Are there Windows 7 testing dependencies?**
 - The agency must be COV transformed, have completed deployment of Office 2007 and have Internet Explorer 8 deployed.
- **What is the Windows 7 testing schedule?**
 - In order to successfully deploy Windows 7 before Windows XP becomes obsolete, application testing needs to commence.

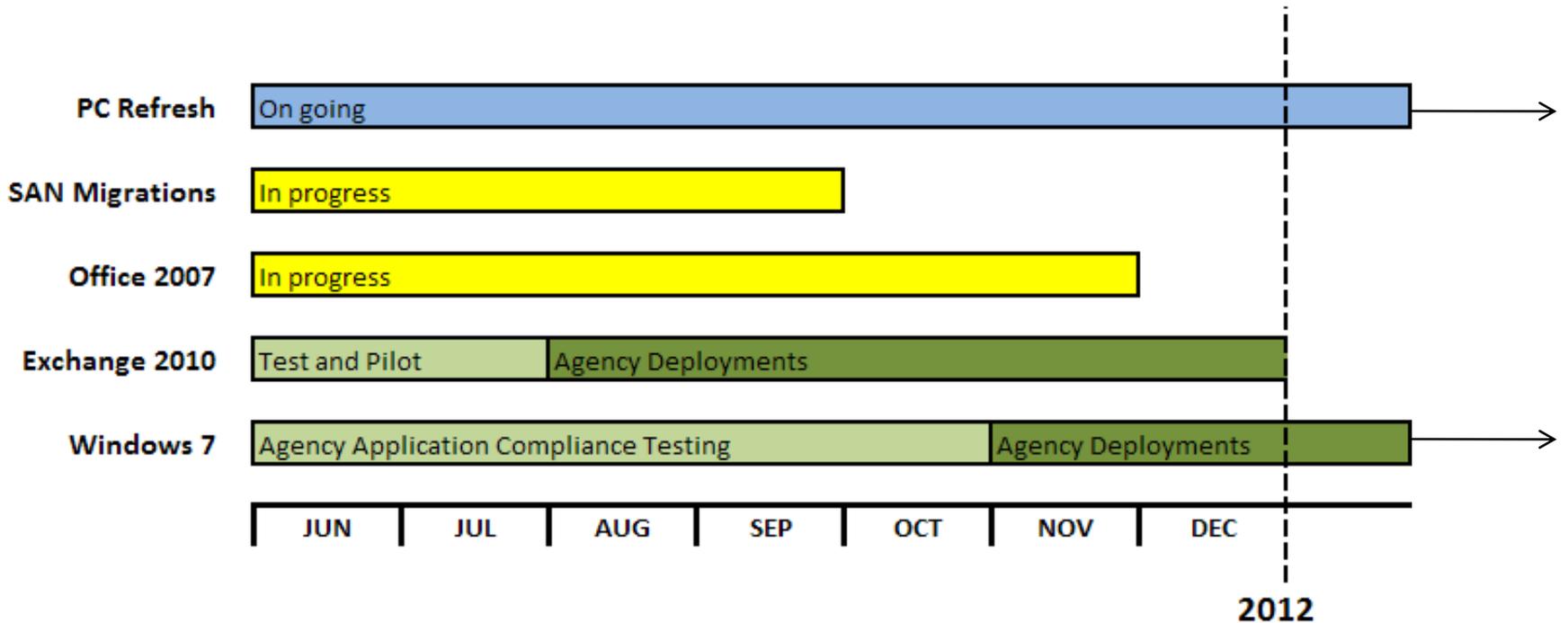


2011 Schedule View



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2011 Infrastructure Schedule Overview



August 15 - Exchange 2010 Deployment Begins

November 1 - Windows 7 Deployment Begins



Keeping You Updated



Questions?

- **Questions?**

- We'll keep you updated monthly on the VITA website and *Network News*

- **Scheduling?**

- Speak with your customer account manager or agency operations manager to begin deployment planning

- **Status?**

- *Exchange 2010* – AITRs should look for communications emails and Network News updates
- *Windows 7* – In addition to communication emails and Network News, the VITA website will have a section with training resources