

## Work Request Portfolio

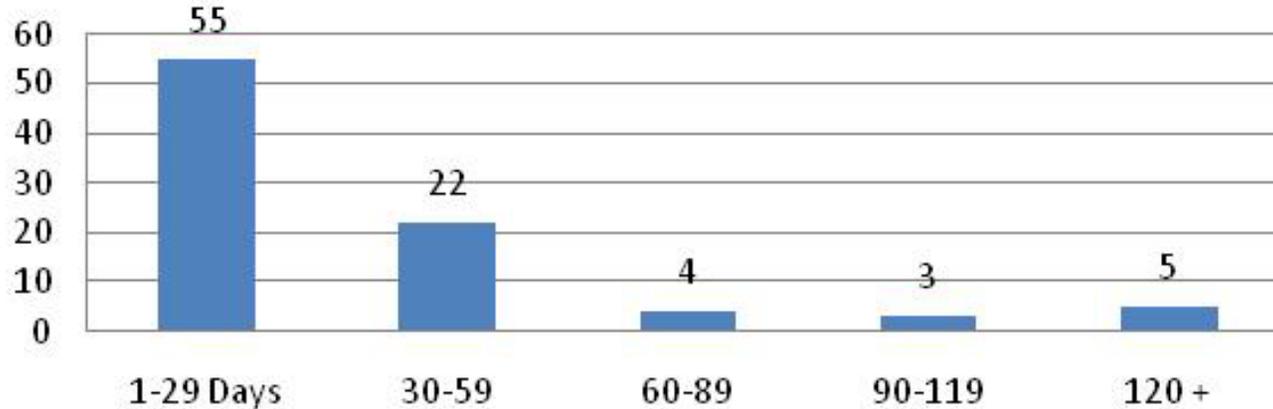
Phase (as of)	Jul 1	Aug 1	Sep 1
Solution Development	95	93	89
Awaiting NTP	28	40	47
Implementation	168	172	175
Close-out	52	25	22
<b>Total Projects</b>	<b>343</b>	<b>330</b>	<b>337</b>
Completions in last 90 Days	170	174	151

## Work Request Activity Summary

Solution Development	Jun	Jul	Aug
Requests for Solution	47	67	69
Proposals Delivered to VITA	38	49	55
Requirements Returned by NG	4	2	5
Cancellations by Agency	21	13	7
Proposals Withdrawn by NG	1	0	3
Implementation	Jun	Jul	Aug
NTPs Issued (Custom WR)	22	29	28
NTPs Issued (Standard Forms)	25	23	16
Notification of Completions	72	44	39
Cancellations by Agency	6	11	1

- Applicability of incremental labor charges causing major delays in work requests
  - Primarily involving incremental labor in server, storage, DR and the applicability of project management
  - 15 of 55 custom proposals delivered in August remain escalated due to disagreement on labor charging
  - Total of 25 Work Requests remain in escalation

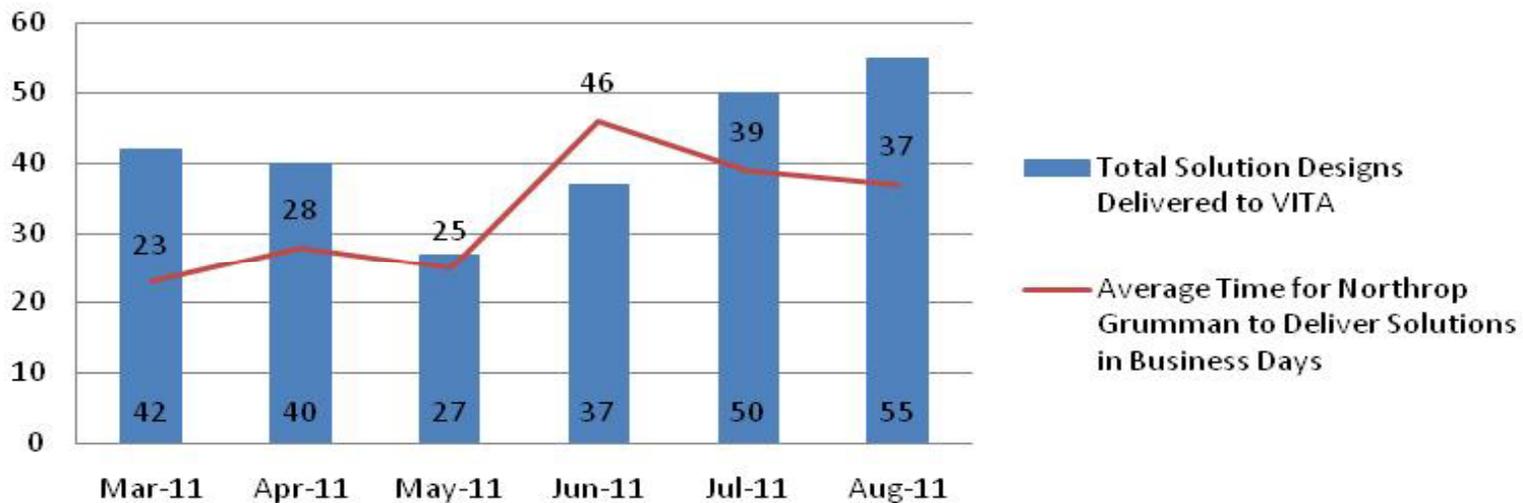
## Solution Development Aging, as of Sep 1



## 60+ Days Aging Variance

Status	Count
VDEM Transformation Related	4
Pending UCaaS Deployment Schedule	2
Solution Development / Approvals	6

## Work Request Custom Solutions Delivered



# Work Request - Standard Forms

## August Standard Forms Activity

- ✓ Updated existing forms into newly agreed upon template
- ✓ Revised numbering scheme to align with Contract SOWs
- ✓ Obtained VAR approval to Pilot CESC SAN Storage Modification form 7-001
- ✓ Delivered Good Technology form for collaboration

	New Number	Old Number	Old Form Updated	Other Issues with Form	Status
<b>1 - Cross Functional Services</b>					
	1-001: Infrastructure Related Labor	010	Yes	No	In Production
	1-026: DR Server Deinstallation	024	n/a		NG Development
<b>2 - Internal Applications Services</b>					
<b>3 - Security Services</b>					
<b>4 - Help Desk Services</b>					
<b>5 - Desktop Computing Services</b>					
	5-001: Software Installation (desktop)	007	Yes	No	In Production
	5-002: PC Encryption	040	n/a		NG Development
<b>6 - Messaging Services</b>					
	6-001: Enterprise Hand Held Devices	035	n/a		
<b>7 - Mainframe and Server Services</b>					
	7-001: Data Storage Service (Non-CESC)	008	Yes	No	In Production
	7-002: CESC Storage Back-up Opt-out	012B	Yes	Yes	VAR review
	7-003: SAN Storage Modification (CESC/SWESC)	012A	Yes	No	Piloting form
	7-004: NAS Storage Modification (CESC/SWESC)	012C	Yes	Yes	Labor Dispute
	7-026: Virtual Server (CESC/Windows/small, 1-2 CPU)	009	Yes	No	In Production
	7-027: Virtual Server (CESC/LINUX/small, 1-2 CPU)	027	n/a		NG Development
	7-028: Virtual Server (Non-CESC/Windows/small, 1-2 CPU)	025	n/a		NG Development
	7-029: Virtual Server (Non-CESC/LINUX/small, 1-2 CPU)	029	n/a		NG Development
	7-051: Physical Server (CESC/Windows/small, 1-2 CPU)	020	n/a		NG Development
	7-052: Physical Server (CESC/LINUX/small, 1-2 CPU)	028	n/a		NG Development
	7-053: Physical Server (Non-CESC/Windows/small, 1-2 CPU)	026	n/a		NG Development
	7-054: Physical Server (Non-CESC/LINUX/small, 1-2 CPU)	030	n/a		NG Development
<b>8 - Data Network Services</b>					
	8-001: ABC Managed Router & Firewall	001	Yes	Yes	NG Updating
	8-002: Managed Router	002	Yes	No	In Production
	8-003: Managed Firewall	003	Yes	No	In Production
	8-004: Site to Site VPN	004	Yes	No	In Production
	8-005: Bandwidth Modification	011	Yes	No	In Production
	8-006: Temporary LAN Ports	013	n/a		
	8-007: Data Infrastructure Relocation	014	n/a		
	8-090: Wireless LAN (New)	005	Yes	No	In Production
	8-091: Wireless LAN (Replacement)	006	Yes	No	In Production
<b>9 - Voice and Video Telcom Services</b>					
	9-001A: UCaaS Service	018 Part A	Yes	Yes	Contract dispute
	9-001B: UCaaS Service	018 Part B	Yes	Yes	Contract dispute