OCIO Road Map to IT Modernization

OCIO Road Map Status TPAC Report

February 2009

Overview

❖ **The OCIO Road Map, a five year plan comprising nine major programs:**

- **Organizational Strengthening**
- **Process Standardization**
- **Data Center Stabilization**
- **AIS Stabilization**
- **Desktop Stabilization**

- **Service Desk**
- **Disaster Recovery**
- **Telecommunications Stabilization**
- **Enterprise Architecture**

❖ **To achieve the following four goals:**

1. Stabilize the existing infrastructure environment and strengthen the core competencies of the IT workforce

2. Consolidate the existing infrastructure and application systems to avoid unnecessary duplication and excessive cost

3. Optimize the IT infrastructure to improve performance, facilitate governance, and ensure compliance

4. Maintain and enhance the services delivered to customers

Overall Accomplishments

❖ **Since the start of FY 2009 Forty projects kicked-off with no significant variances**

❖ **All Projects are following an industry standard IEEE based System Development Life Cycle Process**

  ▪ **All FY'09 Projects scheduled to complete the 'Definition Phase' Q3FY09:**

    • **Concept Phase**   **27 projects**
    • **Definition Phase**   **5 projects**
    • **Design Phase**   **3 projects**
    • **Development/Testing Phases**   **4 projects**
    • **Deployment Phase**   **1 project**
       Total   **40 projects**

❖ **Major procurements completed:**

  ▪ **PTONet III – Phase 1, core data center and firewall, complete network upgrade**

  ▪ **Automated Information System (AIS) Swat Team – Leadership in place, team on-boarding in progress, 11 AISs examined**

  ▪ **EMC Storage Upgrade – 18 to 4 upgrade, consolidation and power reduction**

  ▪ **Boyers (disaster recovery) facility upgrade complete**

  ▪ **13 AISs upgraded (Unix platform or Oracle database engine)**

❖ **January planning sessions initiated to define 5-year projects and associated funding required to achieve Road Map mission through to FY 2013/14**

Individual Program Accomplishments

❖ **Organizational Strengthening**

- **ISSUE: Staffing constraints continue along with gaps in required competencies**

- **Completed review of critical hires (56 of 96 openings)**

- **Current status: 454 on-board; 11 FY hires; 8 vacancies posted; 17 closed and under review; 1 pending on-board; and 3.74% attrition**

- **Completed skills development/training requirements survey for critical skills and sent to OCIO group directors**

- **Initiated Training for Contracts Certifications (Task Order Managers and Contracting Officer Technical Representatives), Requirements Management, and Processes (e.g., System Development Life Cycle (SDLC), Information Technology Infrastructure Library (ITIL), and Enterprise Program Management System (EPMS))**
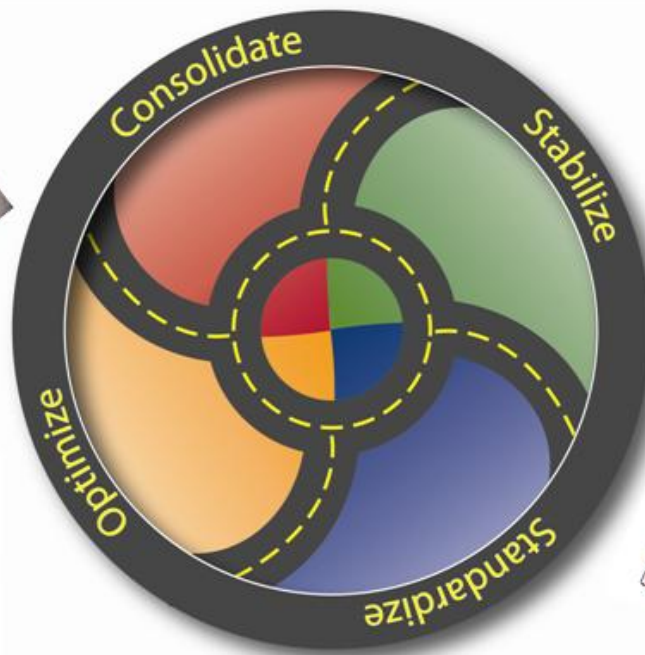
Build new synergies throughout the organization, and maximize hiring, retention and training

Individual Program Accomplishments

❖ **Organizational Strengthening**

- **Improving Morale – CFC, Holiday Party, Hat the CIO, Recognition Program, and On-the Spot Awards**

Individual Program Accomplishments

❖ **Process Standardization**

- **ISSUE: Interdependencies between Programs and Projects have to be carefully managed to ensure that they do not impact schedules**

  - **For example: Power and network capacity impacting Disaster Recovery, Data Center Stabilization, and Telecommunications Stabilization Programs**

- **Delivered draft independent analysis of our Information Technology Infrastructure Library (ITIL) high-level gap analysis on 12/19/2008**

- **Initiated integrated Enterprise Program Management (EPMS) and SharePoint site to facilitate improved collaboration / communication**

Improve the most critical processes, define/implement other critical processes, and improve the definition of roles and responsibilities to improve communication and coordination amongst ourselves and our customers

Individual Program Accomplishments

❖ **AIS Stabilization**

- **TDR – Two releases to fix memory leaks/spikes (requiring daily or un-scheduled JVM re-starts) and one release to improve user interaction (fixed the download ICON to save the Office Actions and automatically set the filename to the serial number)**

- **TESS – One release to clean up malfunctioning system clean-up process requiring 3-5 search engine restarts per day**

- **We are in the process of completing a SWAT team analysis of Madrid (Triage and CAST code review are complete).**

> *Identify and address the root causes of system failures and remediate problem systems*

Individual Program Accomplishments

❖ **Desktop Standardization**

- **ISSUE: Established a task force to re-gain focus on patching and anti-virus with a new lead assigned**

  - **Meeting with Microsoft on 2/9 to develop a consolidated patch update strategy**

  - **The goal is to get all desktops to SP3 plus all subsequent critical patches**

- **Prepared draft policy for local administrative rights for desktops**

- **Completed draft project plans for Federal Desktop Core Configuration (FDCC) and Desktop Stabilization Version 1 (DSV1), and refined the scope of DSV1**

- **Initiated assessment of desktop audit tools**

> *Standardize desktop configurations and administrative access*

Individual Program Accomplishments

❖ **Data Center Stabilization**

- **ISSUE: Data Center facilities are at 96% of power and network capacity. Awarded power assessment contract to vendor**

- **Completed application mapping software acquisition**

- **Initiated "to be" architecture definition**

- **Initiated data center re-evaluation/commissioning of data center cooling and power capacities**

Modernize the infrastructure, improve capacity management, and re-engineer storage and the lab to support failover and availability

Individual Program Accomplishments

❖ **Telecommunications Stabilization (3 Years to Fully Complete)**

- **Completed and validated 'to be' PTONet III technical architecture**

- **Awarded contract for design/implementation support for PTONet III (record time procurement)**

- **First roll-out to the new Randolph Square building as a test bed**

- **Completed first order of $2.2 Million to shore up data center network infrastructure to improve the stability of the automated systems and work at home.**

Replace obsolete network and security infrastructure equipment, and support automated network monitoring and enhanced network security

Individual Program Accomplishments

❖ **Business Continuity & Disaster Recovery**

- **Completed Boyers Data Center infrastructure improvements**

- **Completed initial testing of TRAM failover successfully; formulating a plan for remote/off-site search capability**

- **Completed installation and testing/validation of hardware and software for Enterprise Collaboration Management**

Protect the Agency's assets and data

Individual Program Accomplishments

❖ **Service Desk**

- **Changed CPN notifications to improve description and business alignment to provide business units and technicians with clearer definitions and status of critical issues**

- **Completed draft project charters for the Service Desk project, including for incident management, problem management, service management, and Service Desk tool suite**

Provide a single point of contact for efficiently and effectively resolving internal customer problems

Individual Program Accomplishments

❖ **Enterprise Architecture**

- **Completed concept and awarded definition phases of SDLC for SOA strategy**

- **Released SOW to support enterprise architecture tools evaluation**

> *Align information technology to the business requirements of the USPTO, and improve the interoperability, integration, management and change of IT assets*

❖**Other**

- **Responded to an 'emergency' Transition Team stimulus plan request for accelerated funding to support domestically acquired products and services**

Other Strategic Initiatives

❖ **Strategic Information Technology Plan (SITP)**

Business →

Technology → **Strategy → Plan → Budget**

    ❖ **Trademark End-to-End Processing**

    ❖ **Patent File Wrapper (PFW) End-to-End Processing**

    ❖ **Work @ Home**

❖ **USPTO Website Redesign (TPAC Annual Report)**

    ❖ **Task order for page conversion initiated (General Dynamics)**

    ❖ **Static Website on track for March delivery**

    ❖ **Web Content Management on track for April Delivery**

❖ **Product Management - Improve Collaboration with Business Units**

    ❖ **Proper product management builds relationships and provides insights into the customer's needs**