

OCIO Road Map to IT Modernization

How the OCIO will upgrade IT for Better Service

Road Map Status Report – Advisory Committees

June 2009





Overall Message

Significant Challenges Have Been Imposed by the Current Economic Environment

- ❖ 5 Year Plan has been extended to 7 due to funding
 - ❖ Same Plan of activities, but spread over a longer time
 - ❖ Not driven by programmatic delays
 - ❖ Increases the likelihood of encountering identified risks
 - ❖ Will increase the total life-cycle costs to do the same amount of work
- ❖ Most planned initiatives are on-time or only experiencing slight delays (1 Quarter at most)
- ❖ Significant Progress is being made with AIS remediation on selected Patent & Trademark systems (TDR, Madrid, OACS, SCORE)
- ❖ Re-Alignment for organizational strengthening and accountability became effective 6/7/2009



OCIO Funding Impacts – FY 2009 (In millions)

October 1, 2008

June 1, 2009

❖ Compensation	\$67	\$60
❖ Business Projects	\$44	\$15.5
❖ Note: Some projects were intended to replace aging systems (PFW, OACS, EAST)		
❖ Road Map Projects	\$37	\$30
❖ Operations & Maintenance	\$139.5	\$135

Total Removed = \$47 Million

From our FY 2009 Budget Request



Major Identified Challenges – Status

(As of May 2009)

G AIS Stabilization

❖ System Loading, Monitoring, & Diagnostics

- G** SWAT Team Analysis & Review is underway or complete for 14 AISs, some fixes are immediate, FY 2010 budget and maintenance planning will repair the rest.
- G** Proactive Monitoring for real time analysis and downtime reduction.
- G** Metrics Service to monitor systems in real time – design complete.

G Process Standardization

❖ Lack of Repeatable Process Standards

- G** Mitigated through Enterprise Program Management System (EPMS); and document policies, procedures and standards (Software, Network, Hardware, Desktop COTS, Security, & Monitoring), and implement the System Development Lifecycle (SDLC) to control management of the full Systems Life Cycle in a consistent way.



Major Identified Challenges - Status

Y Organizational Strengthening

Y Headcount (Current)

- ❖ OCIO Position Ceiling – 549
- ❖ Current On-Board – 463
- ❖ Vacancies – 86
- ❖ Authorize to Pursue Remaining – 14
 - ❖ 3 interviewing
 - ❖ 1 paneling
 - ❖ 1 no selection/re-advertise
 - ❖ 9 authorized to advertise
- ❖ Business Area Details to Augment Vacancies – 29 Patent and 1 Trademark

G Increased financial transparency through a focus on publication and collaboration on spending reports, budget formulation, and strategic planning.



Major Identified Challenges - Status

G Organizational Strengthening (con't)

G Skill-base

- ❖ Completed Task Order Manager/Contracting Officer Technical Representative Training
- ❖ On-going Enterprise Program Management System Tool Training
- ❖ Completed System Development Life Cycle Training
- ❖ Individual Development Plans (IDP) project is well underway and expected to be complete in November of 2009

Y Contractor Reliance

- ❖ Reductions in allowed hiring have delayed significant progress

G Employee Survey Results

- ❖ Significant positive improvement since 2007
- ❖ Job Satisfaction was up 13% overall!
- ❖ Leadership confidence was up 18% overall!
- ❖ Plan to address identified issues in July



Major Identified Challenges - Status

Y Disaster Recovery

- G** Completed requisition for additional disk storage for failover.
- G** Completed selection of vendors for additional telecommunications circuits to Boyers.
- Y** Completed 36% (142 TB) of data replicated to the remote facility
- R** Funding for additional hardware/software infrastructure to support building redundant systems at remote facility
- G** TRAM, CM and email redundancy still underway

G Data Center Stabilization

- G** System Aging & Platform Proliferation
 - ❖ 12 of 22 systems have been deployed – Some delay was due to power restrictions which have been mitigated with a plan to recover 90 KW.
- Y** Power
 - ❖ Received final solution drawings to support the power changes to IT West necessary to recapture power for the IT East Production Data Center.
 - ❖ Regained 90 KW from the removal of IT West off redundant power



Major Identified Challenges - Status

Y Desktop Stabilization

- Y** Federal Desktop Core Configuration (FDCC) 1.0 pushed to 16%
- G** Reduced local administrative rights by 31%
- G** Anti-virus push to update versions is at 90%
- G** Establishment of business area baselines is on-schedule
- R** Evaluation of tools for automated deployment and monitoring is ongoing but slow due to funding

G Service Desk

- G** ITIL-based (Information Technology Infrastructure Library) Incident Management analysis complete – establishment of policies and procedures for deployment will be complete by the end of fiscal year 2009
- R** Acquisition of a Help Desk services tool that supports an ITIL-based management process is delayed to FY 2010 due to funding



Major Identified Challenges - Status

G Telecommunications

- G** Completed the PTONet III acquisition in 6 months!
- G** Completed setup of first acquired PTONet III equipment in Remsen Test facility and data center – will test the roll-out by completing the IT West facility (Lab) by July 30th, on schedule
- G** Begin receipt and testing of data center firewall, switches, and end-of-life equipment for deployment in early July

G Enterprise Architecture

- G** Completed audit of current environment, tools, and documentation as the authoritative source of the Enterprise Architecture
- G** Enterprise Architecture and SOA Migration Analysis complete



Looking Forward

- ❖ Continue to build collaborative relationships with our customers
- ❖ Continue to scrutinize Operations and Maintenance to squeeze out additional efficiencies to fund infrastructure improvements
- ❖ Plan and build to quality - explore contracting alternatives to increase competition and drive increased value and significant improvement in the quality of the deliverables
- ❖ Shift from foundational training (EPMS, contracting, SDLC) to more focused technical skills re-refresh.
- ❖ Continue to Phase 2 of the organizational re-structure to improve accountability and get the right people in the right jobs to maximize the potential of the existing staff
- ❖ Build/replace AISs analyzed by SWAT team
- ❖ Develop a set of reusable services and start the migration of the operational environment to a Service Architecture based on modern technologies
- ❖ Address customer concerns of performance and capability



Sample Usage Page

❖The table below indicates the typical hourly usage status of the TDR and TSS systems for the previous week. These tables will be updated weekly. For improved performance, please access the systems during "Green" - optimal usage hours.

Green: Optimal Usage Red: Increased Usage

❖ TDR USAGE	
❖ HOUR	❖ STATUS
❖ 12:00-12:59 AM	❖ Optimal Usage
❖ 1:00-1:59 AM	❖ Optimal Usage
❖ 2:00-2:59 AM	❖ Optimal Usage
❖ 3:00-3:59 AM	❖ Optimal Usage
❖ 4:00-4:59 AM	❖ Optimal Usage
❖ 5:00-5:59 AM	❖ Optimal Usage
❖ 6:00-6:59 AM	❖ Optimal Usage
❖ 7:00-7:59 AM	❖ Optimal Usage
❖ 8:00-8:59 AM	❖ Optimal Usage
❖ 9:00-9:59 AM	❖ Increased Usage
❖ 10:00-10:59 AM	❖ Increased Usage
❖ 11:00-11:59 AM	❖ Increased Usage
❖ 12:00-12:59 PM	❖ Increased Usage
❖ 1:00-1:59 PM	❖ Increased Usage
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❖ 4:00-4:59 PM	❖ Increased Usage
❖ 5:00-5:59 PM	❖ Increased Usage
❖ 6:00-6:59 PM	❖ Optimal Usage
❖ 7:00-7:59 PM	❖ Optimal Usage
❖ 8:00-8:59 PM	❖ Optimal Usage
❖ 9:00-9:59 PM	❖ Increased Usage
❖ 10:00-10:59 PM	❖ Increased Usage
❖ 11:00-11:59 PM	❖ Increased Usage

❖ TESS USAGE	
❖ HOUR	❖ STATUS
❖ 12:00-12:59 AM	❖ Optimal Usage
❖ 1:00-1:59 AM	❖ Optimal Usage
❖ 2:00-2:59 AM	❖ Optimal Usage
❖ 3:00-3:59 AM	❖ Optimal Usage
❖ 4:00-4:59 AM	❖ Optimal Usage
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❖ 9:00-9:59 PM	❖ Optimal Usage
❖ 10:00-10:59 PM	❖ Optimal Usage
❖ 11:00-11:59 PM	❖ Optimal Usage

http://www.uspto.gov/helpdesk/status/tdr_tess_status.html



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DCIO

