

Integrated Technology Services

Voice of the Customer: Networx Transition, and Beyond

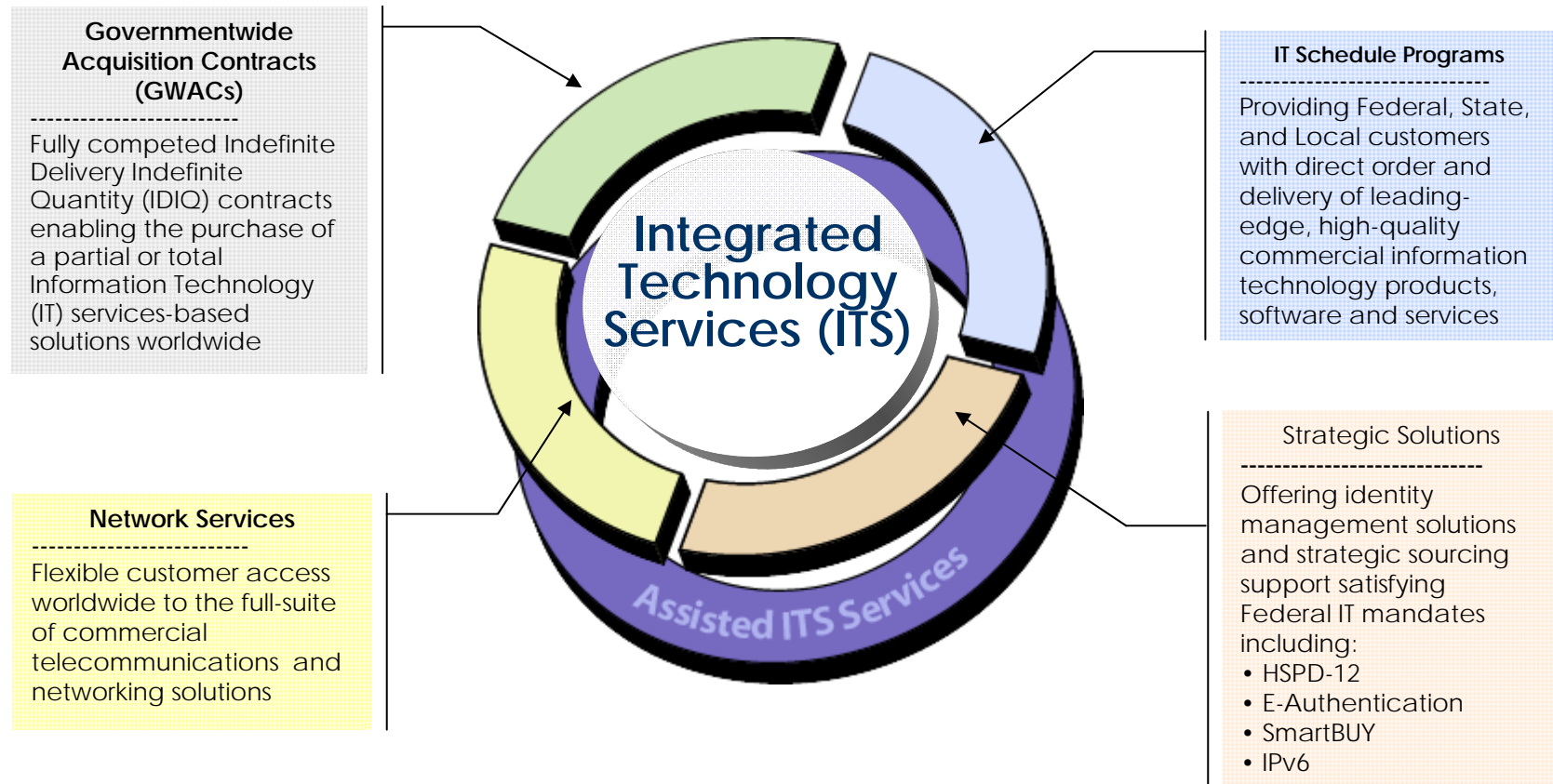
Sonny Bhagowalia, CIO, Department of Interior

January 7, 2010

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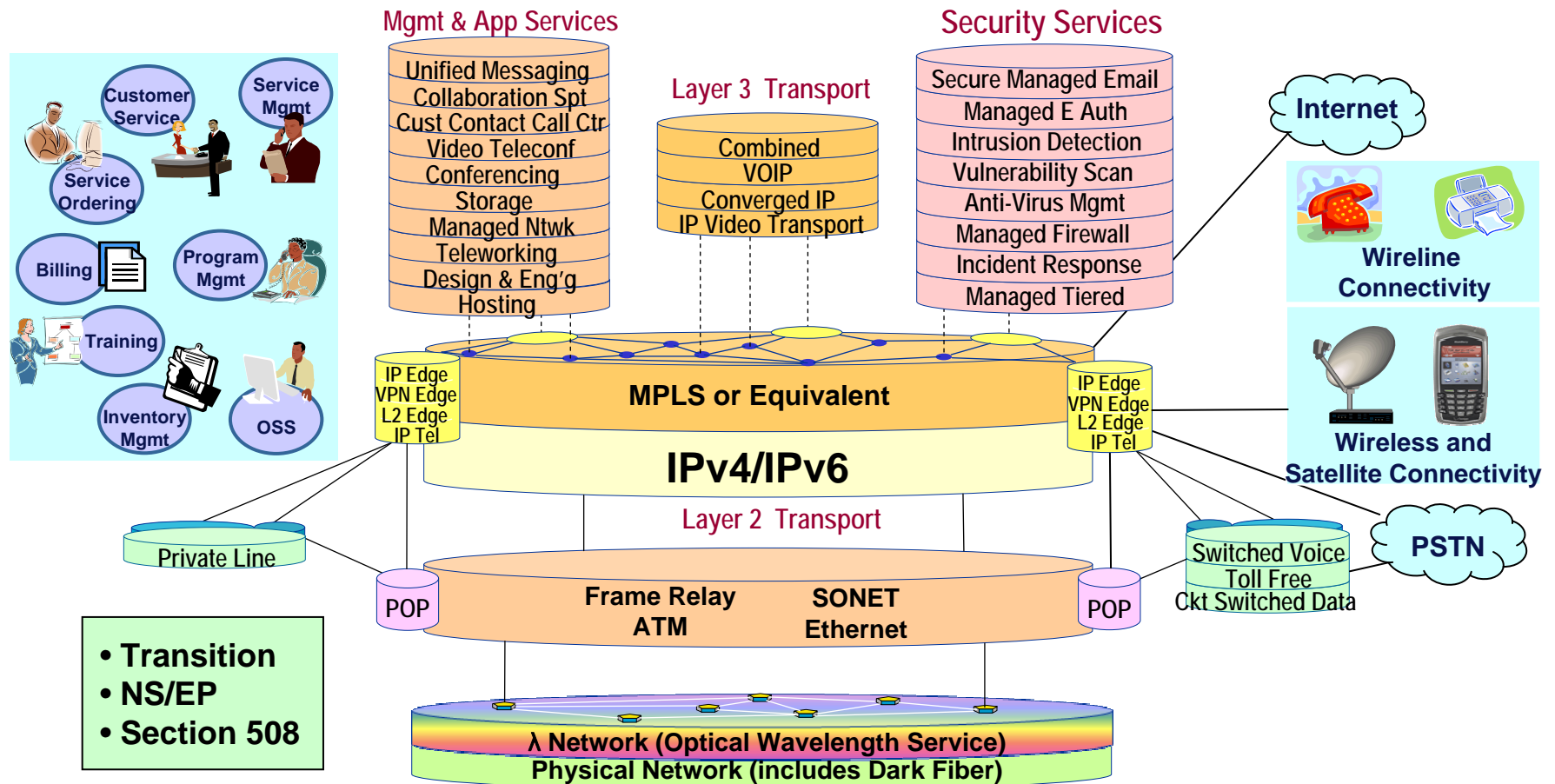
GSA ITS Portfolio

Delivering leading-edge information technology solutions to enable Great Government Through Technology



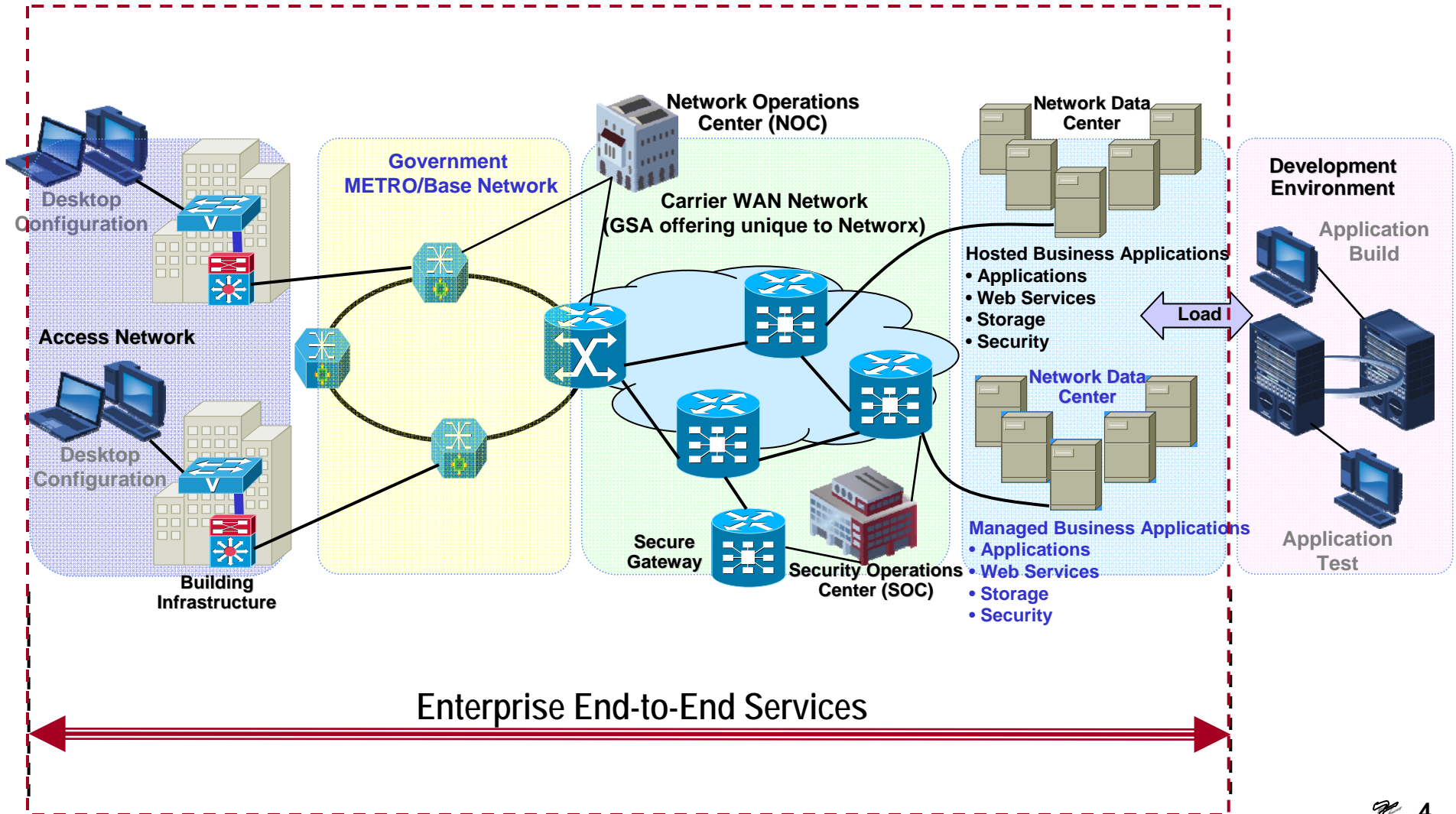
Network

50 Services – Secure IP-Based Architecture



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Networkx Scope of Capabilities



GSA Network Services Activities **“The Voice of the Customer”**

- Network Services
 - Managed Trusted Internet Protocol Services (MTIPS)
 - VoIP Services
 - Building Infrastructure Project
- Federal Commercial Satellite Acquisition (FCSA)
- Connections II
- Network Transition

New Interagency Management Council (IMC)

- IMC Chair: Edward O'Hare, GSA AC for ITS
- New IMC Executive Steering Committee Structure
 - **Chair, alternate IMC Chair:**
 - Sonny Bhagowalia, CIO, US Department of Interior, member Federal CIO council and co-chair Architecture and Infrastructure, Federal CIO Council
 - **Members:**
 - Mike Brown, Department of Homeland Security
 - Charles McClam, US Department of Agriculture
 - Eric Olson, Department of Justice
 - Mike Ponti, Department of Defense

New Interagency Management Council (IMC)

- Goals include (paraphrased from IMC New Charter):
 - To coordinate Government network services solutions
 - Initiate procurement actions
 - Promote cross-agency communication
 - Identify impediments to the delivery of products and services
 - Work as appropriate with OMB,Federal CIO Council, and other stakeholders to develop recommendations mitigate impediments to the delivery of products and services
 - Address other issues as required by the Federal CIO Council, OMB, or other stakeholders
- Current Challenge: Complete Network Transition

Transition “Challenges” Exist

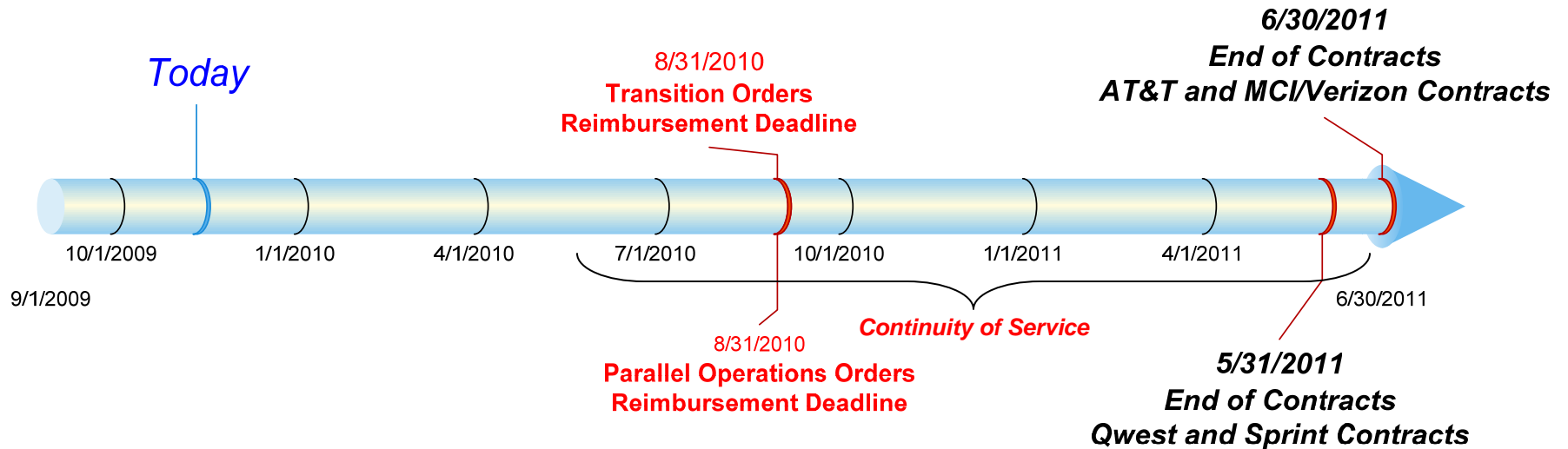
- Transition is difficult and complex
- Network Transition has been delayed by:
 - Overall growth and increase in complexity of network services
 - Need for Statements of Work
 - Ability for industry to protest task orders
 - Higher Agency priorities
 - Agency turnover and lack of technical staff resources
 - Burden of SOWs on vendors
- It is difficult to measure transition - disconnects is “lagging indicator”
- Transitions require significant coordination within & between organizations and resources
- Much good work has been done in Agencies by many dedicated people

Nevertheless...we must get it done

- Network Services are fundamental to Government business
- Current contracts are expiring
- Prices on Network are generally much better than FTS2001/Crossover (by as much as \$18M per month)
- We need to get it done

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**Transition Timeline: 42 months
+ 12 months Continuity of Service = 54 months**

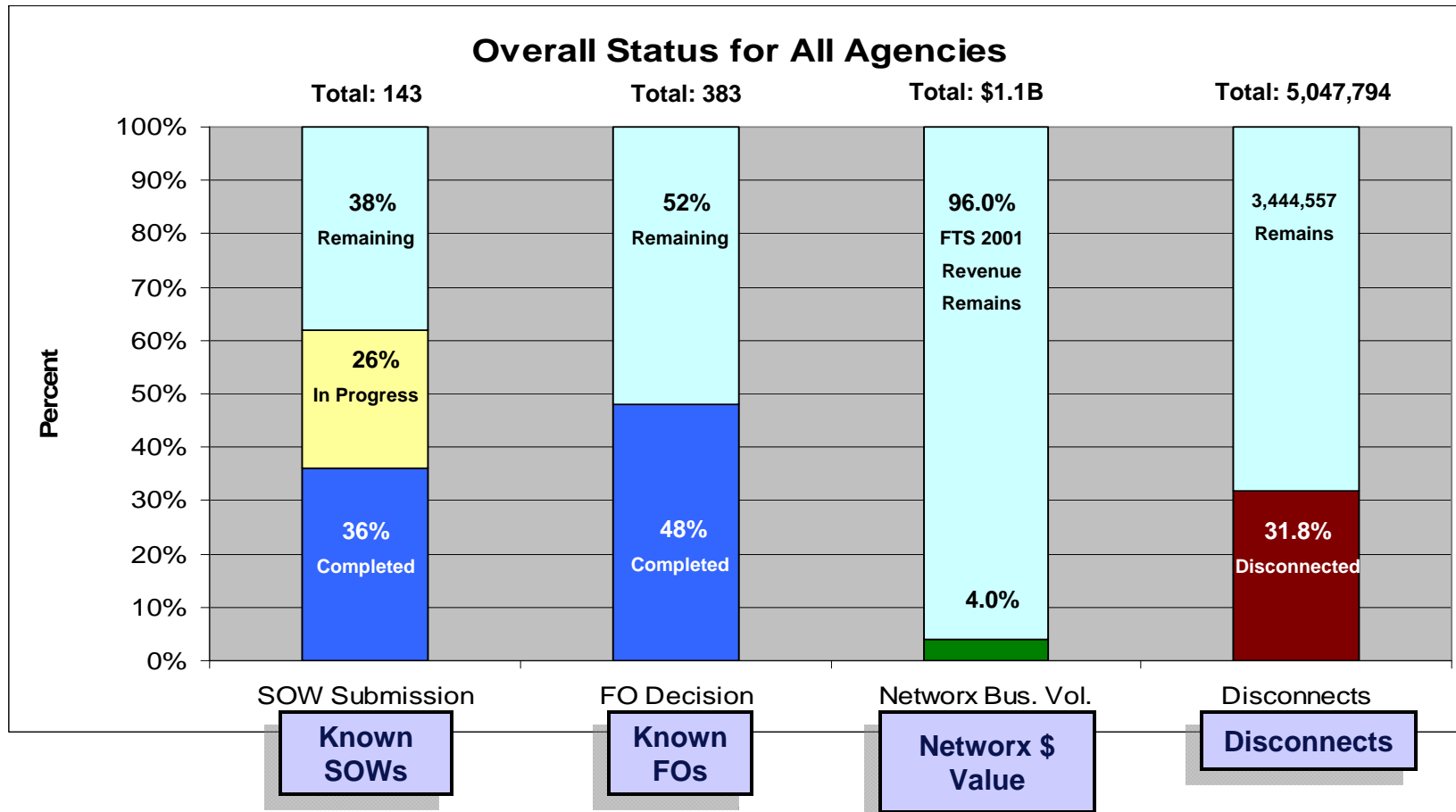


(Final extension from Jan and Apr 10)

20 months remaining

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Overall Agency Transition Progress as of 10/29/2009



Actions

- IMC is changing Transition Credit Milestones
 - Parallel Operations and Ordering Milestones have been combined and **moved to August 31, 2010**
 - Transition Credits will continue to be paid by GSA through that date (And this is it!)
- IMC is engaging support from CIO Council by providing the Council monthly transition updates
- Considering the value of a “CXO Network Day” at which GSA and Carriers would provide Transition Lessons Learned and information on how transition can be expedited

Actions, continued

- GSA will continue to provide:
 - Transition planning assistance
 - Direct Agency support
 - SOW and MOD support to tailor Agency unique services
 - Financial support through Transition Credits
 - Assistance in addressing issues raised in Transition Working Group and directly to GSA

Agency Perspective

- Voice of the Customer
 - Transition Lessons Learned
 - How to expedite the transition
 - Future requirements



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Questions?