



# CTS Initiatives

Updated 11/30/2012

ID	Task Name	Duration	Start	Finish	% Complete	CTS Lead
1	<b>New Service Inquiries</b>					
2	<b>GAL Sync</b>					<b>Wendy Huff</b>
3	Receive inquiry	0 days	8/30/12	8/30/12	100%	
4	Gather information for internal inquiry review (High Level)	5 days	8/30/12	9/5/12	100%	
5	Review request with Management Team (commitment)	10 days	9/6/12	9/19/12	100%	
6	Complete Service Inquiry Form (Complete)	6 days	9/20/12	9/27/12	100%	
7	Review request with CAC	4 days	9/28/12	10/3/12	100%	
8	Complete Conceptual Design	42 days	10/4/12	11/30/12	0%	
9	Review with CAC	1 day	12/5/12	12/5/12	0%	
10	Review request with Service Health Check group					
11	Define service offering					
12	Review potential service offering with CAC					
13	<b>ListServ Replacement</b>					<b>Wendy Huff</b>
14	Received inquiry and review at Service Health Check meeting	0 days	9/27/12	9/27/12	100%	
15	Gather information for internal inquiry review (High Level)	5 days	9/28/12	10/4/12	100%	
16	Review request with Management Team (commitment)					
17	Complete Service Inquiry Form (Complete)					
18	Review request with CAC					
19	Complete Conceptual Design					
20	Review request with Service Health Check group					
21	Define service offering					
22	Review potential service offering/sunset plan with CAC					
23	<b>Rights Management (RMS)</b>					<b>Wendy Huff</b>
24	Receive inquiry	0 days	7/20/12	7/20/12	100%	
25	Gather information for internal inquiry review (High Level)	5 days	7/23/12	7/27/12	100%	
26	Review request with Management Team (commitment) - N/A	0 days	7/27/12	7/27/12	100%	
27	Complete Service Inquiry Form (Complete)	0 days	7/27/12	7/27/12	100%	
28	Review initial request with CAC	3 days	7/30/12	8/1/12	100%	
29	Confirm further interest and commitment to proceed at CAC	1 day	12/5/12	12/5/12	0%	
30	Complete Conceptual Design					
31	Review request with Service Health Check group					
32	Define service offering					
33	Review potential service offering with CAC					
34	<b>Single Sign-on, AD Cleanup and AD Maintenance Service Bundle</b>					<b>Wendy Huff</b>
35	Receive inquiry	0 days	2/29/12	2/29/12	0%	
36	Gather information for internal inquiry review (High Level)	0 days	12/31/12	12/31/12	0%	
37	Review request with Management Team (commitment)	0 days	12/31/12	12/31/12	0%	
38	Complete Service Inquiry Form (Complete)					

Additional target dates will be populated as decision gates indicate need for further activity.



# CTS Initiatives

Updated 11/30/2012

ID	Task Name	Duration	Start	Finish	% Complete	CTS Lead
39	Review request with CAC					
40	Complete Conceptual Design					
41	Review request with Service Health Check group					
42	Define service offering					
43	Review potential service offering with CAC					
44	<b>Tier 4 Storage</b>					<b>Wendy Huff</b>
45	Receive inquiry	0 days	3/21/12	3/21/12	0%	
46	Gather information for internal inquiry review (High Level)	0 days	12/7/12	12/7/12	0%	
47	Review request with Management Team (commitment)					
48	Complete Service Inquiry Form (Complete)					
49	Review request with CAC					
50	Complete Conceptual Design					
51	Review request with Service Health Check group					
52	Define service offering					
53	Review potential service offering with CAC					
54	<b>Lync</b>					<b>Laura Parma</b>
55	Receive inquiry	0 days	10/24/12	10/24/12	100%	
56	Gather information for internal inquiry review (High Level)	27 days	10/25/12	11/30/12	0%	
57	Review request with Management Team (commitment)	11 days	10/25/12	11/8/12	100%	
58	Complete Service Inquiry Form (Complete)	0 days	11/8/12	11/8/12	0%	
59	Review request with CAC	16 days	11/9/12	11/30/12	0%	
60	Complete Conceptual Design	3 days	12/3/12	12/5/12	0%	
61	Review request with Service Health Check group	86 days	12/6/12	4/4/13	0%	
62	Define service offering	0 days	4/4/13	4/4/13	0%	
63	Review potential service offering with CAC	19 days	4/5/13	5/1/13	0%	
64	<b>Sharepoint</b>					<b>Laura Parma</b>
65	Receive inquiry	0 days	8/30/12	8/30/12	100%	
66	Gather information for internal inquiry review (High Level) and review at CAC	21 days	8/30/12	9/27/12	100%	
67	Review request with Management Team (commitment)	5 days	11/2/12	11/8/12	100%	
68	Complete Service Inquiry Form (Complete)	41 days	10/5/12	11/30/12	100%	
69	Review request with CAC	3 days	12/3/12	12/5/12	0%	
70	Complete Conceptual Design	105 days	11/9/12	4/4/13	0%	
71	Review request with Service Health Check group	67 days	1/2/13	4/4/13	0%	
72	Define service offering	67 days	1/2/13	4/4/13	0%	
73	Review potential service offering with CAC	19 days	4/5/13	5/1/13	0%	
74	<b>IDaaS (Identity as a service)</b>					<b>Laura Parma</b>
75	Receive inquiry	0 days	9/19/12	9/19/12	100%	
76	Gather information for internal inquiry review (High Level)	17 days	9/20/12	10/12/12	100%	

Additional target dates will be populated as decision gates indicate need for further activity.



# CTS Initiatives

Updated 11/30/2012

ID	Task Name	Duration	Start	Finish	% Complete	CTS Lead
77	Review request with Management Team (commitment)	44 days	10/15/12	12/13/12	0%	
78	Complete Service Inquiry Form (Complete)					
79	Review request with CAC					
80	Complete Conceptual Design					
81	Review request with Service Health Check group					
82	Define service offering					
83	Review potential service offering with CAC					
84	<b>Wifi</b>					<b>Bruce Shurtz</b>
85	Receive inquiry	0 days	2/29/12	2/29/12	100%	
86	Gather information for internal inquiry review (High Level)	197 days	3/1/12	11/30/12	100%	
87	Review request with Management Team (commitment)	0 days	11/30/12	11/30/12	100%	
88	Complete Service Inquiry Form (Complete)	0 days	11/30/12	11/30/12	100%	
89	Review request with CAC	0 days	12/5/12	12/5/12	0%	
90	Complete Conceptual Design	41 days	12/6/12	1/31/13	0%	
91	Review request with Service Health Check group	11 days	2/1/13	2/15/13	0%	
92	Define service offering	30 days	2/18/13	3/29/13	0%	
93	Review potential service offering with CAC	11 days	4/1/13	4/15/13	0%	
94	<b>Outlook Anywhere (RPC)</b>					<b>Agnes Kirk</b>
95	Receive inquiry					
96	Gather information for internal inquiry review (High Level)					
97	Review request with Management Team (commitment)					
98	Complete Service Inquiry Form (Complete)					
99	Review request with CAC					
100	Complete Conceptual Design					
101	Review request with Service Health Check group					
102	Define service offering					
103	Review potential service offering with CAC					
104	<b>Mobile Device Management (MDM)</b>					<b>Agnes Kirk</b>
105	Receive inquiry					
106	Gather information for internal inquiry review (High Level)					
107	Review request with Management Team (commitment)					
108	Complete Service Inquiry Form (Complete)					
109	Review request with CAC					
110	Complete Conceptual Design					
111	Review request with Service Health Check group					
112	Define service offering					
113	Review potential service offering with CAC					
114	<b>VPN Hardware / Multiple VPN Services</b>					

Additional target dates will be populated as decision gates indicate need for further activity.



# CTS Initiatives

Updated 11/30/2012

ID	Task Name	Duration	Start	Finish	% Complete	CTS Lead
115	Receive inquiry					
116	Gather information for internal inquiry review (High Level)					
117	Review request with Management Team (commitment)					
118	Complete Service Inquiry Form (Complete)					
119	Review request with CAC					
120	Complete Conceptual Design					
121	Review request with Service Health Check group					
122	Define service offering					
123	Review potential service offering with CAC					
124	<b>Public Cloud Brokering</b>					<b>Dan Mercer</b>
125	Receive inquiry					
126	Gather information for internal inquiry review (High Level)					
127	Review request with Management Team (commitment)					
128	Complete Service Inquiry Form (Complete)					
129	Review request with CAC					
130	Complete Conceptual Design					
131	Review request with Service Health Check group					
132	Define service offering					
133	Review potential service offering with CAC					
134	<b>Infrastructure as a Service</b>					<b>Dan Mercer</b>
135	Receive inquiry					
136	Gather information for internal inquiry review (High Level)					
137	Review request with Management Team (commitment)					
138	Complete Service Inquiry Form (Complete)					
139	Review request with CAC					
140	Complete Conceptual Design					
141	Review request with Service Health Check group					
142	Define service offering					
143	Review potential service offering with CAC					
144	<b>Platform as a Service</b>					<b>Dan Mercer</b>
145	Receive inquiry					
146	Gather information for internal inquiry review (High Level)					
147	Review request with Management Team (commitment)					
148	Complete Service Inquiry Form (Complete)					
149	Review request with CAC					
150	Complete Conceptual Design					
151	Review request with Service Health Check group					
152	Define service offering					

Additional target dates will be populated as decision gates indicate need for further activity.



# CTS Initiatives

Updated 11/30/2012

ID	Task Name	Duration	Start	Finish	% Complete	CTS Lead
153	Review potential service offering with CAC					
154	<b>Completed Service Inquiries</b>					
155	Submit Security Decision Package	0 days	8/30/12	8/30/12	100%	Agnes Kirk
156	<b>Review CTS Service Catalog</b>					
157	<b>Remote Access: Citrix (7), Strong Authentication (27), and Access VPN (31)</b>					Agnes Kirk
158	Determine Rate options for Strong Authentication Hard and Soft Tokens	8 days	8/30/12	9/10/12	100%	
159	Complete option analysis to reduce cost of Citrix and VPN remote access	0 days	10/31/12	10/31/12	0%	
160	Implement New Rates	1 day	11/1/12	11/1/12	0%	
161	<b>Enterprise Forward Proxy (EFP) (12)</b>					Agnes Kirk
162	Complete EFP Pilot	0 days	4/30/12	4/30/12	100%	
163	Deploy EFP in production	22 days	5/1/12	5/30/12	100%	
164	New service – included in allocated rates, cost avoidance, and hard savings	0 days	5/30/12	5/30/12	100%	
165	<b>Transact Washington™ (30)</b>					Agnes Kirk
166	Complete Multi-factor Authentication Proof-of-Concept	0 days	3/30/12	3/30/12	100%	
167	Implement Multi-factor Authentication	175 days	4/2/12	11/30/12	0%	
168	Deploy Multi-factor Authentication in production	1 day	1/1/13	1/1/13	0%	
169	Migrate applications and users to Multi-factor Authentication	43 days	1/2/13	3/1/13	0%	
170	Sunset Transact Washington Gateway	0 days	6/28/13	6/28/13	0%	
171	<b>Private Branch Exchange (20)</b>					Bruce Shurtz
172	Review and rationalize rates	66 days	5/1/12	7/31/12	100%	
173	<b>Switched Long Distance → SCAN (28) – capturing savings as sites convert</b>					Bruce Shurtz
174	Convert 135 Non-State Agencies	120 days	1/16/12	6/29/12	100%	
175	Convert Centrex sites	131 days	7/2/12	12/31/12	0%	
176	Convert State-owned PBXs (65 done. 150 left)	64 days	1/1/13	3/29/13	0%	
177	Complete conversion	65 days	4/1/13	6/28/13	0%	
178	<b>Voicemail (32)</b>					Bruce Shurtz
179	Order PBX-related equipment	0 days	8/30/12	8/30/12	100%	
180	Install PBX-related voice mail equipment	44 days	4/2/12	5/31/12	100%	
181	Test system	22 days	4/2/12	5/1/12	100%	
182	Cutover new voicemail system	22 days	5/2/12	5/31/12	100%	
183	Complete cutover and capture cost savings	21 days	6/1/12	6/29/12	100%	
184	<b>VLAN Re-numbering</b>					Bruce Shurtz
185	Establish a process for VLAN Renumbering	44 days	10/2/12	11/30/12	0%	
186	Implement new process for VLAN Renumbering	1 day	12/3/12	12/3/12	0%	
187	<b>Redundant Network connection OB2-SDC</b>					Bruce Shurtz
188	Ensure maintenance contracts and procedures exist for OB2-SDC connection	0 days	11/30/12	11/30/12	0%	
189	Put procedures in place and test	21 days	12/3/12	12/31/12	0%	
190	<b>K20/UW</b>					Bruce Shurtz

Additional target dates will be populated as decision gates indicate need for further activity.



# CTS Initiatives

Updated 11/30/2012

ID	Task Name	Duration	Start	Finish	% Complete	CTS Lead
191	<a href="#">Transfer MCU Services</a>	44 days	7/4/12	9/3/12	100%	
192	Transfer Circuit Customer of Record	44 days	4/30/13	6/28/13	0%	
193	Transfer TDM Circuits	44 days	4/30/13	6/28/13	0%	
194	Finalize Billing Plan	44 days	4/30/13	6/28/13	0%	
195	<b>Campus Fiber Network Sunset</b>					<b>Bruce Shurtz</b>
196	<a href="#">Complete migrating 6 customers</a>	0 days	8/30/12	8/30/12	100%	
197	Complete migrating next 4 customers	0 days	12/31/12	12/31/12	0%	
198	Complete migrating remaining 12 customers	0 days	9/30/13	9/30/13	0%	
199	Decommission equipment and reallocate fiber	0 days	10/31/13	10/31/13	0%	
200	<b>APPTIO/Portfolio</b>					<b>Curtis Sneddon</b>
201	<a href="#">Project Kick-off</a>	1 day	6/27/12	6/27/12	100%	
202	<a href="#">Complete Financial Model Construction/Mapping (GMAP date 9/14/12)</a>	58 days	6/28/12	9/17/12	100%	
203	Financial Data Upload/Validation (GMAP date 12/20/12)	100 days	7/3/12	11/19/12	0%	
204	Initial Performance Data Upload (GMAP date 9/28/12)	50 days	8/20/12	10/26/12	0%	
205	Service Performance/Utilization (not a GMAP date)	115 days	7/13/12	12/20/12	0%	
206	Initiate Bill of IT Implementation (GMAP date 2/1/13)	1 day	2/1/13	2/1/13	0%	
207	Apptio tool agency roll-out (not a GMAP date)	34 days	10/15/14	12/1/14	0%	
208	Complete Bill of IT Implementation (not a GMAP date)	21 days	11/3/14	12/1/14	0%	
209	<b>Service Level Agreements (21)</b>					<b>Rebekah O'Hara</b>
210	<a href="#">RFI issued</a>	0 days	5/23/12	5/23/12	100%	
211	Follow on tasks to be defined					
212	<b>Mainframe Strategy</b>					<b>Wendy Huff</b>
213	Gather information for internal review (High Level)	77 days	11/1/12	2/15/13	0%	
214	Review with Management Team (commitment)					
215	Review with CAC					
216	Complete Conceptual Design					
217	Review with Service Health Check group					
218	Define service offering					
219	Review potential service offering with CAC					
220	<b>BlackBerry® Mobile Messaging (6)</b>					<b>Wendy Huff</b>
221	<a href="#">Survey agencies to determine plans for ActiveSync adoption and requirements to continue BlackBerry® support</a>	65 days	6/4/12	8/31/12	100%	
222	<a href="#">Determine target sunset date</a>	20 days	9/3/12	9/28/12	100%	
223	Develop plan and schedule for migrating customers to ActiveSync	43 days	11/1/12	12/31/12	0%	
224	Develop options for customers not willing/able to migrate to ActiveSync	43 days	1/1/13	2/28/13	0%	
225	Develop plan and schedule for sunseting BlackBerry	21 days	3/1/13	3/29/13	0%	
226	Complete sunseting activities	45 days	6/14/13	8/15/13	0%	
227	<b>Server Hosting (18)</b>					

Additional target dates will be populated as decision gates indicate need for further activity.



# CTS Initiatives

Updated 11/30/2012

ID	Task Name	Duration	Start	Finish	% Complete	CTS Lead
228	<b>Redefine Managed Server Hosting and Virtual Server Hosting services</b>					<b>Wendy Huff</b>
229	Separate basic server provisioning from tailored server support	65 days	8/17/12	11/15/12	0%	
230	Revise billing processes	32 days	11/16/12	12/31/12	0%	
231	Communicate billing changes with customers	23 days	1/1/13	1/31/13	0%	
232	Produce first revised bill	20 days	2/1/13	2/28/13	0%	
233	<b>Identify potential cost reductions in current service offerings</b>					<b>Wendy Huff</b>
234	Review network connectivity costs	22 days	11/1/12	11/30/12	0%	
235	Review firewall costs	22 days	11/1/12	11/30/12	0%	
236	Review staffing requirements	32 days	12/3/12	1/15/13	0%	
237	Review indirect costs	32 days	12/3/12	1/15/13	0%	
238	Implement cost reductions, where possible	20 days	2/1/13	2/28/13	0%	
239	Complete server virtualization	0 days	6/28/13	6/28/13	0%	
240	<b>Develop and implement standardized and rated service offerings</b>					<b>Wendy Huff</b>
241	Revise tiered bronze/silver/gold model in conjunction with private cloud effort	43 days	1/1/13	2/28/13	0%	
242	Engage customers in proposed service model changes	41 days	2/1/13	3/29/13	0%	
243	Develop plan and approach for implementing tiers	21 days	3/1/13	3/29/13	0%	
244	Implement first tier (likely bronze)	65 days	4/1/13	6/28/13	0%	
245	<b>Storage Rates</b>					<b>Wendy Huff</b>
246	Procure technology update for Storage	0 days	10/19/12	10/19/12	0%	
247	Restructure Storage Services	51 days	10/22/12	12/31/12	0%	
248	Revise Storage Rates	0 days	12/31/12	12/31/12	0%	
249	Revise Customer Billing Processes	0 days	12/31/12	12/31/12	0%	
250	Operationalize new storage infrastructure	43 days	1/1/13	2/28/13	0%	
251	Implement Restructured Storage Services and capture savings	0 days	2/28/13	2/28/13	0%	
252	<b>Support for Cloud-based E-mail and Collaboration (8, 19, and 23)</b>					<b>Wendy Huff</b>
253	<a href="#">Complete an ADFS proof-of-concept in pre-production</a>	110 days	4/2/12	8/31/12	100%	
254	<a href="#">Validate the Business Case for Office 365</a>	196 days	2/1/12	10/31/12	100%	
255	<a href="#">Validate agency requirements for federation and directory synchronization</a>	21 days	4/2/12	4/30/12	100%	
256	Establish a production ADFS service					
257	Implement the service for identified early adopters					
258	<b>DR Site Survey</b>					<b>Sally Alhadeff</b>
259	Receive inquiry	0 days	11/5/12	11/5/12	100%	
260	Gather site requirements	40 days	11/6/12	12/31/12	0%	
261	Perform site survey	64 days	1/1/13	3/29/13	0%	
262	Document findings and recommendations	110 days	4/1/13	8/30/13	0%	
263	<b>Complete State Data Center Projects (SDC) (25)</b>					
264	<b>SDC Business Management</b>					<b>Dan Mercer</b>
265	Financial - Work with CTS Finance to establish rates	129 days	7/4/12	12/31/12	0%	

Additional target dates will be populated as decision gates indicate need for further activity.



# CTS Initiatives

Updated 11/30/2012

ID	Task Name	Duration	Start	Finish	% Complete	CTS Lead
266	Customer Relations – Support and participate in CTS customer relations activities related to SDC services and customer interface	129 days	8/30/12	2/26/13	0%	
267	Business Engagement – Develop practices related to customer engagement, needs assessments, business case development, and solution consulting	129 days	8/30/12	2/26/13	0%	
268	<b>SDC Preparation – Facilities</b>					<b>Dan Mercer</b>
269	Complete Operational procedures	111 days	8/30/12	1/31/13	0%	
270	Complete Physical security readiness	115 days	8/30/12	2/6/13	0%	
271	Put in place access controls	115 days	8/30/12	2/6/13	0%	
272	<b>OB2Heat Reduction – Reduce the amount of heat being generated in the OB2 data center. This involves working with OB2 customers to:</b>					<b>Dan Mercer</b>
273	Identify equipment that can be shut down now or in the near future	44 days	8/30/12	10/30/12	100%	
274	Put in place a process to shutdown less critical systems and equipment in the event of a major cooling system malfunction	44 days	8/30/12	10/30/12	100%	
275	<b>Network Core Project</b>					<b>Dan Mercer</b>
276	Install core network equipment in the SDC using a “just in time” approach	110 days	8/30/12	1/30/13	0%	
277	Extend and connect OB2 networks into the SDC	110 days	8/30/12	1/30/13	0%	
278	<b>Storage Optimization (26)</b>					<b>Dan Mercer</b>
279	Coordinate and oversee projects to install storage systems in the SDC and interconnect with storage networks in OB2	154 days	8/30/12	4/2/13	0%	
280	<b>Firewall Project</b>					<b>Dan Mercer</b>
281	Coordinate and oversee CTS projects to install firewall equipment in the SDC	197 days	8/30/12	5/31/13	0%	
282	<b>OB2 Risk Mitigation (CTS Move Phase 1)</b>					<b>Dan Mercer</b>
283	Move selected CTS equipment from OBS to the SDC that best alleviates the heat issue in OB2	237 days	8/2/13	6/30/14	0%	
284	<b>Cloud computing “utility”</b>					<b>Dan Mercer</b>
285	Develop cloud platform	48 days	12/14/12	2/19/13	0%	
286	Develop business model and processes/procedures for cloud service	55 days	12/20/12	3/6/13	0%	
287	Pilot cloud service	88 days	2/27/13	6/28/13	0%	
288	<b>Virtual Tape Library (VTL) (29)</b>					<b>Dan Mercer</b>
289	Coordinate and oversee CTS project to install new VTL system in the SDC	240 days	8/30/12	7/31/13	0%	
290	<b>Washington State Patrol (WSP) Phase 1</b>					<b>Dan Mercer</b>
291	Work with WSP to a phased approach for moving some of their systems to the SDC	178 days	8/30/12	5/6/13	0%	
292	<b>OB2 Risk Mitigation (CTS Move Phase 2)</b>					<b>Dan Mercer</b>
293	Move additional CTS equipment from OB2 to CTS to further reduce heat issues in OB2	357 days	7/1/14	11/11/15	0%	
294	If deemed necessary, coordinate and oversee projects to move additional CTS equipment from OB2 to CTS to further reduce heat issues in OB2	357 days	7/1/14	11/11/15	0%	
295	<b>OB2 Data Center Optimization</b>					<b>Dan Mercer</b>
296	Determine if additional measures are needed to reduce cooling demands in OB2	262 days	1/1/15	1/1/16	0%	
297	If necessary, reconfigure remaining equipment in OB2 to optimize airflow and cooling	262 days	1/1/15	1/1/16	0%	

Additional target dates will be populated as decision gates indicate need for further activity.



# CTS Initiatives

Updated 11/30/2012

ID	Task Name	Duration	Start	Finish	% Complete	CTS Lead
298	<b>Improve Customer Service</b>					
299	<b>Customer Relations Strategy (2 and 17)</b>					<b>Christy Ridout</b>
300	Define a Customer Relations Strategy					
313	<b>Incident Notification (37)</b>					
314	<b>Improve Incident Response Processes</b>					<b>Wendy Huff</b>
315	Develop a tiered model for incident categorization, response, and communication	66 days	3/1/12	5/31/12	100%	
316	Review proposed model with selected customers	21 days	6/1/12	6/29/12	100%	
317	Establish an implementation team	110 days	7/2/12	11/30/12	0%	
318	Develop an action plan for implementation	44 days	12/3/12	1/31/13	0%	
319	Complete implementation of proposed model	85 days	2/1/13	5/30/13	0%	
320	<b>Improve Incident Notification</b>					<b>Wendy Huff</b>
321	Develop a LEAN project charter	22 days	1/30/12	2/28/12	100%	
322	Hold LEAN value stream mapping (VSM) event (Placeholder Date)	1 day	12/31/12	12/31/12	0%	
323	Develop implementation plan	23 days	1/1/13	1/31/13	0%	
324	Complete identified process improvements	63 days	2/1/13	4/30/13	0%	
325	<b>Billing – a Lean initiative with DES (39)</b>					<b>David Brummel</b>
326	Select future service for LEAN mapping event	6 days	11/8/12	11/15/12	100%	
327	Develop Charter	32 days	11/16/12	12/31/12	0%	
328	Hold LEAN value stream mapping event	64 days	1/1/13	3/29/13	0%	
329	Develop Implementation Plan	22 days	4/1/13	4/30/13	0%	
330	Complete process improvements	43 days	5/1/13	6/28/13	0%	
331	<b>Vendor Relations Strategy (3)</b>					<b>Laura Parma</b>
332	Select and train across CTS the values and expectations we have for a successful vendor relationship (i.e. we should treat our vendors the way we want our customers to treat us)	45 days	12/3/12	2/1/13	0%	
333	Don't be afraid to go back to vendor as budgets are cut and see if we can work deals	45 days	12/3/12	2/1/13	0%	
334	Respect vendor time – do statement of work, performance measures ahead of engaging in negotiations; give appropriate lead time	45 days	12/3/12	2/1/13	0%	
335	Standardize business forms and practices across divisions so vendors have a consistent expectation and experience with CTS	42 days	1/7/13	3/5/13	0%	
336	Offer vendor training to our customers on already-purchased products/services. No marketing allowed	152 days	2/1/13	9/2/13	0%	
337	<b>Define Organizational Priorities</b>					
338	<b>Opportunity Analysis</b>					
339	<b>Establish Intake Process</b>					<b>Laura Parma</b>
340	Create and validate a business case template that reflects business priorities (41)	1 day	12/31/12	12/31/12	0%	
341	Implement a business modeling capability for ongoing decisions (45)	1 day	1/1/13	1/1/13	0%	
342	<b>Establish Rate Review Process</b>					<b>Christy Ridout</b>
343	Develop a standard template to disclose rate detail (44)					

Additional target dates will be populated as decision gates indicate need for further activity.



# CTS Initiatives

Updated 11/30/2012

ID	Task Name	Duration	Start	Finish	% Complete	CTS Lead
344	Develop a competitive analysis process to establish rates (43)					
345	Create a mechanism to assign indirect costs (40)					
346	Define ROI metrics (42)					
347	<b>Establish Service Catalog Review Process</b>					<b>Christy Ridout</b>
348	To-be-Defined					
349	<b>Establish Replacement and Sunset Processes</b>					<b>Christy Ridout</b>
350	To-be-Defined					
353	<b>Workforce</b>					<b>Shalice Cook</b>
354	Align and maintain an organizational structure to deliver a customer-focused approach (33)					
355	Build a diverse, highly-skilled, adaptable, productive, and efficient workforce (34)					
356	Foster a healthy work culture that promotes leadership, creativity and openness (35)					
357	Set standards for organizational continuous improvement and employee recognition (38)					
358	<b>Implement Communications Plan</b>					
359	<b>External Communications (4)</b>					<b>David Brummel</b>
360	Review previous DIS/CTS Communications Plans/Strategies	20 days	10/4/12	10/31/12	0%	
361	Create an Updated Internal CTS Communications Plan	43 days	11/1/12	12/31/12	0%	
362	Implement Internal Communications Plan/Strategies	23 days	1/1/13	1/31/13	0%	
363	Conduct communications customer survey, analyze responses, and develop outreach plan	86 days	1/1/13	4/30/13	0%	
364	<b>Internal Communications (5)</b>					<b>David Brummel</b>
365	Implement a webpage similar to "Kudos" that would be specifically for customer comments	1 day	12/15/11	12/15/11	100%	
366	Review previous DIS/CTS Communications Plans/Strategies	88 days	8/30/12	12/31/12	0%	
367	Create an Updated Internal CTS Communications Plan	23 days	1/1/13	1/31/13	0%	
368	Implement Internal Communications Plan/Strategies	63 days	2/1/13	4/30/13	0%	
369	<b>Support OCIO IT Strategies (From OCIO 2/12 Technology Strategy)</b>					
370	<b>Disaster Recovery</b>					<b>(OCIO)</b>
371	<b>ID most critical agencies in need of a comprehensive DR plan</b>					
372	Help those agencies create and track a schedule for creation of automatic failover in remote pools/data centers					
373	ID data center space away from western WA's seismic fault zones					
374	<b>Encourage adoption of public cloud platforms</b>					<b>(OCIO)</b>
375	Negotiate purchasing relationships with cloud platform providers					
376	ID workloads in state agencies that we can move to public cloud platforms					
377	Experiment with and adopt management toolsets to manage workloads on public cloud platforms					
378	Explore the concept of the government cloud					



# CTS Initiatives

Updated 11/30/2012

ID	Task Name	Duration	Start	Finish	% Complete	CTS Lead
379	<b>Encourage adoption of SaaS for applications purchased by state agencies where appropriate. Work toward adoption of SaaS solution sin the following areas:</b>					<b>(OCIO)</b>
380	Learning Management					
381	Personnel performance management					
382	Time, Leave and Attendance					
383	Email, productivity, and collaboration applications					
384	<b>Adopt enterprise resource planning (ERP) applications systematically and incrementally in order to enable WA to function as a cohesive enterprise</b>					<b>(OCIO)</b>
385	Introduce a policy framework that allows an incremental approach to building a cohesive suite of applications, based on prioritized, identified needs					
386	Consolidate where appropriate to drive savings and deliver improved services					
387	<b>Undertake consolidation in the following areas over the next 12 months, based on resource availability</b>					<b>(OCIO)</b>
388	WiFi LAN					
389	Data Centers					
390	Shared Email					
391	<b>Adopt private cloud platforms across agency IT teams to enable easy movement of workloads across pools of servers</b>					<b>(OCIO)</b>
392	Identify a standardized technology to invest in for managing private clouds in state data centers					
393	Identify at least three agencies that will begin building out interoperable, standardized private clouds					
394	Create and track a schedule for the creation of these private clouds					
395	<b>Efficiently Manage all of the state's suitable data centers</b>					<b>(OCIO)</b>
396	ID all the data centers that will continue to be maintained into the future					
397	<b>ID the first set of agencies and systems from OB2 that will move to the SDC</b>					
398	WSP should be one of the first					
399	ID and move to relieve over subscription in OB2					
400	<b>Encourage state agencies to systematically free up data for public consumption</b>					<b>(OCIO)</b>
401	Work with state agencies to id a solution to house data, and encourage widespread participation in the data sharing					
402	Free up GIS					
403	<b>CTS Internal Project Portfolio</b>					
404	<b>CTS ATS Projects in Process</b>					<b>Curtis Sneddon</b>
405	<a href="#">Upgrade Mobile Devices</a>	0 days	<a href="#">8/30/12</a>	<a href="#">8/30/12</a>		

Additional target dates will be populated as decision gates indicate need for further activity.



Consolidated Technology Services • WA

## CTS Initiatives

Updated 11/30/2012

ID	Task Name	Duration	Start	Finish	% Complete	CTS Lead
406	Upgrade Workstations to Windows 7 and Office 2010	0 days	12/28/12	12/28/12		
407	<a href="#">CTS Applications Phase 1 - Database Update</a>	0 days	6/29/12	6/29/12		
408	CTS Applications Phase 2 - New/Update Apps					
409	Security Server Migration					
410	SharePoint Phase 1 (Clean Up)					
411	SharePoint Phase 2 (Migration to 2010)					
412	Resource Capacity Planning (New tool for PM - Project Server 2010)					