

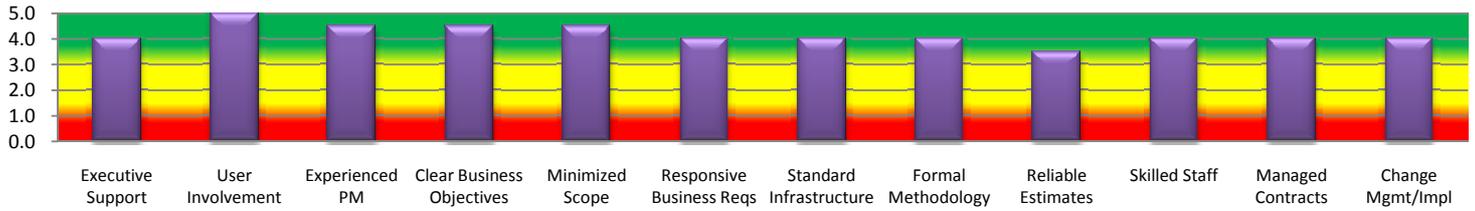


# Briskin Consulting Project Quality SCORE Dashboard

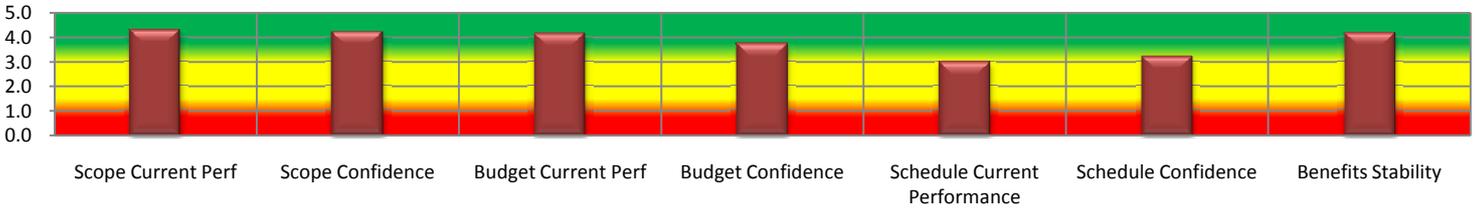
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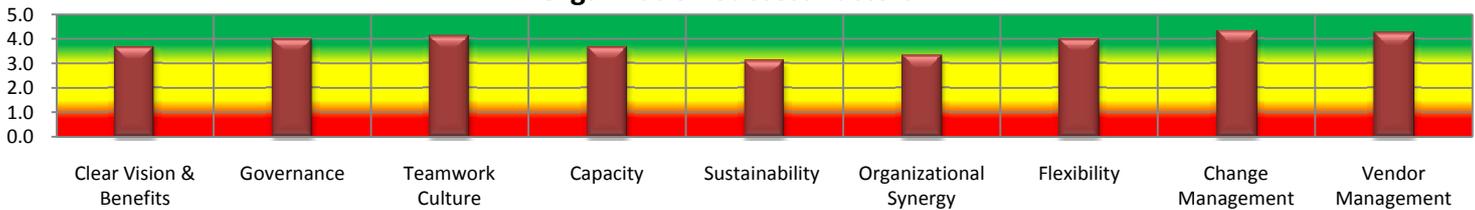
## DIS Success Factors



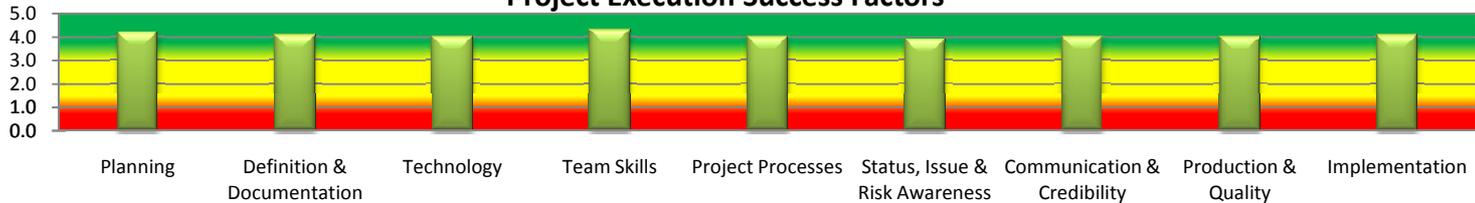
## Baseline Performance Success Factors



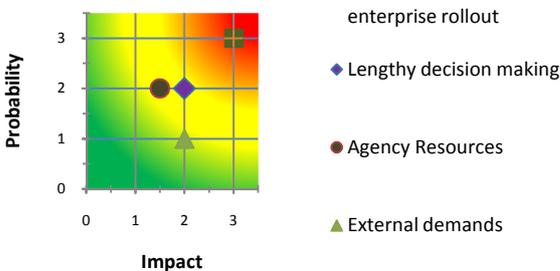
## Organization Success Factors



## Project Execution Success Factors



## Project Risks



## Top Issues

1. Secure Email RFP needs to be re-issued, which is causing a delay in that part of the project, but is not impacting the core migration activities.
2. Application Integrations: Approximately 8 agencies have not submitted information regarding their integrated applications.
3. Outside outage issues (data center, network) have impact on SSEP SLA and customer perceptions.

## QA Commentary

Overall, the SSEP project is going very well. Agency migrations are in full gear. Almost all agencies are scheduled for mailbox migration. Project processes and controls are strong. Executive sponsor is actively engaged, and DIS has professional project management in place. The project is sufficiently staffed.

Project staff are using continuous process improvement to ensure upcoming migrations benefit from lessons learned. Scope is actively managed, with only one change order to date: implementation of ActiveSync services, which has very strong customer support. The project is using industry standard infrastructure and formal project management. Scope is carefully controlled, and there is no evidence of scope creep.

There is evidence of concern among the customers about DIS' ability to support hosted email and related services with sufficient up-time to meet service level agreements and /or customer expectations.