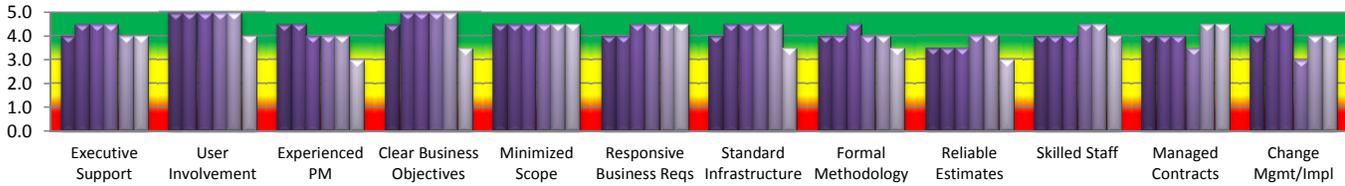




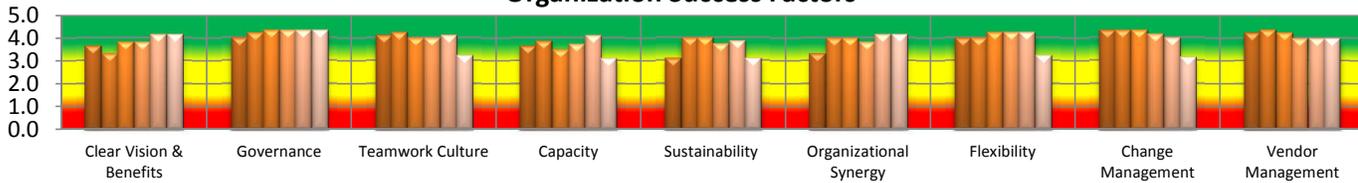
DIS Success Factors



Baseline Performance Success Factors



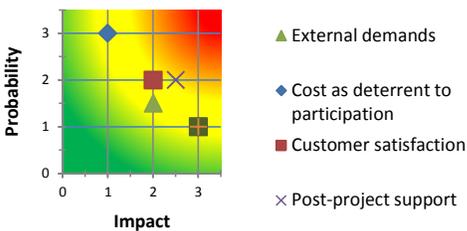
Organization Success Factors



Project Execution Success Factors



Project Risks



Top Issues

Multiple issues with Vault services resulted in intermittent loss of access, some loss of data and have shaken customer confidence.

The project is behind schedule in several areas, including secure email, SMTP relay, and email migrations.

Meeting the implementation schedule depends upon agency and CTS readiness.

QA Commentary

Many aspects of the project are working well. CTS is processing approximately 20 million messages per month, and successfully filtering junk mail and viruses. Response time on issues continues to improve as processes are streamlined. Sixty-eight INFRA tickets were reported in January. Average response time was 248 minutes. Project staff are effectively using lessons learned from prior implementations to improve current implementations. CTS is in the process of evaluating the project base rate of \$4.90/mailbox/month. It is too early to tell if the true costs will reduce, increase or have no effect on the current rate.

There are some concerns emerging on the project. There were significant and highly visible issues with access to archived messages for some agencies and users in late December and January. Some agencies are delaying their implementations until their concerns with Vault services can be addressed. The project scheduler position is still not filled. Schedule pressure is mounting, especially on top of almost a week's delay related to the January snow and ice storm.

Findings and Recommendations

Finding: Multiple issues with Vault services resulted in intermittent loss of access, some loss of data and have shaken customer confidence. *Recommendation:* Evaluate Vault architecture to ensure it is sufficient to meet user expectations for uptime and avoidance of data loss. Explore process improvements to ensure system stability. Provide detailed communications to PSC and affected end users.

Recommendation: Update schedule, milestones, and baselines as necessary, communicate new schedule and milestones to agencies.