

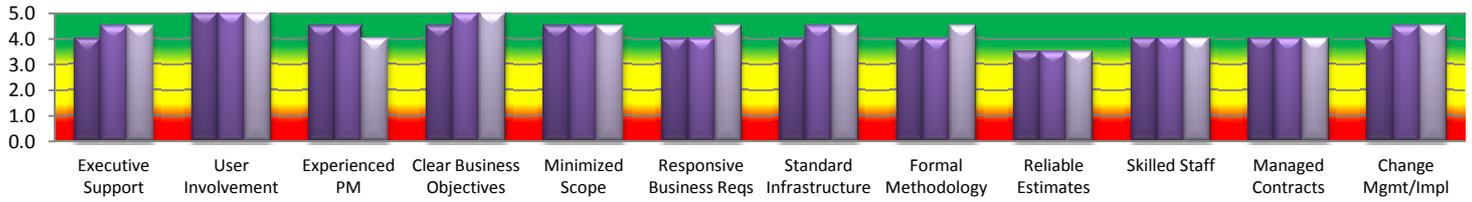


Briskin Consulting Project Quality SCORE Dashboard

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November 2011

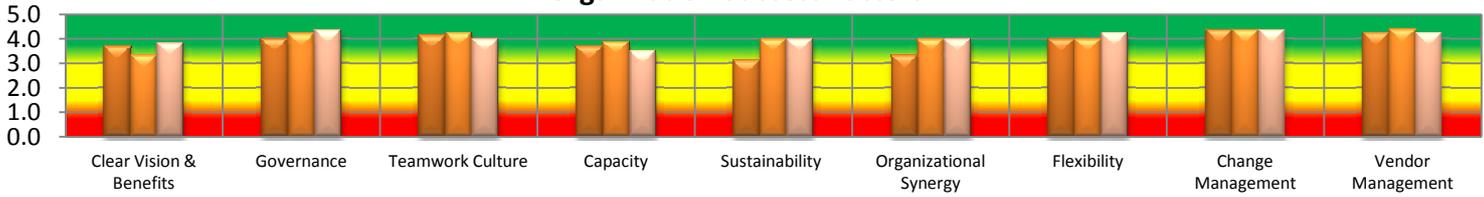
DIS Success Factors



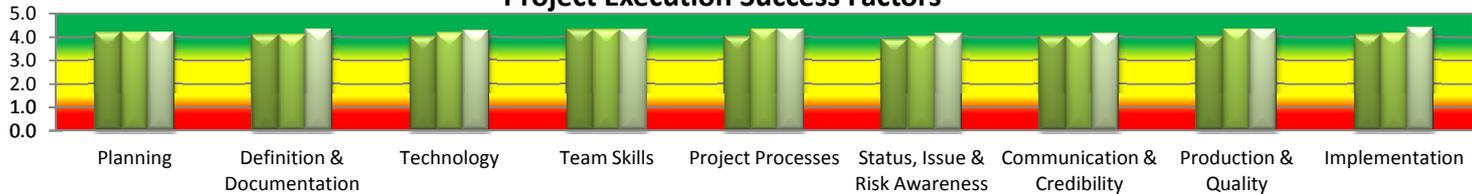
Baseline Performance Success Factors



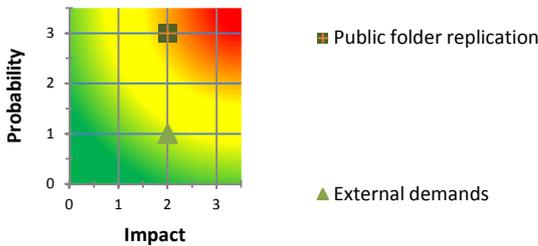
Organization Success Factors



Project Execution Success Factors



Project Risks



Top Issues

There are no significant issues to report this month.

QA Commentary

Overall, the project status is GREEN. Customer issues are being resolved in a timely manner. Implementations are becoming straightforward in most instances. The Department of Social and Health Services, one of the largest agencies to be migrated, started their pilot and initial waves of implementations in October. They are scheduled to continue their migration through the end of December. Twenty-three agencies and 7,308 mailboxes have been migrated to date.

There was an issue with replicating legacy calendar items in public folders which required technical assessment and resolution. The root issue was that some items were missing essential meta data, like start date for example, which caused an error during replication. CTS technical staff worked with Microsoft to resolve the issue, agency staff cleaned up the legacy calendar items, and public folder replication completed without further issues.

Agencies continue to adjust their scheduled implementations for a number of reasons, including staff workload issues, or technical or environment issues that have arisen late in the process. The variation seen in the scheduled versus actual migrations are not entirely under the control of CTS, since agencies make the final decision about when and how many mailboxes to migrate.