## CITA Review Areas & Task Items

| Assessment Tasks | | | |
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| **Review Area** | **Task #** | **Task Description** | **Applicable**  **(X)** |
| Asset Management | **VITA** | VITA’s ongoing Asset Management tasks:   * Performing Validation and Verification (V&V) of all laptops, desktops, and tablets. The V&V process compares an asset to Active directory log-in activity, Cisco-works network access history, and Altiris agent reporting. * There are two ways for Agencies to view the data from the V&V process.   + First, if updates have been made to an agency’s monthly bill, the information will appear under the “Comments Field” column on the monthly change report included with the bill.   + The second way to determine if any changes have been made as a result of V&V is online. COV account credentials are used to log into this [SharePoint site](https://vashare.virginia.gov/sites/vita2/APMStatus/SLA/default.aspx).   <https://vashare.virginia.gov/sites/vita2/APMStatus/SLA/default.aspx>  Users then should click on the “Monthly V&V Reports” section.   * Monitoring survey responses from the Altiris pop-up surveys during startup of laptops and desktops. * Asset Management uses information from those two tasks to validate active/inactive computers, then adding or removing them as billable assets as findings indicate. | VITA |
| **AM-1** | Export the following reports from the Partnership Asset Reporting system(PARS) and look to see why machines not listed in the report are on the bill:   1. Altiris Survey response data posted in PARS can be compared with the VITA bill. 2. Once logged into PARS, export the Altiris survey data then compare the Asset tags in the survey report with the asset tags listed in the monthly billing report. 3. Any discrepancies would be a trigger to open a [Comprehensive Services Credit/ Change Request](http://www.vita.virginia.gov/misforms/forms/vitaf.cfm) to VITA. <http://www.vita.virginia.gov/misforms/forms/vitaf.cfm>   Notes:  To access the data, [log on to PARS](https://covsmices-msq01.cov.virginia.gov/Reports/Pages/Folder.aspx) at  <https://covsmices-msq01.cov.virginia.gov/Reports/Pages/Folder.aspx>   * If you do not have access to PARS, please contact the VITA Customer Care Center (VCCC) at (866) 637-8482 or submit your request using the online COV account request tool at: https://esupport.virginia.gov/accountrequest. Using this tool, complete the COV network account request and make a note in the “Comments” area that you need access to PARS. * Once you have logged on to PARS, click on the “Agency Reports” folder * The survey data in PARS is the actual data that the user typed in and submitted during the hardware survey. If a user did not validate their asset tag, the asset tag may not match with what is in the billing system. The reason for this is that the Altiris survey pulls the PC name out of Active Directory -- not all PCs have their asset tags listed in AD. The asset management team is handling these so the agency only needs to look at what matches. |  |
| **AM-2** | Consider performing a walk through inspection of Agency sites to look in closets, basements and cabinets for assets not in use.   1. Contact VCCC to initiate an IMAC, for surplus assets be picked up. Be sure to list and provide all Asset Tags and location of machines to the VCCC. 2. Then ensure the assets are removed from the VITA bill that coves the first full month after pickup. If still on the bill, the AITR can open a [Comprehensive Services Credit/ Change Request](http://www.vita.virginia.gov/misforms/forms/vitaf.cfm) to VITA. <http://www.vita.virginia.gov/misforms/forms/vitaf.cfm> |  |
| **AM-3** | Compare assets to names of associates that have left the agency.   1. Managers may hang on to their assets thinking they might need access to the data on their hard drives. Contact your HR department to get a list of all employees that have left the agency over the past 2 to 3 years. Compare this to PARS data. 2. Contact VCCC to initiate an IMAC, for surplus assets be picked up. Be sure to list and provide all Asset Tags and location of machines to the VCCC. 3. Then ensure the assets are removed from the VITA bill that coves the first full month after pickup. If still on the bill, the AITR can open a [Comprehensive Services Credit/ Change Request](http://www.vita.virginia.gov/misforms/forms/vitaf.cfm) to VITA. <http://www.vita.virginia.gov/misforms/forms/vitaf.cfm> |  |
| **AM-4** | Sort the asset data by owner and look at associates that have more than one PC listed and verify appropriateness. Look for situations where agency is billed for both the old and the new PC.   1. Possible legitimate causes for multiple PCs to be assigned are training machines or shared machines. 2. A possible illegitimate cause is the agency is being charged for both the old and new asset from refresh activities. 3. If necessary, the AITR can open a [Comprehensive Services Credit/ Change Request](http://www.vita.virginia.gov/misforms/forms/vitaf.cfm) to VITA. <http://www.vita.virginia.gov/misforms/forms/vitaf.cfm> |  |
| **AM-5** | Confirm assets listed on VITA bill actually belong to the agency, ruling out possibility of being charged for another agency’s assets. |  |
| **AM-6** | Validate that the servers on the VITA bill are accurately named, sized, and in use by the agency. Confirm that the servers have not been decommissioned or are not infrastructure servers by NG (not to be billed).   1. Work with the application owners and developers for your agency and have them validate all servers that are on the monthly billing report as accurately described (correct CPU count and storage allocation amount), in active use. 2. If necessary, the AITR can open a [Comprehensive Services Credit/ Change Request](http://www.vita.virginia.gov/misforms/forms/vitaf.cfm) to VITA. <http://www.vita.virginia.gov/misforms/forms/vitaf.cfm> |  |
| **AM-7** | Develop implementation plan for Asset Management that has high likelihood of delivering cost savings based upon the analysis in AM tasks 1-6. |  |
| **Managed**  **Print** | MP-1 | Consider selection of third party vendor for Managed Print evaluation project. Methodology may include the following tasks *(source: KST Data plan for DMV, DSS, Feb 2011)* |  |
| **MP-2** | Calculate total cost of ownership of the print environment for the entire agency, or a significant sample. Include   1. costs of print-related hardware and software assets owned or leased, 2. consumable costs, 3. ratio of print assets to users by location, 4. electricity costs, 5. IT and vendor maintenance and support volume and reasons, 6. special business requirements, and 7. physical access limitations.   Information may be sourced through asset inventories, architectural drawings of locations, service history/tickets, vendor invoices, and interviews with agency resources. |  |
| **MP-3** | Calculate future state cost of ownership by assessing impact of the following actions, while balancing productivity and user acceptance:   1. Reduce count of assets available for printing by removing underutilized assets where alternatives already exist, using single function devices where volume justifies them, converting to multifunction scan/print/fax/copy devices in areas where there are multiple assets. Pursue a 10 user to 1 device ratio where business requirements allow sharing print assets. 2. Remove personal printers, convert to networked shared devices. 3. Reduce consumable, support and maintenance costs by removing models older than 5 years, 4. Use standard models through the agency, reducing the variety of models to support and the variety of consumables required. 5. Implementing policies that support the above actions, minimizes paper print output, controls access to color printing, requires digital sharing in lieu of paper, and continuous improvement on Total Cost of Ownership management. |  |
| **MP-4** | Evaluate business processes with paper and print intensive outputs, considering alternative communication methods. Calculate impact on Total Cost of Ownership for printing operations if alternatives are deployed. |  |
| **MP-5** | Develop implementation plan for Managed Print that has high likelihood of delivering the future state Total Cost of Ownership of delivering cost savings based upon the analysis in MP tasks 1-4. |  |
| Personal Computing | **PC-1** | Evaluate opportunity to retire unneeded PCs, saving $83/month on hardware and support per standard desktop, $93 per laptop, $133 per tablet. |  |
| **PC-2** | Compare number mobile workers per telework forms, to laptops. Consider providing desktop PCs instead of laptops or tablets, reducing laptop charge $19 per month (33%) to desktop rate, tablets by $45/month (55%). |  |
| **PC-3** | Assess needs for premium devices, adjust future requests to standard where possible. Premium devices incur one-time charges at time of order. |  |
| **PC-4** | Develop implementation plan for Personal Computing that has high likelihood of delivering cost savings based upon the analysis in PC tasks 1-3. |  |
| **Mobile telecom-munications** | **MT-1** | Assess and implement optimization and cost savings recommendations from statewide cellular audit. |  |
| **MT-2** | Convert wireless devices to VITA statewide contracts |  |
| **Storage** | **S-1** | Assess storage Tiers 1 and 2 usage and allocations. Agencies are charged on allocated storage, not actual usage. Agency may find that they have 100GB allocated but are only using 10GB, therefore paying for 90 GB of unused storage. Agency must account for the appropriate amount of overhead in order to not impede normal processing. |  |
| **S-2** | Assess ability to reduce gigabytes (GB) of stored data in shared file systems. Review data retention requirements, including duration and type of data. Then, determine owners of data and encourage data removal or archival off of servers.   * View Storage Management section of [AITR resources](http://www.vita.virginia.gov/councils/default.aspx?id=12542) on VITA website. <http://www.vita.virginia.gov/councils/default.aspx?id=12542> |  |
| **S-3** | Consider deleting ex-employee data from shared file systems, while complying with records management policies. |  |
| **S-4** | Review backup requirements to eliminate backups for some servers in the event that data could easily be recreated if necessary. |  |
| **S-5** | Review copies of databases and other data on disk. Eliminate unnecessary data. Consider snap and clone service that could save space when multiple versions of data are needed. View Storage Management section of [AITR resources](http://www.vita.virginia.gov/councils/default.aspx?id=12542) on VITA website. <http://www.vita.virginia.gov/councils/default.aspx?id=12542> |  |
| **S-6** | Develop implementation plan for Storage that has high likelihood of delivering cost savings based upon the analysis in Storage tasks 1-5. |  |
| **Contractor to Employee** | **CE-1** | Assess contractor work histories, consider converting long-term (greater than one year), critical-need information technology contractor positions to classified employee positions. |  |
| **CE-2** | Develop implementation plan for Contractor to Employee that has high likelihood of delivering cost savings based upon the analysis in CE task 1. |  |
| **Data Center** | **DC-1** | Consider servers that may be retired, saving on server charges as well as related storage. |  |
| **DC-2** | Consider relocating servers from agency site(s) to CESC by evaluating business drivers. Plan to submit a work request for detailed technical analysis as appropriate. |  |
| **DC-3** | Assess Disaster Recovery tiers, consider adjusting to lower tier and /or amount of storage if possible. Pull the list of all applications/servers supported by DR to ensure DR is necessary. |  |
| **DC-4** | Consider standardizing on ITP platforms, systems, software that ITP already supports. Examples:.  --use Outlook instead of Lotus notes, use Computer Associates mainframe tools instead of Compuware, Microsoft SQL, Oracle. |  |
| **DC-5** | Determine where mainframe tape usage can be eliminated and use temporary disk by reviewing batch job streams and JCL. |  |
| **DC-6** | Make use of products to “view” mainframe output in order to eliminate print, while also confirming that printing or viewing print is required at all. |  |
| **DC-7** | RTI (Run Time Improvement) all systems and processes to determine if a revision or change is in order to reduce CPU consumption (mainframe). Examples include:  --creation of print outs no longer needed;  --job steps no longer necessary |  |
| **DC-8** | Develop implementation plan for Data Center Management that has high likelihood of delivering cost savings based upon the analysis in DC tasks 1-7. |  |
| **Automate processes** | **A-1** | Identify agency processes that may qualify for deployment of technologies that reduce an agency’s total expenses, improve citizen interactions, and improve employee productivity and job satisfaction. Such technologies include but are not limited to increased use of electronic forms, electronic signatures and automated workflows. |  |
| **A-2** | Develop implementation plan for Automate Processes that has high likelihood of delivering cost savings based upon the analysis in AP task 1. |  |
| Legacy assets | **L-1** | Consider transitioning from legacy charged assets to transformed assets, saving legacy resource unit fees. |  |
| **L-2** | Develop implementation plan for Legacy  Assets that has high likelihood of delivering cost savings based upon the analysis in Legacy Asset task 1. |  |
| **Network, Conferencing, & Wired Telecom-munications** | **N-1** | Assess capability for reducing bandwidth requirements by limiting employees’ use of the Internet for personal use.   1. Review bandwidth study found on [AITR resources](http://www.vita.virginia.gov/councils/default.aspx?id=12542) on VITA website. <http://www.vita.virginia.gov/councils/default.aspx?id=12542> 2. While policy allows users to access the Internet for personal use the latest traffic study on the Internet Secure Gateway indicates nearly 50 % of the bandwidth is used for Limewire, facebook, Youtube, etc. 3. Take corrective action to manage bandwidth usage if non work related activities are found to be hindering bandwidth availability for agency business functions. |  |
| **N-2** | Assess capability for reducing bandwidth requirements by scheduling bandwidth-hungry transactions to hours of lower activity. |  |
| **N-3** | Review agency’s VITA telecommunications bill for services that are no longer in use.   1. Identify opportunity to reduce cost by eliminating legacy circuits that are no longer required post transformation. 2. Identify all the legacy network circuits that were replaced by transformed MPLS circuits and can be disconnected. |  |
| **N-4** | Review LAN ports, try to reduce to lower tier to save on charges.   * + Review port count information using COV account credentials to log into this [SharePoint site](https://vashare.virginia.gov/sites/vita2/APMStatus/SLA/default.aspx).   <https://vashare.virginia.gov/sites/vita2/APMStatus/SLA/default.aspx>  Users then should click on the “Port Counts” section.    2. Assess ability to drop below a billing threshold, by turning off active/hot ports - if ports are used once in a month they’re counted. See tip sheet found on AITR Resources website. 3. Also reduce the number of active devices on the LAN, in part by moving assets to CESC data center or retiring extra shared devices (e.g. printers) |  |
| **N-5** | Determine requirements for WIFI at each site and reduce the number of Wireless Access Points as much as possible.   * In some cases agencies could use a hard wired port in conference rooms to eliminate the number of access points. |  |
| **N-6** | Agencies with end of life premised based phone systems have a potential to save money by converting to Unified Communications as a Service (UCaaS) VOIP telephone system. |  |
| **N-7** | Ensure conferencing users use the reservationless conferencing service, which is the lowest cost service. |  |
| **N-8** | Develop implementation plan for Network that has high likelihood of delivering cost savings based upon the analysis in Network tasks 1-7 |  |
| **Messaging** | **M-1** | Retire unneeded mailboxes. |  |
| **M-2** | Convert legacy mail systems to new technology. |  |
| **M-3** | Develop implementation plan for Messaging that has high likelihood of delivering cost savings based upon the analysis in Messaging tasks 1-2 |  |