DCCi Tool – Working Session 2

Date: 10/19/2016

# Attendees

GSA: Mathew Saeb, Vern Samuel, Jonah Hatfield, Jesse Heckhaus, Don (?), Jim Ryan, Michael Domingos, Cliff

Ventera: Khanh Phan, Nicholas Crismali, Ray Lo Presti, Justin Giovannetti, Sara Neel, Chris Ford, Sainath Akula, Divakar Rajashekaran

# Purpose

Working session with multiple user groups to gather users’ perspectives, validate user stories, walkthrough application flow, and prioritize user stories.

# Agenda

1. Review current process overall and get better understanding of each user group’s processes (SSO, Mathew, Jonah)
2. Prioritize user stories by user groups
   1. SSO
   2. GSA IT officer
3. Next Steps

# Action Items

|  |  |  |
| --- | --- | --- |
| Owner | Item | Status |
| Mathew | Send to Ventera the following documents:   1. List of POC’s 2. Previous data call email 3. List of metrics 4. User Guide for Data Point | Done |
| Jonah | Send to Ventera the following documents:   1. Projections data fields 2. Portfolio Stats spreadsheet | Done |
| Ventera | Schedule follow up meetings for upcoming week:   1. Service Now group 2. Follow up prioritization meeting with Mathew, Jonah, and Vern 3. ~~Send SSO user stories to POC’s.~~ 4. ~~Send IT Office stories.~~ | In Progress |

# Notes

* Introduction:
  + Mathew, Vern
  + Jonah – Data Center inventory & validate Data Point spreadsheet with IT leadership before submitting to OMB.
  + Jesse – Data Center team in Chantilly – manage infrastructure and works with Ernest Coco (contractor lead on Data Center); provides PUE info for all servers at data center.
  + Cliff Newton – manages server infrastructure – working with Service Now data discovery team (Steve Johnson); reports on utilization/configuration
  + Don – helps with inventory reporting for outsourced data centers;
  + Jim – provides metrics on PUI, etc;
  + Michael Domingos
* **Data Gathering stage:**
  + - Cliff (OCIO side) – use several monitoring and management system to extract and provide inventory data for M’s spreadsheet.
      * Collaborates with SME’s in five functional areas to compile data for different types of server (Windows, UNIX, Virtual machines, etc…)
      * Perform little validation and annotate spreadsheet by highlighting columns which have been updated
        + Occasionally catches discrepancy with previous report (ie. Chantilly case for PBS servers)
      * No standard process for the team – something to do in the future is to document the process and make it easier for the team to know what to do each quarter.
    - Don (Outsourced CFO Data Centers) – provides all necessary info for the outsourced line item; doesn’t require other inputs
    - Both would like to see the delta at field level for info that has been changed
* **Data validation process**
  + First layer of validation: Mathew (M) sends data calls to SSO POC’s
    - M validates that data received are accurate (no duplicates – since data sheet could be updated buy different people/resources)
      * Example: getting old data from different components, and reported data overlaps with over components (ie. ESC servers become PBS’s – reporting shows overlaps between the two components)
    - M uses various reports he receives to cross-reference the quarterly data and iron out discrepancies
      * Example: when a site is closed, the PM for that initiative sends M the last inventory report.
    - No concrete methodology/procedure for comparing/validating data from different reports.
    - If M finds issues with data sheets, he prefers to have the SSO-POC’s correct them since they’re the SME.
  + Second layer of validation: M sends Jonah (J) a consolidated report
    - J looks for discrepancies with previous quarter reports, and common formatting issues that Data Point would catch (based on DP user guide)
    - Uploads final excel file, formatted to OMB’s standards, to Data Point – reports contain projections, narrative, few other fields, on top of the inventory data.
    - MISSING GAP: currently OMB performs some validations on their end after DP sheet has been uploaded (and assign a score to the agency) – these metrics are not typically calculated by J or M – would be great if application shows them these metrics at the consolidation stage so they can fix anything that seems off prior to submitting to Data Point.
* **Other Notes:**
  + Client wants to report at Data Center level to OMB
  + Application should primarily use the Data Point-designated fields as primary fields to gather info from SSO POC’s
  + An average of 10 to 15 fields is updated for each report on a quarterly basis
  + Service Now has only been used in the most recent quarter (not previously used at all) to compare some data…
    - * Ideally it should be an authoritative source of data, however at this point in time there are still some issues to resolve before it can be fully mapped and reliable
      * More conversations about Service Now to follow…
  + New Data Centers:
    - SSO POC’s send M info/list of new data centers that are considered “open” to update in Data Point spreadsheet.
    - Vern: SSO POC should report metrics on a deactivated data center
      * A Data Center is never physically removed even if it’s “closed” - only by OMB definition
      * Record of all data centers are kept by GSA – not erased regardless of status