

[Project Name]

FY 20XX
Accomplishments

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Highlights

The following are highlights of the accomplishments that the [Project] Team made during fiscal year 20XX.

Project Management and Accounting

- [Organization 1] worked with [Organization 2] organization to complete the prerequisite steps necessary for obtaining Authority to Operate (ATO) for the Virtual Data Center (VDC). Currently awaiting [Agency] approval of the security controls we have presented. The ATO is required in order for [Agency] to deploy any application to the VDC.
- The [Project] Team conducted an intensive workshop with [Agency] stakeholders in an effort to educate them on the finer points of the project's goals and to solicit their thoughts on possible pain points. In less than 3 months, the [Project] Team has been able to complete several actions items from the workshop.
- Project management staff implemented a new [vendor] billing process using vBlocks and AUs (Atmospheric Units).
- Completed process for fee-for-service deployment. Shared process with senior stakeholder groups.
- Completed all migration project plan models for applications and appliances.
- Completed application tracking and reporting process.
- Completed the vendor selection process for cloud services provider.

Migration Factory

- Completed the migration of 8 business applications and 27 infrastructure applications from their previous data centers and configurations to the new Virtual Data Center (VDC).
- Completed 99% of Windows 2003 server shutdown activities.
- Completed 10% of SLES 9 server shutdown activities.

Process and Workforce Management

- Replaced the legacy change and configuration management database (CCMDB) with [new tool] for change management and application environment workflow. The [Agency] expects to realize many benefits from this change:
 - o Lower cost as compared to the legacy CCMDB
 - o Comprehensive management reporting

- o More accurate and complete change impact assessments
- o Simplified change request submissions
- o Workflow automation will lower the effort for processing and implementing changes.
- o Associating changes with configuration items and implementation tasks will speed up the resolution of incidents and problems.

DevOPS

- Increased the efficiency of performing many tasks related to the creation of hosting environments, reducing the average time period from 3+ weeks to less than 1 day. Our DevOps efforts will extend these improvements to many more such tasks in FY20XX.
- Implemented tools that allow us to version control changes to the data center. This improves our audit compliance and enhances our ability to restore applications.
- Successfully piloted the automation of software development lifecycle activities for business applications (automated tests, create and push builds to production), reducing the overall time from weeks to approximately 1 day.

Infrastructure Delivery

- Completed deployment of critical infrastructure data center services at the VDC.
- Completed the fail-over data center architecture.
- Initiated discussion and achieved some decisions regarding the Geospatial platform architecture (including Citrix and T-drive replacements).
- Tested the self-provisioning service offered by [Cloud Provider Vendor], and determined that this capability does not meet [Agency] needs.
- Initiated process for “standard platform” management.

Detailed Accomplishments by Program Work Stream

The [Project]'s activities are organized into four primary work streams plus a project management function. This section of the document groups all FY20XX program achievements by the relevant work stream.

Program Management and Accounting

The Program Management and Accounting work stream focuses on the overall leadership of [Project] program efforts, financial activities, and communications. It implements project management processes and tools to accomplish the program's objectives and milestones. It also manages or works to integrate [Project] program activities with other [Agency] projects that are data center-focused. This work stream also conducts the program's accounting and financial analysis efforts.

Objective	Accomplishment
Security	Worked with [Agency]'s cyber security organization to create a system in [Agency]'s virtual data center environment called the Application Cloud Environment (ACE). An authority to operate (ATO) is the pre-requisite for applications to be released into the production environment. Completed step 1 (categorize information), step 2 (select security controls), and step 3 (implement security controls). Pursuing step 4 (assess security controls). We're completing reviews of security documentation before submitting request to [Agency] for approval.
Billing Process	Transitioned from billing per server to a system based on resource pools termed "vblocks". A vblock consisting of 4 CPU with 8 GB RAM can be more efficiently allocated than a fixed-resource server. The use of vblocks will reduce overall computing resource consumption by more closely aligning capacity with requirements than has been possible previously. Although in place, we are still watching this new billing process closely. The [Agency] is the [vendor]'s first customer to consume services as vBlocks rather than as straight servers.

Objective	Accomplishment
Stakeholder Workshop	<p>Conducted a stakeholder workshop on November 18 – 19, 20XX. Objective of the workshop was to:</p> <ul style="list-style-type: none"> • Confirm or identify business pain points with CIO Application Hosting Services • Ensure CIO is correctly targeting data center service improvements • Coordinate the application hosting financial management strategy • Reach agreement on Application Hosting Services and mutual commitments <p>Ninety percent of all action items have been implemented.</p>
Application Inventory Management	Established application inventory in Oracle Data Base. Exports from the data base are used for tracking and reporting on migration progress.
Commercial Data Center Selection	In August 20XX, [vendor] was selected as commercial data center. [Project] is evaluating alternatives on how to integrate cloud services (fore development and testing) of this provider with the existing Data Center services.

Infrastructure Delivery

The Infrastructure Delivery work stream focuses on deploying the data center services that are required for applications to operate at the VDC. Accomplishments listed below cover data center services at the primary VDC site, architecture decisions for the failover site, pilot activities for the Geospatial platform, and migration activities for the content database (CDB).

Objective	Accomplishment
Network Services	To support requirements for public and private facing DMZ services, [Project] worked with [vendor] to replace the cloud services router. We also tested CPNI capabilities and deployed a solution to support boundary gateway security requirements.
Security Services	The [Project] completed all security requirements for the boundary gateway services.
Authentication Services	Deployed Oracle on [operating system]. We continue to work with [vendor] on domain access.
Database Services	Completed the deployment of Oracle database and SQL database images.

Objective	Accomplishment
Application Web Services	Deployed two configurations of Apache and one each of Microsoft IIS and Oracle.
Application Delivery Services	Deployed reverse proxy for private and public facing environments using the previously approved workarounds.
Application Platform Standards	Validated content of the VDC platform standards. The ownership of the standards and their attendant management process are still a work in progress.
Geospatial Platform	The geospatial platform depends on Citrix and mapped drive replacement services. Both capabilities are in pilot at [vendor]. Servers and databases are provisioned to test geospatial software and enterprise data warehouse capabilities.
Content Database Migration	CDB data has been migrated from [previous vendor environment] to [new vendor environment]. This reduces the CDB performance issues at [previous vendor environment]. Tools and file transfer methods currently are being validated in pilot. Production environment configuration is a work in progress.
Failover Site	Completed architecture for the failover site. This site will be used to provide disaster recovery (DR) services for all applications that require DR capabilities.

Migration Factory

The Migration Factory work stream focuses on migrating servers and applications to new data centers. Application migration schedules, dependencies and risks are established and managed.

Objective	Accomplishment
Business and Infrastructure Application Migration	<p>Infrastructure Applications. Completed the migration of critical infrastructure applications and a set of system management tools. We will continue with application migration activities while resolving issues related to configuration, COTS architecture, server provisioning, and resources.</p> <p>Business Applications. Completed the migration of eight high-priority business applications. Currently working with engineering and process SMEs to overcome the migration dependencies such as ATO for operational release, server provisioning at [vendor], web management, and file system services.</p>

Objective	Accomplishment																																																		
Delayed Schedules for Infrastructure Applications	<p>Forty-six applications were projected to complete their migrations by the end of FY20XX. Twenty-two met their schedules while 24 did not. The table below shows how many baseline schedules are slipping to where their current projected completion dates are crowding - or exceeding - the March 31, 20XX deadline.</p> <table><tr><th></th><th></th><th>Baseline</th><th>Current</th></tr><tr><td rowspan="4">FY2014</td><td>Q1</td><td></td><td></td></tr><tr><td>Q2</td><td></td><td></td></tr><tr><td>Q3</td><td>5</td><td></td></tr><tr><td>Q4</td><td>3</td><td></td></tr><tr><td rowspan="4">FY2015</td><td>Q1</td><td>7</td><td></td></tr><tr><td>Q2</td><td>17</td><td></td></tr><tr><td>Q3</td><td>8</td><td>6</td></tr><tr><td>Q4</td><td>6</td><td>2</td></tr><tr><td rowspan="4">FY2016</td><td>Q1</td><td>8</td><td>17</td></tr><tr><td>Q2</td><td>14</td><td>5</td></tr><tr><td>Q3</td><td>1</td><td>3</td></tr><tr><td>Q4</td><td>1</td><td>1</td></tr><tr><td rowspan="2">FY2017</td><td>Q1</td><td></td><td>17</td></tr><tr><td>Q2</td><td></td><td></td></tr></table>			Baseline	Current	FY2014	Q1			Q2			Q3	5		Q4	3		FY2015	Q1	7		Q2	17		Q3	8	6	Q4	6	2	FY2016	Q1	8	17	Q2	14	5	Q3	1	3	Q4	1	1	FY2017	Q1		17	Q2		
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Delayed Schedules for Business Applications	<p>Business Applications: Twenty-three applications were projected to complete their migrations by the end of FY20XX. Eight met their schedules while 15 did not. The table below shows how many baseline schedules are slipping to where their current projected completion dates are crowding - or exceeding - the March 31, 20XX deadline.</p> <table><tr><th></th><th></th><th>Baseline</th><th>Current</th></tr><tr><td rowspan="4">FY2015</td><td>Q1</td><td>1</td><td>1</td></tr><tr><td>Q2</td><td></td><td></td></tr><tr><td>Q3</td><td>12</td><td>7</td></tr><tr><td>Q4</td><td>10</td><td>2</td></tr><tr><td rowspan="4">FY2016</td><td>Q1</td><td>28</td><td>22</td></tr><tr><td>Q2</td><td>36</td><td>54</td></tr><tr><td>Q3</td><td></td><td>1</td></tr><tr><td>Q4</td><td></td><td></td></tr><tr><td rowspan="2">FY2017</td><td>Q1</td><td></td><td></td></tr><tr><td>Q2</td><td></td><td></td></tr></table>			Baseline	Current	FY2015	Q1	1	1	Q2			Q3	12	7	Q4	10	2	FY2016	Q1	28	22	Q2	36	54	Q3		1	Q4			FY2017	Q1			Q2															
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Windows2003 Server Shutdown	<p>485 servers with the Win2003 (or lower) operating system were shut down. The remaining 14 servers have special issues preventing their shut down. Waivers for these 14 servers have been signed and patches are being applied, as needed.</p>																																																		

Objective	Accomplishment
SLES 9 Server Shutdown	Eighteen out of 86 SLES 9 servers are shut down. In-place upgrades to SLES version 10.4 is WIP. Several servers are tied to application migrations.

Process and Workforce Management

The Process and Workforce Management work stream focuses on improving existing data center and application hosting processes, and it works to define operational processes that will be put into place at the Virtual Data Center (VDC).

Objective	Accomplishment
Replace CCMDDB with [new tool] for Change Management and Application Environment Workflow	Completed. CCMDDB has been retired and all change requests for IT resources are being processed through [new tool].
Populate [new tool] Configuration Management Database (CMDB)	Completed. The [new tool] CMDB has been populated with all details of the legacy and future application hosting environments and their supporting resources.
Define Data Center Services (DCS) Cloud Hosting Support Organizational Structure	Completed. DCS realignment has been defined and approved by [Agency] leadership and human resources. Placement and transition is in progress.
Finalize/Approve Application Hosting Reimbursement Policy	Completed. Fee-for-Service policy has been approved by [Agency] leadership.
Develop and Operationalize Application Hosting Supplier Accounting Processes	Completed. Monthly invoices are balanced with consumption and adjustments are routinely processed in response to identified errors.

Objective	Accomplishment
Define and Negotiate Virtual Data Center (VDC) Concept of Operations and Supporting Operational Level Agreements (OLAs)	In-progress. Travel limitations have prevented completion of this objective in FY20XX. CONOPS process definition has been completed with supporting documentation in-progress. Expected completion is no later than the end of calendar year 20XX.
Implement Process Efficiencies to Achieve Application Hosting Quality, Time, and Cost Goals	In-Progress. Supplier variability is being addressed. Internal efficiencies that have been identified are being implemented.

DevOps

The DevOps work stream is responsible for automating and modernizing the methods with which the [Agency] operates its data centers. The goal is to improve the operational efficiency of tasks while improving the consistency and accuracy of the work. The net result is an improvement in customer satisfaction through faster service level agreements (SLAs) and a reduction in re-work.

Objective	Accomplishment
Launch DML	Software that supports the definitive media library (DML) is live and operational in the production data center. This establishes an enterprise repository for all software packages that run in the [Agency]-managed data centers. Training has been ongoing and adoption is expanding within the [Agency].
Integrate [Tool] into DevOps Processes	The DevOps team has assisted in promoting the enterprise usage of this tool. The DevOps team has piloted the automation of file retrieval from [tool], demonstrating the ability to go from software code check-in to application build in a matter of minutes. This will be normalized and expanded in FY20XX.
Reduce Duration of Data Center Provisioning Tasks	The DevOps team has reduced select task durations from 3+ weeks to less than 1 day. This will be expanded in FY20XX to include more task areas.

Objective	Accomplishment
Increase Data Center Audit Compliance	Configuration management software has been implemented in the production data center that allows us to monitor, in near-real time, any changes to the environments. Changes to the monitored environments are managed thru the SCR, which provides full audit traceability to any changes thru version control.
Improve Operational Monitoring Capabilities	Configuration management software now monitors select environments every 30 minutes for changes. If something was erroneously changed, the software will automatically amend it to the last correct configuration.
Improve Data Center Recovery Capabilities	All packages installed in the data center are managed in the SCR and DML. Using our automated installation processes, we can now restore select applications in minutes, rather than days.