

# Classified Concierge at Your Service

## Classified Computing Continual Service Improvement

**Presented by 3CSI Team:**

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WHERE OUR STORY BEGINS.....2011

## Sandia's Classified Network

Sandia's classified network was in a reactive mode, with little long-term planning.....

Many would say in a state of "leave the lights on"

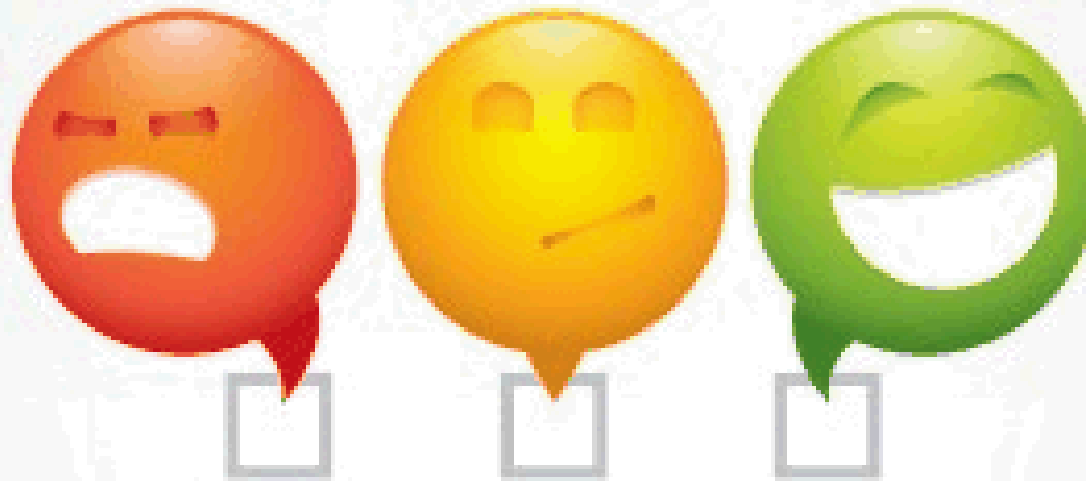
- Serious Performance issues
- Hardware failure risks
- Lack of funding
- User Requirements Gap



**TIME TO**

**WORK!**

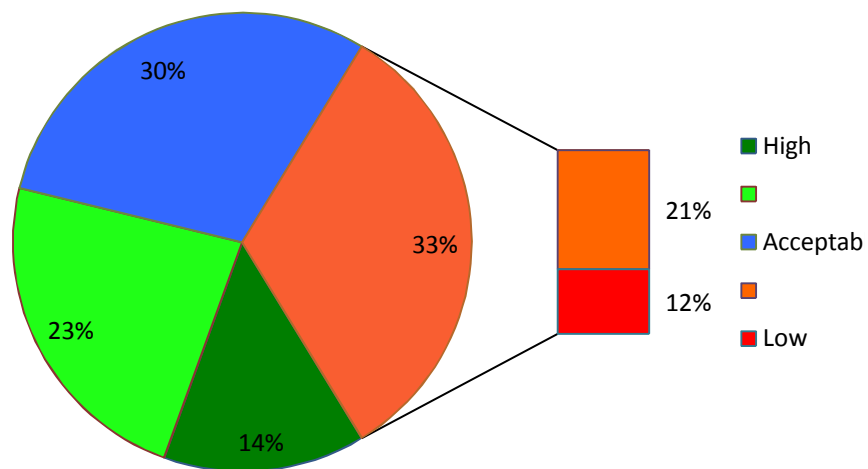
# Solicited Customer Input



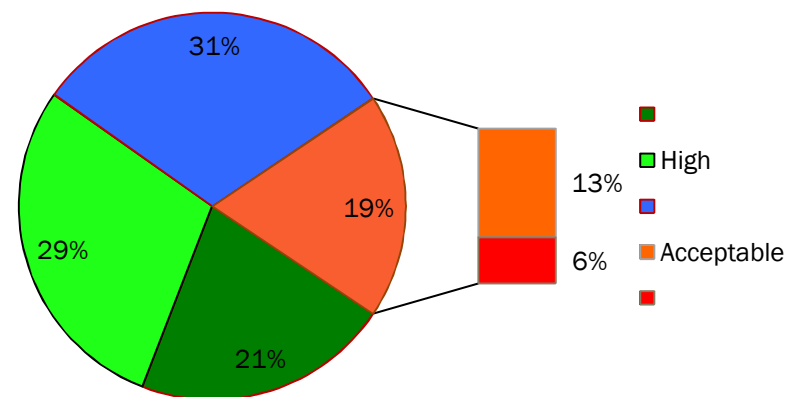
## For Baseline

# 2012 SCN CUSTOMER SURVEY

## 2012 Performance



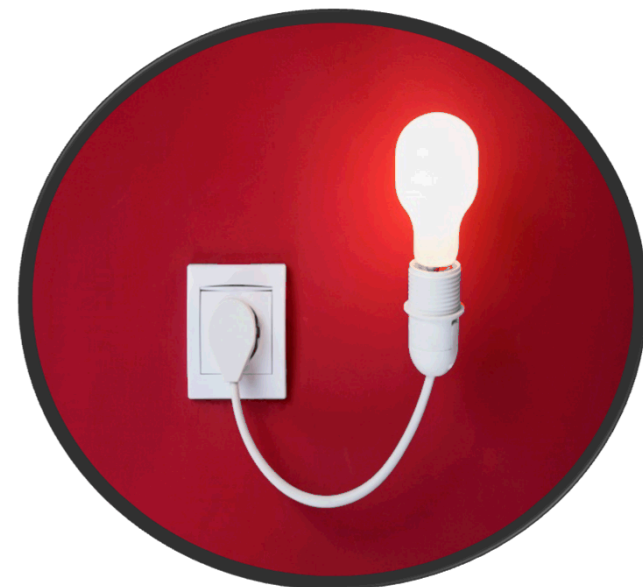
## 2012 Availability



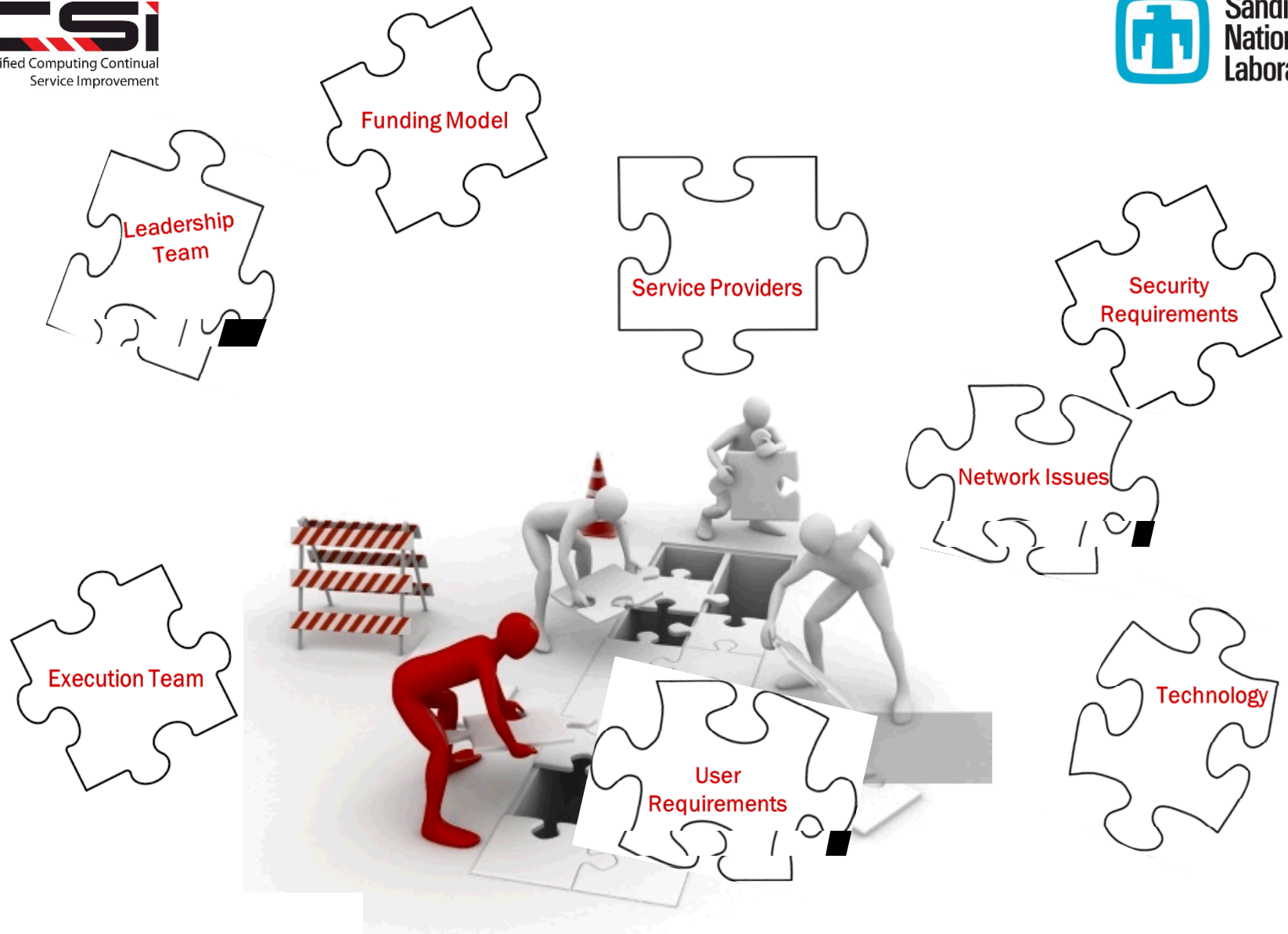
# **Classified Computing Continual Service Improvement**



HOW



WORKS!

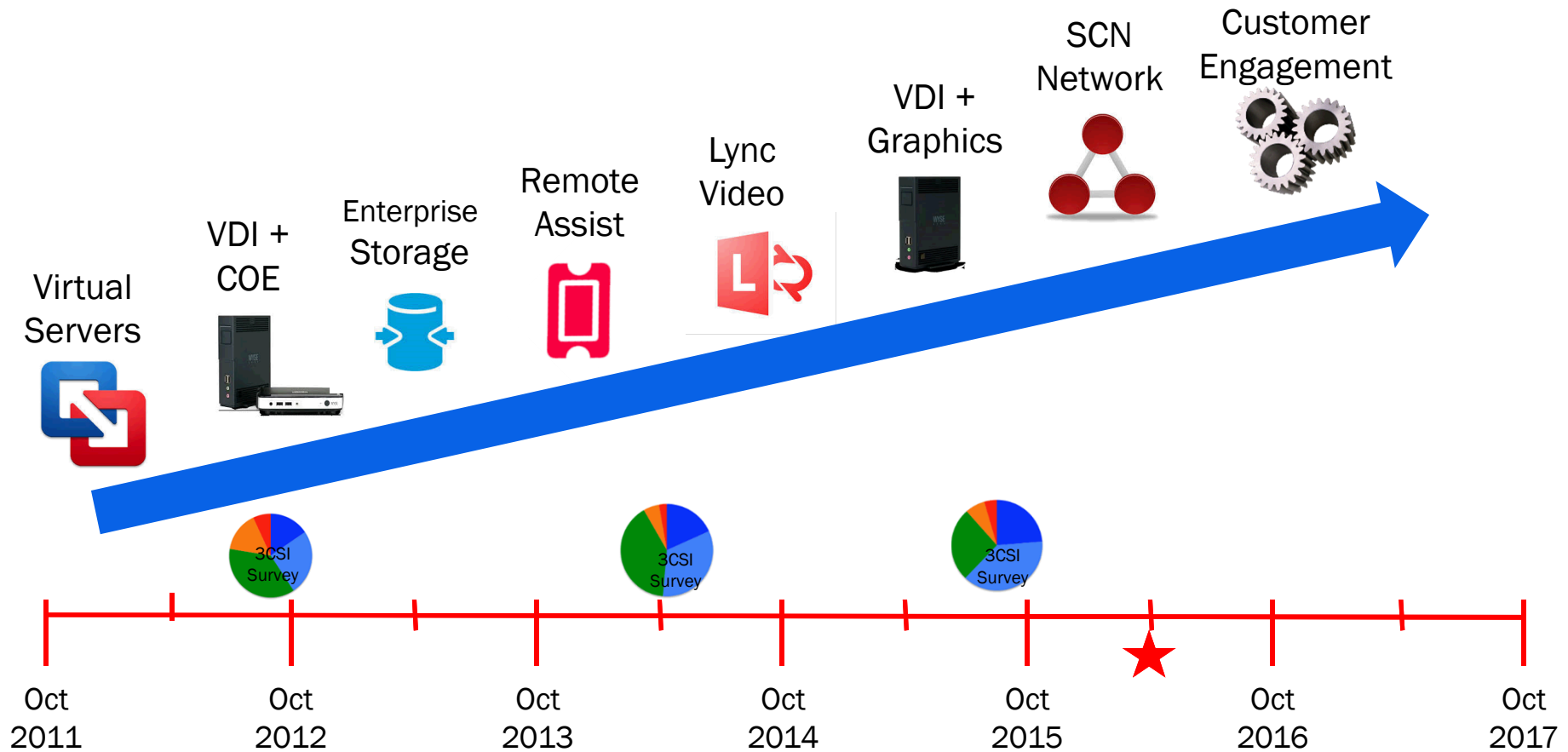




# 3CSI SERVICE PROVIDERS

- Application Infrastructure and Analytics (Middleware)
- Corporate Computing Help Desk (CCHD)
- Web Design and Development Services
- Cyber Security
- Digital Media (Video repository and Streaming Services)
- Enterprise Collaboration Services (ECS) Exchange, Outlook, Skype, SharePoint
- Enterprise DBA
- Enterprise Secure Network (ESN)
- Mission Computing Services (MCS) (Desktop and Red Rovers)
- Mission Information Services (Applications)
- Networking
- SARAPE (direct Sandia access from other DOE sites, resources other than ESN)
- Systems Operations Center (SOC) – 24x7 monitoring
- Tech Dev – product upgrades, patching, integration
- Web File Share (EIMS - corporate document repository)

# Key Service Improvements for the SCN

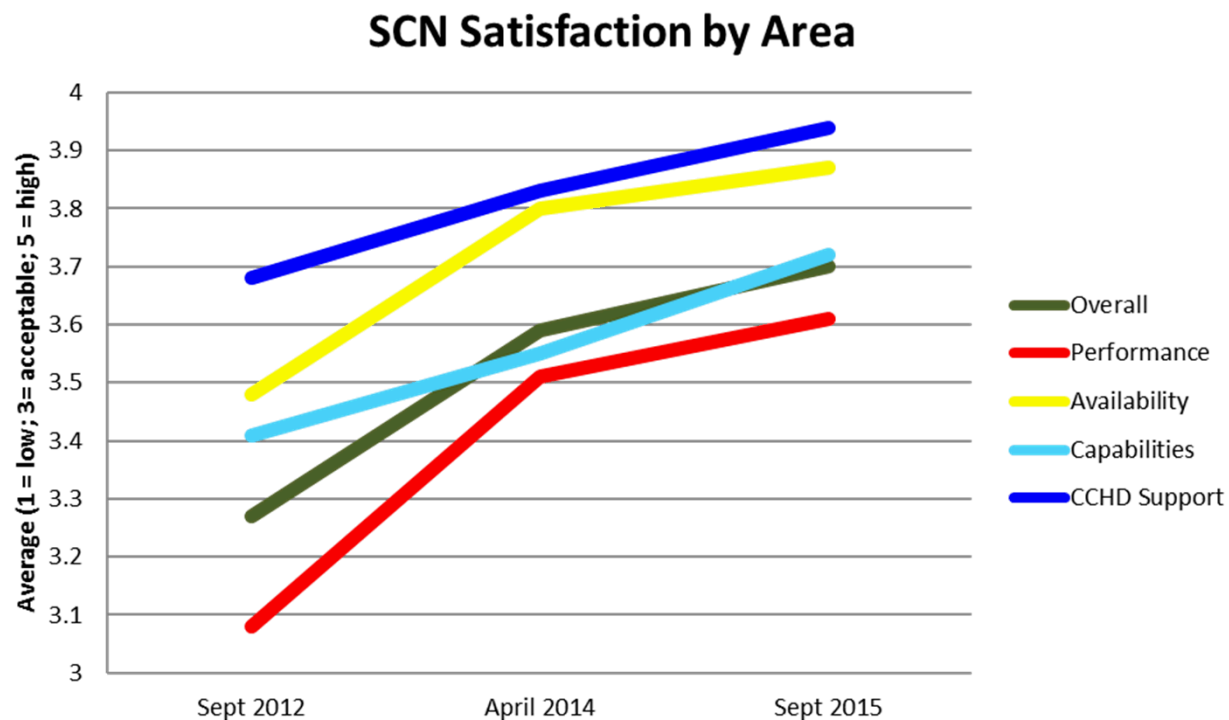




- **Education and Outreach**
  - Program Communications
  - Sandia Daily News
  - Tent Talks
  - Brown Bags
  - How to videos - training
  - Branding – User Swag (Pens, headsets, cups)
  - Ad Campaigns for Service Providers
- **Communication**
  - Bi-Weekly meetings
    - 3CSI Leadership Team
    - Service Providers
    - Mission customer engagements
    - User Guide
- **Metrics on Performance**
  - State of the SCN (internally developed response time metrics)
  - Service Desk Metrics
  - Ongoing Customer Surveys

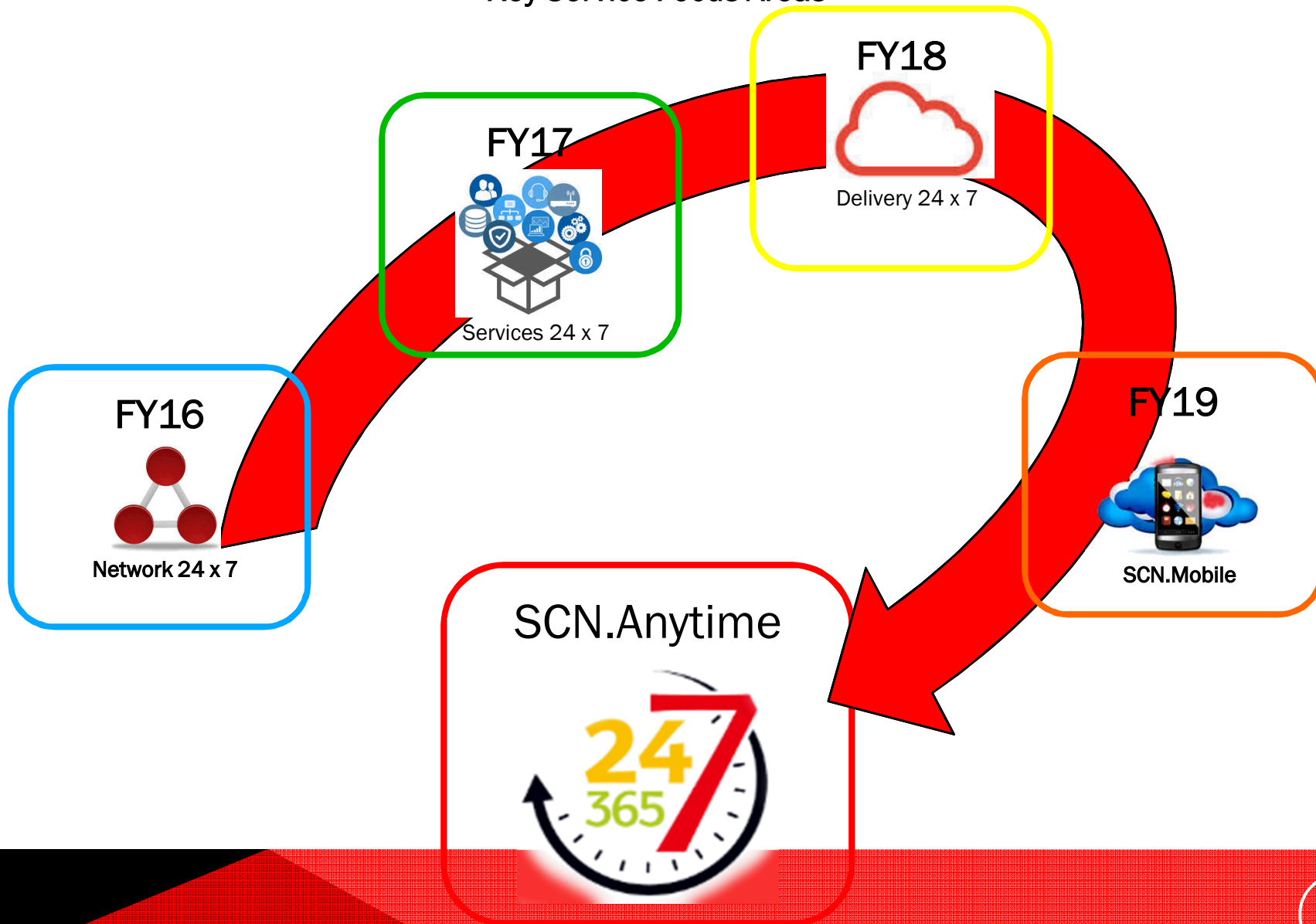
## 2. What is your satisfaction level with the following services provided on the Sandia Classified Network (SCN)?

	low		acceptable		high
Overall SCN Experience	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Performance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Availability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Capabilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
CCHD Support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



Average score, by area, “low” given value of 1 up to “high” being 5

## Roadmap Key Service Focus Areas



# ROADMAP

