

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

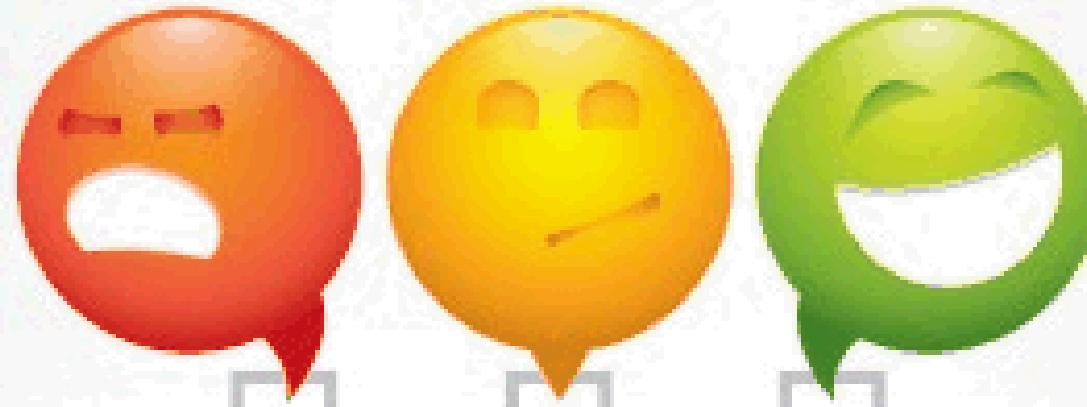




TIME TO

WORK!

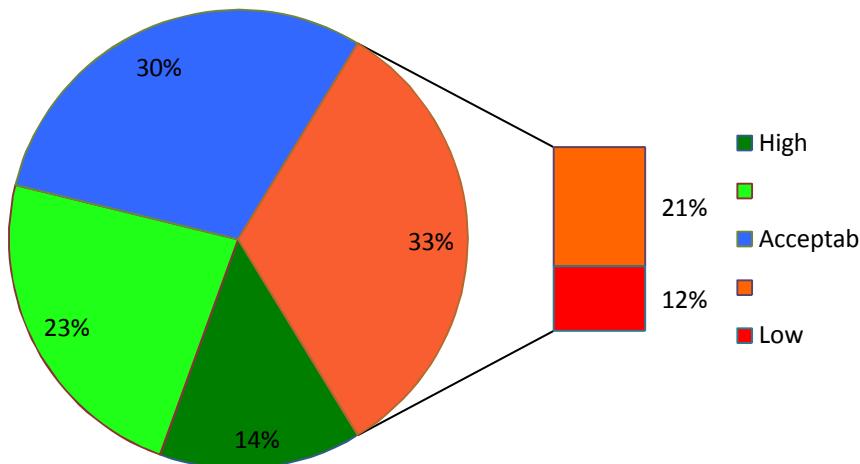
Solicited Customer Input



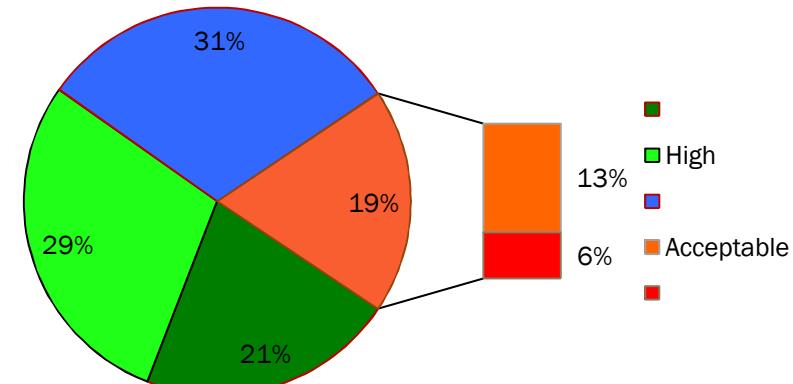
For Baseline

2012 SCN CUSTOMER SURVEY

2012 Performance



2012 Availability



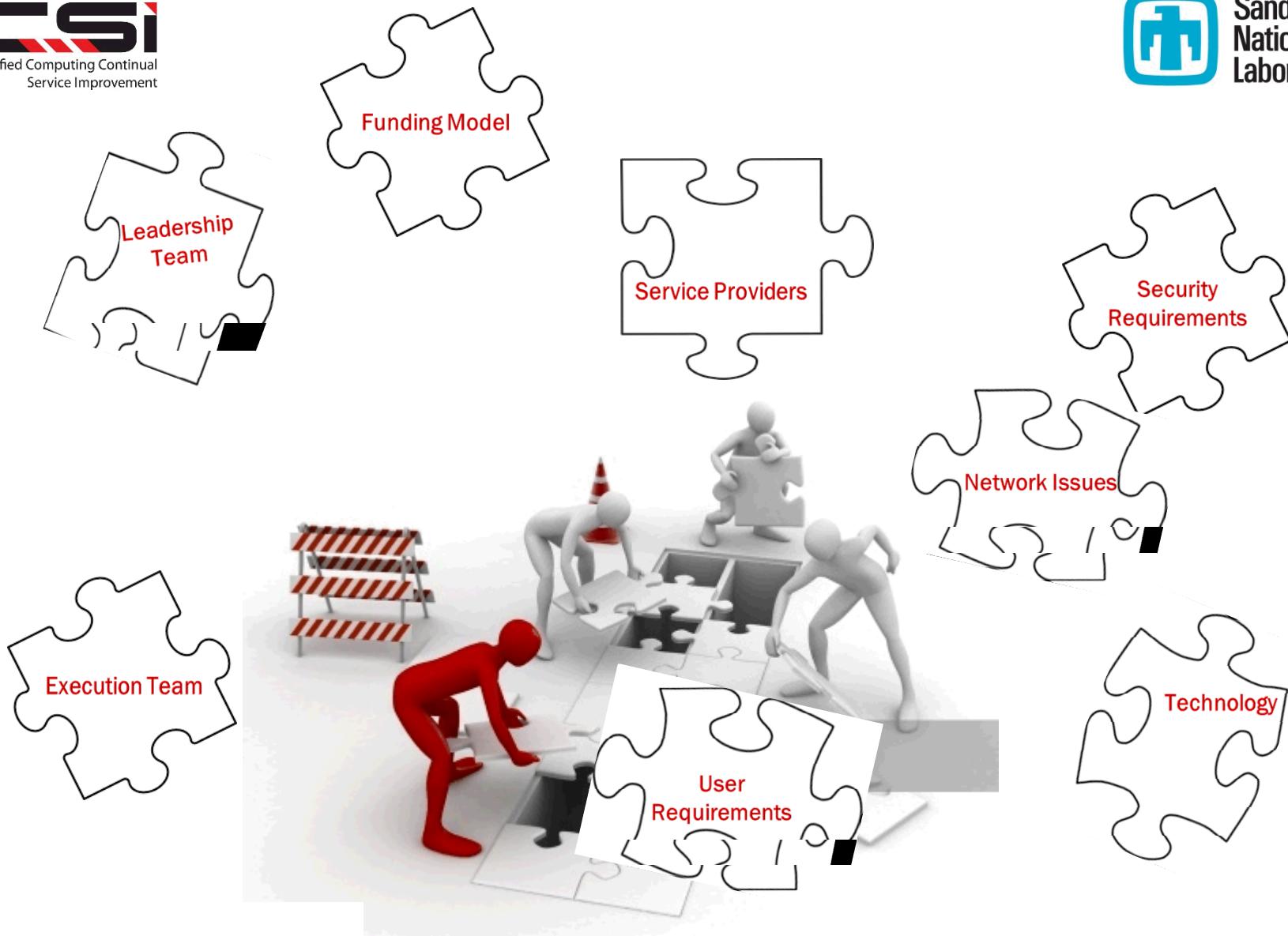
Classified Computing Continual Service Improvement



HOW



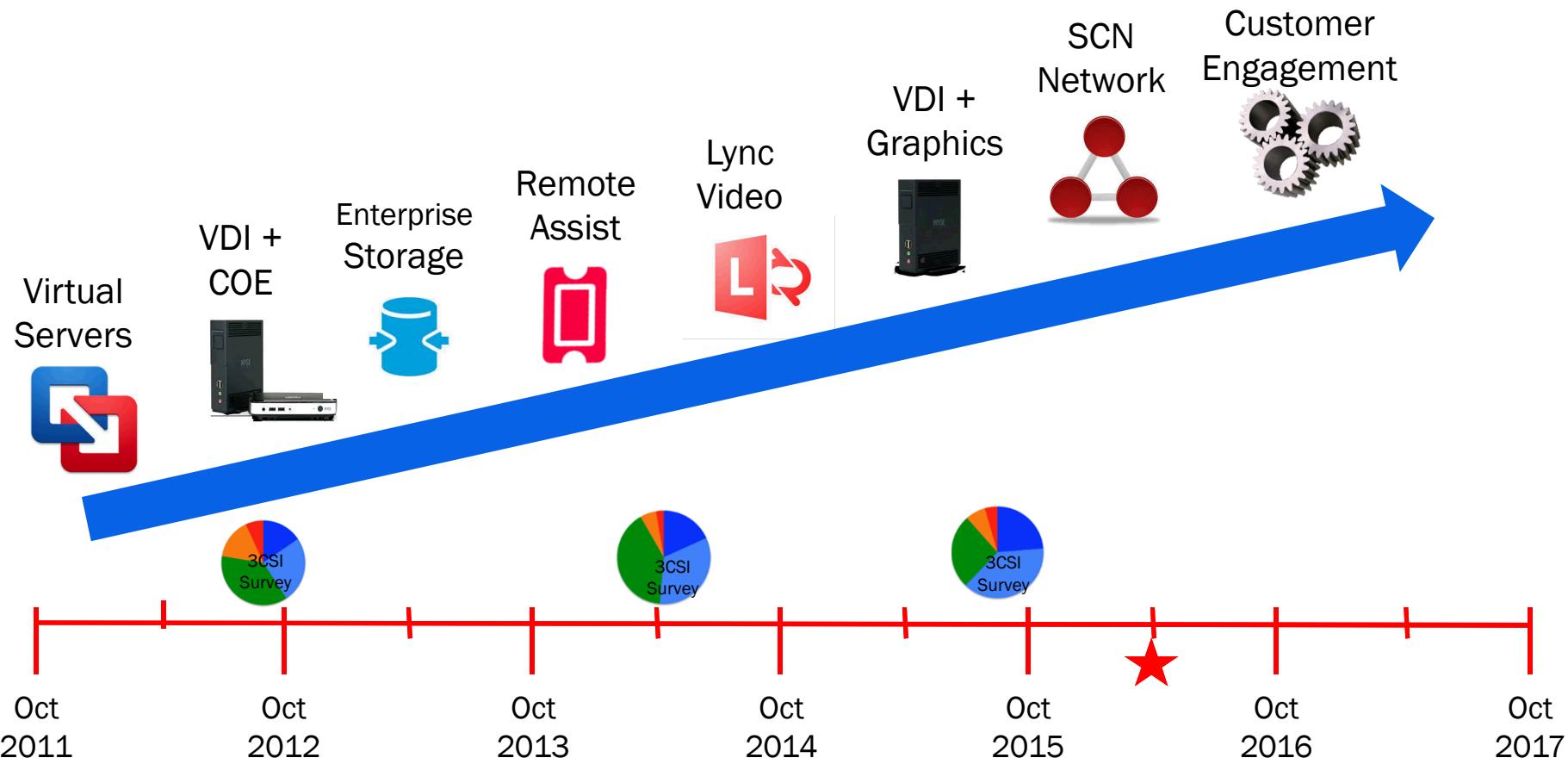
WORKS!

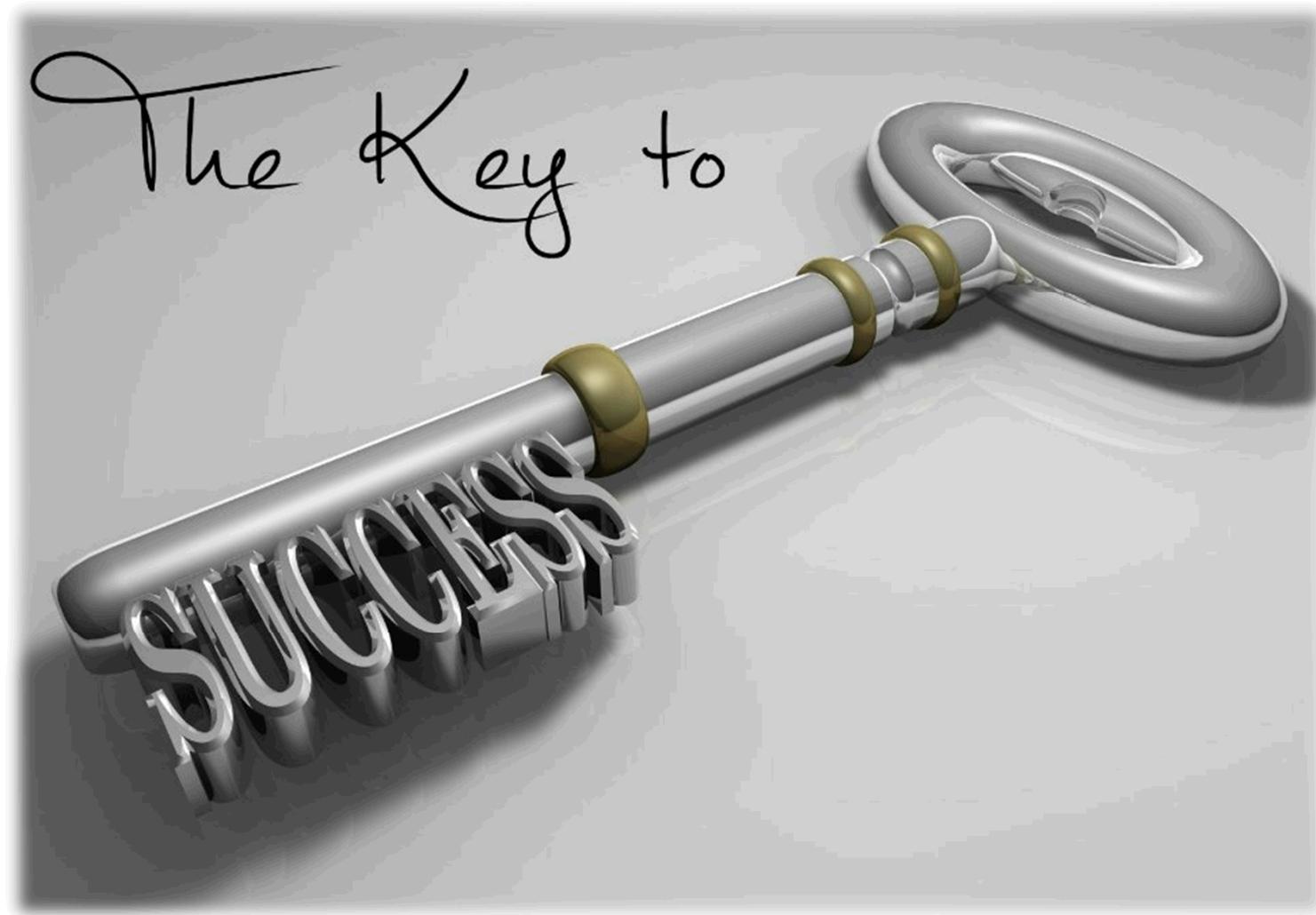


3CSI SERVICE PROVIDERS

- 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



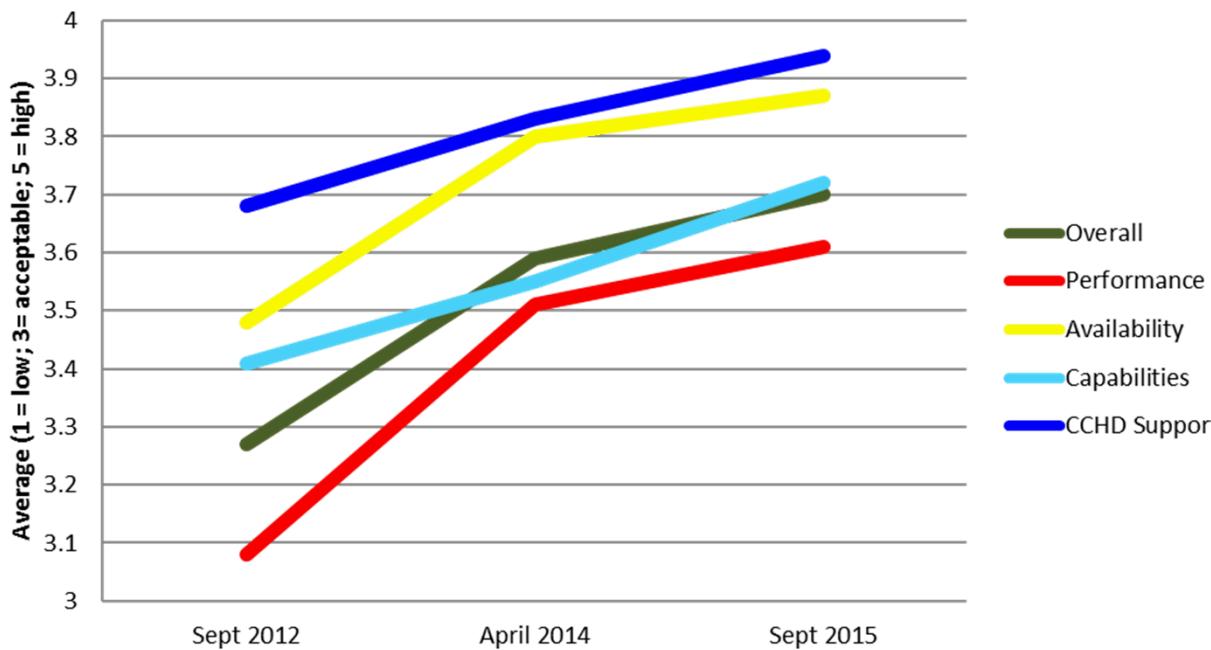


- **Education and Outreach**
 - Program Communications
 - Sandia Daily News
 - Tent Talks
 - Brown Bags
 - How to videos - training
 - Branding – User Swag (Pens, headsets, cups)
 - Ad Campaigns for Service Providers
- **Communication**
 - Bi-Weekly meetings
 - 3CSI Leadership Team
 - Service Providers
 - 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)? 

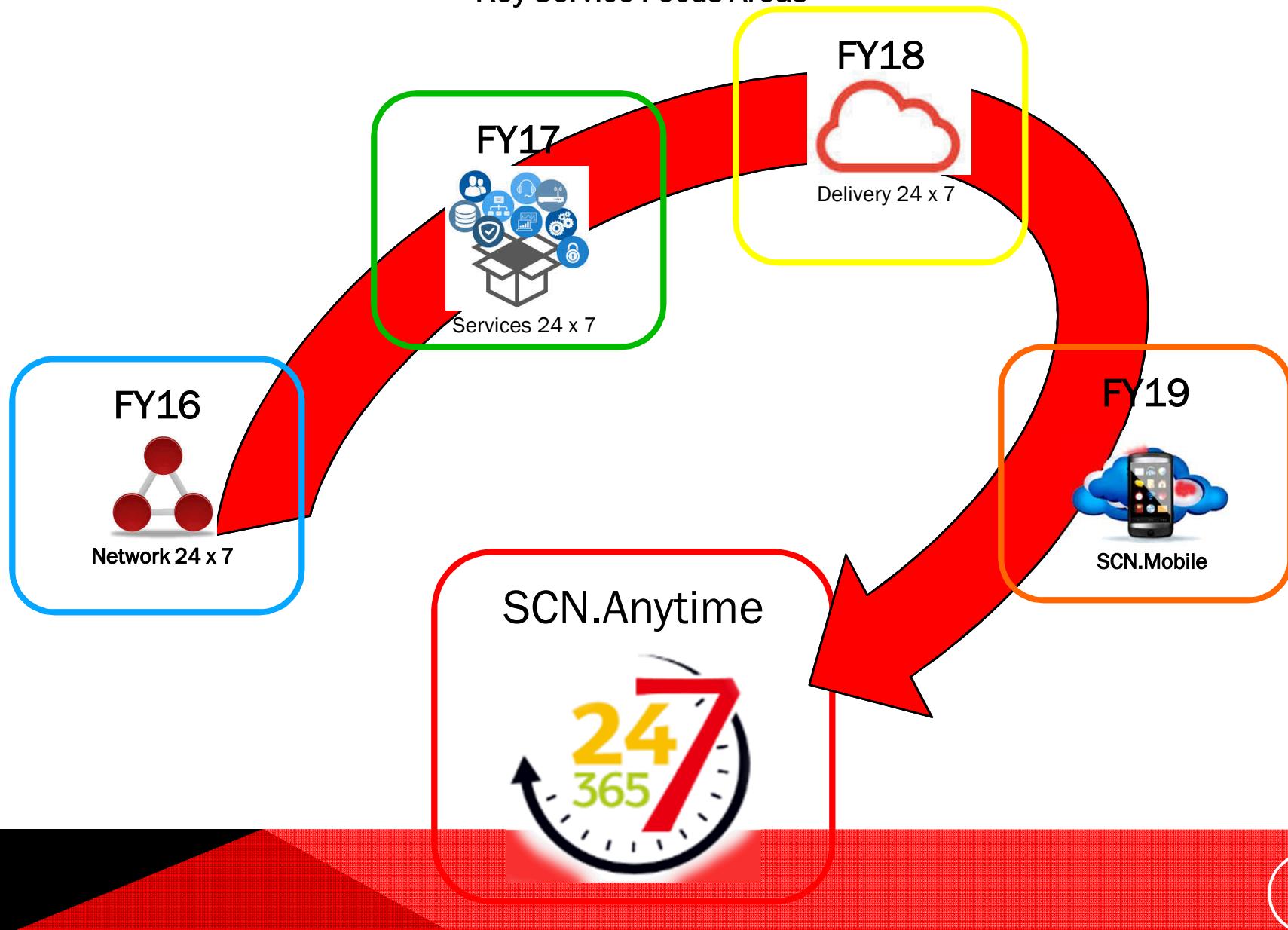
Overall SCN Experience	low	acceptable	high	
Performance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Availability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Capabilities	<input type="radio"/>	<input type="radio"/>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

SCN Satisfaction by Area



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

Roadmap Key Service Focus Areas



ROADMAP

