



*CD FY08 Tactical Plan Status*

# **FY08 Tactical Plan Status Report for Information Management**

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# FY08 Tactical Plan for Information Management

- Relevant Strategic Plan(s):
  - Strategic Plan for Central Services FY2007-FY2009
- Tactical Plan Leader: Matt Arena
- Organizational Unit home
  - LSC/DBI
- Tactical Plan Goals
  - Provide the Computing Division and the Laboratory with automated procedures to reduce paperwork and increase functionality through automated workflow.
  - Provide application developers with generic APIs for accessing new and existing infrastructure databases.
  - Develop and support administrative applications that support the scientific community.

# Activities Summary: FTEs

<b>Automate CD Work to Improve Efficiency - Meet Challenges</b>						
	Allocation		Actual YTD		% Consumed YTD	FY08 Forecast
	FTE-yrs	FTE-mos	FTE-yrs	FTE-mos		
Core Tools	2.27	27.18	0.48	4.66	17%	23%
CST Risk Assessment	0.03	0.30	0.19	2.15	717%	717%
Monitoring Tools	0.33	3.90		0.00	0%	0%
Total	2.63	31.38	0.67	6.81	22%	
<b>Collaboration Tools to Support Physics Community</b>						
DocDB	0.16	1.92	0.09	1.03	54%	72%
Plone	0.05	0.60	0.06	0.63	105%	140%
InDiCo	0.28	3.36	0.21	1.83	54%	75%
SPMS	0.13	1.56	0.12	0.40	26%	65%
Total	0.62	7.44	0.48	3.89	52%	

# Activities Summary: FTEs

<b>Maintain, Support Integrate Lab Systems</b>						
	<u>Allocation</u>		Actual YTD		% Consumed	FY08
	FTE-yrs	FTE-mos	FTE-yrs	FTE-mos	YTD	Forecast
Blueprint	0.13	1.56	0.09	1.06	68%	92%
ESH Applications	0.30	3.60	0.17	1.70	47%	76%
Helpdesk Enhancements	0.08	0.96	0.47	5.58	581%	*
Miscomp Daily Support	0.81	9.72	0.70	7.97	82%	116%
Miscomp Development	0.05	0.60	0.35	4.20	700%	**
Effort Reporting Conversion	0.81	9.72	0.49	5.37	55%	85%
Budget Input Conversion	0.56	6.72	0.14	2.05	31%	45%
NIMI	0.76	9.10	1.39	15.75	173%	200%
Total	3.50	41.98	3.80	43.68	104%	

\* Difficult to estimate. Project depends on consultant and availability of the database.

\*\* Difficult to estimate. Based on priority of new requests for existing systems.

# Activities Summary: M&S (Internal Funding)

Level 0 Activity: Information Management

% of FY Complete:  
60%

**Operating & Equipment M&S**

**CD Internal Funding**

Tactical Plan Level 1 Activity	Operations M&S			Current FY08 Forecast
	FY Obligation Budget	YTD Obligations + RIPS	% Spent	
<b>Automate CD Work to Improve Efficiency - Meet Challenges</b> Core Tools/Development (OID, g1 & 24x7 boxes)	63,200	64,507	102%	64,507
<b>Collaboration Tools to Support Physics Community</b> Travel (SPMS, InDiCo, Helpdesk)	11,334	12,813	113%	12,813
<b>Maintain, Support, Integrate Lab Systems</b> Blueprint (HW support contracts)	16,500	14,321	87%	14,321
Helpdesk Daily Support (MRI3, Telalert, BMC, Crystal)	39,161	29,600	76%	29,600
Helpdesk Enhancements (BMC; Service Desk, CMDB...)	125,000	119,797	96%	119,797
Total	255,195	241,038	94%	241,038

# Maintain, Support, Integrate Lab Systems / NIMI

- Original Goals Related to this Activity [from Tactical Plan]
  - Design and implement database applications as required.
  - Migrate (if appropriate) data to Oracle.
- Adjusted Goals Related to this Activity [given FY08 Budget adjustments]
  - OS & DB software upgrades
  - Take over support and development of the project from the Scientific Facilities quadrant
  - Software upgrade
- Key Milestones
  1. Implemented and put into production real time automated blocking functionality via Enira and WiSM mechanisms. Software is easily extendable to implement other blocking mechanisms such as close router blocking.
  2. Upgraded underlying software and database to newest versions available.
  3. Abandoned the idea of integrating Autoblocker with TIssue. Instead, decided to implement same functionality using BRO detector - work in progress.
  4. Implemented event-based data delivery mechanism.
  5. Implemented NIMI/TIssue Inquisitor - application specific interface for CST applications.
  6. Began implementation of NIMI/TIssue metrics and dashboards.
  7. Continued support of Network Inventory DB, made some significant performance improvements.

# Automate CD Work to Improve Efficiency - Meet Challenges / CST Risk Assessment

- Original Goals Related to this Activity [from Tactical Plan]
  - Completed workflow integrated into existing infrastructure.
- Adjusted Goals Related to this Activity [given FY08 Budget adjustments]
  - Additional functionality in CST application.
- Key Milestones
  1. AlphaFlow made available to CST for development of workflow.
  2. Reports provided
  3. Reporting tools provided
- Issues and Risks
  1. Waiting for CST to complete workflow.
  2. CST may need assistance with workflow when the DBI/INF group is unavailable due to higher-priority tasks.
  3. AlphaFlow may not meet CST's requirements.

# Maintain, Support, Integrate Lab Systems/Helpdesk Daily Support & Enhancements

- Original **Goals** Related to this Activity [from Tactical Plan]
  - selection of an alternative helpdesk application that does not require application development support or the identification of a vendor/contractor to support Remedy.
- **Key Milestones**
  1. ITIL audit of helpdesk process and procedures
  2. Selection of BMC Remedy (service desk, knowledge base, CMDB, etc)
  3. Acquisition of new DB hardware to host the Oracle database
- **Issues and Risks**
  1. Moving to ITIL — new processes and procedures
  2. Helpdesk converting to a service desk — new software, CMDB will require population from multiple sources

# Collaboration Tools to Support Physics Community / InDiCo

- Original Goals Related to this Activity [from Tactical Plan]
  - Develop new functionality for InDiCo and integrate changes into CERN's base product for the user community, particularly the ILC.
- Adjusted Goals Related to this Activity [given FY08 Budget adjustments]
- Key Milestones
  1. Completed development of time zone awareness in InDiCo. Changes accepted and installed on the ILC server at CERN.
  2. Proposed enhancements to Registration page were accepted in principal by CERN:
    - A. Skipjack payment module
    - B. UI enhancements to the registration form.
  3. Developing OSG style sheets. This is a plug-in that is not part of the InDiCo release and is only used at Fermilab.
  4. Consulting with Conference Office/Directorate getting them started on InDiCo.
- Issues and Risks
  1. Original goal included ILC
  2. Now (or will be) supporting the PPD Conference office

# Automate CD Work to Improve Efficiency - Meet Challenges / Effort Reporting Conversion

- Original Goals Related to this Activity [from Tactical Plan]
  - Export FTL data into E/R and to continue using the existing reports
- Adjusted Goals Related to this Activity [given FY08 Budget adjustments]
  - Continue using E/R application until FTL is online
  - Move the underlying database from MS Access to Oracle
  - Provide support to PPD as they migrate to our E/R system.
- Key Milestones
  1. Database moved to Oracle in development
  2. All MS queries optimized and rewritten as Oracle views
  3. Application developed to allow changes to historical data
  4. Financial Group is testing
  5. PPD providing data for their migration
- Issues and Risks
  1. Delays in FTL changed the scope of this project.

# Automate CD Work to Improve Efficiency - Meet Challenges / Budget Input Conversion

- Original Goals Related to this Activity [from Tactical Plan]
  - Migrate the database from MS Access to Oracle
- Adjusted Goals Related to this Activity [given FY08 Budget adjustments]
  - Write approved Tasks, Activities, Projects and Budget Line Items into Oracle for processing within Effort Reporting and Miser.
- Key Milestones
  1. B/I application changed to write TAP and BLI data into Oracle
  2. Oracle triggers process TAP and BLI data into appropriate MISCOMP tables.
- Issues and Risks
  1. Queries written in MS Access are too slow when the data resides in Oracle.
  2. Decision made to create Oracle views to replace E/R MS Queries
  3. Decision made to postpone movement of B/I data to Oracle until a later phase.

# Tactical Plan Issues and Risks

- Issues and Risks(+ impact of FY08 DOE/FNAL budget)
  - Furloughs reduced item available for development
  - Oracle Internet Directory accounted for 1.75 FTE months for S. Jones
  - Miscomp Development seems to be a catch-all for enhancements; we may need to keep older activities around for a while. ~2 FTE months towards Miser and Workflow fixes and new features.

# Tactical Plan Status Summary



- Status Summary
  - M&S spending came in under budget (86%). No additional, significant purchases expected this FY.
  - Effort on some activities redirected as needed. For example NGOP was placed on hold while CST effort ramped up.
  - The group responded well to high-priority requests such as OID proof of concept.