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Personnel and Readiness (P&R) Works to Identify Cost-Saving Opportunities in Information Technology (IT)

POINTS OF INTEREST:

- P&R Works to Identify Cost-Saving Opportunities in IT
- P&R IM Co-Chairs IT Governance and Data Center Working Groups

As part of the Department of Defense's (DoD's) overall efforts to reduce expenditures, IT leaders across P&R are working together through the P&R IT Summit to identify IT-specific cost-saving opportunities.

The P&R IT Summit began in December 2010 when Dr. Clifford Stanley, Under Secretary of Defense for Personnel and Readiness, issued a memorandum requesting that P&R organizations come together to identify ways to reduce IT costs. P&R contains many unique, globally dispersed organizations with different missions and IT requirements. For example, the Defense Commissary Agency (DeCA) is responsible for a global network of retail locations, while the Department of Defense Education Activity (DoDEA) manages global networks for DoD schools. While both organizations manage IT resources, their unique missions and requirements are vastly different. Additionally, P&R leadership wants to ensure that any cost-saving recommendations do not harm missions or agencies' abilities to support DoD personnel and their de-

pendents. Bringing together the IT leadership from each organization to discuss common issues represents a large step forward for reducing IT costs across the enterprise.

Since Dr. Stanley issued his memorandum establishing the IT Summit, participants have met in person in March 2011, June 2011, and September 2011. During the March 2011 meeting, participants reviewed P&R IT baseline and initial cost-saving recommendations. Summit participants then developed working groups to conduct additional research and develop implementation plans for select areas including: hardware and software purchasing, contractor labor rates, data center consolidation, and IT governance. The P&R "best-in-class" organization for each area led the related working group, which was then responsible for developing a concept of operations and cost-savings implementation plan. Working groups met virtually over the next several weeks to complete these tasks.

At the June 2011 meeting, each working group lead pro-

vided a report covering the group's progress, challenges, and next steps. These briefings supported an additional P&R IT Summit goal – to share information and establish dialogue across P&R organizations. Both the DoD Chief Information Officer (CIO) and the Office of the Secretary of Defense (OSD) CIO addressed Summit participants and expressed support for their work. Following the meeting, working groups continued to meet and develop plans to pilot their recommendations.

For the September 2011 meeting, the IT Summit closed the contractor labor rate working group and started a new working group that focused on customer service and help desk support.

P&R IT Summit participants plan to continue meeting on a regular basis as they implement current cost-saving recommendations and tackle new challenges. With overall U.S. Government budgets shrinking, P&R IT leaders must continue to reduce costs without negatively impacting missions; the P&R IT Summit is the catalyst for improving IT across the P&R enterprise.



If you would like to learn more about the P&R IT Summit, please contact dhra-cio-support@osd.pentagon.mil or visit http://www.prim.osd.mil/cap/w_hrm-ciosupport.html?p=1.1.1.

Updates from the Personnel and Readiness (P&R) Information Technology (IT) Summit Working Groups

P&R is bringing together IT leaders from across the organization to identify IT-specific cost-saving opportunities in a series of meetings called the P&R IT Summit (see article on Page 1). Since kicking off the Summit in February 2011, participants have created working groups to examine six topics in more detail:

- Contracting
- Data Center
- Personnel
- Help Desk
- IT Governance
- Software & Hardware Procurement

The working groups are subject to change as Summit participants discover duplicative efforts and identify new areas to examine. For example, participants decided that the Personnel



Working Group mission should be included within the Data Center Working Group to avoid overlapping work, while the Help Desk Working Group kick-off took place more recently than the other five working groups. The chart below contains brief descriptions of the cur-

rent working groups and their progress to date.

Cloud computing and virtualization has also been proposed as an additional working group topic since it is a subject being approached by the Software & Hardware Procurement, Data Center, and Help Desk Working Groups. Virtualization is conducive to ease, speed, and lower cost of implementation; Summit participants will examine the viability of this working group going forward.

All of the Summit working groups strive to resolve the complexity of achieving cost savings in IT. The working groups will continue to meet indefinitely until their objectives have been achieved, namely the movement toward a more streamlined, consolidated, and efficient enterprise IT solution for P&R.

Working Group	Chair	Goal	Actions
Contracting	Defense Commissary Agency (DeCA)	To create a standard contractor rate card	Research lessons learned from federal agencies that have explored contractor rate standardization and government-wide acquisition contracts (GWAC) as a way to standardize rates
Data Center	P&R Information Management (IM) and TRICARE Management Activity (TMA)	To examine data center consolidation and virtualization opportunities by implementing a pilot and pursuing follow-on consolidation opportunities	Identify potential geographic areas for consolidation, using Characterization and Dependency Analysis Tool (CADAT) geospatial software, and determine which data centers are the most attractive candidates for consolidation
Personnel (Data Center sub-group)	Defense Manpower Data Center (DMDC)	To improve server support and administration ratios and increase operational efficiencies through increased use of existing administration tools	Identify commonalities between agencies with regards to the server/administrative support ratio, conduct analysis of agency data, and create a plan for cost-saving opportunities
Help Desk	DeCA	To identify ways to consolidate customer support infrastructure without damaging the ability to support missions	Document a service catalogue for P&R and explore help desk software solutions in order to generate cost savings by consolidating and streamlining P&R support
IT Governance	P&R IM and Requirements and Strategic Integration (RSI)	To establish an IT governance program to improve collaboration and IT management support for operations by disseminating appropriate IT policies and process standards	Provide an environment for knowledge sharing and ensure that mechanisms are in place to provide better visibility of P&R's IT portfolio, eliminate redundant or duplicative IT solutions, and review nonstandard or unapproved IT products and services
Software & Hardware Procurement	Department of Defense Education Activity (DoDEA)	To reduce the amount of dollars spent on hardware and software	Assess and redesign current hardware and software procurement processes to reflect best-in-class pricing

For more information about these working groups, please contact P&R IM at dhra-cio-support@osd.pentagon.mil.