



City of Minneapolis

Outsource Operations Review

1/22/07 Status Report

Contract Recommendations

1/22/07 Status Report

- City needs to establish metrics beyond the service level agreements (SLAs) to evaluate Unisys against the contractual obligations on no less than a quarterly basis.

Metrics have been identified, awaiting Unisys agreement on report structure for 1st Quarter 2007 reporting to begin.

- Although a single point of accountability exists within City, there is no single source for process or information access

No change

- The City needs to own, and be responsible for, a continuous improvement plan for Unisys
- On-going. Initiated comprehensive improvement list which is currently being implemented.

City Process Recommendations

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- Provide departmental views of Service Desk statistics
Will be on CityTalk by 1/31/07
- Provide departments with asset lists and refresh dates
A new tool has been implemented to track/manage assets and lists will be provided by to departments by 2/15/07.
Refresh for 2007 has been revised to give departments a greater role in determining new PCs.
- Provide departmental access to server performance metrics
Will be on CityTalk by 1/31/07
- Review both the internal billing and the IMAC allocation models, which are not based on market services or rates
Reviewing entire IMAC pricing and billing process.
Anticipate design phase will be completed by 5/1/07
- Establish a single source of responsibility for the Unisys relationship
Continues to be Lynn Willenbring

Service Desk Recommendations

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City

- Bridge the gap between the Service Desk and City resolvers
We will have a formal Resolver/Service Desk committee operational by 3/31/07.
- Invest time into educating the Unisys Service Desk to eliminate premature transfers of tickets
We are implementing a formal feedback process for Resolvers to notify the Service Desk of this issue.
- Ensure all issues flow through the Service Desk for capture and process improvement
We have moved some departments to this process but others are very reluctant to give up the direct contact.
- Ensure Service Desk surveys are truly selected via random sampling
As Excipio was conducting their review we were converting to an electronic survey process. We are in the process of evaluating the benefits of 100% survey relative to the nuisance factor.
- Invest in password reset tools and increase Unisys permissions
This has been explored with several departments who generally are not interested in spending the money or giving up the control.

Service Desk Recommendations

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Unisys

- Revise the 24 hr resolution metric
Service Desk agents are not evaluated on ticket closure. We are continuing to address issues when tickets are closed prematurely.
- Get departments to grant sufficient permissions to help resolve simple issues
This is not an issue for Unisys, it is a City issue.
- Revisit the VIP List process
The VIP List has been updated and we anticipate an automated process for maintaining the list by 3/31/07.
- Provide additional second level Service Desk agents to resolve a higher percentage of calls, at no additional charge
Rather than segregating second level agents current agents are being trained to improve first call resolution rates.

Server Recommendations

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- Ensure metrics are being captured
Done.
- Educate City departments and create a feedback mechanism
Discussed with department liaisons at January meeting
- Either enforce weekly audits or revise the contract to monthly audits
Weekly audits would be excessive and amending the contract is time consuming with no added value. Will continue with monthly audits and incorporate into any new contract.
- Begin work on a server consolidation strategy, as 50% of physical servers and 75% of processors can be consolidated
Analysis has been done and recommendations will be received on 1/23/07. Estimated significant consolidation will be implemented by 3rd quarter.
- Implement a data retention process (shared files, email, etc.)
On hold pending new storage and server solutions. Direction will be set in 2007.

Network Recommendations

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- Require annual network scans

Scans are currently being conducted on a more-frequent basis. Awaiting mechanism to ensure City received the scan results. ETA: 4/1/07

- Revise the termination process to ensure data removal and revocation of access privileges

Will present revised process at March department liaison meeting for feedback/approval.

- Create an education and review campaign to maximize the investment and success of the VPN infrastructure

Potential issues:

Cost – customers no longer pay a monthly VPN fee

Vendor Access – simplified process is in place

Restrictions – discussing options for expanding availability

Desktops and Laptops Recommendations

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- Require Unisys to automate inventory and asset management systems
New automatic asset management system is being tested.
ETA: 3/1/07
- Require an annual physical inventory to check systems
Under discussion. New tracking tool may negate this recommendation.
- Review the existing IMAC system and process
Entire IMAC process is undergoing a redesign.
ETA: 9/1/07
- Consider revising Service Desk metrics from a purely 24 hour resolution to include a quality metric
Monthly service delivery review continues to be based upon many metrics, including customer survey results. The 24 hour resolution SLA is not a performance measure for the Service Desk agents.



Data Center and Disaster Recovery Recommendation

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DR should be a high priority project for 2007

It is!

- + Creating a DR environment for Exchange (email, contacts, calendar, etc.) ETA: 5/1/07
- + Establishing an executive governance committee that will establish the applications' DR priority based upon department's continuity plans and the overall City direction.
- + Installing appropriate infrastructure to ensure City can make use of current and future DR capabilities

Questions?