NATIONAL SUPPORT

FDIC

FEDERAL DEPOSIT INSURANCE CORPORATION

Managing Infrastructure Systems for FDIC

A Vision Technologies Whitepaper providing an overview of the processes and procedures developed to provide national support for network infrastructure.

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MANAGING INFRASTRUCTURE SYSTEMS FOR FDIC

FEDERAL DEPOSIT INSURANCE CORPORATION (FDIC)

For the last five years, Vision has partnered with the FDIC using a work-flow methodology that integrates the discipline of project management principles with FDIC's requirements. Our Vision Integrated Management Methodology (VIMM) contract management methodology uses widely accepted tools and specific procedures, and provides the tight control and monitoring necessary for the FDIC ordering process. A similar methodology is successfully in place for customers such as Merrill Lynch, Veterans Administration, Hewlett-Packard, Johns Hopkins Applied Physics Lab and CareFirst.

Vision Integrated Management Methodology (VIMM)

Illustrated in Figure , VIMM serves Vision and the FDIC as the vehicle to support planning, organizing, staffing, directing, and managing the FDIC nationwide cabling service project, from request to close out for each work order. The VIMM diagram shows the overall flow of project tasks and related data – from initial work-order request through submission of deliverables and final billing with supporting documentation. It also shows not only the external flow of data – between FDIC and Vision, but also the internal flow of data, so that FDIC can understand Vision's lifecycle process (and tools), and how our team currently converts requests to actual installations.
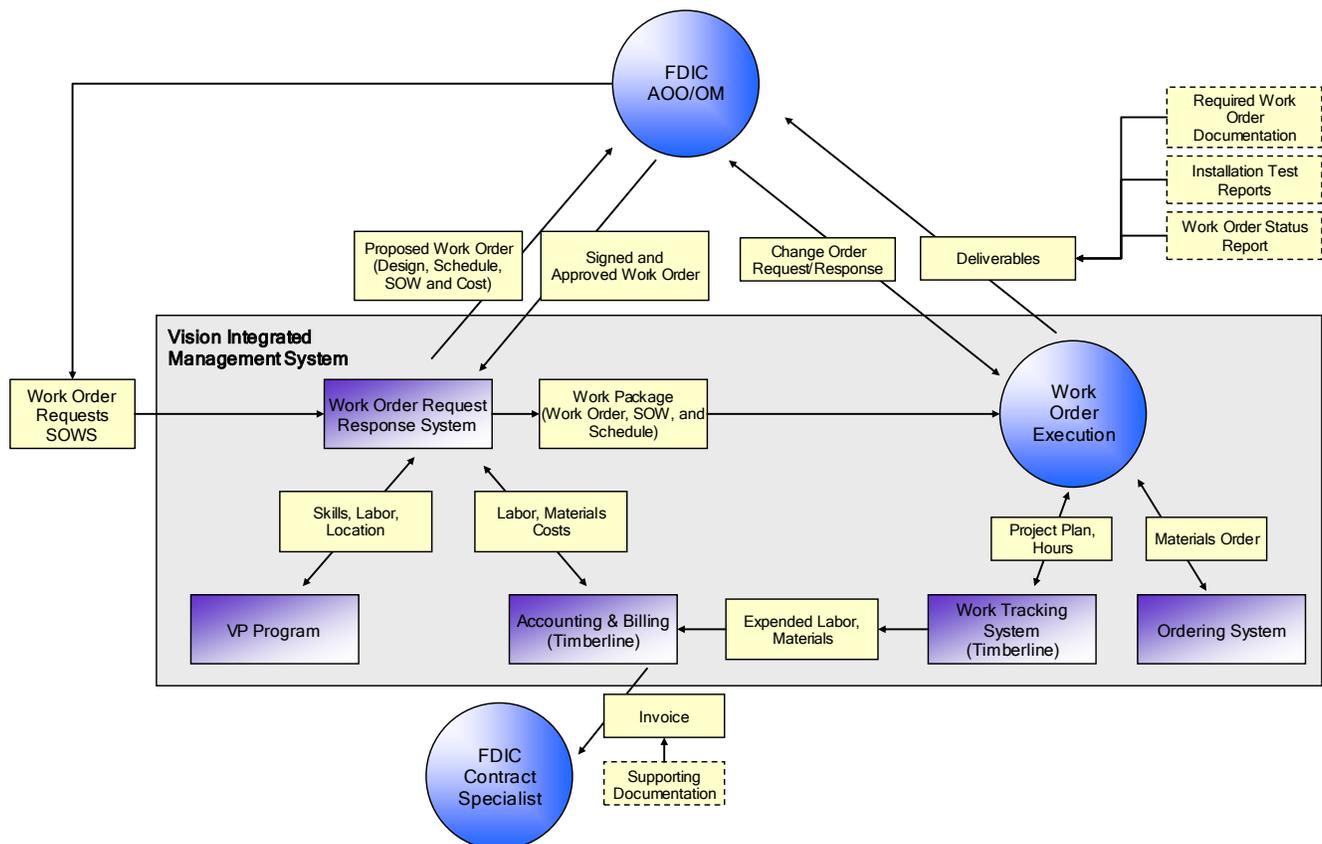

FIGURE 1 – VISION INTEGRATED MANAGEMENT METHODOLOGY (VIMM)

Application Toolset

The application toolset supporting VIMM includes:

- ▶ Microsoft Office-based applications (Word, Excel, and Access) for analyzing task requirements; evaluating the cost impact of alternative solutions; maintaining and tracking available personnel by skill category to person tasks; and status and summary reports.
- ▶ AutoCAD 2009 for generating designs and as-built documentation of FDIC cable plants.
- ▶ Ideal/WaveTek, Fluke LinkWare – field test result databases for storing and organizing the certification results for category-5e, category-6, and optical fiber media.
- ▶ Vision's Timberline Accounting System (which includes general ledger, job costing, project management, report design, and billing modules) to track cost data and prepare invoices.
- ▶ Microsoft Project to develop Gantt and PERT charts and identify critical paths and work-arounds for larger tasks
- ▶ VP Program database to maintain and track available personnel and subcontractors by skill category and location. This methodology is supported by the Vision quality assurance and a customer satisfaction system that establishes customer goals and provides measurable and meaningful feedback.

Project Management

Visions uses formal but flexible contract cost and schedule techniques to present the status of work progress for each task, relate cost and schedule performance, identifying potential problems and sources, and provide information to the appropriate FDIC personnel.

To manage these tasks for the FDIC, Vision establishes baseline schedules for each work order, including milestones for attaining each objective. The schedules are used as the basis to track activities against the plan and identify schedule variances and plan alternative solutions to maintain the schedule. Schedules are, and will continue to be, reviewed on a regular basis and are employed as the basis to measure our performance at regularly scheduled reviews. This information is used to keep FDIC management apprised of the status on all tasks.

It is paramount that in-process reviews are performed in and around the VIMM, as it enables Vision to produce superior deliverable products in a timely manner. They promote communication among each team member, facilitate development of contract-required reports, promote problem detection and resolution, and monitor progress against plans. These reviews are used to coordinate, control, and monitor the technical activities. We discuss technical progress to date, coordinate activities among staff, and establish whether corrective actions are required to avoid slippage. In addition, Vision continues to review and incorporate FDIC's input/decisions for each activity plan

Finally, it cannot be emphasized enough that Vision Technologies is committed to 100% Customer Satisfaction, which is ultimately tied to quality Work Orders being delivered to FDIC and its internal customers in a timely manner. We understand that FDIC must have positive outcomes to ensure project success. It is here, again, that Vision re-states its commitment to sound project management principles. Our team works with, and for, FDIC's team to drive success.

It is noteworthy that in our current business relationship (5 years plus!) with the FDIC, not one incident has been escalated to the Director of Global Services, let alone the President of Vision.
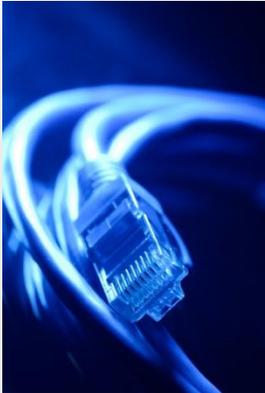
Work Order Process

No work is performed without a Work Order issued. Upon receipt of the work request, we complete the appropriate sections and forward the signed Work Order and any associated design documentation to the unit that generated the request.

Daily Request Work Orders

Vision Technologies receives daily requests for miscellaneous small projects via a Work Order. We perform these tasks as specified on the WO until the deliverable has been provided. Once approved by the contracting officer/specialist, Vision will not require approval for those tasks, and will proceed.

Infrastructure Work Orders

Infrastructure Work Orders differ from the Daily Request Work Orders in process and procedure. For Work Orders that provide or modify the telecommunications infrastructure (risers, racks, patch panels), Vision creates the Work Order and forward it to the unit that generated the work request. The Vision Work Order is reviewed by the FDIC Division of Information Technology and the CO. This type of work order contains pricing, schedule information, design documentation, design drawings, proposed cable plant layout, the numerical cable and jack assignments, engineering and schematics.

This proposal (Work Order) is forwarded to the FDIC Division of Information Technology Technical Review Administrator for review and signature. Upon approval by the TRA, the CO returns it to us for processing.

Project Organization

As emphasized previously, Vision regards effective project management as the fundamental element that leads to project success. With all the myriad of variables and issues affecting a project on a daily basis, it is imperative that an individual is tasked with – and is made responsible for – completing the project on time, on budget, and compliant with both industry specifications and FDIC requirements.

FDIC also recognizes the value of, and the need for effective project management. Vision provides an on-site Program Manager to FDIC to ensure the project requirements are entirely met. Our PM has become intimately aware of all facets of the FDIC environment: personnel, process, procedures, infrastructure, technology, and key stakeholders.

Vision's PM will continue to actively participate in the entire life-cycle of each project, all the while working closely with the other appropriate team members as required. As the individual accountable for overall project execution, he is responsible for:

- ▶ Interfacing and working with FDIC-authorized CO's.
- ▶ Planning and designing FDIC's complex voice and data networks.
- ▶ Managing the schedule of deliverables in FDIC headquarters, regional, and field offices around the country.
- ▶ Generating and maintaining design drawings, cut sheets, and other required documentation.
- ▶ Compliance with work order requirements, including taking corrective action for issues raised by FDIC's Quality Control team members.
- ▶ Measuring and enforcing standards, including coordination of in-process reviews (IPRs)
- ▶ Managing the delivery of all project status reports.
- ▶ Facilitating inquiries and proposals regarding technology refreshment opportunities.