

Indian Health Service

Executive Secretariat



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RECEIVED DATE: 06/04/2003
FIRST ASSIGNED: 06/05/2003
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FROM: WEEMS, KERRY

TO: GRIM, CHARLES

SUBJECT: HHS INFORMATION TECHNOLOGY CONSOLIDATION METRICS

ACCOUNTABLE: GAA (OFC OF MANAGEMENT SUPPORT)

ACTION: NECESSARY ACTION

SPECIAL INST: PLEASE ADVISE EXEC. SEC. WHEN TO CLOSE.

INFO COPIES: GRIM, LINCOLN, JEANOTTE

INTERIM SIGNED:

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CLOSED DATE:

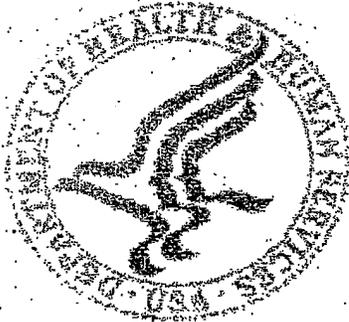
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Phone: 301-443-1011

HEADQUARTERS

Rockville, MD



Office of the Secretary

Office of the Assistant Secretary for Management and Budget

OFFICE OF INFORMATION RESOURCES MANAGEMENT

FAX TRANSMISSION COVER SHEET

TO:

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FROM:

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Number of Pages including this Cover Sheet:

4

COMMENTS

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DEPARTMENT OF HEALTH & HUMAN SERVICES

Office of the Secretary

MEMORANDUM

Washington, D.C. 20201

JUN - 3 2003

TO: Operating Division Heads

FROM: Kerry Weems, 
Acting Assistant Secretary for
Budget, Technology and Finance

SUBJECT: HHS IT consolidation Metrics

HHS is committed to consolidating information technology (IT) resources and services in accordance with, and in support of, Secretary Thompson's *One Department* vision. We have worked together since last summer to develop plans and solutions that allow us to realize this vision. Your input has been invaluable, and our efforts continue to benefit from the many conversations we have had with you individually, and in the HHS CIO Council. The objective of this memo is to restate the consolidation metrics discussed in our Council meetings, the IT Strategic Plan meetings, and in the enterprise initiative discussions. These final metrics serve as the framework and context for IT-related discussions at the offsite in Gettysburg, PA June 17th and 18th, where we will also discuss expectations related to FTE. We have committed to the OMB that the Department will meet its IT consolidation goals by October 2003. We look forward to collaborating with you as you continue to strive towards this goal. Specific metrics for success are listed below. Performance against these metrics will be included in OPDIV scorecard assessments for FY 2003 and FY 2004.

Metrics for the Small OPDIV IT Infrastructure Consolidation

The Small OPDIV Consortium team has evolved to a transition management team and several subject matter expert teams positioned to establish a central IT services organization comprised of Federal staff and supplemented by contract staff. This organization will be responsible for provisioning the smaller OPDIV's infrastructure services such as call centers and help desks (non-applications development), desktops and desktop services, servers and server administration, network services, email support, and security as it is related to the aforementioned services. The remaining IT infrastructure staff in the smaller OPDIVs shall not provide these services.

The central IT services organization, designated as the IT Service Center, performance metrics are:

- All IT Services, as described above, provided by contractors must result from a single IT Services performance-based contract by October 2003. No similar IT services contracts may be awarded within the OPDIVs.

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- The Service Center must provide a single, integrated help desk for the participating operating divisions, supported by the one IT Services contract.
- The first year cost of services must be at least 15% lower than the 2004 infrastructure budget request.

If you have not already done so, please submit to Melissa Chapman, HHS CIO, a list of your existing contracts that provide infrastructure services, whether or not those contracts may be legally terminated in October 2003, and any financial penalties associated with termination. We are working with ASAM to manage any problems associated with the termination of these contracts.

Metrics for the Large OPDIV IT Infrastructure Consolidation

The goal for each large OPDIV is to internally consolidate its core IT Services under a central IT organization led by the OPDIV Chief Information Officer (CIO) and Chief Technology Officer (CTO) where applicable. Similarly, each large OPDIV will leverage a performance-based contract, SLAs, standard operating procedures (SOPs) and solutions, and enterprise-wide plans to ensure that a consistent level of service is provided across its organization.

- All IT infrastructure Services provided by contractors must result from a single IT Services performance-based contract within each large OPDIV by October 2003. No similar, additional IT services contracts may be awarded within the OPDIVs.
- The central OPDIV IT Services organization must provide a single, integrated help desk for all its customers, supported by the one IT Services contract.
- The first year cost of all infrastructure services must be at least 15% lower than the 2004 infrastructure budget request.

Metrics that apply to all OPDIV Consolidation Initiatives

- All operating divisions must implement HHS-Net and have associated network support provided only by the single HHS organization designated to provide that support.
- All operating divisions and the HHS IT Service Center customers must concurrently migrate to the HHS Email solution as approved by the HHS ITIRB.
- The HHS Security Program directed by the HHS Chief Security Officer and the HHS CIO will provide oversight, coordination, and guidance for security

services and operations in the HHS IT Service Center and within the operating divisions.

- Each operating division and the HHS IT Service Center must establish a single Enterprise Architecture and identify an EA program manager that ensures compliance with OMB and HHS enterprise architecture standards, policies and guidance within each operating division. The OPDIV Enterprise Architectures serve as subordinate repositories to the HHS-level architecture and the OPDIV architecture information is included in the HHS Enterprise Architecture repository. The HHS Enterprise Architect and HHS CIO will provide oversight, coordination and guidance for Enterprise Architecture programs.
- All IT infrastructure organizations and staff within each large OPDIV must report to the OPDIV CIO. Similarly, any remaining IT organizations in the smaller OPDIVs must report to the OPDIV CIO or senior technical manager.

cc: Ed Sontag
Melissa Chapman
Kathy Heuer
OpDiv CIOs