

FREQUENTLY ASKED QUESTIONS (as of 10 Jul 02)

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SERVER CONSOLIDATION

Q: Should all installation tenants be part of the installation's server consolidation report?

A: Yes, the DOIM will report all Army tenants (to include other HQDA/MACOM/PEO tenants) residing on the installation in his/her server consolidation plan. For example, MEDCOM will only submit server plans for Fort Detrick, Walter Reed, and Fort Sam Houston. All remaining MEDCOM tenants residing on other installations will be reported under the respective DOIM server plans. However, installation tenants (e.g., NGB, USAR, IG, USACE, USAAC) receiving processing services from another location should be reported by the entity responsible for providing those services and noted (with supporting rationale) as non-participating tenants in the server plan for their resident installation.

Q: May MACOMs submit one consolidated server plan?

A: No, the intent is to capture data for each major processing location. Under the HQDA realignment, Regional Installation Management Directors versus MACOMs will be monitoring status of installation server consolidation plans.

Q: There is confusion whether "installation" means the single DOIM Area of Responsibility (AOR) or Area Support Group (ASG) or whether a separate plan must be submitted for every post, camp, or station in OCONUS.

A: OCONUS may report server consolidation plans by AOR or ASG.

Q: Will the installations have read/write access to the Goal 3 server consolidation web application?

A: Yes, each post, camp, or station DOIM POC will register his/her server consolidation plan. Upon registration, the web application will assign each DOIM POC a web site ID number that should be used to input or update information on their respective server consolidation plan.

Q: Will the MACOMs/Regional Installation Management Directors have read/write access to the data to validate and approve DOIM plans before submission to Army CIO-G-6?

A: No, the web application was only developed as a reporting tool. MACOMs/Regional Installation Management Directors may review DOIM input prior to data being entered using the web application. One important point to remember is the web application is designed such that once the "server removal plan information" is entered it cannot be altered/revised. Upon request, the Army CIO/SAIS-IIM office will provide extracts of data entered by the various posts, camps, and stations to their respective MACOM/Regional Installation Management Director.

Q: More guidance should be provided on how consolidation of servers will be accomplished once they become resident in DOIM facilities because co-locating servers could consume valuable floor space.

A: The intent is to consolidate users on common processing platforms where feasible and economical, not just co-locate servers. The Army CIO may entertain requests for upgrades if DOIMs can show a high return on investment, but funding is extremely limited. The Army CIO does not want to tell DOIMs how to consolidate servers in the implementing instructions because every environment is different based on mission needs. In addition, DOIMs know best how to do their business.

Q: Are any activities or servers excluded from server consolidation?

A: While there may be some activities excluded from further server consolidation as noted below, all activities residing on an installation must be reported and will support server consolidation in accordance with the SECARMY AKM guidance memorandum and Army CIO implementing instructions to the maximum extent possible. The Army CIO recognizes server consolidation is a formidable task. Thus, the DOIMs should focus on what can be easily achieved in the near term and document any non-participating activities. There are activities, however, such as the IG, Reserves, and National Guard who receive processing support from other centralized locations that the Army does not want to disrupt their current computing and communications networks. In addition, there may be standalone servers required to support deployed forces. Medical, R&D, and intelligence activities may present a problem because their resources are funded by other Defense/Federal Agencies, support joint programs, and are sensitive in nature. It is suggested these types of activities consolidate and operate their IT resources in separate server farms but under the oversight of the DOIM. All remaining servers and associated system administration personnel, particularly those assets supporting sustaining base functions, should be relocated and consolidated to facilities specified by the DOIM.

Q: What is the forcing mechanism for server consolidation if tenants refuse to relinquish IT control to the DOIM?

A: The Army CIO understands there may be tenants on an installation that are hesitant to transfer ADP accountability to the DOIMs for mission related reasons. For those non-participating tenants, the Army CIO will address their concerns on an individual basis because it is not the Army's intent to disrupt critical day-to-day mission operations. Any exceptions to the AKM guidance memorandum, however, are reserved for SECARMY approval. Status of server consolidations will be reported to senior Army leadership on a quarterly basis.

Q: What is the end-state goal for reducing servers?

A: The end-state goal is to reduce the number of servers by 60 percent, similar to what Industry has achieved through their server consolidations.

A-76 STUDIES

Q: How will the Army CIO/G-6 and RCIOs handle A-76 studies?

A: All on-going studies affecting DOIM activities must be completed as scheduled. Once a study has been announced, it cannot be terminated without OSD approval. The Army CIO has been informed by ACSIM that most DOIM A-76 studies will be completed in FY03.

SERVICE LEVEL AGREEMENTS (SLAs)

Q: More guidance must be given when determining the price tenants must pay for server support.

A: The Army CIO/SAIS-IIM office is working with NETCOM (and ultimately the DOIMs) to develop the baselines services and standard Service Level Agreements (SLAs). Draft SLAs for current baseline services should be available by Aug/Sep 02 timeframe. Concurrently, the DOIMs will need to document their direct and reimbursable services so that the Army CIO/ACSIM has a starting point from which to begin comparing resources and core service levels between the various DOIMs (and adjust funding accordingly to ensure core baseline services are adequately resourced; prices may vary based on geographic location). Until this process is complete, DOIMs can only provide the services for which they are funded; everything else must be reimbursable (the assumption being the customer has the funds since he/she is currently providing these services within his/her organization).

MANPOWER

Q: Transferring tenant personnel assets to the DOIM may not work as some agencies are using borrowed military manpower, not TDA authorizations.

A: The Army CIO recognizes the use of military manpower in IT positions presents a problem because it could place an additional cost burden on the functionals/MACOMs to reimburse DOIMs for services previously performed by military. This situation also applies to TDA authorizations since there may be organizations that want to retain IT civilians to perform functional missions. There is not much that can be done to resolve this issue other than to temporarily transfer personnel to enable the DOIM and begin documenting the resources performing IT related functions so that down stream these personnel savings can be shown as a cost avoidance.