

Enterprise Configuration Management

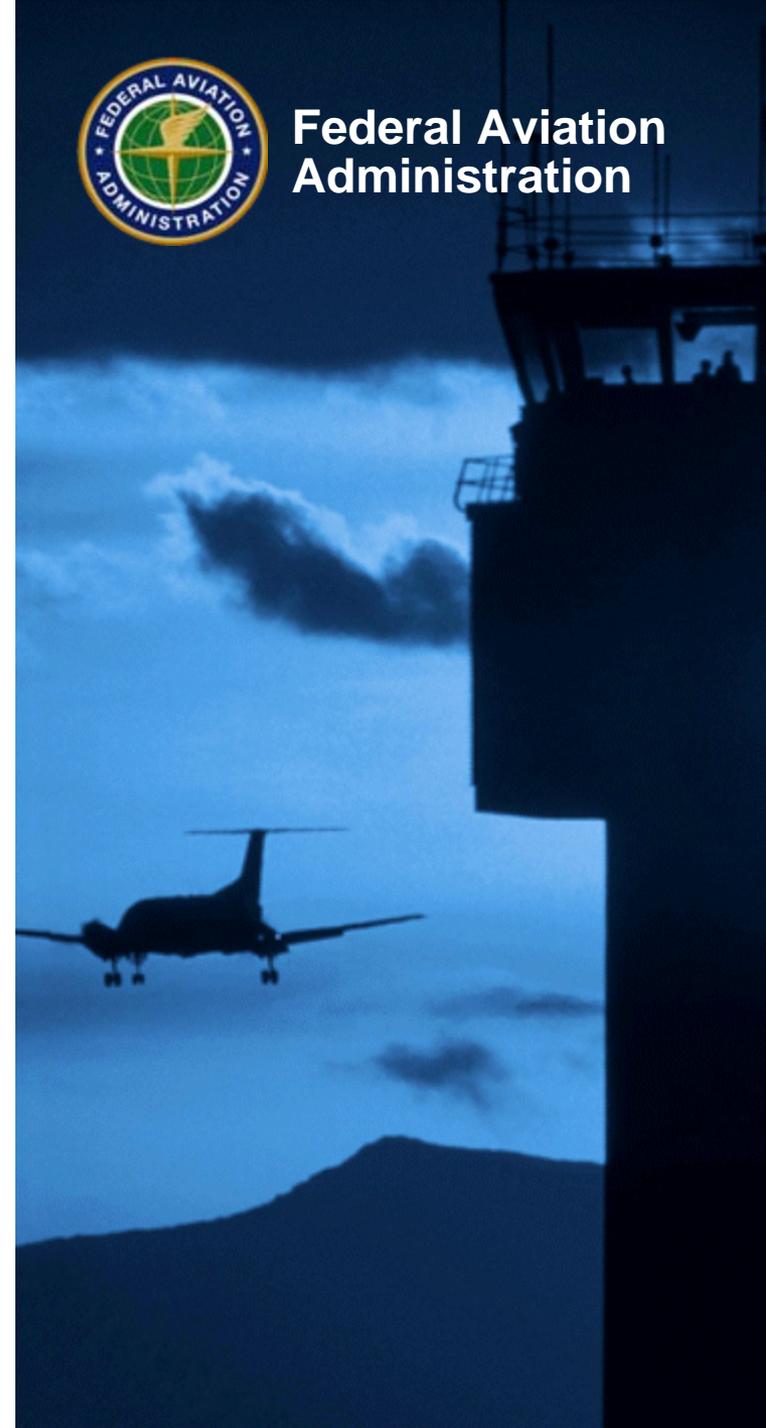
State of CM

Mary Golia

National CM Training Workshop
Atlantic City
September 2008



Federal Aviation
Administration



Overview

- State of CM

How are we doing?

- FY08 Activities & Progress

What have we accomplished?

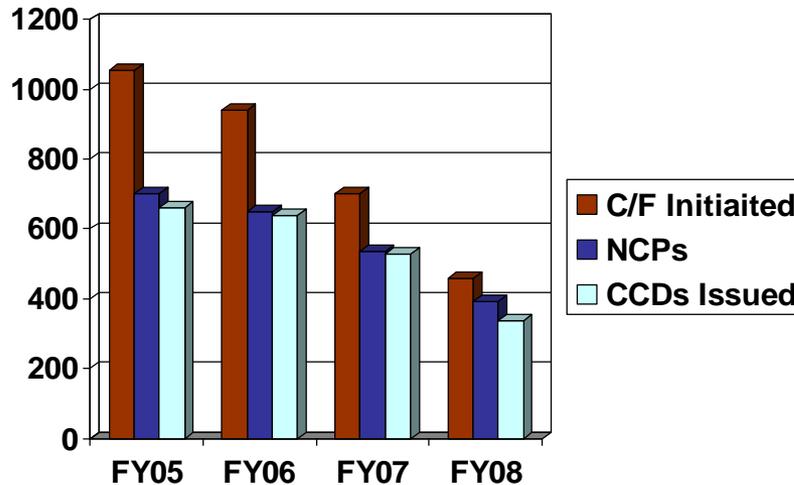
- CM Goals for FY09 and beyond...

What are our Near-Term & Future plans for CM?



State of CM

Change Management Totals Comparison



Note: FY08

Decline in casefile origination?

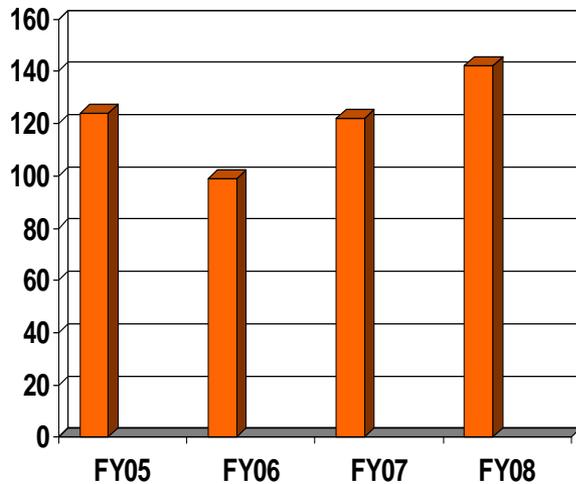
...budget impact on system enhancements, service oriented programs

Monitoring & oversight activities will continue to address

State of CM *(continued)*

Change Management Processing Times

Casefile origination through NCP number assignment - Average Age in Days



Increase in average age?

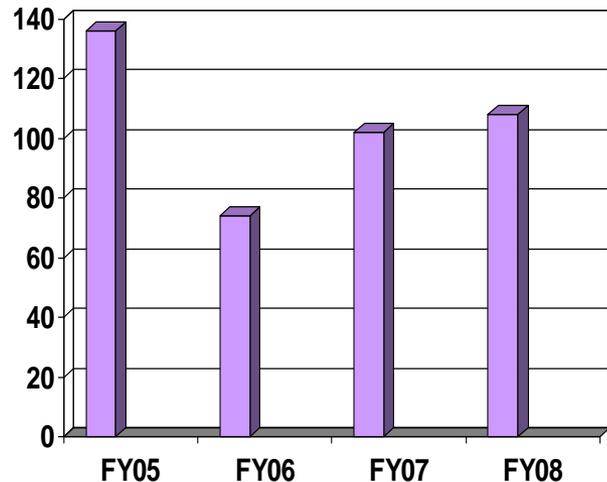
.... SMS coordination requirements is one factor

Monitoring & oversight activities will continue to address

State of CM *(continued)*

Change Management Processing Times

NCP assignment to Adjudication Average Age in Days

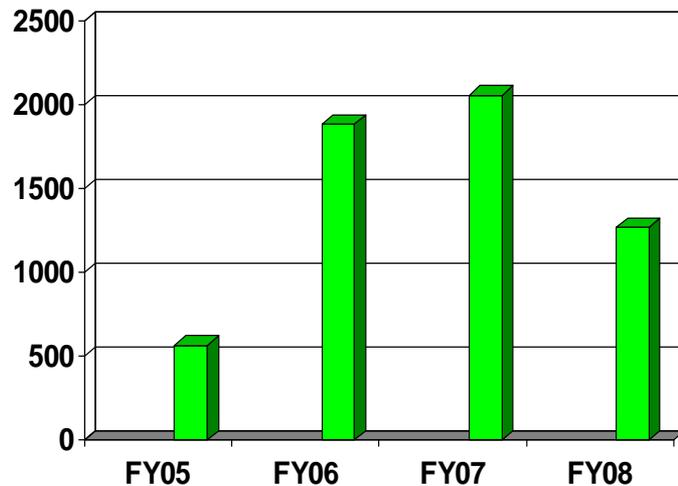


The processing time from NCP assignment to CCD issuance increased slightly

State of CM *(continued)*

Change Management Processing Times

CCD Issuance to Closure (all actions) Average Age in Days



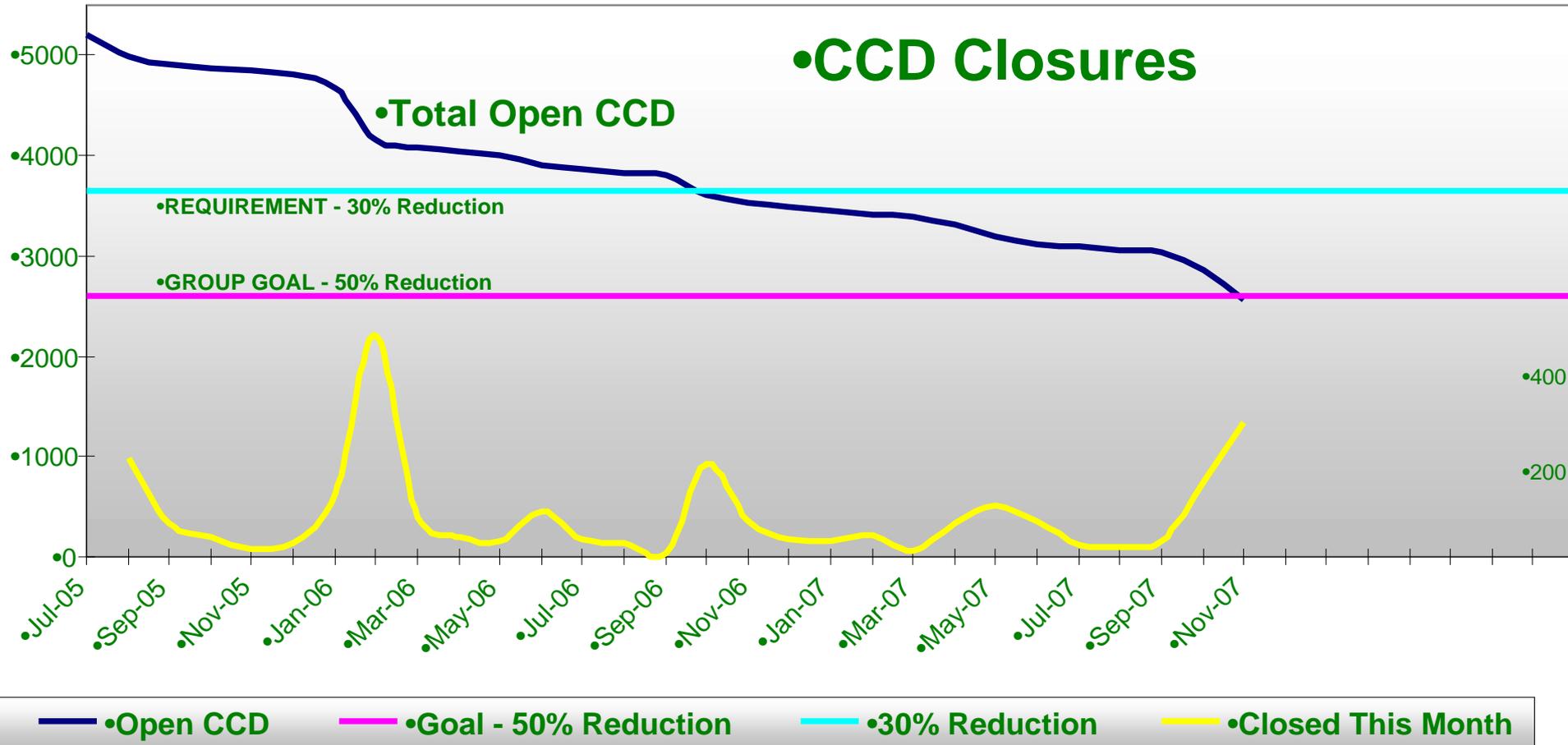
Why the huge decline in FY08 stats?

...Efforts by all CCBs to close legacy CCDs; Monitoring & Oversight efforts; CM Assessments

2005 Workshop Initiative

Reduction in Open CCDs

Established by the Process Improvement WG New Orleans Workshop in 2005 *Goal Exceeded*

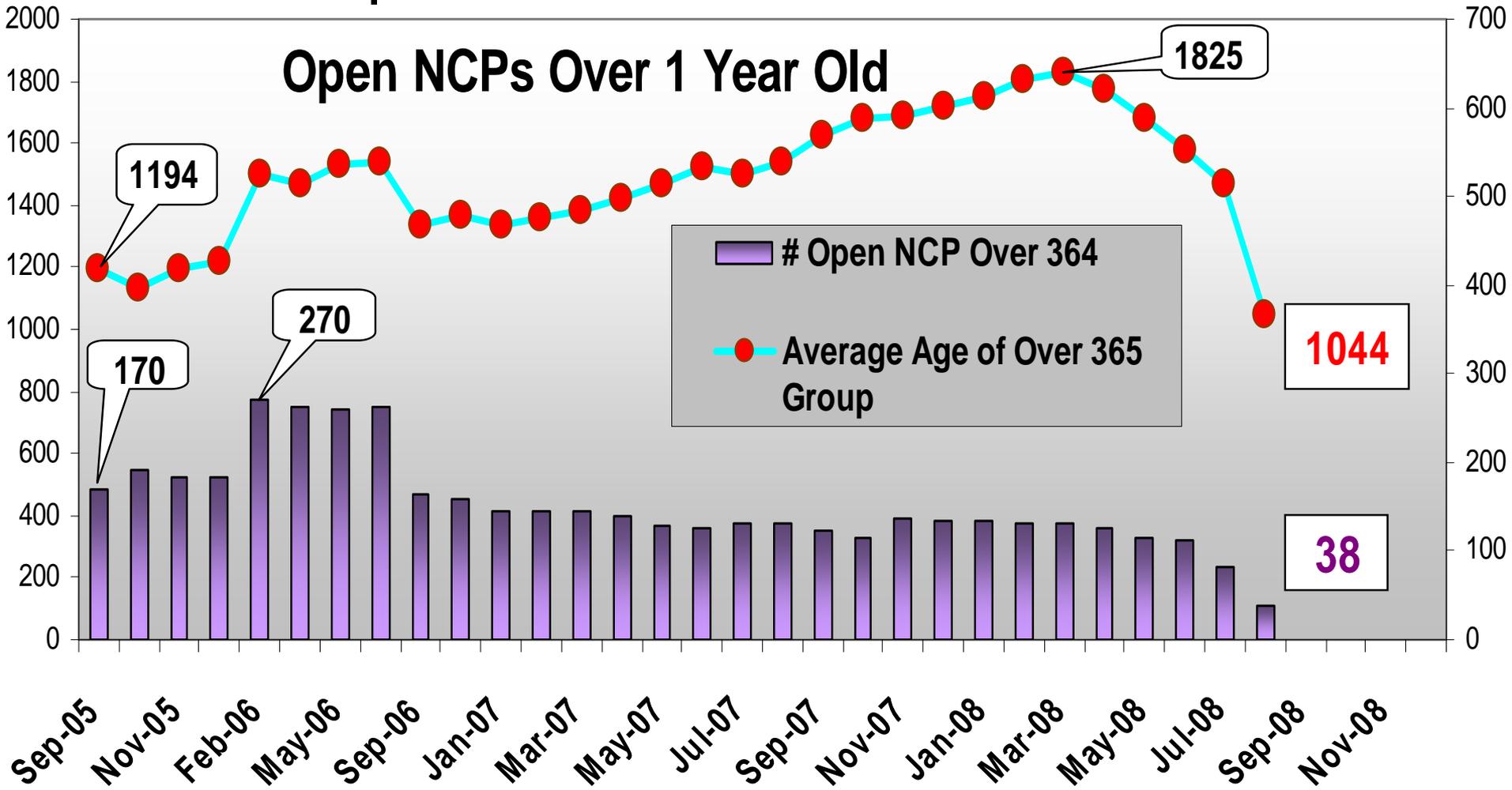


2005 Workshop Initiative

Reduction in Open NCPs > 1 Year

Continue initiative established by the Process Improvement WG at the New Orleans Workshop in 2005

Open NCPs Over 1 Year Old



FY08 Activities & Progress

- **CM Policy**
 - Obtained ASAG approval for changes affected by the update of the CM policy statements
 - Initiated review and update of current process and procedures

- **FAA IT CM Initiative**
 - Co-Lead FAA IT CM Working Group meetings
 - Coordinated and co-lead 2 off sites
 - Process model completed and tested
 - Drafted NAS Regulatory and Administrative Support CCB Charter

FY08 Activities & Progress *(continued)*

- **Monitoring & Oversight**

- Continued to monitor processing indicators/trends
- Conducted CM Assessment of Central Service Area

- **DOCCON Migration - WebDOCCON**

- Successful migration of DOCCON to an Oracle platform
- Web based application
- Ensured no loss of legacy data

Efforts will result in a savings between \$.5 - \$1.5M annually

FY08 Activities & Progress *(continued)*

- **CPDS Audit**

- In conjunction with the Power Services group conducted a successful Physical Configuration Audit (PCA) of the Critical Power Distribution System (CPDS) Type 2 in Guam

FY08 Activities & Progress *(continued)*

- **Outreach Efforts**
 - Annual National CM Workshops
 - National CM Telcons
 - CM Community Meetings at WJHTC
 - WebCM Telcons
 - WebCM Training



FY08 Activities & Progress *(continued)*

- CM Automation Activities
 - Continued IA efforts
 - Drafting the Service Level Mission Need Assessment (SLMNA) for Enterprise Configuration Management
 - Drafting the CM Automation Plan for Concept and Requirements Definition
 - Reported CM information to ITEB, Exhibit 53
 - Funded WebCM Release
 - 98 changes currently under test
 - Provided WebCM Training
 - 350 users trained
 - Continued Help Desk support

CM Automation Help Desk responded to 1345 calls

CM Goals FY09..... and long term

– CM Policy

- **Release 1800.66 Revision A**

- Update NAS Process and Procedures
- Develop NRSA IT Process*
- Develop NRSA Procedures*

*** Supports Flight Plan Goals**

– Continue Investment Analysis Efforts

- Complete the Enterprise CM SLMNA
- Obtain placement in the Enterprise Architecture Roadmap
- Complete the Plan for Concept and Requirements Definition
- Enter and complete the CRD Phase for CM Automation

CM Goals FY09..... and long term

- **Continue support to NAS Architecture Program**
- **Refine Enterprise CM Strategy**
- **Continue Monitoring and Oversight activities**
- **Implement WebCM Release V4.0**
- **Continue CM Site Assessments & Program Reviews**
- **Implement a Comprehensive CM Training Approach**

FY09 Challenges

- **Reduce NCP processing time by 25%**
- **Develop draft CM Strategy for NextGen**

