Lessons Learned in the Transition of Mobile Decision Support Services (MDSS)

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Outline

- Status Update on MDSS Transition

- Transition Achievements

- Future Challenges

- Process Post-Review

- Lessons Learned

- Transition Words of Wisdom

Status Update on MDSS Transition

➢ Prototype interactiveNWS (iNWS) Short Message Service (SMS) contract extended until January 2011

➢ New national contract effective January 4, 2011 (award pending)

➢ Performance upgrade with faster processing (May, 2010)

➢ Project passed Operations and Services Improvement Process (OSIP) Gate 3 (July, 2010)

➢ Public comment period beginning 9/13/10 which will decommission the prototype service and begin experimental phase of national service

➢ MDSS Integrated Work Team (IWT) working with Consolidated Internet Farm (CIF) to develop national service transition template for other CIF services

➢ Migration of other unsupported text/email alerting services (in progress)

➢ Funding shortfall exists in FY11 (dedicated funding starts FY12 for Operations & Maintenance (O&M))

➢ Operational milestone targeted for Oct./Nov. 2011

Transition Achievements

- ➢ Funding → Initial FY10 transition funds provided by Office of Science & Technology Research and Innovation Transition Team (OST/RITT)

- ➢ Definition of target users → satisfy public/private partnership

  - ▪ Service for core partners (leverage pre-existing terms of use for NWSChat)

- ➢ O&M Owner Commitment

  - ▪ Office of Operational Systems (OOS) agreement in place for O&M if funding is secured

  - ▪ O&M funding in PPBES (Decision Support Services (DSS) alternative within-core)

Transition Achievements
-continued-

- Keeping project scope manageable
  - Targeting core partners
  - User training satisfied through online video and FAQs
  - Certification & Accreditation (C&A) Security strategy: Best option was to fold MDSS under larger program to reduce costs and time

- Navigating through OSIP…currently in stage 4
  - Positives:
    - Templates can be tailored to scope of each project
    - Good mechanism for coordination between stakeholders
  - Negatives:
    - Time consuming documentation
    - Repetitive information among templates
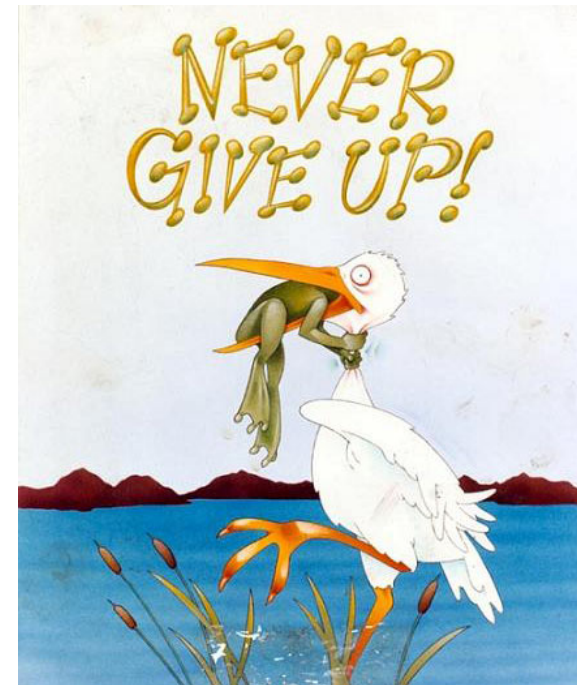   - Doesn't ensure success

Future Challenges

➢ Setting up virtual "sandbox" service in Central Region CIF (Nov./Dec. 2010)

➢ Transitioning to initial national operating system (March 2011)

➢ Public comment period results and approval by Office of Climate, Weather, and Water Services (OCWWS) Director (Summer 2011)

➢ Transitioning users to new service…minimizing inconvenience

▪ Existing prototype iNWS users

▪ EWARN user migration

➢ FY11 funding (Oct. 2010) and incorporation of MDSS into established E-300

Process Post Review
-Documentation-

- ➤ Standard OSIP documents
    - ▪ Project Plan
    - ▪ Statement of Need
    - ▪ Conops/Operational Requirements
    - ▪ Business Case
    - ▪ Technical Requirements
    - ▪ Operational Development Plan

- ➤ MDSS Terms of Use

- ➤ NWS Procedural Directive

- ➤ Corporate Board Brief

- ➤ Performance Need Statement

- ➤ CIF Memorandum of Understanding (MOU)

- ➤ Service Description Document

- ➤ Public Information Statement

- ➤ Security Document

Process Post Review
-OSIP-

- ➢ Project entered OSIP as a mature working prototype out of NWS Western Region

  - ▪ Entered OSIP on 5/11/09

- ➢ Gate 1 approved 6/30/09

- ➢ Gate 2 approved 11/10/09

- ➢ Gate 3 approved 7/27/10

- ➢ Gate 4 target   9/20/11

Total time to complete transition?

2.5 years

Savage Chickens by Doug Savage

Lessons Learned

- ➤ False assumptions lead to crisis management
    - ▪ Similar projects – govdelivery
    - ▪ Contract dept delays – longer then expected
    - ▪ CIF sustainment
- ➤ Engage with OSIP representatives before Gate
    - ▪ Troubleshoot issues prior to Gate
    - ▪ OSIP members are a resource there to help

Lessons Learned
-continued-

➢ Funding always tenuous especially for projects that begin with no dedicated funding

- Seek funding from larger programs
- Get management interested in the project

Corporate Board

➢ Funding disconnects exist and must be overcome

- E-300 and budget process (PPBES) not linked
- Appropriations not guaranteed
- Planned $ ≠ Executed $

➢ RITT support ensuring success

- Liaison to secure funding
- Single source for direct communication to upper management
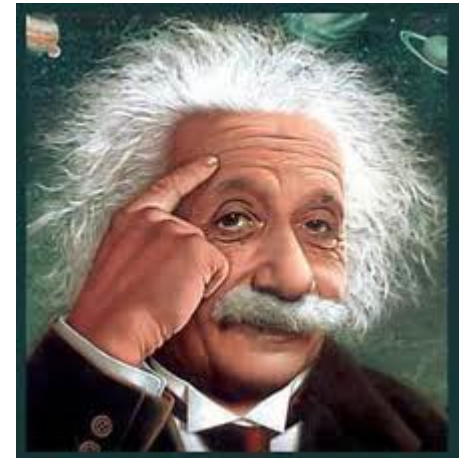- Guidance for OSIP (documentation, scheduling)

Conclusion→ Transition is a big task

Transition Words of Wisdom

➢ Engage on Exhibit-300

➢ Build in contingency plans to overcome unexpected challenges

➢ Leverage bigger systems for C&A—don't create standalone C&A unless absolutely necessary

➢ Spend sufficient time defining requirements upfront (harder to go back and update)

- Leverage Request for Information (RFI) to clarify unknown requirements/costs

➢ Add contract officer (if necessary) and Security Office to IWT and engage early and often

➢ Kick start OSIP documentation by creating strawman

Questions?