
From: Cardiellos, Maria (US - Philadelphia) <mcardiellos@deloitte.com>
Sent: Thursday, October 08, 2009 10:52 PM
To: O'Reilly, Thomas
Subject: RE: SAR Project Tasks to Baseline the applications and documentation

This is actually pretty comprehensive – I'm not sure what the associated timeline is, but the tasks and the rationale for implementation before a national rollout is solid. I suspect that Tetrus+ have already started on some of these tasks. Regardless, they are part of standard IT methodologies. Essentially, the process seeks to take all possibilities (and eventualities) into account.

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From: O'Reilly, Thomas [mailto:Thomas.O'Reilly2@usdoj.gov]
Sent: Thursday, October 08, 2009 12:19 PM
To: Cardiellos, Maria (US - Philadelphia)
Subject: FW: SAR Project Tasks to Baseline the applications and documentation

What do you think of this.

From: [REDACTED] [mailto:[REDACTED]@ijis.org]
Sent: Thursday, October 08, 2009 11:28 AM
To: [REDACTED]@tetrusconsulting.com; [REDACTED]
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Cc: Lewis, David; O'Reilly, Thomas
Subject: SAR Project Tasks to Baseline the applications and documentation

All
On our call last week, I mentioned that I was going to take a crack at a list of things we should work on prior to ramping up to extend the NSI to new sites. Please review the tasks below and we can discuss tomorrow on the 2:00 Call. The order is not in any particular priority and I probably left something out.

Thanks
[REDACTED]

System Baseline Tasks

Purpose: Before expanding the NSI to additional sites, it is necessary to transition the EE configuration from a pilot environment to a production configuration. This will require that key tasks be completed such as documentation, performance testing, identification of known enhancement needs and coordination with end users and site technical staff.

The following list represents an initial view of system transition tasks.

Documentation Tasks

1. Create site specific folders that fully describes each site's hardware and software configuration. This would include hardware specification, VPN configuration, software OS version, database OS version, ETL approach and code / scripts, and all other files, programs, directory structures, scripts or tools (e.g. Perl or Java) that are involved in the site configuration. Describe audit logs and functions.
2. Update SVT 2.0 software design documentation, user manuals, system admin manuals to include a description of the development tools used to build the application.
3. Create / Update Search Tool design and application documentation to include system design, application modules, and system administration processes (e.g. pointing at test and production databases, allowing user access to different sites, Trusted Broker process, reviewing ETL logs, Running Usage Reports, etc)
4. Document NCIRC Portal hardware, software OS, other applications to include a discussion of system parameters, settings, error conditions, timeout thresholds, response times and messages (and causes)
5. Update Search Tool User Manual
6. Create Portal System Admin guide
7. Describe development environments at IJIS, Tetras and IIR
8. Create 1-2 page Flyers on SVT and search portal.
9. Document the Shared Space and SVT Installation process.
10. Create / Update Back-end Shared Space documentation to include Application Design, Application Modules, Database Design, ETL applications.
11. Update Implementation Guide

Performance Analysis

1. Identify system diagnostic tools that can be used to stress front-end and back-end systems and capture performance data and logs
2. Tune the Shared Space and SVT databases.
3. Identify causes of random system timeouts by enhancing system logging and capturing system event data (consider tool purchase)
4. Conduct modeling exercises to simulate NSI system growth.

Usability

1. Re-evaluate Search Tool UI features (searchable fields, screen navigation, user help, result displays). Possibly use the NDEX or eGuardian UI as a feature guide (ability to save queries and results, ability to incorporate analytics (link charts, geo-spatial, etc), generate reports, etc).
2. Evaluate effort necessary to harmonize the UI look and feel of the Search Tool and SVT with eGuardian.
3. Create a core set of SVT reports.
4. Examine Shared Space database schema and search limitations.
5. Create Audit Log search and retrieval function.
6. Evaluate ability to include attachments in both the SVT and Shared Space and be able to retrieve and view attachments at the portal

Configuration Management

1. Define Development and Maintenance CM approach and process. Examine whether development environment should be centralized (IIR or IJIS), remain decentralized, or other.
2. Evaluate use of CM tools
3. Establish a Configuration Control Board and determine procedures and membership.
4. Establish Help Desk and define procedures
5. Establish a system release strategy
6. Move all current Back-end Code to IJIS dev/test environment, backup, and store.

Create User Group

1. Establish End-User Group Charter, Membership, and budget.

Create Technical Support Group

1. Identify Primary and Alternate Site Technical contact
2. Disseminate site documentation
3. Describe Sys Admin functions and timelines
4. Describe Help Desk process and roles
5. Establish Group procedures and budgets

Inventory of Known Enhancements

1. List of User initiated Enhancement requests
2. List of BJA Tech Team enhancements (things we know we should provide)

SVT Training Modules

1. Complete Modules.
2. Work with IIR on approach to make available to current and new users.

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