Production_Plan_

[redacted]

From: [redacted]
Sent: Monday, May 15, 2006 3:26 PM
To: [redacted]
Cc: [redacted]
Subject: ECRMS into Production Plan

We have the convergence of a number of events that requires us to make some adjustments to the ECRMS project to get it into production.

These include [redacted] departing for the FBI, [redacted] and [redacted] time running out and the decision to have ASB support the day-to-day operations of ECRMS. Normally we would have this discussion face-to-face, but a number of people are out of the office, so email will have to suffice.

Here is the DRAFT plan. Please provide me with all comments ASAP.

1. [redacted], as ASB Branch Chief will have the ultimate day-to-day responsibility of [redacted]. The plan is to have a number of members of ASB and RM trained to support the normal processing of the system. The initial proposal is that [redacted] and [redacted] will be the two initial staff to provide this support.

2. Over the next two weeks [redacted] will transition all PM responsibilities to [redacted]. Keith's role will be to complete the tasks necessary to get this system into production and to being the processing of .PST files.

3. I have requested that [redacted] be extended for a period of 9 weeks to support the following tasks:

-- Documented and validated process / procedure for the normal day-to-day operations of ECRMS
-- Documented and validated process / procedure for the complete end-to-end process of the creation of .PST files to the loading the files into ECRMS
-- Documented and validated process / procedure for dealing with identified exceptions that occurred during the load process.
-- Mechanism and metrics for determining and validating the ECRMS load process throughput and system performance
-- Serve as subject matter expert in the development of support systems to manage the processes identified above.

4. Att is going to continue for a period of about 90 days and will be working on this an other projects as needed

5. An assessment of the production support needs (hours and skills) to determine the staffing requirements of the day to day operations of ECRMS.

ECRMS is the most important system that we have implemented in a long time, we need to get it right and we need to have the processes to support the effective operations on a daily basis without fail.

This is our number 1 priority.

Please let me know if I am missing anything.

Thanks, [redacted]

[redacted]
Office of the Chief Information Officer
Office of Administration
Executive Office of the President
[redacted] (office) - [redacted] (mobile)
[redacted]@oa.eop.gov

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