National Archives and Records Administration

8601 Adelphi Road
College Park, Maryland 20740-6001

Date : June 20, 2006

Reply to
Attn of : Office of Inspector General (OIG)

Subject : Advisory Report No. 06-14, OIG Monitoring of the Novell Netware/GroupWise Upgrade Project

To: Allen Weinstein, Archivist of the United States (N)

The purpose of this advisory report is to advise you of the status of the Novell NetWare/GroupWise Upgrade Project. Based on efforts expended by NARA and contractor personnel to upgrade NARA's computer network operating system and electronic mail software, it is our opinion that, as of June 13, 2006, the Novell NetWare/GroupWise Upgrade Project is progressing in a satisfactory manner. That is, the project is adhering to the established project schedule, and has encountered only minor technical issues with project performance.

Since the project was restarted in March 2006, we have been monitoring government and contractor personnel efforts associated with upgrading the Novell Netware operating system and GroupWise electronic mail software for NARA's computer network. Specifically, we are assessing whether (a) the project is meeting cost and schedule requirements, and (b) management is taking timely action to correct any actual or potential problems with project performance. Periodically during the upgrade process, we will provide you with reports of the project's progress.

Our monitoring effort consists mainly of attending progress/status meetings, reviewing applicable project documentation, including the Daily Summary Reports, Weekly Status Reports, Work Breakdown Structure, Implementation Schedule, and interviewing project management officials. We also reviewed the NetWare/GroupWise 2006 Product Plan; NetWare 6.5 Upgrade Project Plan, Information Technology Support Services (ITSS) contract modification no. 25, Software Upgrade, dated April 27, 2006; and the Technical Direction Letter no. FY05-TDL-04: Completion of the NetWare/GroupWise Upgrade Project, dated May 25, 2005. We also reviewed the following software upgrade project plans: System Security Plan, dated April 10, 2006; STE and Certification and Accreditation Plan, dated April 10, 2006; and the Disaster Recovery Plan: Programming Plan, dated April 10, 2006.

To date, the Novell NetWare/GroupWise Upgrade Project is preceding on-schedule. In fact, migration effort at the NARA facilities is currently scheduled to be completed in less time than originally scheduled. According to ITSS contract modification no. 25, the effort was scheduled to begin on March 6, 2006, and be completed on October 31, 2006. Subsequently, the scheduled completion date was changed to October 27, 2006, a reduction of 4 days. (For additional details concerning the project schedule, see Attachment A.)

As of June 13, 2006, the migration effort was completed at 10 (28.6 percent) of 35 locations, including the (1)Washington National Records Center (Suitland) (NWMW), (2) Office of the Federal Register (NF), (3) National Personnel Records Center – Civilian Personnel Records (NPRC), (4) Harry S. Truman Library (NLHST), (5) Lee's Summit Records Center (NREL), (6) Kansas City (NREK), (7) Lenexa (NREX), (8) Waltham (NRAB), (9) Franklin D. Roosevelt Library (NLFDR), and (10) Dayton (NRDD).

In addition, it is our opinion that the upgrade project has encountered no major problems with performance or technical issues. As of June 13, 2006, there were three unresolved issues that were being addressed by project personnel. (Technical issues encountered during performance are identified in Attachment B.)

Our future project assessment efforts, in addition to monitoring project cost, schedule, and technical performance, will include a review of the following areas: (a) test and evaluation, (b) configuration management, and (c) certification and accreditation.

The Novell NetWare/GroupWise Upgrade Project was established because the agency's computer network operating system software and electronic message software does not ensure a secure computing environment for NARANet users. Important software components of NARA's enterprise-wide computer network infrastructure are obsolete and no longer supported by vendors. The objective of the upgrade project is to modernize NARA's email, file, and print services throughout the agency and to sustain NARA's network operating system at peak levels by upgrading the current version of NetWare to NetWare 6.5 and GroupWise email from version 6.0 to GroupWise 6.5." The upgrades to NetWare and GroupWise should help increase the availability and performance of NARA's IT infrastructure and provide a more stable and supportable environment for NARA's user community.

If you have any questions concerning the information presented in this Advisory Report, or there are other areas of the Novell software upgrade project that you would like for us to review, please do not hesitate to contact me.

Paul Brachfeld
Inspector General

Cc: NH (M. Morphy)
     NHV (W. Day)

NOVELL NETWARE/GROUPWISE UPGRADE PROJECT
NETWARE MIGRATION
As of June 13, 2006

TASK	WBS	START DATE	FINISH DATE	COMPLETED ON-TIME
Netware Migration	1.6	3-15-06	10-12-06	
1. Washington National Records Center (Suitland) (Pilot)	1.6.4.2.2	4-25-06	5-01-06	Yes
Site Migrations	1.6.6	5-01-06	10-12-06	
2. Archives I	1.6.6.1	5-3-06	7-19-06	
3. St. Louis – Civilian Personnel Records	1.6.6.2	5-01-06	5-25-06	Yes
4. Dwight D. Eisenhower Library	1.6.6.3	5-1-06	7-20-06	
5. Federal Register	1.6.6.4	5-01-06	5-19-06	Yes
6. Harry S. Truman Library	1.6.6.5	5-02-06	5-26-06	Yes
7. Kansas City	1.6.6.6	5-01-06	5-30-06	Yes
8. Lee's Summit	1.6.6.7	5-01-06	6-02-06	Yes
9. Lenexa	1.6.6.8	5-11-06	6-07-06	Yes
10. Pittsfield	1.6.6.9	5-26-06	6-19-06	
11. Franklin D. Roosevelt Library	1.6.6.10	5-17-06	6-14-06	Yes
12. Waltham	1.6.6.11	5-19-06	6-12-06	Yes
13. Anchorage	1.6.6.12	5-18-06	6-19-06	
14. Dayton	1.6.6.13	5-12-06	6-16-06	Yes
15. Chicago	1.6.6.14	5-11-06	6-23-06	
16. Morrow	1.6.6.15	5-15-06	6-23-06	
17. Fort Worth	1.6.6.16	5-10-06	6-29-06	
18. George H. Bush Library	1.6.6.17	5-11-06	6-22-06	
19. William J. Clinton Library	1.6.6.18	5-12-06	7-24-06	
20. Lyndon B. Johnson Library	1.6.6.19	5-15-06	6-28-06	
21. Gerald Ford Library	1.6.6.20	5-10-06	6-29-06	
22. Gerald Ford Museum	1.6.6.21	5-12-06	7-07-06	
23. San Bruno	1.6.6.22	5-25-06	7-10-06	
24. Riverside	1.6.6.23	5-24-06	7-12-06	
25. Seattle	1.6.6.24	5-18-06	7-27-06	
26. Ronald W. Reagan Library	1.6.6.25	5-28-06	7-14-06	

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NETWARE MIGRATION
As of June 13, 2006

TASK	WBS	START DATE	FINISH DATE	COMPLETED ON-TIME
27. John F. Kennedy Library	1.6.6.26	5-22-06	7-28-06	
28. Ellenwood	1.6.6.27	5-10-06	8-02-06	
29. Jimmy Carter Library	1.6.6.28	5-12-06	8-07-06	
30. New York	1.6.6.29	5-25-06	8-10-06	
31. Philadelphia (Center City)	1.6.6.30	5-17-06	8-02-06	
32. Philadelphia (Northeast)	1.6.6.31	5-25-06	7-27-06	
33. Denver	1.6.6.32	5-26-06	8-11-06	
34. Archives II	1.6.6.33	5-1-06	10-12-06	
35. Sr. Louis – Military Personnel Records	1.6.6.34	8-8-06	9-22-06	
36. Herbert C. Hoover Library	1.6.6.35	5-10-06	8-07-06	

NOVELL NETWARE/GROUPWISE UPGRADE PROJECT
TECHNICAL ISSUES

DATE	ISSUE/ACTION ITEM	COMMENTS
March 7, 2006	Power and connectivity-related issues.	Resolved.
March 7, 2006	Mike Peckman's delayed arrival.	Resolved
March 8, 2006	Licenses for Standby Server Software.	Resolved
March 8, 2006	SCSI cards for the servers to support the tape backup units.	Resolved
March 13, 2006	Test the SCSI card versus internal SCSI adapter to determine if there will be a performance issue during tape backups.	Resolved
March 20, 2006	Information is needed from the Dwight D. Eisenhower Library to determine when the migration can occur.	Resolved
March 21, 2006	Explanation needed of how the FOSA sites will be covered when they are pulled to support the site migrations.	Resolved
March 22, 2006	Web services will not run on Netware, but nothing has been done to migrate the application to another platform. .	Work in progress
April 17, 2006	Determine if the Federal Register will get its own server, and if the server will be located there or Archives II.	Resolved
April 18, 2006	After the build of the Gerald R. Ford Museum is completed, there will be 5 servers for 12 remaining sites.	Resolved
April 18, 2006	Equipment may not be delivered to various field sites in time for site deployment.	Work in Progress
April 18, 2006	Problem with remote administrator software (RAdmin).	Resolved
April 19, 2006	Servers missing.	Resolved
April 28, 2006	Server crashes after Caminosoft software installation at Archives II.	Resolved
April 28, 2006	Problem with the Point of Sale (POS) System.	Resolved

NARA's web site is http://www.nara.gov

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TECHNICAL ISSUES

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May 1, 2006	"Memory leakage" problem discovered on Suitland server.	Resolved
May 7, 2006	Air conditioning problem in the server room at the Military Personnel Records Center (MPR)..	Work in Progress
May 23, 2006	"Memory leakage" problem at the Civilian Personnel Records Center (CPR).	Resolved
May 24, 2006	"Memory leakage" problem at the Harry S. Truman Library.	Resolved
May 25, 2006	Disk quotas causing some data to not be copied during server migration.	Resolved
May 31, 2006	Upgrading of Foundation machines at the Presidential libraries..	Resolved