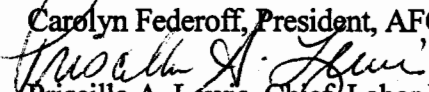




U.S. DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT
WASHINGTON, DC 20410-3000

OFFICE OF ADMINISTRATION

March 28, 2006

MEMORANDUM FOR: Carolyn Federoff, President, AFGE National Council of Locals 222
FROM: 
Priscilla A. Lewis, Chief, Labor Relations Branch, ARHLL
SUBJECT: Information Technology Modernization

This memorandum serves as notification to the Union of the Office of the Chief Information Officer's (OCIO) upcoming Information Technology Modernization initiatives for Fiscal Year 2006. Implementation of the modernization initiatives will be staged throughout the remainder of the Fiscal Year April 2006. These upgrades and their respective descriptions are as follows:

Microsoft Office 2003 Upgrade – Microsoft Office Professional Edition 2003, consists of upgrades to the Word, Excel, PowerPoint, Access, and Publisher software suite as standard for each user desktop. Also, SharePoint Collaboration software will also be available. In addition, OCIO will also be modernizing the eMail infrastructure, by migrating from Lotus Notes to Microsoft Outlook with Microsoft Exchange Servers.

File Server Consolidation - Each HUD Field Office site currently includes a local network file server. These file servers will be consolidated and located in each Regional Office where they will be centrally managed and monitored. This consolidation will provide more efficient use of storage, provide for a technology refresh of file servers and drives; and provide faster file recovery in the event of hardware problems.

Help Desk Modernization – The National HITS Helpdesk software will be modernized utilizing a new software tool called CA Service Desk Incident Management System. This software will improve problem ticket monitoring and tracking, automatic problem escalation on unresolved tickets, allow for a web-based tool to allow users the ability to view the status of their trouble tickets. Future enhancements will allow users, if they choose, to enter their own problem tickets, thereby, avoiding a call to the HITS Helpdesk.

If you have any questions regarding this memorandum, please contact Joann Robinson on 202-708-3373.

cc:

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