

IFPTE LOCAL 12'S

COST ANALYSIS

OF NMCI'S

CONCERNS/PROBLEMS

AT

PUGET SOUND NAVAL SHIPYARD



NMCI CONCERNS

EXECUTIVE SUMMARY:

Since the implementation of Navy Marine Corp Internet (NMCI) computer systems at Puget Sound Naval Shipyard, the International Federation of Professional and Technical Engineers (IFPTE) Local 12 has received many complaints from Bargaining Unit (BU) members concerning NMCI. Recognizing that the problems vary and are wide spread, Local 12 decided to make NMCI concerns known to several of the Washington State Congressional representatives during a recent visit to Washington D.C. At the request for additional information from several of the Washington State Congressional representatives, Local 12 solicited input regarding NMCI problems and an estimate of lost time related to each NMCI failure from the entire BU. The goal of this solicitation was to assign a dollar value to the loss of employee productivity due to NMCI failures. This value could then be added to the contractual costs paid by Puget Sound Naval Shipyard and Intermediate Maintenance Facility (PSNS & IMF) and ultimately the taxpayers for NMCI. This report will identify the annual cost to (PSNS & IMF) for NMCI Information Technology (IT), which includes contractual costs and the cost associated with NMCI problems. Also included in this report are comments provided by the BU and an analysis of those comments. Names and Shipyard codes have been deleted where needed due to privacy concerns. **This report is not an attack on the management of the Shipyard as NMCI was dictated to them from the Department of the Navy, effectively tying their hands.**

Seven percent, 115 members of the BU, responded with 241 NMCI concerns/problems they deal with, many times on a daily basis and sometimes on multiple occasions each day. An analysis of the data provided was accomplished and is provided in Figures 1 through 5.

- Figures 1 through 3 identify what these problems/concerns are costing the Shipyard annually. This annual cost estimate is based on man-hours being wasted due to NMCI problems.
- Figure 4 reflects the estimated costs the Shipyard incurs for annual usage of NMCI equipment.
- Figure 5 provides a breakdown of the total cost to the Shipyard based on contractual requirements and lost time resulting from NMCI problems.

While all of the problems are NMCI related, they are broken down in two main categories; NMCI program as a whole and the Common Access Card (CAC) process. **Figure 1** shows the breakdown by percentage for each of these categories. The CAC card is a process developed to use a Department of Defense identification card as a means for an employee to access the NMCI network. Prior to NMCI, each employee used only a unique password to access Shipyard computers and associated programs. The concerns submitted indicate the pre-NMCI method for accessing the network had far fewer failures enhancing system reliability, which facilitates getting the job done. The current CAC card system fails so frequently, it's an obstacle to getting work done in an efficient and timely manner.

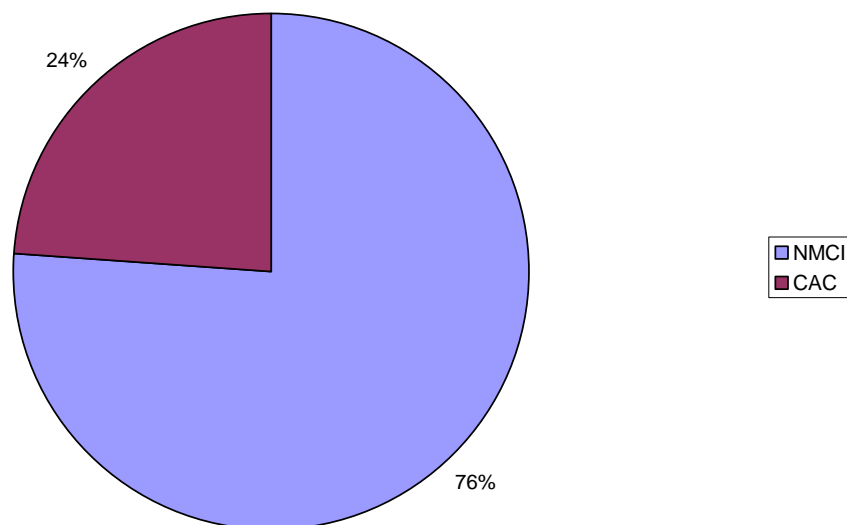


Figure 1. NMCI & CAC Problem Ratio

Figure 2 splits these two categories into five sub categories of software, hardware, security, networking, NMCI Support and identifies the percentage of problems in each category. Software documents the problems with getting the kind of software the Shipyard needs to run some of the specialized program the Shipyard requires, getting the CAC card to read properly without locking up a computer, the slowness of having more than one program open at one time, etc. Hardware concerns are any problem with the NMCI equipment. This includes corrupted hard drives, lack of servers, no printers that can print 11 X 17, etc. Security concerns includes the use of passwords, electronic security spills, etc. Networking concerns deal with issues such as time loss due to programs responding to slowly, multiple e-mail accounts that can't be opened at the same time, working with large files slowing the computer down to a crawl, etc. The final category deals with problems getting NMCI support in a timely manner. This includes issues such as, cumbersome process to replace toner cartridges in NMCI printers, computerized call in help desk that is not very helpful, the time it takes to get NMCI support for a problem, etc. Of the 241 problems identified, only 112 of the problems identified associated lost time. Some of the remaining problems were similar in nature but the employee did not indicate a cost in lost time. Others indicate a frustration with using inferior equipment to what the Shipyard had prior to NMCI, they indicate they are not able to do their job as it should be done, they also indicate a loss of productivity, but they do not quantify this loss. The over all cost could be larger than documented.

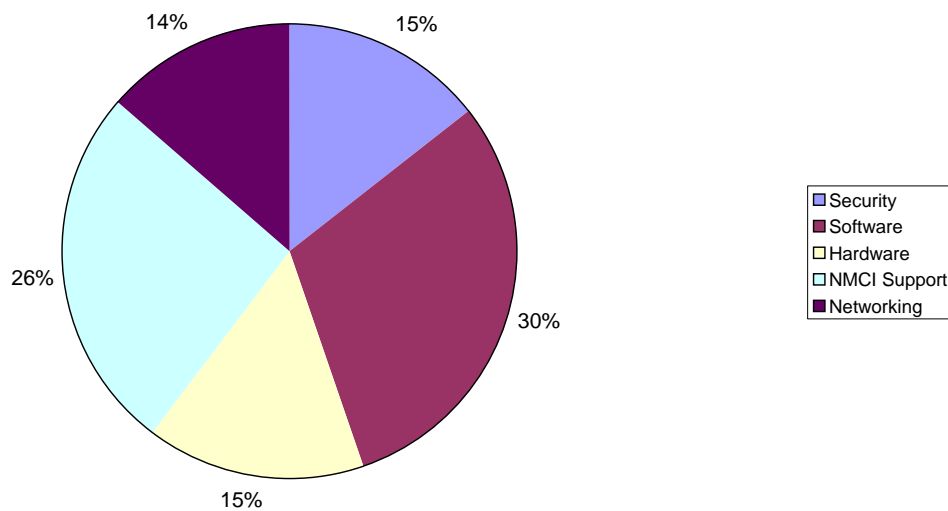


Figure 2. Sub-Categories of NMCI Concerns

Figure 3 provides a cost breakdown for each sub-category of dollars wasted due to the inability to work because of problems with NMCI computers/network/etc. These numbers reflect the cost to the Shipyard in dollars for the man-hours wasted as reported to the Union. These numbers derived from the Shipyard man-hour rate for the Engineering Planning Department (\$51.53) multiplied by the estimated time the employee felt was wasted (this does not include NMCI Contractual issues covered elsewhere). This totals **\$636,588.57**. As noted above, 115 members of Local 12's Bargaining Unit responded with NMCI problems. This averages out to **\$5,535.55, per employee reporting**. If each Shipyard employee with an NMCI account had similar problems to those reported, averaging the same amount of wasted time, this total would be **\$5,535.55 x 5500 NMCI seats = \$30,445,525.30**. This is an estimated annual loss associated with NMCI problems as it is not known what percentage of Shipyard employees with an NMCI account experience these same problems.

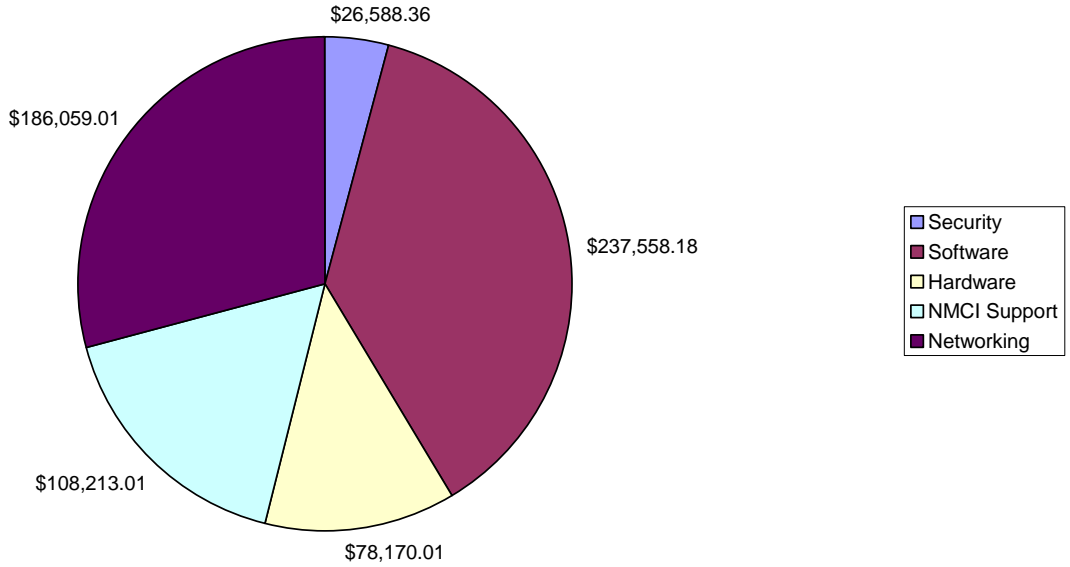


Figure 3. Reported Costs Associated with NMCI Problems (\$636,588.57 Total for 1 year)

Figure 4 provides a cost breakdown of the additional **\$19,185,303.60** NMCI is costing this Shipyard based on annual fees in the NMCI contract. This includes the rental cost for each NMCI computer seat, costs to remedy “electronic security spills”, and the cost to process the 17,346 trouble tickets issued for the same one year frame reported above (this number is the number provided the Union as a result of a Freedom of Information Act request). It should be noted that these numbers are an estimate, using estimates like the one discussed above for lost/wasted time due to NMCI problems and hard numbers based on contractual requirements of the NMCI contract but doesn’t identify all the costs in the NMCI contract. Add to the **\$30,445,525.30** for lost time, the actual costs incurred by the Shipyard as part of the NMCI Contract, **\$19,185,303.60** to see an annual cost of **\$49,630,828.90**. **The costs associated with the NMCI contract can be viewed at: <https://portal.peoeis.navy.mil/main/contractdocs/>.** NMCI has been at the Shipyard for two and half years and the system still has all these problems and the associated costs.

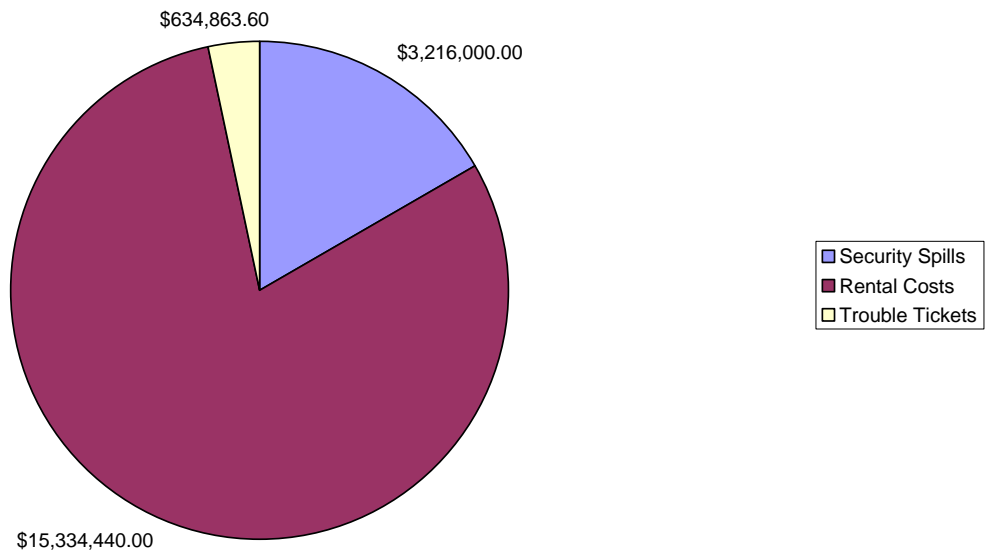


Figure 4. NMCI Contractual Costs (Yearly)

Figure 5 provides a breakdown of the \$49,630,828.90 yearly NMCI cost to the Shipyard. The largest portion of this cost (60%) is not what the Shipyard pays for the use of NMCI machines, but rather the cost incurred by the Shipyard in lost time. The other 40% is reflective of the overall cost the Shipyard pays for the use of IT equipment that is less reliable and more costly than pre-NMCI. This analysis does not attempt to identify what the overall cost to the Navy might be. If all four shipyards had the same number of NMCI seat, it would not be difficult to calculate the entire cost of NMCI. That cost would also increase by the amount incurred by other smaller Naval Commands such as NAVSEA Headquarters, Naval Stations, Naval Undersea Warfare Centers, etc. This report attempts to bring to light the more realistic cost of NMCI to Puget Sound Naval Shipyard and Intermediate Maintenance Facility. It also shows that employees who are expected to embrace Lean concepts to do more for less are using inferior products and service to get the job done.

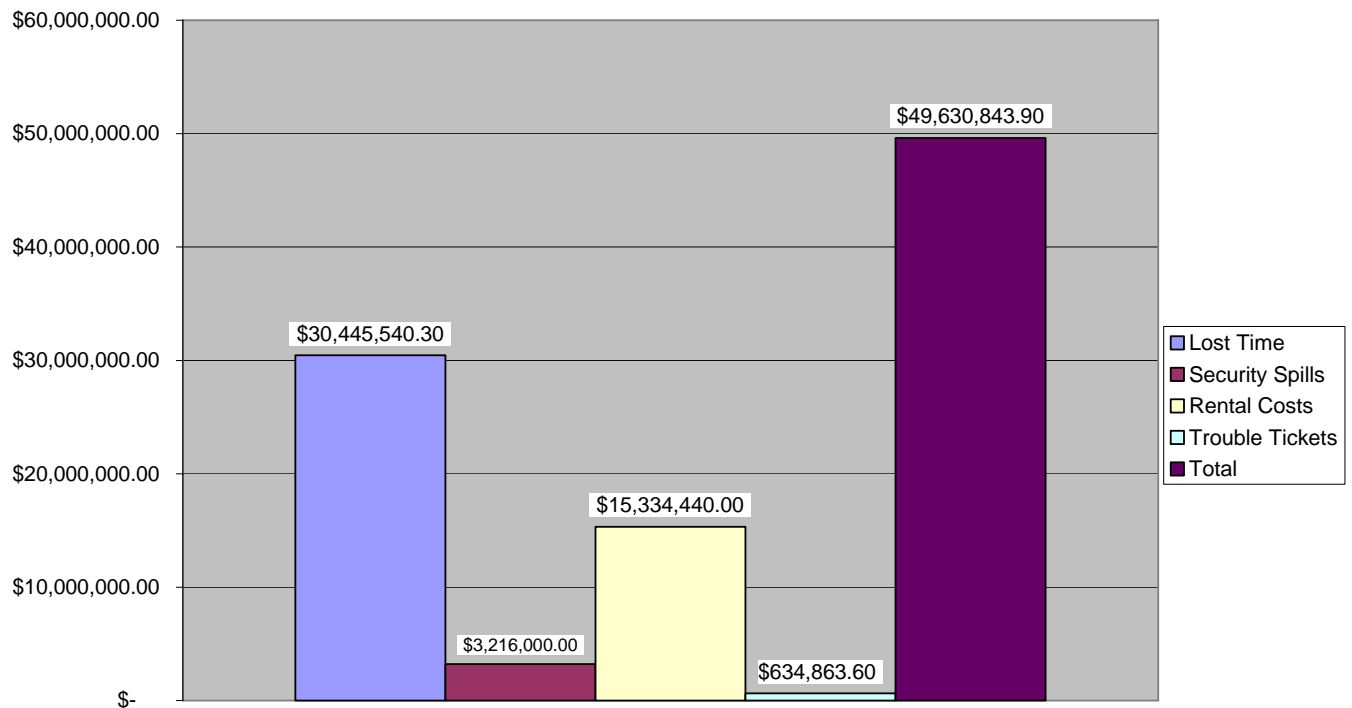


Figure 5. Yearly Shipyard Cost for NMCI

Local 12 also reviewed a copy of an NMCI Customer Satisfaction Incentive Survey given to various Navy and Marine Corps officers. There were 35 questions asked to determine if the NMCI contractor, EDS, was performing satisfactorily or not. Three choices were provided, agree, disagree, or no basis to respond. Of the 35 questions, 23 disagreed EDS was doing a good job, four questions indicated agreement that EDS was doing a good job, and for eight questions there was no basis to determine to respond either way. This survey echoed the results submitted by the BU members. For example,

1. EDS NMCI help desk support is consistent and effective - was rated Disagree.
2. EDS provides flexible and responsive support – was rated Disagree.
3. EDS effectively responds to emergent requirements – was rated Disagree.
4. There were four questions pertaining to EDS’s Technical performance and they were all rated Disagree.

This was also a main data point from the BU members. The various Navy and Marine Corps officers also provided feedback comments as part of this survey. **It indicates that when several different sites are managed from one geographical location, the lessons learned are not being shared at the various sites.** This causes each individual site to repeat the same problems previously identified and fixed but never shared. Another comment is that problems are being identified to EDS but response is either excessively long or the problem has not yet been fixed. One such problem is redirecting people to wrong sites when trying to log on to .mil site.

In some cases this has lead people to inappropriate sites (i.e. gambling, porn, etc.) strictly prohibited by the Shipyard and the navy as a whole. Going to these sites results in disciplinary actions to the employee (if found to be a flagrant violation) compounding the frustration of the end users, the employees. EDS has not fixed the problem. This is just a sampling of one of the Navy Echelon II Commander and Marine Corps Major Command Commanders Customer Satisfaction Incentive Survey.

Another concern identified to the Union, when the NMCI contract was written it did not take into account certain parameters with regards to Unclassified Navy Nuclear Propulsion Information (U-NNPI) requirements and Naval Shipyards in general. As a result the U-NNPI Community of Interest (COI) was designed after the contract was issued and continues to be an after thought when NMCI applies fixes to NMCI problems. This is the probable reason for longer than usual time spent with NMCI helpdesk, as they are not always aware when NMCI has tried to apply a fix resulting in additional problems for both the end user and the helpdesk. **The contract was not written to support a mobile workforce.** Applying the terms and conditions of the NMCI contract to a workforce that moves around the waterfront, moves to San Diego and then back to PSNS & IMF is difficult. Add to the mix that NMCI will not provide U-NNPI workstations in Yokosuka, Japan where the Navy is getting ready to homeport the nuclear carrier USS George Washington. The result will in a mixed computing environment leading to a lot of issues when trying to resolve technical problems and exchanging information. Work around will probably be developed, but they will not be ideal and probably very costly. Bottom line, *the NMCI contract was written to provide IT support for an office building with a stationary workforce, not for one of the largest Nuclear Shipyards in the world.*

CONCLUSION:

The intent of this analysis was to shed some light on what NMCI actually costs versus how it supports the mission of the Shipyard. As it has been shown while it still gets the mission of the Shipyard done, it does it in a way that is costly and affects the Shipyard getting these weapon platforms back to the fleet in a timely manner where they can be used as a deterrent to all aggression. The Union's conclusions are listed below:

1. **COST:** This analysis provides a best guess of what it costs this PSNS & IMF to use NMCI equipment. *This analysis does not attempt to identify what the overall cost to the Navy might be. If all four shipyards had the same number of NMCI seats, it would be a simple math problem of multiplying these costs by a factor of four. That would not include the costs incurred by other smaller Naval Commands such as NAVSEA Headquarters, Naval Stations, Naval Undersea Warfare Centers, etc. This report was only an attempt to bring to light what PSNS & IMF expends to do business with NMCI computers and to document that we now pay much more for an inferior product, taking a backward step instead of what the Lean concept of doing more with less would advocate.* NMCI contract does not support the way a Shipyard has to operate in order to provide the services needed to support our Navy's war-fighting capabilities.
2. **PRODUCTION:** Use of the NMCI system has slowed down the process for accomplishing engineering and engineering support work. Time delays and not being able to get or use some software programs, required to accomplish certain functions, causes increased engineering time to do what used to be routine jobs. Use of CAD software to accomplish finite element analysis really suffers using the existing machines NMCI provides. The NMCI machines can take up to ten times longer to run this type of an analysis vice the time the old Legacy machines needed. Supposedly there are better NMCI machines on the way but they will also come with a much higher monthly rental fee.
3. **VALUE:** NMCI does not add any value to the Shipyard mission. In fact it takes away from the mission in that it takes more time to do a job today with NMCI than when the Shipyard's Legacy system was in use at a higher cost.
4. **SECURITY:** The present Legacy e-mail system has a filter built in that does not allow U-NNPI material outside the Shipyard firewall. If certain words appear, the filter stops the e-mail from being sent and notifies security of the attempted breach. Under NMCI, this filter is rendered useless. While the NMCI filter knows that U-NNPI e-mail is being sent (it still identifies the problem) NMCI chose not to build in the feature to stop the e-mail from being sent. The Union views with concern this lack of protection of this type of material so that a bounty can be charged to the Shipyard to clean up the spill.

5. **OVERSIGHT:** There is no entity providing oversight to the NMCI program. Whatever NMCI wants or dictates, the Shipyard has to do what is dictated to them by NMCI. The *Union requests Congress ask for an investigation of the NMCI program to determine why the costs are so high for equipment that does not function as well as the Shipyards previous system. Or why did the previous Shipyard Legacy system have to be replaced when it did more and provided better security features for the Shipyard, then the NMCI equipment that must be used.* Report #GAO-07-51, <http://www.gao.gov/new.items/d0751.pdf> dated December 2006, is a GAO report that identifies many of the problems documented in this paper. It is not known how many of our elected representatives have read this report. The GAO report documents how NMCI has not met its strategic goals. The first sentence of the report states, "*NMCI has not met its two strategic goals – to provide information superiority and to foster innovation via interoperability and shared services.*"
6. **SUPPORTING THE WAR ON TERRORISM:** In this day and age where every defense budget dollar is precious, we should not be wasting it on a system that costs more and performs less efficiently than the old Shipyard Legacy system. The Union believes the money being spent to pay for the NMCI system could be better spent in supporting our men and women in harms way where ever they may be, in the Middle East, Korea, and every where they serve to keep the United States free. It would be a terrible injustice if our troops on the front line of this war on terrorism did not have the ammunition or equipment to support this war (with the hope of coming out alive) because of funding constraints (The President always seems to be submitting a request to congress for additional funds to support the war). At the same time we spend money wastefully on a system that costs the Shipyard four times as much as the old Legacy system (the cost grows with each month of rental fees as the Legacy system was owned out right by the Shipyard) and yet does less.

RECOMMENDATION:

Return management of the Navy's IT system back to the federal employees that managed the system prior to NMCI. There are those that would argue that spending **3.7 billion** dollars for the past 6 years is too much of an investment to throw away, additionally the Navy wants to be able to tie all of their computers to one encrypted system. Local 12 disagrees. While it is true the Navy has spent that much money, this is not a good return on Navy's investment. Local 12 believes a secure network with computers that can perform all of the work required of shipyards (and smaller commands), can be achieved at a significant cost savings over the cost of NMCI. This could be accomplished by:

1. *Scrapping (phasing out over a set time period) all NMCI hardware and software and allowing the commands to purchase IT equipment.* Based on the figures in this report (see Shipyard employee comment number 2) for this shipyard only, that's a **one-year savings** of **\$7,414,440**. The out year savings after purchasing the IT equipment would be what it costs to rent this equipment from EDS or **\$15,334,440** per year. **The estimated savings in five years would be \$76,672,200 for PSNS & IMF alone multiply this figure for all the navy commands and the savings become quite significant.** As is apparent, it is far more cost effective to allow commands to own the IT equipment required rather than renting inferior equipment that is responsible for a costly reduction in productivity due to system failures.
2. *Regionalize IT support.* Prior to NMCI the four Naval Shipyards had secure encrypted networks that allowed sending of Unclassified Navy Nuclear Propulsion Information (U-NNPI) via e-mail from one shipyard to another. A dedicated IT workforce was in place that maintained the required software and hardware without the significant loss of productivity currently experienced under NMCI. The ability for the Navy to link smaller commands into a secure network with the shipyards is achievable. While there would be costs associated with setting up such a system, once connected it would be a Navy asset eliminating the need lease this service from an outside entity. By regionalizing IT support for this secure system and expanding service provided to all commands large and small, would provide a cost effective method of maintaining IT equipment. The regions could be as big or as small as is feasible to provide the required service as determined by the Navy. Local 12 suggests as one option to create regions centered around each of the four shipyards. Another option would be to regionalize similar to the way the navy is regionalizing the maintenance centers. An example of this is Navy Region Northwest, which includes PSNS & IMF (Puget Sound

naval Shipyard and Sub-base Bangor), Naval Base Kitsap (includes Naval Base Bremerton and Naval base Bangor), Naval Station Everett, Whidbey Island Naval Air Station, and Naval Underwater Warfare Center, Keyport. Regionalizing IT support for navy Region Northwest would be no different than the regionalization that is already in place here for the police force, the fire department, and public works departments.

3. ***This would be a win, win situation for the Navy by***
 - a. Possessing computers that perform, as they should when accomplishing engineering work.
 - b. Saving Millions of dollars in owning equipment vice renting.
 - c. Networking computer between all naval commands on a secure network.
 - d. Supporting the communities surrounding each naval facility through the donation of obsolete computer equipment to educational programs in the communities.

IFPTE LOCAL 12 BARGAINING UNIT COMMENTS:

1. Prior to NMCI, the Shipyard owned outright approximately 6600 computers (Legacy system). Using a conservative estimate of \$1200 per unit, the Shipyard had about \$7,920,000 invested in IT equipment. Enter NMCI and ownership of these Shipyard computers is given to the NMCI contractor and we start ***paying rent*** on these computers that once belonged to the Shipyard. I believe rent was \$35.00 per Unit (computer/printer/etc.) per month/per year. ***@ \$35.00 a computer that adds up to \$2,772,000 a year we paid on equipment that originally belonged to us.*** As they replaced the units with NMCI units, the price of rent went up on the remaining units. There are still some Legacy components the Shipyard uses because NMCI can't support the Shipyard's needs otherwise. An example of this are the plotters the Shipyard needs to print out large drawings. It is not known what the Contractor did with the old Shipyard computers.
2. These NMCI computers are leased from the Contractor. It costs the Shipyard ***\$232.34*** per computer/per month/per year (this does not include special computers needed to run CAD type programs). This alone adds up to ***\$15,334,440*** yearly. Instead of a one for one exchange, the Shipyard only received 5500 machines because that is all the fleet would fund. So the Shipyard received fewer computers for a yearly ongoing cost that doubles what the Shipyard originally bought IT equipment for. The computers the Shipyard had purchased and owned outright were very powerful and could handle all the chores asked of them. These replacement computers and printers are inferior, run slower, creating many nightmares as documented in the following statements. ***(Note: compare this \$15,334,440 yearly rental fee to the one time cost of \$7,920,000.00 and there is something terribly wrong).***
3. Over the past year (3/06 – 2/07) there has been 268 “electronic spills” that were caught by the Shipyard’s Legacy e-mail system preventing sensitive information from being distributed outside the Shipyard. When they take away the Legacy e-mail system and replace it with the NMCI e-mail systems, this filter at the Firewall will not stop this information from leaving the Shipyard. NMCI will charge the Shipyard ***\$12,000*** for each electronic spillage. ***If the Shipyard had been using the NMCI e-mail system during the past year, it would have cost the Shipyard \$3,216,000.*** It is not that the NMCI system can't stop the leak of information the way the Legacy systems can, ***NMCI chose not to and then charge the Shipyard this price to correct the “spillage.”***
4. Besides the cost of the systems, rental and maintenance, which are ridiculous, we could buy these systems from Dell at cost and get a free flat panel upgrade. Service for maintenance is non-existent. I have been waiting for an Adobe Professional upgrade since January 19th. I wasn't concerned with the priority of my request because I used to get service inside a week for routine and same day or next day for urgent. I am now in a mission critical situation and will fail to support my project today if I don't get this installed. They told me 3 to 4 weeks and more likely 5, well it's over 6 and I am being told there is no money for NMCI to purchase the upgrade for me. They had money when I requested it, but due to their lack of support... I actually was one of the last to receive NMCI equipment due to programs not supported by NMCI. My Code bought several 24" Flat Screen Monitors for those of us that work prints and do electronic mapping. At the time they were on the NMCI equipment list. They are now not and NMCI will only support 22" monitors. They told me they weren't allowed to let me hook up my 24" and have left a standard NMCI CRT monitor here for me to store under my desk and are charging a rental for it. I am not the only one. OK, due to the lack of support for my large monitor, some CITRIX application will not operate full screen. I haven't had too many issues with my CAC card, but almost everyday we lose the connection to the servers and have to reboot all the programs we are working in. Quite frankly, the whole thing is an expensive waste of my taxpayer monies and frustration is high.

5. I kept a log from 10/23/06 to 12/21/06 and I lost an average of approximately 1 hour per day from rebooting, talking on the phone with NMCI help desk (up to 40 minutes at a time while they "took over" my computer"), and re-doing work that was lost from problems. At a GS-12 engineer salary, that's a considerable amount. Although I stopped keeping my log, I have the same problems since then. I lose probably an average of 1/2 hour a day since I've been trained to save more often. @ The Shipyard's man-hour rate of \$51.53 for 50 hours (10/23 – 12/21/06), = \$2,576.5. Another NMCI problem is that when you have to go down to the boat and work a Trouble Desk, none of your desktop shortcuts are available to you. And when you return to your permanent workstation, all the icons are re-arranged on your desktop.

6. On average, I have to power down my NMCI computer 3 days per week, due to CAC card problems. This is probably costing about 2 to 3 hrs per week, re-entering my CAC card code many times and rebooting the computer when a these attempts to enter the CAC card code have finally failed. Initially I've lost some work, but now I have to remember to save all data before any time I may have to remove my CAC card. At the beginning of each day, I always get a CAC card error the first time I input the code. @ The Shipyard's man-hour rate of \$51.53 for 2.5 hours per week for 52 weeks, = \$6,698.90

7. One persons problems:
 - a. The day or two after I received my NMCI account, I was working backshift and unable to log into NMCI. I tried for several hours to contact the NMCI trouble-desk via the call-in number. After considerable effort getting through the computer generated phone messages I was finally able to talk to a person. After awhile the person that was helping me realized I was assigned to a "Nuclear Assigned" network. That person told me that they could NOT help me, as they were not cleared to do so and promptly hung up on me. I wasted approx 3 hours trying to get through to someone and did not get resolution on that shift. @ The Shipyard's man-hour rate of \$51.53 for 3 hours = \$154.59. When I tried the next day (came in early on day shift) I was finally able to get my account reset. I had done nothing to provoke being hung up on with no resolution or advice as to what to do to overcome this problem. Unable to do my work that shift due to lack of computer access.
 - b. Currently my account is corrupted in that I cannot save anything in the "J" and "C" drives files assigned to me. The pop-ups state the disk is full even though all other indications state that I have used less than 1/3rd of my memory allocations. The NPCI trouble desk only stated to delete files or move files.... They have NOT fixed the problem.... I cannot revise any documents in these files, as it will not save in these drives.
 - c. I have a lot of work files that are graphic, which are large. Ever since NMCI the network operate very slow almost ¼ the response. It is extremely frustrating when such large graphic files operate very slowly... especially when they go into save mode as the computer essentially locks up.
 - d. Many of my larger files have been corrupted and vital work lost. This has happened several times with my larger graphic files. I have been told to use my local files to do graphic work.... however these files DO NOT work (see comment 2). I have had to go and recreate new documents and graphics for the ones that were lost.
 - e. NMCI took away our 11x17 capable printers that we routinely used for drawings. The 8 x 11 drawings are often too small to be legible.
 - f. When a printer or computer is malfunction it often takes days to get someone down to perform the maintenance with NMCI. We have had 3 out of 4 printers OOC at times. On the legacy system the IT trouble desk was extremely responsive and down time was very minimal.
 - g. NMCI routinely locks up hard when timed out... when it does, requires hard boot (turn power off to machine), which results in loosing all current files not saved. Routinely saving large graphic files often stalls the machine making it frustrating to do graphic work.
 - h. NMCI took away many tools that were very useful or **made it so difficult to register** for that we no longer have them to use, such as "fed-log" or "one-touch" that we use to source material. It seems like we routinely log in multiple times for each and every application. In the legacy system we only had to log in once.

- i. NMCI seems to have a lot of built-in spam ... it continually pops up annoying windows requiring me to re-enter my password every so often.
8. Regarding NMCI, on average, I have to hard boot my computer 3-5 times/day due to the machine locking up when I take my CAC card out and not allowing me to log back in. Each occurrence takes anywhere from 15 - 25 minutes until I'm back to productive activity. I've reported this issue to NMCI help desk but have not seen any improvement. This is a typical situation in our workgroup. @ The Shipyard's man-hour rate of \$51.53 for 1.67 hours (20 minutes for five working days) for 52 weeks = \$4,474.87
 9. When I have to leave my desk for a while, I pull my CAC like I am supposed to. When I come back I insert my CAC to unlock my computer. About 30% of the time my computer stays frozen half way through the unlock period and I have to turn power off at the wall, then the long drawn out reboot period starts all over again complete with the "bad UID" statement.
 10. One problem we have seems to be a lack of hardware. According to our local computer people, there aren't funds available to get a server we need to support CAD work. Our department only has 60 gigabytes for all of our CAD users so the server is constantly filling up (We have been making this point for years). My external hard drive on my PC at home has four times the amount of space on it that our entire CAD department has. We are also still waiting on our NMCI CAD machines...again there are no funds for the machines.
 11. There is a laborious task for getting software approved. I am all for standardization of software but apparently that's not enough. We have a piece of powerful ERP software that we would like to use and its approved on NMCI (DADMS) but according to our local IT department (Code 1230), there is no money for it. They instead want to hire a bunch of programmers to re-invent the wheel. Apparently the programmers are free so instead of just buying a piece of proven software (Rated number one in the ERP industry), we are forced to wait for a custom made program that will not do everything we need and we will have to wait for.
 12. I am a Quality Assurance engineer. I would estimate that I lose between 1 and 2 hours a day in logging in, rebooting, and waiting for prints due to the NMCI system. These are time wastes that I never saw on the old system. I have to reboot my system at least 4 times a week, and it seems to be more and more frequent. As a QA engineer I spend a lot of time in QPS. The NMCI system frequently kicks me out of the Citrix server which means I have to re-log into QPS, AIM and DM2. As a taxpayer I am really frustrated about the none productive times. I have 26 years experience in PSNS and this is unacceptable. Average time lost per day is 1.50 hours easily. @ The Shipyard's man-hour rate of \$51.53 for 7.5 hours a week (1.5 hrs for five working days) for 52 weeks = \$20,096.70.
 13. Needless to say my office loses what I consider an unacceptable amount of time dealing with the NMCI computers. Although some days are obviously worse than others, today alone, between three of us we have logged about 3 hours in down time. This encompasses CAC log in problems, having to reboot when things freeze and logging on and off when we get kicked out of programs. This is a bad day, but there is hardly a day that goes by that we all don't have to reboot the computer at least once or get kicked out of programs. These are problems that were few and far between prior to NMCI use. This doesn't even consider the printer problems and the time spent waiting for ticket numbers from the IT help line. Between my two people, and myself we estimate an average week (per person) to be in the ballpark of 2.5 - 3.5 hours downtime. @ The Shipyard's man-hour rate of \$51.53 for 3 hours a week (per person) for 52 weeks = \$8,038.68. For three people \$24,116.04.
 14. It varies by day but generally an average of 1 hour per day is lost due to either login issues, downtime due to network issues, re-creation of work lost due to network issues. Depending on the week in question, the 1-hour per day estimate might be a bit conservative. Thanks for your help. @ The Shipyard's man-hour rate of \$51.53 for 5 hours a week for 52 weeks = \$13,397.80.

15. On a typical login I always get a message saying I have a bad UID, then I login again doing exactly the same thing and it goes through but takes about 8 minutes to complete. Legacy took about 30 seconds. Basically, all operations on the computer have been slowed down to the point that my new expensive computer acts more like the first generation 286. Our auto-cad has slowed down quite a bit, also it takes 30 seconds for email to open and I check my email at least 20 times a day. We, in planning yard, spent a lot of time developing programs that made our design tasks, quicker, more accurate, and gave a better presentation. With NMCI in place, none of these programs work. I believe that NMCI is the great experiment that failed, the INTERGRAPH of the new millennium. I've written the EDS Company directly about several of these problems suggesting that they have their programmers look into them, but they shove it off on to their help desk. Some of the problems admittedly cannot be solved by the NMCI helpdesk. The bad UID problem is one of them.
16. Personally, the NMCI lockout issue has cost up to 8 hours of lost time in a week. On an average, approximately 4-5 hours/week was lost due to the lockout issue for several weeks in a row. I wish I had kept better records to indicate the total, as this is probably a conservative estimate. @ The Shipyard's man-hour rate of \$51.53 for 4.5 hours a week for 52 weeks = \$12,058.02.
17. I have experienced login problems: some days I can log right in with my CAC card; other days it can't seem to read it & I have to ctrl/alt/del to get in, then have to do additional logins to work the system. It seems terribly cumbersome to have to log in more than once just to access programs you're already authorized to use. It costs \$275.83 to physically move a computer from one location to another. Seems quite ridiculous. This need arises because unlike the old Legacy system if I transfer to a new job the department I report to would have a computer waiting for me. Under NMCI this is not the case so the Shipyard has to move the NMCI computer from where I used to work to my new work area. Recently, just getting toner cartridges for our printers has been added to the bureaucracy. We can't just go get what we need, instead having to submit a form, wait for an "evaluation" of the "problem", and then wait for someone to come and change it. Another example of layers of idiocy. If I had my wish, it would be to scrap the whole NMCI/contractor thing and go back to the level of competency we used to have, which was far better than what we have now.
18. I have had multiple files corrupted and multiple access problems ranging from programs to printers. I contacted NMCI helpdesk 5 times and every time my customer profile is redone so their system has some error or their staff is inept. Wait time for assistance is between 45 minutes to 2 hours. It took 2 days to get a CAC card to work and none of the support staff could help so I needed to go to someone in Oklahoma (I do not know his position or contact information). The plotter for our code was broken for several months. I have seen the entire codes work flow affected for several hours because no printers were available and it took command level people to get the problem fixed. Even then it was our local support staff not NMCI that fixed the problem. The system often drops servers and your data is lost. Many net connections get lost and you have to log completely out to get the connections to work. This even applies to just opening the shipyard's home page. They try to keep trouble reports down by sending out carpet messages about entire areas that are having problems. In the messages they even ask you not to imitate trouble reports. Interface between shipyard programs and NMCI is very unstable and takes about 3 to 5 minutes just to connect and load programs from the corporate applications. This system causes so many day to day problems that we should be ashamed to allow our Navy to suffer its impact on productivity and preparedness. I served in the USN for 11 years and I am asking for some help to fix this problem. If you are in a position to help please I implore you to do so your country will be better for it. (Side note: I have heard that many NMCI employees work from their homes. If this proves to be true, then what measures are taken to ensure security is maintained. I think this is a question that needs to be asked and answered.)
19. NMCI problems resulting in re-booting such as CAC card failure typically take about half an hour to re-boot and re-open all my programs. This can happen almost daily. @ The Shipyard's man-hour rate of \$51.53 for 2.5 hours (0.5 hour x 5) a week for 52 weeks = \$6,698.90.
20. I would estimate I spend 45 minutes a day on average booting up, and typing in all the passwords that are continually asked for. I see this as a major waste of time. @ The Shipyard's man-hour rate of \$51.53 for 3.75 hours (0.75 hour x 5) a week for 52 weeks = \$10,048.35.

21. NMCI frequently will prompt for my pin # when I have been away from my workstation. Once my pin has been inputted, the computer will lock up and not allow use of the mouse or respond to any key commands. This causes me to have to restart my computer and re-log-in. This cost about 10-20 minutes for each occurrence. This occurs several times a day. My point, the problem should not occur at all. @ The Shipyard's man-hour rate of \$51.53 for 3.75 hours (0.25 hour x 3 times a day x 5) a week for 52 weeks = \$10,048.35.
22. **Password changes** – I don't know if this is directly due to NMCI, or if the password problem occurred due to a concurrent change in the Shipyard. However, I would guess that I probably spend 10 minutes a week changing one of my many passwords. Also, I have been locked out of AIM several times due to entering my password incorrectly (probably one out of every 5 times I use the program) twice; that is to say, that I currently only get two tries to login whereas in the past I have always been given three tries, and have to call our IT people to get my AIM account "unlocked". I estimate that this takes about 10 minutes an occurrence, as I have to power down the computer to gain access again. Also, several passwords not only have to be updated frequently, but also the rules restricting acceptable passwords seem to be getting more and more odd. For example, some passwords have to include a capital letter, a number and a punctuation mark, but not as the first or last digit, etc; while others are less selective. The result is wasted time making complicated and meaningless passwords as well as having to login several times due to confusing an AIM password with a CITRIX password, for example. My guess is that password updates/thinking of new passwords takes about 10 minutes a week, if averaged out. @ The Shipyard's man-hour rate of \$51.53 for 0.17 hour a week for 52 weeks = \$455.52.
23. **CAC lockout** - I would guess that, on average, one to two times a day I have to power down the computer and restart it due to the CAC failing. When I remove the CAC when leaving my desk, and then return (usually longer periods of absence) I am prompted for my PIN, only to enter it and have the computer in perpetual login. The result is powering down, restarting, waiting and re-logging in. This wastes about 5 minutes a day. However, if I forget to "save often" that number can climb to as high as 30 minutes a day. Granted, we should all save frequently, but it is inevitable that I will forget every so often, and w/ the CAC failing, this lapse in memory results in "rework". This may seem insignificant, as it is only a few minutes here and there, however, if several of these occur in a day, it becomes a noticeable impediment to accomplishing work. @ The Shipyard's man-hour rate of \$51.53 for 0.4 hour a week (0.8 hrs x 5) for 52 weeks = \$1,071.82.
24. I have just returned to the Shipyard after being deployed, so NMCI is new to me, we only talked about it before I left. Upon returning to PSNS I had to get a new CAC card, and right now I am one of only two people who have the newest transitional CAC card in NEPD. As such I have had lots of problems. I am unable to use a legacy computer at all, so I have bounced around for a while using other peoples' NMCI computers. Although this is not really a large problem it is somewhat unproductive.
 - a. I still don't have full operability on an NMCI machine. NMCI is expected to push out some new card reader software that will match my card in the near future.
 - b. It is difficult to say how many hours I have lost because of this, but it was quite a few at first. I have more or less adapted to the situation now.
25. My NMCI concerns and issues are not new or different than you have already heard. I just wanted to make sure that you had the huge list of names, which corresponds to hours and hours of time, that I have been privileged to be on. The list is made up of people that have had CAC failures or were locked out. In order to regain computer access each person was required to visit the Media Center on 5th floor of B/850A, sign the clip board and sit for about 20 minutes while a single, "walking wounded", person blesses each card again. I think the typical lost time for each occurrence is closer to 45 minutes; including frustration, transit, waiting, processing, etc.

26. Since Jan 18, 2007 I have been keeping track of the times I have had to reboot my computer because it locked up. As of today it has locked up 28 times in the 25 days I have been at work since 18 Jan. I have also timed how long it takes to get back to the desktop where I can continue working. That time is 5.09 minutes on the average, so if you take 28×5.09 you get 142.52 minutes or 2.375 hours I have wasted in rebooting my pc. Just wanted to let you guys know this. @ The Shipyard's man-hour rate of \$51.53 for 2.375 hours = \$122.38.
27. I have a HP scanner that was bought and installed on the old system. When NMCI took over they installed it on NMCI. It took a couple of weeks for it to actually work after NMCI was implemented. Then a couple of months ago an up date was installed on my computer which un-installed the HP scanner. I use this scanner almost everyday. It took a couple of weeks to get it installed again. Plus I was told that since it was not a NMCI scanner that I would have to request it through my IT coordinator.
28. I can say that I lose at least 8 hours a week to computer problems with NMCI. On average--I have to reboot at least twice a day and most days it's more like 4 times. In addition, there are "reach back" issues that during my work--CITRIX just goes away--and therefore, all my work--AIM, DM2, etc. Yes, I save often--but it's still very frustrating to be in the middle of a job and then just see everything disappear. Time to re-boot AGAIN! Then there are the printer problems. At least the replacement of cartridges has gotten to be a little better--however, we have to wait for someone to come and replace them after we have sent a request form (which we're suppose to print and put on the printer--but of course the printer won't print--so we have to select another printer, re-boot, and re-establish the form to print). Last week--when I tried to edit in AIM--the system decided it could not find my "J" drive, although my computer showed that I was in fact connected to it. The only way to edit was to rename the document every time I wanted to do anything with it. @ The Shipyard's man-hour rate of \$51.53 for 8 hours a week for 52 weeks = \$21,436.48.
29. NMCI is a nightmare; I lose about an hour or more each day due to NMCI issues. Some of the programs that we use won't work under NMCI and there are so many work a-round's it costs us at least an hour productivity daily. Having to use (3) different emails to communicate is also not productive. CAC cards freezing up the computer causing several reboots per day, having to re-establish CITRIC connections because our programs won't run in NMCI, the list is endless. I have no idea of the costs associated with NMCI but I am sure it is costing the government millions. We need to scrap NMCI and get back to computer services done in house. @ The Shipyard's man-hour rate of \$51.53 for 5 hours a week for 52 weeks = \$13,397.80.
30. I work in the lab (Code xxx). Before having NMCI I could log into any computer in the building. Now there are several computers I avoid due to problems with the CAC readers. I believe the NMCI computers waste between 5-20min of my day due to extra time required to log in. @ The Shipyard's man-hour rate of \$51.53 for 0.17 hour per day per week for 52 weeks = \$455.52.
31. About 4 times a week I get locked out of the computer and am forced to reboot. This is a common problem with everyone and I am sure you have experienced this yourself. First I wait at least a minute while the program thinks about letting me log back in. It is a good idea to wait because occasionally it just takes a minute to log in. If that doesn't work then I am forced to reboot. The reboot takes 5 minutes and then I have to log back into each program. So I would say this problem causes at least a 10-minute delay as long as data has not been lost due to this problem. @ The Shipyard's man-hour rate of \$51.53 for 0.67 hour per week (10 minutes x 4) for 52 weeks = \$1,795.30.
32. NMCI opens many additional security risks with the multiple e-mails, file storage and printers. (For each information spill it will cost the Shipyard \$12,000). I still do not have consistent access to my J drive due to some computer problem that can not be pinned down to one responsible organization thus some days my ability to use programs such as AIM, DM2 etc. are impacted. Logging in multiple times a day takes at least 5 minutes a day. Being able to replace a damaged or missing periphery, (such as a mouse, or a keyboard) takes days and sometimes multiple phone calls. @ The Shipyard's man-hour rate of \$51.53 for 0.4 hour per week (5 minutes x 5) for 52 weeks = \$1,071.82.

33. In the good old days, e-mail messages were received within moments of sending, and were a reliable means of communication here in the shipyard. No longer. NMCI has set up the email system with a significant delay. I just receive a message that was sent 40 minutes ago, and I may not have received it this soon if I had not opened another message. This is an unnecessary and unreasonable delay. The Legacy system did not have this delay. In my own experience, I have missed meetings because the notice did not arrive until long after the meeting started. Others have missed my messages because the delay held back the message until after they went home for the day. One more frustration and inefficiency, and for what? No reason.
34. NMCI computer speeds appear similar to those associated with 56K telephone modems, so productivity associated with accessing information both on local LANs and government sites on the Internet are seriously slowed. It will routinely take 30 seconds to 2 minutes for each new screen refresh or query to complete. Additionally, because the number of laptop NMCI computers is severely restricted and the shipyard is not allowed to modify the quantity or types of computers allowed, the shipyard does not have laptops (and the associated desktop docking stations) enough for those employees (such as myself) who routinely travel and need to access the "home office" LAN while on travel.
35. One persons comments:
- a. I have to wait for the legacy directories to come up 20 times a day for about 30 seconds each time, adding up to 10 minutes of lost time per day @ The Shipyard's man-hour rate of \$51.53 for 0.85 hour per week (.17 hour per day x 5) for 52 weeks = \$2,277.26.
 - b. Then, every day I lose applications or servers a couple of times a day on the average, so that is 10 - 20 minutes per day getting back to where I was. @ The Shipyard's man-hour rate of \$51.53 for 1.25 hours per week (15 minutes x 5) for 52 weeks = \$3,349.45.
 - c. Then any large (over a meg) file chokes the NMCI computers, and then it takes awhile for any keystroke to register. It is almost impossible to tell what I am working with, so either I have to break up the file, losing about an hour or so every time, as I have to put the file back together, fix all the breaks and headers and footers again, or try to type one character per every 10 seconds, wasting lots of time, and that happens every large file, about once a month now, but it was daily for awhile. The Legacy network worked, we have not had that problem since '92!
 - d. Whenever Word hiccups and locks up, it is good for about 5 minutes lost. That did not happen so much with the Legacy systems. NMCI outages are more frequent than with Legacy because it is connected to every Navy person in the world. When a network hiccups in Swaziland or Greenland, we get disconnected here. Figure an hour more lost per month.
 - e. Losing the bubble with Citrix happens more often now, sometimes 3 or 4 times an hour, for loss of 5 or 10 minutes each time. Average lost time is 10 minutes per day.
 - f. Getting CAC cards to work is atrocious, and I lose at least a couple of hours a week on that.
 - g. The large format legacy printer does not work with DM2, and NMCI says it is the Legacy Helpdesk's problem, and they can't fix it so far after 3 tries, so I lose time whenever I try to print anything with more than one page from it, maybe once a week. I don't like to use the NMCI printers as they are too expensive to run (see below) and they are so far away that I lose a couple minutes every time I get a print. That is an hour or two every month lost trying to make something work.
 - h. Setting up an NMCI printer by myself as I used to do with Legacy does not work. I have to call NMCI Help-Desk, and that is always good for an hour of lost time, as lately they want to check and change everything they can to maximize our "user experience", and probably also bloat their pocketbooks. Figure an hour every couple of months lost.
 - i. The \$12000-dollar per occurrence for "spill" is an example of that bloat. The way NMCI is set up ensures there are many "spills". Probably, it is the fault of whoever wrote the contract, however. Waiting every time I print or send something to make sure it doesn't cause a spill, and in the case where I need to, trying to get onto NMCI U-NNPI Email, which has never worked for me more than one time, then it breaks, is a joke. The rules on Faxing also have changed, so all a person can do is call the NMCI Help-Desk again to re-setup NNPI email or spend an hour looking for another way to send some U-NNPI. That's good for an hour a month.

- j. The monitors are OK, but not big enough to see all of what you are working on, so a person wastes time printing things out several times to make sure everything is there. That is not NMCI's fault, but the way the contract was written. The only way to see drawings is to print the pages all out, and that costs time and money.
 - k. Rolling out the NMCI computers and printers at the first caused a lot of waste. People here move allot, so many were without NMCI computers and others had four or five extras sitting around doing nothing. Then, with so many outages at the first, it is a wonder anything got done.
 - l. The only thing that is efficient so far is sending toner cartridges for the printers out to the places they are needed. Now, a high-paid person doesn't do it, but an NMCI contractor does it. So far it is quick and easy. However, the toners for the NMCI printers are dinky things, and have to be replaced 3 or 4 times as often as other printers. The color printers are even more often.
 - m. Every day without failing I have to reboot my computer between 1430 and 1530 hrs. About 5 minutes of time expended every day on this task. This could be a lot longer if I included any loss of data. Anything not saved during this period will be lost. @ The Shipyard's man-hour rate of \$51.53 for 0.4 hour per week (.08 hour per day x 5) for 52 weeks, adds up to \$1,071.82.
36. Why do so many programs need individual or dedicated passwords? A couple of passwords should only be necessary if they have groups of programs bunch-up together. About 20 min a day expended login in to several programs. @ The Shipyard's man-hour rate of \$51.53 for 1.65 hours per week (.33 hour per day x 5) for 52 weeks, adds up to \$4,421.274.
37. Our ATIS program to look-up drawings in the Shipyard is being discontinued. Now every one has to obtain new passwords to use the Bangor ATIS program that it is taking over ours. Why the computer people could not rollover everyone to the new program? Instead we all have to obtain new passwords. To obtain my new ATIS pass words it took me about 20 minutes.
38. Seems to me that the computer people require you to call them for any little thing so that they can write a ticket and charge for it. I believe this is the reason why NMCI is so convoluted when any changes or a need to fix a problem come up on an individual's computer and they need help.
39. One persons concerns:
- a. **Legacy Lag:** I spend a lot of time being frustrated as I stare at a frozen computer each day. There is a lag time in the network that freezes my computer from 10 to 40 seconds when I do any of the below-listed operations:
 - i. Click an icon on my desktop
 - ii. Click on the File pull-down menu in an application such as MS Word and then
 - iii. Click Save and attempt to navigate to a folder
 - iv. Click on a folder icon in Windows Explorer
 - v. Open an application
 - vi. Click on the address bar in Internet Explorer
 - b. **Corrupted Excel Spreadsheets:** After NMCI, MS Excel 2000 spreadsheets began becoming corrupted. When this happens, MS Excel 2000 will not open the file, but displays an error message instead: "Unable to open file". Others and myself have lost many hours having to repeatedly reconstruct spreadsheets. This happens to complex and simple spreadsheets. NMCI did an investigation and determined the only fix was to open the files in MS Excel 2003, which turned pivot tables to text, or in other words, rendered the spreadsheets useless. NMCI stated the problem was with Excel 2000 and that it does not exist in MS Excel 2003. However, I never had a spreadsheet get corrupted before NMCI. We are still using Excel 2000. We have had promises of a switch to 2003 for well over a year.

- c. **Electronic Spills:** We have two network drives that are not safe for sensitive information. They are like gaping holes in the security fence. Accidentally dragging a file to one of the unsafe drives will result in a huge fee (\$12,000) for "cleanup" plus marks against the employee for causing the problem. We actually have the threat of losing our jobs for causing an "electronic spill." *We feel like we have been unnecessarily setup for failure by being forced to use a computer network that was not designed with adequate information security. This same security hole exists with the NMCI version of email.*
- d. **Unreliable Network Drive:** I am afraid to put my files on the common server the rest of my organization uses because it is nearly full and has "gone down" a few times. Although it would be a simple and relatively inexpensive fix, NMCI will not replace the hard drive with a larger one. After all these years, NMCI still cannot provide us with an NMCI common drive for our organization. We are forced to use the Legacy network that NMCI was supposed to replace. To guard against Legacy drive downtime and loss of files, I have all my working files on my C: drive and back them up to my N: drive, which is my "personal" drive. This is a hindrance to productivity because it prevents others in my organization from having access to my files in my absence unless they log onto my particular computer.
- e. **CAC Login Lockups:** NMCI has known about a problem with the CAC login software for a couple of months and has not fixed it. Instead of fixing the problem, they have given us instructions for dealing with it. We basically have to close out our programs and have our files in a safe condition whenever we leave our workstation, because pulling the CAC to go get a drink of water or use the restroom could result in being forced to reboot the computer.
- f. **CITRIX Server Lockouts:** We have had extensive problems with the Citrix servers; extreme slow-down, randomly booting people out, not letting people in, etc. The Citrix server is the gateway to many vital corporate and local applications. We have personnel in our office who have been working on urgent projects who were unable to access the necessary applications for hours. The stress levels skyrocketed.
- g. **Overcharges Lead to Unnecessary Expenditures:** NMCI charges rent for everything, including unused ports. An unused computer port costs around \$60 a month. Our office is paying about \$235 a month for an unused computer "seat". We don't dare let anyone know about it because if they take it away, it will be extremely difficult or impossible to get it back when another person is hired. The shipyard is short on computers because they cost too much. Also, moving a computer, or installing a computer, is extremely expensive. So the government is paying thousands a month for unused computers *because they cost too much.*
- h. **Unreasonable and Unjustifiable Fees:** The shipyard pays the equivalent of the cost of a new computer system every four months for each computer seat. An unused computer port that uses no resources costs \$60 a month. Who signed the contract and said, "Wow, what a great deal!" ???

40. One persons concerns:

- a. At various times, when I pull my CAC card from the keyboard connection (as required by my management when I leave my work station) the computer system just "freezes". It won't respond to any attempts to bring it back on line. I have to "cold boot" the whole system. This operation has taken anywhere from 5 to 15 minutes. On average, this freeze issue happens at least once a day...sometimes up to 4 times a day. Count this as 1-hour pr/day lost. @ The Shipyard's man-hour rate of \$51.53 for 5 hour per week (1 hour per day x 5) for 52 weeks = \$13,397.80.
- b. Any work that had not been saved prior to the cold boot is lost. I have to remember to save frequently. Even then, I still lose work that I have to recover. This extra work amounts to anywhere from 15 minutes to one hour per day to recover lost information. @ The Shipyard's man-hour rate of \$51.53 for 2.5 hours per week (0.5 hour per day x 5) for 52 weeks = \$6,698.90.
- c. The NMCI printers in Code xxx, unlike the legacy printers used by the Code previously, do not print in 11" X 17" format. As an auditor, Excel spreadsheets are a necessity when dealing with a lot of data. To my knowledge, there are no NMCI (EDS) printers in Code xxx that print in 11" X 17" format. At this point I have no options to solve this problem.

- d. I have not been able to write to a CD from my computer.... even on a CD-R disc. I have to put the documents on my H-drive and then "click and drag" them over to the "D drive". So, in essence, the D-drive is just for storage. I can't add any data to any files on the CD. Not sure how to put a time value on this but I know the frustration "value" is HIGH !!
 - e. I participate as a NAVSEA Command Performance Inspection (CPI) team member at least once a year. CPI team members are required to bring laptops with them to the inspection facility. In the past, all laptops loaned out by the Shipyard were legacy laptops. I have been told that there are no NMCI laptops available for use. I am now faced with a choice of 2 bad options. I can either take my personal laptop... and risk being in violation of security requirements or I can not have a laptop and hope that I can borrow one from the host facility (hard to do!!) or use one of my fellow team member's computers (frankly...impossible to do!!). This goes beyond lost time...this is lost personnel.
 - f. The numerous re-set-up of passwords have wasted about a day, total, for each employee. @ The Shipyard's man-hour rate of \$51.53 for 8 hours = \$412.24.
 - g. And then there is the stupidity of NOT planning the sending of NOFORN and having to set up the separate U-NNPI system to cover for this "oversight".
 - h. The lack of foresight by WHOEVER planned and set up for this system is mind-boggling. If you want to lose good employees, the fastest way to accomplish this is to make it impossible for them to do their job. If that was the objective...GOOD JOB WHOMEVER!!
41. I don't know if this is the kind of thing your looking for but, today I spent about 2hrs with the NMCI help desk because my EXCEL program would not function properly, they had to reinstall my Microsoft office suite. @ The Shipyard's man-hour rate of \$51.53 for 2 hours= \$103.06.
42. I can honestly state that my ongoing experiences with NMCI are notably less than acceptable. Specifically, the requisite, intermittent "lock-up and reboot" scenario addressed below is a MAJOR malady, which plagues me (on the average) of three (3) times daily. This is a very costly, frustrating situation being endured. I'd estimate that each failure entails a nominal 15-20 minute downtime. I've contacted the NMCI Help Desk (acquired associated Ticket #sss) soliciting resolution to this problem on a few occasions. I've purposefully avoided contacting subject help desk after each individual failure in order to minimize the burden/impact upon the affected parties, although such persistence would be justified. Regardless, the Help Desk personnel with whom I've worked in pursuit of a resolution have been quite courteous, but the problem has yet to be solved. I certainly don't purport to be a computer user with much expertise, but as intimated in the email below, it should be of concern to us all that the equipment we're evidently now compelled to use in our daily business seems to have culminated in a step back into time replete with inferior hardware, software...whatever. There may be some who simply dismiss this situation as "normal" when a new product/system is released, but I'd question the testing that was accomplished to demonstrate the viability of it. I would state that the notably lethargic response of the NMCI system appears to be a significant retreat from that which existed with our legacy machines, as well. Leaving that which isn't broken alone was evidently not an option, though we've allegedly made some discernible progress. @ The Shipyard's man-hour rate of \$51.53 for 5 hour per week (1 hour per day x 5) for 52 weeks = \$13,397.80.
43. I do believe that PSNS and maybe even all of NAVY did not take a vested interest when the NMCI system was rolled out. We thought what we had was not that great so NMCI would not be a problem. I believe that, unfortunately, PSNS (at least) was at the upper end of IT support and actually using IT as a helpful tool rather than an obstacle to avoid at any cost (spell obstacle as "NMCI"). The security issues with NMCI and NNPI is just the tip of the iceberg.

We have to "whisper" our PIN to the NMCI "helpdesk" in the middle of a room filled with people that we cannot see or verify they cannot hear. The room is broken up into cubicle, which gives you a false sense of isolation, while everyone can hear every whisper. Also, the only apparent goal of NMCI Helpdesk is to get tickets closed. I have seen no interest in solving problems. On one issue the computer would not save a file that I was editing. The error message said the "drive was full." So, I tried to save it to the local hard drive and a local floppy disk with the same error message. NMCI Helpdesk told me to reboot (losing my latest edits).

A week later the same thing happened and NMCI Helpdesk gave the same advice to reboot. (NOTE: The network drive, the hard drive and the floppy disk were not full and the file was not write protected in any way) On the second time of this happening I requested the ticket to not be closed. I requested some follow-up to study what was happening. I did realize the Helpdesk was not doing anything to address the issue. They only called back to see if I would close the ticket.

I estimate that the ongoing problems, slowness of the system, and rebooting the PC when it locks up and stops responding easily costs an average of 4 hours per week. @ The Shipyard's man-hour rate of \$51.53 for 4 hours per week for 52 weeks = \$10,718.24.

44. On a day-to-day basis, NMCI seems to waste about 5 minutes (caused by lockups of the computer). Some problems encountered are:
- Our office is down one computer because it doesn't read badges. There has been a ticket for work open for a week and nothing has happened.
 - Critical applications to my job (AIM), has been out for extended periods of time where I have been unable to do my job for up to half a day.
 - Getting IT support on NMCI issues have taken me up to 2 hours to resolve where the old system would take about 5 minutes or less on the phone with local IT help desk.
45. As far as NMCI issues go:
- At least once a day (sometimes 2 and 3) when I pull my CAC card out of the keyboard and come back and place it back in, my computer has frozen up. Not only annoying, but time consuming, and I have to totally power the equipment off, and then let it do a full re-boot and then bring all my programs back on line. While this is only a 10 – 15 minute issue, when you multiply it out, it adds up. Other people around my work area complain about the same thing and I am sure it happens all over. @ The Shipyard's man-hour rate of \$51.53 for 1.5 hours (15 minutes x 5) per week for 52 weeks = \$3,349.45.
 - When it comes time to have a printer cartridge changed out, you have to call, and sometimes it is the next day for the two guys to show up (a lot depends on their workload and how many others need cartridge change out are in front of us). I understand that the shipyard is billed about \$ 200 for just one of these change outs, although I have never seen it in writing). This ends up being a lot of money in a vendor's pocket where they would laugh all the way to the bank. I know we have spare cartridges with our secretary. It would sure save time and money if we could change out our old cartridges, just like we did before.
 - Again, this item is only from what I have heard, and I do not know it as actual fact, but when the contract was written for NMCI, there was no provision for a "bail out" if the shipyard decided this system was a piece of junk. We are stuck with it no matter what. I am thinking that you may have heard from many that this system is not what it is cracked up to be. The programs that were recently taken away from us worked very well, and the IT guys had all the right fixes if there were any problems. I believe, and I think there are others who will agree; NMCI is a huge step backwards.
46. What is needed is a JO to charge the extra time to. Currently we 'mischarge' to whatever project is worked. Having such a JO would provide visibility for the time spent. I understand that Portsmouth NSY has such a JO to charge to.
- One example: it now takes about double the time each morning (bat. 10 minutes vs. 5 minutes) to log in to, and start the 4 programs/accounts I need every day (Legacy e-mail, CITRIX server, AIM-NT & DM2). 5 minutes per day, times # of persons logging in daily = lots of my tax \$ wasted.
 - About 3 times each week, the CAC-card time-out re-start fails (locks up). Cutting power to the CPU, followed by a very slow re-start from scratch, is the only fix.
 - NNPI e-mail: I am locked out, & have been for several months. Apparently there is a password that expires every 60 days, without notice. This then requires a call to the NMCI 8xx phone # to reset. When I tried the phone last year, I spent 15 minutes on 'hold', before giving up without ever talking to a live person, or machine.

- d. Recently we are getting on-line messages to check the expiration date on the CAC-card. The only date I can read with card in keyboard slot is "October 2003" -obviously not an expiration date. Why is the needed date not near top of card, & readable while in use?
- e. With NMCI, we cannot just move ourselves from job to job. "Our" computer must now be moved also. This takes a special crew about 1/2 to 1 day to accomplish (they are getting good at this). But why is this necessary at all -particularly if most SY computers are 'dumb terminals'?
- f. This is a system designed to make lots of \$ for GM/EDS; not to improve efficiency or security for DON.

47. One persons concerns:

- a. At present I have to split my time between different desktop systems. This is because my normal computer is a 'legacy CAD machine' yet off-yard email and Internet access is increasingly via NMCI only. I am stuck in limbo because NMCI CAD stations are like unicorns: Everyone seems to know what they should look like but nobody's ever actually seen one. From what I hear about the costs associated with NMCI CAD stations, I can't say that I'm to surprised. I may never see one.
- b. I am an electrical engineer. NMCI is apparently somehow incompatible with the majority of software needed for this profession. Electrical engineering outgrew slide rules and handheld scientific calculators over 20 years ago but you would never know it by looking at NMCI approved engineering software. I probably spend an average of 2 man-hours a month re-re-re-re-justifying my need for a simple circuit simulation software package or an engineering spreadsheet that does not have Microsoft Excel's inherent limitations.
- c. 'Service after the sale' has been poor and pricy. The NMCI printer closest to me jams on approximately one out of every three print attempts. Three service trips out to this lemon [that I know of] have failed to resolve the problem. I suppose if I were charging as much as they are per trip, it would be in my best interest to insure that many, many trips are needed to resolve even the easiest problems.
- d. NMCI as an organization is increasingly in the habit of attempting to assume control over information technology assets it did not procure and has no collective experience with. Most new and semi-modern industrial control systems [such as those contained in newer Navy cranes] rely on industrial IT systems for their operation. These control systems consist of application specific industrial computers, programmable logic controllers, and their support equipment. These computers and their support equipment often do not use standard business hardware, operating systems, or application software. When they do use standard gear, it is often relatively old and not up-to-date. These systems often employ obscure and unusual interface applications for troubleshooting and programming. [Real Time Operating Systems (RTOSs) are much more common due to the timing constraints inherent in industrial control.] NMCI has little collective knowledge of and, effectively, no experience with these applications and systems.
- e. I suppose I could just say "Sure. Here, they're yours... Be my guest..." What NMCI does not seem to know or care about is that if I let them do that, they are 'on the hook' for 24-7-365 support of these systems: They will need to train several personnel in arcane and often incredibly ancient [>20 yrs old] computer applications. They will need to be able to support interfacing standards, hardware, and support software that is equally ancient. They will need to become adept at troubleshooting these systems. They will need to work closely with those personnel who currently perform these functions. They will need to do this on a pretty tight budget with little money available for vast equipment upgrades. So far we have received no indication that they even recognize this situation exists let alone a willingness to work with us. If they were to waltz in tomorrow and "assume control", within a month we would probably loose 1/3 to 1/2 of our lifting capacity at this shipyard as they flounder about attempting to get up to speed on these systems. I can't wait to watch the fur fly when they attempt to take on nuclear systems that have been upgraded to microprocessor-based controls.

- f. NMCI's "success" is not linked to the success of our organization as a whole. If engineering takes two extra hours to accomplish a task due to an inability to log onto an NMCI machine, inability to obtain needed information about a part over the internet, or inability to run a simple circuit simulator to prove the adequacy of a component, there is no easy way to link this failure back to the NMCI organization. As any electrical engineer will tell you: Systems without effective feedback can become very unstable.
48. I have experienced a lot of difficulty with NMCI locking up. I probably waste up to half an hour a day during most weeks, depending on meeting schedules. And I anticipate that becoming a larger number as we start the carrier project in San Diego. The computers are twice as slow down there and lock up even more frequently. Any difficulties with AIM in WA are almost quadrupled in CA. Everyday tasks take at least twice as long because the network is routed through WA. I would guess that a little over an hour a day is wasted waiting for systems to communicate. @ The Shipyard's man-hour rate of \$51.53 for 5 hour per week (1 hour per day x 5) for 52 weeks = \$13,397.80.
49. I am among the group of people who gets locked out of NMCI when the CAC is pulled from the machine and reinserted. This happens to me on average 3 times a day - where I have to reboot the machine. I usually need about 15 minutes per lockout to get back into the system. @ The Shipyard's man-hour rate of \$51.53 for 3.75 hour per week (3 x 15 minutes per day x 5) for 52 weeks = \$10,048.35.
- a. The IHS services that we subscribe to (Haystack, Spec & Standards, etc.) have problems with NMCI. What NMCI Helpdesk states is just keep trying until you get in. - This can cost me a hour or two a day. I can usually (but not always) do something else while I wait, but a lot of time, I need access to help out the trouble desk - for work stoppage issues. I.e. for each hour I wait trying to get into the system is an hour that production is also waiting for answer. @ The Shipyard's man-hour rate of \$51.53 for 7.5 hours per week (5 x 1.5 hours per day x 5) for 52 weeks = \$20,096.70.
- b. Over here in Planning Yard, we have a program called IDDS to develop frontsheets to our drawings. This program has various problems that are being worked on, some related to NMCI. I don't know which is related to bugs with the program and which is related to NMCI issues - but I usually loose about 2-3 hrs of work a week with getting kicked out of IDDS. @ The Shipyard's man-hour rate of \$51.53 for 2.5 hours per week for 52 weeks = \$6,698.90.
50. NMCI has not been good. Problems include having to reboot machine, Aim system slow at times and tends to lock up, Dm-2 is slow and sometimes locks up, Resetting of CAC takes time, Atis sometimes down and Jedmics not working. Has not been fun.
51. I am the NMCI representative for Code xxx and I spend anywhere from about 2-6 hours per week - every week - dealing with NMCI issues for various users. @ The Shipyard's man-hour rate of \$51.53 for 4 hours per week for 52 weeks = \$10,718.24. The system for setting up new users is very inefficient and requires a good deal of time. We have sporadic problems that will affect a user at one time but not at others...such as having a document changed to "read only" while in use so that the user cannot save their changes. We have had countless requirements to change various passwords many times in a row at differing times for each account, which results in lost time and actually compromises security because users are required to "memorize" more passwords than is practicable. We have users who "lose" their network drives sporadically, users who have to reboot their machines once or more per shift (at about 5-7 min from reboot to being logged in with all startup programs loaded) with the potential loss of data each time this happens.

It is obvious that while some of the technical support personnel are knowledgeable and most try to help, many have no idea what they are doing and are simply going through some prescribed process without any idea of what the processes are trying to do or even if they are applicable given the circumstances. Beyond that, the machines are no more up-to-date than the old ones were, the operating system is 7 years old and many of the other programs are old and out of date.

And they have made it INCREDIBLY easy for users to inadvertently "spill" restricted (NOFRN or U-NNPI) information, resulting in lengthy and costly security processes and putting users at risk for punitive action.

The only thing keeping this a workable system in my opinion, are the constant efforts of the IT POCs in each Department. They manage to make the best with what they are given and keep the NMCI POC's, and - in turn - many of the users, sane.

52. I'm losing time and productivity daily to NMCI firewall issues. Being unable to access WebMRQT, having to do restarts and reset all my fields in WebMRQT, being unable to access the ship yard intranet, etc. The NMCI Help Desk is slow to respond. They usually don't respond within my 8-hour shift. When they respond, sometimes they cause another problem while attempting to fix the original problem. I probably lose 30 minutes a day on average to NMCI issues. @ The Shipyard's man-hour rate of \$51.53 for 2.5 hours (30 minutes x 5) per week for 52 weeks = \$6,698.9.
53. I am very disappointed.
- Almost every other day, my computer locks itself. I spend too much time to cold booting it.
 - When I go to Start, Documents to find my recent worked document, I have to wait for almost a minute before the list showed up.
 - When I save my document in a different folder than the default, I have the same problem of waiting for the list of folder to show up.
 - While working, the screen does not refresh fast enough for the computer application to do their normal operation like saving. I have been using Excel, Word, QPS, CAT, Shift Log, AIM, TMS, Production Surveillance, and Discover.
 - Currently, the three nearest printers went out of order for some reason, one right after the other. I have to change the default setting to different printer, which is not near my work place.
 - Every week I waste approximate 8 hours of company time for the computer. @ The Shipyard's man-hour rate of \$51.53 for 8 hours per week for 52 weeks = \$21,436.48.
54. On either 02/18 or 02/19, the folks at NMCI electronically updated my workstation from MS Office 2000 to 2003. When I returned to work on 02/20 none of the programs associated with MS Office functioned. I contacted NMCI via their help desk and was told it would be corrected NLT 02/21 AM. To make a long story short, I contacted the NMCI each day that week, sent two emails and the problem was finally resolved the afternoon of the 26th. Their suggestion was to find another workstation to utilize until they had time to "fix" the problem. I would think that a week to repair a simple failed download is unacceptable.
55. Here's the list of complaints I have about NMCI:
- The NMCI system is a lot slower than what we had before. I can't quantify that but it was my first frustration upon usage. I was told that we lost speed while others gained speed and to just get used to it. Slower system means less work completed.
 - Our work is on a common drive that has been unavailable several times. We couldn't open the common drive at all and had to find other things to do. Several times when actually getting into the common drive, folders were just gone. Once, one of the folders which contains all the work my group performs was missing. Fortunately, they were found. Lots of wasted time.
 - Periodically the password has to be changed but after successfully doing so and then going in and checking the NMCI e-mail, the next time going into the e-mail, the password is not correct. Frustration forces you to enter an incorrect (for the system not for you because you know for sure what you changed it to) password three times locking you out of the system. Then it takes an act of GOD to get back to being able to work on the computer again. More wasted time.
 - It's irritating to have to enter the same password over and over again every time the pop-up prompts you to. More wasted time.
 - So the system says you have to change your password, so you do. Then you have to reboot. You try to enter the same password you just changed it to and the system says NOOOOOOOOO. Utter frustration!!!!!! More wasted time.

- f. You have to leave your workstation for a short period and take you CAC with you. When you come back and try to get to work it's locked up and you have to reboot. More wasted time.
- g. The system seems to be sensitive to lots of work being performed and locks up. Once again you have to reboot.
- h. There is no local help for NMCI problems.
- i. A new person came into our group, a military person, and it took all day to get him going on.
@ The Shipyard's man-hour rate of \$51.53 for 8 hours = \$412.24.

56. **Insufficient computers available** - In SEP 06 I transferred to a different division within the Shipyard and did not have a computer for over a month. Everyday, I was forced to find the computers of co-workers that were out for that day. Engineering did not have the money available to pay NMCI to physically move my computer from on location to another, and extra computers are not available. Prior to NMCI computer availability was never an issue for me. Also, I would like to note that when I did receive a computer it was not the specific type needed for the position (laptop with docking station). It was not until four months after transferring I received the needed laptop.

57. I have continual problems/issues, thanks to NMCI. The continual firewall issues prevents me & the people who work for me, from accessing various websites we're required to use, while reviewing Job Material Lists. There are some days we lose up to 4 & 5 hours of production, due to legacy reach back problems. In addition to these problems, I have to completely hard boot almost daily, due to my computer locking up - this can take up to half an hour, to re-launch all required websites & programs. We're expected to put out high quality work in a timely manner - then they give us "tools" like NMCI to work with. In my opinion, NMCI is one of the most costly decisions that were ever made. @ The Shipyard's man-hour rate of \$51.53 for 2.5 hours (30 minutes x 5) per week for 52 weeks = \$6,698.9. 4.5 hours @ \$51.53 = \$231.89

58. **Inefficient process for printer ink replacement** - Prior to NMCI, engineers would go to a near by central supply area to pick up a printer ink cartridge and replace it. The entire process took about 5-10 minutes. With NMCI up to 2 hours of engineering time is lost plus the cost to pay NMCI to replace the ink. This is explained below:

- a. When a printer runs out of ink it will take about 1-3 days to replace it. This occurs because the ink is not available on site and per the NMCI contract; a qualified NMCI technician must replace the ink. This results in the following losses:
 - i. An engineer must request a new ink cartridge from NMCI, and make sure that the rest of the engineers using the printer know that additional ink has been ordered. (5-10 minutes for 1 engineer).
 - ii. Engineers must find a different working printer to use until the ink can be replaced. (3-5 minutes for 10 engineers).
 - iii. Engineers periodically check to see if the ink is replaced. (1 minute 2-3 times a day for 10 engineers).
 - iv. Paying a qualified NMCI technician to deliver the ink and replace it.
 - v. Engineers switch back to original printer after the ink cartridge is replaced. (3-5 minutes for 10 engineers)

For every printer that runs out of ink, the above adds up to 2 hours of lost engineering time and the cost to pay NMCI to replace the printer. @ The Shipyard's man-hour rate of \$51.53 for 2 hours = \$102.06. It is not known how often this scenario plays out at the Shipyard.

59. NMCI performance is poor. I spend 30 minutes more every day because of NMCI. This is mainly due to slow programs, programs that simply won't work without rebooting the computer, CAC lockups, or CITRIX connection problems. 30 minutes/day is average; sometimes it is more. I am only an average user; I have co-workers who are power users running Oracle database queries where task run times have gone from 5 minutes to 2 hours. Thanks for asking; I know NEPD management is also concerned about NMCI performance. @The Shipyard's man-hour rate of \$51.53 for 2.5 hours (30 minutes x 5) per week for 52 weeks = \$6,698.9.

60. The only issue I can comment is the new CAC card issue. We have personnel who have been issue the new CAC cards, which are not supported by the software and CAC card reader model we have installed. This is a known issue, and a work around exists which involves giving those personnel the ability to login manually, but this will become a huge extra burden to the IT centers if each person has to have NMCI help desk provide new CAC login access for each new card issued. Our people spent and entire 8 hours getting back into the system after getting the new cards. @ The Shipyard's man-hour rate of \$51.53 for 8 hours = \$412.24 per employee.
61. NMCI Difficulties (estimate 1/2 hour lost time daily; @ The Shipyard's man-hour rate of \$51.53 for 2.5 hours (30 minutes x 5) per week for 52 weeks = to \$6,698.9:
- a. Re-boots: I have to hard re-boot two to three times daily due to lockups.
 - b. I have to save all documents very frequently in case the computer locks up when I have to attend to anything away from my desk. Lockups occur most commonly when the CAC card has been removed, as required anytime I have to leave my desk to support emergent issues (a frequent occurrence).
 - c. Slow computer access when trying to bring up standard programs, such as Microsoft Access or when trying to access a common server. It appears NMCI searches all of its own servers prior to looking for the default server for my division. Several people often bring up multiple versions of the same application when double-clicking an icon appears to have no effect.
 - d. Help desk support is very slow and cumbersome and contains too many administrative requirements. It is not uncommon to have an employee stuck on the phone with NMCI for hours before getting basic assistance that used to be provided directly by local IT personnel (e.g., forgotten password). This is especially slow because only selected NMCI help desk personnel are cleared to the levels of unclassified data used on the NMCI machines (see my NMCI security concerns), and these personnel are often busy with other NMCI users.
 - e. With current technology, computer memory storage is cheap. However, our code is constantly being warned that we have exceeded our storage limits and have to remove files to keep the system working. The hours spent by multiple engineers and technicians to keep NMCI from having to buy another hard drive is extremely expensive for the government.
 - f. **NMCI Security - This is my biggest concern, especially when the legacy networks were far more secure. NMCI places two sets of security accesses and storage servers accessed by the same computer, one of which contains unclassified privacy act, proprietary, and official use only documents, and one that cannot. The most common documents developed and processed at a shipyard are at least considered "For Official Use Only". The majority of NMCI employees servicing these computers are not even cleared to view this level of document control, much less higher levels of unclassified control. Many NMCI help desk employees are foreign nationals and the help they provide is performed through the Internet. Information is no longer stored on-site, but is passed through the Internet to remote locations. The previous level of security was far better and maintained a firewall. The ease of inadvertent movement of a file between drives or into the wrong E-mail is a major security downfall of NMCI. Security is also compromised when an NMCI employee can turn on, access my computer and associated files, and turn off my computer from any location in the world without my assistance or knowledge. All it takes is a foreign national in NMCI with the right password and wrong intent to access unauthorized information.**
 - g. **NMCI Applications** - I have spent several days of effort defending the use of essential basic databases generated locally using approved NMCI programs (e.g., Microsoft Access). NMCI, in an attempt to achieve the greatest profit from the least amount of effort, is constantly trying to remove programs and applications that have already been developed or purchased by the government and require little or no NMCI service. Even when a different program within NMCI is available for use and could be used to serve the same function, changing documents already developed and controlled by another program can be extremely costly to the government, while saving NMCI very little.

62. NMCI concerns:

- a. Each day I am wasting at least 10 minutes with unnecessary logins, repetitive selection of PKI and input of my PIN, and cold reboots due to lockup.
- b. Add another 10 minutes because before I leave my desk each time, I have to save everything I am working on in case my CAC locks up and I can't get back in.
- c. If I pop over to ask my supervisor a question and get waylaid or enter into a discussion that takes longer than I anticipated, and my computer locks up my CAC while I am gone, I conceivably lose hours of work UNLESS I remember to manually save all my programs before I even get up from my desk.
- d. In addition, yesterday I wasted over 20 minutes trying to get to my commonly used files because I was at a LEAN event at the other end of the Shipyard and couldn't figure out how to get to my files on the server they reside on. While this is an infrequent happening for me personally, as I'm usually at my own desk, it was a significant impact yesterday. I was also unable to determine how to print something I wanted to give to a person where I was. I had to email it to them this morning from my normal workstation and he had to print it.
- e. I frequently am on the phone with NMCI helpdesk to resolve issues with error messages that occur or other glitches. These messages have never been fully addressed or eliminated. I rarely got any on Legacy, but they are a daily occurrence in NMCI. Sometimes I get 10 a day, each requiring me to press "enter" to clear it off my screen. This is not a significant length of time to accomplish, but multiply it times the number each day and add the impact from it disrupting my train of thought while I try to figure out if it's something to worry about or not) and it is just one more thing associated with NMCI that wastes my time and adds stress to my job.
- f. Each time I call the NMCI helpdesk I am on the phone with them AT LEAST half an hour. I call an average of once a week. This may or may not resolve my original complaint. The other day I was on for over an hour because the technician kept trying to update some register file for Outlook and was typing in the wrong information. The bad file was preventing me from clicking a "contact us" link on a website to send a message to the Webmaster. Without getting it fixed I would have been unable to even use the NMCI Homeport website to enter a ticket!
- g. I shut my computer down each evening, 9 days out of 10 it is running when I come in the morning. Where is the savings in shutting down at all???
- h. It takes at least twice as long each morning to log in, compared to Legacy. Wasted: at least 2 minutes each day. Often I have to do a cold reboot to get logged in.
- i. I usually have the computer lock up while I am trying to log out at the end of the day, consequently, I start 7-10 minutes before I leave to make sure I do not have to stay late to get logged out properly. I'm getting to where I just want to save and close all applications, pull my CAC, and shut the darn thing off. Forget logoff.
- j. NMCI helpdesk people for "not properly maintaining my computer have chewed me out" for instance, by manually deleting cookies and temp Internet files so the cache (whatever that is) will work correctly. I am not trained to be a computer tech, nor do I care to be.
- k. NMCI interferes with our ability to reach Haystack. Because I am the unofficial POC for Haystack issues, I waste an average of an hour a day on days when several people are having problems accessing the program, as I run them thru numerous workarounds to get to the login screen (sometimes they never make it there). It is a crapshoot who will get in, on what day, and how they will get there. This has improved somewhat recently but I still had a call last week from a Trouble Desk planner that said three people in his area couldn't get in and hadn't been able to for some time. Luckily the first workaround worked for him.
- l. Four times in the last week I have had to wait while Windows Installer made some update upon login. This never happened on Legacy. I thought this stuff was supposed to occur at night?
- m. All-in-all these NMCI "glitches" are causing me to hate my job and computers in general. [This is not conducive to "retaining qualified individuals" in Govt. service.](#) The computer issues alone will make retirement the DAY I am eligible.
- n. **Conservatively**, I am wasting half an hour a day on NMCI issues. @ The Shipyard's man-hour rate of \$51.53 for 2.5 hours (30 minutes x 5) per week for 52 weeks = \$6,698.9.

63. I had a problem with my NMCI computer a couple of days ago. Somehow, I lost the ability to print AIM documents to my printer. The computer defaulted to a Symatec Fax machine and an error appeared when I tried to print an AIM TGI that the FAX machine did not start. I don't know where the FAX machine is or how it got installed in my printer choices, but I couldn't delete it. PSNS Help Desk said it was an NMCI problem. They told me to contact the NMCI Help Desk. I called NMCI and got their answering machine. I left a message, saying it was work stoppage. I also sent an e-mail to the NMCI Help Desk. I never received a reply from NMCI Help Desk. I spent approx. 4 -5 hours that day trying to fix the problem. Fortunately, the next day my computer fixed itself and I can now print to the local printer again. However, the Symatec FAX is still listed as one of my printer devices. @ The Shipyard's man-hour rate of \$51.53 for 4.5 hours = \$231.89.
64. Every once in a while, when I get up from my NMCI computer and remove my CAC badge, the computer locks up after I reinsert my CAC and type in my pin #. The only fix I have found for this is to shut the CPU down, wait for a minute, then start all over again. This wastes approx. 15 - 30 minutes when it happens. This has probably happened to me approximately 6 or 7 times since the start of this year. @ The Shipyard's man-hour rate of \$51.53 for 3.5 hours (30 minutes x 7) = \$180.36.
65. Another problem is when multiple programs are open, the NMCI computer locks up and has to be shut down and all programs restarted. Wasted time approximately 20 - 30 minutes.
66. NMCI concerns:
- a. I work as the LEAN coordinator for Cxxx in Bldg xxx and my duties force heavy reliance on my computer. Last month I had numerous NMCI related problems that are well documented with both our local trouble desk and the NMCI trouble desk. Many of these problems went well beyond just minor work annoyances and prevented me from using my computer at all. I would say that at least 8 hours were spent on the phone with the trouble desk during the last month attempting to sort out various reach back issues between NMCI and the legacy applications that we so heavily rely upon. I frankly think that while the Navy may have saved some money on the computer support side they have lost a great deal more in reduced productivity and time delays associated with excessive waiting on the computer to perform each of its queries and communication functions.
 - b. With the Navy's increase emphasis on incorporating LEAN principles into our business it seems like their is a great deal of waste associated with implementation of NMCI due to a severely slowed down NMCI network. I believe that these network problems have 3 major contributing causes:
 - i. A severe lack of prior planning and foresight associated with how to fit our critical legacy applications under the NMCI umbrella or, worse yet, a complete disregard for the need for our legacy applications with a "one size fits all" mentality.
 - ii. Setting up the network operations center in San Diego rather than locally so all computer network queries and other digital communications "handshakes" have to traverse the round trip distance to and from San Diego. This is especially apparent when clicking on a file within any of the common PSNS directory and having to wait for the files & folders within the directories to display (i.e. waiting for the little "flashlight icon" to search for the files). This also may contribute to the various "reach back issues with legacy applications.
 - iii. Inadequate configuring of the local computer hardware memory or RAM so as to avoid the everyday memory errors associated with various applications including Word, Excel, Outlook, and Windows Explorer.
67. I am a supervisor of 34 Engineers and am required to keep some personal information about my employees such as home phone numbers and other information that would fall under the privacy act. With our old computer system I was able to put securities on my folders to allow only certain people access to this private information. With NMCI, I can no longer do this myself. If I want to do this, I have to:
- a. Request that a global group be created. I have to request my network administrator put in a ticket (I can't do it myself) to have a global group added. This ends up taking about a week to do (use to take me 1 minute).

- b. I then have to request my network administrator to put in a ticket to have a person added or removed to that global group (again I can't do this myself). It again takes about a week to get this done (use to take me about 1 minute)
 - c. Any time I want to have a global group added to a file, I again have to request that my network administrator put in a ticket to have this global group added to a folder again taking about a week (use to take me one minute).
 - d. I'm told that each time I have one of these things done it costs the shipyard \$80.
 - e. While I am waiting for these changes to be made, there could be information available to those that should not have access to the private information (example: there are those that change job positions and no longer need to have access to the information). This forces me to go back to pre computer days and do everything like this by hand and keep in a locked cabinet. If I'm off station and need access to this information, I'm out of luck because I can't get to my files where before I could log onto a remote computer and gain access to any info that I needed.
 - f. I'd say we have taken a **big step back** with NMCI. Our computer systems were faster so less time was wasted, there were, less problems with them and when there was a problem the help desk responded quickly. I have spent several times on the phone for over an hour with the NMCI help desk trying to fix a problem. I wouldn't be surprise with all the extra time spent with NMCI problems along with how much it costs to lease the computers and fix any problems or request configuration changes as stated above, we could buy all new computers every year and hire a computer help person in each division to help with computer problems on the spot.
68. NMCI (New Machines Causing Irritation), so far, has delivered nothing it promised. It is not speedier (it is actually slower), we still have security issues (we've had to reset our passwords due to a break in), and as far as I know, no one has used the 'electronic signature' advantage it is supposed to provide. Other inconveniences:
- a. Three logins vice one with the Legacy system. This doesn't take long, but it is cumbersome.
 - b. The current issue with not being able to log back in with the CAC. Two weeks ago this affected me about once a day. I'd spend about 5 minutes figuring out that I was permanently locked out and then have to reboot and go through all the normal logins (see above) plus any additional programs I was logged into. Lately this has been happening about three times a day. Worse yet, sometimes when I've rebooted, that hasn't solved the problem and I've had to reboot again. All together, I spend about 30 minutes a day dealing with these issues. It makes me dread ever having to walk away from my computer (this only happens when I'm away for a few minutes - whether I've removed my CAC or even if I've forgotten). @ The Shipyard's man-hour rate of \$51.53 for 2.5 hours (30 minutes x 5) per week for 52 weeks = \$6,698.9.
 - c. Quite often I have to wait for menu bar items to come up. Example - I'm working on a Word document and I want to perform my periodic 'Save'. I will click on the File menu and nothing will happen, it will just acknowledge the click. I either have to wait or go to another open file or application and come back before the menu will appear. This never happened with the Legacy system.
69. If leave my computer alone for more than 1/2 an hour (short meeting or long phoncon) it will lock up and I'll have to reboot. Any unsaved items are lost. I spend at least half an hour a day rebooting my computer not to mention the time lost recreating unsaved work. @ The Shipyard's man-hour rate of \$51.53 for 2.5 hours (30 minutes x 5) per week for 52 weeks = \$6,698.9.
70. I have to restart/reboot my computer every morning. This is following a complete shutdown on the previous afternoon. Sometimes it takes a couple times before I actually am able to log on. I waste about 10-15 minutes a day dealing with *this* issue. Another problem is that the computer will freeze on me when I try and log on again, after it has locked up. This wastes an additional 5 minutes. I can spend 20-30 minutes per day fighting with NMCI. @ The Shipyard's man-hour rate of \$51.53 for 2.5 hours (30 minutes x 5) per week for 52 weeks = \$6,698.9.

71. I have had an on going Problem with my NMCI computer that has cost 2 hours in the last week in reboots, an hour of time with techs during there two visits to my desk (they're coming back again today) and 2 hours on the phone to the help desk. They have changed my Keyboard and computer and still not solved the problem. @ The Shipyard's man-hour rate of \$51.53 for 5 hours = \$257.65.

72. I can tell you that the majority of my day is spent slumped over in my chair simply staring at the computer screen, waiting for something to happen. Before NMCI, and the new job specific databases that we have to use, I was able to keep ahead of the workload. I'm very efficient and am a proficient typist. I'm very organized; self motivated, and wish to get a lot of work out, and on time.

Since NMCI, all that has changed. The time required to get a job out has increased, in many cases, ten-fold. It is very frustrating, and demoralizing, to know that you can get a job out but are unable to do so because of computer and database problems.

So, here I sit, staring at the computer, doing absolutely nothing, watching the jobs pile up on my desk. The pay is darn good though. Too bad the public is not getting much work from me to show for the money spent.

73. My NMCI horror story: This cost me 8 hours, at a time when we were working 12-hour days to try and catch up with a massive backlog of work. @ The Shipyard's man-hour rate of \$51.53 for 8 hours = \$412.24.

I had been having issues with my system locking up if I inserted my CAC card; I could enter my PIN, but sometimes the system would lock up after I did so, requiring a hard reset (quite annoying, when coupled with how often the screensaver comes up) and the associated loss of work. I had read that this was due to NMCI installing a corrupted file on everyone's computer, but rather than installing the fix to everyone's computer the same way, you had to call them one-on-one to get it fixed. I didn't have time to sit through hours of TS-BS (12-hour days, remember), so I was just living with the problem

Well, one day, after a reboot, my card stopped being recognized altogether. Of course, this happened on backshift, and I had to wait to get it fixed. The first NMCI troubleshooter I dealt with had no clue why it wasn't working, but advised me to get a new one. I walked down to PSD, and had to explain the situation to the ladies issuing cards several times before they'd issue me my replacement. So far, I'd only wasted about 3 hours.

They were very clear in explaining that I had been issued a "transition" card, and that there may be problems since they were issuing the card before NMCI had updated the software (or hardware) to work with it. Sure enough, the new card was being read by my system, but it still wouldn't log me in. So, on my second call to NMCI, I explained all this to the technician, who spent about an hour remote-controlling my system in an attempt to get it to work. I don't know why he thought clearing my temporary files and cookies would have anything to do with why I couldn't log in, but he still went through the system, tweaking all sorts of little, unrelated things. End result? The card still didn't work. His last-ditch option (to get rid of me, most likely) was to tell me they'd given me a bad card, and I needed to go get another one. I shrugged and headed on back to PSD.

Now, the ladies at PSD were quite indignant when I told them what the NMCI technician had told me. They were certain they couldn't have screwed up, and that the fault was elsewhere. What could I do, but sit there, patiently trying to convince them to give me a new one? Eventually they did, but I was down by about 5 hours at this point. I asked to check the card on one of their NMCI machines, but was informed even they didn't have the necessary hardware or software to recognize the new card. I asked why they were issuing a card they themselves couldn't use, and was told it hadn't been a problem, since none of them had the new card.

I was not surprised in the least when the second new CAC card I'd been issued that day didn't work any better than the first. I called NMCI for yet a third go-round with their troubleshooting checklist, and finally got through to the gentleman what the problem was. He agreed my system didn't have the right software for the card, and put me on the exclusion list, which lets me log on without it. He also promised they would install the correct software; that was three weeks ago, and they've yet to do so.

On the plus side, I can log in without the card. On the minus side, I can't access the PSNS home page (or any other official site requiring PKI information from the card), so I can't read the News You Can Use they eventually issued on the "Problems with the new Transition CAC cards".

In short, if I did **MY** job this way, I'd be in jail.

74. I, and others in my area, have problems with the CAC card during use. While logged in and working on the computer, the program you're working on will be locked out if there is no action for a couple of minutes. When this happens, you reinsert your CAC card with our password and you are put back into your program. Routinely what happens is the CAC card locks up the computer and won't let you in. This requires you to shut the computer down and reboot. Whatever you were working on is lost. I estimate that I lose 1 to 2 hours a week due to this problem. @ The Shipyard's man-hour rate of \$51.53 for 2 hours = \$103.06.

It also seems like Legacy has a built in firewall that helps keep restricted information from being inadvertently sent to non secure email addresses. For some reason, the NMCI email system doesn't have this built in firewall. Seems strange that the new system is less secure than the old system, especially if the costs thousands of dollars every time an email is sent to a non secure email address.

75. I have 33 work-related passwords, about 20 of which are essential to performing my normal duties. This was not the case prior to implementation of CAC, PKI, and NMCI. The problems associated with system logon and application logon have probably cost me 30 min per day. @ The Shipyard's man-hour rate of \$51.53 for 2.5 hours (30 minutes x 5) per week for 52 weeks = \$6,698.9.
76. Slow speed, Lockouts, and re-boots cost me at least an hour a day. As you know, some days are even worse. @ The Shipyard's man-hour rate of \$51.53 for 5 hours (1 hour x 5) for 52 weeks cpc= \$13,397.80.
77. My concerns are with NMCI and how it affects my work. I have previously written to our congressionals about my concerns. All I have gotten for my efforts is the ire of C/1230 and some fluff piece written by some Admiral's office in charge of NMCI about what a great deal NMCI is for the Navy and the country.

I work in the highly technical field of finite element analysis. In order to do the work that I do it requires a minimum of two separate programs which are part of the bundle that comes with the software system. The software bundle contains 12 separate programs. This bundle is an all-inclusive package, i.e. you can't just buy two programs, you get it all. NMCI considers each of the programs in the bundle as it's own separate entity and requires that each piece of software be individually tested. Because the Shipyard cannot afford to pay the price that EDS charges to test each piece of software the Shipyard has determined that only the two most highly used pieces will be tested and approved. There are many other pieces of this bundle that we have already paid for and continue to pay maintenance fees for that are not available since those programs are not tested and approved, nor will they be under the current scheme. Additionally, the programs that I use are updated and improved approximately twice a year. Once again the Shipyard cannot afford to pay EDS the testing fees so we don't update the software to the current revisions, even though we've paid for them. On the two programs that are approved, we are three revisions behind with little hope of catching up before the next set of revisions become available. The maintenance fees for this software are in excess of \$100,000 per year, which gets us the new revisions and technical support. We make extensive use of the technical support but if we didn't have to deal with NMCI we would be current on our software revisions, which we have paid for and in many cases would increase our effectiveness.

At this time we are still running this software on our Legacy machines because the NMCI machines are unable to handle the software and they have not been able to provide an NMCI computer with enough power to run these applications. There are rumors that we will shortly be forced to accept the standard NMCI machines and have to deal with the lack of computing power and "make do" with what we get. Our software updates and lack of being able to use the other programs in the bundle are stuck in the NMCI approval circuit because that is the way the Shipyard has decided that software will be tested and installed, even on Legacy machines. We have requested that for finite element analysis applications that they be set up on a system other than NMCI, as other Navy facilities have done, but the Shipyard does not want to pursue that avenue.

In summary, the problems that I have with NMCI are that the programs that the Shipyard has purchased and pays maintenance on are not up to date and not all of the parts are available. My work is hampered by this situation since I have need of the programs we have purchased but cannot use. Also because the updates to the software have not been installed I lose considerable time, on the order of 2 hours per day, because I have to find work a-rounds for things that could be easily done if all the software we have, but is not approved, was available to me. @ The Shipyard's man-hour rate of \$51.53 for 10 hours (2 hours x 5) per week for 52 weeks = \$26,795.60.

78. As an electrical engineer, most of the work I do during the day involves the use of my NMCI workstation. Issues and concerns:
- a. If logged off for longer than 10 minutes, I am unable to use my CAC to log back in until the machine has been forcibly rebooted. Estimated time cost: 8 min/reboot x 7 times/day = 56 min. per day waiting for reboot.
 - b. Citrix applications frequently fail while work is in progress. Estimated time lost: 30-50 min. per day.
 - c. Having new applications installed can take weeks or months. Estimated time lost: inestimable because it costs engineering, the shop and the waterfront when I am unable to fix a software problem on a crane because I don't have the right tool.
 - d. There is no provision in the NMCI world for laptops and other computers that are used as standalone, non-networked test equipment. It is literally impossible to get new software or updates for the standalone computers, which are vital to crane maintenance. One computer has been down for nearly four months because NMCI rules disallow specialized software necessary to repair the problem.
 - e. NMCI requirements do not allow employees to use modern storage media such as, flash based or NAND gate compact memory storage and USB devices. Yet all employees have access to other forms of media such as CDs/CD-RWs and 3.5" diskettes. What further security threat does usb removable media present? Such devices are more cost-effective than CDs or diskettes because they have faster data transfer capabilities and they can be used on computers that lack CD burners or diskett drives.
 - f. Total time lost: approximately 2 hours per day is regularly wasted on NMCI problems, but the time cost to other departments such as shop workers, crane operators, riggers and waterfront workers is inestimable when we are unable to get the software tools we need to do our job. @ The Shipyard's man-hour rate of \$51.53 for 10 hours (2 hours x 5) per week for 52 weeks = \$26,795.60.

Thank you for your consideration. The issues I have listed are the gravest concerns to the xxx department, but there are a number of other reasons why the older Legacy system is better suited for departments with specialized hardware and software needs.

79. Average time lost per day due to NMCI is approximately 1 to 3 hours. @ The Shipyard's man-hour rate of \$51.53 for 10 hours (2 hours x 5) per week for 52 weeks = \$26,795.60. Problems are as follows:
- a. System as a whole does not run efficiently to produce work in a timely manner.
 - b. Productivity is lost and costs are increased due to:
 - i. Slowness of programs opening/running,
 - ii. Computers locking up and requiring reboot,
 - iii. CAC failure

- iv. Inability to access various information necessary to support work - this is a very common occurrence and quite a bit of time is spent contacting the NMCI helpdesk and working to resolve problems.
 - c. Most recent example of lost productivity: In my current office space there are approximately 18 engineers and we share 1 NMCI printer. One day the printer cartridge needed to be replaced and none of us were able to print. It took approximately 3 days to get the cartridge replaced by authorized NMCI personnel. These engineers endured a significant amount of lost productivity due to this unnecessary delay.
 - d. Computers are leased and not directly owned. Limited software can be installed on these machines. SY has reduced the number of computer applications available due to these restrictions. Obtaining help for problems is untimely and inefficient.
80. It was my comment that approximately 25% of my day was devoted to EDS's retirement plan. That has dropped off, but it was rather accurate for nearly a year. I did have to wait, for several unknown reasons, over a year to get AutoCAD and/or SmartSketch. My desktop constantly gets re-arranged by the NMCI System. The printers we use have been far less than reliable. It usually takes some tribal knowledge to figure out which printer to use. The system does not allow us to simply re-assign our primary printer. That drive has to be deleted to change usually. I will say that the local IT crew (both ours and EDS's) are good about helping once they are assigned a problem. @ The Shipyard's man-hour rate of \$51.53 for 10 hours (2 hours x 5) per week for 52 weeks = \$26,795.60.
- a. It might be interesting to get the list of total tickets on my account. Even their Help Desk was a bit taken aback by that. I still have the following Ticket numbers that should still be open:
 - i. SDH 4284807 CITRIX – Still shuts me out while I'm working
 - ii. SDH 4284910 I.D. Freeze – Still happens daily
 - iii. SDH 431383 Internet/Intranet applications (MRQT, IHS, etc.)
 - iv. SDH 4329093 CITRIX boots us out – still happens
 - v. SDH 4485091 Intranet not coming up – Hasn't happened recently
81. Time lost due to NMCI failures is huge in our Code. Usually our entire Code and S/31 plannerman all loose access to multiple programs at the same time. So the combined loss of work can be multiplied by the amount of people in our department. Sometimes were down for an hour a day, sometimes half a day, it is not uncommon to have intermittent availability to programs all day long, every day. Figuring an average of 2 hours a day @ the Shipyard's man-hour rate of \$51.53 for 10 hours (2 hours x 5) per week for 52 weeks = \$26,795.60. The number of people affected would multiply this expense.
82. Regarding NMCI, I have four issues that I can think of currently:
- a. We use a program called Triflex for piping stress calculations. The program is essential to a certain portion of the work that we do. Since the program wasn't approved for NMCI, I've been using a Legacy machine up until now. I've also been trying to get the program updated to the latest version. I'm told that the latest version is being tested for NMCI currently, which is good, but then what happens when later version come out? I would be constantly behind the curve.
 - b. The shipyard has transferred over to the Bangor ATIS system entirely. Since I have a Legacy machine, apparently I cannot access the Bangor ATIS website, making that tool not easily available to me.
 - c. The NMCI printer located near me was installed there without any discussion over whether it is a good location. Now, if we want to move it when rearranging the files & desks in our area, it will incur an NMCI fee.
 - d. Getting equipment with NMCI seems to be very difficult. I had an NMCI machine in addition to my Legacy machine, but they took that away because the Shipyard didn't have enough machines. We were also told something of getting laptops, which would be beneficial for TDY, but haven't seen anything happen in that regard.

83. NMCI reboots are pretty much on a daily basis. The loss of work is common. The level of frustration is high. In fact, just before your email arrived, I had to push the button and start the computer all over again. All my work that was currently open, of course, was lost. It is so bad that sometimes one doesn't take the time to go to the bathroom. Sounds ridiculous, but it's true. When you pull the CAC out the chances are greater than 50% that your re-login process won't be successful. Each cold boot takes up to 15 minutes, but re-creating what was lost...? @ The Shipyard's man-hour rate of \$51.53 for 1.25 hours (15 minutes x 5) per week for 52 weeks = \$3,349.45.
84. I will share a couple examples of lost time:
- Due to expiration, I have had to be issued a new CAC card (1.5 hrs including travel to and from). Due to future changes to NMCI, they have given me a "Transitional" CAC card. It was explained that at the end of March, they will be issuing what they call the "new generation" CAC's after ActivClient 6.0 is installed on all machines. However, with this "Transitional" card, I must have ActivClient 6.0 installed on my machine early or any other machine that I intend to use prior to the end of March, when a blanket update will be installed throughout the network.
 - To have my machine "prepped" for updates it took approximately 1 hour. I will not have full updates and be able to use my CAC to logon for a couple days. Luckily, I know my Global NMCI password, so I can logon with that, inserting my card later when I need NNPI certificates. If I would not know my Global NMCI password, who knows how much longer it would have taken. All in all, it has taken nearly 3 hrs to get my system up and running due to a simple updated CAC card. @ The Shipyard's man-hour rate of \$51.53 for 3 hours = \$154.59.
 - Second of all, about 10% of the time when trying to unlock the computer with the CAC card, the machine will lock up and requires a complete reboot. A reboot along with bringing all of the CITRIX programs back up takes 20 to 30 minutes. If this happens even 10 times per week, that can add up to 5 hrs of lost productivity. @ The Shipyard's man-hour rate of \$51.53 for 2.5 hours (30 minutes x 5) per week for 52 weeks = \$6,698.90.
85. For the last three weeks or better when I pull out my CAC for lunch, I put it back in after lunch to get busy again and have at least a 4 to 5 minute wait to get the notice that my machine is locked by ME, then I pull out my card and try again, on a very few (less than 5) occasions it lets me back in on the second try, but most of the time I wait approx. another 5 minutes and get the same notice which means I have to shut down and reboot. Then it is the 15-minute hassle of getting in the different log-in programs I require to get to where I was before lunch. On the first occasion this happened I did lose some work but I am a fast learner and save before lunch and pulling my card so I do not have a lot of rework just the slow process of getting back up to speed. I know this happens to a lot of my fellow workers but I really have not timed it to the minute so I would say at least a half an hour (if not more) is being wasted on this process. @ The Shipyard's man-hour rate of \$51.53 for 2.5 hours (30 minutes x 5) per week for 52 weeks = \$6,698.90.
86. I've been waiting for NMCI delays to be identified. I've been charging an average of 1 hour per day against the overhead job order for computer issues we have. This would be a good means to develop a matrix of cost associated with engineering's time waste on CAC issues, NMCI crashes, Citrix freezes and general delay in daily computer work when compared with the outstanding legacy systems we once enjoyed. @ The Shipyard's man-hour rate of \$51.53 for 5 hours (1 hour x 5) per week for 52 weeks = \$13,397.80.
87. The concerns I have are:
- There doesn't go by a day that when you pull your CAC card out of you keyboard that when you go to log back in, it fails and you have to totally reboot - lost time can be anywhere from 5 min to 1/2 hour. @ The Shipyard's man-hour rate of \$51.53 for 2.5 hours (30 minutes x 5) per week for 52 weeks = \$6,698.90.
 - Our NMCI printer ran out of toner, we submit a request for a new one and it takes 3 days to get, this has happened several times, this causes a delay and you have to find another printer or in our instance since we are working out at pier delta, you have to walk outside and go up to the upper trailer to use that printer which supports 40 people then - lost time is allot.

- c. There is way too much time that we loose the server or have problems where we have to call NMCI and it can take over 1 hours easily to get resolved. **\$51.53**
 - d. I just had two co-workers that had to get new CAC cards and it took my boss 3 days to get his working so he could use it in the computer and another guy a week to get his to work - lost time days. **@ The Shipyard's man-hour rate of \$51.53 for 24 hours (8 hours x 3) = \$1236.72 and 40 hours (8 hours x 5) = \$2,061.20.**
 - e. There has been days when we loose Citrix and the whole office just wants to go home because you cannot work with out your computer - lost time days.
88. Every time I leave the computer idle/locked (CAC removed) for more than 1.5 - 2 hours, I need to reboot the computer (due to the CAC login not working) and all data that has not been saved is lost. I am often called away for meetings at a moments notice and having to reboot every time those meetings go over an hour is a huge loss of time. The system, "down" times have greatly increased since NMCI was instituted. I have lost several hours of work time due to not being able to log on to legacy programs/or NMCI shutting down on me during heavy work periods. On the last project we lost days due to not being able to access legacy and our isolation for work items.
89. I'd say I lose approximately a half hour to an hour each day dealing with NMCI problems. **@ The Shipyard's man-hour rate of \$51.53 for 3.75 hours (45 minutes x 5) per week for 52 weeks = \$10,048.35.**
90. When I work on different trouble desks in the shipyard and use their NMCI computers my profile doesn't follow me. I have to delete all printers and re-boot and add just the printer I need at that location. About an hour of down time that day. When I get back up to the bldg on Monday morning, I will need to add my local printers again with about a hour of down time. This sucks. **\$51.53 for each occasion.**
91. I spend at least 20 minutes of each workday recovering lost work or re-booting my computer after it has locked up. I don't even call the NMCI help line anymore because you can be on hold for 3hrs or more before anybody talks to you. I've just been living with the problems as best as I can. **@ The Shipyard's man-hour rate of \$51.53 for 1.65 hours (20 minutes x 5) per week for 52 weeks = \$4,421.27.**
92. The biggest problem with NMCI is that it takes away flexibility for using programs that are necessary to do the work. It places software approval authority with a group of people who have no interest in making our lives easier. They only seem to care about running their NMCI contract. Also, the NMCI machines that have been purchased are of cheaper quality and slower than what we used to have. I have a CAD system, and I am told that my NMCI CAD system will be not only slower, but I will lose my large monitor (which is helpful when doing CAD work). Also, I now have to talk to people on the east coast to get my issues resolved. They do not care about the urgency of me not being able to log in because they are not a part of our mission. Under the old system, if I was locked out of my computer, I could tell the IT folks that it was work stoppage and they fixed it immediately. Under the new system, I have to wait for the "ticket" to be issued and passed down through 4 levels of review before action is taken. This can take a significant amount of time. Another thing is that the security of our new system is weaker than the old system. We now have three different email addresses, which we have to log in and out of in order to go from a NOFORN email to a non-NOFORN email. This is both inefficient and also increases the number of NOFORN spills we have had as a shipyard. Each of those "spills" costs the shipyard thousands of dollars to clean up. The same split also happens on our personnel drives. Place a NOFORN file in the wrong folder and you just cost the shipyard a bunch more money. If you want to get down to the nitty-gritty, the NMCI issue is also affecting new engineer employee retention. I know of several people who are trying to leave the shipyard with NMCI being one of the key factors. Most private industry jobs have IT that works for making their lives easier. At the shipyard under NMCI, we have IT that totally hinders our ability to do our jobs effectively. This is very aggravating to new hire engineers who have high expectations when they come aboard.

93. I would estimate that I lose about 1 hour a day under NMCI and the new log in procedures. @ The Shipyard's man-hour rate of \$51.53 for 5 hours (1 hour x 5) per week for 52 weeks = \$13,397.80.
94. On a personal note, if I do a complete shutdown when logging off, as recommended by news you can use, my computer will not log me in the next morning. Multiple reboots do not help. I get an error message like UID not recognized. I have found a fix, but time consuming, I must log into another computer, that has not been shut down, then log out of there, and go back to my machine, and usually after two or three tries I make it in. I have lost up to an hour twice this week, and multiple other times as well. Everyone on our crew has experienced similar problems, and just the extra time of typing in pin numbers for everything you go into is time consuming. Compared to my legacy computer, and this is probably network problems our computers run like molasses. Couldn't even try to figure the time lost waiting for a program to open, or run query. NMCI has slowed us down considerably.
95. I would say I lose 10 minutes per day waiting for programs to come up (before NMCI, the time delay was not even noticeable). Like when I log into my e-mail or open my J Drive folder, AIM, any document or program - the time it takes to actually open the program or document is horrible. Another 15 minutes per day is wasted in having to reboot the entire system because I was away from my desk for more than an hour. I have meetings all over the place, and it seems that anything over an hour...I'm having to reboot. And rebooting means signing back into every program that I had open before I left for my meeting. This I would say takes at least 10 minutes. Total time lost 30 minutes per day. @ The Shipyard's man-hour rate of \$51.53 for 2.5 hours (30 minutes x 5) per week for 52 weeks = \$6,698.90.
96. NMCI concerns:
- a. **With NMCI, it is easy to cause a security violation through 'Electronic Spillage'.**
Electronic Spillage is when a user introduces unclassified Naval Nuclear Propulsion Information (U-NNPI) to a Non-U-NNPI area on the network (e.g. NMCI mailbox, NMCI drives)
An electronic spillage can occur when:
 - i. Copy U-NNPI files from 'J' drive to NMCI 'H' or 'S' drives (S drive when available)
 - ii. Save legacy NNPI e-mail to 'H' or 'S' drives (S drive when available)
 - iii. Using the 'out of office' feature to instruct people to send all e-mail to NMCI account
 - iv. Attach NNPI documents to NMCI e-mail.
 - b. **With existing/old Shipyard Legacy systems:**
 - i. NOFORN in the Subject line allowed the Legacy filter to identify it as NOFORN and then verify that it is addressed to people who are behind the Shipyard Firewall and authorized to receive UNNPI data.
 - ii. When the PSNS Legacy filter catches an e-mail with NOFORN in the subject line was sent to an unauthorized e-mail address, the e-mail is stopped and personnel will get follow-up email, related to the averted problem
 - c. **Problems began when the Legacy system went away JAN07 and we were left with NMCI e-mail accounts, normal NMCI accounts and UNNPI NMCI accounts.** None of these NMCI e-mail systems have a filter like the PSNS Legacy system had to catch NOFORN being addressed to addresses outside the Shipyard firewall. Everyone will have an NMCI e-mail account. This account will be similar as the existing Legacy system as it will include everyone. An UNNPI NMCI e-mail account will only be authorized for those who work with UNNPI information and have a need to send and receive UNNPI data.
 - d. **NMCI NOFORN Email Problems** start when personnel forget what account they are in, decide to send UNNPI to someone, open e-mail account forgetting they are in the regular NMCI account, attach a NOFORN document and send it off. There is no filter that will prevent this from happening. Even if you send the NOFORN e-mail to someone who is authorized to receive NOFORN material, if you send it to a non-UNNPI account, it is a **security violation**. As of 08NOV, 2006, there was no policy in place to identify what happens when this occurs, **other than paying NMCI \$12, 000 each time this type of security violation occurs, to clean up the "spill."** The various departments are trying to figure out some policy to address what is to be done when these situations happen.

- e. At a minimum the person responsible could have their account suspended, probably earlier than the third time under the existing Legacy system. Besides the possibility of individuals losing their e-mail accounts at \$12,000 per spill clean up, the cost of inattention to details will become cost prohibitive and cost the Shipyard/taxpayers a lot of money.
- f. **NMCI Account Disabled** - This message means the NMCI account has been CLO enforced and you can no longer log on with your User ID and Password (Time & production delays). You must use your Common Access Card (CAC) and Personal Identification Number (PIN) to log on to your account." People might misplace/lose CAC badge, forget it at home, leave at a computer station and cannot log into any NMCI computer.
- g. **NMCI Logon / Locked System Problems, 2/16/07** – CAC lock up problems should be addressed by Early March 2007. Users have been experiencing intermittent problems logging on to their NMCI system. If the CAC is removed or the system times out users are not always able to log back on. The NMCI system must be powered down and back up in order for the user to be able to log back on. This could cause users to lose information they are working on (hours of work could be lost, if not frequently backed up). EDS has escalated this issue, determining the problem is caused by an ActivClient software issue. Work is being done to resolve the problem but no estimated completion date has yet been established. Users must call the NMCI Help Desk at 1-866-843-6624 if powering down the system does not work or if it happens frequently.
- h. The **NMCI network experiences enterprise-wide email routing issues, FEB 07**. This caused some users to experience delays in sending and receiving emails inside and outside the NMCI network. In some cases, the emails are being returned as undeliverable. Technicians worked on the issue to restore email services to 100% capacity.
- i. **Mandatory NMCI Password Reset for ALL USERS (with or without CAC)** Beginning Thursday, 30 November 2006, until Monday, 18 December 2006 - all users will be prompted to reset their password. "The Joint Task Force for Global Network Operations (JTF-GNO) and the Department of the Navy (DoN) have directed a mandatory password reset for all users, with heightened security posture of all DOD computer systems.
- j. Problems occur, with time/production delays, when multiple programs, including NMCI computers & email, require multiple passwords of various complexity, requiring people to remember which password went with which system and reset periodically, with new passwords required from time to time, that can not be any of the past 24 previously used. **When changing the NMCI password, personnel should NOT use it in place of ANY of their other passwords. Do NOT use the NMCI password in place of your CAC pin, your legacy login (to log into legacy workstations, legacy e-mail or CITRIX), AIM, MAT, etc., to log into your NMCI NNPI e-mail, or as your NMCI secret word or PIN.** Some personnel were confused by the NMCI password reset. After changing it, they tried to use it for various logins (as mentioned above) and ended up locking themselves out various application(s), {with associated productivity losses}.
- k. **Errors appear related to a corrupted file that NMCI downloaded to many NMCI workstations**, Wed, January 10, 2007. Personnel had problems logging into NMCI, or using CAC to unlock NMCI workstation just before Christmas 2006 curtailment. NMCI Error Problems included not being able to log into an NMCI workstation with previously working CAC, getting "UID" errors, not being able to log back in when people insert their CAC, etc.
- l. NMCI Help Desk recording {1-866-THE-NMCI (1-866-843-6624)} instead of a live person to request help resolving NMCI Computer Problems causes production work delays that did not occur with a typical live person, during normal working hours, at the PSNS Computer Help Desk (360-476-9090).
- m. NMCI Computer Storage limits of 81920 KBytes causes "time delay" problems, having to "re"-research resolutions to common problems that occur from time to time on CVNs, SSNs, etc.. Back-up CDs of old data are typically not available for off-station work, when old information is needed, but no longer readily available.
- n. Outlook Email Storage limits of 47MB compared to 2800 MB allowed in outside the gate "free" gmail.com accounts. Problems occur with numerous work related messages of current importance can not be saved due to document storage limits of 80 MB and email storage limits of 47 MB.

97. I would estimate that I loose about 1 hour a day in NMCI time. Time lost is for re-booting, login failure, application crash, and lost work. @ The Shipyard's man-hour rate of \$51.53 for 5 hours (1 hour x 5) per week for 52 weeks = \$13,397.80. Another time waster is portability. I was at Bangor last week. Although I was able to login to the network, the desktop that came up is from over a year ago, best guess. So anything on my normal desktop was not accessible. You have to find it some other way. When I opened e-mail at Bangor, I had to wait for outlook to install itself.

98. Not that I want to be portrayed as not being a team player, I have a particular NMCI concern that I have tried to address and has pretty much fallen on deaf ears. Sometime back when NMCI was in it's infancy, volunteers were solicited (or offered up) to attend meetings designed to inform and assist PSNS in the implementation and the "cutover" to NMCI. As time has progressed this new title of IT Coordinator has become very much a part time job working for EDS. An example of this is in the past (pre-NMCI) when we wanted to move a computer system, something that is a normal part if waterfront work. We would contacted the PSNS Help Desk or local Code 1230 representative about an IT need and within a reasonable time it was taken care of. Now, either the IT Coordinator or myself, the Alternate for Code xxx, have to research various bits of information and document them via a MAC Request (See Below) and submit said through the NMCI chop mill.

A quick review of the PSNS NMCI FAQ's Webpage shows that there are a number of occurrences similar to "**please check with your IT Coordinator for assistance or**". (Please refer to <https://syinfo.psns.navy.mil/nmci/NmciFags.htm#MovesAddsChanges>) for further IT Coordinator references. Now I cannot speak for other designated IT Coordinators, but I can say that I have very little rights as a NMCI user let alone an "IT Coordinator". This often puts us in a position of offer little if any help other then sending them off to the NMCI Helpdesk. Now I cannot speak for other designated IT Coordinators, but I can say that I have very little rights as a NMCI user let alone an "IT Coordinator". This often puts us in a position of offer little if any help other then sending them off to the NMCI Helpdesk. #1 an #2 below were taken directly from the PSNS NMCI FAQ's referring to what an IT Coordinator is expected to do in order to get a system moved now;

- a. 1. IT Coordinators must submit requests to Move, Add, or Change (MAC Request) to: PSNS NMCI MAC Requests (PSNSNMCIACRequests@psns.navy.mil <https://syinfo.psns.navy.mil/nmci/+>>)
- b. 2. **For any Physical Move of an NMCI asset - (Note: If it is an NMCI asset, it will have a sticker on it somewhere with an Asset #. Please ensure it is NMCI equipment before submitting a MAC. If it does not have an Asset # on it, then it is Government Furnished Equipment and your request should be submitted to the Legacy Help Desk at helpdesk@psns.navy.mil <<mailto:helpdesk@psns.navy.mil>>)** Submit the following to the PSNS NMCI MAC Request email (all information must be provided or request will be rejected):
 - i. From Location Point of Contact
 - ii. To Location Point of Contact:
 - iii. User last name:
 - iv. User first name
 - v. NMCI User ID
 - vi. Work telephone
 - vii. Email:
 - viii. Hardware type:
 - ix. From Building / Floor
 - x. From Port
 - xi. To Building / Floor
 - xii. To Port: (if known - will expedite request)
 - xiii. Asset ID:
 - xiv. Computer Name:
 - xv. Is this building managed by another command?
 - xvi. Do NNPI systems currently exist in this building?

I have asked if there is a Job Order to charge to or at the very least if anyone is keeping track of the number of PSNS (NAVY) employees are now engaged in supporting these new found NMCI created functions.

99. The following details approximate time lost due to failures or problems experienced with NMCI or related programs. Note that "TIME LOST" does NOT include time spent fuming and being frustrated over non-functioning programs.

- a. Monday, 2/26/07 2 hours lost.
- b. Tuesday, 2/27/07 1/2 hour lost.
- c. Thursday, 3/01/07 1 hour lost.
- d. Friday, 3/02/07 20 minutes lost.
- e. Monday, 3/5/07 1/2 lost.
- f. Tuesday, 3/06/07, 3 hours lost
- g. Total lost time tracked 7 hour 20 minutes @ The Shipyard's man-hour rate of \$51.53 = \$376.17.

100. Removed our legacy printer last Friday, in the middle of printing an important report. To date, we have not been able to use the printer in our office. Personnel items have to be sent outside of the office for printing, which is a big inconvenience. Have to log in so many times a day, I can't keep track. Sometimes things work, sometimes they don't. The CITREX Program will operate some of the time. The local ITHelp DESK can help you sometimes with that. Otherwise, it's calling the NMCI people and occasionally being on the phone with them over two hours. If you need another part for your NMCI computer, no longer can you call the ITHelp DESK for assistance. All in all, lots of time wasted, harder to get problems resolved.

101. NMCI concerns:

- a. I do not understand why management does not want to track via internal JO# the time used/wasted from what was to what is today - this impacts my customer (NAVY) and should be reportable + tracked + and accountability put where it belongs & not on the user via productivity reduction.
- b. I spend an average of one hour a week - formatting and coping all messages and files onto a disc as the memory allowed is so reduced. This is needed sometimes twice a week - depending on in coming data/files/resource recovery. I historically did this once a month or once a quarter. @ The Shipyard's man-hour rate of \$51.53 for 5 hours (1 hour x 5) per week for 52 weeks = \$13,397.80.
- c. I have had to have the hard drive replaced twice - the CD writer/reader chewed up two personal music CDs and burnt three file discs - no refund path is provided - for the work related CDs. Only took a month for the 10-minute visits. It is not the workers at the other end of the phone - it is the process.
- d. I completed a customer satisfaction questionnaire just before the holidays - due to multiple problems reported....
 - i. 1 - the accountability for tickets as assigned for each problem call lacked accountability where the ticket was closed at the call - no feedback on fix which failed the next day and a new ticket was issued for the same problem - not tracked to previous

RESULT - since - I now received four to five messages verifying that the ticket is closed = I guess that NMCI is now paid by the message sent - no personal contact or verification.

- ii. 2 - I stated that any changes or processes to be used to reduce time/costs were only learned by trial and error no messaging was provided to all users for methods to improve use

RESULT - I am now sent my own message for the training site to go to for learning...lucky me

- iii. I spend an average of at least one hour a day just turning off + on due to the system auto blocked shutdown/closure when I go to a meeting... @ The Shipyard's man-hour rate of \$51.53 for 5 hours (1 hour x 5) per week for 52 weeks = \$13,397.80.
- iv. I spend an average of approximately 10 minutes for each log in - maximum five - minimum three per day.

- v. I receive multiple error messages at login - and three on log out - both fixed twice and not work = I quit complaining.
 - e. I average about 20 minutes per day in lost time do to CAC card re-boot. Also, the NMCI system is slower than the computers we had 20-years ago at the Shipyard. Especially slow for retrieving and storing files. @ The Shipyard's man-hour rate of \$51.53 for 1.5 hours (20 minutes x 5) per week for 52 weeks = \$4,019.34.
102. NMCI concerns
- a. Immediately on implementing NMCI, a degradation of performance was noticed. Instead of applications and files being a click away, a lag of 8-10 seconds became the standard for an item to open, if the item has not been opened within the last few seconds. This is now standard in opening even the "C" drive of the computer in use. Often the delay is so long that one actually can't remember if he actually clicked to open, was just thinking about double-clicking, or used a poor double-click technique that needed to be redone. In that case, it sometimes happens that multiple instances of an application can open, causing problems in saving if the instances are not closed in the proper sequence.
 - b. I am locked out of my computer at least an average of once a day when I re-insert my CAC after leaving the computer for 10-15 minutes. If I insert my card and the light stops blinking, I normally pull out my card and wait for five minutes or so to re-insert, because that sometimes work, and is faster than re-booting, and lost work is not a concern. However, this does not always work, and there is no way that I know of to tell when it will work and when it won't. Rebooting is not only time consuming, but often results in lost work. The work-around is to save the work frequently, and always save before leaving the computer. There is a stress factor built into this work-around that also has an impact. I find myself putting off calls of nature, trying to get to a good place to stop, because I know I may not be able to get right back to where I left off on my return. Usually, the more urgent the call of nature becomes, the less likely I am to remember to save all my open programs. I have lost up to two hours of production time because I forgot to save, and an hour trying to find the location of my previous save.
 - c. I have encountered problems with NMCI Tech Support, also. Even contacting the correct Tech Support can be confusing and time-consuming. I have been on the telephone with them for over an hour three days in one week trying to resolve the CAC card issue. It should have been apparent to them after the first instance that their fix wasn't working properly. Instead of just telling me to reboot when that happens, I get the feeling that they would reload the same drivers day after day if I were willing to call them on a daily basis.
 - d. Needing to have Tech Support people replace a printer toner cartridge is inefficient and unnecessary. It perpetuates the "sneaker-network", having to walk to the next available printer, but does have the benefit of added exercise.
 - e. The recovery of a NOFORN "spill" is very labor-intensive if the price tag is any indication, but it seems that the system has been developed to help enable this type of incident rather than prevent it.
103. Rebooting has cost me probably an average of 30 – 60 minutes a day. That does not include searching for and redoing work that had not been saved. As a result, I hit the save button about every minute or so now. @ The Shipyard's man-hour rate of \$51.53 for 5 hours (1 hour x 5) per week for 52 weeks = \$13,397.80.
104. I have a few observations regarding the NMCI nightmare:
- a. It used to be that we could check out a laptop when going on travel and have access to email. This was quite helpful when traveling for more than a week. This seems to be impossible with NMCI as they will not allow more than "one seat" per person. You either have a desktop computer or a laptop but not both. Perhaps it has something to do with the extreme cost of a seat.
 - b. The NMCI system does not seem to be designed for engineering organizations. We often use 11x17 printers for drawings. The large format printers are not available on NMCI. We continue to use out legacy hardware.

- c. The same thinking goes for CAD workstations. Not available through NMCI.
 - d. Software used for engineering analysis is also not available. I use a pipe fluid flow analysis package to calculate flow losses. It cost about \$1300 for a single seat version. The only package approved for NMCI costs about \$13,000 for similar compressible and non compressible flow analysis. The expensive package does much more (includes manufacturing and operational features) than I need and I can't justify the additional cost. To get another application approved can take years and I've been told don't even try. The solution was to put the \$1300 package on our internal network but as you know, that is not a solution for the rest of the yard.
105. I had to get my CAC card renewed. Well, during the process, the nice guy making the new card tells me that my card might not work for three hours. Because it could take that long for the data transfer. Great. I only had to wait about an hour and a half to get the new card, now I have to wait another 3 hours to get the login ID updated. @ The Shipyard's man-hour rate of \$51.53 for 4.5 hours = \$231.89. But that is not even the best part. Oh no. Not even close. Then he tells me that I have a new "transitional" card. And that you need to have ActiveClient 6.0 installed on your computer so that the computer can read the new card. Well, guess what. The new software is only being installed on a case-by-case basis. And no one bothered to tell us that beforehand so that you can make sure the software is installed before your old card is taken away. Now, this tops all, once I do get the new software that will read my new transitional card, it will only be installed on my office computer, so that is the only computer in the shipyard that I will be able to use until other people get the new cards.
106. NMCI concerns:
- a. I am a Contracting Officer's Representative for two services contracts in Code xxx. As such my technical assistant and I have to keep track of a multitude of contracting documents and issues. I do this via an Access database (which we call CMS) that I've managed to pull together using local Access programming talent. CMS allows my technical assistant and I to work in it concurrently, each adding or accessing data for the particular task we're working on. Code 1235 now "owns" the database. Even though it is a relatively small database program (< 20Kb) using an approved software, NMCI has mandated that databases like mine are deemed "applications" and that they are to be scrapped and replaced by an "off-the-shelf" program. The reason I was given is that our CMS "requires maintenance" and "requires a password" (security issues). There is NO program that requires NO maintenance and if I were lucky enough to find a program that could work for me it would still have to be on the network and require "security" because it must be able to be used concurrently by my assistant and I and contain proprietary contracting information. I was also told that I have to take time to look for a replacement program myself and if I find one I cannot test it myself. It has to be tested by c/1230. This is stupid as they do not know my business and would not be able to judge the adequacy of the off-the-shelf product.
 - b. As far as the daily NMCI headaches, we are told to always go through the NMCI help desk, even though we know that the problem will eventually be handled locally. So we spend anywhere from 10 to 30 minutes going through the NMCI help desk only to be told what we knew to begin with, that the problem needs to be handled through the local helpdesk. @ The Shipyard's man-hour rate of \$51.53 for 2.5 hours (30 minutes x 5) per week for 52 weeks = \$6,698.90.
 - c. I (among many others) had a problem with our CAC card readers, where our computers would completely lock up if we took our card out and went to lunch. It would require a cold reboot, thereby losing whatever work we had up on the computer when we went to lunch. Every day a cold reboot would be required. I finally decided to bite the bullet and call the NMCI help desk. I took a series of phone calls over several days costing anywhere from 40 minutes in the beginning to 7 minutes at the end, only to be told that it was a system-wide problem that they were working on. How many others spent similar amounts of futile time on the phone for this same problem?
 - d. At a question and answer session at a division head level I have asked the question, "how do we resolve the glaring contradiction of the Shipyard's pursuit of LEAN and what NMCI is imposing on us?" The answer I got was "I can't answer that question."

107. NMCI – What a waste!! It is slower and much less reliable than our previous system. I estimate that I lose about two hours a week (that's 5% of the work week) due to NMCI problems. @ The Shipyard's man-hour rate of \$51.53 for 2 hours per week for 52 weeks, = \$5,359.12. Here are some of my concerns/problems:

- a. **Passwords** – I have to enter four passwords every morning to start work. Other people may require more or less. Every few weeks a message appears that tells me that I have to change my password, but often it doesn't tell me which of the four I have to change. Then I have to start searching on my own to find which application needs the new password. Several months ago this problem took me all morning to fix. I finally found out that the message was about a fifth password that we never use, one that we have to give if we lose our CAC card. **Bottom Line** – make this part of the system more user friendly. We shouldn't have to guess what is required of a message that pops up.
- b. **More on Passwords** – Most applications require us to change passwords every three to six months, sometimes more or less often. We're told this is for security reasons, in case our password gets compromised. The only way someone could find out our password is if we tell them (verbally or they find where we have written it), if they guess it because we have used something easy or common, or if they see us enter the password enough times to identify it.

If we don't tell someone our password, we don't write it down, and we use a complex password, then the only way our password can be compromised is if someone can watch us enter it. Lately, a message has popped up several times a day (labeled "ActivCard ActivClient Login") that stops the computer and requires me to re-enter the password before I can continue. Each time I have to re-enter the password is an opportunity for someone to watch. I guess this feature is suppose to be a security enhancement, but it can be a security compromise also. It's also very frustrating to have to stop work to re-enter a password several times a day. **Bottom Line** – Are these security enhancements really worth it?

- c. **More on Passwords** – As mentioned above, we are required to change passwords quite often. They are supposed to be basically a random string of at least ten characters, and we are not suppose to write them down anywhere. We are supposed to memorize them. Most people can't memorize the three or more random string passwords, so either the password is not a random string, or the password gets written down somewhere.

There are at least 72 keyboard characters that can be used in a password. For a 10-character password, that gives almost 4 billion-billion combinations. With those kind of odds, it is so unlikely that someone could guess a password that we shouldn't be required to change them once we establish a good password.

Of course, that assumes that we do have a good password of basically random characters, and we don't tell it to anyone or allow others to get it in any way.

- d. **CAC card** – If I don't use a computer for a 15-minute period, then it locks up, and I have to remove the CAC card, replace it, and enter the login password to unlock the computer. Ok, that's a "security enhancement" to ensure no one else can use the computer that I've already logged on to. The trouble is that sometimes the CAC card doesn't unlock the computer. Then we have to turn off the computer using the button on the computer (not the standard, recommended way), and restart (reboot) the computer and reload all of our applications back on. For me, that is a 15-minute process at least. This happens to me at least three times. Maybe that's not a lot of times, but it still adds to the frustration of the system.
- e. **More on CAC Card** – Per instructions given out by NMCI, I cannot log on to NMCI if I forget my CAC Card at home some day. We are human, and sometimes will forget things like that. If we can't log on, then we can't do our work and that is not very productive for the Shipyard. As an example, if we forget our Shipyard badge, the Shipyard has a process of establishing our identity and issuing a "shift badge" so we can at least do our work. Getting a temporary "shift" CAC Card should be the same.

This NMCI instruction is not productive to the Shipyard and the work we do. If we forget our CAC Card, there should be some way that our supervisor can establish our identity to the NMCI system so that we can quickly log on and do our work.

Another NMCI instruction states that if we lose our CAC Card, then we have to go through a long process, including remembering a never used password that we once established, before we can get a new CAC Card. That again is not very productive.

Bottom Line – Revise these instructions and make it easier for us to do our job if we lose or forget our CAC Card.

- f. **NMCI Service –What Service???** If we have a problem, we have to call their office in San Diego. Then they call their people up here, and eventually those local people call us or come see us about the problem. We should have direct access to the local NMCI service people up here.

Recently the NMCI printer for our group broke. There are over twenty people who use that printer. It was broke for three days before it got fixed. Those twenty-plus people then had to use another printer a hundred feet away. Maybe that's not too far, but when you figure twenty people times ten to twenty trips a day, times three days, and it adds up to a lot of non-productive walking. We should have had a replacement printer within an hour.

Just getting a printer cartridge requires filling out a form, submitting it, then waiting for NMCI to come replace the cartridge. All that may take days. Before NMCI, we obtained a new cartridge from an office here in our building and replaced it ourselves - - time lost was less than ten minutes.

Bottom Line – Improve the service.

- g. **CITRIX Application** – I don't know if this is part of NMCI, but it causes problems also. It apparently runs many of our other applications, including AIM, both of which I use a lot in my work. CITRIX dies so often, and when it does, so do the other applications. If we don't save our work every couple of minutes, then we have a lot of re-work to do every time CITRIX dies. This morning CITRIX has been down for almost two hours so far, so there is that much time wasted for me, and probably hundreds of others who also depend on it. All our work is tied up in the computer systems now, so when they are down, we can't do our work. We just have to sit here and look at the computer screen and try to look busy. Another waste.

Most everyone here at the Shipyard wants to do a good job. We must have dependable tools to do that though. Everything is computerized now, and the Shipyard systems really aren't that dependable. When they don't work, we get very frustrated. Why can't we have decent tools to work with? Why do we have to work with low-bid junk that was designed by people who don't know anything about what we really do?

108. Typical day:

0608 Begin Logging into computer system. "Bad UID" message each time I login results in multiple login attempts.

0616 Computer up and running. Beginning to bring up programs that I need to use for basic tasks.

0620 Basic programs loaded (4 separate logins and passwords).

0638 Computer Crashed. Re-Starting.

0650 All programs loaded and back to work.

1158 Items sent to printer are not printing.

1208 Logged out to reset printer.

1225 Third attempt to log into computer successful

1233 All programs loaded and back to work.

1235 Printer is working.

1308 Printer is out of black ink. Logging out to change printers. Only IT personnel permitted to change out printer cartridges.

1320 Error message says that DM2 program could not be accessed. Contact IT Help Desk.

1330 Finally able to log into DM2.

Approximately 1 hour of time wasted @ the Shipyard man hour rate of \$51.53 = \$51.53

Verified similar problems the next day. \$51.53

109. NMCI has made the SY network less secure.
- a. The addition of non-secure e-mail accounts, make it possible to send NNPI controlled info outside of the net. This has happened from time to time.
 - b. Additional drives were added to each persons computer that you physically can store controlled info but the drives are not secure.
 - c. It is possible to connect to the Internet through outlook, however the security folks tell us not to.
 - d. I am not sure the plan for the future when the legacy e-mail goes away. Rumor is what little protection we have now will go away.
110. General complaints about NMCI:
- a. The normal wait when I call help desk is improving, it is down from 20 minutes to about 7 minutes.
 - b. If I e-mail (after I give up waiting for someone) helpdesk they call back 2 hours prior to when I start work and leave a message i.e. please call us, if you don't call within 3 working days we will consider this ticket closed. So now I am back on the phone waiting....and waiting...
 - c. When I get the run around, try this, try this, hold, while I get another tech.... Hello! Hello! where did they go? Call back and start over. Wait, hold again? Hello? No, I don't know the name of the person helping, I was being transferred and lost the connection. Hold please! Wait. Hello, this is help desk can I help you? I'm not sure, but can you try? Another 45 minutes and no tech guy. Can I have a rep call you back? OK. Maybe tomorrow, maybe next week.
 - d. How about the NMCI computers on which you could not insert and watch the training CD's. Around and around we went for days, trying different CD's then different computers. What fun. Final non-solution, go around the office, find a computer that will run it. In other words NMCI knows that most of the machines would not function properly and I could just find a machine with the revised software and CD player to use. Helpdesk also asked me to provide a list of all the computers that did not function properly to them. I refused to do their job. This already consumed 30 hours of my time needlessly to locate one properly working machine. Note: They are still not fixed.
 - e. Prior to NMCI, I had 4 different user login names and about 24 system passwords. (Note: I had accounts at all the shipyards). Now I have dropped the other shipyards as it was getting too time consuming to keep the accounts active. Now I have a CAC card (which only works part time), I have 3 different log in names and 15 different system passwords. All which you can't write down. I now need to use the CAC password to log onto the intranet initially and about half the time I need to enter the password to continue using the intranet. All I do is enter log-ins and passwords anymore. Now the password length and useable characters are different between the systems. This makes it extremely difficult to try to make the passwords similar enough to remember. Also the periodicity for changing the passwords is different. It takes me 2 to 3 hours to change passwords. I don't even work with classified information. What is this super duper CAC card good for?
 - f. We can't have filters to catch emails (that may contain data or certain words) at the firewall similar to our existing system filters. This is plain stupid.
 - g. If personnel have a problem, they just give up and find a work-around. Contacting Helpdesk is just too painful and time consuming. They are sitting in a controlled area talking on a phone, to somebody (who knows where), about a problem with a specific system that is not working on a computer they were assigned. You don't know the history of the computer or what programs it has, only that it doesn't work and the boss wants something now.
 - h. Another example: I push print nothing comes out. Call Helpdesk. Wait. Hello!. Could you clear the queue on this printer? Why? Because I push print and nothing comes out. 20 minutes of troubleshooting my computer he says my computer is OK. I know, can you clear the printer queue? Ah, no I need to have a tech guy do that, let me transfer you. Wait. I don't need to talk to the tech guy, just have him clear it. No, he will probably need to talk to you. Fine, have him call me after you disconnect me. Two days later the tech guy calls. Can you clear the queue on the printer? Please explain the problem to me. The printer doesn't print. Another 5 minutes explaining which programs I use and which other printers do work for me. Well , I guess I need to clear the queue.

Yes, thank you. I know that whatever is in the queue will be lost, that is OK. He takes 2 seconds and clears the queue. We test the printer and everything is good. Here is another 2 hours of my time, 2 days of waiting and a 2 second fix. In the old days I would call the local guy and 30 seconds later I was up and running. Why can't someone local clear the queue?

- i. Trouble Tickets - It appears that NMCI doesn't keep all the tickets on-line so here are **last year's 22 tickets**. One thing the list could also show the number of contacts for each ticket, as very few are closed during the initial call.

For examples # 1 and # 2 below. These two are the same problem which still is only temporarily fixed, it is related to being unable to re-log in with your CAC card after lunch, this glitch happens sometime between 12:30 and 13:30 every day for almost everyone I know, so I am sure it is more widespread than just the few users I know. The problem started around late December and daily cure is to turn off the machine and re-boot. A daily occurrence lasting for up to 10 minutes for hundreds? thousands? of users. This doesn't include the time calling it in, the "new" downloads to try to fix it, or the local help desk trip down here to "adjust" my machine. I am sure this has used 30 hours of my time alone.

For examples # 8 and # 9 below. These are simple replace the used up toner jobs. I have to dig out the printer information. Call helpdesk. Helpdesk writes a ticket to the local help guys. After a couple of hours a person shows up at my desk. I lead them over to the printer and they replace the toner. This is a 5 minute job for me to go get the toner, replace the toner, and then return the empty. But now we have a 10 minute phone call, a 2 hour wait, then 5 minutes to show the repairman the correct printer. I have tripled my time, who knows how long the help desk charged, but having the printer down and useless for several hours doesn't count. How do we count the time when the print jobs are sent to another printer and you have to go find it?

The other examples are similar. It takes a long time to get a repair completed or help to determine the problem!

Ticket Number Create Date/Time Category Type Item Assigned Group Level of Service SLA Base Status Pending

- 1) SDH000004504622 2/21/2007 2:59:54 AM Client Software PKI Problem/User Issue BO-BREM Basic 101 BREM closedN/A
- 2) SDH000004361927 1/24/2007 7:55:36 AM Client Software Internet Explorer Problem/User Issue HD-ENTR Vmail/Email Basic 101 BREM ClosedN/A
- 3) SDH000003976270 10/26/2006 5:13:20 PM Client Software Directory Services/Correct Profile Problem/User Issue HD-SDCP USN-F Basic 101 BREM ClosedN/A
- 4) NFH000002581583 10/26/2006 1:32:38 AM Password Reset NMCI Network Problem/User Issue HD-SDCP USN-F Basic 101 BREM ClosedN/A
- 5) SDH000003879862 10/3/2006 9:20:04 PM Client Hardware Monitor Problem/User Issue BO-BREM Basic 101 BREM ClosedN/A
- 6) SDH000003879853 10/3/2006 9:18:17 PM Client Hardware Keyboard Problem/User Issue BO-BREM Basic 101 BREM ClosedN/A
- 7) SDH000003879845 10/3/2006 9:16:45 PM Client Hardware Keyboard Problem/User Issue BO-BREM Basic 101 BREM ClosedN/A
- 8) SDH000003556749 7/19/2006 12:29:43 AM Printer Network Repair/Replace HD-ENTR Customer Care Basic 101 BREM ClosedN/A
- 9) SDH000003556744 7/19/2006 12:24:57 AM Printer Network Repair/Replace HD-ENTR Customer Care Basic 101 BREM ClosedN/A
- 10) SDH000003348756 5/31/2006 10:37:52 PM Printer Network - Supplies Technical Question BO-BREM Basic 101 BREM ClosedN/A
- 11) NFH000002158982 5/22/2006 10:50:37 PM Client Hardware Internal CD/DVD/CDRW Problem/User Issue BO-BREM Basic 101 BREM ClosedN/A
- 12) SDH000003286842 5/18/2006 11:20:41 PM Client Software Other Apps Problem/User Issue BO-ICE Northwest Basic 101 BREM ClosedN/A

- 13) NFH000002150261 5/18/2006 8:02:48 PM Informational General Question Technical Question USMC-HD-NRFK SoftwareT1 Basic 101 BREM ClosedN/A
- 14) NFH000002150205 5/18/2006 7:50:14 PM Client Software Other Apps Problem/User Issue HD-ENTR NNPI Basic 101 BREM ClosedN/A
- 15) SDH000003097175 4/17/2006 4:27:32 PM Printer Network Repair/Replace BO-BREM Basic 101 BREM ClosedN/A
- 16) SDH000003096345 4/17/2006 3:19:50 PM Printer Network Repair/Replace HD-ENTR NNPI Basic 101 BREM ClosedN/A
- 17) SDH000003083810 4/13/2006 2:55:26 PM Printer Desktop Problem/User Issue BO-BREM Basic 101 BREM ClosedN/A
- 18) SDH000003004544 3/28/2006 4:03:00 PM Printer Network - Supplies Technical Question BO-BREM Basic 101 BREM ClosedN/A
- 19) SDH000002989237 3/24/2006 4:27:25 AM Legacy Applications Other Problem/User Issue HD-ENTR NNPI Basic 103-6 BREM ClosedN/A
- 20) SDH000002955788 3/16/2006 2:34:27 AM Printer Network Technical Question HD-ENTR Customer Care Basic 101 BREM ClosedN/A
- 21) SDH000002931285 3/8/2006 10:14:47 PM Client Software Shared Files Problem/User Issue HD-NRFK Hardware Tier 1 Basic 101 BREM ClosedN/A
- 22) SDH000002905081 2/28/2006 9:43:48 PM Printer Network Repair/Replace HD-ENTR Customer Care Basic 101 BREM ClosedN/A

111. I have been keeping track "lost time" due to CAC problems, and have included my time chart since 2/6/07 (not part of this report) but this is by NO means the full extent of time wasted by this CAC program, it is only that which I've recorded since my Supervisor happened to mention that someone should come up with a tracking method for doing so. Average time lost for CAC/NMCI problems 45 minutes each day. @ the Shipyard's man-hour rate of \$51.53 for 3.75 hours (45 minutes x 5) per week for 52 weeks, = \$10,048.35.

Besides being a total waste of time and resources, there doesn't appear to be any practical use or need for the CAC Card and yes, I understand that it was intended to be the "be-all-do-all" computer security access program ... but, in truth, it's wasn't a good idea, nor well designed program from the start.

An Analogy: My place of work has many separate offices, each work site with it's own specific functions and facilities. Each of these offices are locked, and only those with specific official business have a key to some of these offices for conducting specific functions. Now, for some of us, this adds up to great many different keys (PASS WORDS), and all of these office keys are constantly being changed to maintain security. This entails, for some of us, a great amount of effort to keep coming up with (and REMEMBERING, because you're not suppose to write these down) all these many ever-changing pass words (KEYS) ...Now then, someone comes up with this great idea of issuing each of us a customized security card, that we must always keep on our person for security, but which has only a single pass word (key) ... WHAT A GREAT IDEA!

But, alas and alas, that's not what we got! What we did get was only another key (CAC card), with yet another password ... NOTHING at all customized for each specific worker, designed for only his own specific access into only those specific work sites he had a specific need to use ... NO, why ever would we do something sensible like that!

All we got was yet another key, and a BENT one at that!

112. Problems with NMCI:

- a. If the computer is locked (CAC card withdrawn) for >30 minutes, it will not unlock. the computer must be turned off and rebooted, requiring me to log back into all the programs that I normally run (CITRIX, CATS, QPS, & Outlook). That process takes at least 15 minutes. I normally must do this process one to two times per day. @ The Shipyard's man-hour rate of \$51.53 for 2.5 hours (30 minutes x 5) per week for 52 weeks, = \$6698.90.

- b. I work with files that must reside on a legacy server to provide access to them for others. While working with these files, I incur delays while the computer is communicating with the server that are small, but add up quickly. I would say that I would probably spend 20-30 minutes waiting for the computer to catch up each day. @ The Shipyard's man-hour rate of \$51.53 for 2.5 hours (30 minutes x 5) per week for 52 weeks = \$6698.90.
 - c. CATS Access database responds very slowly. Changing screen views or work-centers causes a two to three minute delay each time. Printing is also very slow. I would say that I probably spend 30-40 minutes each day waiting for CATS to catch up with what I need to do. @ The Shipyard's man-hour rate of \$51.53 for 2.5 hours (30 minutes x 5) per week for 52 weeks = \$6698.90.
 - d. MS Outlook 2000 is running on my machine. There is a function available in this version of Outlook that is currently disabled or not functioning properly. It is the yellow status bar at the top of an Email message that shows if and when I have replied to or forwarded that particular message. I have called NMCI Helpdesk three times attempting to fix it, but nobody has been able to help me. It is very important to me to be able to track whether or not I have replied to or forwarded messages.
113. NMCI concerns:
- a. Yesterday I spent over 1.5 hours on the telephone getting upgrades to allow people in our office with new CAC cards access to our office computers. @ The Shipyard's man-hour rate of \$51.53 for 1.5 hours = \$77.30.
 - b. I then spent an hour re-setting my password to NNPI e-mail. \$53.51
 - c. Today, AIM and ATIS all of a sudden disappeared, and CITRIX spend 15 minutes restarting. Some in the office, still do not have CITRIX back. Access to server 15 went away at the same time, and still hasn't come back (1 hour).
 - d. Every day I have to re-start my computer at least 2 times, the first because of the new "energy savings" directions, and the second because after removing my CAC card while leaving my computer, the computer refuses to accept my password. The first instance requires 15 to 30 minutes, depending on the speed NMCI is operating that day. The second requires longer, as all the programs that were in use require re-log on, and then finding (or re-creating) the documents that were open. @ The Shipyard's man-hour rate of \$51.53 for 5 hours (1 hour x 5) per week for 52 weeks = \$13,397.80.
 - e. Another time stealer is the e-mail system. The original "legacy" e-mail talked to everyone. The NMCI system is split between NNPI and NMCI. The only way to enter them is to disconnect from the one you are on and re-connect on the e-mail of choice. Each has its own password, and one gets one try to get it correct, or it is call NMCI help desk (and a 1 to 2 hour telephone conversation).
114. I lose about a ½ hour a day on average rebooting and recovering from computer lockups caused by NMCI and CAC card issues. Added to this is the time delay caused by the continuous need to enter passwords while working. (I thought the CAC card was supposed to simplify the password situation but it has made it worse). @ The Shipyard's man-hour rate of \$51.53 for 2.5 hours (30 minutes x 5) per week for 52 weeks = \$6,698.9.
115. NMCI has added at least 30 minutes of time logging on and re-logging on. It's this kind of spending that makes LEAN a joke. @ The Shipyard's man-hour rate of \$51.53 for 2.5 hours (30 minutes x 5) per week for 52 weeks = \$6,698.9.