



## **NAVSUP Windows 7 Refresh and In Place Load (IPL)**

As a Navy Echelon II command with approximately 10,500 NMCI (Navy Marine Corps Intranet) seats (workstations), NAVSUP is significantly impacted by the fast paced migration of the NMCI computer operating system from Windows XP to Windows 7.

Primary concern during the transition is that NAVSUP employees be able to upgrade to WIN7 without disrupting their Navy supply logistics mission.

The NAVSUP WIN7 Refresh and IPL team, led by Ms Joanne Fritz, is directly responsible for coordinating and resolving all issues related to the successful upgrade to WIN7 by NAVSUP for 3435 seats being refreshed, 5132 seats receiving IPL, plus 1130 "NoGo" seats. This responsibility involves identification and tracking of software and hardware compatibility and upgrades, coordination with Program Managers, management of the WIN7 IPL pilot, migration preparation, communications, management of WIN7 IPL Opt Out and Private Flights, as well as resolution and monitoring of all obstacles. Some of the obstacles include identification and resolution of deficiencies on 1130 NMCI computers that did not meet the minimum mehiory, model, processor, or disk space requirements for WIN? IPL but still must undergo WIN7 IPL, called "NoGo" seats. Ms. Fritz leads a small hands-on team that proactively identifies and addresses existing and potential roadblocks, innovating the way forward.

As of the end of July 2013, with 30% of NAVSUP seats having undergone WIN7 IPL, NAVSUP has a 60% success rate. Compared to ECH II commands of similar size, NAVFAC has a 35% success rate with 28% of seats under IPL, NAVAIR has a 37% success rate with 17% of seats under IPL, and CNIC has a 32% success rate with 44% of seats under IPL.

The exceptional dedication of Ms. Fritz to this project and to supporting her customers is particularly noteworthy. As a GS-12 IT Specialist and OCTR for the NAVSUP NMCI East Coast, she is already fully tasked, but agreed to take on the additional responsibility. Picking up the pieces, she drove her team to success, requiring minimal guidance from management.