

2012 SEP 25 AM 9:33

Stephen Ford
CMR 467 Box 1198
APO, AE 09096
September 17, 2012

Lynn Alexander
Attorney, Disclosure Unit
U.S. Office of Special Counsel
1730 M Street, N.W., Suite 218
Washington, D.C. 20036-4505

Re: OSC FILE NO. DI-12-0081

Dear Lynn Alexander:

I have reviewed the contents of the package sent to me in regards to the above OSC complaint I submitted in October of 2011. My comments are as follows:

Although the agencies response addressed the allegations presented to them by the complaint as forwarded to them by the Office of Special Counsel (OSC), the total value of equipment that was stored in the IT warehouse far exceeded the stated value in the complaint of approximately \$770,000.00. I would place the estimated value well in excess of \$2,000,000.00; \$1,100,000.00 in accountable property, which did not include the phone equipment. This information was provided to the OSC in the original complaint and was presented to the investigators upon their arrival.

Allegation one addressed specific equipment that was in the IT warehouse. The specific equipment mentioned as well as a majority of the equipment and supplies that were stored in the warehouse have now been issued or sent to the Defense Reutilization Marketing Office (DRMO). I would place a conservative value of equipment that was sent to DRMO without ever being utilized at approximately \$300,000.00, none of which was identified or addressed in the allegations or in the response from the agency.

A majority of the telephone equipment is no longer in the custody of the IT division, however the project is not completed as of this date. The Dell 1950 Tumbleweed servers remain in the lab. Some configuration has taken place, but they are still not in production. The two Sidewinder firewall appliances in the lab were part of a 4 appliance

purchase. Two of the appliances were in production; the other two remained in the lab powered off and have since been sent to DRMO.

Allegation two addressed the failure to implement a product called Computer Associates Software Delivery Version 11.5. When I arrived at DoDDS-Europe in April 2007, the hardware equipment required for the upgrade of this product from version 4.5 to release 11.x had been purchased and was in the process of being delivered to the schools. The maintenance contract awarded in September of 2008 was not the original contract associated with the project to upgrade this particular software suite, it was an increase to the number of licenses required. No action was taken by the Division Chief to implement the latest release of this software even after the local technical staff and the vendor informed him that this would correct multiple technical issues and provide for improved performance within the software delivery, equipment asset management and Service Desk areas as well as provide for coverage of the new 64 bit hardware and software platforms. The discussions in March of 2009 and August of 2009 were in regards to release 12 of the software suite. These discussions were prompted by an ongoing attempt by the technicians that supported and used the software to proceed with the upgrade to the latest available release of the product, which the Division Chief refused to endorse, as the report indicates. The new IT management suite of products, Symantec's Altiris Suite that was purchased in July 2010 to replace the Computer Associates Software Deliver Suite and Service Desk Management Software was made with no plan for implementation. A vendor was contracted to implement the Service Desk piece of this suite in July of 2010. This was an attempt to implement the version 7.0 of the aforementioned software. A lack of technical expertise and knowledge of this product resulted in a delay of one year in the actual production implementation date. Several deficiencies with this version of the software were identified and the vendor released a new version to correct these deficiencies, however the Division Chief would not allow the product to be upgraded to that version. The implementation of the full software suite purchased was never accomplished, again resulting in a significant waste of taxpayer dollars.

I have had no interaction with the Project Management office established earlier this year. I have no personal knowledge of any policies or procedures that have been put in place by the agency to preclude this type of problem from recurring in the future.

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It is unclear to me how the agency determined there were no criminal or regulatory violations. I do not understand how the responsible Division Chief was permitted to leave the agency and obtain a position at a higher grade level within the federal government without being sanctioned or prohibited from any fiduciary dealings within the federal government. This is a clear case of waste of tax payer's money due to the mismanagement of the Department of Defense School System Europe Information Technology Division by this individual.

Sincerely,

A handwritten signature in black ink, appearing to be 'S. Ford', written over a large, light-colored oval scribble.

Stephen Ford