

Enterprise Services

Asset Management

Customer: Defense Contract Management Agency (DCMA) | Period: 10/1/2001 – 9/30/2007



Why Triple-i?

Qualified civilian and defense industry experience with enterprise services and asset management

Secret and top secret security clearance

Successfully oversees massive asset management tasks

Fail-safe status and location tracking of all technology assets used by employees and contractors

Customer-focused, value driven management approach

A Service-Disabled Veteran-Owned Small Business

Customer Profile

The Defense Contract Management Agency (DCMA) is the Department of Defense (DoD) agency responsible for working with the Defense industry to ensure that systems, supplies, and services provided by Defense contractors are delivered on time and within budget, while satisfying the quality and performance requirements associated with the contracting vehicle.

Business Challenge

DCMA has facilities and assets for its 12,000 employees and a large number of contractors, subcontractors, and consultants at installations throughout the U.S. and across many countries around the world. Managing and tracking the location and status of technology assets deployed to its employees and contractors has been a troublesome management challenge to DCMA. In addition to tracking the physical location of these assets, DCMA must ensure that they are properly maintained and refreshed with updates of new software releases to ensure that they fully comply with DCMA technology standards.

Our Solution

In mid-2005, DCMA awarded a contract to Triple-i to provide ongoing asset management and asset maintenance support services at its facilities in the U.S. (CONUS) and outside the U.S. (OCONUS). Triple-i is providing overall leadership, training, and management of this function through 13 Accountable Property Officers (APOs) and numerous Hand receipt holders who are based in the U.S. and abroad.

While Triple-i has been responsible for overseeing the active management of IT resources for DCMA, it has also been instrumental in the improvement of policies, procedures, and processes for tracking and deploying assets. Triple-i has worked closely with DCMA to implement recommendations made by its outside auditor, PricewaterhouseCoopers, for improving the traceability of DCMA assets. Triple-i has also assisted DCMA with the design of automated tools for the ordering, authorization, distribution, receipt, and payment of IT equipment to DCMA users.

Triple-i has also provided property management assistance to DCMA through the following:

- Provide guidance and asset management oversight for DCMAIT for turn-in of assets to the Defense Reutilization and Marketing Office (DRMO), transfers to other organizations or within DCMAIT as required. Triple-i also prepares, as needed, a periodic inventory inspection routine of assets and local policy.
- Create and maintain the Unit Identification Code (UIC) table, which is used to identify the Contract Management Office (CMO) locations.
- Train, coordinate, and publish documents related to the Defense Property Accountability System (DPAS). These documents have been placed in a Web-accessible repository for DCMA staff access.
- Enter assets into the approved accounting system within 30 days of receipt confirmation. For those assets purchased by DCMAIT-East or DCMAIT-West, the respective Asset Managers will follow the same procedures as those identified for DCMAIT purchased assets.

- Have security clearance and permission to control the security access of all users in DPAS. Perform account maintenance functions in DPAS through DISA. To have access to security Module to reset locked passwords of all users.
- Manage APO (Accountable Property Officer) activities over a network of 13 other APOs from each sector and their supporting staff. To manage, train, and support them in their roles as Sector APOs and support staff.
- Serve the agency as representative to the DPAS configuration control board, offering insight and ideas to DPAS management to keep their needs incorporated into DPAS functionality.
- Work closely with the contracting team to:
 - Ensure that bar coding requirements are incorporated into any given asset's contract.
 - Ensure that the hardware deployment Web site is maintained with all contract information.
- Act as the local APO for Headquarters, to include recovering receipt data from asset management Web site, bar code, and serial information and loading the same into DPAS. Conversely, to obtain asset information on outgoing or excess assets, filing the proper paperwork, and removing these assets from the property book, while maintaining records to verify disposition.
- Represent the DCMAIT POC for the President-mandated "Computers for Learning Program."
- Maintain currency with all Property Asset Management rules, Government regulations, and DoD mandates.
- Manage and implement annual inventories to oversee audits by the Sector APOs and to spot audit the inventory across the agency.

As part of Triple-i's administration, it uses Computer Associates' CA Unicenter Asset Management Option (AMO) and Defense Property Accountability System (DPAS) for reporting assets. Using these tools, Triple-i conducts ad hoc queries and reports about hardware, software, excess metrics, and user configurations, as well as financial reports detailing, among other things, Capital Asset depreciation for DCMA management. Triple-i helps to manage over 37,000 individual pieces of equipment in DPAS with an estimated property value over \$127 million.

Triple-i personnel have taken and passed all asset management courses offered through DPAS, as well as maintained a working relationship with the staff at DFAS, DISA, and NAVSISA - all integral aspects of DPAS. As a result of this extensive training, our senior Asset Manager is able to conduct on-site training to DCMA personnel on asset management practices, policies, and procedures within DCMA.

Also, as a result of the breadth of knowledge gained through our work on this contract, Triple-i has been asked to serve as DCMA's representative on the DPAS configuration control board to help DPAS grow in a way that fulfills DCMA's needs.

Other Customers

In addition to providing Enterprise Services to DCMA, Triple-i has also provided Web design and development, software development, and independent verification and validation (IV&V) to the agency. Triple-i has also provided services such as testing, systems administration, SAN architecture, portal and oracle development, interface development, and help desk support for the Defense Logistics Agency (DLA).

To find out more about these and other contract services, visit our website at www.iiinfo.com or contact sales@iiinfo.com.