

# Enterprise Services

## Interface Development

Customer: Defense Logistics Agency (DLA) | Period: 5/9/2005 – 9/30/2010



### Why Triple-i?

Qualified civilian and defense industry  
experience in enterprise services

Secret and top secret  
security clearance

Interface design and development

Implementation support

Requirements definition

Customer-focused, value driven  
management approach

A Service-Disabled Veteran-Owned  
Small Business

### Customer Profile

The Defense Logistics Agency (DLA) is a U.S. Department of Defense (DoD) agency that provides wide-ranging logistical support for peacetime and wartime operations, as well as emergency preparedness and humanitarian missions. The agency currently employs over 28,000 civilian and military employees working in 50 states and 28 foreign countries.

### Business Challenge

DLA is currently undertaking a major initiative to bring its subsistence business processes and supporting information systems to the latest standards. This Business Systems Modernization initiative was launched in 2000 and was designed to ensure uninterrupted and efficient logistical support for Class 1 supplies by all of the military service units. A major part of this initiative is Common Food Management System (CFMS), a modernizing and streamlining of DLA's operations that feed service members, civil servants, and contract employees under its command.

Prior to the CFMS program, the four branches of the military had operated in four separate worlds—using four different food management systems since their inception. This caused considerable waste and inefficiencies. This called for:

- Replacing independent food management and logistics systems used by each of the military service branches with common processes using a single Common Food Management System (CFMS); and
- Transforming the diverse logistics practices into standard and fully integrated business functions and information systems that had previously supported the logistics planning and distribution of food and supplies by each of the military units.

### Our Solution

Triple-i, IBM, and BearingPoint were awarded a contract by DLA in 2005 to implement planning and ongoing maintenance support of the Common Food Management System (CFMS). Under this contract, Triple-i provides a range of ongoing application planning and full lifecycle development support services for the design, development, and implementation of interfaces between CFMS and other DLA systems. As a standard of business for Triple-i, we work closely with DLA stakeholders and other contractors, providing CFMS support to coordinate all contract activities and formal deliverables.

Triple-i's specific role in supporting CFMS effort is implementing, planning, and providing ongoing maintenance. The scope of services provided by the Team includes replacing four separate legacy food service management systems with a single CFMS application capable of integrating the food management functions at the Dining Facilities as well as the Enterprise level. DLA's business goals are to provide end-to-end (source-to-consumer) food and supply distribution with a single point-of-contact to orchestrate the supply chain.

This system will include common support processes whether we are in peacetime, contingency, or during periods of war. It also must provide support in the Continental United States (CONUS) and Outside Continental United States (OCONUS); coordinate acquisition and deployment of DoD Class 1 items based on common usage, leading to the

economical and effective application of resources; and continuously improve processes by developing and analyzing performance and customer service metrics.

The CFMS joint food service management program, which will pilot in June 2008, will be used across all DoD Military Food Service Programs—a truly amazing and revolutionary change for food service in the military. DoD savings are anticipated to be over \$1.5 billion over the life of the CFMS Program.

Beneficiaries of CFMS will include all of the DoD Military Services Food Service Operations, such as Military Sealift Command, the Defense Logistics Agency, and Natick Soldier Systems Command.

Triple-i is providing application development support for the CFMS interfaces in four ways:

- **Requirements Definition:** Triple-i is documenting the inbound and outbound information that must be exchanged between CFMS and the interfacing financial (DAAFC and MFS), ordering (ZAPIT), and supplies catalog (STORES) systems. During this phase, Triple-i is also developing a Proof of Concept and a Prototype Model to identify the information required and to demonstrate the flow of information.
- **Interface Design:** Triple-i will prepare a detailed system design that defines all functional, technical, and security design considerations prior to development. The Preliminary System Design (PSD) will ensure that the technical standards for DLA are observed, that the functional requirements are documented in collaboration with end users, and that DLA security requirements are incorporated into the design. System specifications will be prepared upon sign-off of the PSD.
- **Interface Development:** Following acceptance of the design specifications, the interface developers will initiate the development steps to build the interfaces and conduct interface testing.
- **Implementation Support:** Following completion of the testing and sign-off of the tested interfaces, Triple-i will continue to provide as needed support and subject matter expertise for the overall implementation of CFMS.

### Other Customers

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

**To find out more about these and other contract services, visit our website at [www.iiinfo.com](http://www.iiinfo.com) or contact [sales@iiinfo.com](mailto:sales@iiinfo.com).**