

## Enterprise Services

### Systems Administration

Customer: Defense Logistics Agency (DLA) | Period: 3/1/2005 – 9/30/2014



### Why Triple-i?

Qualified civilian and defense industry  
experience with enterprise services

Secret and top secret  
security clearance

Migration and integration  
management and support

Best practices that eliminate waste  
and redundancy

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

As DLA provides its worldwide support, deployed resources often become underutilized, resulting in increased DLA operational costs and an increased risk that technologies will remain in production beyond their useful life. Continual support also naturally increases the risk of outages and interruptions in operations as technologies age.

As part of its Business Systems Modernization program, DLA has identified several strategic technology initiatives aimed at:

- Leveraging its technology assets and increasing the level of utilization
- Increasing its conformance with DoD technology and security standards
- Reducing its overall information technology costs

One of these technology initiatives is the implementation of Enterprise Data Centers (EDCs) that consolidate many of the DLA global IT data centers.

#### Our Solution

During the EDC East data center's period of migration and consolidation, Triple-i provided systems administration support to DLA and ongoing sustainment support following the completion of the consolidation. Triple-i provides UNIX system administration and maintenance support for HP Solaris and AIX servers, as well as Windows system administration and maintenance support for Windows NT, 2000, 2003, and XP servers.

The systems administration support for the HP UNIX and Windows environments includes:

- Installing operating software and configuring client work stations
- Maintaining operating system software and providing patch updates to Windows and UNIX servers and test servers following patch updates
- Account management in support of user access (User ID's and password changes)
- Trusted agent support that ensures clearance access levels are correct and provides access training for properly authenticated trusted users
- Security risk assessments that monitor the networks to ensure that the security environment remains uncompromised
- Support, installation, and setup of new printers and ongoing support of all network and client-dedicated printers
- Log monitoring and overall systems monitoring
- Device configuration and performance tuning

- Access monitoring over the networks to ensure security over the servers and client workstations
- Maintaining Storage Area Networks (SANs) and integrating new storage solutions (data backup and online storage) and services into production
- Providing consultation to users who require more information about storage services and solutions
- Problem management through action plans, corrections to root cause of technical problems, and leads escalations
- Change management consultation to DLA Operations for all major technical changes
- Working with engineering to develop new technical solutions that are beneficial to users and help to reduce costs
- Managing process improvement and cost reduction projects over network equipment and devices
- Quality assurance checks utilizing TQM methodology to drive increased service levels and use metrics to demonstrate quality improvement, or efficiency gains
- Asset management through periodic and ongoing inventory and equipment checks to ensure accountability and ownership of equipment issuances

#### **The operating environment for this EDC facility includes:**

- Windows operating system, Exchange servers
- VM Ware (HP)
- Cisco backbone
- Storage Area Network (SAN) Technologies
- Tape library (for Windows and UNIX)
- UNIX UX, AIX, and Solaris operating systems
- Brocade / McData
- EVA, EMA
- OV SAM, Command View
- BMC Patrol, OpenView Operations
- Veritas NetBackup, Data Protector
- Large Tape Libraries (DLT, LTO)

#### **Other Customers**

In addition to providing systems administration to DLA, Triple-i has also provided services such as testing, interface development, portal and oracle development, storage area Storage Area Network (SAN) utilization services, 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).**