



Why Triple-i?

Qualified civilian and defense industry experience

Thorough and effective IT Strategic Planning Support and Leadership

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 help ensure that DoD and other Federal and allied government systems, supplies, and services are delivered on time and at projected costs, while meeting performance requirements. This involves managing 320,000 prime contracts, valued at more than \$850 billion.

Business Challenge

DCMA's IT Customer Service Organization (ITCSO) provides information technology policy, planning, design, and telecommunications services to all DCMA employees, as well as limited numbers of other DoD Components' employees. The ITCSO, through its in-house IT staff and external support resources, is responsible for managing a large technical architecture consisting of approximately 12,000 desktop personal computers, 500 servers, and 346 circuits (266 T-1s, two 6 MB circuits, one 20 MB circuit, and 76 T-3s).

Our Solution

Triple-i provides technology support to the DCMA CIO, Director of Software Development, Director of Infrastructure and Architecture, and Director of Security. Support falls within the following major categories:

- **IT Strategic Planning Support and Leadership:** Triple-i serves as the technical authority for DCMA at meetings chartered to develop Government or DOD-wide procedures, exchange information between agencies or between government and industry, or to resolve mutual problems. In this capacity, Triple-i significantly influences the Agency's position, defends those positions, or negotiates agreements that meet overall objectives, and provides staff advice and technical expertise to top-level management, coordinating efforts as needed.
- **Enterprise Architecture Maintenance:** The enterprise architecture is the current blueprint of DCMA hardware and software components. As changes are made to the current architecture, Triple-i is responsible for updating portions of the overall DCMA-wide architecture document. Triple-i also maps the enterprise architecture to the DCMA IT budget to ensure that the technology refresh program is aligned with the available budget.
- **Gap Analysis:** Triple-i's proactive support to DCMA includes monitoring their technology components. As part of DCMA's goal to maintain its overall technology infrastructure and application architecture, Triple-i conducts Gap Analyses of IT components that support DCMA. As warranted, such analysis also includes recommendations to replace components that are out-of-date or costly to maintain.
- **Technologies Marketplace Monitoring:** One of the most vital requirements DCMA has is maintaining market awareness of commercial sector and federal agency technology trends. This function includes identifying new technologies and the benefit they contribute, and deploying these technologies. Triple-i continuously monitors these markets to identify suitable opportunities to refresh the enterprise architecture. This research function also includes preparing business cases for the use of new technologies as well as conducting forums with DCMA IT and business executives to explain the use of new technologies and their associated business value.

- **Focused IT Market Research:** In addition to monitoring the general IT market, Triple-i also conducts market research and evaluates technologies to address specific business or technical issues. For example, Triple-i provided leadership on a project to identify and evaluate alternative solutions to reduce the number of servers. The result of this project was a solution that reduced the number of servers from 560 to 160.
- **IT Acquisition Support:** Triple-i supports the acquisition of IT systems and services. This includes coordinating with DCMA Program Managers to develop initial acquisition requirements, drafting requirements, and other acquisition documents; developing cost estimates; tracking requirements through the acquisition process; and drafting answers to vendor questions for Government review.
- **Web Site Management:** Triple-i plans, designs, updates, and manages internal and external DCMA Web sites. As part of this role, Triple-i maintains, integrates, and installs Web server software and serves as the technical expert for Web site issues to DCMA management. Triple-i works with DCMA program office representatives and project managers to analyze and identify user requirements and participates in business-engineering projects. Triple-i also oversees Web site content to ensure information is current and accurate, and alerts the content owners of the need to update their information. In this capacity, Triple-i analyzes systems requirements, code, data acquisition and output media/formats, and user interface requirements. This includes working with DCMA users to test and debug applications, assuring software quality and functionality, and evaluating new software applications and new systems and programming technologies.
- **Inventory Management Support:** Triple-i performs database maintenance on the Defense Property Accounting System (DPAS) as directed by the Director of Architecture and Infrastructure and develops and runs DPAS production reports. Triple-i also supports all inventory and property accountability activities conducted by the Government. This includes the identification of problems that involve the database. Triple-i works closely with the system administrator to ensure that the database and operating systems are tuned for maximum performance.
- **Metrics Management Support:** Triple-i produces agency-wide performance metrics for DCMA in the form of an IT Balanced Scorecard. The Balanced Scorecard includes server and circuit availability and utilization, help desk trouble ticket resolution, customer satisfaction, system security, asset deployment and disposal, financial expenditures, and Earned Value Management. This function includes analyzing the metrics for problems and trends and recommending plans for performance improvement to ensure performance is meeting or exceeding standards and cost and schedule objectives.
- **Help Desk Tickets Monitoring:** One way that Triple-i determines potential challenges is to monitor trouble tickets reported through the Help Desk. Triple-i reviews the trouble tickets and reports to identify areas that should be evaluated further.
- **DCMA Security Environment Monitoring:** Over the last ten years, most federal agencies have increased their vigilance of security over their technology assets and information from outside attack. DCMA has increased its resources to ensure that its IT infrastructure is adequately protected from outside attacks and inside threats. Triple-i works closely with the DCMA Director of Security to monitor potential areas of exposure and to evaluate security solutions implemented across other Federal Agencies.
- **A-76 Development:** Triple-i developed portions of the A-76 documentation and had responsibility for continued maintenance of A-76 documents.
- **IT Policies and Procedures Development:** Triple-i provided strategic planning support, including the preparation of new or revised IT policies and procedures to support technical solutions.

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