

Office of Systems Development and Integration (OSDI)

Aquilent provides a wide range of services and expertise to help the Department of Labor's Information Technology Center achieve significant improvements in the delivery of IT services.

the objective_

The Information Technology Center (ITC) of the Department of Labor (DOL) sought to revamp its internal processes and realign functions in order to continuously improve the delivery of technology services to Office of the Assistant Secretary for Administration and Management (OASAM) customers and others. The Office of Systems Development and Integration (OSDI) is one of two offices within ITC that are at the forefront of making these changes by implementing a combination of DOL, OASAM, and industry best practices that result in high performance teams and delivery of results.

Many applications were not consistently following the DOL systems development lifecycle management (SDLCM); no Standard Operating Procedures (SOP) for solution development were in place; and few systems had completed Security Certifications and Accreditations (C&A). DOL uses the Office of Management and Budget (OMB) "Select-

Control-Evaluate" methodology to support a DOL-wide IT investment management process. Investments are rated in the following areas: Architecture Compliance, Security Compliance, Work Breakdown Structure (WBS), Cost Benefit Analysis (CBA), Operational Analysis, and Risk Management. Many investment scores were rated as in the "red."

the solution_

Aquilent was awarded a contract to provide services that include:

- > Managing the full SDLCM process.
- > Supporting OSDI business customer requirements for the development of technical solutions to satisfy functional needs and processes, while adhering to DOL SDLCM methodology and best practices.
- > Executing Operations and Maintenance (O&M) support for OSDI-owned systems.
- > Investment Management (IM) for ITC, Business Operations Center (BOC), Human Resource Center (HRC), and Department Budget Center (DBC).
- > Implementing quality assurance processes to ensure solutions meet government acceptance standards.



- > Implementing mechanisms such as Measurement & Analysis (M&A) plans to track and report compliance with OASAM, ITC, and OSDI performance goals.
- > Refining and implementing OSDI Business Solutions Development (BSD) processes and templates used to execute enhancement and O&M activities.

Aquilent provides custom software development, strategic business planning, project management, enterprise architecture planning, application operation and maintenance, security policy management, capital planning and investment control management, system lifecycle management, and record management support for more than 25 internal and external applications.

Of these applications, four are used department-wide across multiple agencies and one is being deployed in five outside federal agencies (Transportation Security Administration, Federal Air Marshal Service, Federal Emergency Management Agency, Department of Education, and Health and Human Services).

Aquilent's approach enables the ITC to see a number of immediate improvements in their legacy applications, including:

- > Development of improved processes and SOPs to integrate departmental lifecycle management with industry standards.
- > Completion of the agency's Target Enterprise Architecture and Transition Sequencing Plan.
- > Compilation of a repository of legacy application documentation.
- > Successful migration of agency-wide legacy applications to stabilized hardware and software platforms.
- > Marketing of a DOL solution to other agencies in the federal marketplace on behalf of DOL, resulting in external agencies' subscription to OSDI's hosting service.

the payoff_

Today, substantial progress has occurred on many fronts as a result of Aquilent's involvement and assistance to DOL: More than 90% of the investment scores are "green," all eight of the OSDI major applications have Authority to Operate (ATOs), and more than 20 minor applications are current with their security documentation. In addition, our project management, governance, and technical teams have successfully worked to bring all OSDI applications and documentation into compliance with the SDLCM.

As a result of this project, Aquilent has established the framework to support current and future system development efforts that include a way to identify opportunities for application and data consolidation, prioritize development efforts based on business requirements, and maintain existing applications during the transition.

HIGHLIGHTS

- > Coordinate development of target EA and transition plan.
- > Implement enhanced security provisions.
- > Improve processes and SOPs.
- > Migrated 25 existing applications to stabilized hardware and software platforms.
- > Successfully market a DOL solution to other agencies in the federal marketplace.
- > Established the framework to support current and future system development efforts.

AWARDS

- > 2006 President's Quality Award for Expanded Electronic Government