

USA.gov IT Road Map

An IT road-map strategy executed by Aquilent is achieving a robust, flexible cloud-based infrastructure for multiple Office of Citizen Services and Communications (OCSC) websites that meets OCSC's needs for years to come.

the objective_

The General Services Administration's (GSA) Office of Citizen Services and Communications (OCSC) and the USA.gov team set a goal to modernize the technology behind their websites. Aquilent worked closely with OCSC and the USA.gov team to develop an IT road-map strategy that included achieving a robust and flexible infrastructure to meet the current and future needs of USA.gov, GobiernoUSA.gov (their Spanish-language site), and the many other OCSC websites. OCSC adopted the strategy and entrusted Aquilent with driving the IT Road Map Implementation through continued strategic technical consulting, change management, implementation of virtualized network hosting, and management of the ongoing roadmap efforts including enterprise content management, and portal development.

the solution_

The OCSC IT Road Map Implementation consists of three major projects, executed entirely by Aquilent, including ongoing program management, operations and support. These three projects are:

- > Cloud-based infrastructure design and implementation
- > Web content management system (CMS) design and implementation
- > Portal design and implementation

The Aquilent team leveraged its broad range of consulting skills, not only in performing the complete analysis and design, but also in working with and educating the OCSC staff, exercising extensive change management, and helping the OCSC team select the right vendors and procure the proper software. Then Aquilent worked extensively with the OCSC staff on the actual implementation of the cloud infrastructure and the ongoing operations and maintenance, as well as the analysis and implementation of the additional roadmap phases.



the payoff_

Through the implementation of the IT Road Map cloud infrastructure alone, OCSC cut its web hosting and infrastructure costs by more than 75% while increasing its capacity, flexibility, and ability to respond to new initiatives, whether driven by the White House or by the needs of the citizens. The flexibility of the cloud infrastructure—combined with a newer, more capable web CMS—dramatically increases the ability of OCSC staff to manage the entire environment and operations, and has freed up a lot of time to work on more value-added functions, such as new features and strategic ideas. Aquilent's solution put a system in place that provides the latest features and functions available to the citizens who visit USA.gov and GobiernoUSA.gov.

HIGHLIGHTS

- > Three-part project: cloud-based infrastructure design and implementation, web CMS design and implementation, and portal design and implementation.
- > Ongoing program management, operations and support.
- > More than 75% savings in infrastructure costs, including staff and services—money that can be much better used to fund enhancements to serve the citizens.
- > Use of cloud infrastructure for improved flexibility and “green” computing.
- > Detailed analysis of CMS tools provided an extensive quantitative and qualitative basis for selecting the CMS most suited to OCSC needs.
- > Key stakeholders own the decision making on this key component of the USA.gov infrastructure.

AWARDS

- > 2009 #1 Federal Website by The Brookings Institution
- > 2008 #1 Federal Website by The Brookings Institution
- > 2008 GovGab Blog receives 9 out of 10 rating by Blogged.com
- > 2007 President's Quality Award: Management Excellence
- > 2007 WebAward: Government Standard of Excellence
- > 2007 Brown University e-Government Report: #1 Federal Website
- > 2007 Time Magazine: 25 Sites We Can't Live Without
- > 2006 Univision: The Golden @
- > 2006 Taubman Center: #1 Federal Website
- > 2006 Webby
- > 2000 Hammer Award

