



Integration to a Single DOIM Structure

A Success Story: The Rock Island Arsenal
A centralized information technology management program improves consolidation initiatives and saves money.

The Challenge

When the Rock Island Arsenal (RIA) was ready to migrate to a consolidated Area Processing Center (APC), there was an immediate need to implement a single Directorate of Information Management (DOIM) on the base. That's why when Perot Systems Government Services, now Dell Services Federal Government, led APC migration efforts at Rock Island, one of the first tasks identified and implemented was the need to establish a single DOIM structure at the installation.

The Solution

Throughout the APC migration and single DOIM consolidation projects, we worked closely with Army contacts in NETCOM, ESTA, and PM NSC, and coordinated directly with ISEC to prepare and execute a strategic plan to successfully complete the joint initiatives.

The combined projects at Rock Island were the first of their kind and helped meet our company goals to provide forward-looking, mission-focused solutions to help the Army consolidate and improve the cost effectiveness of enterprise IT infrastructure. The single DOIM model was critical to the success of migrating to the APC and the success of both projects creates a process blueprint for future installations.

Our Collaboration with the Rock Island DOIM

At RIA, we developed a security technical implementation guide (STIG) reporting tool that created XML extract reports for DOIM personnel to audit the number of requirements met by each server. To manage workload, Dell established review and prioritization meetings with the DOIM. During the email migration, our team coordinated across multiple tenants to consolidate services into the single DOIM system.

In an early phase of the migration to the single DOIM, we assisted in implementing a System Change Request (SCR) process for tenants to use, along with establishing a Change Management Board (CMB) including an approval process with a repository that captured the rationale for each change. These processes virtually eliminated unauthorized changes, assisted in maintaining configuration standards, and provided a means for identifying impact potential.

To support efforts to optimize resources and improve incident resolution time, we proactively instituted advanced communication measures to let end users know which issues to direct to the DOIM and which issues were the responsibility of the C-TNOSC as part of the APC administration. We also communicated with tenants to secure buy-in, establish priorities, and facilitate scheduling.

The Result

The single DOIM enables:

- Better integration with the APC
- Lower Total Cost of Ownership (TCO) for information technology
- Enhanced consistency with and access to email addresses, collaboration tools, SharePoint documents, and other electronic information
- Single service desk interface
- Consistent service level standards for all tenant organizations

Update: New Contract Awarded

In January of 2010, Perot Systems Government Services, Inc., an indirect wholly-owned subsidiary of Dell, Inc. (Dell Services Federal Government), was awarded a five-year agreement to provide command, control, communications, computer and information management (C4IM) services to Rock Island Arsenal. Under the new contract, we will continue to provide network operations, desktop services, email, information assurance, telephones, and connectivity to long-haul communications.

Dell Services Federal Government Adds Value to the Army's IT Initiatives

We have extensive experience implementing IT solutions both in the government sector and commercial enterprises. Our processes are precise and disciplined within ITIL-based methodologies using a phased approach. Situational flexibility is built in to proactively address emerging issues, meet changing site demands and provide innovation. To help ensure success for infrastructure and application initiatives, our core capabilities include:

- Data center management (GOCO and COCO)
- Enterprise computing (mainframe, servers, AS400, VMS, SAN, and more)
- End user computing (service desk, desktop, and messaging)
- Enterprise network (data, voice, and convergence)
- Consolidation and migration projects (IT, networks, servers, applications, and more)
- ITIL implementation programs
- Information security
- Benchmarking
- Legacy modernization (including custom applications for integration)
- Application management and testing
- Cloud computing and virtualization technologies

For more information about any of our service offerings, please contact your Dell representative or visit dell.com/services.

Advantages of a Single DOIM Structure

IT resources are typically better managed with a fully integrated DOIM, and information assurance protection and compliance improve through common standards and centralized processes. In addition, day-to-day management requirements decrease by eliminating site-level and organization-level IT stovepipes. Also, a central DOIM enables a more efficient migration to the Area Processing Center and supports the Chief of Staff's execution order for aggregation of the LandWarNet.

As an additional benefit, a single DOIM construct best facilitates enforcement of the latest version of the Army Gold Master (AGM) software for all applicable workstations and implementation of STIGs.