# CASE STUDY

## PQC

**We provide innovative, cost-effective solutions in:**

- Project Management
- Web Development
- Server Farm Management
- Data Harvesting/Content Management
- SharePoint 2010 Administration/Development

## TOP FUNCTIONS OF CONTRACT INCLUDE:

- Serve as the overall program management and senior architect for all IT services provided under the CAC G6 program office.

- Plan, develop and implement systems engineering, enterprise server farm administration, business analysis and process improvement, enterprise content management, portal operations and web content, enterprise search management and user training.

- Provide day-to-day management, including: server status, application and system requirements management, content development, gathering and analyzing data, issues management, reporting of significant activities, and identifying systemic problems for resolution and tracking.

## Combined Arms Center G6 Portal Enterprise Platform Support

**PQC was selected to manage operations and provide sustainment support and general IT services to the Combined Arms Center (CAC) G6.**

Fort Leavenworth is the center of Army Officer Leadership training, and the CAC G6 IT operations are a critical 24/7 worldwide resource. Fort Leavenworth is the oldest continuously operating military installation west of the Mississippi, and since 1882 it has been providing Army-wide leadership and professional military education and training that include functional training, battle command, doctrine development and lessons learned.

Over three years, PQC was responsible for CAC enterprise-wide portal operations, maintenance, training, content management, governance, library development, business process analysis, and business process development in support of a dispersed CONUS-wide three-star command. Our team ensured the portal platform was available 24/7 to host over 3,600 collaboration sites and to provide a gateway for up to 1.2 million users across the Army. In a 22-month sample period, our team provided an average Server Farm availability rate of 97%.

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One of the greatest challenges our team met was that PQC came into this project charged with completing deliverables that had fallen 18 months behind schedule under the previous contractor. To rectify the situation, we put in place a team of seasoned IT professionals to support this mission-critical requirement. Additionally, we restructured the team with a flatter organizational arrangement, developed detailed operational plans, and created a centralized system for work order processing to streamline resources and responses. The services provided for G6 applied to current systems and applications, systems/applications in transition but not yet accepted, systems/applications approved but not installed, and any new government approved system/application added to the Service Catalog.

**Project Management.** We provided senior leadership in supporting this comprehensive system's design and maintenance. This included a detailed monthly report and operational project plan and summarized system/process requirements and meeting notes pertaining to design, requirement documentation, CIO/Stakeholders, change configuration boards and projects.

Our PM was well received by the customer, who commented that he brought "many benefits to the table, but mostly his ability to organize and visualize what is required to meet the deliverables has been outstanding." They further noted that "his management and oversight provided an increase in use to the CAC SharePoint (700%) as well as accomplished more tasks

in less time during the first period of performance."

**Operations & Maintenance.** CAC provides services to an audience throughout the world with mission-critical activities. As such, the availability of CAC Portal Enterprise Platform services is a priority of CAC. PQC performed daily operations and maintenance of the platform portals, which act as standalone systems in the sense that each contains unique content, permissions and basic functions. Our team's operations and maintenance tasks included system administration, database administration, data backups, application monitoring, performance monitoring, capacity planning, problem resolution, infrastructure software deployment, application software deployment, configuration/patch management and incident response.

**System Engineering.** PQC provided system engineering and oversight to the three components of the CAC Portal Enterprise Platform: Public Internet, Unclassified Restricted, and Classified. We also provided architectural support to the CAC Portal Development platform. PQC supported and maintained existing systems and suggested recommendations for system modernization and expansion to meet evolving mission requirements.

The improvements PQC provided to the back- and frontend of all platforms increased confidence and the usage of the system. When PQC first arrived, the system platforms had an average of 168 users per minute. By spring 2015, that average was up to 1,500 users per minute. PQC also consolidated

servers from other CAC organizations to provide better value to the customer in the DoD's work to streamline the application and server management consolidation effort across the Army. Among other improvements, PQC increased the engineering platform from 12 virtual servers to 27, and we developed a centralized system to process work orders and government requests. In addition, we set up a new monthly status reporting area and documentation that consolidated reporting information and included entries for every deliverable to ensure the COR was current as to the status of every requirement.

Our team developed and implemented lifecycle-related documentation, including the System Architecture Document; Detailed Design Document; Security Plan; Business Continuity, Contingency and Recovery Plan; Deployment and Operations Guide; Systems Deployment Plan; and Requirements Analysis Document. Prior to our involvement, these plans were merely templates with no local procedures. We submitted all draft governance to the G6 and CKO on both Portals to support the creation of better best practices on all platforms.

**Development & Deployments of New Applications & Systems.** PQC developed multiple-user applications to support the CAC SharePoint portal. All applications were delivered utilizing standard SharePoint Enterprise edition Out-of-Box capabilities, to include integration with Microsoft Office Platform. New developments followed our rapid development methodology.

**Public Website Updates**

539 Total Updates Leading to Business Process Improvements

| # OF WEBSITE UPDATES | March 2014 | April 2014 | May 2014 | June 2014 | July 2014 | Aug. 2014 | Sept. 2014 | Oct. 2014 | Nov. 2014 | Dec. 2014 | Jan. 2015 | Feb. 2015 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Updates Per Mo. | 45 | 39 | 39 | 89 | 43 | 43 | 43 | 43 | 45 | 32 | 34 | 44 |

**Web Content & Portal Operations & Maintenance.** PQC performed daily operations and maintenance of the CAC portals, subordinate pages and associated data. Our development team support included both building and maintaining Web pages and providing assistance to organizations designing and building pages. PQC maintained existing Web pages, monitoring the portals and managing out-of-date, or inappropriate, materials on all sites. Featured in the chart above is a one-year period of PQC's website support for the G6, highlighting 539 total business process improvements.

**Business Process Analysis & Process Improvement.** CAC is migrating to a Mission Command Center and PQC provided business analysis and process automation to support the command. This included transition from local to enterprise applications that connect schools, organizations and the Centers of Excellence across the United States. PQC was honored that our customer recognized our team as being "instrumental in designing and automating core business processes that have resulted in reduced man hours required

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by the government to perform the same task before it was implemented."

**Enterprise Content Management.** The CAC Portal Enterprise Platform is responsible for the integrity and deployment of multiple types of information products across the CAC enterprise. While organizations produce their respective products according to internal processes, the PQC-maintained platform provided one-stop access for all CAC products upon completion. This required the maintenance of various repositories across all portal sites.

> ▶ After PQC initiated deployment and user enhancement of the FAST search system for SharePoint 2010, search usage has increased 390%. Since contract start, PQC has also developed and deployed a Search List Web Part to enhance the searching of large lists containing many items.

**Enterprise Search Management.** We created and maintained Enterprise search optimization. This process included the improvement of the search results set and user interfaces to the search engine for the CAC Portal system. PQC managed permissions and groups to ensure that individuals could access only those materials for which they were authorized. Our team worked continuously with G6 to improve the user experience through interfaces and search tool expansions.



**SharePoint Instructor Training**

Over 450 Students Successfully Trained
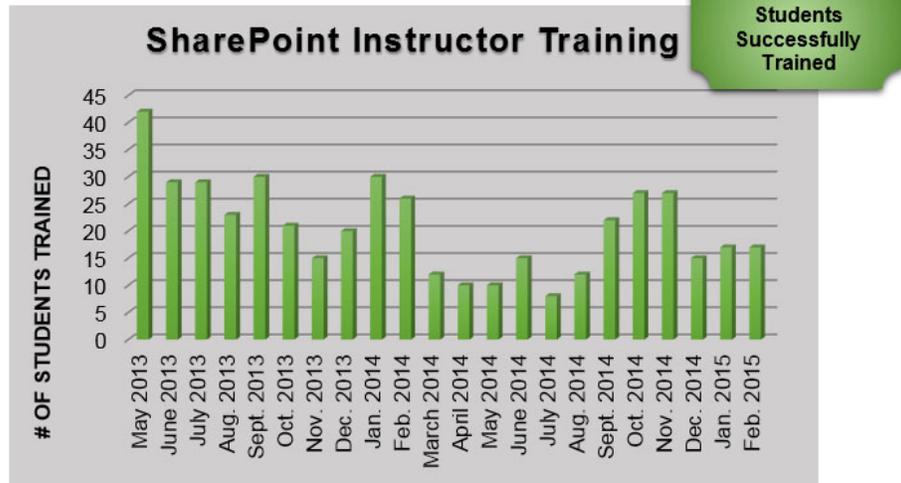
**SharePoint Training & User Instructions.** PQC also supported and developed SharePoint instructional products based on the CAC Portal operational environment and capabilities. Our products included video creation as well as the development of a new training site from which the videos can be accessed. The videos varied from an entire class to shorter 1–5-minute "how-to" videos. Our training team organized and maintained user instruction guides and handouts along with an online survey and certification records program. Additionally, we delivered one-on-one and classroom training sessions to support the SharePoint portals and knowledge base.

In conclusion, PQC helped our client accelerate their business with dependable and sustained IT maintenance and management, software development, training and more for their platform. We provided thorough analysis and customized product development and optimization to give the best solution for their users.