

Aligning Solutions With Strategic Business Goals

An Account of ITG Case Studies within GSA



Client Background

The General Services Administration (GSA) is the largest public real estate organization in the nation and acts as the landlord for the U.S. civilian federal government. It provides workspace for over 1.1 million federal workers through the ownership or lease of 9,624 properties. Combined, these properties total over 370.2 million square feet of workspace and are responsible for over \$5 billion in agency revenue.

GSA's mission is to deliver the best value in real estate, acquisition, and technology services to government.

Introduction

ITG has successfully delivered on complex, large scale, highly visible, and mission oriented projects for the GSA and is proud to have accomplished positive results that have been recognized by the agency. These projects include lease automation, asset management, electronic acquisition, and IT services that enable the GSA employees in a variety of areas.

The following case studies highlight ITG's accomplishments at the GSA while showing ITG's capability of managing, adapting, producing, and delivering solutions.



U.S. General Services Administration

Square feet: 370.2 million

Agency Revenue: \$16 billion

Full Time Employees: 12,635

Federal assets managed by GSA: \$500 billion

Budget: \$26.4 billion

Owned or managed properties: 9,624

Owned or leased vehicles: 215,000



Modernizing Real Estate Acquisition within the Federal Space

Challenges

Lease administration is a top priority of GSA's Public Buildings Service (PBS). PBS was using a legacy leasing application (eLease) that was built on older technology and designed with a static business process and operating model in mind. Within this design framework, the realty acquisition community did not have the flexibility to adapt to lease acquisition process changes, and did not have the visibility, transparency, and data to make decisions on the leasing process. PBS's goal was a modernization effort to replace this aging system with a tool that delivered new capabilities, enhanced usability, advanced data integrity and security, mobile capability, and advanced system administration.

The challenge was to take the legacy system and standardize the complex leasing process by converting it into a usable, agile, and adaptable application.

ITG Solution

ITG successfully developed and delivered the GSA Real Estate Exchange (G-REX) as the modern replacement of PBS's legacy application eLease. ITG used an Agile approach accompanied by close collaboration with the business line to detail the complex federal leasing processes. ITG translated these processes into user-friendly interfaces, enhanced functionality and usability of the system, expanded on system administration features, and added vital reporting functionality to the leasing process. The new system embraced Business Process Management (BPM)



Project: G- REX

Leases: 108,000

Projects: 28,000

Users: 2500+

Documents: 1.9 million

Interface Forms: 200

Processes defined: 300+



G-REX

development, database development, custom coding, and integration with existing applications.

ITG led several rounds of User Acceptance Testing (UAT) throughout the development process, gathered feedback from regional users and key stakeholders. ITG then incorporated the feedback into the application. ITG led training for users nationwide, provided training material (videos and user manuals) for a seamless transition, and trained help desk employees to ensure the efficient response to support issues.

In addition to the development effort, ITG continues to provide operations and maintenance support for the system and implementing new enhancements.

Outcome

Creating the modernized leasing application was a large-scale effort that ITG was able to successfully develop and deliver in 14 months. This is considered record time considering the complexity and scope of the system. G-REX is the first successful Agile based software development at PBS. ITG Change Management support resulted in a smooth transition to the new system. This success has led to G-REX being commended by the industry receiving multiple awards; Appian World 2013 where ITG received the Appian Innovation Award, Appian Partner of the Year Award 2014, at Realcomm Intelligent Business Conference GREX received the 2014 Realcomm Digie Award for Best Real Estate Technology Innovation.



GREX

Verify National Broker Contract Invo

Acquisition Type

* Specify how acquisition shall be accomplished

- In-house
- National Broker Contract
- Automated Advanced Acquisition Program
- Other

* Will broker be performing Requirements Development?

- Yes, the broker will be performing Requirements Development
- No, the broker will not be performing Requirements Development

Electronic Acquisition System Integrated

Challenges

Electronic Acquisition System Integrated (EASi) is an acquisition system that was built as a modernization effort to create a user friendly application for its users built on a modern architecture (the Appian Platform). Prior to ITG, the modernization effort faced challenges and the project was hindered by a series of issues such as adherence to schedule, poor application design, and resource allocation. This caused client dissatisfaction with the product developed as well as the platform. In September 2013, ITG was awarded the prime contract for EASi at the General Services Administration to provide IT development services, and program management to ensure that all current and future supported GSA portfolio business, acquisition, and financial goals are met.

ITG Solution

ITG successfully modernized the EASi application environment, and ensured that all industry best practices were employed throughout the development process through consistent peer reviews, and consultations with product vendors. ITG regularly executed performance tests to improve the efficiency of the environments. Most importantly, ITG consistently worked to align the application with the business needs of the organization.

ITG provided all Program Management under the EASi Task Order. ITG coordinated a program kick-off meeting, developed a transition plan, prepared monthly status reports, convened technical status meetings, prepared and updated the program



Project: EASi

2500+ Users

Integrated with 8 systems

Nationwide usage

Annual processing of contracts worth billions

The logo for EASi, featuring the letters "EASi" in white on a green rectangular background with rounded corners and a white border.

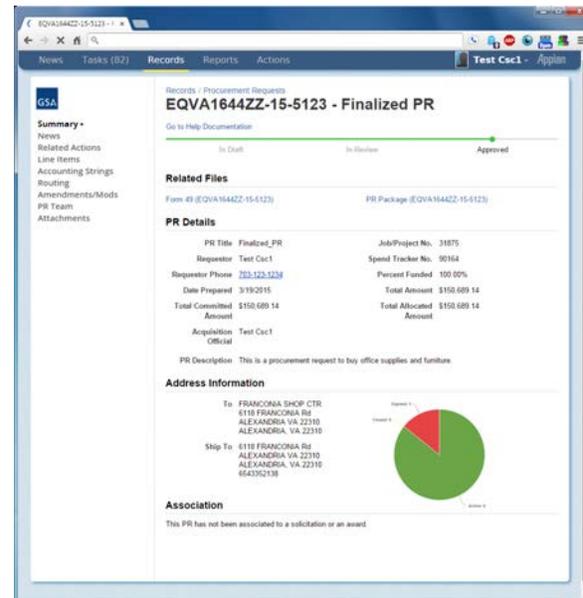
management plan, prepared trip reports, established change management and system documentation, established and maintains a Google Site. Throughout the project, ITG sustained configuration control and documentation, as documented in our Configuration Management (CM) Plan. EASi CM demonstrates our approach to maintaining complete traceability of configurable items for each component of EASi.

To ensure successful deployment, ITG provides release management tracking on all release steps and status. ITG supports Major, Minor, and Emergency Releases as necessary. On deployment, ITG provides Operations and Maintenance (O&M) for EASi. This includes all activities and functions to ensure the system performs as intended. The O&M Team adheres to ITILv3 practices where appropriate. We support the GSA Service Desk and meet required SLAs of the contract.

ITG successfully employs an Agile approach for EASi that is tailored to meet the client's familiar Waterfall approach. ITG's Agile approach allowed the developers and process modelers to collaborate closely with the business line to detail the complex federal acquisition process. This process was then deconstructed into workable pieces and organized into reusable and manageable components that satisfy PBS's goal of simplicity, adaptability, and ease of maintenance. ITG translated these processes into user friendly interfaces (forms, dashboards, and reports); enhanced the functionality and usability of the system; expanded on system administration features; and added vital reporting functionality to the leasing process.

Outcome

ITG developed an end-to-end acquisition application in less than a year and successfully rolled out to the first two regions in summer of 2014. As a result of the quick turnaround and success of delivery, GSA issued a new solicitation for additional EASi services. As a result, ITG competed and was awarded a 3-year contract. Over the past several months ITG continues to complete multiple enhancements. Over the course of 2015 we will be integrating with GSA's financial management system.



National Computerized Maintenance Management System

Challenges

Operations and maintenance activities across the GSA real estate portfolio were managed in a mix of vendor provided and GSA operated systems. All of these systems were siloed, with some being managed by GSA at a regional level or by Operations and Maintenance (O&M) vendors at a building, city or contract level. As a result, this prevented GSA from standardizing processes and procedures, effectively managing vendor contracts, reporting, and complying legislative and Executive requirements. These problems led to GSA's requirement for a single system to efficiently manage GSA assets.

ITG Solution

ITG began work on the National Computerized Maintenance Management System (NCMMS) to provide GSA a turn-key, fully managed IBM Maximo solution which creates a single, centralized system to manage all building O&M activities.

ITG's work has lead to:

- The deployment of a secure, scalable, and distributed infrastructure capable of meeting Federal Information Security Management Act (FISMA) security and continuity of operations requirements.
- Installation software components across 6 distinct environments to support development, testing, training, and production activities.



Project: National CMMS

Buildings supported: 1600

Total number of assets: 976,147

Preventative Maintenance Plans: 689,956

Used by GSA employees & contractors

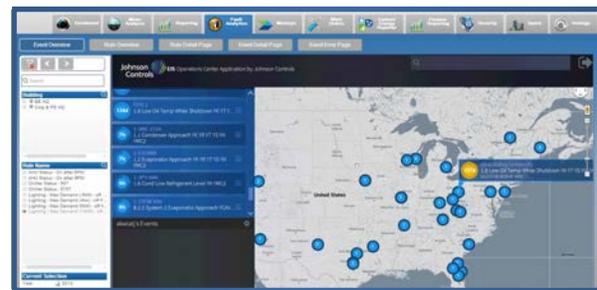
National system supporting 11 GSA regions

Supports desktop and mobile users



- Involvement of technical and functional stakeholders from across GSA to document a unified, national approach and set of processes for system utilization.
- Leveraging a phased but continuous delivery model to rapidly design, configure, and deploy enhanced functionality in the shortest timeframe.
- Successful migration of legacy data from a range of systems and platforms into NCMMS.
- Integration with existing IT assets, including access/identity management and enterprise reporting.
- Development of a national training strategy and created a range of training materials.
- Establishment of a helpdesk to provide support for issues management and resolution.

ITG's implementation provides GSA a superior combination of features, performance, and field-tested reliability, along with a clear roadmap of future functionality. ITG's lean and agile team—paired with IBM's deep experience and subject-matter expertise, provided the most stable, solid solution at the right price.



Outcome

ITG was able to transform the PBS' facilities management inventory and asset data-set and standard. ITG's System Administration and Infrastructure team set a new standard for Amazon Web Services architecture and security documentation. The NCMMS SSP and supporting documentation has been provided as a guide to others on how to secure GSA systems in the cloud.

The initial GSA security scans resulted in no critical or high-risk findings. This success has given the client the confidence that ITG is a capable organization that can operate under strict security measures. ITG also finalized the data mapping and load routines to normalize regional data and build a location hierarchy from the flat data structure provided by GSA.

ITG's success in creating a secure, reliable, and field tested software for the client while delivering on schedule proves ITG to be a highly qualified IT firm that can meet any customer's needs in an efficient and timely manner.

Public Building Service Portal

Challenges

As part of PBS eBusiness strategy, a Portal was envisioned as a dashboard that consolidates all the custom-tailored tools necessary for every PBS associate to do his/her job, as well as a solution to address PBS's needs to:

- Deliver User Community specific and Business Process oriented content to different categories of users.
- Enable a technological framework allowing information retrieval, report generation, and business analytics.
- Enable organizational coherence by standardizing and automating business process and providing efficient communication/collaboration tools.
- Standardize application development framework for PBS's national applications/systems.

PBS not only needed a portal solution, but an Application Server solution that has an integrated portal component. This portal solution would require operations and maintenance as well as enhancements to continue accommodating the demands and needs of the user community.

ITG Solution

ITG was responsible for operations and maintenance of the PBS Portal and Web Services program. This includes application development services, application hosting services, single sign on services, UIMS, user and role



Project: PBS Portal

Visited by 5,000+ users daily

15,000+ Users

Used nationwide by all 11 GSA regions

Spans over 5,000 pages

Contains over 60,000 content artifacts

Hosts applications responsible for

\$10 Billion in transactions

Available on intranet & extranet

Accessed by public & private stakeholders



management services, web content management, helpdesk services, and database management services.

Responsibilities also included support of a PBS Document Management System, running on the Oracle 10g Portal. ITG provides web design, graphic design, usability engineering, development, and overall content management support. Working with the PBS business lines, we delivered Web 2.0 mashups and customized GSA Google's Apps for PBS to provide direct benefit to the PBS executives.

In addition ITG completed modernization efforts to the Portal program including:

- Installation, configuration, and migration support of the GSA PBS Oracle 11g Application Server supporting over 20 applications.
- Installation, configuration, and content migration from the de-supported Oracle 10g Portal to a modern and robust Oracle WebCenter Portal.
- Single Sign-On integration with GSA Smart Card to provide 2-factor authentication for GSA PBS National Applications.
- Upgrades and enhancements to the UIMS, including advanced workflows and profile management.

Outcome

ITG Currently supports the PBS Office of Chief Information Officer (CIO) in managing a portal with over 30 National Applications used by 11 PBS Regions and over 15,000 users from all PBS Business Lines. ITG is supporting PBS Portal and Web Services in delivering on its mission to provide PBS associates with a single point of entry to access their applications, data and official online resources to execute their daily tasks. ITG continues to provide innovative solutions and exemplary support to the PBS user community to solve everyday Portal and UIMS issues with deliveries that have met or exceeded quality standards of PBS.

