



C4IT SERVICE CENTER

Operations Systems Center

C4IT INDUSTRY DAY

OSC | CAPT Janet Stevens

16-Aug 2011

14-Dec-11



OSC Mission

The Operations Systems Center (OSC) develops, fields, maintains, operates and provides user support for Coast Guard enterprise information systems to improve Coast Guard mission performance through the innovative application of technology.

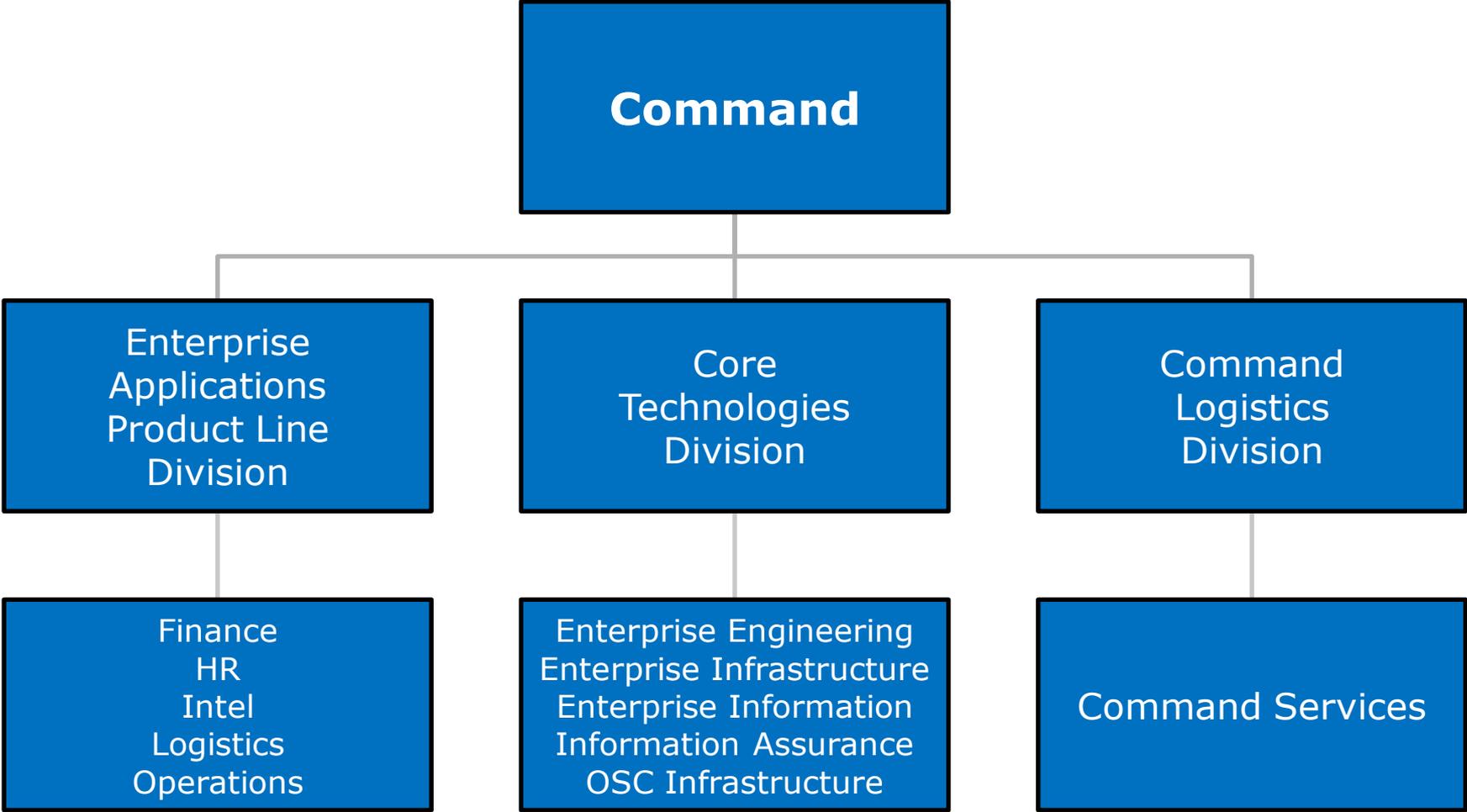


OSC Profile

- **Supports all 11 CG Statutory Mission Areas**
- **60+ Enterprise Applications & Services**
- **Operational Watches (AMVER, NVMC)**
- **\$80M Annual Operating Expenses**
- **~550 Personnel**
 - Active Duty Military – 8%
 - Federal Civilian – 8%
 - Contractors – 84%



OSC Profile



OSC Facility Locations



Kearneysville, WV

Main Campus:

- Main Building
- Annex 1
- Modular Trailers



Annex 2 – 1 mile north



Annex 3 – 6 miles south east



OSC Profile

- **Government** – Management Oversight
 - Task Identification, Statement Of Work, Contract Modification
 - Business Requirements Collection, Coordination, and Documentation
 - Review and Approve Project Plans / Maintenance Activity Plans
 - Monitor Plans and Address Scope Changes
 - Review and Approve Deliverables, Status Reports And Invoices
- **Contractor** – Technical Execution
 - Provide Estimate Of Resources, Cost and Plan to Accomplish the Work
 - Provide Technical Design Based on Business Requirements
 - Develop, Test and Implement Proposed Technical Work
 - Provide Ongoing Technical Maintenance, Operation And Support



OSC Profile (continued)

Current Industry Partners

- **DMI/CSC/GDIT** – Application Development & Sustainment (APLES IDIQ)
- **ACE/Dell/CGI/IT Coalition** – Infrastructure Sustainment & Enhancement (CTS IDIQ)
- **EEJV** – Info Assurance / Configuration Mgmt
- **PVII** – Building Maintenance
- **SCI** – Data Floor Operations & Facilities IT Support
- **STG** – Application Help Desk
- **TW & Co** – Facility Security



OSC Profile (continued)

- **Software Development**
- **Systems Operations & Maintenance**
- **Data Floor Operations**
- **Customer Support**
- **Network Operations Support**
- **Technical Consultation**
- **Operational Watchstanding**
- **Continuity of Operations Site**



OSC Product Lines

Development, Maintenance, Operation and Support of IT System to Meet Specific Requirements of Customer or Line Of Business External to OSC

- **Goals**

- **Enterprise Focus of the IT Capability**

- Paradigm Shift to “Services” Oriented Architecture
- Leverage Matrixed Capability Operation

- **Utilize Capabilities of OSC Core Technologies as a Service to Enable Specific Product Delivery**

- Utility Computing
- Managed Services



OSC Product Lines (continued)

- **Human Resources Systems**
- **Financial Systems**
- **Intelligence Systems**
- **Operations Systems**
- **Logistics Systems**



OSC Product Lines (continued)

- **System Life Cycle Management (SLCM)**
 - System Development Life-Cycle (SDLC)
- **Project Management**
- **Architectural Design**
- **Software Development**
- **Software Upgrades and Maintenance**
- **Data Management**
- **Application Administration**

❖ Vendor/product solutions will be through the APLES effort via subcontracting and/or consulting arrangements



OSC Product Lines Management Focus

Project Portfolio Management

- Improve Service Delivery along Product Lines
- More Efficient and Effective IT capabilities via Core Technologies
- Integrated Master Schedule Capability

SDLC – Process Improvement

- Continuous Improvement of Software Development Processes
- Increased Capability Maturity

Service Delivery Enhancement

- ITIL



OSC Product Lines Contract

Application Product Lines Enterprise Services Contract (APLES)

- **IDIQ Single Source**
 - 8(a) Competitive
 - Awarded April 2010

- **Task Order 1 (Existing Services)**
 - Cost Plus Fixed Fee
 - Awarded May 2010

- **Total 60 Month Period (Apr 2015)**



OSC Core Technologies

Development, Maintenance, Operation and Support of the IT Infrastructure and Services Required to Develop, Maintain, Operate and Support an IT system

Goals

- Enterprise Focus to the IT Infrastructure and Support Services
- Identify, Recommend and Enable Approved Enterprise Infrastructure Capabilities
 - Portal
 - Enterprise Service Bus
 - PROTEC



OSC Core Technologies

5 Branches

OSC Infrastructure

- System Support Agent Services
- OSC Help Desk

Information Assurance

- C&A, CM, QA, DR

Enterprise Engineering Services

- Emerging Technologies, Systems Transition

Enterprise Information

- Portals, Web Applications, Business Intelligence

Enterprise Infrastructure

- DHS Email, CGONE WAN support, ESB



OSC Core Technologies

Enterprise Computing

- Provisions Physical Blade Servers And Virtual Servers In A Highly Available (HA) Environment

Enterprise Storage

- Shared Storage Area Network (3PAR SAN) Environment Delivers Centralized, Highly Available Disk Storage Space To Servers On The OSC Data Floor Via A Fiber Channel SAN

System Monitoring

- Automated Monitoring Of Servers, Applications, And Services
- 24x7 Live Data Floor Monitoring
- Automatically Notify Appropriate Response Personnel To Drive Quality Of Service (QOS) Metrics



OSC Core Technologies

OSC Help Desk

- ~7000 Calls Monthly,
- >90% First Level Resolution,
- >95% Customer Satisfaction

Information Assurance Branch

- Certification & Accreditation
- DR coordination.
- Configuration Management
- Quality Assurance provide independent oversight of SSA and SDA activities.

Other Enterprise IT services:

- Web Portals, Business Intelligence, EMail Directory and Spam/Virus Scanning, WAN Support, Enterprise Service Bus





USCG Cloud Computing

Infrastructure As A Service

Servers:

754 Physical Blade Servers
250 Virtual Blade Servers
Enterprise Service Bus (ESB)

Data Center:

12,100 sq ft Data Floor
2.25MW Generator Capacity
1500 KVA UPS Capacity
11,000 Rack Unit Capacity
99.99% Unified Fabric LAN
1.75GB Network Connectivity
Load Balancing
Virtual Networking
"Lights Out" Administration

Enterprise Storage:

296TB Storage Area Network
95TB Backed Up Weekly
6PB Offline Storage

Platform As A Service

Operating Systems:

Windows
Linux
HP-UX
Solaris

Databases:

Oracle
SQL
Sybase

Administration:

Patch Management (BladeLogic)
Data Floor Monitoring (Nimsoft)
Information Assurance Scans
Automatic Anti-Virus Updates
Automatic Windows, Unix Updates

Software As A Service

Enterprise Software Capabilities:

AIS Data Services
Alert & Warning System
Geographic Information System
Business Intelligence
Web Portals
Office Communications Server

On-Going Initiatives:

Sharepoint
Project Server
DOORS & System Architect

OSC Managed Service Model

OSC Services Catalog / Tiered Service Level

- Core Services: Basic Systems Engineering Services; No Additional Cost
- Required Services: Mandated by Policy; Additional Fee Based On Resource Usage
- Optional Services: Needs Based / Additional Cost

▪ **Core Services:**

- Project Mgmt
- Financial Mgmt
- Contract Mgmt

▪ **Required Services:**

- System Backups & Monitoring
- Certification & Accreditation
- Disaster Recovery

▪ **Optional Services:**

- Enterprise Computing
- Enterprise Storage



OSC Core Technologies Contracts

Core Technologies Services (CTS) Contract

- IDIQ Single Source
- Cost Plus Fixed Fee
- Total 60 Month Period (Dec 2015)

Help Desk Contract

- Fixed Price
- Total 60 Month Period (Aug 2012)

IA/CM/QA Contract

- DHS EAGLE
- Cost Plus Fixed Fee
- Total 48 Month Period (March 2013)

