



C4IT SERVICE CENTER

Operations Systems Center

C4IT Service Center Industry Day

OSC | CAPT Michael Ryan

15 July 2010



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.

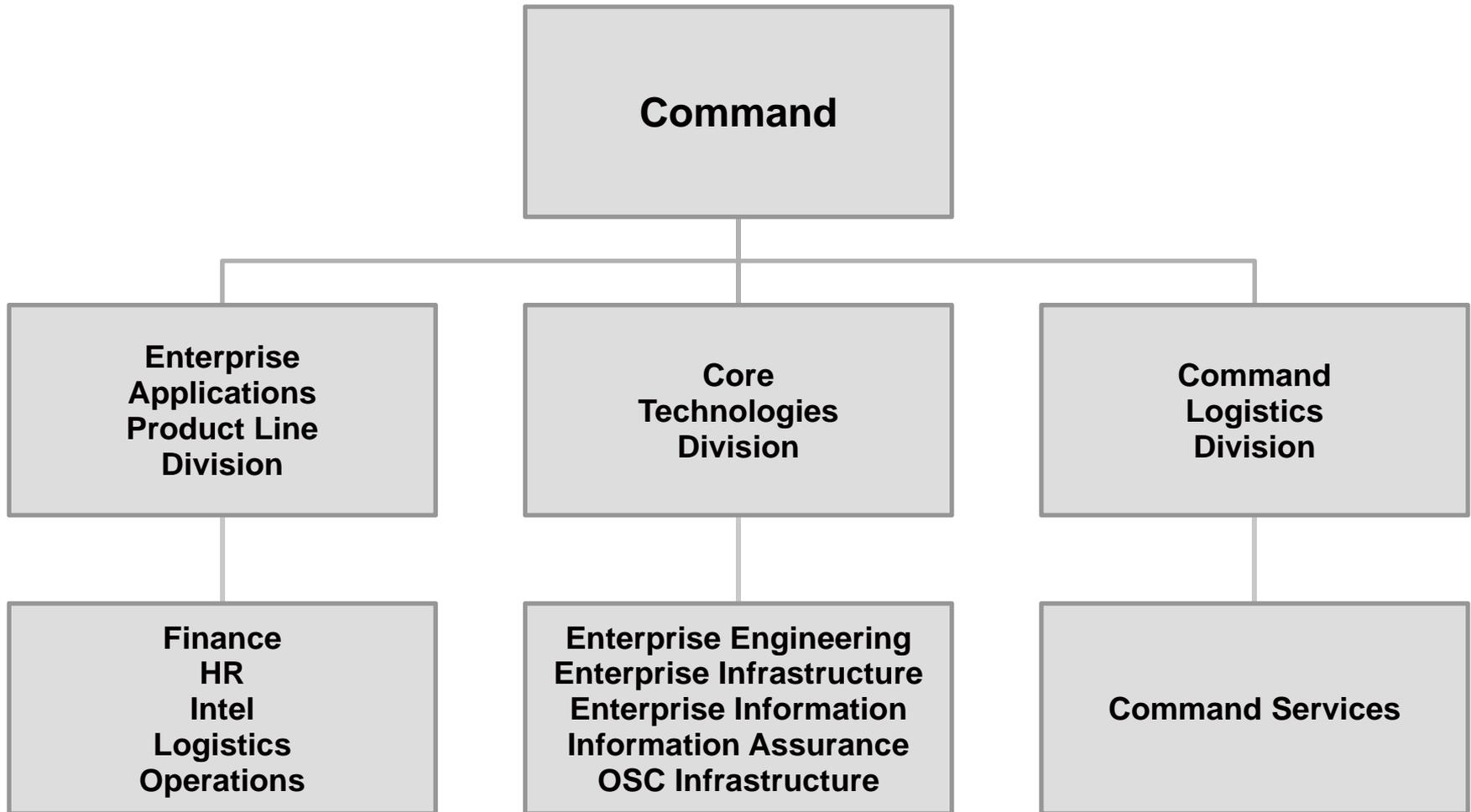


OSC Profile

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



OSC Profile (Continued)



OSC Profile (Continued)

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)
- **Dell/Perot/Stanley/NGIT/WRS** – Infrastructure Sustainment & Enhancement (SETS II Task Order)
- **EEJV** – Info Assurance / Configuration Mgmt
- **PVII** – Building Maintenance
- **SCI** – Facilities 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 (Continued)

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



5 OSC Core Technology Branches

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



5 OSC Core Technology Branches

OSC Help Desk

(Continued)

- ~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



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

System Engineering Technical Services (SETS II)

- Final Option Period Expires 30 Nov 2010

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)

Future CTS Contract (Current SETS II Services)

- IDIQ Single Source
 - RFP Open Until 05 August 2010
- Total 60 Month Period (Dec 2015)



OSC Command Logistics

Provides the maintenance, management and support of the facilities, data floor, security and administration for the 535 military, civilian and contract employees of the OSC.

Goals

- To ensure that all OSC employees have appropriate support so that they may effectively carry out their mission requirements.
- To maintain industry leading data center that will continue to support all of the Coast Guard's enterprise application requirements now and into the future.



OSC Command Logistics

(Continued)

Facilities Support

- 3 Military
- 4 Contractors

Data Center Support

- 2 Military
- 2 GS
- 4 Contractors

Command Security

- 3 Military
- 1 GS

Administration

- 2 Military
- 2 GS



OSC Facility Locations

Main Campus:

- Main Building
- Annex 1
- Modular Trailers



Annex 2 – 1 mile north



Annex 3 – 6 miles south east



OSC Facility Statistics

Total Sq Ft

Main Bldg - 40,500

Annex 1 - 76,000

Annex 2 - 29,500

Modulars - 6,000

Annex 3 - 18,000

169,000 sq ft

Specialized infrastructure includes:

Data Floor

Main Bldg - 12,100 sq ft

Annex 2 - 1,319 sq ft

Classified Data Floor

Main Bldg - 800 sq ft

Lab

Annex 1 - 3,392 sq ft

Classified Software Center

Main Bldg - 2,000 sq ft

COOP

Main Bldg - 1,581 sq ft



OSC Command Logistics Initiatives

Emergency Generator Upgrade/Recap

- Replace Current 1000KW And 1200KW Generators With Two 2000KW Generators
- Current Generators Inadequate To Provide Redundancy
 - Both Generators Required To Support Current Load
- \$2.5M Estimated Cost

Uninterruptible Power Supply (UPS) Expansion

- Two Additional 750KVA UPS Units
- Allow For Continued Growth To Fully Utilize Data Floor Space
- \$600K Estimated Cost



OSC Command Logistics Contracts

SCI

- Facilities, Data Floor and Asset Management Services
- \$4.6M Fixed Price EAGLE Contract
- Option Period 2 Begins 1/1/11
- Total 60 Month Period (Apr 2014)

TW&Co

- 24x7 Security Force
- Fixed Price Contract Procured Through FPS

