

6. “District One Card”- Electronic Benefit Transfer (EBT) technology research and feasibility study

TCBA was engaged by the District of Columbia Office of the Chief Technology Officer to explore the possibility of expanding the delivery of government benefits and payments to District recipients/beneficiaries using EBT technology. Our responsibilities included, defining and developing the functional requirements, vision, solution strategy, cost benefit analysis, and expected rollout schedule. The project included coordinating with various stakeholders and responsible teams to define functional, regulatory implementation requirements; identify potential vendors, and define suggested evaluation criterion for vendor selection.

7. Enterprise Planning for Black Entertainment Television (BET)

TCBA conducted a systems requirements analysis of BET’s systems that supported its organizational and financial management structures.

BUSINESS CONTINUITY

1. Business Continuity Planning, Implementation and Testing

The District of Columbia ODC-2 Data Center includes a mainframe that processes payroll, pension, taxes, and other jobs for various DC government agencies. As part of our preliminary work, TCBA developed a detailed understanding of the departments and their functions, identified the various applications housed at the Data

Center and developed a comprehensive business continuity plan for the Center.

TCBA facilitated implementation of a hot site to house a mainframe as well as applications that were identical to those at the Data Center. The Center is required to back up daily processing and store tapes off site at a location not far from the main facility on a daily basis. TCBA recommended implementation of a revolutionary backup procedure that required the Center to submit its daily processing to the hot site electronically (electronic vaulting) as additional security. We developed a test plan that simulated the occurrence of a disaster using one of the LPARS of the Center’s mainframe. The scenario included forwarding the tapes to the hot site for disaster recovery testing and the transfer of processed data back to the Center for review. This enabled the Center to assess its readiness in case of a disaster as well as ensure the uninterrupted processing of actual transactions.

2. Disaster Recovery Planning

The District of Columbia Office of Pay and Retirement Services (OPRS) processes the payroll for more than 40,000 City employees and pension benefits for more than 14,000 retired DC and Federal workers. TCBA developed a disaster recovery plan to ensure that these processes would continue in the event of a disaster. We identified mainframes and applications used to process the DC payroll as well as the business processes and the staff associated with each.

TCBA recommended that OPRS make arrangements with three hot sites to ensure the continued processing of payroll in the event of a disaster. These hot site arrangements were for the scanning of timesheets sub-

mitted by the various agencies, an AS400 mainframe on which payroll could be processed, and a mainframe that could perform the functions of the Share Data Center. An outside vendor was identified as a hot site for the scanner and another District agency was identified as the hot site for the AS400.

3. Business Continuity Planning

The District of Columbia Department of Corrections was charged with closing its Lorton Correctional Facility and moving inmates housed there to Federal institutions. Lorton had seven institutional facilities. TCBA developed a business continuity plan for the case management process, which included the initial incarceration of prisoners, classification of inmates, subsequent movement of inmates within the system, and discharge of inmates. TCBA, in sessions with subject matter experts, identified the major systems used to support the case management process.

The business continuity plan developed included manual workarounds for the various activities/tasks and daily hardcopy printouts from the system for use as reference data in the event of a disaster. TCBA recommended the use of PCs to process selected data during disasters and the subsequent transfer of such data into the system as part of the recovery process. The plan called for periodic testing by institution to facilitate the preparedness of employees. The test scenarios recommended simulated real life disasters to run concurrently with the daily operation in order to minimize disruption to these institutions.

4. Change and Configuration Management

TCBA was engaged by the DC Office of the Chief Technology Officer to manage the transition to a new

Motor Vehicle Information System. We provided a comprehensive plan and team of qualified technical experts to ensure the continuity of change and configuration control and database support for the DMV Motor Vehicle Information System (MVIS) and facilitated the transition to an automated change and configuration management system.

PROGRAM MANAGEMENT

1. Year 2000 Remediation

TCBA team was engaged by the Metropolitan Atlanta Rapid Transit Authority (MARTA) to provide support to MARTA's Y2K Program Office. The TCBA team provided support to MARTA's Program Manager in the following areas:

- Project control, tracking, and management against the integrated project plan;
- Issue tracking and resolution;
- Executive level briefings and status reports;
- Risk assessment, development of risk mitigation and management approaches, and business contingency planning;
- Vendor and supplier readiness assessment and tracking of vendor/supplier compliance;
- Development of testing standards, oversight of testing efforts, and development of an integrated test plan;
- Development of quality assurance controls and standards, documentation standards and management, quality assurance monitoring, and IV&V; and
- System and Acceptance Testing Team leadership for network and mainframe remediation efforts and contractor management.