

#### **4. Program Management**

TCBA provided management support for the DC Office of the Chief Technology Officer's e-Government project. Our responsibilities included tracking progress of each agency's web application development effort, participating in quality design reviews to ensure that web applications met OCTO's standards, reviewing web page content accuracy, monitoring web application migration from the test environment to the production environment, and providing ongoing project status reports to the client sponsors.

#### **5. Enterprise Architecture**

TCBA provided a technical professional to serve as the Deputy Chief Technology Officer for the District of Columbia Office of the Chief of Technology Officer (OCTO). Our responsibilities on this project included defining technical standards, defining technology architecture, and managing IT projects. Our personnel also developed technical standards and architectures that met the requirements of the various OCTO initiatives, assessed projects and initiatives for viability, analyzed proposals and vendor contracts, assessed the operational and support requirements for current and future initiatives, provided program level oversight to ensure that projects were successful, and developed high level strategic plans for all major initiatives of OCTO.

### **ENTERPRISE PLANNING**

#### **1. Application Architecture Assessment**

TCBA assisted Research Analysis and Management, Inc. (RAM) by providing technical support services via a contract with the Health Care Financing

Administration (HCFA). This project included architectural review, validation, and documentation of software used to ensure that HCFA employees receive correct and timely travel authorization and reimbursement.

TCBA reviewed the application architecture used by HCFA in developing the HCFA Travel System (HTS) prototype. TCBA validated the interfaces required and made recommendations identifying technical advantages and disadvantages of pursuing the current approach beyond the HTS prototype. We delivered a final Letter of Finding\Architecture Report (LOF\AR) that documented the technical advantages and disadvantages of the current application architecture and the two alternative approaches. The LOF\AR included recommendations on the telecommunications and database interfaces necessary to integrate the HTS application with HCFA's IDMS database residing on an IBM mainframe.

#### **2. Strategic Planning Services**

TCBA assisted the Information Technology (IT) Department of the AmeriDream Charity in implementing the changes recommended in a recent assessment, developed a three-year IT strategic plan and budget, and set up IT services in newly acquired corporate headquarters. TCBA also provided a high-level IT expert to serve as AmeriDream's Interim Vice President of Information Technology and conducted an assessment of the existing information systems infrastructure, which included a detailed review and analysis of the organization's technology and how it supported the overall business objectives. The assessment included a review of software and hardware, staff, training, system security, back-up and recovery procedures and whether each of these areas appropriately addressed AmeriDream's business and operational needs.

### **3. Motor Vehicles System Architecture Assessment**

The District of Columbia Office of the Chief Technology Officer (OCTO) engaged TCBA to provide a comprehensive analysis of the Department of Motor Vehicles (DMV) new enterprise application architecture. The DC DMV underwent a complete redesign of its applications and business processes, migrating from 13 separate applications to one integrated application that fulfilled all of its day-to-day operations.

The new system also brought significant change to business processes and included the opening of 3 new DMV branch offices. The system has broad capabilities and interfaces, but in general provided methods for issuing or renewing driver licenses and vehicle registrations. Because the system required the constituent to have “clean hands” a litany of interfaces were required for external agencies, such as the Office of Tax and Revenue and the DC Court system.

Since this was the first DMV enterprise application for the District of Columbia, many of the application architecture components were modeled with the intent of integrating them into the District’s enterprise-wide architecture. One example was the design and implementation of a standard payment gateway for processing credit cards and electronic checks. This process required the collection of business requirements from diverse interests such as the Office of Finance and Treasury, DMV and other agencies. The result was a comprehensive solution that processed payments faster, more reliably and at a lower cost than the existing legacy systems.

The new architecture also re-engineered DMV’s network infrastructure to provide users with a single, simplified frontend.

### **4. Enterprise Architecture Project Management & Implementation**

AARP engaged TCBA to provide comprehensive management services for the execution of its state capacity planning initiative. In an effort to align its services with member interests, AARP undertook a massive effort to establish a physical presence in all 50 states and three U.S. territories. This expansion more than doubled the number of facilities then occupied by AARP. In addition to changes to its physical infrastructure, AARP underwent a process for re-engineering many of its business processes. TCBA provided a critical assessment of AARP’s target architecture to confirm consistency with the organization’s business requirements. During the project implementation, TCBA employed the TOGAF compliance method to verify that the architecture was indeed consistent with the goals of the target architecture.

### **5. Citywide Messaging System Acquisition Planning**

TCBA provided architectural decisions and operational framework to the District of Columbia Office of the Chief of Technology Officer for a 99.999% reliable messaging system based on Internet standards that would be accessible within the DC WAN and the Internet. Responsibilities performed include formulating architectural decisions and developing an operational framework for a reliable Internet-based messaging system for every District employee, as well as elected officials and other significant partners. TCBA developed a detailed project plan and established and documented project goals and alternative optional strategies and project constraints.

## **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-