

4. Data Center Hardware Obsolescence Assessment

The University of the District of Columbia engaged TCBA to assess aging and obsolete hardware that had accumulated over time and cluttered its Data Center. We assisted with the identification and earmarking of network and server equipment no longer needed by the University and scheduled removal. In certain cases, this process included the development of a transition plan for migrating services from active, but obsolete hardware to other supporting platforms and ultimately power down and removal of the devices.

5. Enterprise LAN Management

The District of Columbia Office of the Chief Technology Officer engaged TCBA to support the consolidation of its enterprise LAN and Server management. This effort included several DC Government agencies where we performed network reconfiguration, consolidation and server management.

6. Solid Waste Management Authority

TCBA provided the Solid Waste Management Authority with the following services:

1. Network Infrastructure redesign, support and maintenance
2. Network Systems Integration and Training
3. Network and Systems Requirements Analysis and Recommendations

4. Desktop Applications Training and Performance Measurements
5. Management Consulting and Review

TECHNICAL STAFF AUGMENTATION

1. Telecommunication Agency Staff

TCBA provided staff and operational support services to the District of Columbia Office of the Chief Technology Officer's telecommunication agency. Our responsibilities included assisting OCTO in transferring its telecommunication services role to the newly created DC Communications Agency (DCCA), and to provide long-term permanent operations support for the new agency. TCBA provided qualified personnel to initiate organizational deployment and provided assistance in hiring permanent staff in accordance with OCTO's vision.

2. Technical Architect Experts

TCBA provided technical architectural support for the District of Columbia Office of the Chief Technology Officer including administration, maintenance, and troubleshooting, for the DMV Destiny application. The provided resource focused on technologies including Desktop, Windows server, and LAN and WAN issues.

3. Senior Technical Architect

TCBA provided technical architecture and engineering support to the District of Columbia's Office of the Chief

Technology Officer. Our responsibilities included providing an expert for the Destiny project to focus on defining technical standards, defining technology architecture and managing IT projects. Our expert worked with other OCTO departments in developing detailed engineering specifications for the key infrastructure components of the project ensuring that the system was "operationally ready" and that support organizations were ready to accept the system into production; providing project management support for various projects and initiatives; and providing recommended resolutions and tracking status until issues were resolved.

4. Technical Architecture Expert

TCBA provided systems engineers to the Technical Architecture Standards Development project for the District of Columbia's Office of the Chief Technology Officer. Our responsibilities included researching various technology options, monitoring the work of other engineers and ensuring compatibility of standards.

5. Project Management Resource

TCBA provided project management resources to support OCTO's Project Management Office (PMO). Our responsibilities included establishing and maintaining communications with senior management, the Steering committee, and the Executive sponsor, as well as providing direction and guidance to the PMO Administrators with regard to the development and implementation of policies, methodologies and project reporting requirements. PMO responsibilities included providing effective project planning and control, decision support tools, and executive level reporting of schedule, cost, and performance measurement.

6. Telecommunications Specialist

TCBA augmented the staff of the District of Columbia's Office of the Chief Technology Officer by providing experienced, competent and qualified personnel to assist in the establishment and support of the city's Telephone Service Center (TSC). Our responsibilities included assistance and support in the establishment of a TSC for all telecommunications-related services including moves, adds and changes, line trouble and equipment issues, support relocation and other changes to services via Bell Atlantic's MACSTAR, reviewing and documenting current policies and procedures and making recommendations as well as documenting new policies and procedures for the DC Government TSC.

7. Executive Telecommunications Specialist

TCBA provided a skilled and experienced professional to act as the Director of Telecommunications for the District of Columbia Office of the Chief Technology Officer. Our specialist provided comprehensive management of the District-wide voice telecommunication network and ancillary telephone systems and services and managed the delivery of wireless data services to each District building's LEC service demarcation point as well as wireless voice and data services.