



APPLYING TECHNOLOGY. AMPLIFYING RESULTS.

TWD CASE STUDY

An Evolution in Collaboration

► Client

US Navy, Naval Sea Systems Command (NAVSEA), Office of the Chief Information Officer (CIO)

► At a Glance

TWD provided EF&I services to support the initial design and subsequent evolution and transformation of an intranet Web portal for NAVSEA. Today iNAVSEA is a highly scalable, cloud-based portal that connects more than 95,000 NAVSEA employees.

► TWD's Role

Responsible for the EF&I services that delivered the original portal and subsequent migrations to SharePoint 2007 and 2010. Today, the TWD Collaboration team is responsible for the management and oversight of SaaS operations and customer migration schedule that is focused on the addition of approximately 500,000 users.

► Impact

Secure environment facilitates the users' ability to share, store, and collaborate on data critical to command initiatives.

Overview

Technology advances are expanding our horizons, yet at the same time are helping to make the world smaller – bringing global communities together as never before. Collaboration technology, in particular, has evolved to keep workers productive and connected regardless of their physical location, enabling them to share ideas, connect with others, and tap into the right information and expertise to help them make better decisions – anytime, anywhere.

Such a connection was the goal of the US Navy, Naval Sea Systems Command (NAVSEA), Office of the Chief Information Officer (CIO) when it first contracted with TWD & Associates, Inc. to develop an intranet Web portal. The portal was designed to extend applications, services, and support to its base of approximately 6,000 users. Since then, the TWD Collaboration team has been integral in the evolution and transformation of that initial project into what it is today – a highly scalable portal based on the Microsoft SharePoint 2010 platform that connects

more than 95,000 NAVSEA employees across the US. The solution enables all levels of naval personnel to share data and resources as well as collaborate in a secure, dynamic, real-time work environment with colleagues across the hall – or across the country.

The Solution

TWD engineered, furnished, and installed the initial intranet portal for NAVSEA. Referred to as “Inside NAVSEA City,” the portal was the first of its kind within the Department of Defense (DoD).

Originally written in ASP.NET 2.0, the solution was a static HTML site – a full object-oriented/CMS/SQL-based intranet hosted on NAVSEA's legacy network on a Windows 2003 application server with a DB box running SQL 2000 Enterprise. The site was then updated to C#.NET 3.0 existing with hybrid code.

In 2007, the CIO had the foresight to incorporate a Microsoft SharePoint 2007 collaboration portal within the solution – providing a secure environment that would



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—NAVSEA CIO

facilitate the users' ability to share, store, and collaborate on data critical to the command initiatives.

TWD's System Development team was responsible for the engineer, furnish, and install (EF&I) services that delivered the new SharePoint 2007 portal – dubbed “iNAVSEA” – designed to support approximately 20,000 users. The migration itself required that TWD develop a business case and subsequent project plan to procure the necessary equipment upgrades for the aging infrastructure.

The TWD team conducted a proof-of-concept to test the proposed hardware-software configuration, and once validated, the legacy Web portal's applications, services, and users were migrated into iNAVSEA. To facilitate the users' adoption of the portals tools and functionality, TWD developed and implemented a user training curriculum, and maintained a Service Desk that operated Monday through Friday during core business hours to support the restoration of services, functionality, user requests, incidents, and problems.

Once NAVSEA leadership understood how the portal could help meet the mission, they championed iNAVSEA as a technology-based means to service the worldwide workforce and achieve cost savings, and ordered further enhancements to support a growing user base and requirements.

Working hand-in-hand with NAVSEA, the Defense Information Systems Agency (DISA), and Microsoft, TWD developed and delivered significant enhancements to iNAVSEA that included a detailed and work-intensive migration from SharePoint 2007 to SharePoint 2010 and a cloud-based solution.

In operation since May, 2011, the latest version of iNAVSEA is hosted on the DISA Private Cloud infrastructure. Today, the TWD Collaboration team is responsible for the management and oversight of SaaS operations and the customer migration schedule that is focused on the addition of approximately 500,000 users.

Results

The current iNAVSEA platform far exceeds the expectations and capabilities of the agency's first intranet portal. With the incorporation of the highly scalable SharePoint 2010, iNAVSEA today promotes the collaboration and crowd sourcing of more than 95,000 active users (and growing) and adheres to all information assurance standards set forth by the US Navy and DoD. It also enabled the consolidation of more than 50 separate Warfare Center SharePoint programs – and more than 60,000 SharePoint Client Access Licenses – under a single platform.

Ancillary benefits include improved user productivity, reduced travel and related costs, as well as a reduced total cost of ownership realized by consolidating services via the cloud SaaS solution. The NAVSEA CIO credits the project's success as “the result of a true and real partnership between NAVSEA, DISA, Microsoft, and TWD.”

You can rely on TWD for leading-edge, effective solutions that incorporate the latest in collaboration services and solutions.

