

WORKSITE™



THE CHALLENGE

CSCI was approached by a client who wanted to overcome some of the obstacles associated with having a geographically dispersed workforce. They tasked CSCI with providing a secure, Internet-accessible work environment in which their organization and support personnel could create tasks, collaborate on documentation, engage in open discussions, and share information at the unclassified level.

THE STRATEGY

Responding to this challenge, CSCI held multiple requirements-gathering meetings with the client to capture and agree upon a core set of capabilities and functions needed in the new product. This allowed CSCI to expand their understanding of the unique, multi-faceted needs that had to be addressed in order to provide the client with a comprehensive solution.

Following this analysis phase, the development of the product, dubbed Worksite™, began. The original Worksite created by CSCI's Software Development Team allowed all registered users to access the site from any location by way of the Internet, submit and monitor the progress of tasking to other users, generate and participate in open discussions, submit and participate in document peer reviews, and submit documents for posting as references. To meet the client's information security needs, the Worksite is compartmentalized to control and limit access to sensitive and limited dissemination information. Along with this initial release, a rigorous testing process was instituted to ensure that the Worksite is operating as agreed upon by the client.

The Worksite was designed to be extremely flexible, allowing it to grow along with the client's evolution. Subsequent developments have added numerous capabilities, enhancing the way the client uses the product. The Worksite is now the client's sole approved method for external transmission and hosting of For Official Use Only (FOUO) and unclassified Controlled Information (UCI) documents and information. The peer review process has been expanded to allow users to choose between sequential and parallel reviews. CSCI also implemented a 90-day password reset function in accordance with the client's operations security (OPSEC) plan. In addition to those

changes, the Worksite now also contains a separate financial module for managing budgets, a Configuration Management Information System (CMIS) module for managing unclassified Configuration Items (CIs), and a Capability Management Tool (CMT) module for managing the Services' programmatic scheduling information for use in roadmaps. A Help Desk module for the Product Support Division is currently being implemented as well.

THE RESULTS

CSCI's Worksite product allows its client to successfully collaborate on and share documents with all of their support personnel in a secure virtual work environment. The Worksite currently hosts 7,135 unclassified reference documents. While such documents were originally submitted only by the Worksite Database Administrator (DBA), there has been a shift in the last year and a half, and users now account for almost all document submissions. This is evidence of the growing comfort users feel regarding the product, and of the way in which it has been integrated into the client's day-to-day activities. At this time, 89 users are actively collaborating on 60 different draft reference documents by utilizing the Worksite peer review process. Many of those users are collaborating on multiple documents.

In addition to the reference documents, the CMIS module maintains configuration management of 434 of the client's unclassified CIs. This module allows for the sharing of CIs with external support personnel, who are unable to access the client's internal configuration system.

In the past six months, the amount of Worksite activity has steadily increased to an average of 1,295 logins per month. As a result, the product has been invaluable in helping the client with the collaboration and delivery of various products for the major phases of their engineering development. Without the Worksite, countless hours would be lost to travel between various offices. And as the product allows users to review assigned documents and make comments at their convenience, there is no need to coordinate multiple schedules in order to collaborate. With Worksite's ability to securely handle and protect FOUO documents, users can complete a significant portion of their tasks virtually, saving the client additional time and resources.