



US military program support



The US Navy engages SDI Global Services to support its JCREW community.

CUSTOMER PROFILE

Military – Joint CREW

THE CHALLENGE

Improve the effectiveness of information being provided to military personnel to counteract the threat of IEDs.

THE APPROACH

SDI Global Services provided the analysis, integration, design and support for CREW training and technical documentation initiatives.

THE SOLUTION

- Creation of a Warfighter Handbook to support CREW devices
- Introduction of XML-based content management
- Creation of a multi-purpose program portal

THE RESULTS

Personnel receive the right information at the right time to combat IED threats. The JCREW portal is used to provide technical and content management, as well as providing a focal point for the

BACKGROUND

The Joint Counter Radio Electronic Warfare (JCREW) community is managed by the US Navy. SDI Global Services had an existing relationship with the JCREW community, stemming from its 5-year contract for Program Management, Acquisition Logistics, and Training support of the PMS 408 Program Office.

The PMS 408 program office was responsible for informing the Warfighter of characteristics and functionality of developmental C-IED (Counter Improved Explosive Device) systems, ways to maximize their utility, and to aid the decision process in deploying systems to the battlefield.

SOLUTION

To support immediate Theater of Operation deployment needs, SDI Global Services created a Warfighter Handbook describing the installation and implementation of CREW devices once the engagement began. As the engagement escalated and the enemy became more creative with the IEDs (Improvised Explosive Devices), the information in the Handbook required frequent updates to establish a continuous flow of information in and out of Theater.

SDI Global Services recommended the use of a DoD standards-based XML content management solution, while remaining in compliance of the security parameters of the US Navy. We also recommended a SharePoint portal which would support the Documentation and Training needs of the Program, as well as other Program activities (such as In Service Engineering, Logistics and Information Transfer). This would also allow for the migration of content and capabilities from various PMS 408 information sources and other legacy platforms.

RESULTS & BENEFITS

The most up to date information was captured from Theater and was incorporated into the pertinent materials necessary to support the JCREW program.

The program potentially saves the lives of thousands of military personnel who now have the right information, at the right time, to support their activities and missions.

Program results were achieved by...

- Combining services for content management, document management, discussion groups and forums with support for the enterprise user
- Exchanging ideas, lessons learned, best practices, problems, issues and concerns, with the JCREW Community

JCREW Web Portal

A JCREW Portal team was established to provide technical and content management support. This included collaboration, communication and knowledge management across the CREW community in all branches of the services who used CREW devices. The portal was initially hosted by JFCOM in Norfolk, where there was 365 day 24/7 hour data support.

The SDI Global Services team provided continuous IT design, development, engineering, integration, implementation, sustainment and technical services in support of the JCREW Web Portal.

Tasks performed...

- Development of collaborative workspaces
- Migration of content and integration with various PMS 408 portals and other legacy platforms
- Integration of business process workflows and data integration with other PMS 408 tools
- Development of automated processes that enhanced the PMS 408 Logistics program activities and functions

SDI Global Services provided the analysis, integration, design, and support as it related to CREW initiatives in managing training materials, technical data products and documentation. The team used the JCREW Web Portal as an environment for PMS 408 Program Management Office (PMO) activities. The JCREW Web Portal was designed to manage document workflow, acquisition and contract deliverables and provided access to metrics tracking tools. The team performed system engineering and implementation, code development, configuration management, quality assurance, testing, training, installation, documentation, security certifications, and user and/or technical support.

The Enterprise Information Portal also served as the focal point for the JCREW community that was tasked with developing the curriculum, training aids, handbooks, and other technical documentation for all of the JCREW Systems, both fielded and under development. The JCREW Web Portal provided collaboration resources for the various working groups and tools for the PMS 408 management team to monitor the progress of the work being performed and to provide support for these activities in Iraq and Afghanistan.

