



Customer Value Proposition

Network Operations

Integrated Computer Solutions, Inc. as prime contractor on DISA Consolidated Communications Center (CCC) Contract # HC1028-11-F-0228

ICS' team of network engineers/administrators manages over 3,000 network devices globally and maintains the enterprise security and operation for all aspects of the DISA computing services (CS) enterprise infrastructure. Functional areas supported include, but are not limited to, routing, switching, firewalls, DNS, Wide Area Network (WAN) services, network filtering, proxy services, policy routing, VRFs, remote network services, change/configuration management, STIG compliance, VMS documentation, and CIP, DLSW and APPN services. ICS provides change and release management for all telecommunications assets utilizing government change management tools and policies. ICS provides configuration, support, and troubleshooting within a LAN/WAN multiprotocol environment to include typical IP protocols as well as CIP, APPN and DLSW services.

Knowledge Management (KM) Reduced Incident Management Return to Service by 48%

- **Problem:** Incident volume overwhelming staff and causing SLA violations
- **Solution:** Increase contractor team performance through rigorous KM
- **Result:** Performance equivalent of adding 3 FTEs to this contract at no cost to ICS or the government
- Designed system to provide equal capability on-line and off-line using DISA baseline software (OneNote)
- Cited by government as critical to restoring major All Partners Access Network (APAN) network failure
- in under an hour during major world response event (Bangladeshi tropical storm/flooding humanitarian event)
- **ICS-developed products:** 7-Step Trouble Shooting Process; Critical application Fact Sheets with recorded unique fix actions; Lessons Learned from previous IM Events; Training Materials
- **Government artifacts:** SLAs; Network architectures; POC listings (Network, Application, Mission Partner, Location)
- **OEM/Vendor materials:** Equipment manuals; Tech POCs; OEM Maintenance Contracts; Training Materials



MTRR
-48%



+3 FTE

Root Cause Analysis (RCA) Methodology

Reduces Error Rate by 85%

- **Problem:** Incident volume overwhelming staff and causing SLA violations
- **Solution:** ICS applied its RCA methodology and Pareto Analysis to identify biggest contributor to incident volume
- **Result:** Performance equivalent of adding 2 FTEs to this contract at no cost to ICS or the government
- Identified 72% of all fault/ issues/failures were related to F5 load balancers by conducting RCA to determine network device causing the incident and using Pareto analysis to determine both incident spread across device types and then categorization of faults/issues/failures within the F5 load balancers
- Decreased F5-related fault/ issue/failures by over 85% by acquiring increased technical support from the vendor with firmware upgrades, enhanced technical training, and dedicated high-end technical engineering support at no additional cost to ICS or the government

ERROR RATE



-85%



+2 FTE

Command and Control (C2) Cell

Reduces External Escalation by 25% and

Incident Return to Service by 57%

- **Problem:** Incident volume overwhelming staff with no clear direction on priority and which incidents to work first, causing SLA violations
- **Solution:** ICS developed C2 cell construct and guided government team through implementation
- **Result:** Performance equivalent of adding 2 FTEs to this contract at no cost to ICS or the government
- 25% reduction in extended resolution efforts (calls to outside organizations/ vendors for assistance)
- Overall drop in network trouble ticket queue by 57% due to C2 oversight/ management of ticketing queue

MTTR



-57%



+2 FTE

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