



# Case Study

## Transform IT with Common Services Framework

### About LS3

LS3 Technologies is a full services IT consulting, integration and business consultancy. LS3 brings strategic thinking, architectural vision to practical IT solutions.

### Business Consulting

- Program Management
- Business Transformation
- Business Process Modernization
- IT Strategy Development

### Technical Solutions

- Enterprise Architecture
- Integration Services
- Compliance
- Identity and Access Management
- Public Key Infrastructure
- HSPD-12 Services
- Smart Card

### LS3 Advantage

- Extensive Experience in IT management and technology implementation
- Vendor Agnostic
- Proven Methodology
- Enterprise Architecture Aligned Vision
- GSA Certified HSPD-12 Integrator

### Contract Vehicle

- SBA 8(a)
- Schedule 70



### Client Situation

Our client is the second largest Federal agency. The Agency has a very complex IT environment with over 600 COTS, GOTS, and custom applications running in 1500 facilities nationwide serving an internal population of over 500,000 and an external population of over 26 million members and dependents.

Over years, the IT environment of the agency has been operating in a disparate, stove-piped fashion:

- IT is operated at department and Lines of Business level in a non-standard, non-integrated manner;

enterprise architecture and ongoing planning program portfolio. Based on current state analysis, we developed a standards-based, interoperable, crosscutting, enterprise common services framework that will transform the agency's IT into an integrated and coherent environment. The framework provided a set of enterprise common support services including:

- Identity and Access Management (IAM)
- Data management
- Web solutions

These services will be leveraged across the entire organization to achieve economies of scale and scope. Data management provided a standardized information exchange platform to



- Difficult to retrieve customer information across all service lines within the agency;
- It also results in duplicated investments, ineffective business processes, high ownership cost, and disjointed data sources;
- The lack of an enterprise IT strategy has prohibited the agency from serving its customers effectively and efficiently.

Facing these challenges, the agency decided to move forward to transform its IT infrastructure into an integrated enterprise-wide IT environment.

### Our Relationship

LS3 worked very closely with the agency at all levels to craft a comprehensive strategic vision and transformation roadmap that clearly articulates the required path forward.

LS3's extensive, in-depth, strategy development experience, deep technical knowledge, proven methodologies, and objective vendor agnostic approach provided this agency not only the strategic vision, but the actionable and practical blueprint that would be the best fit for its strategic goals and objectives.

### Our Solution

LS3 worked very closely with the agency at all levels to craft a comprehensive strategic vision and transformation roadmap that clearly articulates the required path forward.

With a proven methodology, LS3 assessed the agency's current state, examined IT infrastructure, analyzed its application portfolio, reviewed its

integrate different lines of business; web solutions presented unified and simplified method to integrate various applications and systems; IAM common services provided an overarching structure to standardize customer and employee identity data which can be leveraged and reused across business lines as well as for IT security. In addition, IAM common services ensure that agency's information system is safe and secure.

To bring achievable steps to the strategic vision, LS3 developed a clear, actionable, feasible, and phased roadmap that would maximize benefits, minimize risks and yet allow progress to be effectively achieved, measured, and risks and costs controlled.

At the end, the client is equipped with:

- Current State Analysis
- Common Service Framework Future Vision
- Transformation Roadmap
- Comprehensive Business Case Analysis
- Capital Planning & Investment Control (CPIC)
- Risk Management Strategy

### Client Benefits

Our client now not only has a clear direction to navigate through its transformation journey, but is able to move forward in a controlled and manageable fashion. The roadmap enables the agency to integrate desperate IT environment, operate truly as one organization, realize value of investment, reduce total ownership cost and be well positioned to better serve its customers.

LS3 Technologies, Inc.