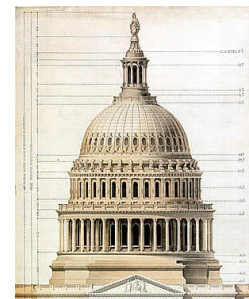


CASE STUDY: Connecting the U.S. Capitol Complex

CUSTOMER CHALLENGE:

The Architect of the Capitol (AOC) is an organization of 2,200 personnel charged by Congress with the operation and maintenance of the U.S. Capitol Complex, including the Capitol building and Capitol Visitors Center, the U.S. Supreme Court, the House and Senate Office Buildings, and the Library of Congress among others. AOC needed comprehensive, world-class IT services provided to its staff, stationed throughout the Capitol Complex, in a highly visible and demanding environment.



DELIVERY:

ATSC introduced the Information Technology Infrastructure Library (ITIL) framework and implemented Service Level Agreements (SLAs) that clearly identify performance parameters across the entire catalog of IT services. ATSC has provided the following services:

- **IT Infrastructure** – ATSC supports the Network Operations Center (NOC), Security Operations Center (SOC), Web Operations Center (WOC) and Alternate Computing Facility (ACF). We manage the Cisco routed network, the Storage Area Network (SAN), enterprise backup/restore and server farm.
- **Information Security** – ATSC oversees the security planning, awareness training, and certification and accreditation (C&A) support that results in Federal Information Security Management Act (FISMA) compliance.
- **Service Desk** – ATSC implemented an ITIL based Service Desk that tracks performance metrics against SLAs to continually improve service. We deliver VIP service throughout the Capitol Complex.
- **Web Application and Content Management Support** – ATSC supports 8 websites including AOC.gov and USBG.gov. We support custom applications and commercial off-the-shelf (COTS) integrations.
- **Enterprise Asset Management** – ATSC operates and maintains an enterprise asset management (EAM) application to facilitate enterprise resource planning and acquisition. The EAM manages work requests, consolidates inventory catalogs, streamlines procurements and maximizes the value of AOC's physical assets.
- **Computer Assisted Facilities Management (CAFM)** – ATSC migrated AOC to a COTS CAFM application that supports asset, space and move management for 30+ buildings and 100+ floor plans.



RESULTS:

- Achieved a 96% customer service satisfaction rating on the most recent user survey
- Supported efficient transition of the 110th U.S. Congress which changed the majority in both houses
- Replicated AOC services to a remote site and consistently meet RTO/RPO (Recovery Time Objective / Recovery Point Objective) targets

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