IT Service Management
U.S. Marine Corps
Past Performance

Description of Work

G2SF is currently responsible for managing overall operations, sustainment, ongoing development and enhancements of the United States Marine Corps' (USMC) IT Service Management (ITSM) Global Platform and associated IT infrastructure. This includes comprehensive systems development, Information Assurance, and Operations support of the BMC Remedy ITSM Suite and the HP Event Management Suite, as a fully integrated system that is accessible to all commands via the NIPRnet and SIPRnet. In support of the contract, G2SF currently provides subject matter expertise in IT Service Management, application development, process design, system architecture, systems integration, advisory services, and application training (computer based and classroom). The platform is routinely used by more than 5,000 Remedy users supporting more than 300,000 customers on military bases, posts, and installations around the world. The system provides a single point of entry to request and obtain a variety of IT and other enterprise services delivered directly to the Warfighter. This fully integrated system expedites the availability of services globally, and significantly increases operational efficiencies while reducing USMC costs. Having supported the Department of the Navy (DON) over the last eight (8) years on separate sequential recompeted contracts involving the USMC's global ITSM systems, G2SF is intimately involved in all aspects of this mission-critical enterprise solution.
In support of the current contract, G2SF has designed, developed, tested, installed, integrated, configured and maintained the USMC BMC Remedy ITSM Suite for Incident, Problem, Work Order, Change, Release, Asset, Knowledge, Service Level, Event, and Service Request Management (SRM) as part of the USMC Global Enterprise ITSM system. As part of Service Asset and Configuration Management, G2SF has populated and maintains the BMC Atrium CMDB consisting of more than 600,000 Configuration Item (CI) records representing more than 1 million CI relationships between various devices and the enterprise services that are dependent upon the devices. G2SF's performance on the contract provided the following:

Requirements Analysis

Since the inception of the USMC's Enterprise ITSM initiative more than eight years ago, G2SF has been involved in virtually all aspects of the agency-wide initiative to develop a common ITSM platform supporting all Enterprise IT Services. G2SF has participated in every phase of the systems development life cycle (SDLC) for the USMC Global Enterprise ITSM solution, including the initial requirements definition and analysis that was used to design, develop, test, deploy, and enhance the USMC's instance of BMC's Remedy ITSM System. The business requirements that were captured as part of our initial system capability assessment were translated into technical requirements and used to create an overall architectural design which met mission requirements. To do this, our staff coordinated and conducted workshops with key stakeholders to document gaps between requirements and existing system capabilities, ensuring business needs were well understood. Upon completion of the workshop(s), technical system requirements were further defined, documented and presented for customer approval. Requirement identification codes were assigned to the approved requirements to track and map the associated test scripts, use cases, and configuration and system documentation to ensure that the

system met all requirements as defined and approved. This process for requirements definition and analysis has been repeated numerous times in support of this contract. The redesign significantly increased the feature functionality of the previous Remedy system through developing custom applications, templates, workflow configurations, and advanced integrations of the system to other supporting tools and databases. Currently, G2SF's Business Analysts, Process Engineers, and System Developers are responsible for analyzing user requests for additional functionality and preparing the documentation necessary for effective decision making by the USMC Requirements Review Board. G2SF personnel facilitate the Requirements Review Board meetings and play a key role in the analysis and discussions that result in an approval or a rejection of a request. Upon customer approval of a request, G2SF Business Analysts, Process Engineers, and Systems Engineers translate user requests into preliminary business and technical requirements.

Information Systems Development

As part of our current Information Systems Development responsibilities, G2SF continues to develop system functionality, integrate disparate systems, and automate workflows to facilitate business outcomes. Provided below is a summary of our systems development experiences in support of the USMC that are directly relevant to this SeaPort Next Generation contract.

System Functionality and Capability Development

Unit Identification Code (UIC) Admin Console and UIC Automation Workflow is a custom-developed console and workflow that enables the USMC to manage UICs that are part of the USMC foundation data. UICs are used to create asset and ticket relationships to the owning and supporting organizations for each UIC. The UIC is a key foundation element used by the USMC ITSM system for product ordering, asset tracking and CI records in the Configuration Management Database (CMDB). The UIC data is used to maintain – managed by, supported by, owned by, and approved by company, organizations, and department mappings. The workflow automates the population of CIs in the CMDB with pre-mapped owning organizations and support group relationships. This workflow automation provided a 32% reduction in labor-hours spent manually populating this information within the CMDB. This Console provides the USMC support staff the ability to comprehensively report on hardware asset inventory to 1) quickly determine the owner of an asset when performing refresh and auditing activities, 2) provide Asset Managers the ability to search for CIs by support group and role, 3) allow Asset Managers quick access to the CIs they are tasked with supporting, and 4) provide support group relationships allowing support staff quick access to view the information on their support roles in relation to the CI directly from a CI record.

Asset Import Console is a custom-developed console that allows enterprise Asset Data Administrators to import asset information into the CMDB in bulk and organize the associated contract information into a staging form. This allows for the normalization of product, location, UIC and support group information before the records are promoted into the production CMDB dataset. The Asset Import Console increases the accuracy of asset data imported into the CMDB and decreases the amount of time to manually enter asset records by 80%. This has also eliminated duplication and errors of manually entered assets, resulting in an increase in the accuracy of CI data.

Tech Refresh Deployment Planning Application is a custom-developed application that allows Asset Managers the ability to plan and execute end-of-life asset replacement across the enterprise. This application gives Asset Managers the ability to bulk related existing end-of-life assets and replacement assets in a refresh plan. This custom application provides the ability to quickly and easily transfer CI data between old and new assets while reducing errors. The application creates and assigns tickets in a more effective manner utilizing integrated Remedy ITSM Modules such as Change, Release, Work Order, and Tasks allowing the USMC full visibility into the technology refresh process as it occurs in each stage.

IT Procurement and Requisition System (ITPRAS) is a custom-developed application built in BMC Remedy to automate the process of reviewing and approving requests to purchase IT related products and services. G2SF staff worked with USMC ITPRAS managers and users to design and build a Remedy-based application that allows authorized users to submit ITPRAS requests (ITPRs) for IT hardware, software, and services. Each ITPR is routed through the proper (predefined) approval routes based on Funding Type (Appropriation type), Funding Amount, Request Type, and the User's Organization (user command). This G2SF custom-developed application is fully transparent and reportable for users with appropriate (ITPRAS) permissions. This is significant as it enables end-to-end transparency of the IT procurement process, allowing for the identification of delays. The ITPRAS application provides many new data quality improvements over the legacy system such as structured menus, menu constraints, auto-population, required field validation, data formatting, and approval tracking. Implementation of these enhancements resulted in a 60% reduction in the time it takes to process funding approval requests.

Product Order Console is a custom-developed application used to process orders placed via the designed and deployed USMC Service Catalog. The Product Order Console provides authorized users with the ability to see all orders placed as well as other related information such as order line items, contracts, and assets. By revealing the relationships between contracts and assets, the Console can provide a view of the entire life cycle of all orders and assets. The Product Order Console allows authorized requestors to view details about the order and to add/edit/view information related to the order such as worklog details, funding information, IT procurement requisition approvals (ITPRAS), and contract records providing full visibility of the product order lifecycle.

System Integrations Development

Network Discovery Tool Integrations – G2SF developed system integrations between the USMC CMDB application and network/asset discovery tools such as System Center Configuration Manager (SCCM), BelManage, and HP Universal Discovery using BMC Atrium Integrator. These integrations merge, normalize, and reconcile discovered data with production data in the CMDB, allowing the USMC full visibility of current baselines of discovered assets from a centralized data source contained in the enterprise CMDB.

Navy Service Catalog and Ordering Tool (NET) Integration – G2SF developed an integration with NET to allow the USMC to order Navy services. This integration was built using RESTful API and allows the USMC to continue using their Service Catalog as the single point of entry for the request of all enterprise services for the USMC while seamlessly integrating with the functionality of NET.

Information Assurance (IA)

G2SF is currently working with the USMC to establish and maintain the security posture of the USMC ITSM tool suite. Over the past four years, G2SF has worked closely with the government Information Assurance (IA) staff to obtain and maintain relevant ATOs for all USMC ITSM tool suite implementations, as well as to establish processes and procedures to identify risks and reduce vulnerabilities. As part of the E-ITSM Operations and Maintenance Contract, G2SF was tasked with providing security requirements identification, analysis, allocation, and tracking support utilizing the Risk Management Framework (RMF). These efforts also included assisting the Government in retaining the Authority to Operate (ATO) through all USMC ITSM Suite upgrades and capability improvements, as well as developing and editing accreditation packages for the training, pre-production, and production environments. In support of these requirements, G2SF System Engineers and IA specialists created and maintained a Plan of Actions and Milestones (POAMs) for five (5) Remedy environments and remediated or mitigated findings discovered during Assured Compliance Assessment Solution (ACAS) and Security Content Automation Protocol (SCAP) scans. G2SF ensured adherence to all DOD and USMC standards

and regulations while providing documentation and information needed to obtain, maintain, and re-certify ITSM systems' ATO. G2SF assisted in answering data calls as packages progressed through the RMF processes during the Remedy 8.1 to 9.1.3 system upgrade. G2SF engineers continually build and harden the ITSM Suite's operating systems and applications during upgrades and installations by applying appropriate Security Technical Implementation Guidelines (STIGs) and resolving STIG conflicts, as well as maintaining security posture by ensuring that scheduled patching of systems and applications are completed on time. G2SF IA engineers also work with the Information System Security Officers (ISSOs) to respond to requests for information and security directives.

IT Support

G2SF provides a variety of Operations and Maintenance services to include Tier II and III system support, daily administrative system checks, as well as support for workflow and configuration enhancements of the ITSM platform routinely used by more than 5,000 USMC users that includes more than 1,000 concurrent users. Support is provided concurrently while performing system upgrades and major version changes. G2SF Remedy Administrators and Engineers are imbedded within the Marine Corps Cyber Operations Center (MCCOG) performing Incident, Problem, Request Fulfillment, and Change Management activities in support of the USMC ITSM Platform. Over the past year the G2SF support team has achieved a 99.6% operational service level target rating while resolving 2,260 incidents, 25 problems, fulfilling 5,163 work orders, and implementing and completing 332 change requests.