

Case Study



MANAGEMENT OPERATING SYSTEM (MOS)

The Columbia Group is currently providing support to NAVSEA via the Management Operating System (MOS), which our team both architects, develops, and supports through a helpdesk.

What is the MOS Team's Expertise?

The TCG team consists of very talented individuals with direct experience with the MOS program. TCG provides two system analysts and a technical writer with computer skills. Our Software Project Lead performs the following specific tasks:

- Manages two part-time Operating System Programmers;
- Purges individual data every 3 months;
- Enters actual hours for future weeks;
- Expands the list of choices on the data base; and
- Coordinates software upgrade installations (drops) with NSWCCD Information Systems Technical Leaders

TCG systems analysts provide on-site support, and currently create and update user accounts, and generate spreadsheets, reports, and charts for quantitative analysis. They also provide helpdesk support via telephone and personal contact, as well as providing program support to managers. They have experience in software applications such as AutoCAD, Access, Adobe, Excel, and System Architect. Our Technical Writer/Computer Analyst is on-site in Philadelphia and has experience in the design, development, system testing, and documentation of computer software applications, as well as extensive experience with Software Process Initiatives. Specific tasks performed by these employees include the following:

- User support;
- Weekly Metrics & Data Calls;
- MOS Project Lead Support;
- MOS Documentation;
- MOS User Training;
- MOS Organizational Learning; and
- System Improvement Requirements Analysis

What are TCG's Responsibilities?

TCG provides Carderock and Philadelphia helpdesk on-site support. TCG is responsible for weekly data query requirements, as well as User's Group Meeting planning and implementation. As in Phase I, we also provide metrics reports production, in addition to helpdesk assistance with user's queries on software. Our team has a comprehensive understanding of computer technology, strong analytical and communications skill, and experience in information technology systems. They have been providing support to NSWCCD MOS during Phase 1 for over six (6) months, and are familiar working with a highly technical staff. Initial MOS training was critical to engage users and promote Command objectives toward performance improvements. Ongoing user support is important to reinforce business rules,

MOS usage, and overall user perception. TCG has implemented a proper helpdesk model to ensure that users receive a response that is timely, accurate, and consistent.

To facilitate full MOS functionality, the server setup team consists of the Software Project Lead and programmers who actively participate in server planning efforts with NSWCCD personnel. They coordinate efforts with the Carderock project leader to identify specific server setup tasks, timelines, and responsibilities. TCG recommended onsite programmer assistance during the operating systems and MOS installations, with targeted support following the installations to ensure that any setup issues are identified and resolved promptly. We recognized that server setup must be of the highest priority to meet NSWCCD requirements for initial training completion in August 2005. Accordingly, we recommended a phased setup approach to maximize MOS functionality and allow adequate time for initial MOS training.