



NAVY PERSONNEL COMMAND BUILDING A CASE MANAGEMENT SYSTEM

PROJECT DESCRIPTION

The Navy required a next generation, NMCI compliant system Fleet & Family Support Management Information System (FFSMIS) to support the varying Program Management and reporting needs of headquarters personnel, Regional Managers, and the Fleet & Family Support Centers (FFSCs) and Family Advocacy Program (FAP) Centers at 71 worldwide service delivery sites. InterImage designed, developed and deployed a secure, web-based application that provides an intuitive, user-friendly interface for users to enter and update data on clients, cases, activities, and employees as well as generate a wide array of reports, both pre-defined and ad hoc, from an integrated database.

MEETING THE CHALLENGE

PERS-66 managed a Lotus Notes based system that provided limited data gathering and collation for determination of program service delivery and demographic metrics. Collection of these metrics is essential for evaluating program effectiveness, determining resource allocations, and complying with legislated reporting requirements. Also, reporting and accountability requirements had significantly increased over the last five years. Due to the limited features and lack of integration of the backend databases (40 separate databases were maintained), the system was unwieldy and provided limited usefulness. PERS-66 could not effectively evaluate its programs or provide the field with the information technology support that would allow them to be more efficient in service delivery. Additionally, the Lotus Notes system did not comply with NMCI or other Navy mandates such as from Task Force Web. They needed a solution that would allow hundreds of team members around the world controlled access to reliable data.

SOLUTION

- Global Web-based, .NET Application
- User & Access Security Management
- Case Management
- Document Management
- Data Migration to SQL Server
- Crystal Enterprise for Standard and Ad Hoc Reporting
- Section 508 Compliant
- Integrated Online Help
- Integrated with Authoritative Legacy DOD System

SERVICES RENDERED

- Business Process Review & Analysis
- Requirements Gathering
- Detailed Design Specifications
- User Interface Design
- Database Design
- System Architecture
- Development
- Data Migration
- Testing
- Training
- Deployment
- Program Management

BENEFITS

- Replaced Paper-Based Workflow and Lotus Notes Data Collection System
- Reengineered Procedures & Workflow
- Navy and NMCI compliant .NET solution
- Secure, controlled access to client, case and activity data through web interface forced a shift from the traditional stovepipe boundaries to significant inter-divisional collaboration.