



CASE STUDY

IT Support Services (ITSS) @ USDA, Forest Service

Challenge

The Forest Service contracted NSG to consolidate over 250 different web sites and implement a centralized content management platform to standardize sites using Web Standard and Guidelines. The Forest Service also tasked NSG to improve the content publishing process and ability to manage the sites/content more effectively.

Solution

NSG delivered extensive IT support services across the 40,000-person USDA Forest Service in the major task of Database Administration, Application Support, System Administration Support/Application Hosting, Telecommunications Support Services, Integration Support Services and Enterprise Operations Center (EOC), and Quality Assurance (QA). Other activities included software distribution using Tivoli based automated tools, Integration Testing, Performance Testing, change management, release management, Level II helpdesk support for desktop, laptops, PDAs, and printers, Blackberry architecture, and administration, Levels II and III help desk support for QuickPlace, Team Room, and Domino-related activities. The highlights of NSG's solutions included:

- Support services to the National Help Desk
- Support on the AIX, Lotus Notes, and Oracle database
- On-site support to the network infrastructure as well as the system administration
- On-site support at multiple locations for Lotus Domino and Oracle 9i application server system administration

Results

- Secure, predictable, and optimized infrastructure
- On-time, on-budget project
- Competent resources with FS domain knowledge

INNOVATE > ACTIVATE > ELEVATE

NSG is a leading Government IT consulting firm that elevates business performance and adds value to the public sector enterprise through technological innovation. We design, develop, and execute effective solutions that can withstand the most demanding environments in Information Management, Information Security, Application Development, Infrastructure Operations and Program Management.