cFocus Software Incorporated
Custom-solutions Focused. Customer Focused.

SharePoint

cFocus Software SharePoint Consulting Services Deliver Big for Government Agency

Improved availability and reliabity of SharePoint system enables Air Force District of Washington to enhance core services and increase staff productivy while reducing overhead costs

Air Force District of Washington (AFDW), located on Joint Base Andrews, Maryland, brings air, space and cyberspace capabilities to the joint team protecting the nation's capital, and supports local personnel and those serving worldwide.

Background

The government agency is responsible for organizing, training, equipping and providing forces for Air and Space Expeditionary Forces (AEF) deployment, providing ceremonial support, and conducting homeland operations as part of a joint effort, within the National Capitol Region (NCR).

In order to conduct daily tasks and operations, AFDW uses SharePoint on a private intranet to store and collaborate on information.

Challenges

Prior to cFocus Software coming on board, AFDW's SharePoint was managed by a contractor that had difficulties maintaining the environment. As a result, there were frequent SharePoint outages and many unresolved security and user permission issues. Additionally, AFDW's SharePoint site collection and file structure was disorganized, which caused many of the 14,000 AFDW SharePoint users to lose confidence in the environment.

AFDW needed to migrate to a newer version of SharePoint because Microsoft announced SharePoint 2007 was nearing end of life and would discontinue supporting the product. Furthermore, AFDW wanted a better implementation of SharePoint Enterprise Search because manually searching for data in SharePoint 2007 was inefficient for AFDW operations.

According to Phil Bogdan, AFDW's contract officer representative (COR) on cFocus Software's SharePoint sustainment contract, "It became apparent that we needed to upgrade from SharePoint 2007 to SharePoint 2013 because the system had been neglected and misused. Staff did not trust SharePoint and found it unreliable to do daily tasks, which negatively impacted the services we offered and our customer satisfaction."

At a Glance

Background

- AFDW brings air, space and cyberspace capabilities to the joint team protecting the nation's capital.

- Headquartered in Maryland, the government agency uses SharePoint on a private intranet.

Challenges

- SharePoint was previously managed by a contracting company that had difficulties maintaining the environment.

- Frequent SharePoint outages caused AFDW SharePoint users to lose confidence in the environment.

- SharePoint 2007 was nearing end of life and Microsoft planned to discontinue application support.

Solution

AFDW issued a SBA Section 8(a) direct award contract to cFocus Software for SharePoint consulting services. Specifically, cFocus Software was tasked to stabilize, manage and support AFDW's SharePoint environment as well as perform a major SharePoint migration from SharePoint 2007 to SharePoint 2013.

cFocus Software immediately addressed AFDW's SharePoint user permission and security issues. Upon completing a deep analysis of each layer of the SharePoint environment (Windows Server OS, SQL Server, Internet Information Server (IIS) and SharePoint Server), cFocus Software reconfigured and stabilized the SharePoint environment. cFocus Software also began managing the configuration and deployment of SharePoint 2013 Enterprise Search within AFDW.

cFocus Software implemented a number of best practices to improve the government agency's SharePoint performance. A "Daily Check" routine was implemented to reveal the status of the entire SharePoint environment to all interested stakeholders and affords cFocus Software to proactively identify potential SharePoint issues before they adversely affect the environment.

With constant input and feedback from AFDW, cFocus Software continues to manage the entire SharePoint migration process that is still underway. By removing obsolete data from the SharePoint environment, cFocus Software was able to significantly streamline the migration process. AFDW selected Metalogix Content Matrix to facilitate the migration from SharePoint 2007 to SharePoint 2013, and cFocus Software took ownership of the tool which allows data reorganization, support and configuration updates during the migration.

cFocus Software also assisted AFDW in developing a comprehensive SharePoint governance plan. The governance plan establishes AFDW's SharePoint policies and procedures for site collection structure, lifecycle management, information management and information assurance. The governance plan also establishes the SharePoint features and customizations available for use by AFDW SharePoint users.

Results

AFDW can now operate efficiently and effectively without, frequent SharePoint outages. With the implementation of SharePoint 2013 Enterprise Search, AFDW's staff saves time by eliminating the need to manually look through shared drive directories for data. As a result of significantly improved SharePoint availability and SharePoint 2013 Enterprise Search, AFDW promoted SharePoint to a core service and its SharePoint users' confidence has been restored.

cFocus Software was able to reduce the amount of data and storage AFDW required by removing over 40 percent of outdated information. Bogdan comments, "By removing old data, we required a much smaller system. This allowed us to significantly reduce our overhead costs and have more budget allocated to other resources, which is important for any government agency."

At a Glance

Solution

- cFocus Software's SharePoint consulting team implemented best practices and immediately resolved user permission and security issues.

- SharePoint migration from SharePoint 2007 to SharePoint 2013.

- Developed a customized Enterprise Search function and SharePoint governance plan.

Results

- Increased availability and reliability of SharePoint, thereby restoring users' confidence.

- SharePoint Enterprise Search saves users valuable time.

- SharePoint was promoted to a core AFDW service.

- Reduced overhead costs associated with large data storage requirements.

Bogdan concludes, "We have been extremely fortunate to work with Jasson Walker and the cFocus Software team on managing and upgrading our SharePoint system. They're such a well-versed, experienced and enthusiastic team and I highly recommend them because of the tremendous work they do."

cFocus Software Incorporated
Custom-solutions Focused. Customer Focused.

www.cfocussoftware.com
info@cfocussoftware.com

SharePoint
301-499-2650