

# CASE STUDY: United States Army Communication Information Systems Activity, PACIFIC (USACISA-P)

## Problem Statement

USACISA-P seeks to leverage new, innovative technologies to provide an agile, modern, streamlined support system for its user community. Currently the USACISA-P leverages a variety of IT Service Management systems to support various networks making it challenging for end users to know where to go to solve the problem at hand. This problem is exacerbated by the fact that there are multiple networks, each with different support processes and systems.

## Solution Concept

A centralized, easy to use portal that streamlines ticket creation to the right fulfillment system, provides visibility into the status of a request, and assists with automating and managing system access requests is desired.

Key objectives to achieve include using commercial thinking for standardization access to all bases with a defined set of offerings for consistency and scale. Offerings at scale include netcomms, PC deployment and general telecom and IT functions.

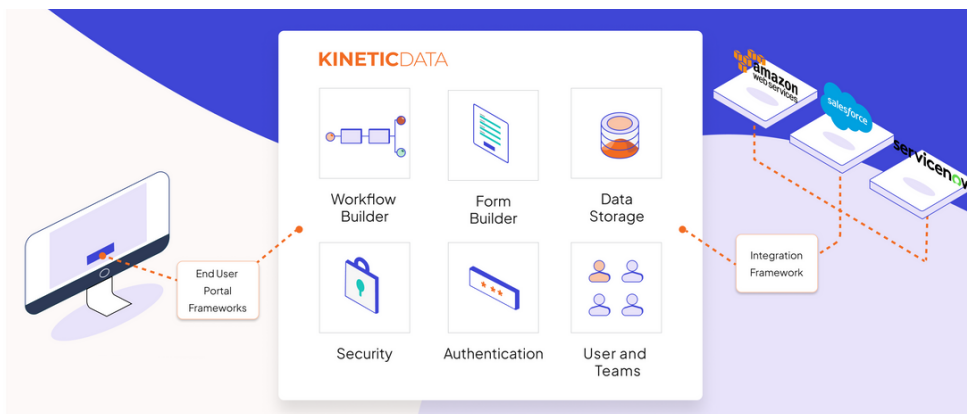
## Consolidation 2.0 – One Experience to Manage Them All

### Project Benefits

- **Separate User Experience** from the fulfillment activities. Easier modifications and updates to backend systems without user disruption. Decoupling simplifies management and resource needs.
- **Enable multiple fulfillment systems** from a single experience supports ongoing consolidation efforts of systems of record. Also avoids incremental per-seat licenses for limited users.

### Solution on Kinetic Platform

- **Cost avoidance:** Move approval workflows into Kinetic to reduce per-seat licensing costs from back-end fulfillment systems.
- **One-stop shop:** Provide a single pane of glass for employees to interact with the organization regardless of fulfillment system.
- **Modern experience:** Enable end-user consistency, brand familiarity and ease of use to improve experience, engagement and adoption.
- **Future-proof tech stack:** Establish a system that adapts with the organization and is scalable as it grows. The Kinetic Platform is agnostic of back-end fulfillment and can be tailored to accommodate any workflow avoiding vendor lock.
- **Proven DoD experience:** Skilled at large scale implementations with the Army, Navy, MDA, DISA...



### About Us

Kinetic Data helps government agencies modernize processes, deliver faster responses and support the required change for 21st century leadership.

Key Phrases: Service Catalog, Service Desk, Fulfillment, Management, Administration, Digital Excellence, IL5 CAC supported integration via SAML, FedRamp Q2 2023