



Case Study: Infrastructure Management & Enterprise Consolidation



Bringing Technology to the Classroom on Military Bases across the Country

The Customer

For children of military personnel living on bases in the U.S. Puerto Rico, and Cuba, the Department of Defense (DoD) provides the best education possible. The Domestic Dependent Elementary and Secondary Schools (DDESS) operates 64 schools on 16 military installations in the U.S., Puerto Rico, and Cuba, organized into five districts with a total of just over 2,300 education professionals serving more than 26,000 students.

The Challenge

The DDESS Area Service Center (ASC) serves as the 'hub' of the DDESS network and services all of the school districts. The ASC was started in order to move DDESS away from the Pentagon and closer to field activities to encourage more creative fulfillment of technology initiatives. The ASC has been in existence since 2002. When the ASC opened for business, it had a staff of ten, which has since grown significantly. As the staff increased, the support system needed to expand with it.

The Deliverables

Working out of the ASC the IT Department is divided into three silos: Customer Support Services; Infrastructure; and Hardware/Software Support. On this project, SC3 provides IT support and accounts for five of the 14 full-time positions that make up the ASC IT Department. Catapult provides Subject Matter Experts (SMEs) for each of the three silos. The SMEs

play key roles in supporting the design, implementation, and maintenance of the network at DDESS Americas, which encompasses the eastern seaboard.

When SC3 proposes a solution, the SMEs don't simply tell the customer how to do it; rather, they make a recommendation on the best way. By laying out options, it lets DDESS know that there are multiple methods. As an example of the work that SC3 performs on the project, the SC3 Team replaced over 7,000 workstations in 23 different locations, virtualized and deployed IP phone servers in seven school districts, and deployed new data storage centers to districts in five different states, Puerto Rico, and Cuba. One of the team's current initiatives is to leverage streaming video into the classroom for remote instruction. SC3 is architecting the network to facilitate streaming traffic.

The Results

In 2008, SC3 had four employees located at the ASC. By 2010, DDESS had expanded the in-field customer support staff by seven positions and three positions at the ASC. When it came time to expand, SC3's reputation for customer support services was favorable enough that DDESS wanted SC3 to perform in-field support as well. Now that the ASC staff has expanded, SC3 has additional staff performing LAN-WAN work. One staff member plays a key role in the continued expansion of the network for DDESS Americas.

