

TECHNOLOGY EVALUATION



WE TAKE A HOLISTIC APPROACH TO EVALUATING TECHNOLOGY

We understand that the system includes functional and nonfunctional requirements, internal and external business processes, a complex operating environment, and especially these days, tightening budgets. Our technology evaluation process derives from our project management process and the Plan, Establish, Collect, and Analyze (PECA) process developed by the Carnegie Mellon University (CMU), Software Engineering Institute (SEI). This flexible process can be tailored to meet the size and complexity of any technology evaluation project. We employ a highly iterative approach in which continuous evaluation refines the inputs and outputs of every phase. We select a balanced evaluation team with the diverse experience and skills necessary to effectively evaluate the technology. Quality and continuous improvement are integrated at every phase. At the conclusion of our evaluation process, we provide a report detailing the evaluation activity conducted, the results of the evaluation, and the recommendations of the evaluation team.

During our technology evaluation process we consider factors such as:

- Organizational strategy and vision
- Business needs
- System architecture
- Interoperability and redundancy
- Direction and speed of technology advances in industry
- Implementation and long term costs

We avoid potential project killers by:

- Realizing that the evaluation process is continuous throughout the phases of technology selection, implementation, and maintenance.
- Involving stakeholders and end users in the requirements and evaluation processes.
- Experimenting with the technology to validate assumptions and determine the best fit.
- Employing traditional risk management techniques and mitigation strategies.

OUR APPROACH

Plan: Our planning process for evaluating technology derives from our project management planning process and sets the foundation for a successful evaluation.

Establish: We define the performance criteria and select measurement techniques to be used during the evaluation for each objective.

Collect: The evaluation team performs research and experimentation to measure and document technology against evaluation criteria.

Analyze: Findings and recommendations as well as modifications to evaluation criteria and techniques are documented as part of a final evaluation report.



ITC WILL HELP YOU CHOSE THE RIGHT TECHNOLOGY

Combining your business needs and our past experience, we conduct a careful evaluation ensuring you get the right capability at the best value.

OUR SUCCESS

One example is the software evaluation we performed in support of DIA's Human Capital (HC) modernization efforts. Activities supporting DIA's HC management requirements of the workforce were handled by multiple applications across multiple domains. These applications include eZHR, eRecruit, eZHR Forms, eOPF, Business Objects, JIVU and UPK and lived in their own silos of excellence. This separation was necessary due to limitations in the functionality of existing enterprise applications. For example, the Joint Intelligence Virtual University (JIVU) implemented the Plateau LMS rather than leveraging eZHR's learning management functionality due to the limits of PeopleSoft version 8.8 in supporting users external to DIA (without major user encumbrances). This limitation led to different online systems with various stages of integration, as well as overlap in functionality, leading to confusion and non-standard data across multiple networks. Exemplifying this confusion were the processes for DIA classroom training management, which was managed in eZHR while online training management occurs in JIVU. Improvements in Human Capital management technologies over the past decade allow DIA to better support DIA their Human Capital strategies and streamline processes.

Following the PECA process we:

Planned the Evaluation:

- Reviewed the system architecture, policy and standards, and product documentation.
- Engaged stakeholders to ensure understanding of their needs and concerns.
- Prioritized requirements and developed the evaluation's objectives, ensuring a measurable outcome was defined for each objective.
- Identified performance measures metrics and assigned responsibility for evaluation quality.

Established Criteria:

- Utilized the evaluation guide and past experience to analyze objectives and define measurable criteria for each objective.
- Selected the evaluation techniques to utilize to effectively measure each evaluation criteria.
- Developed performance measures for evaluation criteria and techniques.

Collected data:

- Utilized the evaluation guide, past experience, and the selected evaluation techniques to measure against the evaluation criteria.
- Recorded the measurements.
- Measured and documented the effectiveness of the evaluation criteria and techniques.

Analyzed data:

- Utilized the evaluation guide, past experience, and the evaluation data to document findings and recommendations.
- Modified ineffective criteria and/or techniques and reevaluated as needed.
- Collated and archived the product file containing all product documentation, configuration data, bug data, and decisions regarding product use.
- Collated and archived the evaluation report containing evaluation process, team members, references, cost and schedule information.

The result was a recommendation to utilize AGILE as their learning management system (LMS). In addition to eliminating duplicative and additional development efforts while providing improved functionality, this selection also reduced long-term maintenance and upgrade costs by allowing DIA to retire their legacy learning management system.



NAIC CODES:
541330, 541511, 541512,
541513, 541519, 541611,
541612, 541614, 541618,
541690, 541712, 561110,
561210, 611430



E Info@itconcepts-inc.com
P 571.918.9990 F 888.570.3008
A 1604 Spring Hill Road,
Suite 160, Vienna, VA 22182



Contract Number
N00178-14-D-7344

DUNS: 968872213 CAGE CODE: 6GX40

