



## >> Data, database and application solutions accessible - here and now

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The Information Technology Enterprise Solutions - 2 Services (ITES-2S) program is a performance-based, indefinite delivery/indefinite quantity (ID/IQ) contract that will help the U.S. Army acquire innovative, standardized, turnkey solutions and services. Dev Technology Group, Inc. (Dev Technology) delivers complex business and information technology solutions, and is partnering with EDS to deliver robust data, database and application solutions for ITES-2S.

### Helping ICE better manage data

As a subcontractor to EDS, Dev Technology provides data and database consulting services under the Enforcement Systems Program at the Bureau of Immigration and Customs Enforcement (ICE). Primarily focused on Oracle technology, Dev Technology leads the database design and development associated with the Enforcement Integrated Database (EID). Having supported ICE (formerly the Immigration and Naturalization Service) since 1998, Dev Technology began and led the effort to consolidate multiple data stores into the EID. This effort remains focused on improving data integrity and quality by reducing duplicate data through further centralization of the data and database management support functions.

Today, Dev Technology is meeting the needs for information sharing among homeland security bureaus; the team is leading an integration effort between an ICE and Border Patrol system which includes substantial overlap in data collected and used. Dev Technology also develops and maintains the Data Management Plan (DMP) for the Enforcement Systems; its approach to this data administration task is to work with program and system owners to take a portfolio view of the data strategy. To accomplish this effort, the team articulates the benefits of data integrity and quality as well as the ability to reduce the administrative efforts of agents.

### Business challenges

Government agencies maintaining, modernizing or implementing mission-critical applications are searching for more efficient ways to manage their data and databases. Increased focus on information sharing among agencies is also forcing a new look at how data is collected, stored, analyzed, used and managed.

Government agencies are increasingly implementing IT service management programs to improve service levels. An experienced partner can assist in implementing tools such as BMC Remedy® that help to monitor service levels, quickly resolve incidents and problems, control change, and manage IT assets.

### How we can help

Dev Technology works with agencies to develop and implement data and application strategies to meet their mission-critical needs. Dev Technology specializes in data and database consulting services for the full data lifecycle from requirements determination and data modeling to database development and database administration. Our team also provides application development services on multiple platforms focusing on custom-developed systems including migration, conversion and modernization of legacy applications. For each client, we leverage our experience and lessons learned from supporting systems used by over 19,000 federal law enforcement personnel.

### What you can achieve

- Improved quality of data leading to better decision-making
- Effective data and application architecture facilitating information sharing
- Efficient database code focused on minimizing database overhead (database development)
- Increased database performance while maintaining system security
- Configurable tool for implementing common IT service processes and IT Infrastructure Library (ITIL) initiatives
- Improved visibility into service levels for more effective IT service management contracts



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### Implementing Remedy® suite for ATF

At the Bureau of Alcohol, Tobacco, Firearms and Explosives (ATF), Dev Technology is responsible for implementing the Remedy® ITSM suite to support the back-office processes and systems under an EDS managed services contract for the ATF infrastructure. The implementation includes the full suite: AR system, helpdesk, knowledge management, asset management, change management, SLA Module, and the Gateway to Tivoli interface. Additionally, Dev Technology has integrated several key support systems allowing automatic generation of tickets for failed infrastructure equipment or other monitored events. This includes an XML interface to EDS' subcontractor's dispatch system for national on-site support as well as an LDAP connection to Active Directory facilitating single sign-on.

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### About Dev Technology

Dev Technology is an SBA certified, small disadvantaged business (SDB) founded in 1998. The company is an IT services firm focused on meeting the mission-critical needs of government including the federal law enforcement community. Dev Technology focuses on data and database consulting services, including data management, database design and development, administration, and conversion and migration. An Oracle® Partner since 2004, Dev Technology specializes in Oracle technology. It also provides application development services on multiple technologies including both custom and commercial off-the-shelf (COTS) applications. Dev Technology's implementations of the BMC Remedy® application suite are recognized as the most innovative within government providing a tool for integrated IT service management processes. Dev Technology works with its partners to support mission critical systems for multiple government agencies and organizations including the Department of Homeland Security, Department of Justice, U.S. Department of Agriculture, Department of Treasury and Department of Energy.

### Dev Technology awards

- 2004 E-Gov Award – Led database design services for two awarded projects.
- BMC Remedy Award of Excellence – Recognized for innovative implementation and functionality of the Remedy ITSM Suite

### About EDS

EDS (NYSE:EDS) is a leading global technology services company delivering business solutions to its clients. EDS founded the information technology outsourcing industry more than 40 years ago. Today, EDS delivers a broad portfolio of information technology and business process outsourcing services to clients in the manufacturing, financial services, healthcare, communications, energy, transportation, and consumer and retail industries and to governments around the world. Learn more at [eds.com](http://eds.com).