

INFORMATION TECHNOLOGY DESIGN AND DEVELOPMENT SERVICES

Enterprise Architecture and System Integration Design

An enterprise information technology architecture is a unified framework for managing and operating information systems and resources in an organization-wide setting. Enterprise architectures are designed and built based on the following major principles:

- Focus on organization-wide business needs and long-term strategic goals
- Data and infrastructure as an investment with long-term value and benefits
- System integration through sound design and use of applicable IT standards
- Coordination, collaboration, and shared resources (data, systems, applications, support)

Typical components of strategic and implementation plans are identified below:

STRATEGIC PLAN COMPONENTS	IMPLEMENTATION PLAN COMPONENTS
<ul style="list-style-type: none"> → Vision and Mission Statement → High-Level Goals → Internal and External Stakeholders → Objectives or Initiatives → Business Case → General Timing → High-level Cost Estimates 	<ul style="list-style-type: none"> → Project Description and Objectives → Tasks with Task Hierarchy → Task Linkages → Specific Milestones and Deliverables → Schedule and Timing Constraints → Costs, Budget, Resources → Definition of Roles/Responsibility → Management/Communication Procedures

Croswell-Schulte applies the principles, practices, and methodologies for enterprise architecture design and planning espoused by leading professional and government organizations:



Croswell-Schulte provides the following services for enterprise IT architecture planning and design:

- Evaluation of business drivers and organizational mandates for enterprise IT
- Business process evaluation
- Analysis of current systems and databases
- Research and development of enterprise IT standards, best practices, and policies
- Development of IT management and governance structures
- Enterprise system and database integration design
- Custom application design for desktop, server-based, and Web-based environments
- Effective use of cloud-based systems and services
- Design and support in the development of integration among multiple software, services, and databases
- Support in software specifications, procurement, and implementation

IT Policy, Standards, and Best Practices Development

Formally stated and communicated policies, standards, and practices form the basis through which IT programs function, provide support to users, and impact all elements of an IT architecture (system infrastructure, data, applications, and organizational structure). They help direct and govern effective IT planning, design, system development, system administration, and service delivery. Development of policies, standards, and practices is a core service of Croswell-Schulte and our work in this area focuses on specific opportunities and benefits:

Effective Management and Coordination—Well-defined roles, responsibilities, and workflows that support an effective, highly collaborative work environment

Interoperability—Allowing smooth integration and flow of data among different hardware devices, networks, and software packages facilitating enterprise collaboration and efficient use of system resources

Integration and information sharing—Allowing applications and databases to be easily accessed, and data can be exchanged in a transparent manner

Portability—Allowing data, software, and custom applications to be easily usable and transferable to multiple hardware and software platforms and to avoid duplicative and redundant development and system maintenance

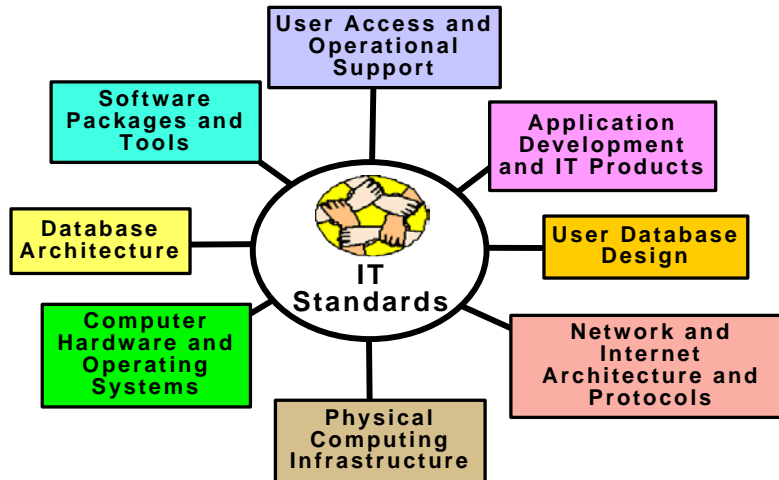
Quality—With a focus on compilation and maintenance of up-to-date, complete, and accurate data and applications that adhere to required levels of quality in which users have confidence and which supports business needs

Efficiency—In operations and reduction of staff time and calendar time needed to maintain data, build applications, and support users

Consistency—With a goal for uniformity in data, practices, procedures, and appearance of IT products and applications.

We evaluate internal policies and mandates and appropriately apply the work of recognized government and independent standards bodies, professional associations including: ISO, ANSI, NIST, FGDC, IEEE, OASIS, DAMA, OGC, W3C, URISA, and others.

Our work in the design and development of standards covers the following technical areas:



We develop formal policies and practices that help support and direct IT planning and operations—taking into account existing systems, policies and organizational culture. We are well-versed in accepted methodologies and best practices espoused by leading professional and government organizations.

IT policy and best practice development encompasses a full spectrum of management and operations:

- IT Personnel and Professional Development
- IT Standards Compliance
- IT Procurements, Contracting, and Financial Management
- Project Coordination and Management
- Project Partnerships and Collaboration
- Data/Product Access and Sharing
- User Support and Help Desk Services
- System Administration and Network Security
- Data Maintenance Procedures and Responsibilities

Specific Croswell-Schulte services include:

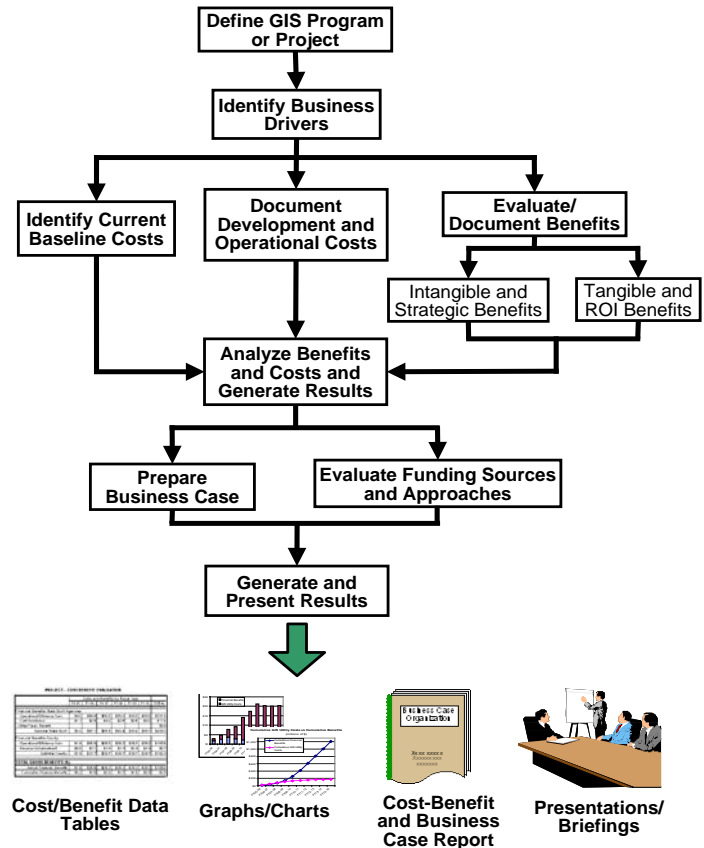
- Evaluation of the organization’s current IT standards, policies, and practices
 - Research on IT trends and impacts
 - Preparation of formal standards and best practices
 - Preparation of formal IT policies and internal procedures for adoption, update, and communication
 - Support with internal education and adoption of standards, best practices, and policies
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IT Cost-Benefit Evaluation, Business Case Preparation, Funding Strategies

Successful IT programs and projects provide real benefits to users. They are dependent on a well-articulated business justification, organizational support, and sound funding. Croswell-Schulte excels in carrying out cost-benefit evaluations, crafting effective business cases, developing funding strategies, and garnering senior support for GIS initiatives. Our work in this area is depicted in the general project workflow at right.

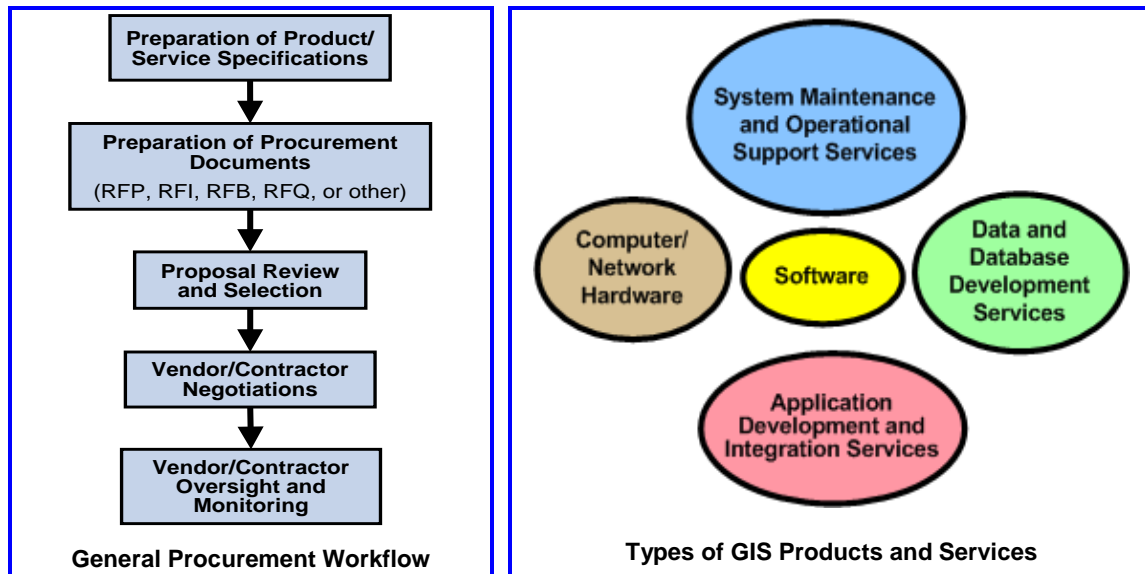
Croswell-Schulte accurately estimates development and operational costs for IT projects and programs. We carry out cost-benefit studies with a focus on real benefits—both tangible and strategic. Our work in business case preparation helps focus work on priority areas, it conveys business value, and establishes senior-level support.

We also provide support in preparation of budgets, evaluation of funding sources, and development of funding strategies. We examine traditional IT funding approaches (i.e., general fund budget allocation) as well as an array of less-conventional sources available to public sector and non-public organizations including: IT service fees, multi-organization licensing and cost-sharing, CIP funding, program-related transaction fees, project sponsorships, external product/service sales, and grant programs. We work with our clients to craft effective funding approaches that ensure a sustainable funding base for IT projects and programs.



Support in IT Product/Service Procurement

Croswell-Schulte stays up-to-date with IT industry products and services and the companies that provide them. We are familiar with procurement rules and the administrative procedures in the product/service selection and purchasing process. Our work helps ensure that specifications meet the organization's requirements and that cost-effective decisions are made in regards to vendor and contractor selection. We provide support to our clients in the major elements of the procurement process and the product/service categories shown below:



In support of IT product and service procurements, Croswell-Schulte provides the following services:

- Industry research and prequalification of products, vendors, and contractors
- Preparation of technical specifications for systems and IT services
- Procurement document preparation (RFP, RFB, RFI, RFQ)
- Preparation of procedures and tools for vendor/contractor evaluation and selection
- Support in vendor/contractor proposal evaluation and selection
- Risk assessment
- Management and tracking of the procurement process
- Procurement contract preparation and negotiation
- Vendor/Contractor oversight and performance monitoring

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