

Alterion, Inc. Case Study
Acquisition and Procurement Support
Constituent Services System (CSS)

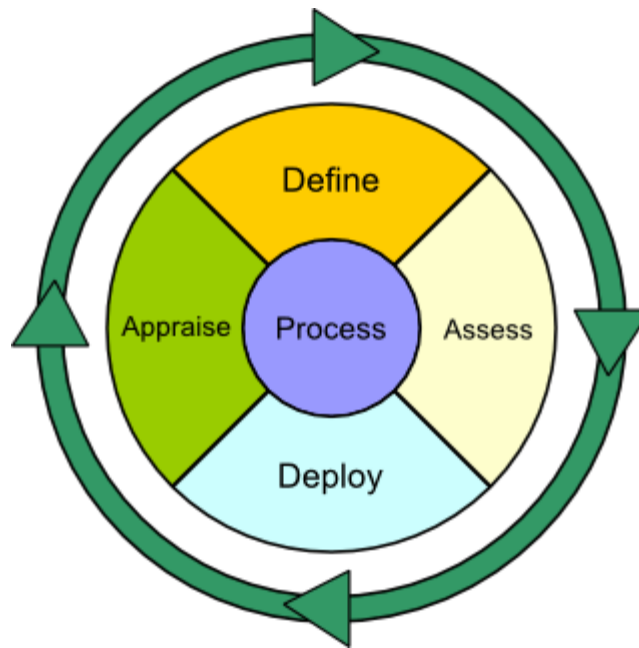


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1 Overview

The client is a service provider within a Federal Agency that offers its clients a unique application called Constituent Services System. It is a web-based correspondence and case management application that comes in three flavors, offered by three legacy vendors. Constituent Services System provides web access to CSS correspondence and case management modules, allowing users at multiple locations to access the application via the web. The schedule for contract renewal made it necessary for the client to review user needs and satisfaction with the three versions of the application. Multiple methods were needed to obtain information from the users. Resulting information and data would be used to refine original requirements and create new requirements for a second generation application.

1.1 Business Drivers

Contract renewal was the main reason the client needed to review user satisfaction with the existing application on the legacy systems. User upgrades and expensive custom code development in the interim years alerted the client to user dissatisfaction in many areas. However, the client needed a formal method to gather user views on the application, so that clear requirements specifications could be generated for the contract renewal, acquisition and procurement process.

1.2 Alterion's Approach

Based on substantial experience with requirements analysis, Alterion developed a set of interview questions to solicit user response and discussion of application usage and difficulties. The interview questions allowed users to describe their daily functions and how the application made these tasks easier or more difficult. The answers were mapped to the various functional areas of the application. Interviews were conducted with users of 26 offices from multiple states and state locations. They represented a variety of roles and they used the application modules to perform a variety of functions. User survey was another method for gathering information and data from users who were not available for interviews. Interview notes and survey data formed the basis of new requirements and helped to modify original requirements. They also highlighted the need for the application to be integrated with new technologies, such as scanners and OCRs, email, better reporting tools as well as workflow and business process flow support functions. Additional requirements sections were added related to contract performance factors.

1.3 Results

Alterion's guidance and help in gathering requirements allowed the client to obtain quality user usage and application needs information and data. Alterion helped to translate the interview notes and survey information into a comprehensive set of requirement specifications that were clear and unambiguous. The procurement process support provided by Alterion will enable the client to procure a superior second generation application that will be more user friendly, more efficient in storage and retrieval functions, and better integrated with new technologies.

The first of the procurement process is the generation of an RFP. Alterion will be providing additional support through out the contract renewal and acquisition process, including guidance and support in the RFQ, vendor demonstration and other phases of the procurement.

About Alterion

Alterion was founded in March, 2000 with the goal of becoming a premier provider of IT Program IV&V Management and Support services. Headquartered in suburban Philadelphia, Alterion has since been successfully involved in numerous programs for corporate and government organizations.

Alterion provides a complete set of Independent Verification and Validation services through its proprietary SharpThought™ methodology. As a cost-effective method for assuring successful IT system acquisition and deployment, SharpThought minimizes risk during all phases of an engagement by identifying problems, and their corresponding corrective actions, when they can be mitigated at the lowest cost to a program.

Through SharpThought Services™, Alterion delivers IV&V expertise in areas such as Quality Management, Risk Mitigation, Requirements Analysis, Process Improvement, Performance Testing, and IT Consulting. Alterion's capabilities are further augmented by its rich network of industry partners, enabling Alterion to provide comprehensive and distinct services.

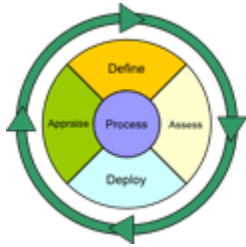
Alterion falls under the classification of a Small Business, as defined by the United States Government. For more information visit Alterion's website at www.alterion.com.

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ALTERION SharpThought™

About Alterion SharpThought™

The Alterion SharpThought™ methodology is a cost-effective method of assuring successful IT system acquisition and deployment through the verification of requirements and the minimization of risks. SharpThought minimizes risk during all phases of a program's life cycle by identifying problems early, allowing corrective actions to be taken at the lowest cost to the program.

SharpThought encompasses a product's full life cycle, from initial concept to retirement, including:

- Requirements Analysis
- Risk Mitigation
- Architectural Assessment
- Systems Integration Testing
- Deployment Assessment
- Post-Release User Surveys
- Quality Management
- Process Improvement
- Performance Testing
- Systems Acceptance Testing
- Defect Tracking and Management
- Contract Award Support

About SharpThought Services™

Backed by over 20 years of experience, and made possible by our unique expertise in process management and contemporary technologies, Alterion delivers an unprecedented level of IV&V services to commercial and government enterprises.

Aligning the core management tools of Process Improvement, Quality Management, Risk Mitigation and Technical Expertise to a varied spectrum of business activities, Alterion has constructed the SharpThought™ methodology for bringing repeatable control mechanisms to bear on complex and demanding projects. With a steady history of diverse and challenging engagements, Alterion has created a methodology that can improve all phases of an organization's business activities.

Contact Alterion to learn more about SharpThought IV&V and how it can fulfill the business execution needs of your organization.