

Case Study Detail

Client  
U.S. Navy

Project Name  
Facilities Engineering Command (NAVFAC)

Project Description

In 2000, infoReliance was selected to provide IT management, development, and support services to the Naval Facilities Engineering Command (NAVFAC), whose core responsibility is to provide life cycle program management support for all family, bachelor, and privatization housing requirements world-wide. In order to support this mission, a series of efforts were undertaken to deploy information systems and support services across a wide array of Naval Facilities housing and informational needs.

The primary goal for this project was to assist Navy Housing in improving self-service for the military member. infoReliance's responsibility was to examine candidate business processes in order to identify those which would benefit from automation. The two initial processes that were selected were the housing referral process and the housing application process. As a result, infoReliance created the Service Member Interface, which provides an online portal to access the referral process (Community Explorer) and the application process (Electronic 1746). The Community Explorer is intended to enable sailors facing a permanent change of station (PCS) to research different communities in the vicinity of his or her new duty station. This functionality is designed with the sailor in mind who will be living off base but may not want the added expense of hiring a real estate agent. The application is designed to inform users about the demographics of the neighborhoods in the area, not provide detailed information on homes for sale or rent. This system gives the user an overall profile of the neighborhood and allows for searching based on predefined criteria whose values are set by the user. infoReliance performed the analysis, design, and development efforts with input from Navy Family Housing stakeholders. The web-based solution was created using ASP technologies, utilizing a SQL Server backend. A mapping component was incorporated, using the MapQuest NT COTS product, in order to visualize the locations of different elements with relation to a given community area (including schools, homes for sale, rental properties, and travel distances). Further COTS integration was done with a graphing package to illustrate community metrics based on distinct areas of census-related data.

The purpose of the e1746 web-based system is to electronically capture the data needed to complete DD Form 1746 (Application for Assignment to Housing). This information is intended for use in assisting housing personnel in identifying individual housing needs. It will also be available for future use by the sailor and the Navy Housing Office, with regard to future housing inquiries. In addition to capturing information, the e1746 system will also present the data in a printable format for easy re-creation and dissemination by the sailor. Further, the data will be available for electronic submission via e-mail or fax to the housing office the sailor is transferring to. In conjunction with the Housing Office, infoReliance performed an analysis and detailed design to document specific functional

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requirements and design an efficient, effective solution. That solution was then developed using web technologies and successfully deployed. With modifications and enhancements by infoReliance to further comply with recent Navy architecture, strategy, and functional requirements, e1746 became a submission into the Task Force Web program for Navy Family Housing.

infoReliance has also developed software for NAVFAC HQ staff as part of this program. The Navy Housing News Service is intended to gather relevant articles from thousands of worldwide sources and make them available to the HSG staff in a single, concise interface. This tool offers Relevance Agents at the system level (only articles meeting criteria set by the Editor will be available for view) and at the user level (Users can customize the criteria for articles they wish to see). infoReliance performed an analysis to identify a qualified provider of news information, and designed and developed a Windows NT service to extract and process the news data on a regular basis. To manage the volume of data and performance needs of the system, infoReliance designed and integrated an Oracle data repository in support of the news service. Access to the Navy News service was made available through a customized website, developed with ASP technologies.

As another part of this program, infoReliance provides a wide array of technical and functional support to Navy Family Housing. Some of the technical responsibilities include:

- Technical support and maintenance for a subset of Navy Family Housing software applications
- Information Resource Management (IRM) support for the NAVFACHQ Family Housing office and staff
- Analysis and recommendations on hardware, software and systems for Family Housing applications
- Coordination with and/or direction to other IT support contractors as appropriate and approved by the PM Family Housing.
- Participation in software installation and training and software/data installation capacity

Some of the functional responsibilities include:

- Management of property management of Family Housing plant property
- Staff support for Family Housing IRM including representing NAVFACHQ housing in internal and external meetings and working

## Project Description, cont.

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groups, preparing and presenting briefings, supporting the Navy rationalization and NMCI transitioning efforts, and preparing and coordination of technical and/or staff papers.

- Assistance in developing costs and budgets for the Family Housing Information Technology (IT) services and support representatives
- Documentation of family housing business processes and development of associated workflows to support requirements for integrated Family Housing applications and systems
- Representation as Family Housing coordinator with NAVFAC Administrative Headquarters Services for housing support for property accountability, redesign/move of cubicles, new power, data line, or phone line requirements, etc.

Our technical skills and contributions, combined with our deep understanding of Navy business, have enabled infoReliance to become a trusted partner within NAVFAC. As our responsibilities have continued to expand, the program has grown to include onsite technical and functional support, complex application and GIS development, and IT strategy and support for Navy Family Housing management.