

INFORMATION MANAGEMENT SERVICES (IMS) CORE SERVICES

Program Office Configuration Management

IMS facilitates the decision-making process and information exchange between software development programs and users. Processes include receiving, logging, and tracking of problem reports, change requests, and other configurable items throughout the software development lifecycle. Consultations with program managers generate custom-tailored tasks for each program. Quality assurance is ensured by tracking and identifying tried-and-proven methods used by programs to develop and implement software products.

Program Performance Metrics

IMS provides managers the ability to maximize their program resources through the use of metrics. Consultations with program managers determine target areas for time and quantity measures, encompassing the entire range of software development lifecycle analyses.

Briefings, Demos, and Training

Customer-focused briefings, demos, and training are intended to familiarize clients with these key components:

- Configuration management database
- Core services
- Team skills
- Adaptability
- Value added

Configuration Control Boards

IMS provide program offices a focus for change control through involvement in Configuration Control Boards (CCB). Representatives assist with evaluation and organization of items for CCB's.

Test Support

IMS provides program offices with a valuable resource for functional testing during software development. This allows program managers to use IMS representatives in conjunction with the existing program office team to assess and document functionality of software.

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Information Analysis and Consultation

IMS is exposed through interaction with multiple programs, uniquely benefits to a wide spectrum of technological issues, software products, and processing methods. These experiences provide IMS representatives with valuable resources for program analysis and consultation. IMS representatives look for trends and developments in problem reports, change requests, multiple application problems, and requirements. This helps program offices incorporate findings into their documents and software. IMS analysis also aids in forecasting future program requirements.

Library Services and Software Distribution

IMS maintains a hard- and soft-copy library of documents and software developed by program management offices. IMS also facilitates the distribution of software releases. This provides programs with an organized and efficient means of tracking and retrieving their configurable items and distribution contacts.

Web Services Management

IMS provides the full range of implementation and support needed to effectively disseminate information to customers using WEB technology. This allows the customer to effectively communicate and market their information to the appropriate audience with an identity stamp that provides a consistent and recognizable presence across all mediums. WEB technology management starts with consultations to determine client-specific requirements then parallels the lifecycle of the program or information. Services include:

- WEB page development
- Graphic design
- Establishing a presence on Internet, SIPRNET, and JWICS as appropriate.
- WEB application development using database back ends, brochures, computer based training
- CD graphic layout design

Special Task Management

The IMS team, acting as an extension of program offices, can facilitate special projects. These tasks may include presentations, program marketing, graphics, user group support, and training.