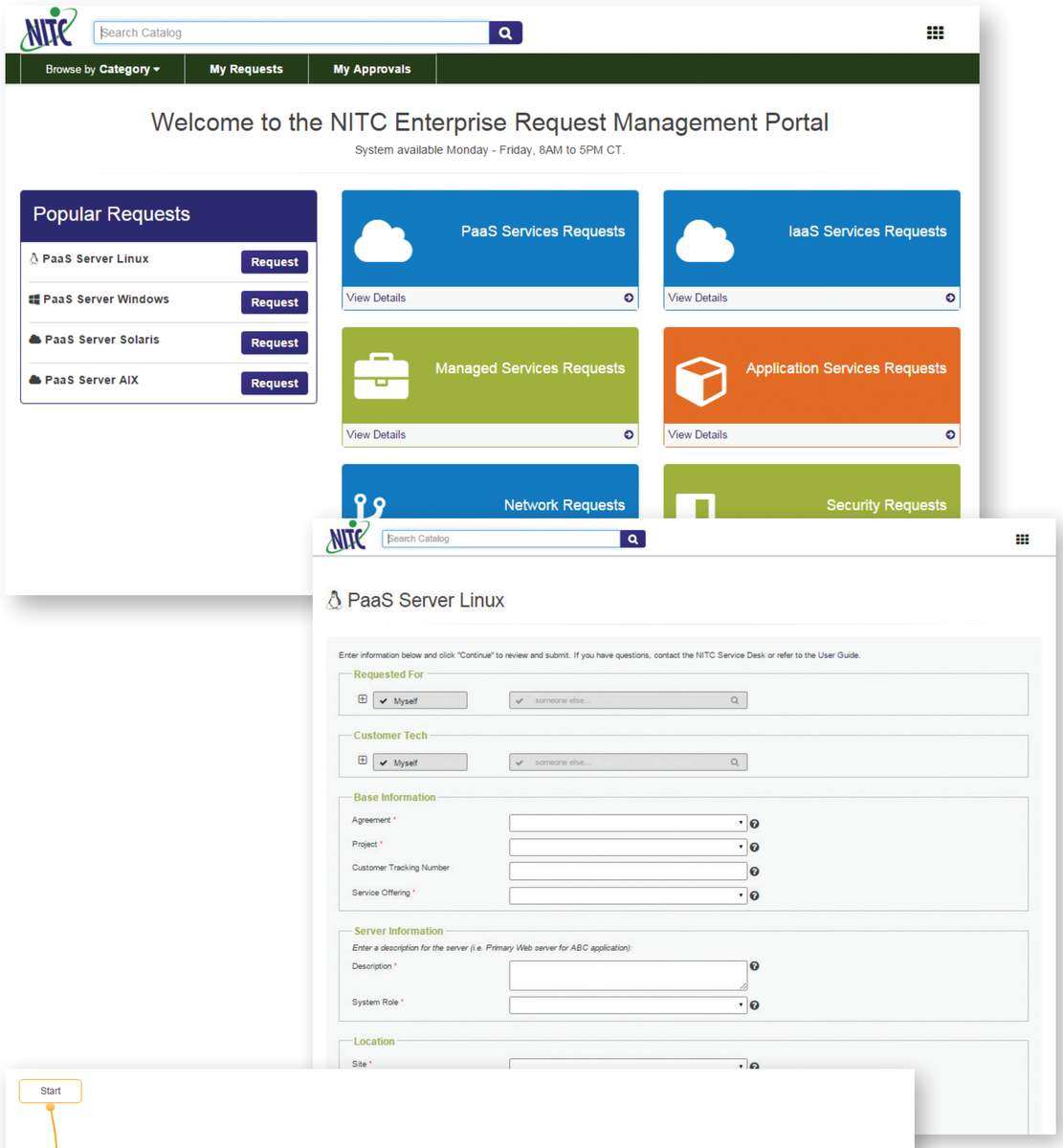
The National Information Technology Center (NITC) is a FedRAMP certified Cloud Service Provider that hosts both Community and Private Cloud offerings, and has also been designated as a Core Data Center for the OMB and the Federal Government. These FedRAMP Cloud services consist of Infrastructure as a Service (IaaS) and Platform as a Service (PaaS) offerings in a Tier IV facility incorporating fault tolerance, disaster recovery, HA, load balancing, and FISMA High security controls at competitive rates and 24/7/365 technical support, for both federal and state customers.

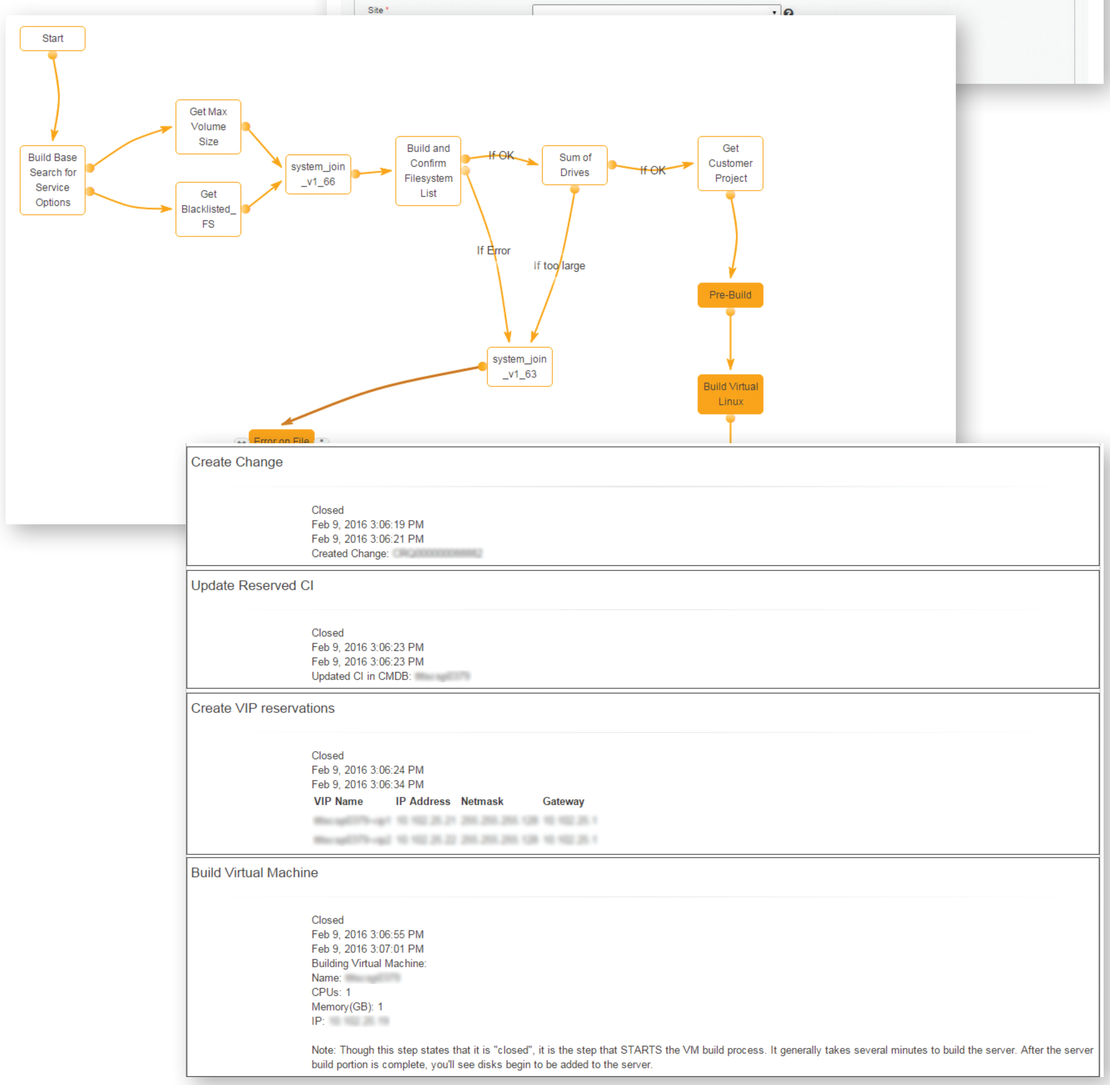
Problem

Prior to deployment of the Kinetic Data solution, NITC was providing solid solutions that provided broadband network access, resource pooling, rapid elasticity and measured services. However, the complexities of deploying solutions within Federal Information Security Management Act (FISMA) guidelines and striving to provide access to self-service services meant internal work flows became complex. The complexities and rigidity of request methods lead to complex paper forms that added unnecessary time and customer frustration to the delivery of NITC services.



Action

Utilizing Kinetic Data Request and Task, NITC was able to integrate our existing Remedy change management system, while automating many of the otherwise manual tasks in our processes. Initially relying on templates for workflow with no automation, and slowing moving to complete automation; generating changes with proper logic and automating processes that were once manually accomplished. NITC utilized the flexibility that Request provided to produce a customized web interface to customers with complex requirements to build FISMA compliant cloud solutions.



Result

Kinetic Data Request and Task have eliminated paper forms, allowed for customized automation workflows and allowed for Remedy Change management integration. Kinetic has enabled customers to view live status of their requests, duplicate previous requests, and receive servers and services in hours rather than days or weeks, reducing delivery time of services.