

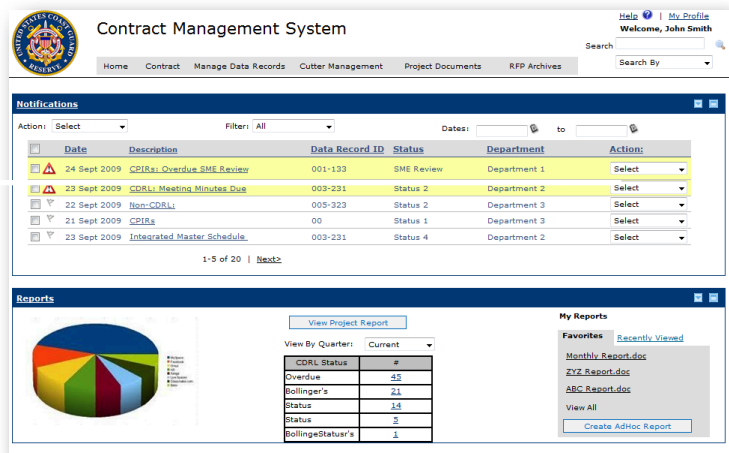
United States Coast Guard

Sentinel Contract Management System Redesign

The United States Coast Guard (USCG) is a multi-mission federal agency tasked with maritime search and rescue, maritime security, fisheries patrols, law enforcement, and national defense operations. Several Sentinel patrol boats have recently been procured to fulfill some of the USCG's operational needs. The USCG collaborated with OneSpring and BlueWater Consulting to define an application that will better manage the acquisition of these vessels.

Opportunity

The Sentinel represents the latest class of full-range mission patrol boats used by the USCG. For the acquisition management of the Sentinel, the USCG utilizes a Contract Management System (CMS) that provides a repository of searchable contract documents that allow personnel to review and manage the contract process. The legacy CMS was plagued with a number of issues that was making usage of the system nearly impossible and creating costly re-work at virtually every stage in the acquisition management process. Furthermore, two major business processes needed to be managed outside the system which presented risk of additional errors and loss of critical information.



Solution

To address these challenges, OneSpring employed our Stream visualization process to help the USCG improve the overall usability, efficiency and effectiveness of its CMS application. To accomplish this, OneSpring ran a Joint Application Modeling (JAM)[®] workshop on-site at the USCG's shipbuilding facilities. In just three days, team members from OneSpring, Blue Water, and the USCG addressed every major problem with the legacy system and rapidly prototyped an enhanced application. Coast Guard members responsible for managing the contracts reviewed and validated the solutions in real time. After the JAM sessions, they continued to review the model independently, providing feedback that allowed OneSpring's analysts and designers to ensure that the USCG's new system would be free of the problems that had plagued its legacy system. Within six weeks, the USCG was ready to send its fully visualized, work-around-free system to development.