

CASE STUDY – NAMEADSMA COLLABORATIVE ENVIRONMENT



CHALLENGE

NATO Medium Extended Air Defense Management Agency (NAMEADSMA) oversees the development of the Medium Extended Air Defense system, which is a highly mobile, low-to-medium range air defense system designed to replace the current HAWK and PATRIOT air defense systems. NAMEADSMA encountered challenges in using its existing hardware and software to allow disparate working groups to efficiently and effectively collaborate and share critical knowledge. NAMEADSMA retained KAI to design, develop and implement a new technology system known as the NAMEADSMA Integrated Collaborative Environment (NICE). NICE is intended to be an integrated information system that will allow disparate working groups to store and track data using existing NAMEADSMA hardware and software on top of a Microsoft Office SharePoint Server (MOSS) platform.

SOLUTION

KAI employed a “spiral” approach to development, where newly developed features of the NICE solution were tested by “super users” and others as they were completed. Their feedback was used in a continuous iterative process on features of the NICE system. KAI also developed an infrastructure for migration of existing content, including NAMEADSMA network file sharing, records, and metadata in the MySQL database. KAI also performed a variety of tasks related to requirements development, including: Identifying target audience and information sources; Identifying and meeting with super users and other administrative users; defining key performance indicators; reviewing and analyzing existing operating procedures, policies and business processes; gathering requirements information from users; determining how information is currently stored, flow, retrieved, and shared across organizational units; reviewing and analyzing technical and systems requirements; defining security requirements and groups; and developing an Information architecture.

RESULTS

Knowledge Advantage, Inc. (KAI) designed, developed, and implemented a new integrated collaborative information system that allows disparate working groups to store and track data in a collaborative manner utilizing existing NAMEADSMA hardware and software. The platform KAI created serves as a centralized document repository, online collaboration workspace, intranet, extranet, and portal service. By identifying and gathering the business needs of the end users, KAI was able to properly design and construct features and functionalities that met NAMEASDSMA’s specific requirements and needs. The system was successfully tested for quality control and user acceptance, and was delivered to the client, with a high degree of client satisfaction.