



# The Computerworld Honors Program

Honoring those who use Information Technology to benefit society

## Final Copy of Case Study

YEAR:  
*2012*

STATUS:  
*Laureate*

**Organization:**  
Government of the District of Columbia

**Organization URL:**  
<http://octo.dc.gov/DC/OCTO>

**Project Name:**  
Citywide Information Technology Staff Augmentation (ITSA)

**What social/humanitarian issue was the project designed to address? What specific metrics did you use to measure the project's success?**

The Citywide Information Technology Staff Augmentation (ITSA) Contract had multiple policy goals, with two of the most prominent being to: 1) Reduce average time-to-hire for IT contract staff to 16.87 days from 37.5 days. 2) Expand the District of Columbia based small Certified Business Enterprises (CBE) participation, while also reducing concentration of awards among vendors ITSA has delivered award winning results in both of those areas. CBE's are getting more business at a faster pace. District spending with CBEs under the contract has grown 141% annually since 2009 -- to present as shown below, 2009 - \$20.8 million total spending, 2010 - \$35.1 million total spending, 2011 - \$40 million total spending projected.

**Please describe the technologies used and how those technologies were deployed in an innovative way. Also, please include any technical or other challenges that were overcome for the successful implementation of the project.**

ITSA is delivered using a technology stack of web presentation and analytics, business process reengineering, and procurement enterprise resource planning system for business analytics. There were many business, policy and technical challenges to overcome. Re-engineering the business processes including working with other departments, i.e., Accounts Payable/Office of Finance and Resource Management (AP/OFRM) to meet the higher standards of the citywide

contract was the most difficult. As a result, ITSA pays vendors faster and on time compared to pre-ITSA contracts.

**Please list the specific humanitarian benefits the project has yielded so far.**

ITSA has put \$92.7 million dollars of necessary District spending into the hands of small certified business enterprises since its first year in 2009. 2009 - Spending - \$20.8 million, CBE % - 97% Received, CBE Spending - \$20.3 million 2010 - Spending - \$35.1 million, CBE % - 96% Received, CBE Spending - \$33.7 million 2011 - Spending - \$40.0 million, CBE % - 97% Received, CBE Spending - \$38.7 million Total - Spending - \$95.9 million, CBE % - 97% Received, CBE Spending - \$92.7 million Annual % Change 141%.

**Please provide the best example of how the project has benefited a specific individual, enterprise or organization. Feel free to include personal quotes from individuals who have directly benefited from the work.**

ITSA has benefited the entire City of Washington, D.C. It has achieved both individual and national recognition. For example: CBEs are marketing their ITSA participation - link <http://newlighttechnologies.com/About/ContractVehicles.aspx>; recognized as an "Innovation and Best Practice" by the National Association of State Chief Information Officers (NASCIO) - link <http://www.nascio.org/awards/nominations/2010/2010DC6-NASCIO%20Submission%20-%20Final.pdf>; just named a finalist in the 2012 "Excellence.gov" Award - link <http://www.actgov.org/education/awards/exgov/2012Excellence.GovAwards/Pages/default.aspx>.