

MicroLink Improves Command Efficiency, Organization and Governance for ARCIC

Customer Background

The Army Capabilities Integration Center (ARCIC) leads the development and integration of force capabilities across the doctrine, organization, training, materiel, leadership and education, personnel and facilities (DOTMLPF) for the Army. It is the Army's leader in the identification, design, development, and synchronization of capabilities into the Army's modular force. It is responsible for coordinating Joint, Multinational and other DoD agencies to respond to rapid logistical changes.

ARCIC is a three-star command that reports to the United States Army Training and Doctrine Command (TRADOC). ARCIC develops a Campaign Plan (strategic plan) every two fiscal years. The ARCIC Campaign Plan (ArCP) is integrated with the Army Campaign Plan and TRADOC Campaign Plan. The Campaign Plan consists of Lines of Operation and Strategic Objectives, which are supported by tasks, documents, events and briefings. Members of ARCIC Leadership need regular updates on products and tasks, which show the progress of the ARCIC two year capability development cycle.

ARCIC is responsible for the future capabilities needed by the warfighter. They are charged with investigating and developing those capabilities in a timely way to directly support our troops downrange. Capabilities include everything from communication devices to armored vehicles. ARCIC works closely with all the Army Centers of Excellence to ensure that current and future capabilities are integrated into the training programs that prepare our soldiers. New capabilities are vetted and specified during the Capabilities Integration Two-year Cycle. Moving to this accelerated development cycle supports the Army's desire to remain the best equipped, most professional force in the world.

Manual Processes Hinder Command Performance

To accomplish its mission, ARCIC compiles readiness information that includes personnel information, tasks, projects, events, and plans. This information was completed manually and captured through the use of Microsoft Excel spreadsheets. The organization uses Excel for gathering and reporting all command readiness information. The information gathering process was a difficult process that took days, sometimes weeks, to compile and yet, provided little visibility into operations. Additionally, the General could not see real-time project statuses or receive timely updates for the ARCIC Campaign Plan (ArCP).

Delivering Real-Time Metrics Assists in Execution of Mission Critical Goals

MicroLink developed an enterprise-wide Campaign Plan Management solution that supports the ArCP and links to the TRADOC and ARMY Campaign Plans. The ARCIC Campaign Plan has the capability to establish a relationship between ArCP Objectives and TRADOC or ARMY objectives. This close-knit relationship allows senior leadership throughout the command to easily report up the chain. Before MicroLink created the Campaign Plan Management solution, staff members spent at least four days compiling information to brief the General on updated Campaign Plans. Now, it only takes an hour or two to obtain all information needed for ArCP briefings.

ARCIC selected SharePoint as its information repository. MicroLink designed a solution that uses SharePoint lists for capturing critical data that does not reside in any other formal application systems. The use of SharePoint lists gives ARCIC options and more control over what information is being captured without having to implement new Line of Business (LOB) applications. SharePoint data is combined with relevant data from several other LOB systems using a data integration process, then reconciled and used to produce an OnLine Analytical Processing (OLAP) cube. OLAP cubes make information dimensional and

Technologies

Microsoft Office
SharePoint Server 2007

PerformancePoint Server
2007

SQL Server 2005 Database
Engine, upgraded to SQL
Server 2008

SQL Analysis Services

SQL Reporting Services

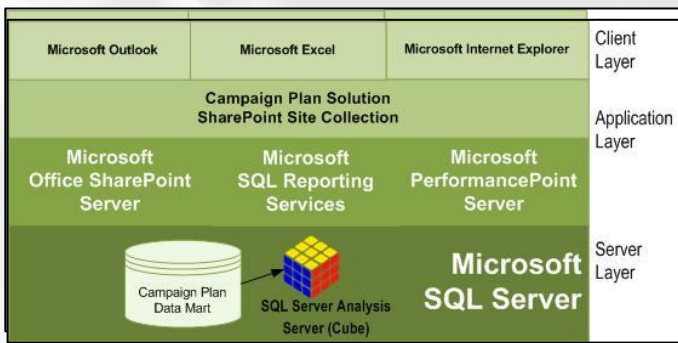
Windows Server 2003,
upgraded to Windows
Server 2008 R2

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much easier to navigate than traditional relational databases. For ARCIC, it supports a dynamic and swift metric display that delivers drill-down to critical, detailed information.

Through Microsoft SharePoint Server, SQL Server and PerformancePoint, MicroLink delivers customized dashboards that display relevant information targeting various levels of the organization. This solution has helped ARCIC accomplish its mission of capabilities integration by meeting its timelines, streamlining the process and making progress information visible.

Enhanced Capabilities and Architectural Design Give ARCIC the Leading Edge



Architectural Design of Campaign Plan

The Campaign Plan solution architecture utilizes Microsoft software already approved on the ARMY GOLD MASTER. ARCIC’s data is consolidated into the “data mart.” Then, a Microsoft SQL Server Analysis Services cube drives the information displayed on dashboards populated with PerformancePoint scorecards, strategy maps, analytic charts and maps. Microsoft SQL Server Reporting Services report provides the full view of detailed information needed for further analysis of ARCIC’s data.

the Lines of Operation and related Strategic Objectives for each Directorate. The green, amber and red coloration shows whether the goal progress is on-target or off-track. Each box on the Strategy Map is related to a line on the Scorecard, and the Director can drill down on the scorecard from the Strategic Objective level down into the task level to get more details about which assignments and organizations need guidance or assistance.

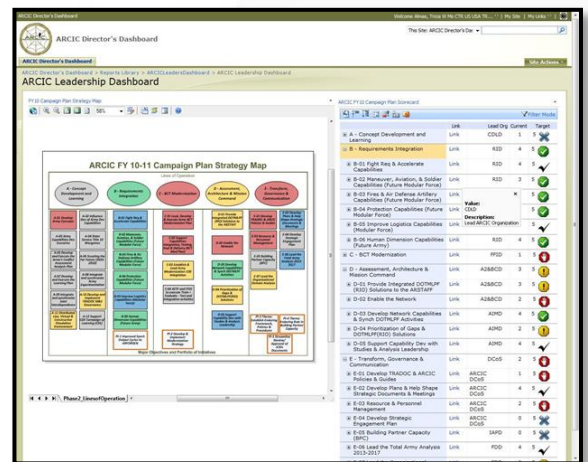
The Campaign Plan Strategy Map was created with Visio and connected to the Campaign Plan Scorecard, which are both displayed on the Director’s Dashboard. The strategy map shows

Automated Data Collection Increases Organizational Efficiency and Decision Making

MicroLink provided ARCIC with a multifunctional dashboard that:

- automates data collection for Campaign Plan task status, and reduced data calls
- presents status results in a timely way, while corrections can still be made
- aggregates information from multiple sources and presents it in a coherent dashboard display

These sophisticated dashboard features assisted the Army Capabilities Integration Center by providing accurate, and timely, performance insight that improves the effectiveness of the decision making process. ARCIC Senior leaders have a single tool that presents the overall picture of ARCIC capabilities development progress, and upcoming governance events.



ARCIC Director's Dashboard

This solution has not only provided ARCIC with increased organizational efficiency, but an enterprise-wide solution that assists ARCIC reach its mission critical goals.