# Problem Solving with Maximo in the Federal Space

R.T. Carter

Director of Logistics| Transportation Solutions and Technology Applications Division

Leidos Corporation

Richard.T.Carter@leidos.com

1

# The Problem

- Increasing focus on performance based contracting driven by metrics
- Increasing focus on cyber-security post-OPM Data Breach
- Stagnant or shrinking federal budgets
- Increasing competition
- "Do more with less, and do it faster"

# The Challenge

- Integrating metrics into an end to end solution
- Securing the solution in an increasingly challenging cybersecurity environment
- Distributing the solution across large geographic areas and hundreds of users and locations
- Adapting to changing business requirements

# Securing Infrastructure of Consequence

- Critical information security requirements
  - End to End encryption
  - Limit vulnerabilities
- Securing the Core:
  - Robust architecture to enable strong securit
- Securing the "Last Mile"
  - Getting information to the field while still protecting it

# Securing the Core with Maximo

- Enhanced IT security via MIF based solution
  - Leveraging database and architecture security
  - Single point of security management as opposed to multiple systems
- End user centric solution
  - Customizable workflow
  - Purpose-built Maximo interface
  - Enhanced business processes

# Securing the "Last Mile"

- Reducing external vulnerabilities from web interfaces by controlling the data from end to end
  - Encrypted communication
  - No data transmitted through unsecure channels
  - Notifications are alerts only
  - On Device encryption
  - PIV Card enablement

# Key Features

- NIST 800.53 (R4) compliant
- PIV/CAC card compliant
- Seamless offline/online operation
- Clear transaction and error handling
- Push-based architecture
- Both user-specific and shared data
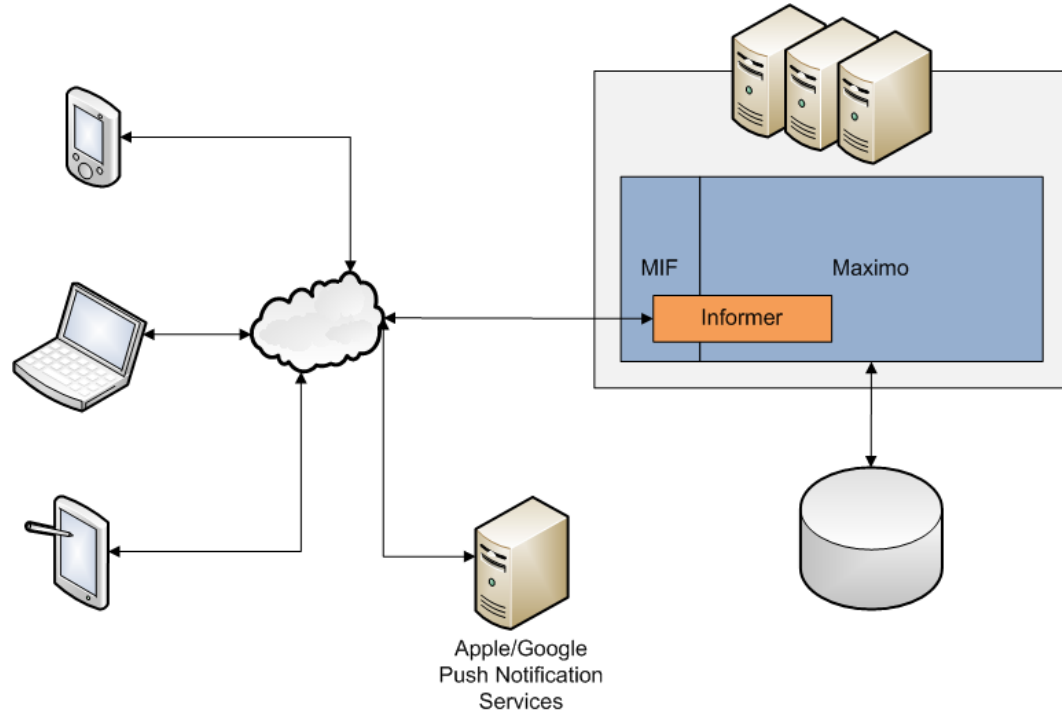- Management and operational support within Maximo

# Design Philosophy

- Leverage Maximo and Oracle security
- Deliver purpose built interface for the end users' unique business process
- Allow focus on functionality, not integration
- Support a variety of mobile devices
- Focus on empowering the end user while maintaining security

# High Level Architecture

# Workflow Management and Accountability Solution

- Enterprise high value asset maintenance and management use case
- Vast "Management Enterprise":
  - Designed to manage maintenance of thousands of devices across 463 distributed locations
  - Multiple "User Communities" comprised of numerous Contractors
  - Extreme SLA and near real time reporting/ responsiveness required
  - Significant End User management challenges
- Cost of failure = Extreme
- Real time visibility required
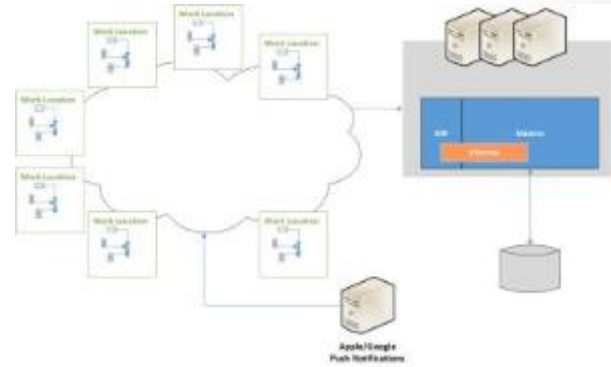
# Workflow, Documentation and Contractor Management

- Goal:
  - Near real time visibility
  - Distributed workforce
  - Support end user needs while meeting business requirements
  - Maintain near real time awareness of field performance
- Challenges:
  - 450+ geographically disbursed locations
  - Critically sensitive data
  - Extremely high cost of failure

**100% visibility of a high impact/risk enterprise, all End User activities driven by role.**

11

# Workflow, Documentation and Contractor Management (con't)

- Mobile Solution:
  - Role-based application
  - Process built into the application enforcing data reporting requirements
  - Role-based interfaces "integrate" maintenance and accountability operations via Maximo
  - Seamless data flow from field to management

**Solution drove the Maximo selection**

# Interface as Management and Reporting Tool

**Single Point of Data Entry**

| Responsiveness | Visibility | Cross Platform | Adaptable |

**Real Time Dashboard**

# Time to Delivery

Purpose-built mobile interfaces for Maximo make business sense.

- Purpose-built interfaces specific to End User needs **in less time, maximum ROI and 100% adoption**
- Native development languages and tools so **we can maintain and expand applications** as needed
- In CPI now with V2.0 Deployed

# Benefits

- Strong data security
- Near universal connectivity
- Single interface across multiple devices
- Seamless integration with Maximo
- Real time data for decision making
- Customizable for different roles
- 100% adoption

# Democratizing Maximo Across the Federal Enterprise

- 100% Maximo focused IBM Premier Business Partner
- IBM Gold Accredited-North America
- SCCD IBM Certified with Expertise
- 10 Years Maximo Services Expertise
- 10 Years of Maximo Mobility Expertise
- Enterprise Security Enhancements
- Distributed Maximo Solutions
- Maximo Hosting Offering
- Version 7.6 Upgrade Expertise, with Multi-tenancy
- Authorized to Provide Level I&II IBM Support
- 24 x 7 Follow the Sun Live Support
- Maximo Hosting and SAAS Provider
- Active Maximo User Community Advocate

# Demo

R.T Carter, Leidos
Richard.T.Carter@leidos.com

Jason VenHuizen, Interloc
jasonv@interlocsolutions.com