

US MARSHALS SERVICE TRAINING ACADEMY, DOJ

Project Title

Academy Information Management System (AIMS)

Contact No.

GS-35F-0058N

Contract Type

GSA

Period of Performance

November 2003 – January 2004

Contact

Chief of U.S. Marshal Service Training Academy

Federal Law Enforcement Training Center

PROJECT DESCRIPTION

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In 2003, ENVISAGE was contracted to provide a comprehensive academy modernization and technology roadmap for the US Marshals Service Training Academy. Based on their experience with other academies providing training at the FLETC in Glynco, GA, ENVISAGE was chosen to provide expert advice in the areas of training academy automation, business process evaluation and re-engineering. Findings were documented in detail and best practice recommendations outlined thus providing a solution roadmap for the USMS Training Academy.



This roadmap began with an in-depth research and analysis task with all appropriate USMS Academy personnel - those with a multitude of responsibilities in the day-to-day operations and management the Academy. As a result of the analysis phase, ENVISAGE was able to provide the following deliverables for an enterprise-class training management system:

- Functional requirements documentation
- Systems design documentation
- Data migration plan
- Training implementation plan
- Project plan
- Budget formulation

These combined deliverables provided the USMS Academy with a future-state vision and a documented process for achieving success in its mission to automate the business practices of the Academy.

CLIENT EVALUATION OF ENVISAGE PERFORMANCE

- 1. Quality of product or service, including consistency in meeting goals and targets, and cooperation and effectiveness of the Prime in fixing problems.**

Comments

Envisage delivered a quality product (Requirements Analysis) meeting their stated goals. The employees of Envisage were knowledgeable, professional and always available to discuss strategies or alternatives to assist in our production of relevant information necessary for the completion of the requirements analysis.

- 2. Cost control, including forecasting costs as well as accuracy in financial reporting.**

Comments

Envisage delivered the product on time and within cost. They have also proposed new cost estimates and alternatives for implementation of the final product line recognizing the significant obstacles faced by the agency in obtaining sufficient funding.

- 3. Timeliness of performance, including adherence to contract schedules and other time-sensitive project conditions, and effectiveness of home and field office management to make prompt decisions and ensure efficient operation of tasks.**

Comments

Envisage delivered as promised with a significant degree of follow up, much of which was from the CEO of the company.

- 4. Customer satisfaction, including satisfactory business relationship to clients, initiation and management of several complex activities simultaneously, coordination among subcontractors and developing country partners, prompt and satisfactory correction of problems, and cooperative attitude in fixing problems.**

Comments

We have been very satisfied with our relationship with Envisage. Although they have relationships/contracts with numerous federal and state entities, their service to the Marshals Service during this process was first rate, prompt and always with solutions to any problems or obstacles that were presented.

- 5. Effectiveness of key personnel including: effectiveness and appropriateness of personnel for the job; and prompt and satisfactory changes in personnel when problems with clients were identified.**

Comments

We have experienced dedication, commitment and a breadth of experience with all Envisage personnel assigned to work on our project. They have the ability to think, formulate, create and deliver "outside the box" solutions that facilitate accountable business practices to make our training operation more efficient and effective.