



Case Study

US Army's ambitious goal for extensive classroom and field training is concisely and cost-effectively executed

Client:

An International Information Technology & Technical Services Solutions Company and Its Customer, the United States Army

Industry:

Government

Service Offering:

Staffing Services

- Infrastructure Staffing Services

Component Services

- Education Services

- Instructor-Led Training



The Program: An international IT and technical services solutions company was awarded a contract to support the United States Army's Program Executive Office Command, Control and Communications Tactical (PEO C3T) division. The PEO C3T harnesses advancing technologies to develop digitized IT tools, products, and systems that meet the needs of today's military personnel. This Network Centric Warfare equipment is then tested, integrated, and supported by the Central Technical Support Facility (CTSF), a branch of the PEO C3T.

The Scope: The CTSF had recently developed the Digital Systems Engineering (DSE) program, a more concise, cost-effective model of supporting the Army's digitized systems. Prior to the program's development, the CTSF's main digitized product—Army Battle Command System (ABCS)— was supported by specialists from the vendors who built the product's various subsystems. The pending Army-wide rollout and projected long-term deployment of troops in combat zones necessitated the change, and a scalable recruiting and training program was created to suit this need. The program mandates that individuals with extensive technical backgrounds be hired and trained to support multiple components of the ABCS system. The client already had a small team of engineers on staff at the CTSF who possessed these qualities. This detail, coupled with their vast experience in digitized warfare, won them the lead in the DSE program.

The Support: To help fulfill the DSE program's ambitious goals of hiring and training several hundred employees in the coming years and 50 in the immediate future, the client selected TEKsystems® as a subcontractor to provide this valuable service. TEKsystems immediately set to work, successfully recruiting the first 50 DSE trainees over a staggered three month period and beginning the process necessary to obtain security clearances for all 50 hires. The ensuing six month training program provided extensive classroom and field training to ensure the mastery of the various warfare systems and commercial technologies necessary to support the military personnel.



Trainees enter the program as TEKsystems employees and are regularly evaluated by a set of subjective and objective requirements. TEKsystems quelled the CTSF's concerns about contract employees who do not perform up to the program's high standards by maintaining the flexibility to release these individuals during the training period. Successful completion of the training program certifies trainees as Digital Systems Engineers, and their employment status is transferred from TEKsystems to the client. DSEs are then deployed to the Middle East to support the Army's digitized systems and troops overseas. TEKsystems' recruiting will continue into the fall with the next hiring phase of 50 DSEs.

The Result: As a premier provider of technology staffing and services, TEKsystems' exceptionally large resource pool, its reputation for quickly providing talented, security-cleared individuals, and its ability to employ trainees on a contingency basis meshed well with the client's experience and mentorship capabilities in digitized warfare. TEKsystems' powerful Instructor-Led Training (ILT) and access to Web-based capabilities added additional value, allowing DSE engineers to engage in self-paced training during slow periods and after work. This TEKsystems benefit led to an additional contract to provide Instructor Led Training for courses such as Network Plus, Microsoft® Windows® 2000 Server, Cisco® Certified Network Administrator, Microsoft® SQL Server™, and Fundamentals of UNIX®. TEKsystems will continue to deliver a minimum of one training class per week through year's end. The training contract is procured through the GSA and written with extensions up to four years.