



## MISSION-CRITICAL APPLICATION AND DATABASE SOLUTIONS

### DEV TECHNOLOGY GROUP, INC.

The ITES-2S program is a performance-based, indefinite delivery/indefinite quantity (ID/IQ) contract that will help the U.S. Army and other federal agencies acquire innovative, standardized, turnkey solutions and services. Dev Technology Group, Inc. (Dev Technology) delivers complex business and information technology solutions, and is partnering with EDS, an HP company, to deliver robust data, database and application solutions and web-based solutions for to meet the mission-critical needs of ITES-2S.



### Helping ICE better manage data.

As a subcontractor to EDS, Dev Technology provides data and application and database consulting development services under the Enforcement Systems Program at the Bureau of Immigration and Customs Enforcement (ICE). Primarily focused on Oracle technology, Dev Technology leads the data-base design and development associated with the Enforcement Integrated Database (EID). Having supported ICE (formerly the Immigration and Naturalization Service) since 1998, Dev Technology began and led the effort to consolidate multiple data stores into the EID. This effort remains focused on improving data integrity and quality by reducing duplicate data through further centralization of the data and database management support functions.

Today, Dev Technology is meeting the needs for information sharing among homeland security bureaus;

### Business challenges

Government agencies maintaining, modernizing or implementing mission-critical applications are searching for more efficient ways to develop and manage their systems that provide their users with the business processes and data and required to fulfill their part of the agency's mission. Increased focus on information sharing among agencies is also forcing a new look at how data information is collected, stored, analyzed, used and managed.

On the infrastructure side, government agencies are increasingly implementing IT service management programs to improve service levels including IT Infrastructure Library (ITIL) compliant solutions. An experienced partner can assist in implementing tools such as BMC Remedy® that help to monitor service levels, quickly resolve incidents and problems, control change, and manage IT assets.

### How we can help

Dev Technology works with agencies to develop and implement data and application strategies and architectures to meet their mission-critical needs. Dev Technology specializes in data and database consulting services for the full data lifecycle from requirements determination and data modeling to database development and database administration. Our team also provides application development services on multiple platforms focusing on custom-developed, web-based systems including migration, conversion and modernization of legacy applications as well as integration of applications to ensure efficient use of system, process, and data assets. For each client, we leverage our experience and lessons learned from supporting systems used by over 19,000 federal law enforcement personnel.

### What you can achieve

- Effective application and data architecture facilitating information sharing
- Improved quality of data leading to better decision-making
- Effective data and application architecture facilitating information sharing
- Efficient database code focused on minimizing database overhead (database development)
- Increased database performance while maintaining system security
- Configurable tool for implementing common IT service processes and IT Infrastructure Library (ITIL) initiatives
- Improved visibility into service levels for more effective IT service management contracts



the team is leading an integration effort between an ICE and Border Patrol system which includes reducing substantial overlap in data collected and used. Dev Technology also develops and maintains the Data Management Plan (DMP) for the Enforcement Systems; its approach to this data administration task is to work with program and system owners to take a portfolio view of the data strategy. To accomplish this effort, the team articulates the benefits of data integrity and quality as well as the ability to reduce the administrative efforts of agents.

## About EDS

EDS, an HP company, is a leading global technology services provider, delivering business solutions to its customers. EDS founded the information technology outsourcing industry more than 46 years ago. Today, EDS delivers a broad portfolio of information technology and business process outsourcing services to customers in the manufacturing, financial services, healthcare, communications, energy, transportation, and consumer and retail industries, and to governments around the world.

## Contact

John Mutarelli  
Dev Technology Group, Inc.  
1984 Isaac Newton Sq W, Ste 302  
Reston, VA 20190  
Phone: 703.860.8135 ext. 104  
Visit: <http://www.devtechnology.com>  
e-mail: [services@devtechnology.com](mailto:services@devtechnology.com)

## About Dev Technology

Dev Technology is an SBA certified, small disadvantaged business (SDB) founded in 1998 providing application and system development and maintenance services to meet the mission-critical needs of its customers. The company is an IT services firm focused on meeting the mission-critical needs of government including the federal law enforcement community. Dev Technology focuses on system architecture and integration, application development, and data and database consulting services, including data management, database design and development, administration, and conversion and migration. An Oracle® Partner since 2004, Dev Technology specializes in Oracle technology. It also provides application development services on multiple technologies including both custom and commercial off-the-shelf (COTS) applications. Dev Technology's implementations of the BMC Remedy® application suite are recognized as the most innovative within government providing a tool for integrated IT service management processes. Founded in 1998, Dev Technology works with its partners to support mission critical systems for multiple government agencies and organizations including the Department of Homeland Security, Department of Justice, U.S. Department of Agriculture, Department of Treasury and Department of Energy.

## Dev Technology awards

- Washington Technology Fast 50 for 2007 - Recognizes some of the most successful companies in the government market. These small businesses have experienced phenomenal growth over the past five years.
- BMC Remedy Award of Excellence (2005) - Recognized for innovative implementation and functionality of the Remedy ITSM Suite
- 2004 E-Gov Award - Led database design services for two awarded projects.
- BMC Remedy Award of Excellence - Recognized for innovative implementation and functionality of the Remedy ITSM Suite

## Implementing BMC Remedy®

For a major Federal Law Enforcement Agency At the Bureau of Alcohol, Tobacco, Firearms and Explosives (ATF), Dev Technology is responsible for implementing the Remedy® ITSM suite to support the back-office processes and systems under an EDS managed services contract for the ATF agency's infrastructure. The implementation includes the full suite: AR system, helpdesk, knowledge management, asset management, change management, SLA Module, and the Gateway to Tivoli interface. Additionally, Dev Technology has integrated several key support systems allowing automatic generation of tickets for failed infrastructure equipment or other monitored events. This includes an XML interface to EDS' subcontractor's dispatch system for national on-site support as well as an LDAP connection to Active Directory facilitating single sign-on.