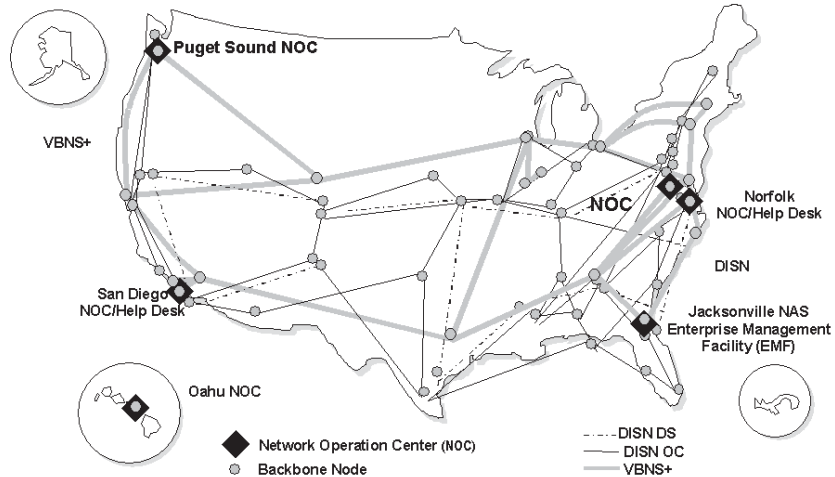


Navy Marine Corps Intranet (NMCI)

SUMMARY

- The Navy operational testers conducted an operational evaluation (OPEVAL) of the Navy Marine Corps Intranet (NMCI) during October-December 2003. DOT&E identified six major problem areas during the OPEVAL that must be corrected for NMCI to become operationally effective and suitable.
- The problem areas are information assurance, customer service and support, network support, mission support, maintainability, and logistic supportability.
- The program office is currently addressing these problems, and the Navy operational testers will verify corrections when completed.
- The Navy and the contractor are reviewing the NMCI contract requirements and specifications for relevance.



NMCI is an information technology services contract to provide reliable, secure, and seamless information services to the shore-based components of the Navy and Marine Corps.

SYSTEM DESCRIPTION AND MISSION

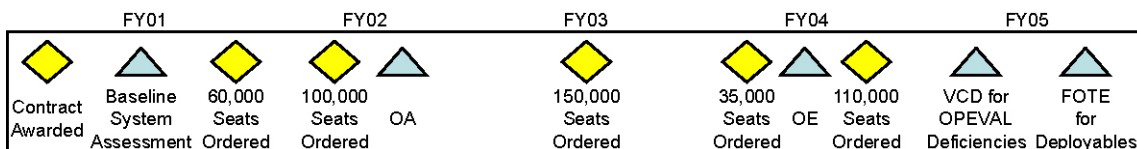
NMCI is an information technology (IT) services contract to provide reliable, secure, and seamless information services to the shore-based components of the Navy and Marine Corps. NMCI infrastructure and services will not extend to afloat or deployed units. NMCI is required to support new processes and enable new initiatives such as knowledge management, distance learning, and telemedicine to improve the quality of life for Department of the Navy employees and support personnel. NMCI will provide IT services using a seat management contract that delivers comprehensive information services through a common computing and communications environment. The NMCI program will implement upgrades, modernization, and technology refreshment over the NMCI contract lifecycle.

The architecture will support Navy and Marine Corps bases, camps, stations, and activities in the Continental U.S., Alaska, Hawaii, Puerto Rico, and Guantanamo Bay, Cuba, for an estimated 455,000 seats. NMCI will not provide direct support to Navy units afloat or deployed; however, NMCI will connect with and provide network access service to Navy ships docked in the NMCI-supported areas. The Navy anticipates that, in order to meet the service level agreements (SLAs) and provide service for the estimated user base, 72 server farms, 6 Network Operations Centers, and 2 Help Desk Centers will be required.

The NMCI initiative differs from a traditional DoD acquisition program, where the government purchases a complete system and then assumes configuration control and lifecycle maintenance and management responsibility. The NMCI contract is for the procurement of IT services (not systems) based upon a commercial model of SLAs. This model emphasizes the verification, validation, and monitoring of the end-user services, not the underlying infrastructure or systems.

NAVY PROGRAMS

TEST AND EVALUATION ACTIVITY



The Navy operational testers conducted the OPEVAL of NMCI between October and December 2003 on operational systems. There were approximately 26,700 participants working in their normal operational environments at the following test sites: Naval Air Systems Command, Patuxent River, Maryland; Naval Air Facility, Washington, DC; Naval Air Station, Lemoore, California; Naval Air Reserve Center, Lemoore, California; Fleet Forces Command, Norfolk, Virginia; and Network Operations Centers and Help Desks in Norfolk, Virginia, and San Diego, California. Typical users performed their usual duties using NMCI at these sites.

During the OPEVAL, the testers collected data from various sources, including help desk trouble tickets, contractor-provided SLA performance data, interviews with users, web-based user surveys, test site commanders' reports, and other sources. Over 5,500 users responded to survey requests. An independent Army agency, the Information Systems Engineering Command, evaluated and validated the extraction procedures for the SLA performance data. The Joint Interoperability Test Command provided additional data in its evaluation of interoperability requirements for the joint critical applications, and the Navy Fleet Information Warfare Command provided its report of information assurance testing.

TEST AND EVALUATION ASSESSMENT

Regarding overall test adequacy, the contractor-collected data for SLA performance was incomplete and significantly flawed. Significant test limitations included the inability to evaluate certain capabilities not yet installed, such as voice-over-Internet, video teleconferencing capabilities, public key infrastructure usage, deployables, newsgroups, and pier-side connectivity. The Navy plans to evaluate these capabilities in a follow-on operational test and evaluation scheduled for 4QFY05.

The Navy Fleet Information Warfare Command found that the NMCI had made some improvements in information assurance, but several critical problems remain. The majority of discrepancies noted during the OPEVAL were also present during the operational assessment in October 2002. Regarding interoperability, the Joint Interoperability Test Command concluded that too few joint applications had been tested to permit a meaningful assessment.

Although NMCI has made some improvements, it has made only minor progress in addressing the major problem areas since the operational assessment in 2002. The following six areas exhibited significant problems during the OPEVAL:

- Information Assurance
- Customer Service and Support
- Network Support
- Mission Support
- Maintainability
- Logistic Supportability

The level of customer satisfaction has improved, but only slightly. The effects of poor customer service and support ripple far beyond the test events and users surveyed, and should receive immediate attention.

The errors and omissions in the SLA data reported by the contractor during the OPEVAL strongly suggest that the current reporting practice is insufficient to inform the government properly of the operational status of NMCI.

Navy operational testers will evaluate the program office's corrections to more than 25 OPEVAL deficiencies during a Verification of Correction of Deficiencies beginning in 2QFY05.